

DOS AND DON'TS – Pacojet 4

Please note: This summary does not replace the device-specific Pacojet **USER MANUAL**. For user safety reasons, Pacojet systems must be operated in accordance with the instructions in the appliance-specific user manual. In particular please note the warnings in this regard. Failure to comply with the user manual specifications will cause all warranty and liability claims against Pacojet to be rejected.

What should I do?

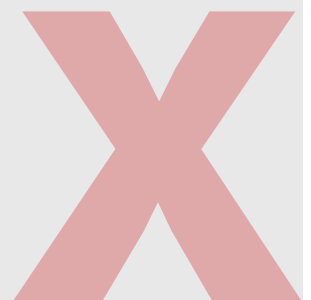
Before using the Pacojet for the first time

- Connect the Pacojet 4 to the Internet (Wi-Fi).
- Before using the device for the first time, carry out an initial clean with a Pacojet Cleaning Tab.

Filling the pacotizing® beaker

- Only food should be processed, not bones.
- Do not fill the pacotizing® beaker beyond the fill line. Otherwise the device may be damaged. The beaker contents will expand by up to 30% during pacotizing® with overpressure. If the beaker is overfilled, the contents can get pressed into the device during pacotizing®, which can damage the main layer.
- The surface of the pacotizing® beaker must be even and smooth before freezing.

- There must not be any cavities in the pacotizing® beaker contents.



Deep freezing (> 24 h) at the recommended freezer temperature –20 °C.

- Freeze the filled pacotizing® beaker for at least 24 hours in a freezer at –20 °C. Pacotizing® of pacotizing® beaker contents that are too cold (colder than –23 °C) can overload the device and damage it. If the pacotizing® beaker contents are not cold enough (warmer than –18 °C), this may have a negative effect on the quality of the results.
- Check whether the surface of the pacotizing® beaker contents have frozen evenly and smoothly. If pieces of fruit or vegetables have risen during the freezing process, cover them with liquid (note the maximum fill line) and freeze again. Always smooth again the surface of a pacotizing® beaker that has been partly processed.

- Do not pacotize® the pacotizing® beaker before the contents are completely frozen. Beaker contents that are only partly frozen may cause the pacotizing® blade to break or bend. The motor has to work harder if the pacotizing® blade is bent. This causes the resulting quality of the pacotized® product to be poor, or damages the motor.
- Do not subsequently add finished, already frozen preparations in beaker form to the pacotizing® beaker!

Attaching the pacotizing® blade/spray guard

- Attach the pacotizing® blade and spray guard to the tool coupling together (screw in). You will feel a resistance when both parts are correctly inserted. If the accessories are incorrectly attached, tool recognition will detect this and an error message will be displayed.
- The pacotizing® blade and spray guard must be clean and dry.
- Ensure that every user knows how to attach the pacotizing® blade correctly (see user manual).

- Never place the pacotizing® blade/spray guard on the protective beaker when inserting the pacotizing® beaker, but attach it directly to the cutter holder.

Use the correct combination of protective beaker and pacotizing® beaker

- Every type of pacotizing® beaker (synthetic or chrome steel) has a specific protective beaker. You must only ever use the correct combination.
- Note the corresponding information on the respective protective beaker.



Pacojet 2 PLUS
Protective beaker for synthetic
pacotizing® beaker



Pacojet 4
Protective beaker for synthetic
pacotizing® beaker



Pacojet 4
Protective beaker for chrome
steel pacotizing® beaker

Liquid nitrogen (LN2), carbon dioxide (CO2), etc.

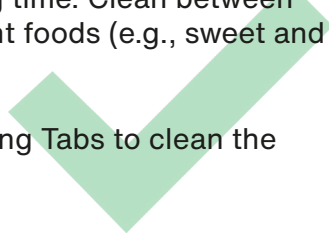
- Never pacotize® a pacotizing® beaker's contents that have been frozen using liquid nitrogen or that contain carbon dioxide or carbonic acid. The pacotizing® beaker could explode and damage the pacotizing® beaker, protective beaker or Pacojet coupling.
- * On contact with food, nitrogen immediately converts into a gas and expands explosively. There is a danger of injury to the user.

Caring for the pacotizing® blade

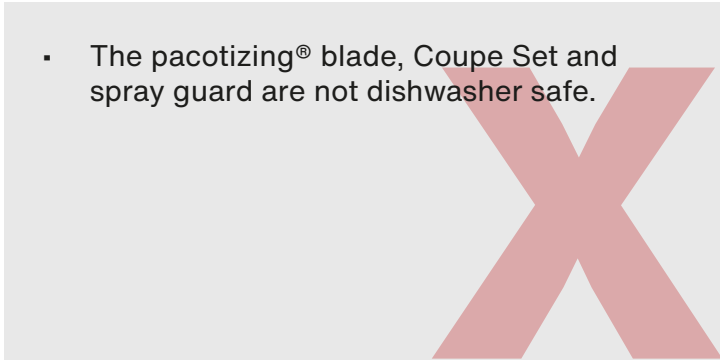
- Replace a bent or blunt pacotizing® blade immediately.
- Replace the pacotizing® blade if they show signs of wear.
- Dry the pacotizing® blade after cleaning and grease with edible oil.

Cleaning the device

- Clean the Pacojet before commencing daily use, at the end of the working day and if unused for a long time. Clean between processing different foods (e.g., sweet and savory).
- Use Pacojet Cleaning Tabs to clean the Pacojet.



- The pacotizing® blade, Coupe Set and spray guard are not dishwasher safe.



Repair and service

- Have your Pacojet serviced by a Pacojet service partner once per year or after processing 20,000 portions.



Error codes

The following error codes may be displayed on the touchscreen.

Code	Text	Explanation	Solution
001	Motor controller unavailable.	Could not communicate with motor controller <ul style="list-style-type: none"> • Shipping damage • Other error • Internal defect 	Press OK Restart device ¹ Operate device ³ Contact Service Center if error appears again ⁷
002	Tool sensor unavailable.	Sensor fault	Press OK Restart device ¹ Operate device ³ Contact Service Center if error appears again ⁷
006	Pressure sensor unavailable.	Sensor fault	Press OK Restart device ¹ Operate device ³ Contact Service Center if error appears again ⁷

007	Beaker sensors unavailable.	Sensor fault	<p>Press OK</p> <p>Restart device ¹</p> <p>Check beaker switch; clean if necessary</p> <p>Operate device ³</p> <p>Contact Service Center if error appears again ⁷</p>
008	Touch sensor unavailable.	<p>Could not communicate with touch sensor</p> <ul style="list-style-type: none"> Shipping damage to display 	<p>Press OK</p> <p>Restart device ¹</p> <p>Operate device ³</p> <p>Contact Service Center if error appears again ⁷</p>
009	Display unavailable.	<p>Could not communicate with display</p> <ul style="list-style-type: none"> Shipping damage to display 	<p>Press OK</p> <p>Restart device ¹</p> <p>Operate device ³</p> <p>Contact Service Center if error appears again ⁷</p>
010	Pressure valve unresponsive.	Improper condition of the pressure valve	<p>Press OK</p> <p>Restart device ¹</p> <p>Check device and vent opening ²</p> <p>Operate device ³</p> <p>Clean if error appears again ⁴</p> <p>Operate device ⁵</p> <p>Contact Service Center if error appears again ⁷</p>
011	Processing mass too hard.	<p>Torque motor overcurrent</p> <ul style="list-style-type: none"> Processing mass too hard or improperly prepared (temperature or fill level) 	<p>Press OK</p> <p>Restart device ¹</p> <p>Check processing mass and device ²</p> <p>Operate device ³</p> <p>Contact Service Center if error appears without mass, e.g., during cleaning or rinsing ⁷</p>
012	Processing mass too hard.	<p>Feed motor overcurrent</p> <ul style="list-style-type: none"> Processing mass too hard or improperly prepared (temperature or fill level) 	<p>Press OK</p> <p>Restart device ¹</p> <p>Check processing mass and device ²</p> <p>Operate device ³</p> <p>Contact Service Center if error appears without mass, e.g., during cleaning or rinsing ⁷</p>
013	Processing mass too hard.	<p>Mechanical overload</p> <ul style="list-style-type: none"> Processing mass too hard or improperly prepared (temperature or fill level) 	<p>Press OK</p> <p>Restart device ¹</p> <p>Check processing mass and device ²</p> <p>Operate device ³</p> <p>Contact Service Center if error appears without mass, e.g., during cleaning or rinsing</p>

014	Processing mass too hard.	An undervoltage has occurred <ul style="list-style-type: none"> ▪ Protective outer breaker was removed during a process ▪ Protective outer breaker is worn 	Press OK Restart device ¹ Check processing mass and device ² Operate device ³ Contact Service Center if error appears without mass, e.g., during cleaning or rinsing ⁷
015	Processing mass too hard.	Motor speed feedback false	Press OK Restart device ¹ Operate device ³ Contact Service Center if error appears again ⁷
016	Pump error.	Improper pump status	Press OK Restart device ¹ Check device and beaker switch; clean if necessary ² Operate device ³ Clean if error appears again ⁴ Operate device ⁵ Contact Service Center if error appears again ⁷
017	Motor controller software.	Could not communicate with motors	Press OK Restart device ¹ Operate device ³ Contact Service Center if error appears again ⁷
019	Motor controller firmware	Motor controller firmware is corrupt	Press OK Restart device ¹ Operate device ³ Contact Service Center if error appears again ⁷
021	EEPROM unavailable	HMI/motor PCB defective	Press OK Restart device ¹ Operate device ³ Contact Service Center if error appears again
022	MPC calibration error	MPC calibration interrupted	Press OK Restart device ¹ Operate device ³ Contact Service Center if error appears again ⁷
023	System restarted	Controller communication error	Press OK Restart device ¹ Operate device ³ Contact Service Center if error appears again ⁷

024	MPC update unsuccessful	Motor controller firmware is corrupt	Press OK Restart device ¹ Operate device ³ Contact Service Center if error appears again ⁷
025	Improper condition of the hall sensors	Sensor fault	Press OK Restart device ¹ Operate device ³ Contact Service Center if error appears again ⁷
026	Improper condition of the beaker sensors	Beaker switch actuator stuck or defective Protective outer breaker worn	Check beaker switch actuator; clean if necessary Check protective outer breaker for damage and wear

Warnings

Code	Text	Explanation	Solution
101	Service cycle reached.	Service cycle of 20,000 portions reached	Contact Pacojet Service Center to send machine in
102	Beaker overfilled.	Beaker is overfilled	Remove pacotized [®] mass Restart process ³ Contact Service Center if warning appears without mass ⁷
103	Improper tool position.	Sensor fault	Contact Service Center if device functionality is limited ⁷
104	Beaker removed.	Protective outer breaker was removed during a process Protective outer breaker is worn	Press OK Check processing mass and device ² Contact Service Center if error appears without mass, e.g., during cleaning or rinsing ⁷
105	Tool lost.	Tool lost during process	Press OK Check processing mass and device ² If tool is still in pacotizing [®] beaker, remove and clean tool Temporary solution: turn off tool detection in settings ⁶
106	Wrong tool.	Wrong tool attached Tool lost during process	Press OK Check attached tool and device ² Contact Service Center if error appears with correct tool ⁷ Temporary solution: turn off tool detection in settings ⁶

107	Spray guard missing.	Could not detect spray guard No spray guard used Device is leaky	Press OK Check spray guard and device ² Operate device ³ Contact Service Center if error appears again ⁷ Temporary solution: turn off spray guard detection in settings ⁶
108	Motor 1 overheated.	Main drive too hot	Press OK Turn off device and allow to cool Check whether ambient temperature is too high (> 50°C) Operate device ³ Contact Service Center if error appears again ⁷
109	Motor 2 overheated.	Feed drive too hot	Press OK Turn off device and allow to cool Check whether ambient temperature is too high (> 50°C) Operate device ³ Contact Service Center if error appears again ⁷
110	No overpressure.	Protective outer breaker is worn Top edge of beaker is worn Device is leaky Sensor fault	Press OK Check spray guard and device ² Operate device ³ Contact Service Center if error appears again ⁷
111	Overvoltage.	Motor controller defective	Press OK Restart device ¹ Operate device ³ Contact Service Center if error appears again ⁷
112	Motor start error.	Could not communicate with motors	Press OK Restart device ¹ Operate device ³ Contact Service Center if error appears again ⁷
114	Improper SSL configuration	Cloud connection failed Wi-Fi connection lost	Check Wi-Fi connection Data will be sent when connection is reestablished
115	SSL handshake failed	Cloud connection failed Wi-Fi connection lost	Check Wi-Fi connection Data will be sent when connection is reestablished
116	SSL certificate error	Cloud connection failed Wi-Fi connection lost	Check Wi-Fi connection Data will be sent when connection is reestablished
117	Cloud data not sent	Cloud connection failed Wi-Fi connection lost	Check Wi-Fi connection Data will be sent when connection is reestablished

119	Beaker sensors unavailable	Protective outer breaker inserted before switching on or waking up from standby Beaker switch actuator stuck or defective	Switch on device without protective outer breaker inserted Remove and reattach protective outer breaker if warning appears Check beaker switch actuator; clean if necessary Contact Service Center if error remains
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¹ Switch the device off, wait five seconds, and switch the device on.

² Verify:

- Pacotizing® blade is clean and dry
- Preliminary scraper is attached to spray guard correctly
- Spray guard is clean and dry
- Sealing lips on spray guard are intact
- Edge of pacotizing® beaker is free of gouges and curvatures
- Pacotizing® beaker contents are frozen at -20°C throughout
- Surface of frozen contents is smoothed out
- Pacotizing® beaker (chrome steel or plastic) used in correct protective outer breaker
- Bayonet connector on device for protective outer breaker is clean
- Tabs on protective outer breaker are not worn

³ Operate the device. Attach the spray guard with preliminary scraper and pacotizing® blade as well as the pacotizing® beaker with correct protective outer breaker to the Pacojet 4. Restart the pacotizing® cycle.

⁴ If the error message or warning appears again, run a full cleaning cycle with Pacojet cleaning tablets per the Operating Manual.

⁵ Run the pacotizing® cycle again.

⁶ If the error message or warning still appears, manually deactivate spray guard detection and tool detection until the next regular service. Contact the Service Center for a device update.

⁷ Please contact your Service Center if the error message or warning still appears.