
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

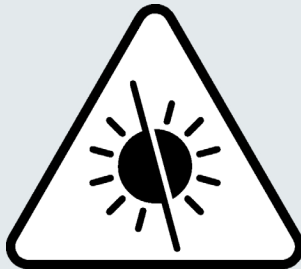
robots for food service



SAFETY PRECAUTIONS



Rotating Parts Hazard



Avoid Direct Sunlight



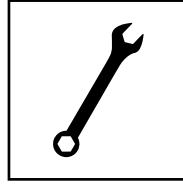
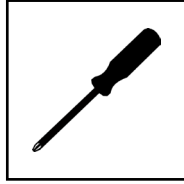
Tipping Hazard



Attention

Tablet Replacement Guide

Required Tools & Supplies:



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

Safety Precautions:

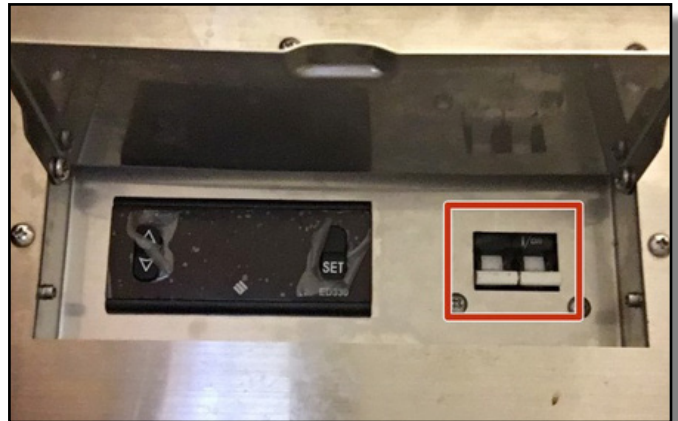


Attention

**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!



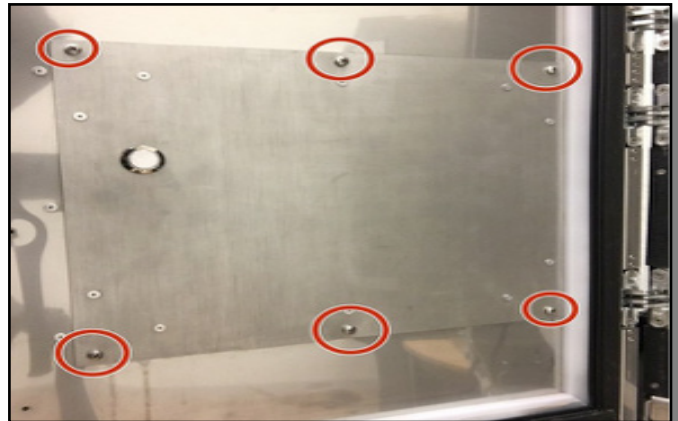
Step 3: Open the Door

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: Remove Access Panel

1. Unscrew the six thumbscrews located inside the door.
2. The assembly will need to be supported while the tablet is replaced.



Step 5: Remove Tablet

1. Carefully pry the tablet free from the assembly.
2. Locate and unplug the two power cable connectors along the edge of the tablet (1 micro-USB and 1 direct power terminal)



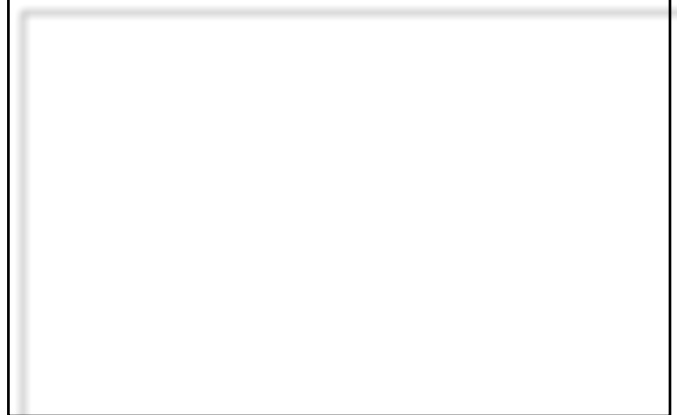
Step 6: Replace the Tablet

1. Carefully plug in the two power connectors, making sure the direct power terminal is tucked neatly into the assembly so it does not protrude.
2. Seat the tablet into position so it lays flush.



Step 7: Re-Install the Access Panel

1. Gently and carefully seat the tablet assembly back into the door panel making sure the tablet does not fall out of position while doing so.
2. Screw the six thumbscrews into the access panel.



Step 8: 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 9: Plug in Sally

1. Plug in Sally to the wall outlet



Step 10: 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.

