
Service Guide



sally
the salad robot

March, 2018

For Third-Party Service Providers

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

Address
Chowbotics
1718 Broadway
Redwood City, CA 94063

chowbotics

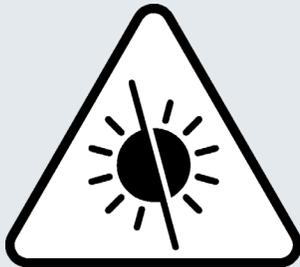
robots for food service



SAFETY PRECAUTIONS



Rotating Parts Hazard



Avoid Direct Sunlight



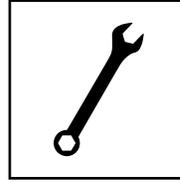
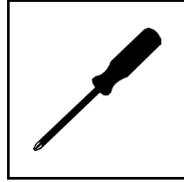
Tipping Hazard



Attention

Credit Card Reader Guide

Required Tools & Supplies:



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

Safety Precautions:

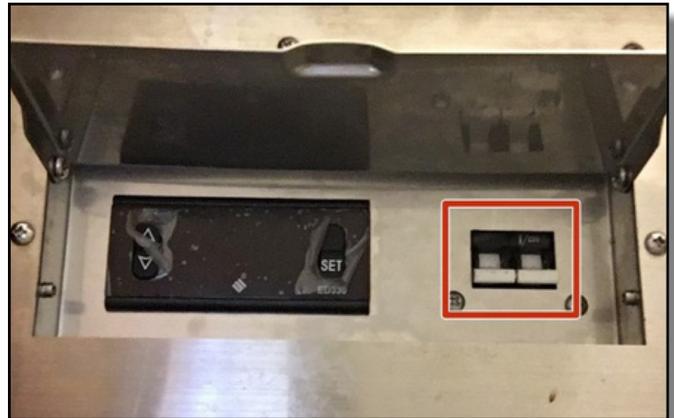


Attention

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

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



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!



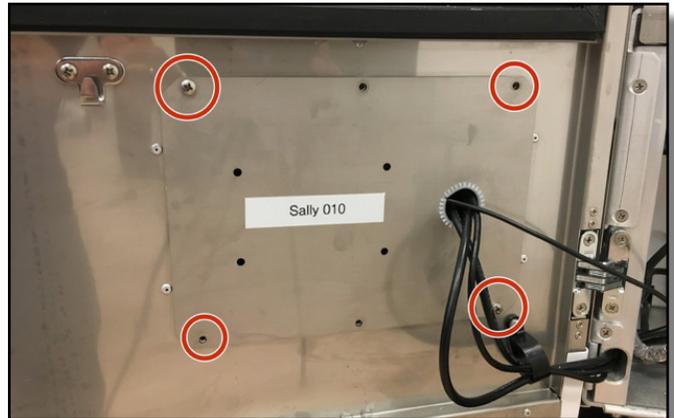
Step 3: Open the Door

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.



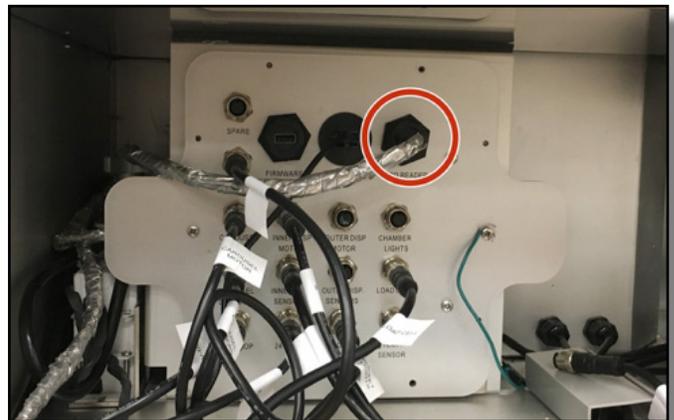
Step 4: Remove Access Panel

1. Unscrew the five thumbscrews located inside the door.



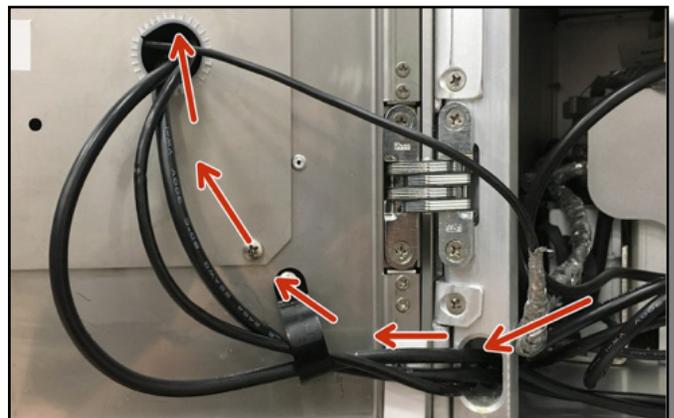
Step 5: Unplug Card Reader

1. Unplug the card reader cable for the USB hub in the "Card Reader" terminal from the electronics box.



Step 6: Route Card Reader Cables Out of Sally

1. Gently pull cables from the electronics box out through the opening in the door frame.
2. Lift the clip holding the cables against the door to remove the cables.



Step 7: Remove Card Reader Mount

1. Unscrew the two philip's head screws from in the access panel. This will separate the mount into two pieces.
2. To remove the card reader, route the card reader cable out through the mount and the door.



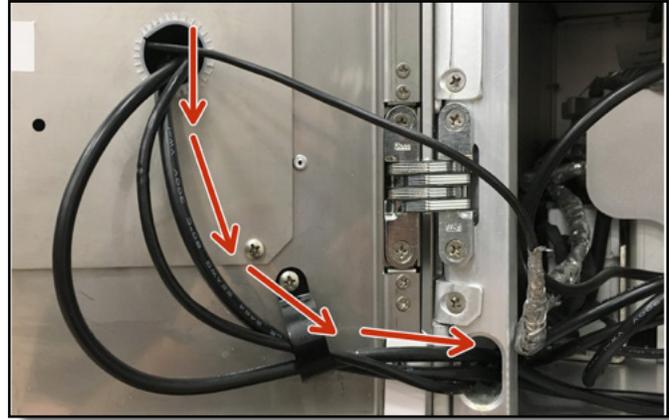
Step 8: Install Card Reader Mount

1. Locate and discard the two black screws on the underside of the new card reader.
2. Thread the card reader cable through mount and the door panel.
3. Screw the two long screw through the entire assembly from the inside of the door.



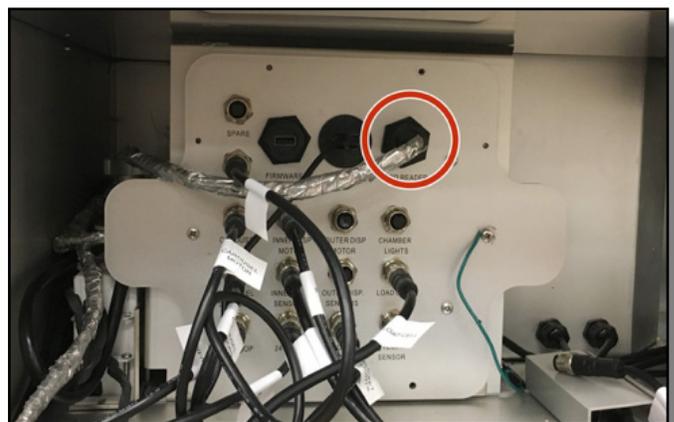
Step 6: Re-route Card Reader Cables

1. Route the cables through the opening in the credit card reader panel.
2. Install screws back into the door to fasten the Credit Card Reader panel.
3. Lift the clip holding the cables against the door to secure the cables.
4. Route the cables through the opening in the door frame.
5. Make sure to pull any extra cable through so there is light slack in the cables.



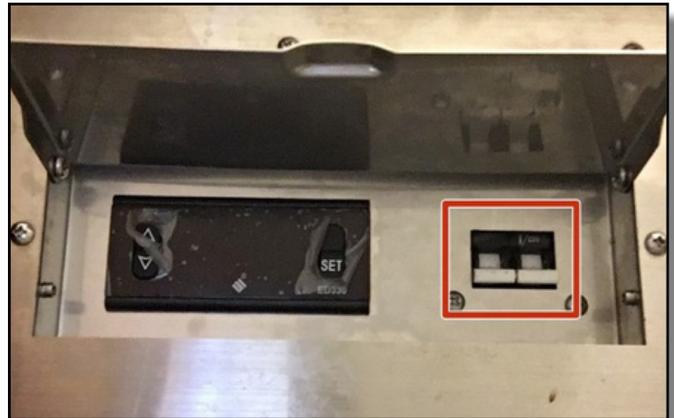
Step 5: Unplug Card Reader

1. Unplug the card reader cable for the USB hub in the "Card Reader" terminal from the electronics box.



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



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!



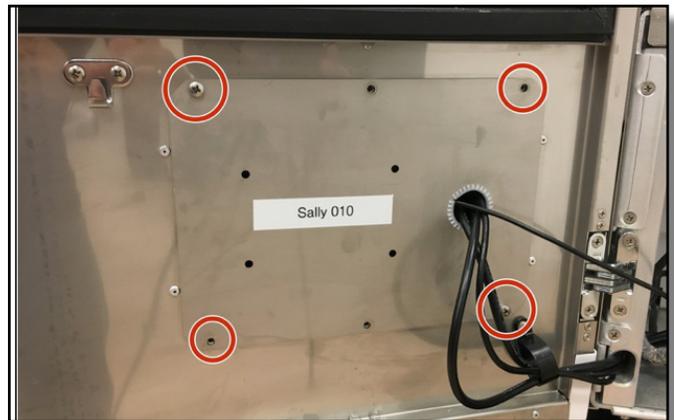
Step 3: Open the Door

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.



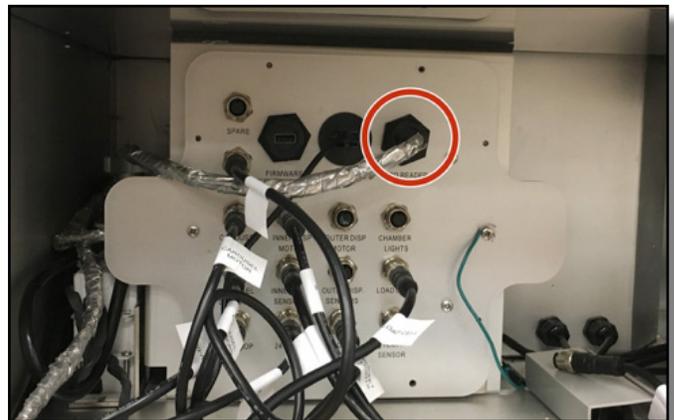
Step 4: Remove Access Panel

1. Unscrew the five thumbscrews located inside the door.



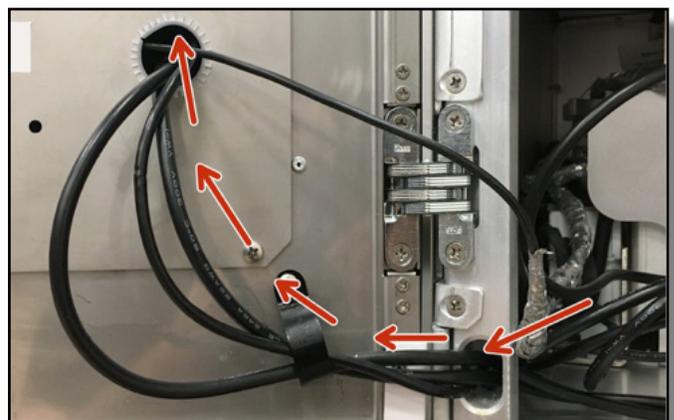
Step 5: Plug-in Card Reader

1. Plug-in the card reader cable for the USB hub in the "Card Reader" terminal from the electronics box.



Step 6: Install Access Panel

1. Screw the 4 Phillip's head screws to fasten the Credit Card Reader Panel to the door.
2. Do not over tighten the screws!



Step 7: 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



Step 8: Plug in Sally

1. Plug in Sally to the wall outlet



Step 9: 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** 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.

