



# GRINDMASTER®

# Operator Manual

## Powdered Beverage Dispensers

### PIC3, PIC33A, PIC5, PIC6



**Model PIC3**



**Model PIC5 with Island Option**

### Table of Contents

Safety Information .....	2	Preventative Maintenance Checklist .....	10
Installation .....	3	Prepare for Shipment .....	11
Operation .....	4	Draining the Tank .....	11
Cleaning .....	5	Troubleshooting Guide .....	12
Adjustments .....	8	Spare Parts .....	13
Maintenance .....	9		

Thank you for purchasing this quality beverage dispenser. For your safety and the safety of others, read all warnings and the operator manual before installing or using the product. Properly instruct all operators. Keep training records. For future reference, record serial number here:

#### Grindmaster-Cecilware

4003 Collins Lane, Louisville, KY 40245 USA  
Phone: 502.425.4776 Toll Free: 800.695.4500  
Fax: 502.425.4664  
Web: gmcw.com Email: info@gmcw.com

Grindmaster-Cecilware provides the industry's BEST warranty. Visit gmcw.com for warranty terms and conditions.



## Grindmaster Cecilware

## Safety Information

### Important Safety Information



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

For your safety and the safety of others, read all warnings and the operator manual before installing or using the product.

**DANGER:** This term warns the user of imminent hazard that will result in serious injury or death.

**WARNING:** This term refers to a potential hazard or unsafe practice, which could result in serious injury or death.

**CAUTION:** This term refers to a potential hazard or unsafe practice, which could result in minor or moderate injury.

**NOTICE:** This term refers to information that needs special attention or must be fully understood.

### **WARNING**

The appliance is not intended for outdoor use.

Do not clean with pressurized water or use in an area where pressurized water may be used.

Cleaning and maintenance shall be made only by properly trained persons with supervision.

Risk of electrical shock. Disconnect from power before servicing.

### **CAUTION**

Lifting hazard. Single person lift could cause injury. Use assistance when moving or lifting.

For safe and proper operation the appliance has to be placed in a stable, vertical position.

The appliance is not to be used by persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction. Be sure to provide supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.

Children must be supervised to ensure they do not play with the appliance.

The appliance is only to be installed in locations where it can be overseen by trained personnel.

Contents can cause severe burns if handled improperly.

### **NOTICE**

To avoid damaging unit, turn on power and wait for tank to fill with water before turning on heater.

Use only on an electrical circuit that is properly protected and capable providing adequate power.

Do not use extension cord.

Do not pour liquid into tray. Failure to comply will damage the dispenser and void the warranty.

NSF requires installation of 4" legs for PIC 5 and 6.

## Installation

**▲ CAUTION:** Lifting hazard. Single person lift could cause injury. Use assistance when moving or lifting.

### Unpacking Instructions

Carefully unpack the beverage dispenser and inspect immediately for shipping damage. Your dispenser was shipped in a carton designed to give it maximum protection in normal handling. It was thoroughly inspected before leaving the factory. In case of damage, contact the shipper.

After the machine has been unpacked and placed on a counter, pull out the stainless steel drip tray. It should contain the following:

- 1/4" Flare Water Inlet Fitting.

### Water Inlet Connection:

**NOTICE:** This equipment is to be installed to comply with the applicable Federal, State, or local plumbing codes having jurisdiction. In addition:

1. A quick disconnect water connection or enough extra coiled tubing (at least 2x the depth of the unit) so that the machine can be moved for cleaning underneath.
2. An approved backflow prevention device, such as a double check valve to be installed between the machine and the water supply.

The dispenser is equipped with a 1/4" Flare Water Inlet fitting which is located on the left side in the back of the base (when looking at the machine from the front).

Water pipe connecting and fixtures directly connected to a potable water supply shall be sized, installed, and maintained in accordance with Federal, State, and Local codes.

#### HIGHLY RECOMMENDED:

A WATER SHUT-OFF VALVE and A WATER FILTER, preferably a combination Charcoal/Phosphate Filter, to remove odors and inhibit lime and scale build up in the machine.

**Note:** In areas with extremely hard water, a water softener must be installed in order to prevent mineral deposits that could result in malfunctioning of the equipment and in order not to void the warranty.

1. Install legs if equipped (PIC5 and PIC6).
2. Install drip tray in front of machine.
3. Connect the 1/4" male flare fitting to the inlet valve on the back of the machine.
4. Flush the water line to purge any debris from the supply line.
5. Connect a 1/4" water line to the 1/4" male flare connection and turn the water supply on.
  - a. Minimum water pressure to the machine: 20 psi
  - b. Maximum water pressure to the machine: 100 psi
6. Plug the power cord into a proper electrical outlet.

7. Turn the power switch to the "ON" position and allow the water tank to fill. The machine will make a subtle hissing sound when this occurs. Allow 3-5 minutes for fill time depending on inlet water pressure.
8. After the water tank has filled, allow 15-60 minutes for the water to reach operating temperature. (Green ready light will illuminate when tank is up to preset temperature.)
9. Remove the powder hoppers, rotate the dispense elbow to the "up" position, and fill with desired powder product. **IMPORTANT:** Check to make sure that the auger inside the hopper is correctly installed prior to filling. Reinstall powder hoppers. Turn dispense elbow down toward the mixing funnel.
10. Peel protective film off photo merchandiser cover.
11. Install flavor decals as needed. (Place one on each hopper, and place the corresponding decal on the dispense section of the front door of the unit)

**Note:** If water supply is allowed to run dry, watchdog timer circuit may disable fill circuit. If this occurs, ensure adequate water supply for machine, then reset machine by turning power switch "off" for 1 second and then turning the power switch back "ON". Watchdog timer might engage on initial fill on PIC 5 and PIC 6.

If you need help, call Grindmaster-Cecilware Technical Service Department, (502) 425-4776 or (800) 695-4500 (USA & Canada only) 8 AM - 6 PM EST.

Prior authorization must be obtained from Grindmaster-Cecilware for all warranty claims.

## Operation

Your new dispenser is easy to operate and maintain. Before you place it in service, please have all personnel familiarize themselves with these instructions. Keep this manual in a convenient place for ready reference.

**⚠ CAUTION:** Cup must rest flat on tray with a 1/4" (6 mm) clearance between cup and spout. Contents can cause severe burns if handled improperly.

### How to Dispense a Cup of Cappuccino:

#### Models with Manual Dispense Switches

- Place a cup under selected drink dispense nozzle.



- Push and hold brew button until cup is 2/3 full, then release button.

Dispense Switch



#### Models with Portion Control

- Place a cup under selected drink dispense nozzle.



- Push appropriate switch, then release to dispense one preset serving. (See Portion Control Adjustment to set portion size)

Dispense Switch



**NOTE:** Portion may be canceled by push and release of the switch during dispensing.

## Cleaning

**NOTICE:** All sanitizing agents in the food zone must comply with 21 CFR 178.1010.

Sanitize all food dispensing units periodically. All parts to be sanitized must be cleaned first. Cleaning and sanitizing frequency must follow state and local health department regulations.

### Daily maintenance:

1. Empty drip pan as needed and wash daily in a dish detergent.
2. Rinse the whipper chambers by placing the rinse switch (located to the right of the dispensing valves when the door is open) in the ON position. Dispense one to two cupfuls until the water is clear. Short bursts of dispensing may also help clean the chambers. When complete, return the rinse switch to the OFF position.
3. Remove the hoppers and refill with product.

### Weekly maintenance:

#### **Cleaning the Chambers - Disassembly**

1. Open the door and remove the mixing funnel shroud by pulling forward while turning one quarter turn to the right. Lift off and remove.



2. Remove the mixing funnel by lifting the neck of the funnel out of the whipper chamber, then tilt to the left. With one hand on the water inlet fitting on the back panel, pull the funnel out of the white ring.



3. Remove the whipper chamber by rotating it 1/8 turn to the right, then pull to remove.



4. Remove the whipper blade by grasping the whipper blade with two fingers and firmly pulling to remove.



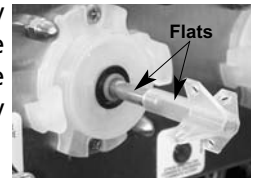
5. Wash, rinse, sanitize, and allow parts to air dry.

#### **Sanitizing**

1. Prepare a sanitizing solution in accordance with local health department regulations. You may also refer to the US Food and Drug Administration regulation 21 CFR 178.1010 "Sanitizing Solutions" and US Environmental Protection Agency 40 CFR 18.940 "Tolerance exemptions for active and inert ingredients for use in antimicrobial formulations (Food-contact surface sanitizing solutions)".
2. Follow the instructions provided with the sanitizing agent.
3. Let all sanitized parts drain and dry naturally. **DO NOT WIPE THEM DRY.**

#### **Cleaning the Chambers - Reassembly**

1. Replace the whipper blade by lining up the flat inside the blade with the flat side of the motor shaft. Push blade firmly into place.



2. Replace whipper chamber by positioning the medium-sized opening up and tilting 1/8 turn to the right. Put whipper chamber over whipper blade and turn to the left until it locks into place.



3. Replace the mixing funnel by positioning the large opening up and tilt it slightly to the left. Insert the water inlet pipe into the water inlet fitting on the back panel then rotate the funnel to the right until the neck of the funnel seats inside the whipper chamber opening.



4. Replace the shroud by placing it on the mixing funnel with the opening to the right. Turn the shroud to the left until the opening in the shroud rests inside the opening in the back panel.



## Cleaning (continued)

### Daily Cleaning

1. Empty drip pan as needed and wash daily in a dish detergent.



2. Rinse out the whipper chambers by placing the rinse switch (located to the right of the dispensing valves when the door is open) in the ON position. Dispense one to two cupfuls until the water is clear. Short bursts of dispensing may also help clean the chambers. When complete, return the rinse switch to the OFF position.



3. Remove the hoppers and refill with product.



### Weekly Cleaning

#### Cleaning the Chambers - Disassembly

1. Open the door and remove the mixing funnel shroud by pulling forward while turning one quarter turn to the right. Lift off and remove.



2. Remove the mixing funnel by lifting the neck of the funnel out of the whipper chamber, then tilt to the left. With one hand on the water inlet fitting on the back panel, pull the funnel out of the white ring.



3. Remove the whipper chamber by rotating it 1/8 turn to the right, then pull to remove.

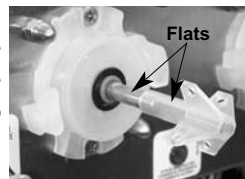


4. Remove the whipper blade by grasping the whipper blade with two fingers and firmly pulling to remove.



#### Cleaning the Chambers - Reassembly

1. Replace the whipper blade by lining up the flat inside the blade with the flat side of the motor shaft. Push blade firmly into place.



2. Replace whipper chamber by positioning the medium-sized opening up and tilting 1/8 turn to the right. Put whipper chamber over whipper blade and turn to the left until it locks into place.



3. Replace the mixing funnel by positioning the large opening up and tilt it slightly to the left. Insert the water inlet pipe into the water inlet fitting on the back panel then rotate the funnel to the right until the neck of the funnel seats inside the whipper chamber opening.

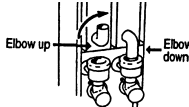




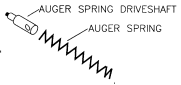
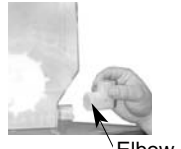

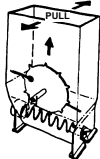
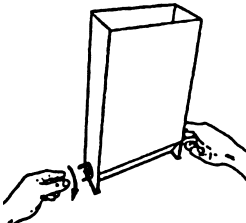
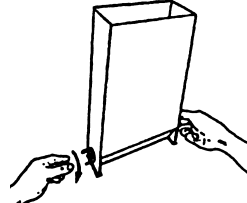
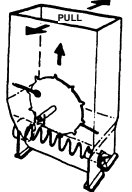
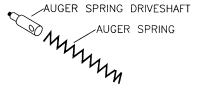

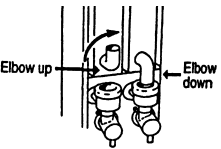








4. Replace the shroud by placing it on the mixing funnel with the opening to the right. Turn the shroud to the left until the opening in the shroud rests inside the opening in the back panel.



5. **NOTICE: PARTS IN CONTACT WITH FOOD MUST BE WASHED, RINSED, SANITIZED, AND AIR DRIED.**

# Cleaning (continued)

Cleaning Hoppers - Disassembly	Cleaning Hoppers - Reassembly
<p><b>NOTICE:</b> Do not wash hopper without first disassembling.</p>	<p><b>IMPORTANT:</b> All components must be completely dry prior to reassembly.</p>
<p><b>1.</b> Open door and rotate elbow on hopper to the UP position to prevent spillage.</p> 	<p><b>1.</b> Place driveshaft bearing inside hopper with threads going through hole in the rear of the hopper.</p> 
<p><b>2.</b> Remove the hopper from the cabinet.</p> 	<p><b>2.</b> Secure the bearing by attaching the palnut to the bearing outside rear hopper opening. Use one hand inside the hopper to push the bearing outward while turning the palnut clockwise.</p> 
<p><b>3.</b> Remove the hopper cover and empty hopper contents.</p> 	<p><b>3.</b> Install the auger spring driveshaft and the auger spring by inserting the flat end of the spring into the hole in the auger spring driveshaft.</p> 
<p><b>4.</b> Pull off the elbow.</p> 	<p><b>4.</b> Insert assembly into lower front hopper opening, making sure the threaded end of the auger spring driveshaft completely inserts into the plastic driveshaft bearing in the rear of the hopper. The driveshaft bearing threads should be accessible from the outside rear of the hopper.</p> 
<p><b>5.</b> Remove the auger pinwheel by pulling it forward while stretching out the sides of the hopper.</p> 	<p><b>5.</b> Place the washer over the driveshaft bearing threads followed by securing the driveline onto the driveshaft bearing by turning counterclockwise. Secure the auger spring with one hand while attaching the driveline with the other.</p> 
<p><b>6.</b> Remove the driveline and washer at the rear of the hopper by holding the auger spring with one hand at the front of the hopper while turning the driveline clockwise with the other hand.</p> 	<p><b>6.</b> Replace the auger pinwheel making sure the pins are securely positioned inside the locator holes in the hopper.</p> 
<p><b>7.</b> Remove the auger spring and auger spring driveshaft by pulling out through the lower front opening of the hopper.</p>  	<p><b>7.</b> Replace the elbow in the UP position.</p> 
<p><b>8.</b> Remove the palnut at the rear of the hopper by turning it counterclockwise then remove the driveshaft bearing from the inside of the hopper.</p>  	<p><b>8.</b> Fill the hopper with product and replace the cover.</p> 
<p><b>9.</b> All parts in contact with food must be washed, rinsed, sanitized, and air dried.</p>	<p><b>9.</b> Reinstall hopper into the machine, making sure it is properly positioned inside the notches under the hopper.</p> 
<p><b>10.</b> Turn the elbow down toward the mixing funnel, making sure it is lined up over the funnel opening.</p> 	<p><b>10.</b> Turn the elbow down toward the mixing funnel, making sure it is lined up over the funnel opening.</p> 

## Adjustments

### Portion Adjustment (Model PIC33)

(If machine is a manual dispense, there are no portion control adjustments to be made.)

1. Place a cup under the selected drink dispense nozzle.



2. Press and hold the size button on the touch pad that you wish to program or set. (Hold button throughout entire procedure). Then press and release the manual (top-off) button (\*). There will be a 10 second delay before the machine dispenses.



3. Continue pressing the size button until cup is approximately 2/3 full, then release the switch to prevent overflow. The elapsed portion dispense time is saved to memory and will remain until the dispense switch is reprogrammed.
4. Check the portion size by placing an empty cup under the desired dispense nozzle, then press and release the dispense switch. The machine will dispense the preprogrammed portion size.
5. If the portion size is incorrect, repeat above steps until the desired portion size is achieved. Each portion size for each head needs to be set separately.

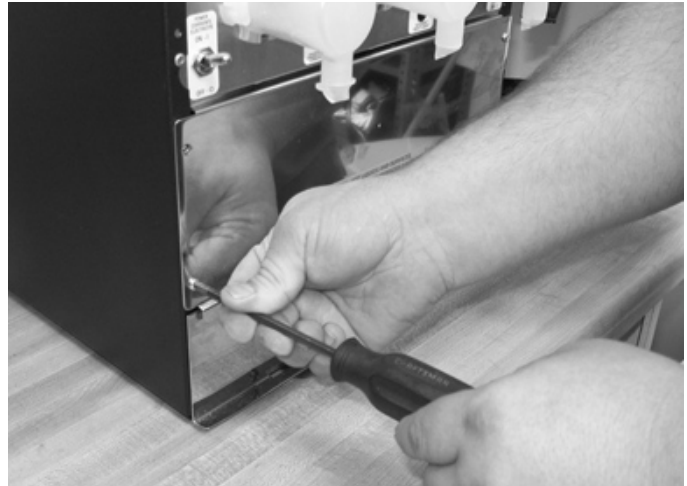
### Drink Strength Adjustment

**⚠ WARNING:** Risk of Electric Shock! Always turn off power to machine while servicing or making internal adjustments to machine.

(Refer to Figure next page)

Tools Required: #2 Phillips Screwdriver

1. Dispense a drink to determine if drink is too strong or too weak.
2. Turn off power to machine at power switch.
3. Remove upper front splash cover below dispense heads in front of machine.



4. Using a flat head screwdriver, adjust individual dispense heads by rotating appropriate adjustment knob. (See Figure next page). Turn on power to machine and dispense a drink to determine if drink strength is acceptable, turn off power to machine and repeat adjustment steps until desired drink strength is achieved.

**NOTE:** Clockwise rotation will result in a stronger drink and counterclockwise will result in a weaker drink.

### Water Flow Rate Adjustment

**⚠ WARNING:** Risk of Electric Shock! Always turn off power to machine while servicing or making internal adjustments to machine.

NOTE: ONLY if necessary; to adjust flow rate, remove:

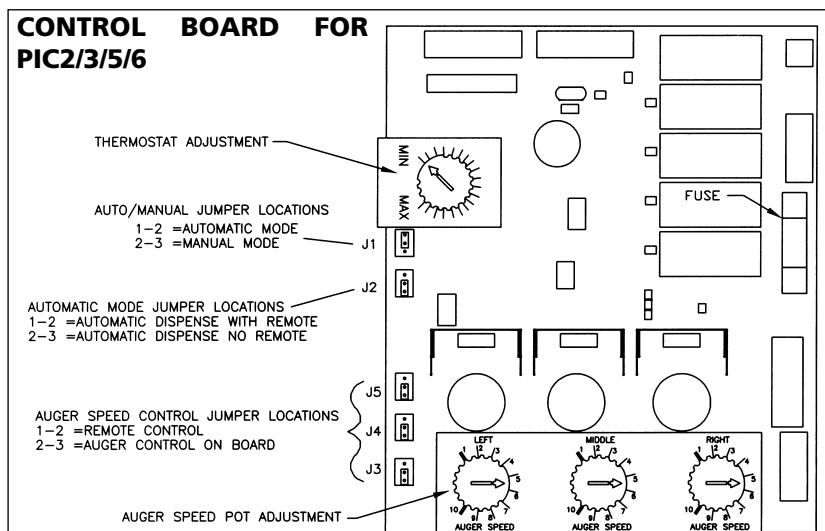
- Left upper panel for PIC2-3.
- Left upper panel for Left #1 - #3 heads for PIC5-6.
- Right upper panel for #4 - #6 heads for PIC5-6.

Use flat head screwdriver and turn knob on respective dump valve.

**NOTICE:** Water flow rate is factory preset at approximately 0.80 ounces per second. Do not adjust flow rate above the factory setting to prevent funnel overflow.



## Adjustments (continued)



Two controllers used for PIC5, PIC6.

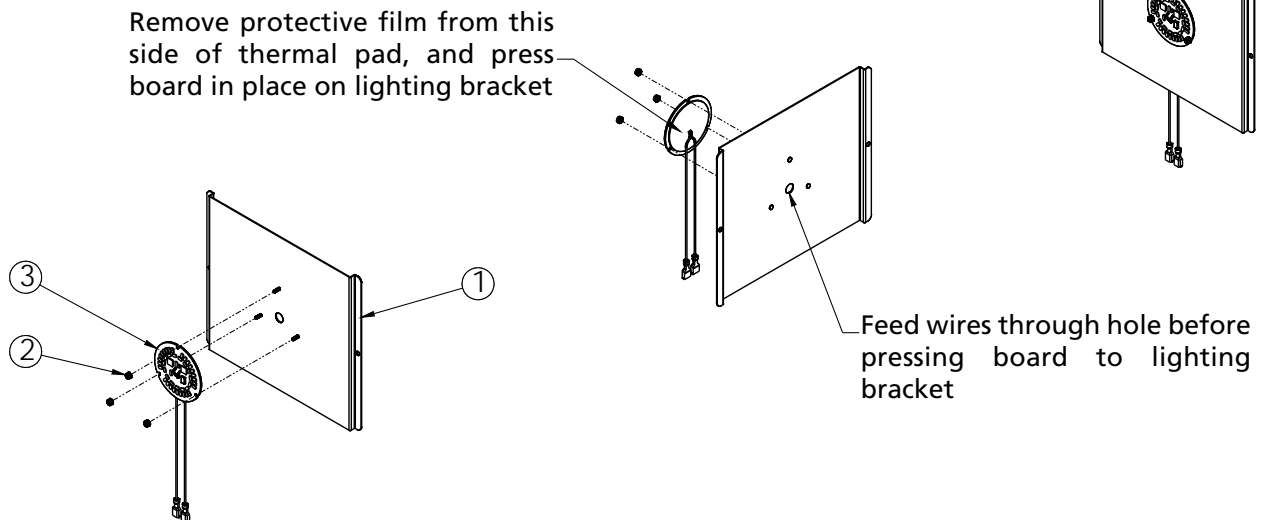
Thermostat dial is not used on PIC5, PIC6 right controller.

On Right Controller: Left dial operates #4 head, middle dial operates #5 head, and right dial operates #6 head.

## Maintenance

### Lighting Assembly Replacement

**⚠ WARNING:** Risk of Electric Shock! Always turn off power to machine while servicing or making internal adjustments to machine.



1. Remove the front graphic and graphic cover by grasping the edges.
2. Disconnect the wires connecting the LED board to the door harness.
3. Using a 1/4" nut driver, remove the three lock nuts holding the board to the metal bracket.
4. Remove old LED board and wipe thermal paste from bracket using an alcohol pad.
5. Spread a thin layer of silver-based thermal compound onto the back of the new LED board.
6. Place the board into position on the bracket and tighten the lock nuts to secure the board.
7. Reconnect the LED board wires to the door harness and replace the graphic and graphic cover.

## Preventative Maintenance Checklist (Every 6 to 12 months)

A preventative maintenance visit should be performed every 6 to 12 months, depending on usage. The following procedures should be performed during a preventative maintenance visit.

**▲ WARNING:** Risk of electric shock! Always turn off power to machine while servicing or making internal adjustments to machine. Use care when handling hot liquids.

**Parts Required:** One PM parts kit (PIC2 - Qty2 - 62707 or Qty1 - 60933, PIC3 - Qty1 - 60933, PIC5 - Qty2 - 60933, PIC6 - Qty2 - 60933).

**Tools Required:** 11/32 nut driver, needle nose pliers, phillips head screwdriver, food grade lubricant.

**The following procedures should be performed by a qualified service technician.**

1. Document model and serial number of equipment above.
2. Disconnect unit from power supply and turn power off. Then remove all access panels.
3. Shut off the water supply valve to the machine.
4. Open front door of unit and remove product hoppers. Clean hoppers following procedures on the decal on panel behind hoppers or as stated in instruction manual.
5. Remove the plenum chamber access panel, if so equipped (located below hoppers on newer units). Wipe out exposed plenum.
6. Locate the tank drain hose. It is located behind the bottom access panel. It is a white silicone tube that has a 3/8" stainless steel barb plug and a black 5/8" hose clamp on it.
7. PIC 2, 3, and 33A: Using a 5 gallon, heat resistant container, route the drain hose into the container.  
PIC 5 and 6 contain over 5 gallons of hot water and require a minimum 6 gallon heat resistant container.  
Remove the clamp, pinch the tube and remove the plug. Drain all of the water out of the tank into the container (about 3.5 gallons). CAUTION: the water from the tank is very hot (180°F plus). May cause burns and/or personal injury. Hot water may splash. Do not attempt to stop flow of hot water once it begins flowing through drain hose. Replace the drain hose plug and secure the clamp back onto the drain hose. Place the drain hose back inside the machine, to its original location. Carefully empty the drain bucket. Do not refill the unit at this time. Delime tank if needed.
8. Remove the mixing funnel shroud and mixing funnel from each chamber. Remove and discard the o-ring on the mixing funnel. Set the shroud and funnel aside.
9. Remove each whipper chamber and whipper blade. Check for wear and replace if necessary. Then remove and discard the small whipper shaft o-rings from each dispense head.
10. Remove the two screws from each whipper base and save the screws. Discard the old whipper base and slinger washer, and replace with the new parts in the PM kit.
11. Clean the whipper motor shaft and clean all dried product in this area under where the whipper base was located.
12. Install the new slinger washer onto the whipper motor shaft, and up to hopper mounting bracket.
13. Lubricate inside of whipper base with a food grade lubricant. Then install whipper base over the whipper motor shaft and check alignment of holes. If alignment is off, rotate base 180° to make sure holes line up. Hold base securely, and carefully tighten mounting screws.
14. Check whipper motor shaft to ensure it can turn freely using fingers. If shaft is hard to turn, remove screws, rotate base 180°, and re-tighten.
15. Install the new, red, small o-rings, along with the whipper blades, and whipper chambers. Clean the funnel shrouds and funnels. Install each new funnel o-ring and lubricate. Then install funnel and shroud. When complete, put the plenum chamber access panel back in place, if so equipped.
16. Remove plenum through side access hole and remove the plenum hose(s) from the blower to the plenum chamber. Clean the plenum and either clean or replace the hose(s) (part# 61123, not in kit). Re-install clean parts.
17. Remove the dump valves located behind side access panels, by loosening the dump valve bracket nuts with the 11/32 nut driver and lifting bracket up. Then pull dump valve from grommet and then remove the grommets from the tank with needle nose pliers and discard. Then remove the o-rings from the dump valves and discard. Replace with new tank grommets and new o-rings for each valve. Re-install the dump valves and secure back onto the tank. Tighten nuts on dump valve bracket.
18. Locate power supply and verify proper electrical supply to unit.
19. Find the water supply line. Turn on water supply, and verify adequate water flow.
20. Turn power supply back on. Then turn main power switch to "on".
21. Verify water tank in unit is filling. After the tank is full, verify that the heating cycle has started.
22. Allow unit to fill and shut off. Check around dump valves and any tubing for signs of water leaks.
23. Replace all access panels and reinstall hoppers inside the unit. Verify nut on back of hopper is secure.
24. Verify each dispense head is operating properly and that the settings are correct. Adjust if necessary.
25. Check for proper product temperature and check mix ratio for proper setting, and adjust if necessary.
26. Review proper care, cleaning and maintenance procedures with store personnel.

## Prepare for Shipment

**Important:** Always completely empty water tank and POWDER HOPPERS prior to shipping unit. (See **Draining the Tank** and **Cleaning Hoppers** sections).

**NEVER SHIP UNIT WITH POWDER IN HOPPER OR WATER IN TANK - THIS WILL CAUSE IRREPARABLE DAMAGE.**

## Draining the Tank

**⚠ CAUTION:** Draining of the tank should be performed by a qualified service technician. The tank contains very hot water. May cause severe burns.

**NOTE:** PIC 2 & PIC 3 contain 3-1/2 gallons of hot water. PIC 5 and PIC 6 contain 5-1/2 gallons of hot water.

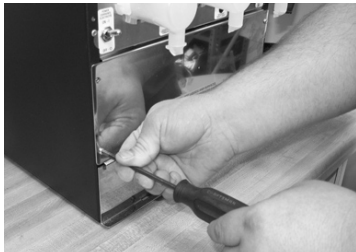
1. Prepare a heat resistant container to drain the tank water into.



2. Unplug the machine.



3. Remove the drain tray and front access panel.



4. Locate the silicone drain hose on the left side wall. Put the end of the drain hose into the container. Secure the end of the drain hose (i.e. with tape) into the container.



5. Pinch hose with fingers and remove the hose clamp and plug.



6. Allow the tank to drain completely.

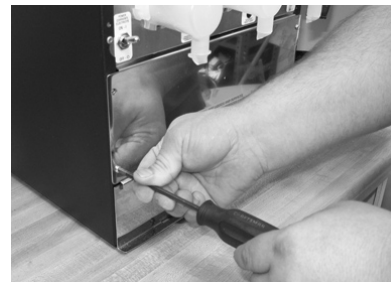
**NOTE:** It may be necessary to pinch the hose and stop the water before container is full. Carefully re-install plug, then empty container. Repeat steps 4-6 to completely drain tank.



7. Once the tank is empty, securely replace the plug and clamp on the end of the hose. Reposition the drain hose inside the hose clip.



8. Reassemble the front access panel and drain tray.



# Troubleshooting Guide

Before you call for help, please read the following:

**WARNING:** To reduce the risk of electrical shock, unplug the dispenser power cord before repairing or replacing any internal components of the unit. Before any attempt to replace a component be sure to check all electrical connections for proper contact.

Problem	Probable Cause	Corrective Active
<b>No powder dispensed into mixing funnel</b>	<ul style="list-style-type: none"> <li>Rinse switch turned to "RINSE ON" position</li> <li>Powder hopper dispense outlet clogged</li> <li>No or low powder level in hopper</li> <li>Hopper drivelinek not engaged with motor</li> <li>Hopper elbow is not directed into the mixing</li> </ul>	<ul style="list-style-type: none"> <li>Flip rinse switch to "RINSE OFF" position</li> <li>Refer to Cleaning of Hoppers section</li> <li>Refill hopper</li> <li>Remove and reinstall hopper and ensure engagement with motor</li> <li>Turn down dispense elbow; line it up with mixing funnel</li> </ul>
<b>Machine will not dispense any product (water or powder)</b>	<ul style="list-style-type: none"> <li>Power turned "OFF" to machine</li> <li>Dispense cycle watchdog timer has tripped</li> <li>Faulty transformer</li> <li>Faulty control board</li> </ul>	<ul style="list-style-type: none"> <li>Ensure power switch is in "ON" position, machine is plugged in and water is turned on</li> <li>Reset machine by flipping power switch "OFF" then "ON" once (the maximum run time per head is limited to 40 seconds before watchdog timer disables the dispense heads)</li> <li>Contact factory for assistance</li> <li>Contact factory for assistance</li> </ul>
<b>Product not whipping</b>	<ul style="list-style-type: none"> <li>Whipper blade broken or missing</li> </ul>	<ul style="list-style-type: none"> <li>Verify blade is in place. Replace if broken or missing</li> </ul>
<b>Water overflows mixing funnel</b>	<ul style="list-style-type: none"> <li>Water flow too fast</li> <li>Whipper chamber outlet restricted</li> <li>Whipper blade broken or missing</li> </ul>	<ul style="list-style-type: none"> <li>Contact factory for assistance</li> <li>Dump valves to be adjusted</li> <li>Remove obstruction</li> <li>Verify blade is in place. Replace if broken or missing</li> <li>Refer to Drink Strength Adjustment section</li> </ul>
<b>Drink is too weak or strong</b>		
<b>Drink is too hot or cold</b>		<ul style="list-style-type: none"> <li>Refer to Thermostat Adjustment section in Service Manual.</li> </ul>
<b>No hot water from dispense head</b>	<ul style="list-style-type: none"> <li>Check for flashing lights on controller</li> <li>Water level in tank is below water probe</li> <li>Thermostat not adjusted</li> <li>Faulty heater relay</li> <li>Dump tube from water tank is kinked</li> <li>Water shorting out probe connections</li> </ul>	<ul style="list-style-type: none"> <li>Refer to Controller Diagnostics section in Service Manual</li> <li>Ensure that water supply to machine is "ON" and reset power to machine</li> <li>See Thermostat Adjustment section in Service Manual</li> <li>Replace heater relay</li> <li>Check tubing for obstructions</li> <li>Dry connections on tank</li> </ul>
<b>Water tank boils water</b>	<ul style="list-style-type: none"> <li>Check for flashing lights on controller</li> <li>Thermostat adjustment set too high</li> <li>Faulty heater relay</li> </ul>	<ul style="list-style-type: none"> <li>Refer to Controller Diagnostics section in Service Manual</li> <li>Refer to Thermostat Adjustment section in Service Manual</li> <li>Replace heater relay (see Service Manual)</li> </ul>
<b>No water dispensed from dispense nozzle</b>	<ul style="list-style-type: none"> <li>Water supply to machine turned "OFF"</li> <li>Check for flashing lights on controller</li> <li>Faulty dump valve</li> </ul>	<ul style="list-style-type: none"> <li>Turn "ON" water supply to machine</li> <li>Refer to Controller Diagnostics section in Service Manual</li> <li>Replace dump valve (see Service Manual)</li> </ul>
<b>Water overflows from water tank</b>	<ul style="list-style-type: none"> <li>Leaky inlet water valve</li> <li>Faulty level probe connection</li> <li>Faulty level probe due to mineral build-up</li> <li>Inlet water pressure too high (greater than 120 psi)</li> </ul>	<ul style="list-style-type: none"> <li>Replace inlet water valve</li> <li>Check level probe connections</li> <li>Replace probe</li> <li>Install pressure regulator to water inlet</li> </ul>
<b>Machine inadvertently dispenses from dispense heads</b>	<ul style="list-style-type: none"> <li>Wet wiring connections on harness or controller</li> </ul>	<ul style="list-style-type: none"> <li>Allow connections to dry</li> </ul>
<b>Drink is cold and ready light is on</b>	<ul style="list-style-type: none"> <li>Check for flashing lights on controller</li> </ul>	<ul style="list-style-type: none"> <li>Refer to Controller Diagnostics section in Service Manual</li> </ul>

If you still need help, call Grindmaster-Cecilware Technical Service Department, (502) 425-4776 or (800) 695-4500 (USA & Canada only) (Monday through Friday 8 AM - 6 PM EST). Please have the model and serial number ready so that accurate information can be given.

Prior authorization must be obtained from Grindmaster-Cecilware for all warranty claims.

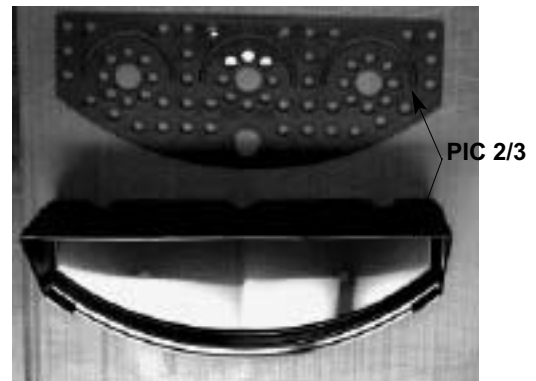
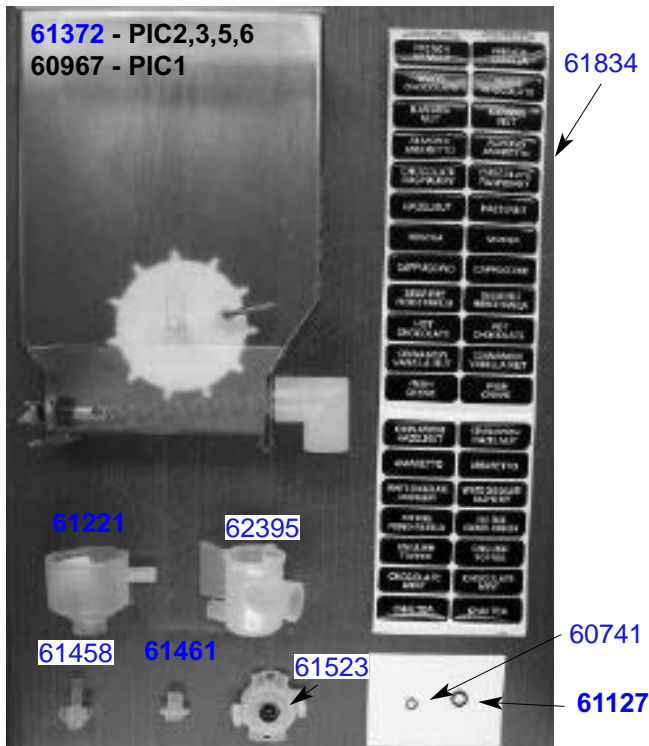
**Grindmaster-Cecilware provides the industry's BEST warranty. Visit our website at GMCW.com for warranty terms and conditions.**

# Spare Parts



PIC 2 / PIC 3 / PIC 5 / PIC 6						
Item #	200V "J"	100V "J"	230V/50 "E"	240V/60 "Q"	120V/60 "Std"	Description
1	70271	61167	70271	05096	05096	Red Lamp
2	61109	61165	61109	61102	61102	Dump Valve
3	61105	61104	61105	61104	61104	Inlet Valve
4	61117	61116-01	61117	61116-01	61116-01	Whipper Motor
6	61128	61128	61128	61128	61128	Thermistor
7	61131	61131	61131	61131	61131	Heater Relay
8	61194	61194	61194	61194	61194	Starter
9	PIC 2 & 3 - 345-00013, PIC4 - 345-00014, PIC5 - 345-00015,, PIC6 - 345-00016					LED Assembly
10	61482	61482	61470	61481	61481	Transformer
11	61618	61618	61618	61618	61618	Auger Motor Assy - 145 RPM
	65057	65057	65057	65057	65057	Auger Motor Assy - 30 RPM
	65046	65046	65046	65046	65046	Auger Motor - 220 RPM
	65047	65047	65047	65047	65047	Auger Mtr Shaft - 220 RPM
12	61107	61626	61107	61107	61626 - 1650 W 61280 - 1400 W	Heating Element
13					62914, 62915 (PIC5/6)	Brew Dispense Switch
14	61847 61466	61847 61847	Rinse: 61847, 63191 (CAP1) 61466	61847 61466	Rinse: 61847, 63191 (CAP1) Power: 61487	Switch - Power/Rinse
15	62305	62305	62305	62305	62305	Hi Limit Thermostat
16	61125	61168	61125	62436	62436	Green Lamp
17	PIC 2: 62429; PIC 2A: 62430; PIC 23A: 62433; PIC 3: 62431; PIC 3A: 62432; PIC 33A: 62415					Touchpads

## Spare Parts (continued)

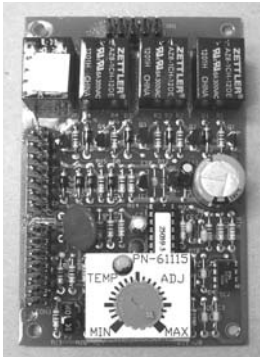


Model	Drip Tray	Drip Grid
PIC 2 / PIC 3	62336	61892
PIC 2 / PIC 3 E & J	61198	61892
PIC 5	62833	62921
PIC 6	62866	62922



Part #	Description
60741	Whipper O-ring Red
61127	Funnel O-ring Blue
61221	Whipper Funnel
61223	Hopper Elbow
61278	.406" Pitch Auger
61302	.718" Pitch Auger
61224	.531" Pitch Auger Standard
61315	Hopper Lid
61316	Pinwheel Agitator
61372	Single Pinwheel Hopper Assy
61437	Knurl Screw
61458	Whipper Blade
61461	Button Restrictor
61523	Whipper Blade Assembly
61834	Decal, Flavor Tags
62395	Whipper Chamber

## Spare Parts (continued)



**61115**  
PIC controller  
AC motors -  
old machines



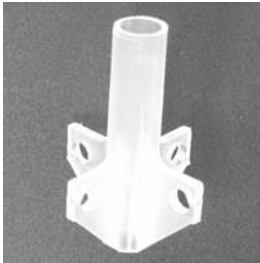
**61800**  
PIC 2/3/5/6 Controller  
**NOTE:** PIC5 & 6 use  
2 controllers  
  
**62300**  
PIC2A, PIC3A, & PIC4A



**61243**  
Dump Valve Grommet



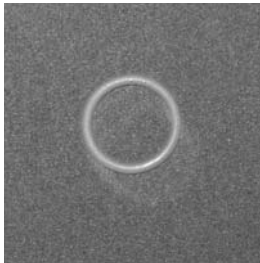
**61523**  
Whipper Base Assy.



**61458**  
Whipper Blade



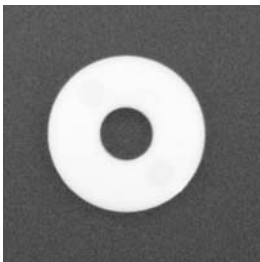
**61524**  
Whipper Chamber Assy.



**61365**  
O-ring for  
Dump Valve



**61127**  
O-ring for Funnel



**61334**  
Slinger Washer

**Grindmaster-Cecilware**

4003 Collins Lane, Louisville, KY 40245 USA  
Phone: 502.425.4776 Toll Free: 800.695.4500  
Fax: 502.425.4664  
Web: gmcw.com Email: info@gmcw.com

©2016 Grindmaster-Cecilware  
Printed in USA



**Grindmaster  
Cecilware**

0916 Form # CC-335-06  
Part # 390-00078