
Service Guide



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

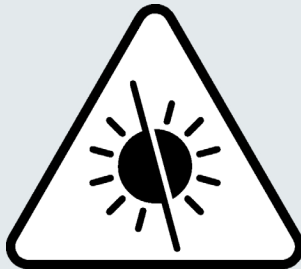
robots for food service



SAFETY PRECAUTIONS



Rotating Parts Hazard



Avoid Direct Sunlight



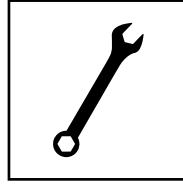
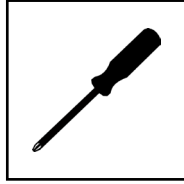
Tipping Hazard



Attention

Electronics Box Replacement Guide

Required Tools & Supplies:



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

Safety Precautions:

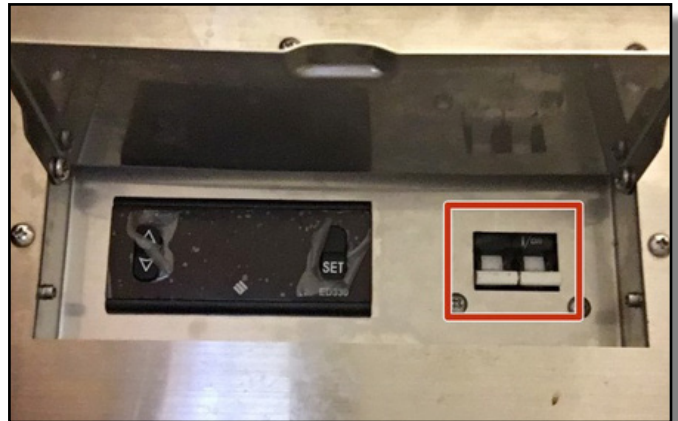


Attention

**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!



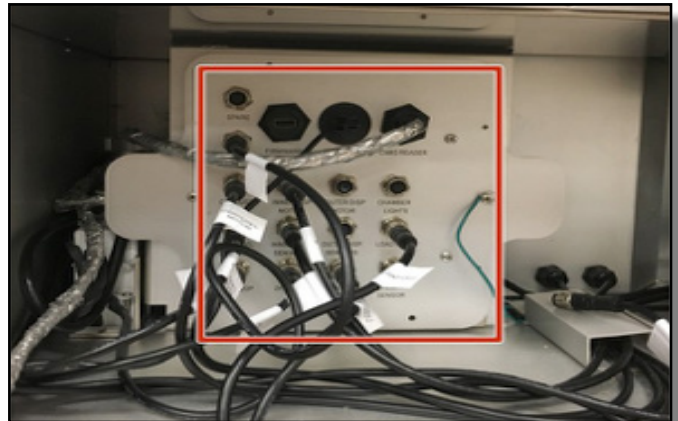
Step 3: Open the Door

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.



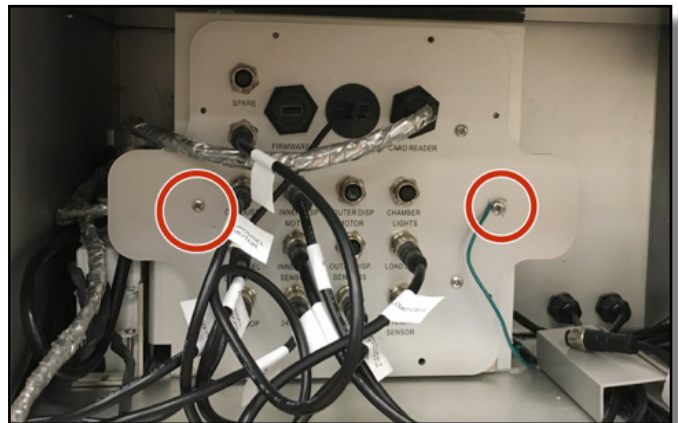
Step 4: Unplug All Cables From Electronics Box

1. You may need to twist the cable nuts to release.



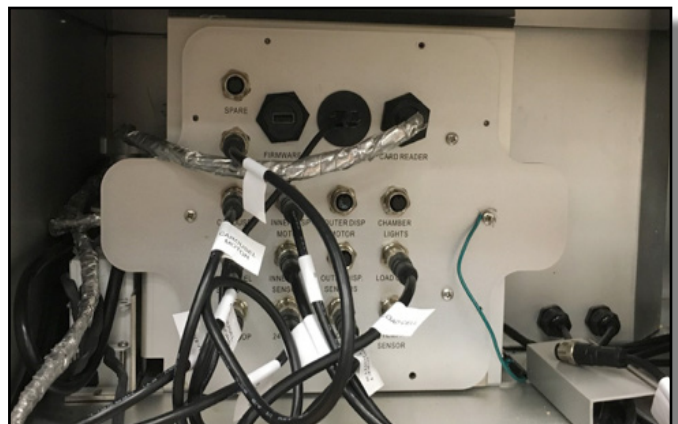
Step 5: Unscrew Electronics Box

1. Unscrew the 2 Phillip's head screws from the mounting points on the Electronics Box.



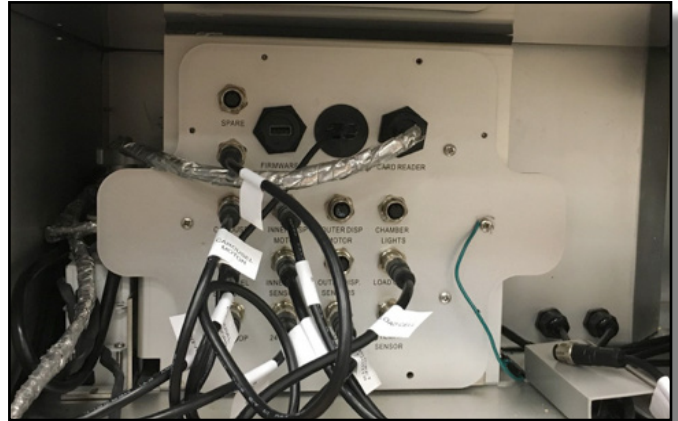
Step 6: Remove Electronics Box

1. The whole assembly should now be free to pull away from the machine.



Step 7: Install Electronics Box

1. Screw in the 2 Phillip's head screw to the mounting point.
2. Do not tighten any screw until both have been started. This will allow you to fully seat the Electronics Box before tightening.



Step 8: Reconnect Cables to Electronics Box

1. Plug all cables back into the correct position. Make sure that the groove in the female connector is aligned with the male groove or you may damage the connector.
2. Make sure all cables are inserted all the way and screwed in until tight.



Step 9: 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 10: Plug in Sally

1. Plug in Sally to the wall outlet



Step 11: 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.

