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# Service Guide



**sally**  
the salad robot

March, 2018

## For Third-Party Service Providers

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Customer Service  
+1 (831) CHOWBOT  
+1 (831) 246-9268  
[support@Chowbotics.com](mailto:support@Chowbotics.com)

Address  
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Redwood City, CA 94063

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# chowbotics

robots for food service

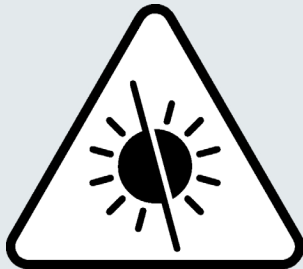


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## SAFETY PRECAUTIONS



Rotating Parts Hazard



Avoid Direct Sunlight



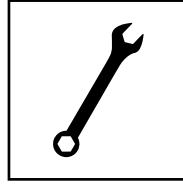
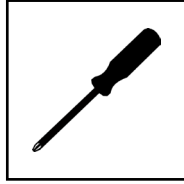
Tipping Hazard



Attention

# **Inner Dispenser Motor Replacement**

## Required Tools & Supplies:



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**Phillip's Head Screw Driver**  
**Size 13 (Metric) Wrench or socket**

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## Safety Precautions:



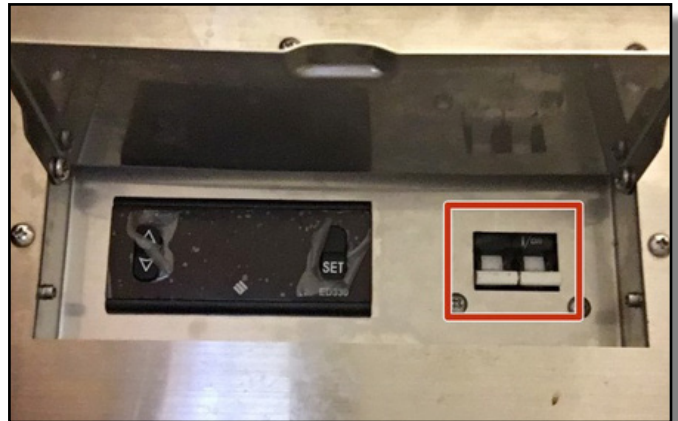
Attention

**Do not perform service while  
machine is powered on.**

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## Step 1: Power Off Sally

1. To power off Sally lift the cover in the rear of the machine and flip the white switch down to the "Off" position.
2. Check if Sally has power look/listen for:
  - Lights inside of the unit
  - Hum of the refrigerator
  - Temperature screen on back of unit



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## Step 2: Unplug Sally

1. Unplug Sally from the wall outlet.
2. If the plug or outlet appears damaged please contact Chowbotics Support before proceeding!



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## Step 3: Open the Door

1. Unlock the door panel with Key (if applicable).
2. Pull latches all the way forward to release.
3. If you are having difficulty opening the latch, gently push the door in towards Sally to open the latches.



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## Step 4: Remove the Bin

1. Unscrew the two thumbscrews located below the salad bin.
2. Lift up to remove the bowl ramp.
3. Pull the bin out and set aside.



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## Step 5: Remove Canisters

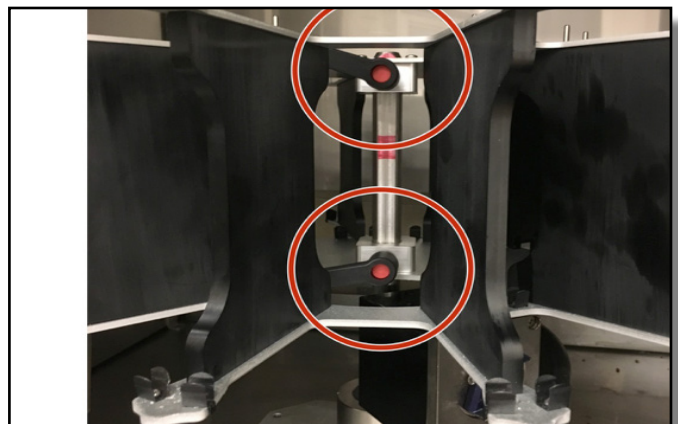
1. Lift canisters straight up, then out (including the home canister).
2. Keep filled canisters in a refrigerator or cooler until service is complete.



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## Step 6: Remove Carousel

1. To loosen the two screws push the black in handles towards the shaft and rotate to them to the left.
2. You do not need to fully remove the screws. Just until they feel loose.



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3. After the screws have been loosened, use two hands to lift the carousel straight up.
  4. Make sure you are lifting it directly up, Any sideways motion can cause the carousel to get stuck on the shaft. If this happens push the carousel back down and try again.



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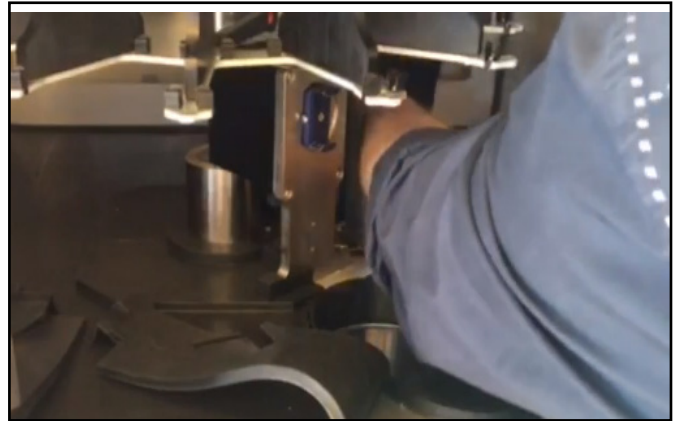
## Step 7: Remove the Sally Mat



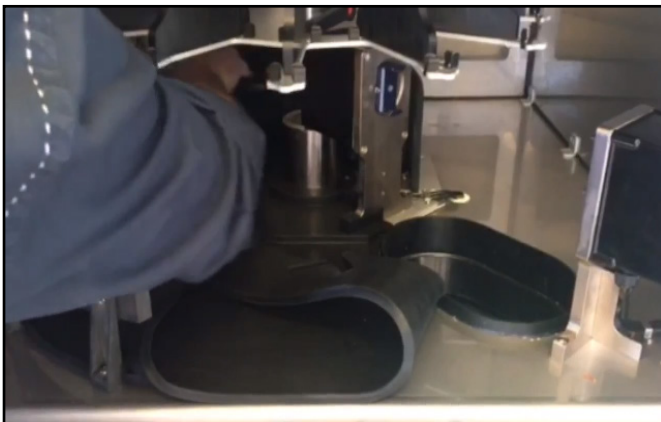
1. Reach into the gap at the base of the wheel and pop the flap out to right side.
2. Peel the front right corner and fold right to left.



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3. Carefully peel the two flaps along either side of the guide rail backwards.
  4. From behind the dispensing opening, start at the front right corner and roll the mat backwards into the back right corner.



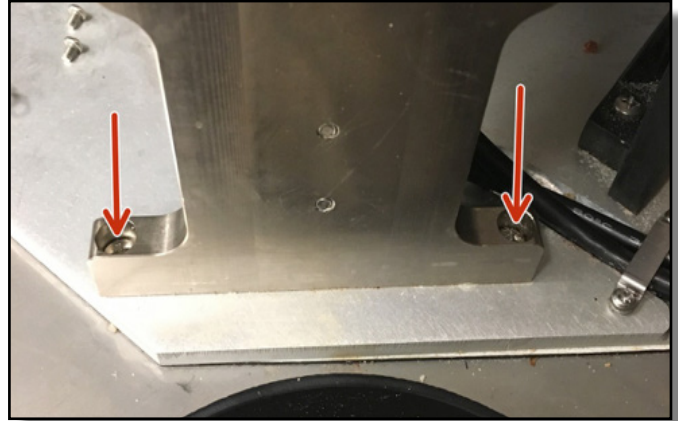
5. Continue rolling the mat by maneuvering along the back behind the wheel base to the left and back around to the front left corner.
6. Grabbing the entire mat together, it can now be easily removed from the interior compartment for cleaning.



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## Step 8: Detach Inner Motor

1. After the 2 screws have been removed you can move the Inner Motor off of the drive unit.
2. Be careful of the cables still attached to Sally, these must be routed through the machine to fully remove (see next steps).



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## Step 9: Remove Inner Motor Cable Clip

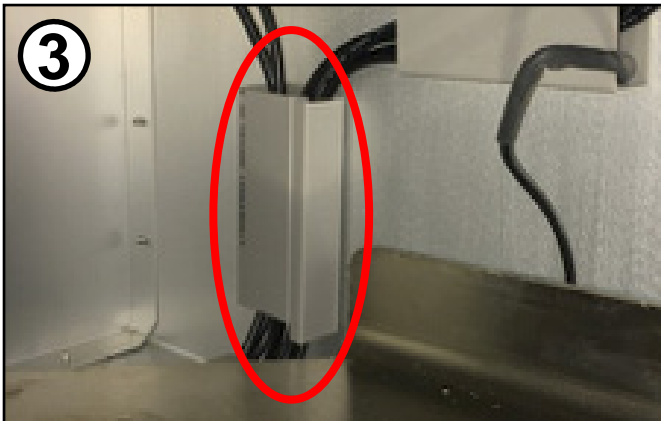
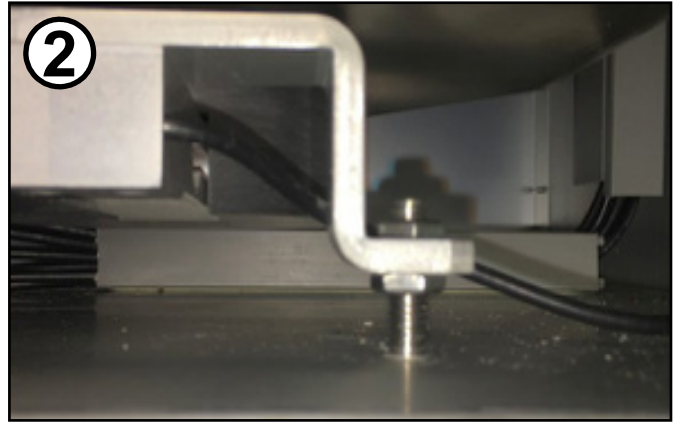
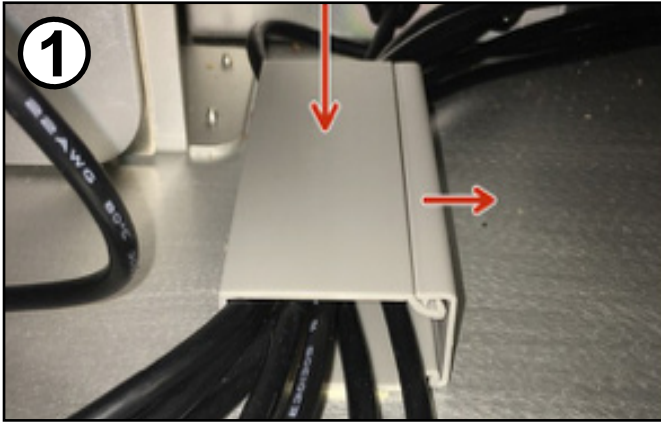
1. Remove the 2 Phillip's head screws to remove the cable clip from the drive unit. Be careful not to bend the cable clip during removal as it can pinch the cables later during re-installation.



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## Step 10: Unlace Cables

There are 4 of the cable organizers you will need to open.

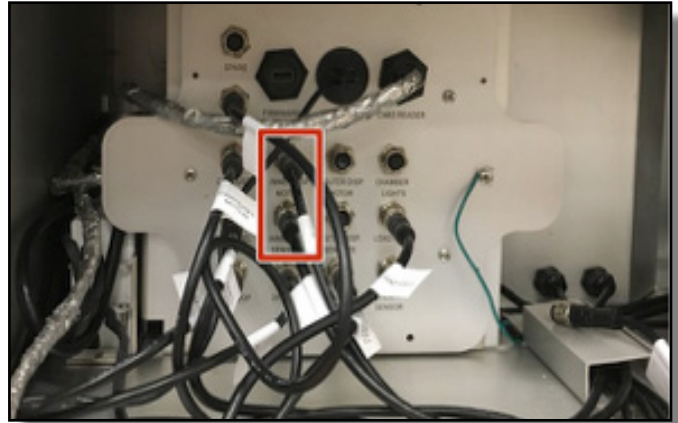


1. Directly to the left of the electronics box.
2. Behind the weight sensor plate.
3. Vertical clip to the right of the weight sensor plate on the side wall
4. Horizontal clip to the right of the weight sensor plate on the side wall. It may be easier to remove the weight sensor plate first, but is not required.

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## Step 11: Unplug Inner Motor Cables

1. Unscrew cables thumbscrew from “Inner Disp Motor and Inner Disp Sensor” and gently pull away from the electronics box to remove. You may need to twist the cable nuts to release.



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## Step 12: Remove Foam Plug

1. Push the foam plug up from the bottom to remove from the base. You do not need to remove the foam plug from the cables. If the plug does not come out easily, make sure you have left enough slack in the cable.



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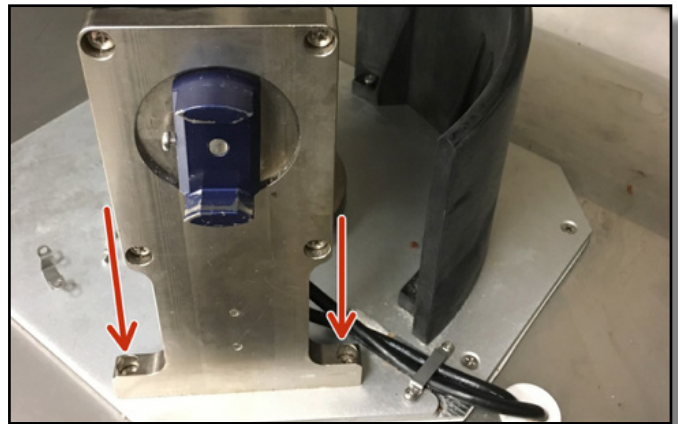
## Step 13: Remove Inner Motor

You are should now be able to pull the inner motor out completely.

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## Step 14: Replace Inner Motor

1. Align the Inner Motor Stand with the two mating holes on the drive unit.
2. Make sure you have enough slack in the cables to properly place the Inner Motor. Not enough slack can lead to damage of the cables.



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## Step 15: Install Foam Plug

1. Route the cables through the opening before seating the foam plug.
2. After cables have been routed, you can push the foam plug into the hole until it is flush with the base. If the plug does not want to seat into the hole make sure you have enough slack available in the cable to properly position the plug.

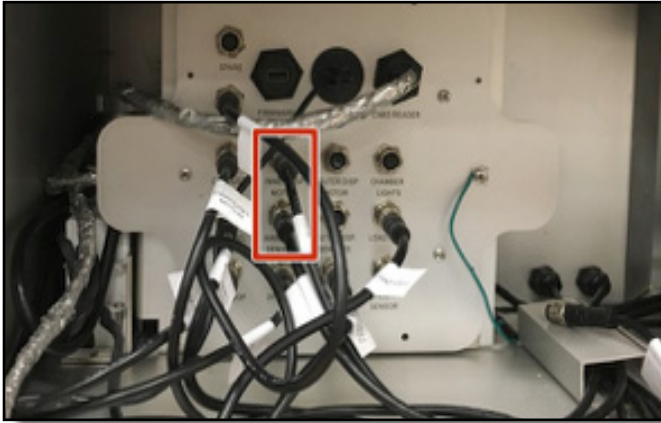




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## Step 16: Plug Inner Motor Cables

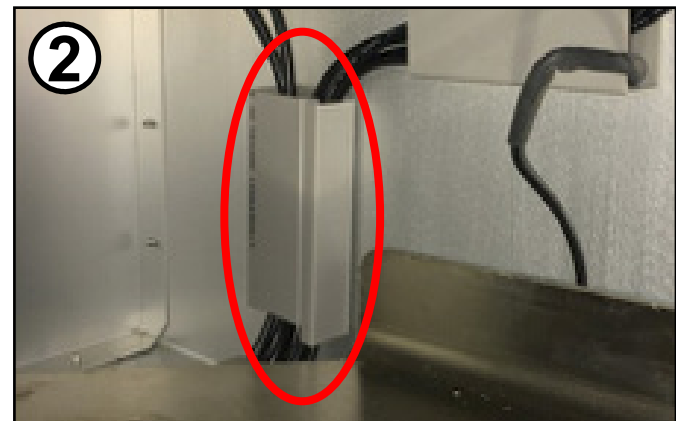
1. Screw in both cable's thumbscrews for "Inner Disp Motor and Inner Disp Sensor" and gently push into the electronics box
2. If the cable does not go in easily, try to rotate it so that the two marked areas in picture #2
3. mate together. Forcing the plug in may damage the connector! Forcing the plug in may damage the connector!



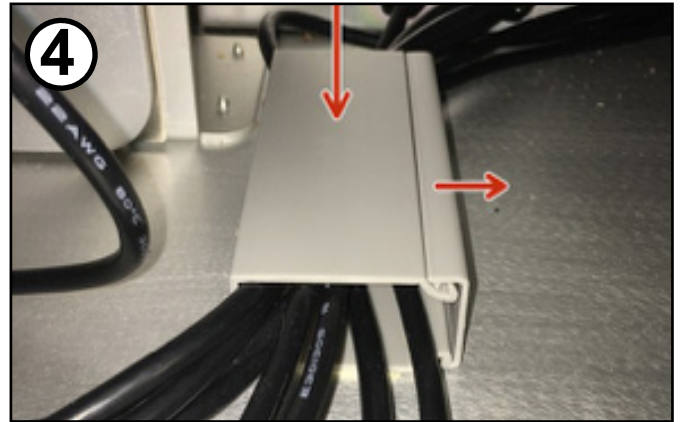
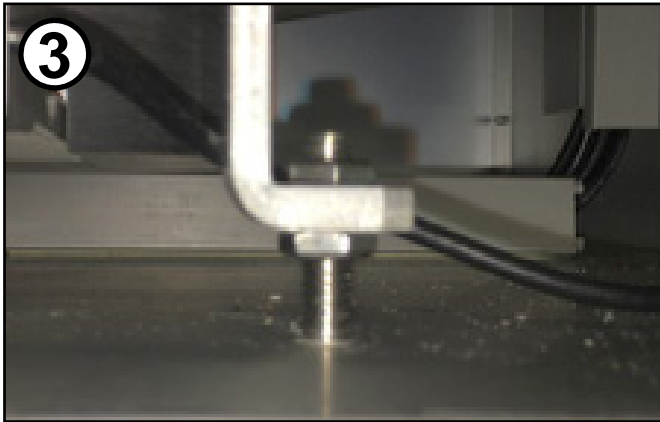
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## Step 17: Re-Lace Cables

1. Horizontal clip to the right of the weight sensor plate on the side wall.
2. Vertical clip to the right of the weight sensor plate on the side wall



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1. Behind the weight sensor plate.
  2. Directly to the left of the electronics box.



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## Step 18: Replace Inner Motor Cable Clip

1. Screw in the 2 Phillip's head screws into the drive unit to secure the cable clip. Both screws are easy to strip and should only be tightened by hand. Be careful not to pinch the cables between the cable clip during installation.



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## Step 19: Screw In Inner Motor

1. Screw in the 2 Phillip's head screws into the mating holes on the drive unit through the Inner Motor Stand. Make sure to tighten these screws well. Looseness could effect the functionality of the motor.



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## Step 20: Install Salad Bin

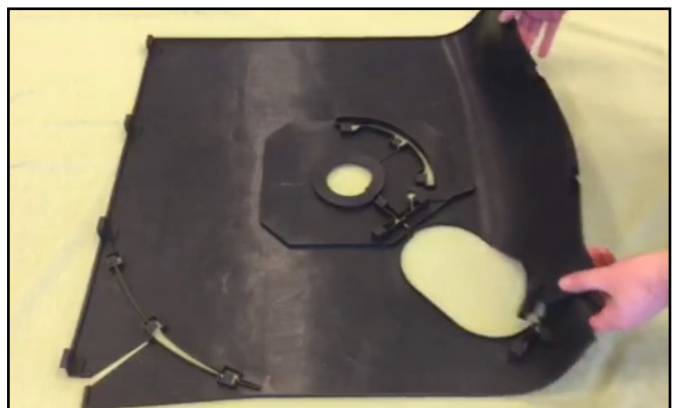
1. Screw in the two thumbscrews located below the salad bin.
2. Snap the bowl ramp into place by aligning the holes of bin with the weight sensor plate using firm pressure.



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## Step 21: Install Sally Mat

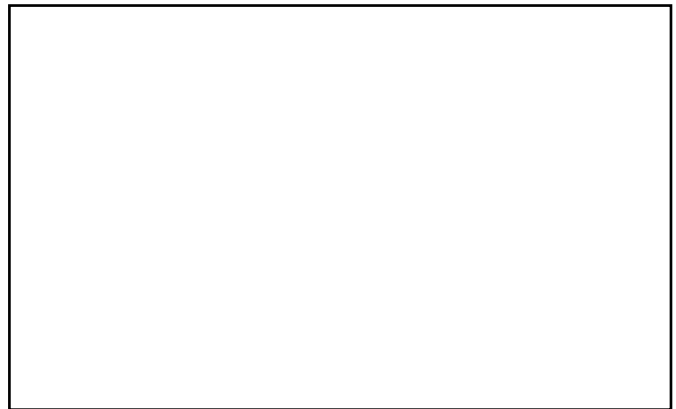
When upright, the mat should align with the layout of the interior compartment floor. The dispensing opening should be on the front right corner to you when facing the mat upright.







1. Take the right side of the mat and fold over onto the left.
2. Next, fold the mat forward, make a quarter square of its initial size.
3. Carefully pick up the mat and take it to Sally's interior compartment for installation

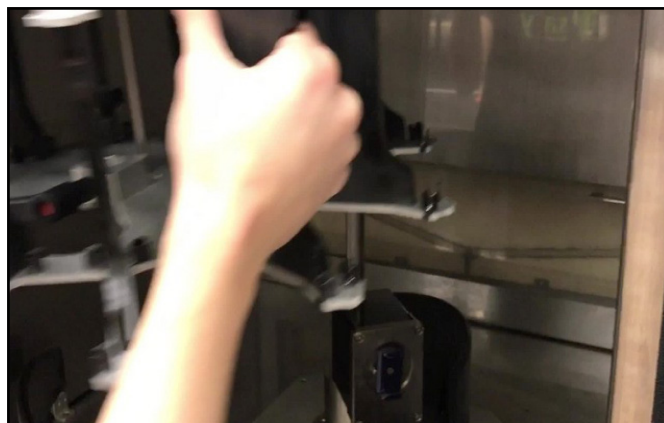


4. Set down in the front left corner between the middle wheel and the guide rail.
5. Unfold the mat once towards the back wall.
6. Next, reach around and uncoil the back behind the wheel.
7. Continue aligning the mat along the back of sally, working your way towards the front along the right side. **Note: all the brackets along the floor of the compartment should fit perfectly with the slots on the mat, the mat should lay flat.**
8. Lastly, tuck the flap in the center of the mat into the gap at the base of the wheel, making sure it lays flat.
9. Continue aligning the mat along the back of sally, working your way towards the front along the right side. **Note: all the brackets along the floor of the compartment should fit perfectly with the slots on the mat, the mat should lay flat.**
10. Lastly, tuck the flap in the center of the mat into the gap at the base of the wheel, making sure it lays flat.

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## Step 22: Install Carousel

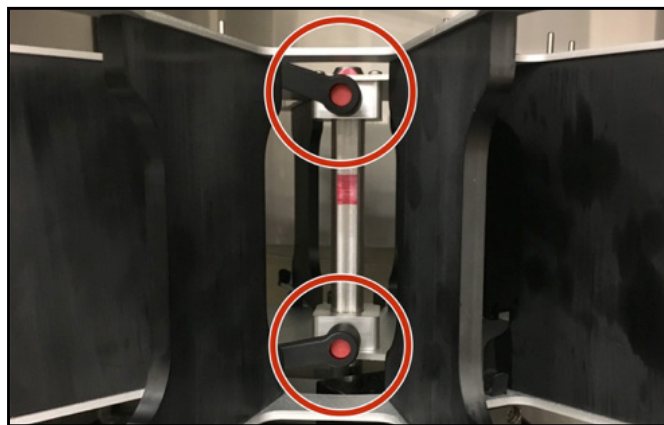
1. Make sure the flat surface of the drive unit shaft is facing you.
2. Slide the carousel onto the shaft with the black handles facing you.
3. We recommend using two hands for this as the carousel may not seat itself all the way



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## Step 23: Tightened Screw Levers

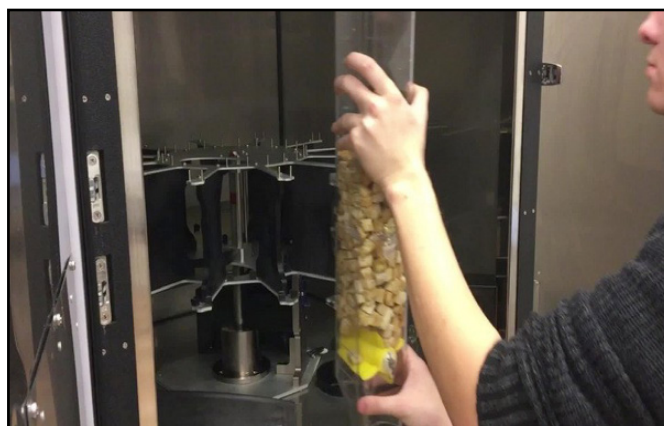
1. Once the carousel has been seated on the shaft you can tighten the screws.
2. To tighten the two screws push the black handles rotate to them to the right.
3. These should be tight when finished, a half turn after they start to feel tight is generally a good estimate.



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## Step 24: Install Canisters

1. Lower canisters straight down into place.
2. The top seats over the metal pins and the bottom secure onto the metal u-clamps.
3. Test the canister is secure by tugging gently from the bottom. There should be minimal movement.



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## Step 25: Close Door

1. Make sure the flat surface of the drive unit shaft is facing you.
2. Slide the carousel onto the shaft with the black handles facing you.
3. We recommend using two hands for this as the carousel may not seat itself all the way



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## Step 23: Plug in Sally

1. Plug in Sally to the wall outlet



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## Step 24: Power On Sally

1. Return the power cable to the wall outlet.
2. Check if Sally has power look/listen for:
  - Lights inside of the unit
  - Hum of the refrigerator
  - Temperature screen on back of unit



# Need Help?

Please **contact support at +1 (831) CHOWBOT (831- 246-9268) or reach us at [support@chowbotics.com](mailto:support@chowbotics.com)** if you have any questions or are unable to resolve an issue.

It is always helpful to have the Sally Number (found on the inside of door panel) handy when calling.

When calling for help with a problem, please give as much information pertaining to the nature of the trouble as possible. This might includes examples of what is or is not happening, and troubleshooting steps taken, if applicable.

