

CT-503 Cotton Candy Machine

Manual



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1,Machine parameters



Machine size:L:130cm W:66cm H:200cm, Weight 300kg

Power Requirements: 10A 110–220V

Power: Measured standby non–continuous heating constant temperature state 358w ~ 684w,Heating for more than five seconds2000w ~ 2140w; Average hourly 0.8 kWh.

Sugar case capacity: Four sugar cases, white, red, yellow and blue, each

can hold 2kg of sugar,One kilogram of sugar can make 25 candies, and the single sugar

consumption is about 40g; the single candies consumption time is

60s–120s

Candy pattern: The screen of the machine can support 24 kinds of patterns, and there

are 36 kinds of patterns displayed in the background system for free, and the

diameter of the patterns is 20–30cm.

Display size: 21.5 inches

Machine Type	CT-503
Total power	Making candy 2500W Stand by mode 600W
Voltage	AC 110V
Cleaning water consumption	30 sugar/1 litre

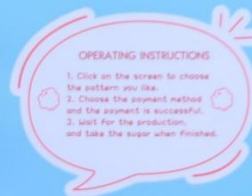
Sugar consumption	1kg/25 sugar
Size	L1300mm W660mm H2000mm
Weight	300KG
Use environment	Ambient temperature 10 degrees –40 degrees

1. Please ensure that the machine is reliably grounded (the machine is equipped with a phase detector) 2. Please make sure the connection line of the machine is 2500W-10A 3. The output is weather related 4. Be sure to use original consumableS

2. Introduction of machine parts



LCD screen

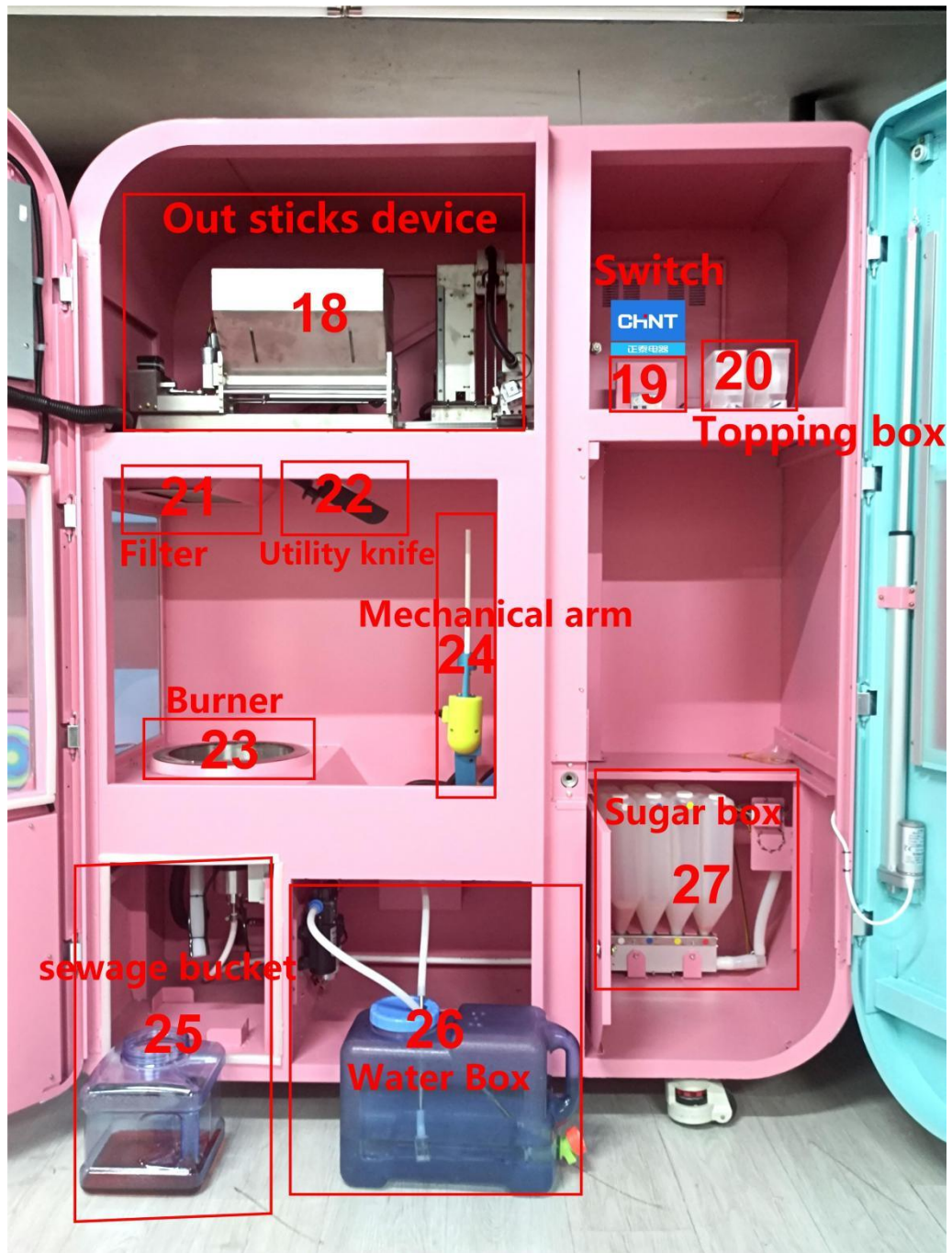


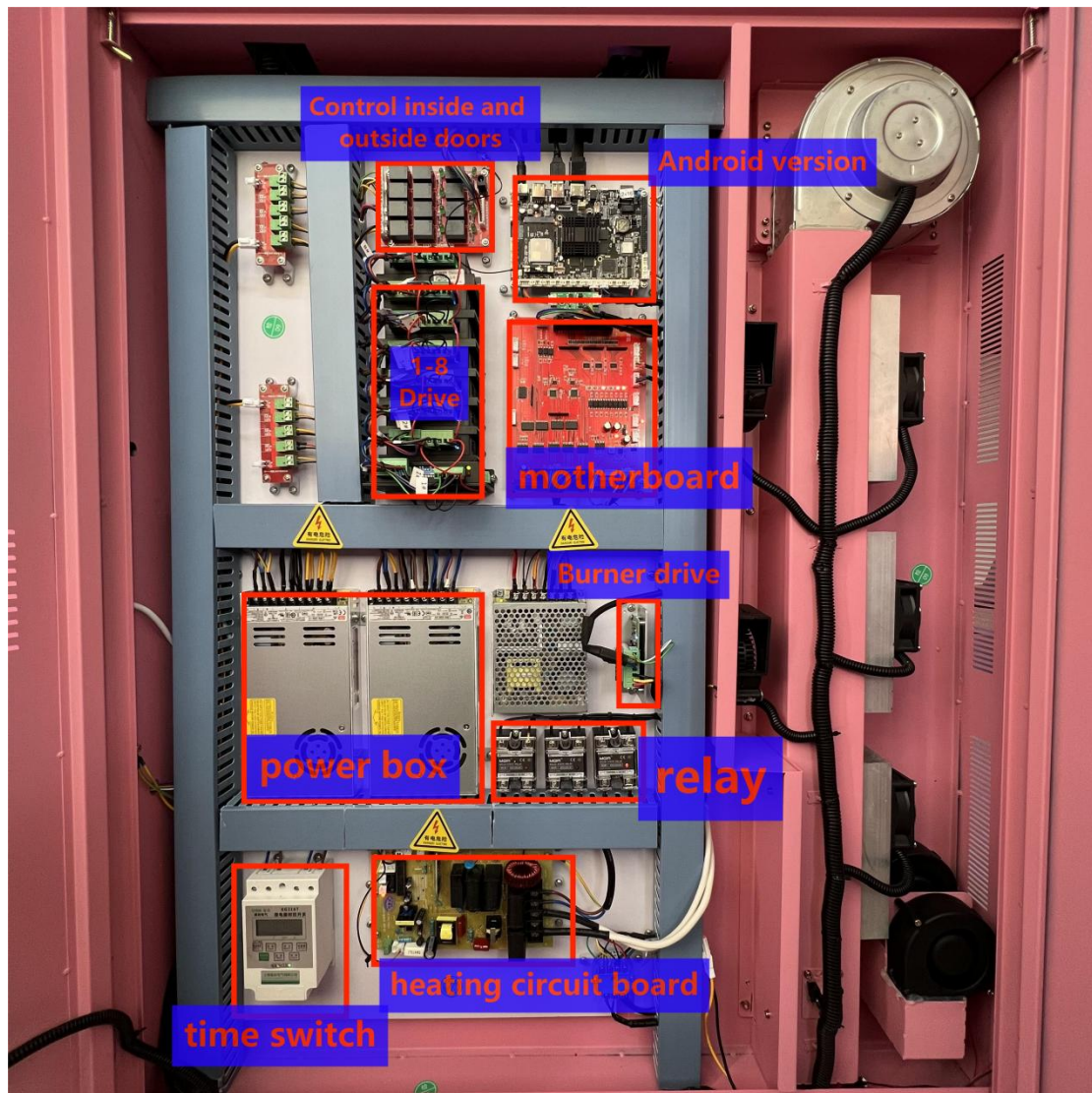
sugar export



front door lock







3. Contents of unpacking

Thank you for your attention and purchase of the CT-503 automatic cotton candy machine. Please be sure to check the number of random objects and consumables in order to start up and operate normally.

Some accessories/consumables may be packed and stored inside the machine, please disassemble and check carefully.



3 keys



1 sugar funnel



spare tube



1 repair kit



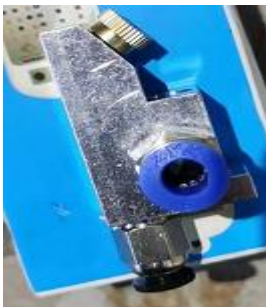
1 clean water bucket 12 liters



1 sewage bucket



1 stove cover



Sprinklers



sprinkler

4、Preparation before start-up

1, Open all cabinet doors and check whether there is any looseness or falling off of the screws of plugs, pipes, wire ends and components that may be caused by accidents during the logistics and transportation process. It is recommended to screw all the screws on the back of the machine.

2. Check the sugar content of the sugar box. When there is a shortage of sugar, first open the cabinet door on the lower right side of the machine, take out the sugar plug, and then insert the funnel into the sugar box to add sugar; then add special sugar to the sugar boxes of different colors; the added amount is about three-quarters of the candy box. As shown in the figure below; from left to right: white, blue, yellow, red, after adding, put back the stopper



3. Add water to the clean water bucket: open the front cabinet door; fill the large bucket with clean tap water; after filling the water, put the water pipe in the right cabinet under the machine into the bucket, and then put the bucket into the right side under the machine, inside the cabinet.



4. Installation of sewage bucket: The location of the sewage bucket is in the left cabinet below the front of the machine; insert 3 sewage pipes into the sewage bucket (the pipes are 1 thick white pipe and 2 thin black pipes) and then insert the sewage bucket, put it in the cabinet.



5. Place the robotic arm as shown in the figure below;



6. Placement of paper sticks: The stick-out device is located just above the front cabinet door of the machine; remove the paper sticks and put them into the stick-out device in turn; the recommended amount is about three-quarters of the container.



5. Machine use steps

1. After the power is turned on; open the machine cabinet door, push the machine



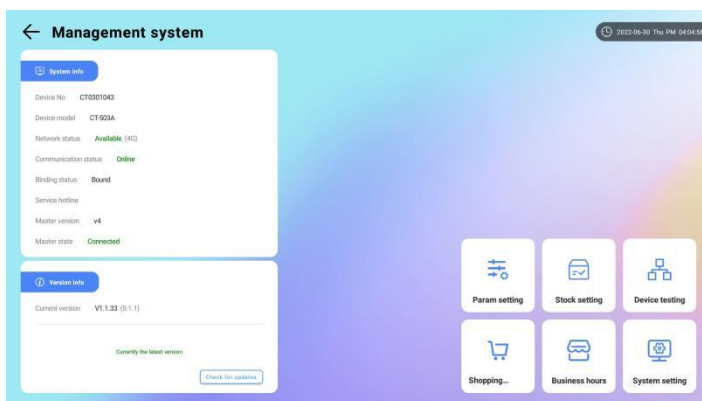
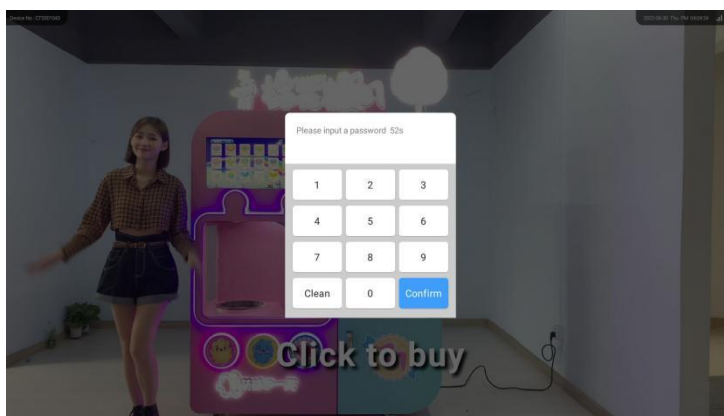
switch upwards; start the machine.

6. Background system settings

1. When the screen is playing an advertisement, long press the upper right of the screen for 3–5 seconds to enter the system.



2、 Enter the password; the initial password is: 123456



1). **Parameter setting**, you can set temperature and humidity; parameter setting of burner temperature and machine humidity parameter setting; if you need to adjust, please operate under the guidance of technicians.

← Param setting

Internal humidity setting

Real time humidity: 74 %

Maximum humidity: 45 %

Tolerance humidity: 5 %

Humidification...: 180 s

One stage humidification: ☐

Two-stage humidification: ☐

Intermittent humidification: ☐

Adaptive humidity: ☐

Furnace temperature setting

Real time...: 104 °C

Maximum...: 195 °C

Idle temperature: 100 °C

Floating temperature: 10 °C

Tolerance...: 5 °C

Heating timeout: 180 s

Dormancy time: 5 min

Wake up floating...: 15 °C

Cleaning time: 1 s

Temperature filter: 5

Repeat enable: ☒

Temperature fluctuation...: ☐

Delivery sugar...: ☒

Internal temperature setting

Real time...: 31 °C

Maximum...: 40 °C

Minimum...: 35 °C

Auxiliary heating: ☐

Auxiliary ascent: 20 °C

Floating...: ☐

Sugar size setting

S M L

Add material time setting

No. 1 small material...: 4 s

No. 2 small material...: 4 s

Burner motor settings

Furnace stop function: ☒

Allowable stop...: 130 °C

Manipulator correction

Arm 1 offset: 0

Arm 2 offset: 0

Arm 3 offset: 0

Arm 1 speed: ☐ Normal ☒ Fast

Check the pole before...: ☒

Rod module correction

Upper and lower...: 0

Post motor offset: 0

Plunger action offset: 0

Repeated catch left and...: ☐

Up and down motor settings

☒ Big ☐ Small

2) **.Inventory settings:** Set the inventory of sugar and paper sticks and the inventory of clean water box; you need to enter this item after each supplementary material is completed to set the corresponding supplementary material inventory to the corresponding value.

← Stock setting

White sugar

93.32 %

Clean up Fill up

Blue sugar

88.53 %

Clean up Fill up

Yellow sugar

88.49 %

Clean up Fill up

Red sugar

90.18 %

Clean up Fill up

/ Pole

176

Modify

Clean water

84.41 %

Clean up Fill up

Small material 1

0.0 %

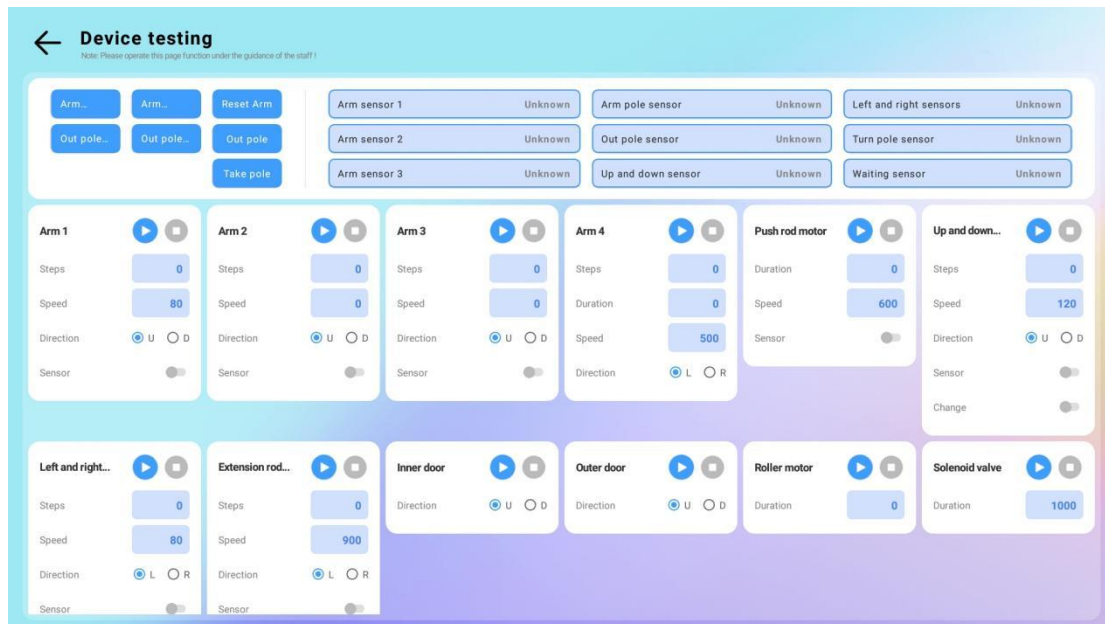
Clean up Fill up

Small material 2

0.0 %

Clean up Fill up

3) **Equipment test:** Test whether the relevant parts of the machine work normally. Do not operate this test without the guidance of technical personnel.

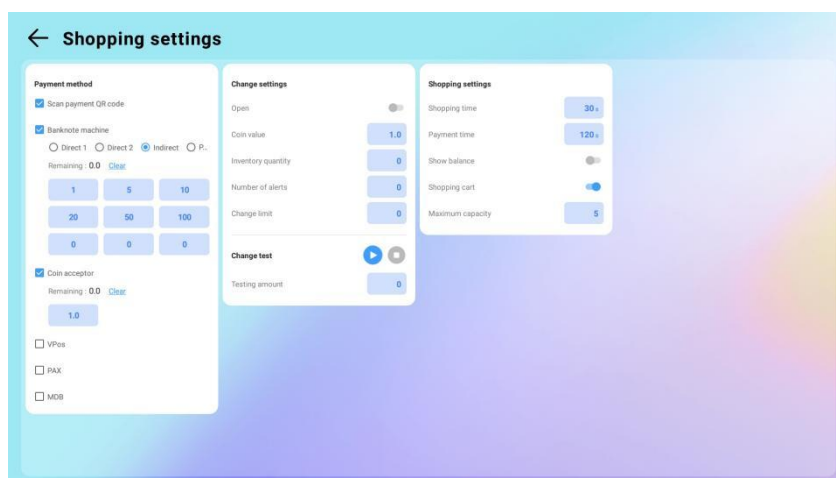


4) .Shopping settings:

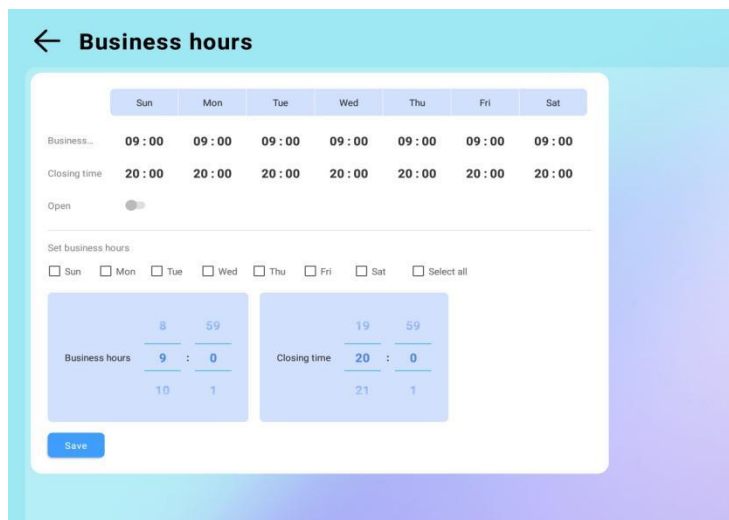
Shopping time – no operation waiting time on the shopping page, the default is 30s, the minimum can be set to 30s, and the maximum can be set to 120s

Shopping Cart – Whether to enable the shopping cart function, after enabling multiple items can be purchased at the same time

Maximum Capacity – The maximum number of items that can be purchased at the same time after the shopping cart function is enabled, the default is 5, the minimum can be set to 2, and the maximum can be set to 9



5) .Business hours: Set the opening and closing hours of the machine.



← Business hours

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Business...	09:00	09:00	09:00	09:00	09:00	09:00	09:00
Closing time	20:00	20:00	20:00	20:00	20:00	20:00	20:00

Open ☐

Set business hours

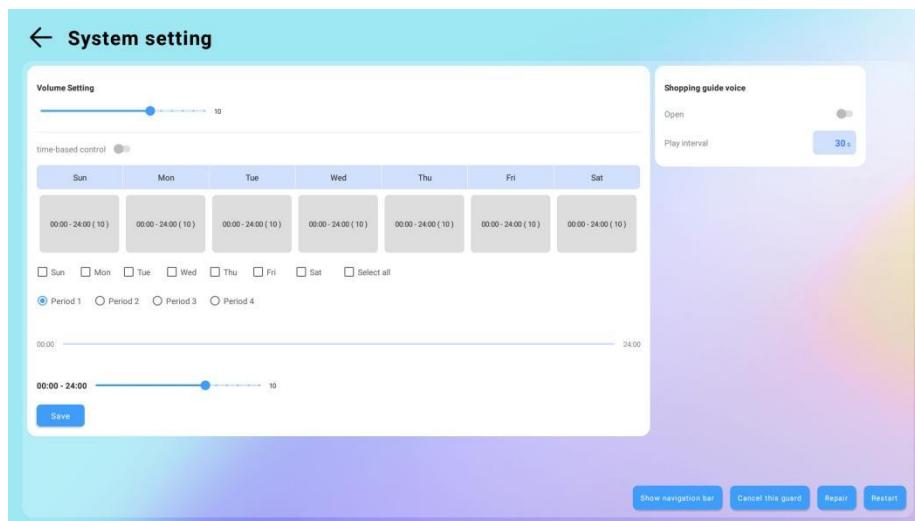
☐ Sun
 ☐ Mon
 ☐ Tue
 ☐ Wed
 ☐ Thu
 ☐ Fri
 ☐ Sat
 ☐ Select all

Business hours
 8 : 59
 9 : 0
 10 : 1

Closing time
 19 : 59
 20 : 0
 21 : 1

Save

6) **system message:** Volume, voice broadcast, restart



← System setting

Volume Setting

0 10

time-based control ☐

Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00 - 24:00 (10)	00:00 - 24:00 (10)	00:00 - 24:00 (10)	00:00 - 24:00 (10)	00:00 - 24:00 (10)	00:00 - 24:00 (10)	00:00 - 24:00 (10)

☐ Sun
 ☐ Mon
 ☐ Tue
 ☐ Wed
 ☐ Thu
 ☐ Fri
 ☐ Sat
 ☐ Select all

☒ Period 1
 ☐ Period 2
 ☐ Period 3
 ☐ Period 4

00:00 24:00

00:00 - 24:00 0 10

Save

Shopping guide voice

Open ☐

Play interval 30 s

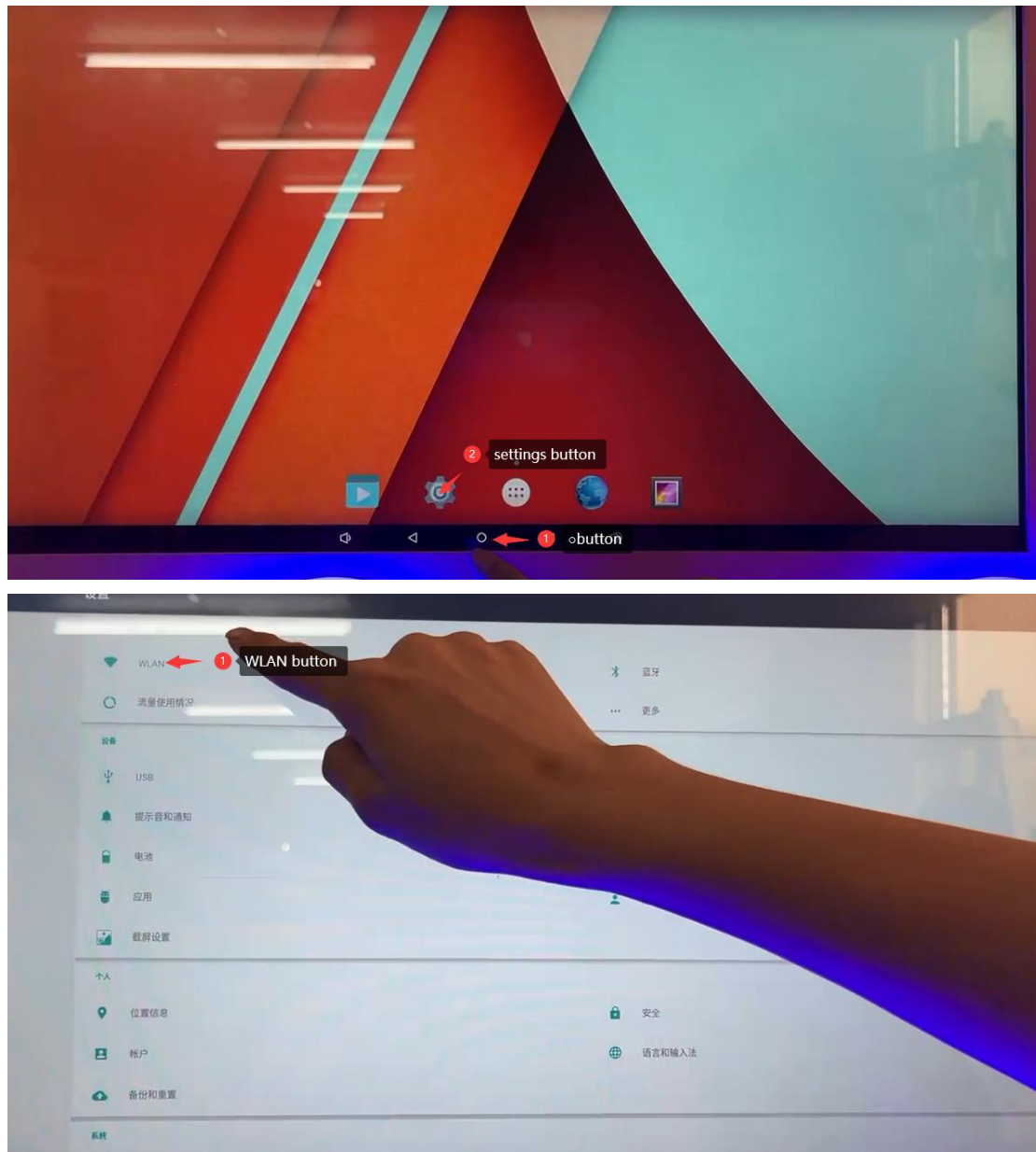
Show navigation bar

Cancel this guard

Repair

Restart

7) **WIFI connection:** Machine wireless connection settings



After power on, press and hold the upper right corner of the screen, click the  button at the bottom of the screen, then click the Settings button, click WLAN button, and select the WIFI you want to connect to.

7. Shutdown and cleaning

shutdown:

1. If the machine is in standby mode; the screen shows that the temperature of the burner is lower than 150 degrees; directly pull down the switch to shut down
2. Machine closing status: In the closing status of the machine, you can directly pull down the switch to shut down.
3. The temperature of the machine screen is higher than 150 degrees: when the temperature is higher than 150 degrees and you need to manually shut down, the machine screen enters the background parameter setting – cleaning the motor, and the temperature is lower than 100 degrees, you can shut down.

clean:

1. The daily cleaning parts are: utility knife, stove waste water tray, filter screen; internal countertop and glass of machine sugar cabin.
2. Sewage bucket: Please pour out the sewage in the sewage bucket every time you add a clean water bucket.
3. Stove cleaning: Please remove the stove cover every 15 days to clean and replace. There are 6 screws on the surface of the burner. Remove the 6 screws to remove the burner cover.

8.Care and Maintenance

1. When the machine is not used for a long time (three days or more), the residual sugar in the candy box should be taken out and stored in a closed container; stored in a dry environment that is not exposed to sunlight.

2. Clean the dust inside the machine every 30 days, and check whether the internal parts of the machine are loose or fall off.
3. Do not put the accessories stored in the machine for more than three months.

9.Precautions

1. It is strictly forbidden to directly unplug the power supply at any time to shut down.
You should wait for the mechanical arm to return to its position and the burner to cool down before shutting down.
2. Candy can only be added after the sugar in the candy box is used up. If there is sugar left in the candy box, when adding sugar, the sugar in the candy box should not be too full, and the added amount is about three-quarters of the volume of the candy box. May cause sugar blockage.
3. Since the start switch is pushed, the burner will start to rotate. Before starting the machine, make sure that the waste water tray is installed; the door is closed tightly; then the machine can be started.
4. It is strictly forbidden to power off or shut down during the sugar making process, and wait for the production process to complete before shutting down or powering off.
5. When cleaning, the machine must be shut down as required and the power plug of the machine pulled out before cleaning can be performed.
6. After moving the machine, it is necessary to check whether the parts, sockets and pipelines of the machine are loose or displaced. After confirming that everything is normal, you can start the operation.

7. The assembly must be disassembled during long-distance transportation, and the residual sugar must be cleaned up
8. Every time you start the machine, you need to ensure that the machine cabinet door is tightly closed.

10.Exception Handling

sugar making	Error reason	Approach
After the sugar is made, the burner is still spinning	The temperature of the stove making sugar is too low	Enter the management background, click parameter settings: increase the temperature of the burner to make sugar by 5-8 degrees
There is very little silk in the sugar making process, and there is flying fluff	The temperature of the burner making sugar is too high	Enter the management background, click parameter settings: Lower the burner temperature by 10 degrees to make the sugar
In the process of sugar making, the silk produced is very frizzy and the sugar silk is relatively thick and unformed	Burner cover gap blocked	Replace or clean the burner cover
Candy can't be rolled on a stick	The air inlet is blocked	Take out the filter on the top of the burner, wash it with clean water, and then put it back in again.
There is sugar on the paper stick during production, but the paper stick falls in the crafting bin	The roller of the utility knife has not been cleaned, it is stuck with sugar and cannot move	Use a clean cloth dampened with water to clean utility knives in the crafting compartment
The inner door cannot be opened after the production is completed	Lifting rod motor error or wire rope falling off	Check if the inner door wire rope has fallen off, if so: put it back on the rollers
The outer door cannot be opened after the production is completed	Lifting rod motor error or wire rope falling off	Check if the outer door wire rope has fallen off, if so: put it back on the rollers
If you can't solve the problem after trying the above methods, please contact the staff		

11.Common fault error handling

1.Humidification failure

- 1) Humidifier troubleshooting: when the machine screen is on the advertising page, click the upper right corner of the screen for 3–5 seconds, enter the machine

background – click device test – click the humidification play button.1) Touch the red circle to see if the pump vibrates? (next to the clean water bucket)



2) .The accessories in the red circle in the picture above vibrate – it depends on whether the nozzle next to the stove is spraying water or the water is a line rather than a spray



3) .3) If no water is sprayed or a line is sprayed out, turn off the power and unscrew the nozzle, do not install it first—then turn it on and enter the background device test point humidifier play button—see if the nozzle can spray water— Turn off the machine and install a new sprinkler

Note: The sprinkler is a vulnerable part, and the length of the blockage is related to the local water quality (another reason is that there is sugar falling on the sprinkler).

2.After the candy is finished, there will be flying flossy and fluffy fluff

After the sugar is finished, there are still flying silk and floating flocculents. There is sugar directly on the stove head cover and the stove head, which leads to a small gap for sugar production, and the sugar does not all float out within the specified time (5–8 degrees), under the same conditions of time, the temperature rises and the sugar is released faster. If it still cannot be solved by increasing the temperature (the burner cover has been used for 10–15 days), the burner cover needs to be replaced/cleaned. After the stove head cover is removed, use a steel brush to clean the gap around the stove head (red dotted line) as much as possible. Release the stove head cover and soak it in water for half an hour before brushing it with a brush (note that the outermost gap also needs to be brushed clean.)

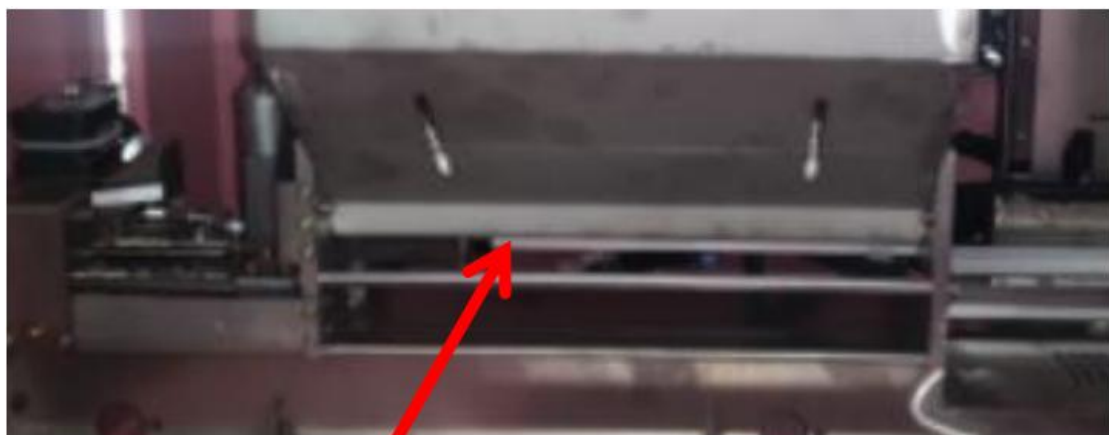
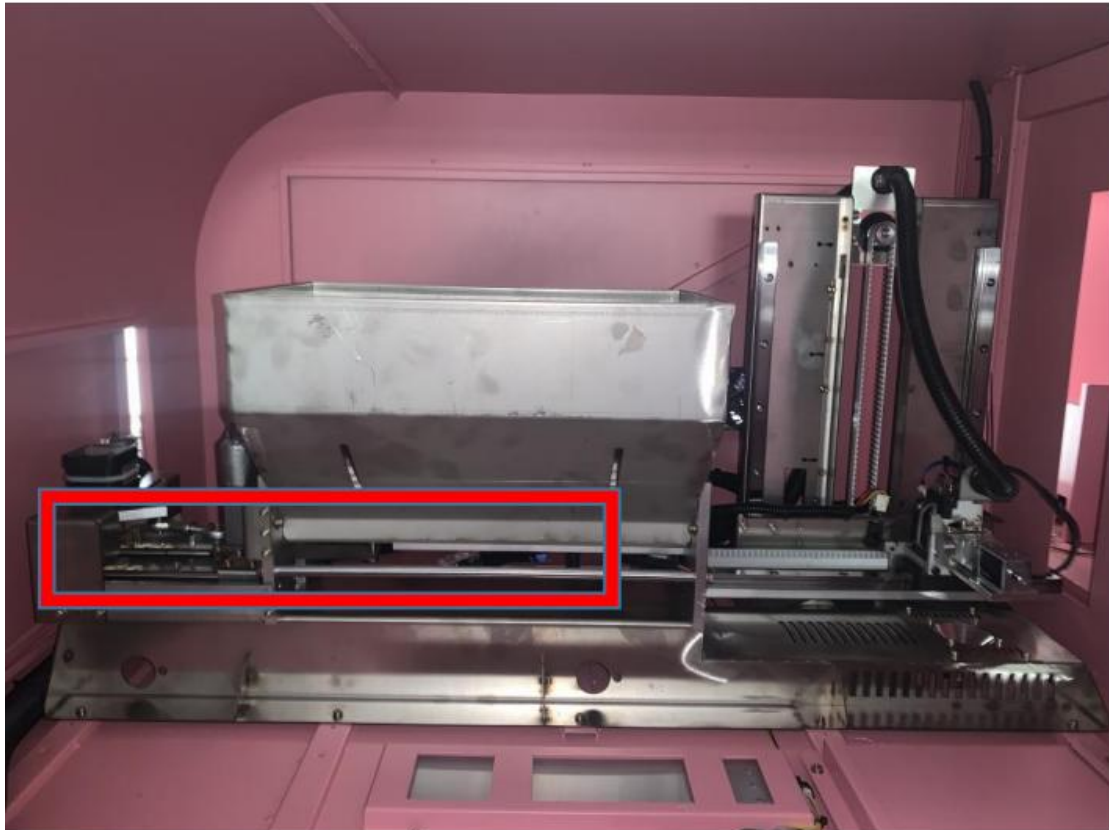


3.Out of the stick error

DTC: 402012 ejector timeout 402013 ejector timeout

Troubleshooting and workarounds:

1. Check whether there are sticks in the paper stick storage bin;
 2. If there is a stick; enter the management background; click "Device Test" to find "Roller Motor"; adjust the action duration to "5000";
- Then click the play button to start. After starting, check whether the scroll wheel under the stick device is working.



The red arrow in the picture above is the position of the reel

If the rollers are rotating: Empty the sticks in the paper stick storage compartment and put them back in.

If the roller does not turn: Use a multimeter to check whether the roller motor has 24V current input.

4.DTC: 4003 Arm reset failed

Troubleshoot and workaround:

1. Set the arm to standby and restart the machine
 - (1) Enter the background--equipment test--arm power-on--arm reset



This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Warning: changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.