

Cotton Candy Vx - Manual



Cotton Candy VX - Manual

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Introduction

Brief Overview

The Automatic Cotton Candy Machine is an innovative and user-friendly appliance designed to effortlessly create delicious cotton candy with minimal effort from the user. This machine combines cutting-edge technology with traditional confectionery techniques to produce fluffy and colorful cotton candy in a matter of seconds. Here's a glimpse into its features:

One-Touch Operation

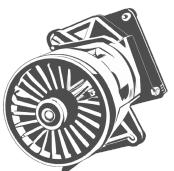


The machine boasts a user-friendly interface with intuitive controls. With just a single touch, users can initiate the cotton candy-making process, eliminating the need for complex manual adjustments.

Rapid Heating System



Equipped with a powerful heating element, the machine quickly melts sugar or pre-made flossing sugar into a liquid state, the essential step in creating cotton candy.



Furnace Heater

The heart of the machine is a precision-engineered furnace heater. Once the sugar is liquified, the spinning head transforms the liquid into delicate, fine threads of cotton candy with a mesmerizing spinning motion.



Color Variety

The machine allows users to experiment with a range of flavors and colors. By introducing different colored sugars or flavor extracts, the resulting cotton candy can be customized to suit various tastes and preferences.



Automatic Collection

As the cotton candy forms, an automated collection system gathers the spun threads, gradually building up a fluffy, delectable flower of cotton candy. This process ensures consistency and minimizes user involvement.



Easy Cleaning

The machine's detachable parts are designed for easy cleaning and maintenance. This feature ensures that the machine can be kept in optimal working condition with minimal effort.

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Safety Features

The Automatic Cotton Candy Machine prioritizes user safety. It includes features such as a heat-resistant outer casing, automatic Sleep Mode when not in use, and protective mechanisms to prevent accidental contact with the spinning head.

Compact Design

The machine's compact footprint makes it suitable for a variety of settings, from home kitchens to commercial stalls and events.



Quiet Operation

Despite its powerful performance, the machine is engineered to operate with minimal noise, ensuring a pleasant environment for users and bystanders.

Versatile Use

While primarily designed for cotton candy production, the machine can be a versatile tool for creating unique desserts and treats, opening up possibilities for culinary creativity.

In summary, the Automatic Cotton Candy Machine revolutionizes the process of making cotton candy by offering a fully automated experience. By combining convenience, speed, and customization options, this machine enables users to create delightful cotton candy treats with ease, making it an ideal addition to parties, events, and businesses seeking to offer a sweet and captivating experience to their patrons.

Importance of the Manual

Reading the manual before operating a machine is of paramount importance for several reasons:



Safety

Manuals typically contain crucial safety information, including potential hazards, proper handling procedures, and precautions to prevent accidents. Understanding these safety guidelines can help users avoid injuries to themselves and others while using the machine.

Proper Usage

Manuals provide detailed instructions on how to use the machine correctly. This includes information on setup, operation, maintenance, and troubleshooting. Following these instructions ensures that the machine functions as intended and extends its lifespan.

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Optimal Performance

The manual often includes insights into the machine's capabilities and features. By understanding how to use the machine to its fullest potential, users can achieve optimal results, whether that's producing high-quality outputs or efficiently completing tasks.

Avoiding Damage

Improper usage can lead to damage to the machine. Manuals offer guidance on proper maintenance and care procedures, helping users keep the machine in good working condition. This can save time, money, and frustration by preventing the need for repairs or replacements.

Troubleshooting

Machines can sometimes run into problems, but don't worry! In this manual, you'll find a helpful troubleshooting section that's designed to make your life easier. It's like having a friendly guide to assist you in identifying and fixing those everyday hiccups. This can be a real time-saver and stress-reliever, allowing you to tackle small issues on your own rather than having to reach out to our technical support team.

Compliance

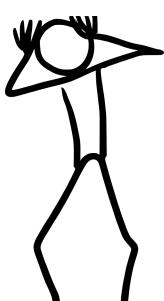
In certain environments or industries, following manufacturer recommendations outlined in the manual might be a requirement for regulatory compliance or warranty coverage. Reading and adhering to the manual's instructions can help users meet these standards.

User Empowerment

Understanding how a machine works and its different features empowers users to confidently operate it. This can lead to a more satisfying user experience and the ability to explore the machine's capabilities to their fullest extent.

Preventing Voiding Warranty

Manufacturers often include specific terms in their warranties, which may include stipulations about proper use and maintenance. Failure to follow these guidelines could void the warranty. Reading the manual helps users avoid unintentional breaches of warranty terms.



Avoiding Frustration

Attempting to use a machine without reading the manual can lead to confusion, frustration, and poor results. Taking the time to understand the machine's functions beforehand can make the operation smoother and more enjoyable.

In summary, reading the manual before operating a machine is crucial for safety, proper usage, optimal performance, and

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avoiding unnecessary complications. It equips users with the knowledge needed to operate the machine confidently, efficiently, and effectively, leading to a more successful and satisfying experience overall.



Safety Precautions

Please read and understand these safety precautions before operating the Automatic Cotton Candy Machine. Ensuring your safety and the safety of others is of utmost importance.

Read the Manual

Before operating the machine, thoroughly read and understand the entire manual. Familiarize yourself with all operating procedures, safety guidelines, and warnings.

Adult Supervision

This machine is not a toy. It should only be operated by adults or under adult supervision. Keep children and pets away from the machine during operation.

Electrical Safety

- Ensure the power cord is intact and undamaged before plugging into a power outlet.
- Use only the provided power cord or a cord recommended by the manufacturer.
- Do not immerse the machine in water or any liquid. Keep liquids away from the machine's electrical components.

Proper Environment

- Operate the machine on a stable and flat surface to prevent tipping or instability.
- Keep the machine away from flammable materials, heat sources, and water sources.

Protective Gear

- Wear appropriate clothing and protective gear, including heat-resistant gloves, when handling hot components.
- Avoid loose clothing, jewelry, or accessories that could get caught in the machine's moving parts.

Cleaning and Maintenance

- Disconnect the machine from the power source before cleaning or performing maintenance.
- Allow the machine to cool down before cleaning or touching any hot components.
- Use only cleaning materials recommended by the manufacturer.

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Furnace Motor Safety

- Do not touch the furnace while the machine is in operation. It can reach high temperatures and cause burns.
- Wait for the spinning head to come to a complete stop before opening the machine for maintenance or cleaning.

Avoid Overloading

- Follow the manufacturer's recommendations for the maximum quantity of sugar to use at a time. Overloading may cause overheating or damage to the machine.

Emergency Shutdown

- In case of any abnormalities, unusual noises, or overheating, immediately turn off the machine ,disconnect it from the power source and connect with the customer support team.

Servicing and Repairs

- Only qualified service technicians authorized by the manufacturer should perform repairs or modifications.
- Attempting to disassemble or repair the machine yourself may result in damage or personal injury.

Emergency Contact

In case of any doubts, concerns, or emergencies related to the machine's operation, contact our customer support or the authorized service center.



Remember that failure to adhere to these safety precautions could result in injuries, damage to the machine, or hazardous situations. By following these guidelines, you ensure a safe and enjoyable experience while using the Cotton Candy Machine.

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Getting Started

Basic Requirements

Power Requirements

Depending on the country or machine selected upon purchase you may have a 110v or 220v machine. The following shows the electrical specs for both. Please make sure to pay attention to your specific machine type.

Please take note of the different units used for measuring:

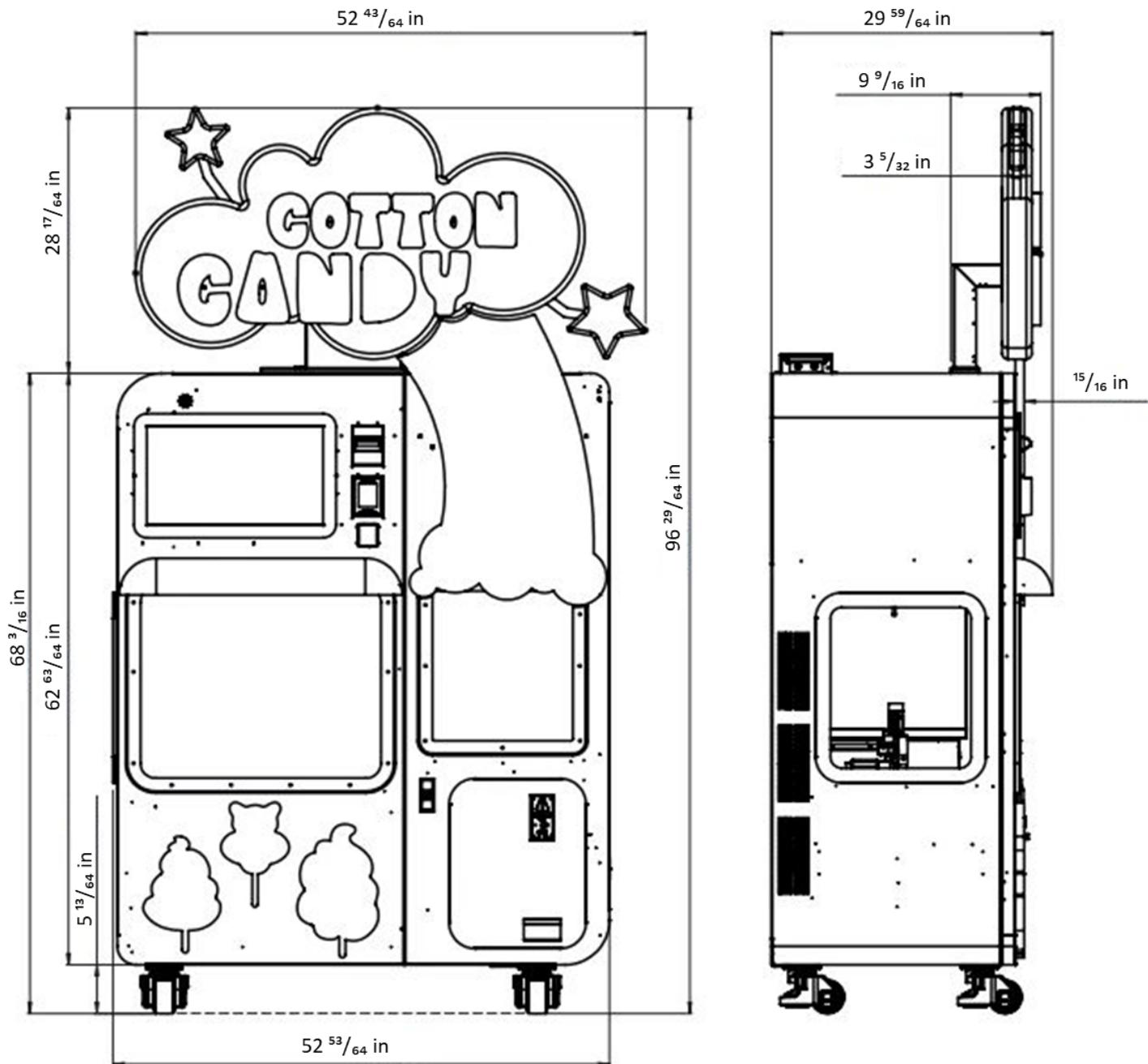
110v: Gallon, Pounds, Inches (Imperial)

220v: Liter, Kilogram, Millimeters (Metric)

Machine - Imperial	220V Machine - Metric
Power Usage:	Power Usage:
Standby 358W - 684W	Standby 358W - 684W
Working 2000W - 2140W	Working 2000W - 2140W
Average 0.8 kWh	Average 0.8 kWh
Voltage: 110V	Voltage: 220V
Amperage: 25A	Amperage: 10A
Water consumption: 120 cotton candies / 1 gallon.	Water consumption: 30 cotton candies / 1 Liter.
Sugar consumption: 50 cotton candies / 4.4 lbs.	Sugar consumption: 25 cotton candies / 1 Kg.
Weight: 880 lbs.	Weight: 400 Kg.

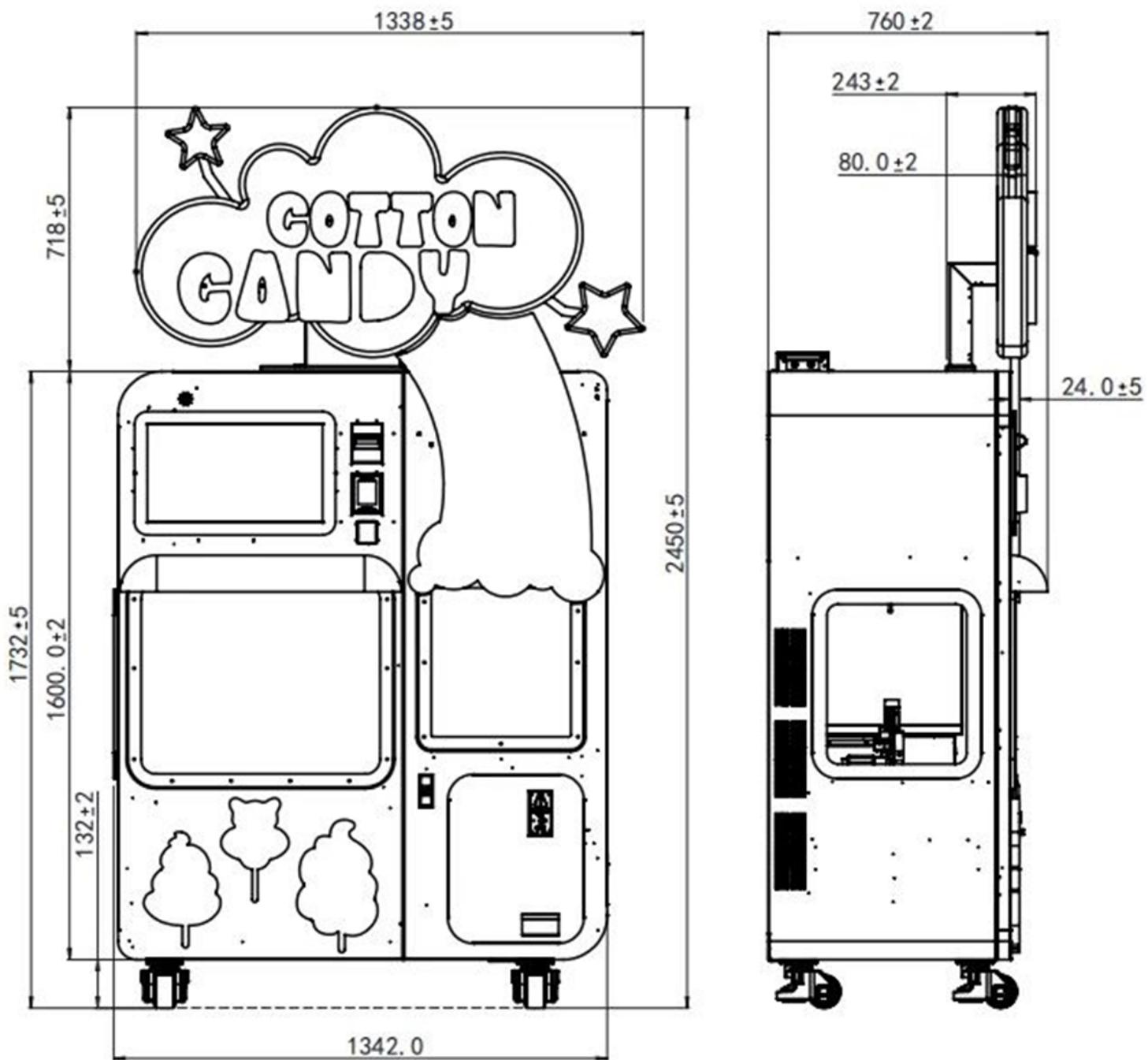
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Measurements - Imperial



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Measurements - Metric



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Included Components

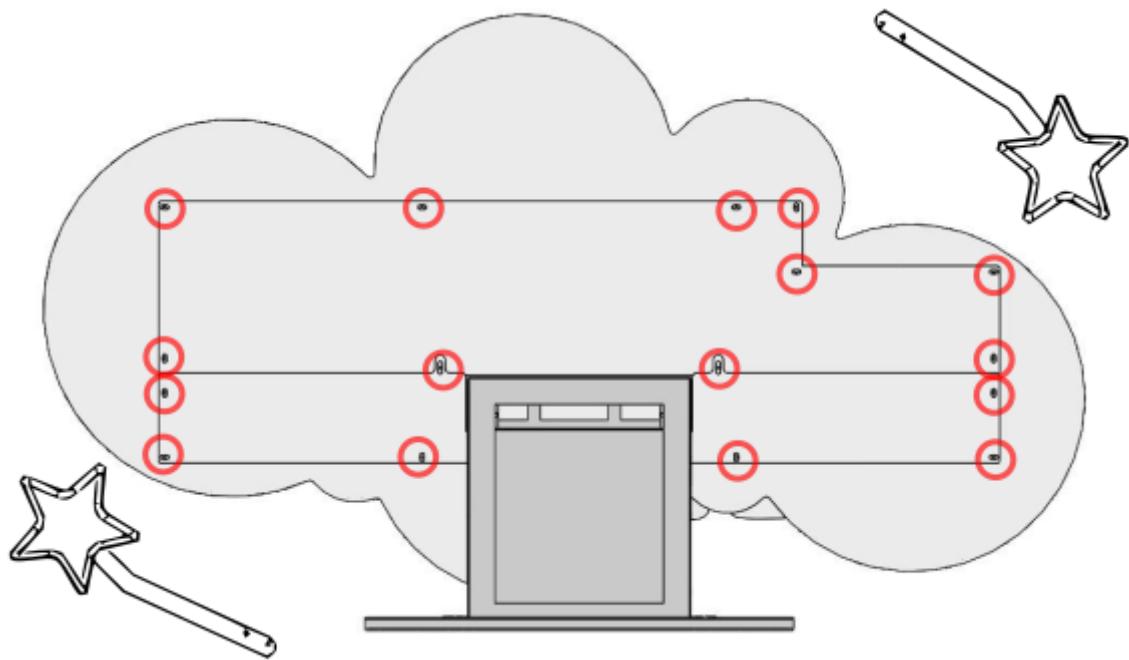
Funnel	Top Stove Cover	Feeding Tube	Water Sprayer
			
JT02	YX-008	Stepper Motor	Stepper Driver
			
DM556 Driver	Plier	7mm	10mm
			
Metal Brush	Flat Screwdriver	Philips Screwdriver	Furnace Set
			

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Machine Assembly

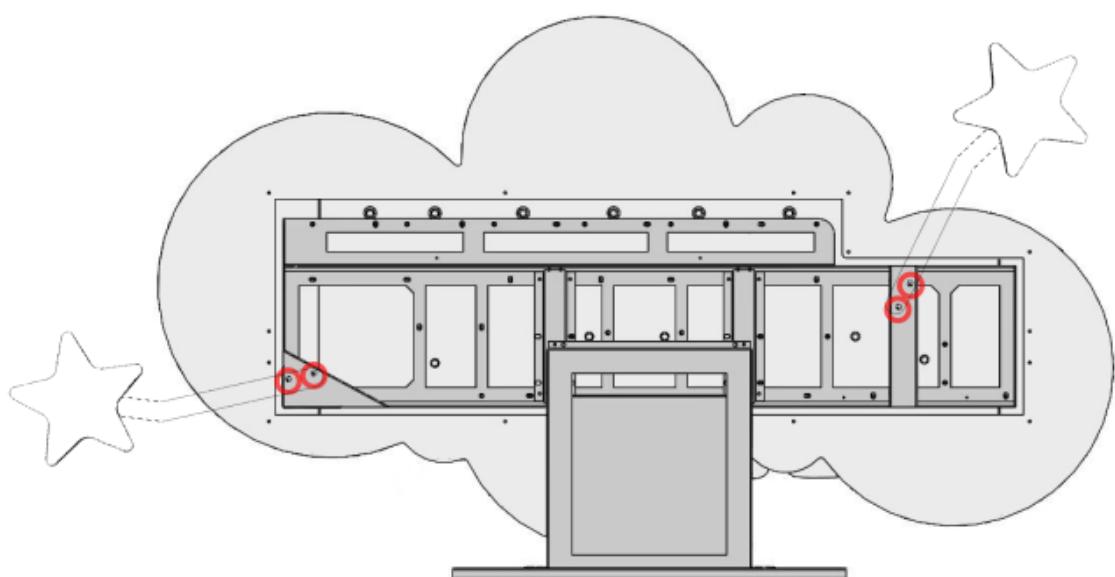
Remove the Rear Panel

Remove these 16 Screws to access the inside of the Sign Cloud to install the stars.



Mounting the Stars

1. Slide the stars through the slots provided on the cloud, and mount the stars with the screws provided into the pre-drilled holes shown below.
2. Attach the male to female electrical connections provided.
3. Close the back panels.



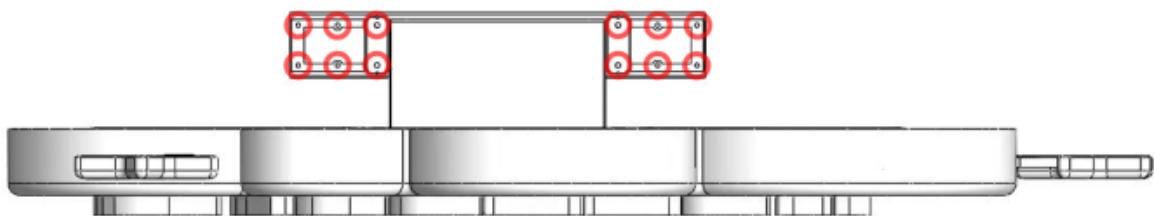
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Installing the Sign to the Machine

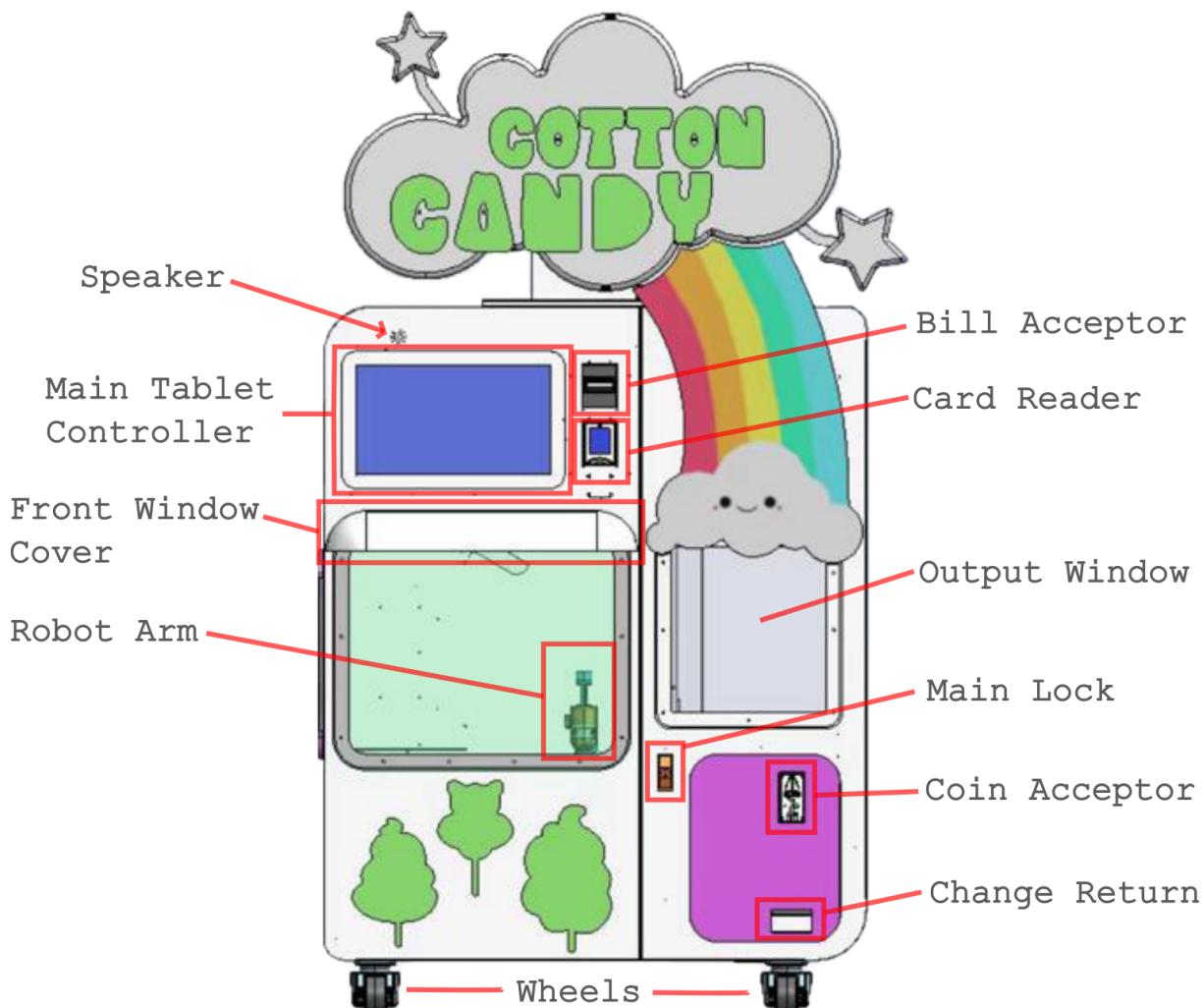
To install the top Cloud Sign, you will need 2 people as the weight is off center.

Installation requires 12 screws (6x phillips heads screws) to secure the sign to the top of the machine.

Then, plug the electrical connections from the sign to the machine connections, male to female, any connection will work.



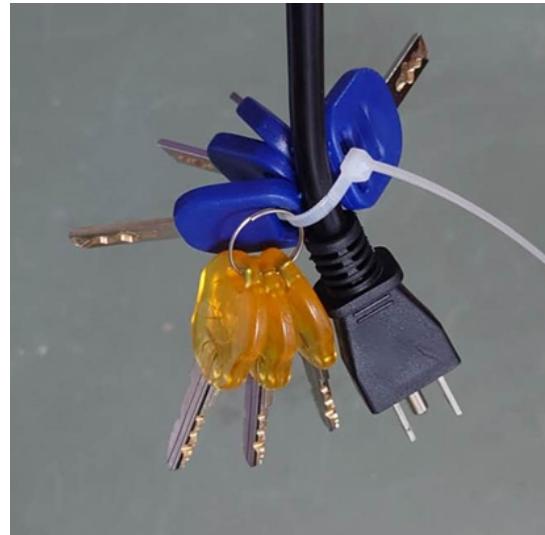
Machine Overview



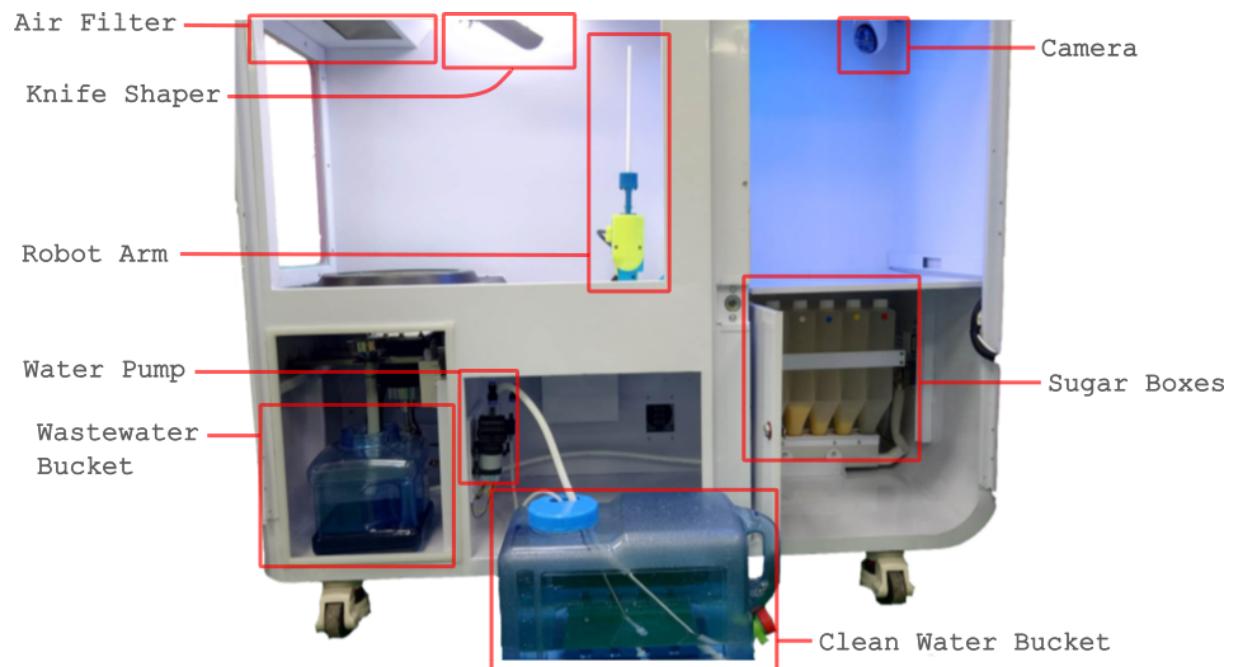
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Yellow Keys:
Open Main Door

Blue Keys:
All Other Doors

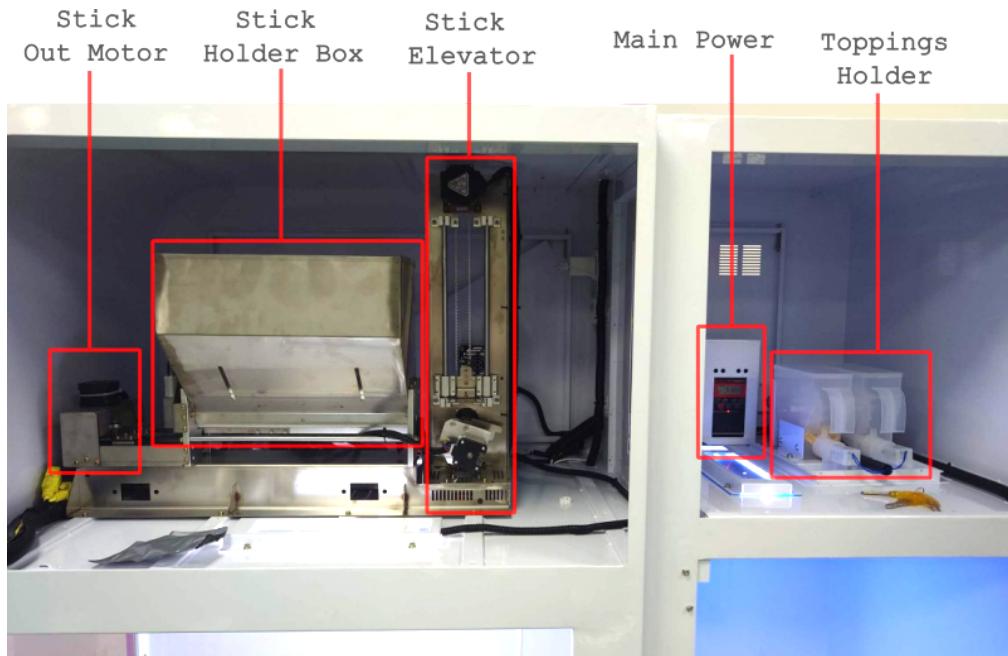


Inside Lower-Front of Machine

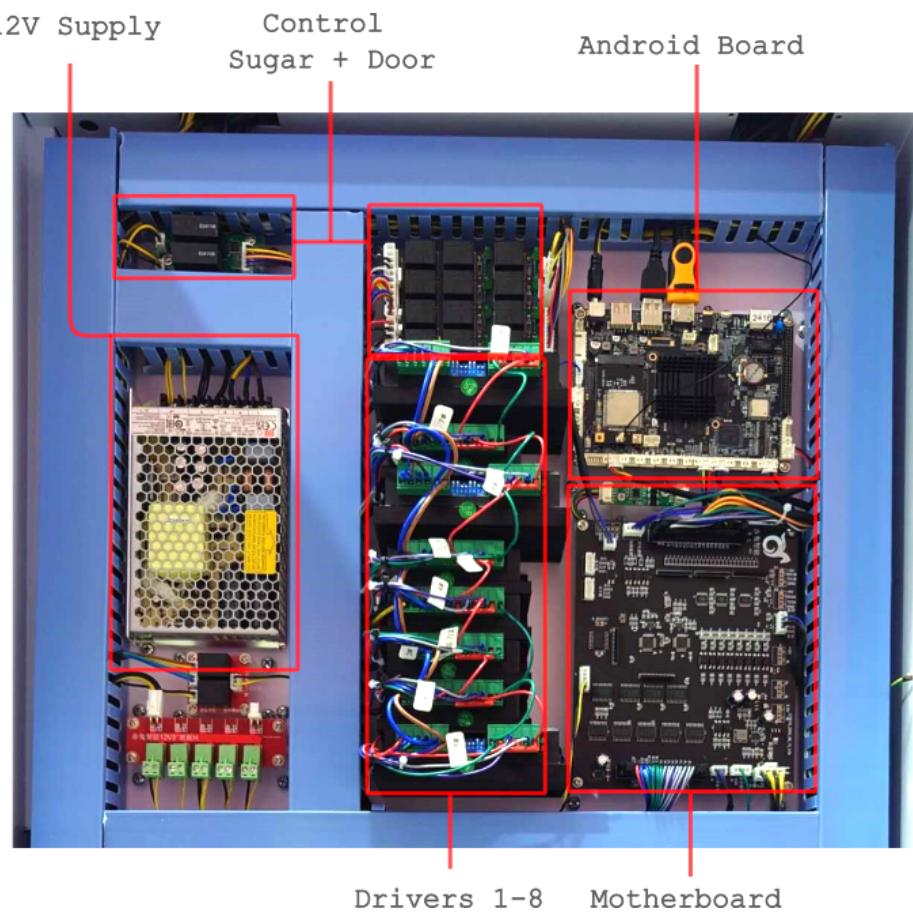


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Inside Top-Front of Machine

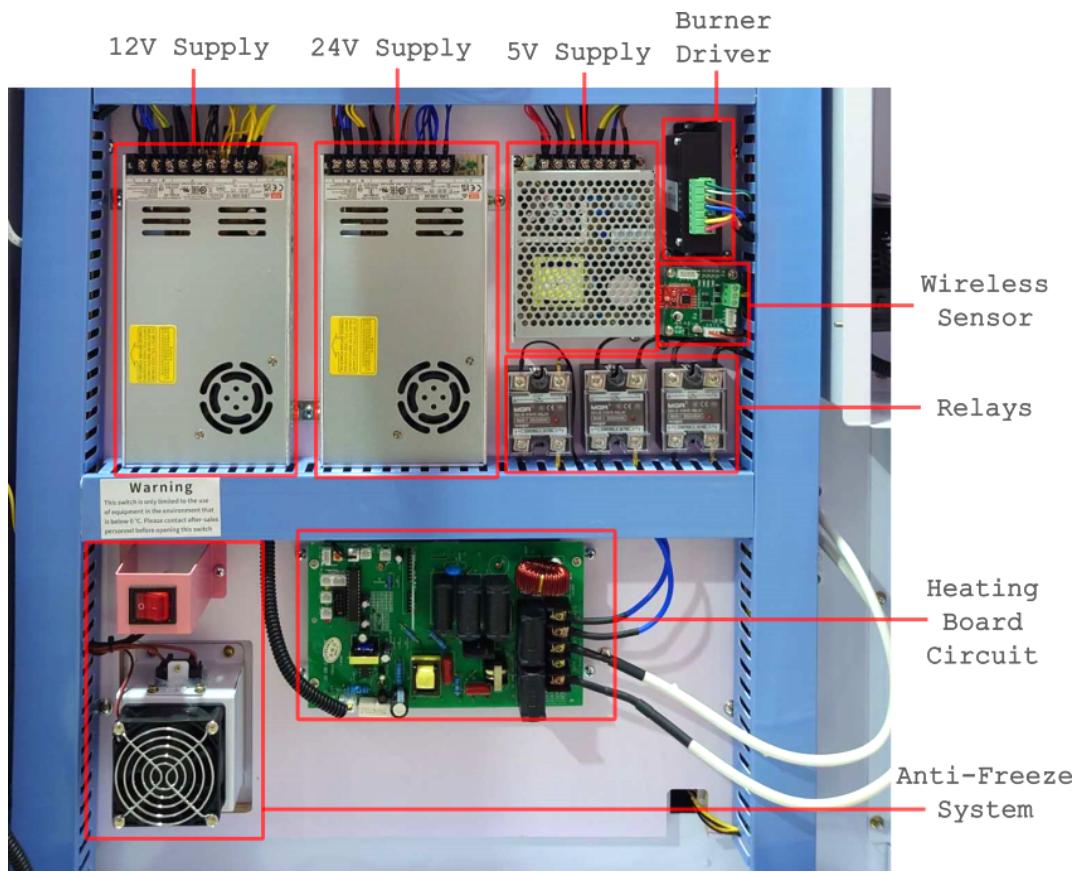


Inside Upper-Right Rear of Machine



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Inside Lower-Right Rear of Machine



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Installation and Setup Machine Setup

Step 1: Open the front door (yellow key)



Step 2: Fill the water bucket at least until 90% of its capacity



Step 3: Close the lid of the water bucket and put two hoses inside and place bucket inside the machine

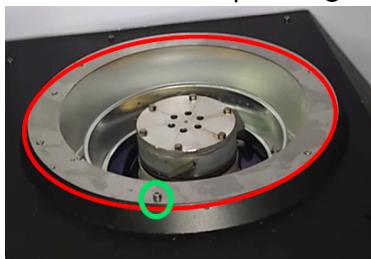


Step 4: Put the wastewater bucket inside the machine (left side), and remember to put the two tubes inside, the small one and the big one.



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Step 5: Make sure that the cover of the stove it's in the right place (there is a screw that helps align and lock into place).



Step 6: Fill up to 350 paper sticks inside the stick holder box above the heating Knife. Make sure that they are not bent, this could cause jams and damage the performance of the machine.



Step 7: Fill the sugar boxes with the respective colors. (use the funnel that comes with the machine)



Step 8: Wire Check

When the machine is shipped it goes through a lot of vibrations which may loosen some screws. Please check all cables to ensure none are loose.



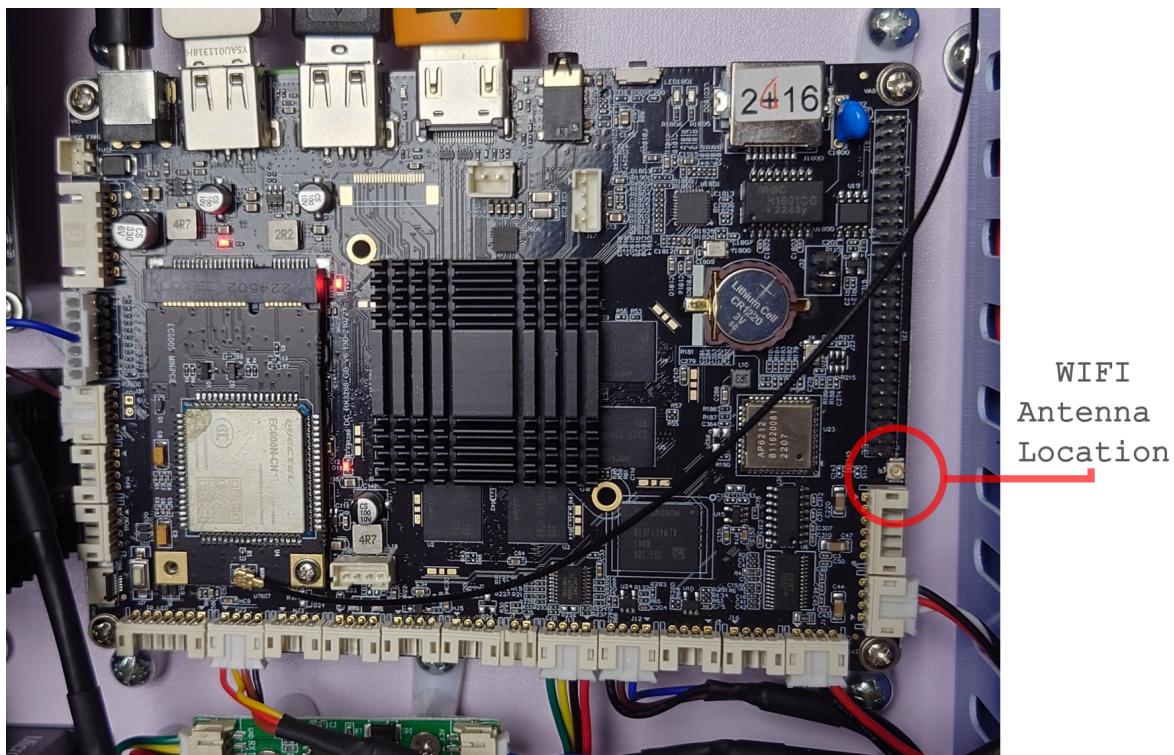
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Step 9: Prepare the hardware for your internet connection. There are two distinct setups ,depending on your choice of either Wi-Fi or GSM (SIM).

WIFI

If using WIFI as the internet source, all you have to do is ensure the antenna is connected to the port for WIFI.

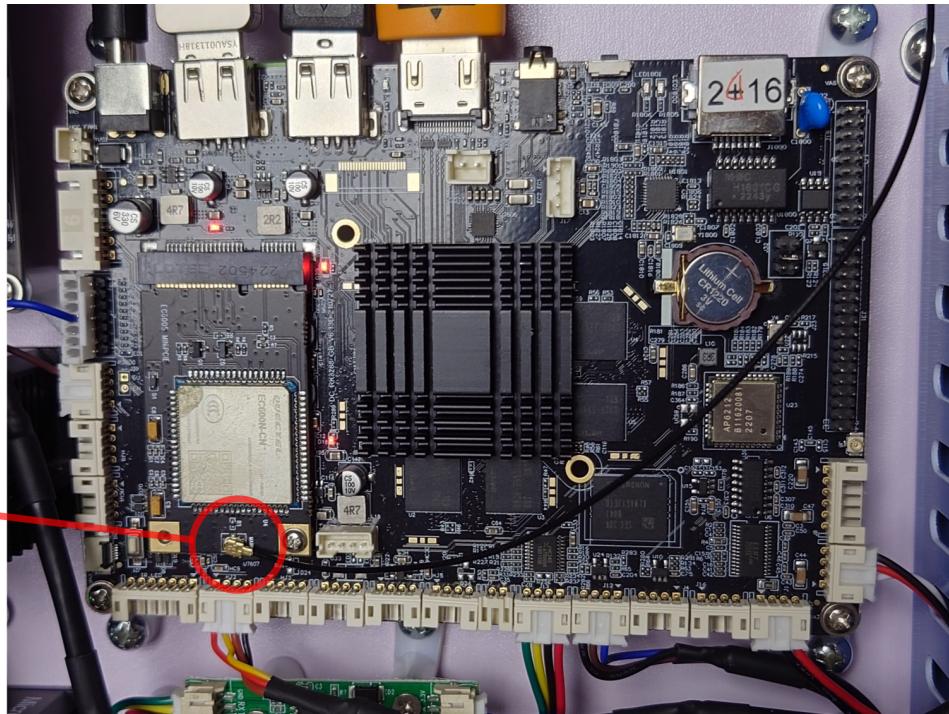


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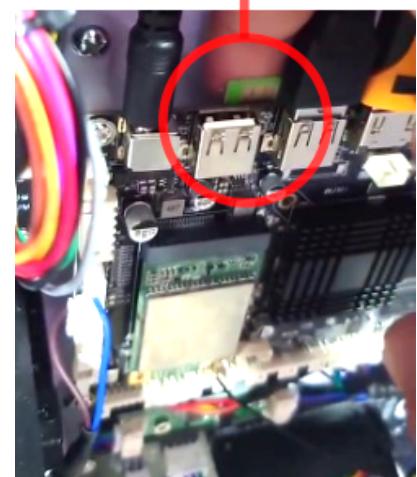
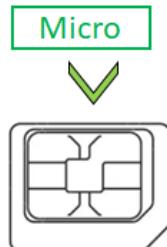
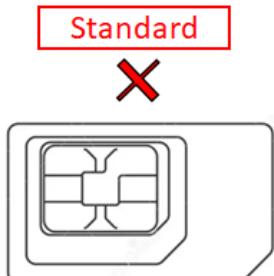
GSM (SIM)

If using GSM as the internet connection then you will have to install the antenna to the GSM port and install a SIM Card.

GSM (SIM)
Antenna
Location



GSM (SIM)
Location



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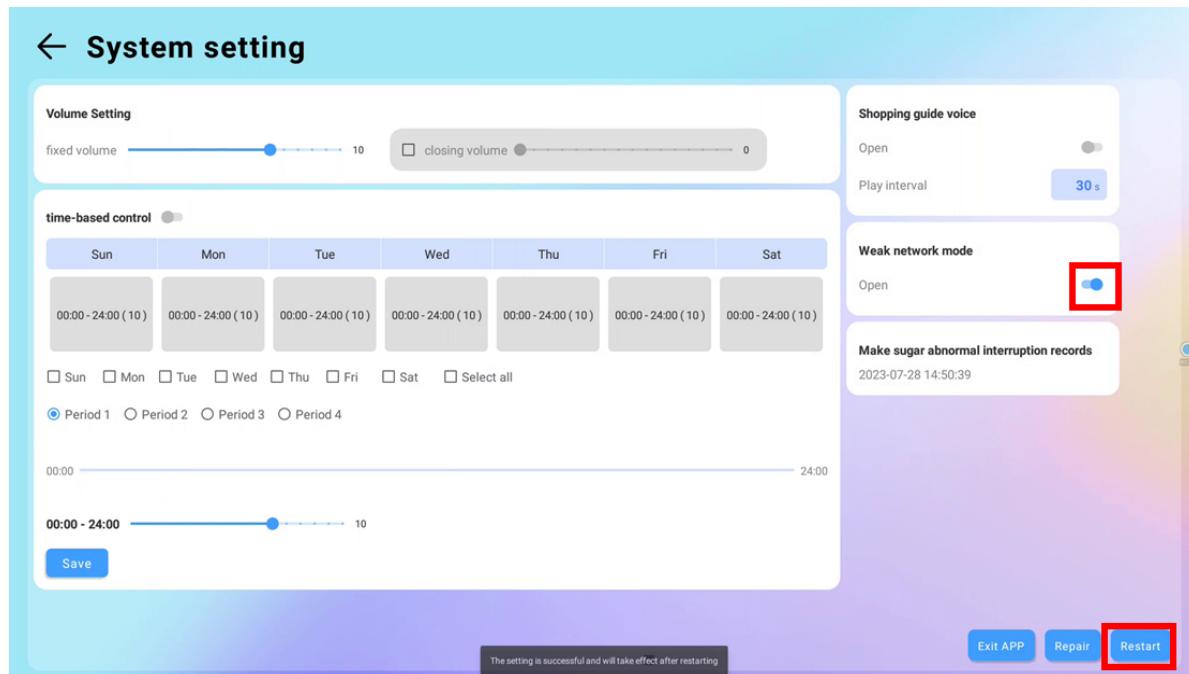
Weak Network Mode

This mode will allow you to keep the machine working with poor or no internet connection.

To activate this mode:

Go to **Settings** -> **System settings** -> **Enable Weak network mode** -> **Restart**

If you cannot access the settings menu you will need to connect the machine to an internet source to put the machine in this mode.



Camera App

Included with your machine is a 2.4GHz Wifi Camera. You can use this camera to monitor the operation of the machine and for security purposes.

Connect to the camera app:

<http://s.jooan.cc/>

External Timer KG316

For full shutdown there is an external Timer to control the power of the machine. This can be set to:

On for always on operation.
Auto for Timed Control
Off for always off

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Unlocking the Timer

The Timer has to be unlocked to make any changes to it.

The Timer is locked when this icon is visible. To unlock the timer press RESET 4 times. This icon should disappear.



Setting the Current Time (CLOCK):

Click on the CLOCK button. Press Hour, Minute and Week until the current time is set. Then you can lock the timer if no other changes are to be made.

Setting the MACHINE TIMER MODE:

On – The machine will always be on regardless of timers.

Auto – The machine will be controlled with the timers.

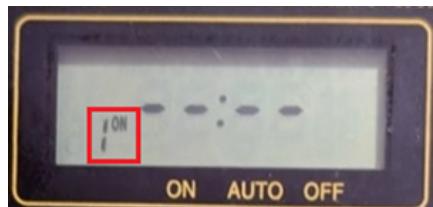
Off – The machine will stay off.



Setting a time for the Machine to TURN ON:

Press the TIMER button, you will see numbers on the left.

The ON near the number means the machine will turn ON using this timer.



Press Hour, Minute and Week until the desired time is set. When complete you can press CLOCK to return to the last screen or TIMER to continue setting OFF time for the timer.

Setting a time for the Machine to TURN OFF:

Press TIMER button, you will see numbers on the left

The OFF near the number means the machine will turn OFF using this timer. Press Hour, Minute and Week until the desired time is set.



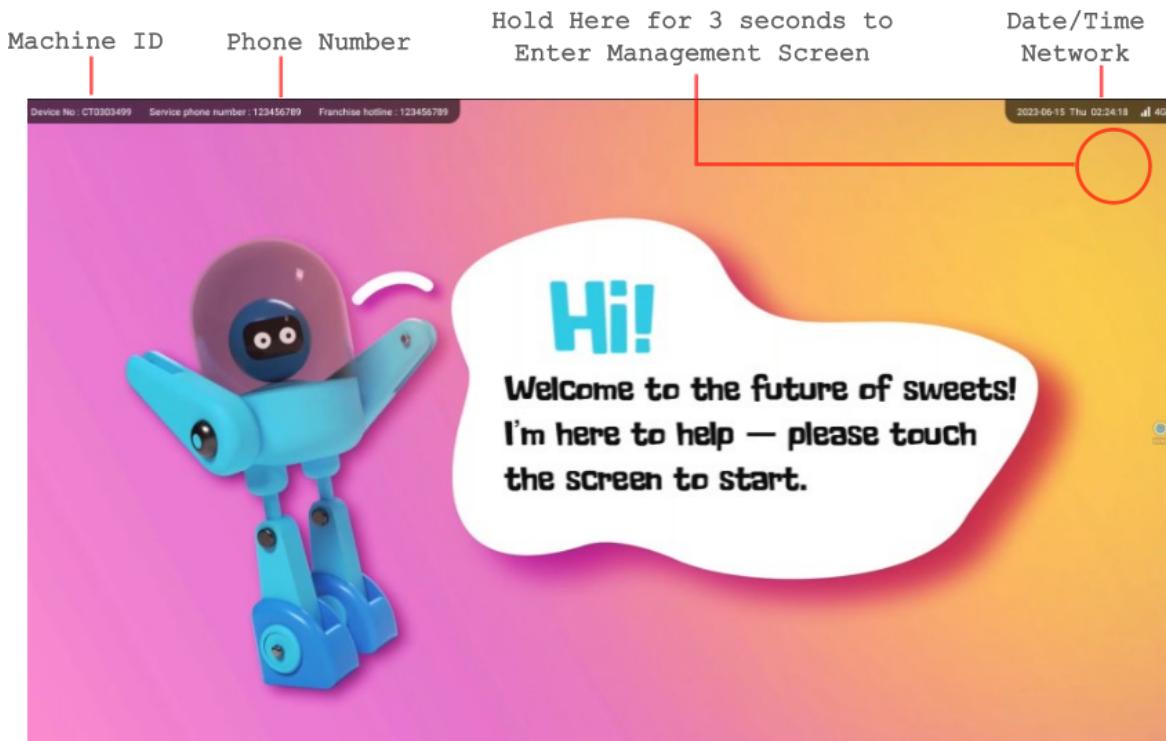
When complete you can press CLOCK to return to the last screen or TIMER to continue setting ON time for the next available timer.

Locking the TIMER:

When finished making changes please LOCK the timer to prevent any unwanted changes. To LOCK the timer, press RESET 4 times.

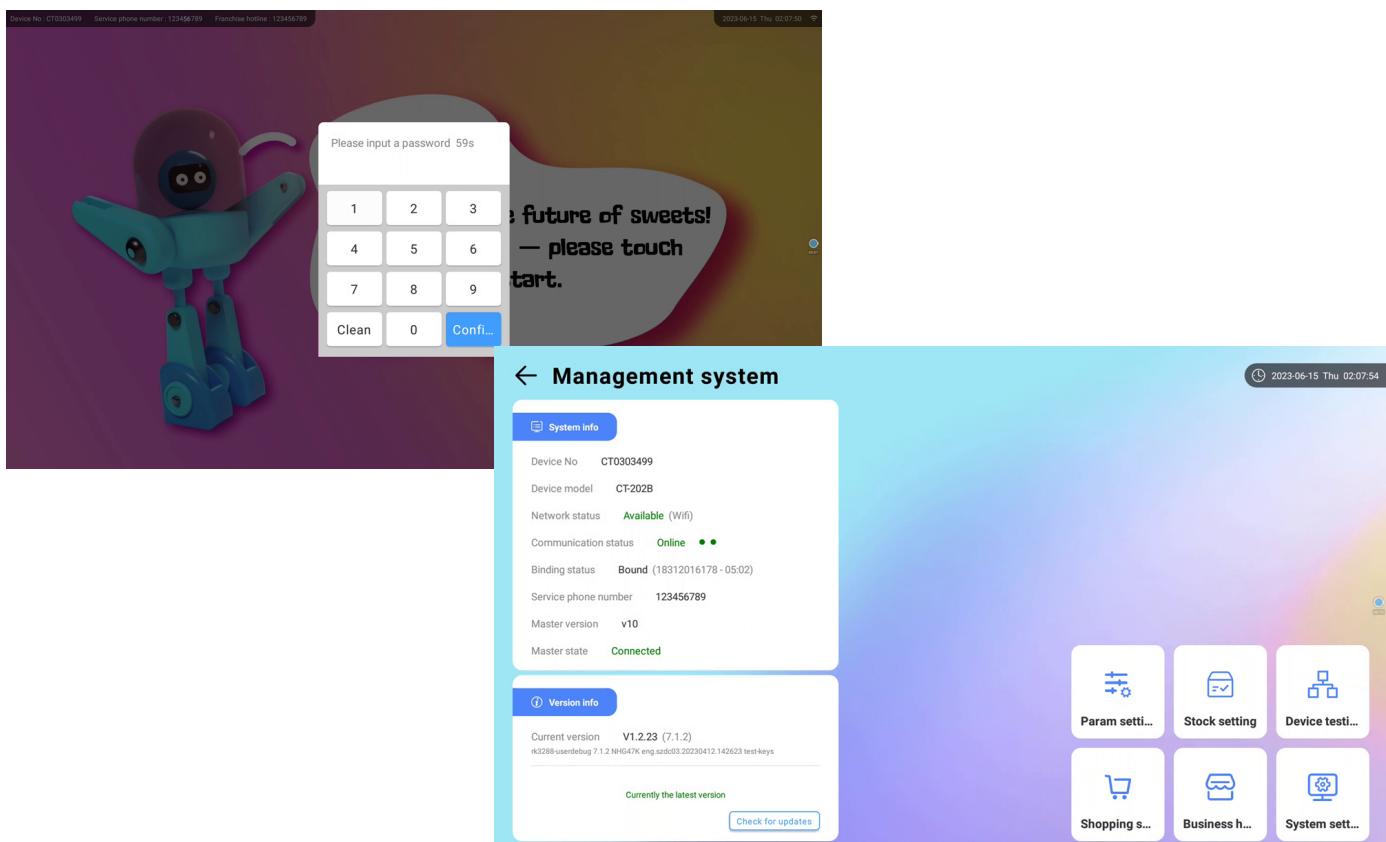
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Operational Instructions VX Main Screen



VX Management Screen

To enter the management screen enter Password: 123456 then Confirm.



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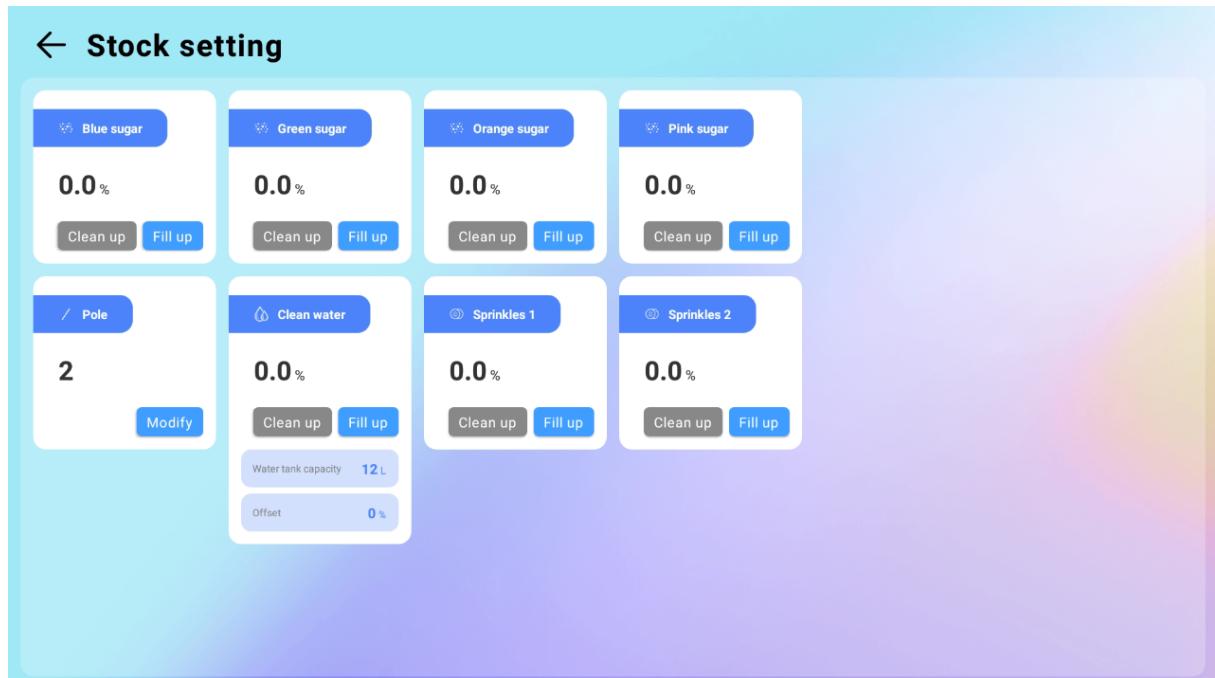
How to Operate the machine

Common Task

Refilling Virtual Stock

When loading new materials in the machine it's important to reset the virtual stock so the machine knows how much of each item is available.

(To get to this menu, click on the "Stock Settings" button while inside the main management menu.)



Sugar

Whenever you fill sugar containers you must also press the **Fill up** button on each sugar filled, this tells the system what's available for use.

Poles

The Pole tab is for the cotton candy sticks. Press **Modify** and enter the total amount of sticks in the holder.

Water

After filling up the Water Container press **Fill up** for "Clean Water" to reset the amount of water in the system.

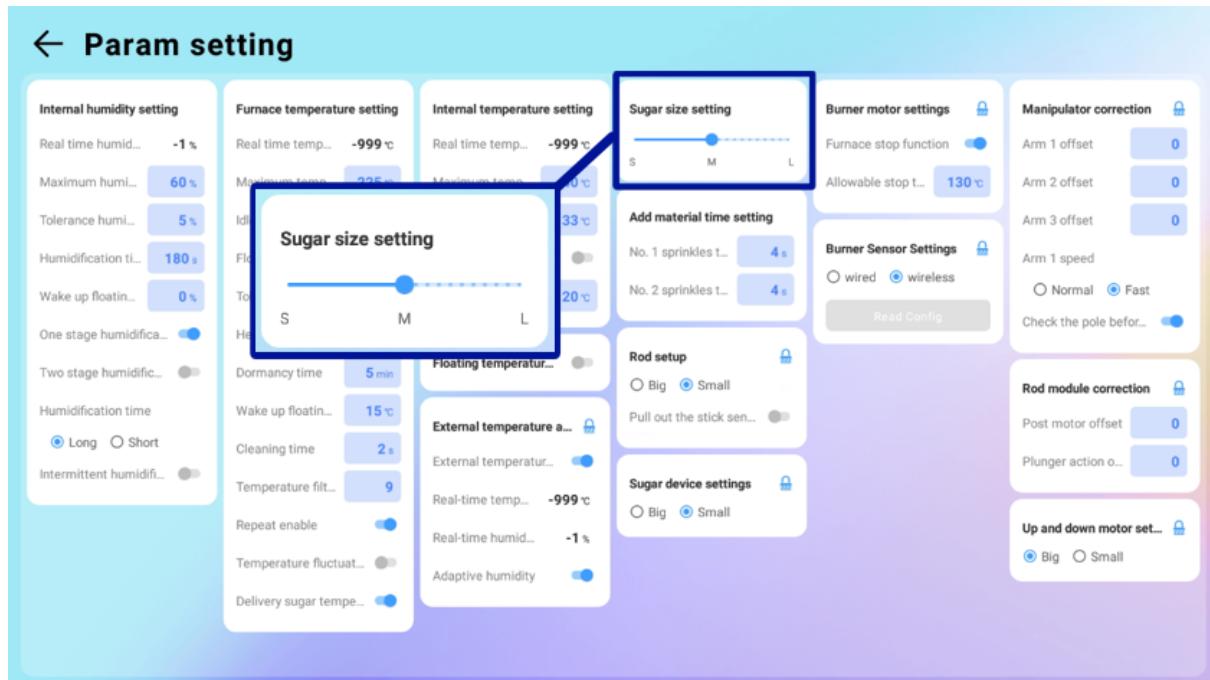
Sprinkles

After placing sprinkles in the container(s) press **Fill up**. If you decide not to use sprinkles at all you can disable it by pressing **Clean up**.

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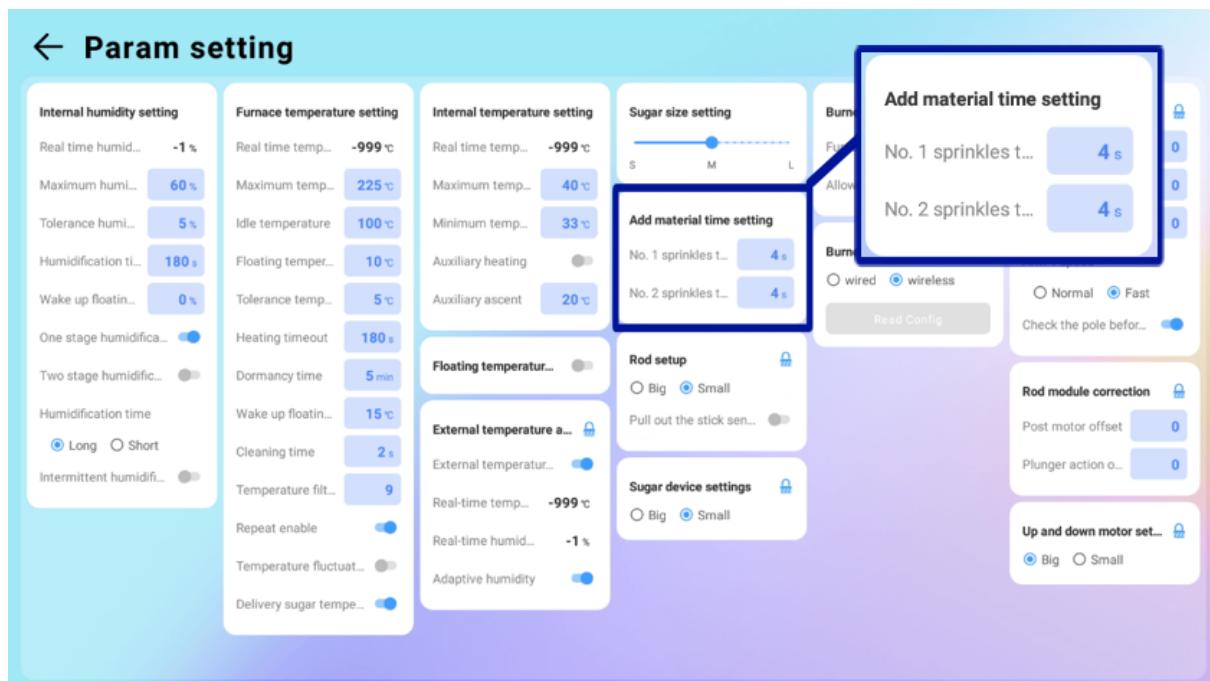
Cotton Candy Size

To adjust the size of the cotton candy, open up the “Param Settings” page from the “Management” Screen. Adjust the slider “Sugar Size Settings” to the desired size of cotton candy.



Adjusting Sprinkle Amount

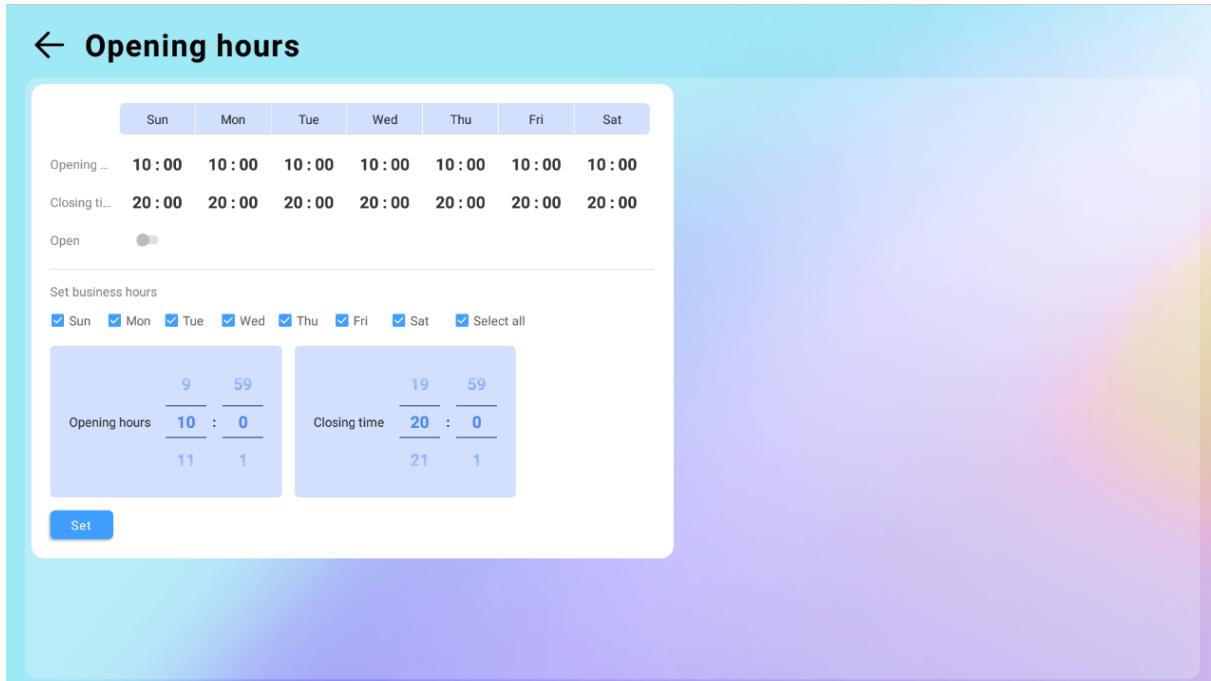
To adjust the amount of sprinkles given, open up the “Param Setting” page from the “Management” Screen. You can give more sprinkles by increasing the time and give less by reducing the amount of time of the “Add Material Time Setting”.



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Setting Machine Work Hours

While inside the management screen click on the “Opening Hours” button.



To enable Opening Hours management toggle the Open slider:

Open

Once enabled you can control the hours of operation for the machine. Outside of these hours no one can purchase cotton candy. Purchases are disabled.

Selecting Times of Operation

Enable Week Day(s)



Select a day or days to enable the operation of the schedule for those times. From the image above Tuesday and Thursday will follow the scheduled time. Other days will remain ON until the next scheduled event.

Current Schedule

This is an overview of your times scheduled for operation.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
Opening ...	10:00	10:00	10:00	10:00	10:00	10:00
Closing ti...	20:00	20:00	20:00	20:00	20:00	20:00

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Setting Business Hours

Set business hours

Sun Mon Tue Wed Thu Fri Sat Select all

Opening hours	8 — 9 — 10	59 — 0 — 1
Closing time	16 — 17 — 18	59 — 0 — 1

Set

Setting the business hours is straightforward. You set the Opening and Closing time you desire and then select the days you wish to assign the selected time to. Then press the Set button to store this information.

The new schedule will be updated and displayed.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
Opening ...	10:00	10:00	09:00	10:00	09:00	10:00
Closing ti...	20:00	20:00	17:00	20:00	17:00	20:00

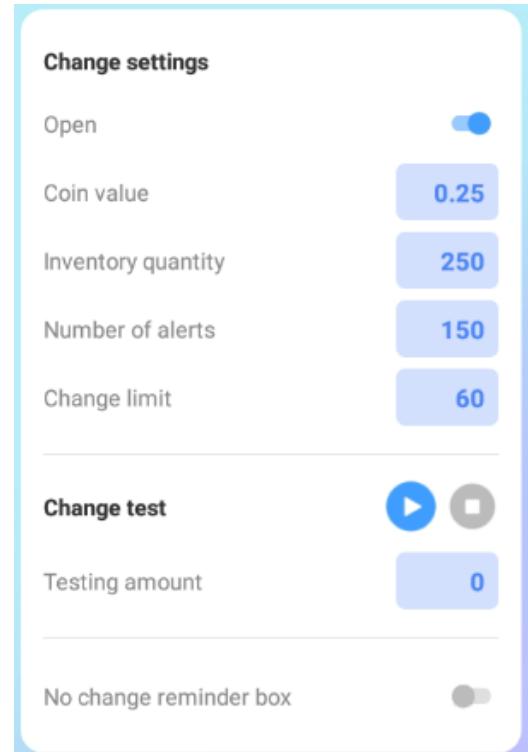
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Shopping Settings Page

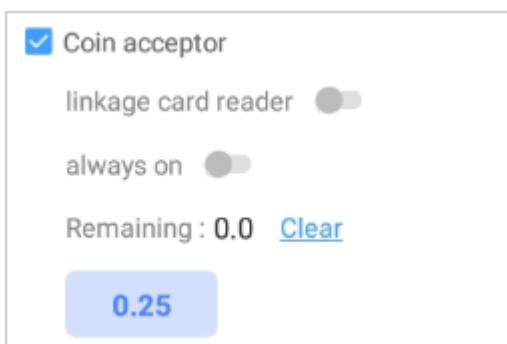
Payment Change Settings

Use this section to configure change, set coin value, and enable alerts. You can also use this section to test the change dispense device. It's recommended to start your machine with 200 quarters (\$50).

Name	Info
Open	Enable or Disable Change Dispensing
Coin Value	What is the value of each coin
Inventory Quantity	How many coins are in dispenser
Number of Alerts	How many coins left until alarm/reminder
Change Limit	Max amount of coins to dispense per order.
Change Test	Press Play to start dispensing the testing amount.
Testing Amount	The amount of coins to dispense during the Change Test
No Change Reminder	Alarm/Remind Vendor when the change is getting low, set by Number of alerts.



Payment Methods - Accepting Coins



To accept quarters as payment ensure "Coin Acceptor" is checked and the value is set to "0.25" in the Payment Method section.

"Always on" should be disabled.

"Linkage Card Reader" should be disabled.

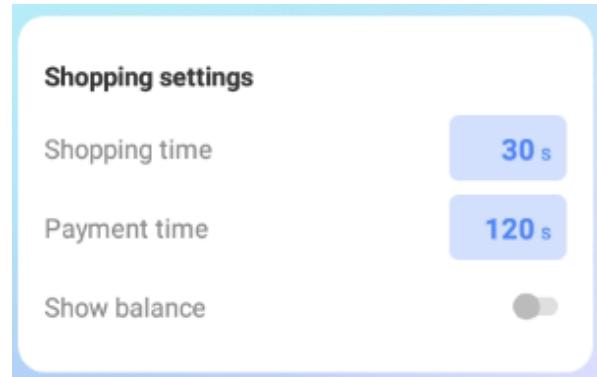
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Shopping Settings

This section sets the time for ordering and payment along with balance information.

Shopping Time

When the customer first taps on the screen they are presented with cotton candy selections. This screen has a default timeout of 30 seconds before returning to the main screen. You can adjust this setting to change the time.



Payment Time

The Payment Time setting allows you to set the amount of time before it cancels out and returns to the home screen. The default setting of 2 minutes (120 seconds) should allow enough time to make a payment. Adjust as needed.

Show Balance

When enabled, if the machine has spare money, it will be displayed in the upper left corner of the screen.

Maintenance and Care:

Cleaning Precautions

1. Use a warm damp rag to clean the parts in the cotton candy making area and other compartments of the machine as necessary.
2. Do not use rough, sharp and hard objects to clean the sugar accumulation on the chassis, so as not to scratch the spray coating, which may easily lead to rust.
3. Turn off the power to start cleaning work.

Twice a Week - Maintenance

No	Info	Notes
1	Wear disposable gloves, restock sugar, paper sticks, and clean water.	The sugar material should be filled to 80% max of the sugar box, let the sticks roll in the holder without crossing each other, water should be filled to 90% capacity.
2	Clean the profiling knife and spinning discs with a warm damp rag.	- During the process of wiping the molding knife with a wet towel, be careful not to bend or brake. - After cleaning, the discs need to be turned by hand to check whether there is resistance (there should be no resistance or residue left over)
3	Cleaning the mechanical arm and Manipulator Stick Hole	Cleaning tool: Warm damp rag. Cleaning range: Remove the sugar traces on both sides of the mechanical arm, the sugar traces on the surface of the limit sensor probe of the mechanical arm, and the accumulated sugar inside the fixture.

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		Note: Do not over-wet the towel to avoid water entering the motor and affecting the normal electrical contact.
4	Clean water tray	Soak in water to clean and remove accumulated sugar waste
5	Clean sugar sensor	Ensure the sensor is not blocked by foreign objects. It is important for the normal operation of the equipment to ensure that the signal induction is normal. Note: the surface of the sensor probe should not be scratched.
6	Stick sensor	Paper sticks will carry paper dust during transportation, which will block the sensor if it accumulates too much, and wrongly trigger the signal of the stick that has been released, which may cause the stick to keep falling off. Cleaning tool: warm damp rag. Note: the surface of the sensor probe is not acceptable scratched.
7	Cleaning of stick delivery structure	Paper sticks will carry paper scraps during transportation, and the accumulation will affect the normal transportation of the sticks. Cleaning tools: damp towels, brushes
8	Clean filter on ceiling above furnace	Wipe the filter repeatedly with a towel after pouring water or soaking in warm water, and then dry the filter.
9	*Disassemble the furnace cover and clean the surface and edges of the burner cover (use a steel wool ball or an accessory metal toothbrush)*	If the burner cover is dirty, replace it with another cover. Take the original burner cover back for cleaning, and put it on the machine when you go next time. Spare cleaning tools: wire brush, wool cloth, 400CW sandpaper Furnace cover cleaning instructions: Get 500mL boiling water, put the burner cover into the container and soak for 6-8 hours, or boil it in boiling water for about 30 minutes, then take it out, rinse and wipe dry. If the sugar stain is serious, the amount of brushing can be increased appropriately.
11	Inner door, outer door	Test whether the inner and outer doors are up and down normally, and whether the wire rope is fastened
12	Empty wastewater bucket, clean wastewater area	Check that the waste water pipe is in place
13	Clean the outer wall of the machine and the top of the machine	Damp warm rag
14	Equipment testing after cleaning	After cleaning, enter the management page → "Device Testing", turn off the furnace head, set it to 5000, turn and back on to test.
15	Test humidification	In "Device Testing", Test the humidifier, the humidifier sprays water normally, and it is normal if the humidity rises above the original value
16	Test Sugar	After all the cleaning work is over, test by making a cotton candy with various colors.

Once a month - Maintenance

1	Burner base sanding	Whether the base of the furnace head is polished is bright and smooth directly affects the effect of the silk. Specific operating instructions: (1) Turn off the machine, wait until the temperature of the furnace head drop to a room temperature (2) Turn on the machine, enter the "Device Testing" page, click on the Stop
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		<p>button "furnace rotate" to rotate the furnace at a low speed.</p> <p>(3) Fold sandpaper in half, hold the sandpaper in hand to touch the rotating burner base.</p> <p>(4) To check the progress of the sanding, Press STOP on the Furnace Rotate option to stop the rotation of the furnace and inspect the surface.</p>
2	Sugar air pump intake pipe filter and chassis cooling fan filter	It is enough to test that the cooling fan rotates normally. Note: the cooling fan of the burner must keep running, replace it in time if it is damaged.

Troubleshooting Common problems users might encounter

Common Issues

No	Issue	Reason	Solution
1	After the sugar is made, the stove still produces silk	The stove temperature for making sugar is too low	Enter the management background, click the parameter setting; adjust the sugar temperature of the furnace head
2	There are very few silks produced during the sugar making process, and there are flying flocs	The temperature of the stove head is too high	Enter the management background, click the parameter setting; adjust the sugar temperature of the furnace head
3	During the sugar making process, the silk produced is particularly frizzy and the sugar silk is relatively thick and shapeless	Stove cover gap clogged	Replace or clean the burner cover
4	The stick can't roll the sugar, the sugar shreds nest on the stove	Circulation air inlet is blocked	Take out the filter above the burner, wash it with clean water, and then reinstall it.
5	There was sugar on the paper stick during crafting, but the paper stick fell into the crafting chamber	The roller of the utility knife was not cleaned, it was stuck by sugar and could not move	Clean the utility knife with a dampened cloth
6	The inner door cannot be opened after the crafting is completed	The motor of the lifting rod is wrong, or the wire rope is off	Check if the inner door wire rope has fallen off, if so; put it back on the roller position
7	The outer door cannot be opened after the crafting is completed	The motor of the lifting rod is wrong, or the wire rope is off	Check if the outer door wire rope has fallen off, if so; put it back on the roller position
After trying the above methods, but still can't solve it, please contact the staff			

Common Error Codes

Error Code	Reason	Solution	Remarks
402003 402017 402006	Up and down motor running up timeout	Check whether the motor driver line at the back of the machine is loose; whether the power lights of the upper and lower motor drivers are on	See Figure 1 for the position of the upper and lower motor drivers

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402004	Up and Down Motor Run Sensor Position Timeout	Check whether the circuit of the lower photocell is loose, if not, replace the spare photocell. (Kit contains spare light eye)	See Figure 2 for the location of the lower light eye
402008 402019	Left and right motors run right to sensor position timeout	Check whether the left and right photocell lines are loose, if not, replace the spare photocell. (Kit contains spare light eye)	The position of the left and right optical eyes is shown in Figure 2
402010 402018	Spinning rod motor reverse running overtime	Check whether the line of the post motor and the motor driver line at the rear of the machine are loose; Is the power indicator of the device on?	See Figure 1 for the position of the adapter motor driver
402011	Spindle motor run clockwise to sensor position timeout	Check whether the light eye circuit of the post motor is loose, and replace the spare light eye if there is no looseness. (Toolkit with spare photocells inside)	See the figure for the position of the optical eye of the post motor two
402007 - The left and right motors run to the left overtime 402014 - Left and right motors move right 402016 - row timeout		Check whether the motor driver circuit at the rear of the machine is loose; whether the left and right motor driver power lights are on	The position of the left and right motor drivers is shown in Figure 1
402020	Up and down motor Travel down to post port sensor position timed out	Check whether the waiting light eye circuit is loose, if not, replace the spare light eye. (Kit contains spare light eye)	See Figure 2 for the position of the waiting light eye
After trying the above methods, but still can't solve it, please contact the staff			

Driver #	Control
1	Arm Motor #1
2	Arm Motor #2
3	Arm Motor #3
4	Arm Motor #4
5	Rod Ejector Motor
6	Motor of the rod up and down
7	Left and right motors of the lever
8	Rod out rod motor

Rod/Stick Output Device: 5 Sensors

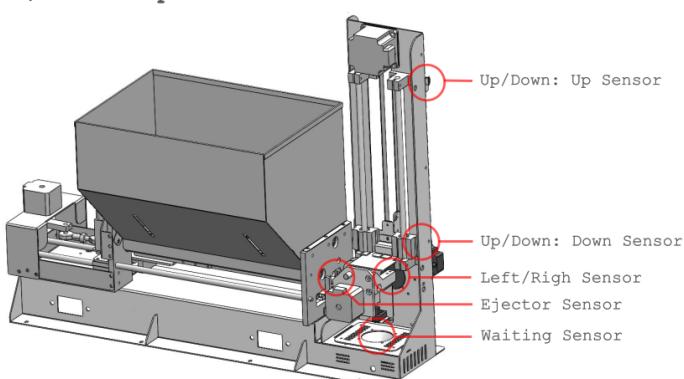


Figure 2

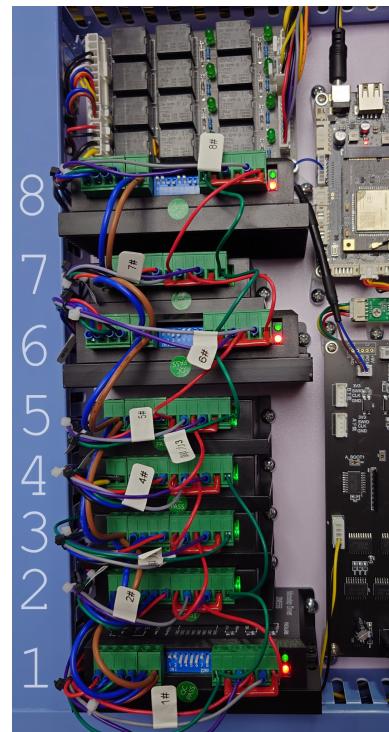


Figure 1

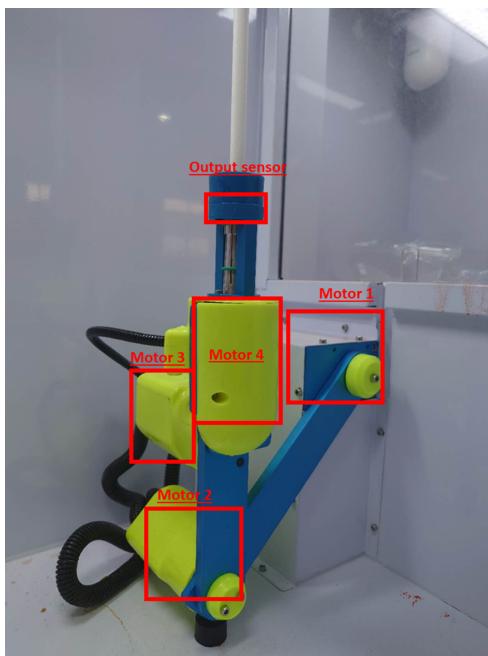
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Failed To Take Stick

Error Code	Reason	Solution	Remark
405003	Arm sensor detection timeout	Check whether there is a paper stick inserted into the arm, and if so, enter "Device Test" and click "Arm Insertion Sensor" to detect "None", then replace the arm insertion sensor. If "Yes" is displayed, restart the device, and try again.	See Figure 3 below for the position of the arm insertion rod sensor
405004 405006	No. 1 motor down run timeout	Check whether the motor driver line at the rear of the machine is loose; the power light of the No. 1 motor driver	The location of the motor driver is marked in Figure 1 of the previous page "rod failure"
405009	No. 3 motor down run timeout	Check whether the motor driver line at the rear of the machine is loose; the power light of the No. 3 motor driver	The location of the motor driver is marked in Figure 1 of the previous page "rod failure"
405010	No. 2 motor running up timeout	Check whether the motor driver line at the rear of the machine is loose; the power light of the No. 2 motor driver	The location of the motor driver is marked in Figure 1 of the previous page "rod failure"

After trying the above methods, but still can't solve it, please contact the staff

Figure 3



Customer Support

We hope you benefit from our 24/7 assistance with any technical issues you may be experiencing. Our team is available to provide you with the support you need to ensure a smooth and seamless product experience.

If you're experiencing any difficulties or have questions about our product, please don't hesitate to reach out. We're here to help and will do our best to resolve your issue as quickly as possible.

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Support

E-Mail : support@sweetrobo.com

Phone: +1 347-696-7530

Legal and Warranty Information

LIMITATION OF LIABILITY

Except as enumerated in section 9, Vendor shall not be liable for loss, injury, or damage of any kind to any person or entity resulting from any use, condition, performance, defect, or failure in the Products. This Agreement will not provide any third party, including but not limited to any end user of the Products with any remedy, claim, liability, reimbursement, cause of action, or other right in excess of those existing without reference to this Agreement. Upon delivery of the Products, Customer shall assume all obligations and liabilities concerning the Products and for their safe use, maintenance, operation, condition, and storage, including, without limitation, liability for (a) the loss, theft, vandalism, destruction, damage, neglect, or abuse to the Products (or any part thereof); and (b) all other risks and liabilities, including, without limitation, the death of or injury to any person or property arising from the use, operation, condition, possession, or storage of the Products from any cause whatsoever. Vendor shall not be liable for any incidental damages, including, but not limited to, the loss of revenue or business interruption incurred by Customer by reason of any downtime or malfunction of the Products. Customer expressly releases Vendor from such liability in entering into this Agreement.

9. LIMITED WARRANTY

9.1 Vendor warrants that the Products sold to Customer by Vendor, and any replacement parts, will be free from material defect in materials and workmanship for a period of twelve (12) months from the date of delivery of the Products to Customer, subject to the terms and conditions in this limited warranty.

9.2 Vendor may refund the value or partial value of, or replace the Product or a part of the Product at no cost to Customer, excepting shipping costs of the Product and technician expenses which will be paid by Customer, upon the following circumstances:

- (a) Vendor is advised in writing as to a defect in the Product;
- (b) An examination of such Product, whether completed remotely or in person, discloses to Vendor's reasonable satisfaction that such Product is defective and such defect was not caused by accident, abuse, neglect, improper installation, alteration, lightning damage, submersion, or short circuits due to improper handling, repair, improper testing, or use contrary to any instruction issued by Vendor;
- (c) By written request of Customer, Vendor's designated Remote Technician has worked remotely with Customer or Customer's representative to address the defect, and,

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despite Vendor's Remote Technician's good faith effort and reasonable diligence, the Remote Technician was not able to fix the defect;

(d) An In-Person Technician, with good faith effort and reasonable diligence was not able to repair the defect; and

(e) The defect occurred within the first twelve (12) months from the date of delivery of the Product to Customer.

Replacement shall mean furnishing Customer with a new Product or replacement part equivalent to the defective Product or part. The defective Product replaced by Vendor under this warranty shall become the property of Vendor and must be returned to Vendor properly packaged to prevent physical damage.

9.3 Support services will be available to Customer for the first twelve (12) months after the Products have been delivered to Customer. Support services will include Remote Technician Assistant. Remote Technician Assistance shall include assistance in repairing or diagnosing any issues with the Product, and its software or application. The Remote Technician shall assist Customer in repairing issues with the Products not caused by Customer or an agent of Customer and not caused by accident, abuse, neglect, improper installation, alteration, lightning damage, submersion, or short circuits due to improper handling, repair, improper testing, or use contrary to any instruction issued by Vendor. Customer is responsible for finding an agent who is able to work with the Remote Technician and follow the Remote Technician's instructions. After the first twelve (12) months from the date of delivery of the Product to Customer and the corresponding expiration of this warranty, Vendor may charge a reasonable fee for any Remote Technician Assistance provided to Customer.

9.4 If the Remote Technician is unable to assist Customer, then Vendor may, at Customer's request, send an In-Person Technician to diagnose and repair the Product. Customer is responsible for paying the In-Person Technician's expenses, which include travel, lodging, and an hourly labor charge at the current market rate. Vendor shall use its best efforts to send an In-Person Technician to Customer within one (1) week of Customer's request.

9.5 The obligations created by the warranty statement to repair, refund, or replace a defective Product shall be the sole remedy of the Customer in the event of a defective Product. Except as expressly provided in the warranty statement, Vendor disclaims all other warranties, whether express or implied, oral, or written, with respect to the Product, including, without limitation, all implied warranties of merchantability or fitness for any particular purpose. The foregoing limited warranty is in lieu of all other warranties. No representative, employee, distributor, or dealer of Vendor has the authority to make or imply any warranty, representation, promise, or agreement which in any way varies the terms of the limited warranty. Under no circumstances shall Vendor be liable to Customer or any third party for any consequential, incidental, indirect, exemplary, special, or other damages whether based on contract, tort (including negligence), or any other legal theory arising out of or related to the Product sold to Customer, including, but not limited to, lost profits or loss of business, even if Vendor is apprised of the likelihood of such damages occurring. This limited warranty may not be changed, modified, limited, or extended in scope except by a written agreement signed by Vendor and Customer. Except as stated, any purported modification of this limited warranty shall be null and void.

9.6 The limited warranty provided in this Section 7 is valid only in the United

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States and Canada and does not cover Products sold and clearly marked "as is" or with faults. Some states or provinces do not allow limitations on how long an implied warranty lasts and some states do not allow the exclusion or limitations of consequential or incidental damages, so these limitations or exclusions may not apply to Customers in those instances. Customers may also have other rights which vary from state to state or province to province.

9.7 If Customer makes any defamatory, disparaging, libelous, or damaging publication or statement about Vendor or the Products, Vendor may refuse to provide Customer with Remote or In-Person Technician services; provided, however, that Customer can make a truthful statement to the extent, but only to the extent, (a) necessary

with respect to any litigation, arbitration, or mediation involving this Agreement, including, but not limited to, the enforcement of this Agreement, in the forum in which such litigation, arbitration, or mediation properly takes place; or (b) required by law, legal process, or by any court, arbitrator, mediator, or administrative or legislative body (including any committee thereof) with apparent jurisdiction over the Parties.

10. INDEMNIFICATION

10.1 Customer agrees to defend, indemnify, and hold harmless Vendor and its officers, directors, and employees from or against any and all claims, demands, damages, actions or causes of action, together with any and all losses, costs, or expenses, including, without limitation, to attorney's fees and court costs arising out of, connected with, or resulting from the Products, including, without limitation, the selection, delivery, control, possession, use, operation, maintenance, or return of the Products.

10.2 Customer further agrees to defend, indemnify, and hold harmless Vendor and its officers, directors, and employees from or against any and all claims, demands, damages, actions or causes of action, together with any and all losses, costs, or expenses, including, without limitation, to attorney fees and court costs in connection therewith and related thereto, asserted by any person or persons for property damage, bodily injuries, or death received or sustained by any person or persons in any manner caused by, arising from, incident to, connected with, or growing out of the event or function for which the Products are used, unless the property damage, bodily injuries, or death are caused in whole or in part by the intentional conduct, recklessness, or negligence of Vendor or its employees or agents.

10.3 Customer will indemnify Vendor against all claims, losses, and reasonable expenses from any third-party claim alleging that the use of the Products infringes or misappropriates the third-party's intellectual property rights. Customer must promptly provide Vendor with written notice of such claim, tender to Vendor the defense or settlement of such claim at Customer's expense and cooperate fully with Vendor in the defense or settlement of such claim. Customer's intellectual property indemnification obligations shall apply to claims based on (a) modification of the Products by a third-party not approved by Vendor; (b) use of the Products in combination with hardware or services not approved by Vendor; (c) use of Vendor's Products other than as permitted in this Agreement; or (d) use of Vendor's Product software or application that is not the most current release provided by Vendor.

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