


Technical Data Sheet – GS05

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Trouble Shooting Guide – GS05 A Series and Above

- **Symptom: Unit is Noisy**
- **Cause(s):** Insufficient amount of grease used in drive train. Worn Gears or belt drive. Check assembly. If identified causes are found, correct by replacing parts and provide adequate lubrication.
- **Symptom: During normal operation, the unit stopped.**
- **Cause(s):** The unit has possibly overheated. This unit is equipped with a motor overload protection device. If the motor stops operation due to overheating, unplug and wait for 30-45 minutes to reset thermal limit device. This unit also is equipped with a circuit breaker in the Power Switch. Turn the power switch to OFF (O) and then back to ON (I).
- **Symptom: Small blue light on start button is not illuminated during use or is not flashing when connected to power (standby mode) or is not constantly Illuminated when unit is operating.**
- **Cause(s):** Ensure the power cord is connected to an operating outlet. Ensure the power switch is turned ON (I). Ensure mixer head is in the lower (operating position). Ensure the speed selector switch is rotated to an operating position (speed 1-7). If problem persists, most probable causes would be bad PCB, bad connections at power cord, PCB or capacitive switches – proceed to repair guide.
- **Symptom: Unit functions but not as intended.**
- **Cause(s):** Check the PCB's & connections for evidence of shorting or incorrect assembly. The PCB leadwire connectors may not be properly seated.
- **Symptom: Power switch fails**
- **Cause(s):** Check connections.
- **Symptom: Speed switch is binding**
- **Cause(s):** Replace speed switch dial.
- **Symptom: Mixer trips wall circuit breaker.**
- **Cause(s):** Unit should be operated on a dedicated 15 Amp circuit (no additional electrical devices should be operating on this circuit). If symptom is present with unit operating on a dedicated circuit, the cause could be a shorted diode bridge on the power PCB.
- **Symptom: The Power Light comes on but the unit will not start.**
- **Cause(s):** Probable cause is the head is not locked in the down state or the speed switch is set to "0".
- **Symptom: Mixer will not turn on.**
- **Cause(s):** Ensure mixer is plugged in, the mixer head is locked in down position, the power switch is ON (I), Speed selector is set to a speed (1-7) and that the start button is pressed. 220-240V units


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employ a sensor for the Bowl Lid, if it is not installed or installed incorrectly, the control will not allow the unit to begin operation, ensure bowl lid is installed correctly. If problem persists, probable causes – broken magnet (rotate lid 180 degrees to see if unit will operate), faulty sensor, faulty connections, faulty PCB. If identified causes are found, correct by replacing parts.

- **Symptom: The beater, dough hook, or wire whisk hits against bowl.**
- **Cause(s):** Make sure bowl is seated properly and engaged in bowl lock on base. Ensure attachment is properly seated and locked in attachment socket. Attachments include an adjustment to achieve proper bowl clearance (1-5mm or 1/16-3/16in). Refer the the Use & Care Instructions – loosen nut, turn attachment shaft in to raise (more gap) or out to lower (reduce gap), tighten nut. Ensure attachment does not strike bowl.
- **Symptom: The motor stops or strains.**
- **Cause(s):** Check to ensure proper amounts of ingredients have been placed in bowl, only. Use smaller batches if necessary.
- **Symptom: Poor mixing results or food is not mixed.**
- **Cause(s):** Ensure correct attachment clearance to the bowl for optimum performance. Attachments include an adjustment to achieve proper bowl clearance (1-5mm or 1/16-3/16in). Refer the the Use & Care Instructions – loosen nut, turn attachment shaft in to raise (more gap) or out to lower (reduce gap), tighten nut. Ensure attachment does not strike bowl. Reduce amount of ingredients. Adjust mixing time. Place liquid ingredients in bowl before adding dry ingredients. Stop mixer and scrape sides of bowl if necessary. Increase speed.
- **Symptom: Food splatters during mixing.**
- **Cause(s):** Recipes containing large amounts of liquid ingredients should be mixed at lower speeds to avoid splattering. Increase speed only after the mixture has been blended and thickened. If need be, possibly mix the ingredients in 2 or more smaller batches first, then combine all ingredients together at once.
- **Symptom: Mixer “walks” on counter during mixing.**
- **Cause(s):** Reduce Speed. Reduce size of recipe in bowl. Make sure countertop is clean. This allows the suction cups to grip the counter and reduce mixer movement.
- **Symptom: Mixer head does not pivot upward when released.**
- **Cause(s):** Missing or weak torsion spring. Install or replace as needed. Reference Repair Guide.
- **Symptom: Mixer motor runs, but, speed control does not change speed or allow Pulse.**
- **Cause(s):** Faulty Speed Control PCB. Replace as needed. Reference Repair Guide.

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- **Symptom: Attachments do not rotate. Grease or metal particles exhibited at Orbital Mixing head and possibly accessing bowl.**
- **Cause(s):** Drive system failure (broken or stripped drive pulleys, broken belt, motor / gearbox failure, lack of lubrication grease. Reference Repair Guide. Identify faulty component, replace as needed.
- **Symptom: Excessive force required to install / remove attachments.**
- **Cause(s):** Metal shavings from wear trapped between attachment and output shaft. Inspect and clean components. Replace planet carrier assembly as needed. Reference Repair Guide.
- **Symptom: Loose Attachments.**
- **Cause(s):** Attachment is not installed into planet carrier assembly adequately. Ensure proper installation of attachment. Loose attachment on attachment shaft. Ensure the attachment is at the proper height and that the jam nut is tight.
- **Symptom: Small blue light is illuminated, but the unit will not run, even with the head locked in the down position.**
- **Cause(s):** Faulty safety switch. Replace as needed. Reference Repair guide

Repair Guide


- **Housing Dis-assembly:**
 - Turn unit to O speed, turn master switch to OFF (O), unplug unit.
 - Lay unit on side with controls facing upward.
 - Remove screws from bottom plate and remove.
 - Remove Control PCB and disconnect wires to gain access to the hinge / pivot mechanism, Speed Control Selector & Capacitive Touch Control.
 - Remove screw & spring from lever arm shaft and remove lever / shaft mechanism. NOTE: be aware that the housing can spring up or open as it is spring loaded. With no mechanical stops or lock now in place, there is no stop preventing the base from popping up, quickly!
 - Dis-assemble hinge / pivot mechanism.
 - Remove screws from the middle housing cover and remove.
 - Remove black rubber hole plugs from underside of top housing & remove screws along with screws in the rear middle housing.
 - Remove the screw from middle of the mixer head and remove the Orbital Mixing Head socket.
 - Separate middle and top housing allowing access to drive system. Motor is attached to gearbox.
 - After repair or replacement of component, re-assemble using reverse of steps noted. NOTE: Hinge Pin re-assembly can be difficult as the upper housing needs to be pivoted into place and pivot shaft wants to turn during this process. There is a flat edge on end of hinge pin, ensure it is properly oriented when reassembling.

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- **Control PCB:**
 - Remove control pcb.
 - Please see pictures 1-16.
 - Installation is the reverse of removal.
- **Speed Switch Control**
 - Remove speed control switch .
 - Please see pictures 1-7, 13-14, 17, 25-26.
 - Installation is the reverse of removal.
- **Capacitive Touch Control Board**
 - Remove capacitive touch control bd.
 - Please see pictures 1-7, 17-20
 - Installation is the reverse of removal.
- **Pivot Lever / shaft mechanism**
 - NOTE: be aware that the housing can spring up / open as there is no Latch or stop preventing its springing up once the latch shaft is removed.
 - Remove the pivot lever/shaft mechanism
 - Please see pictures 1-16, 22-24
- **Hinge/pivot mechanism**
 - Remove hinge/pivot mechanism
 - Please see pictures 1-9, 11-12, 21-24, 27-32.
 - Installation is the reverse of removal.
- **Drive system**
 - Motor is attached to gear box by a belt.
 - **Motor removal**
 - Remove motor.
 - Please see pictures 1-15, 21-24, and 27-42.
 - Installation is the reverse of removal
- **Orbital Head**
 - Remove socket.
 - Please see pictures 43-45.
 - Installation is the reverse of removal

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Figure 1-CPM800



Figure 2-Lift Head



Figure 3-Attachment Release



Figure 4-Bowl Move



Figure 5-Head Lock



Figure 6-Bottom Screws



Figure 7-Bottom Removal

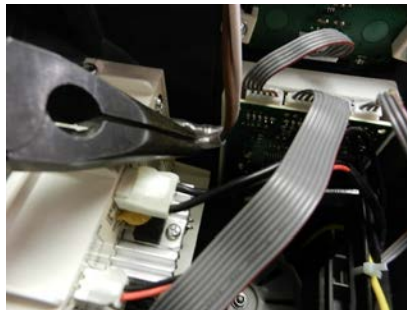


Figure 8-Brown Wire



Figure 9-White Wire



Figure 10-Ground Screw



Figure 11-Glue



Figure 12-Glue

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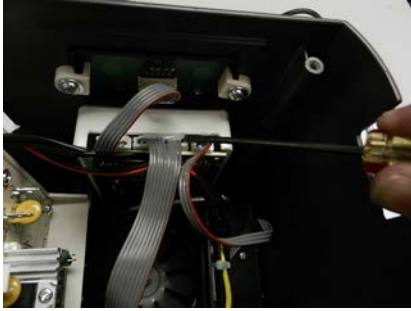


Figure 13-Glue



Figure 14-Ribbon



Figure 15-Control PC Board



Figure 16-Control PC Board



Figure 17-Glue



Figure 18-Start

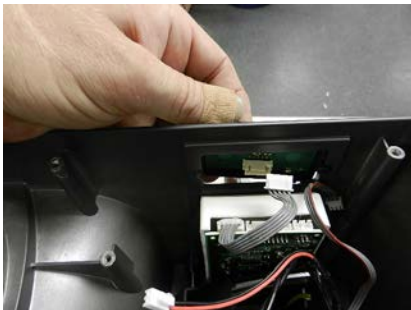


Figure 19-Start



Figure 20-Start



Figure 21-Tie Wrap



Figure 22-Head Lift



Figure 23-Head Lift



Figure 24-Head Lift

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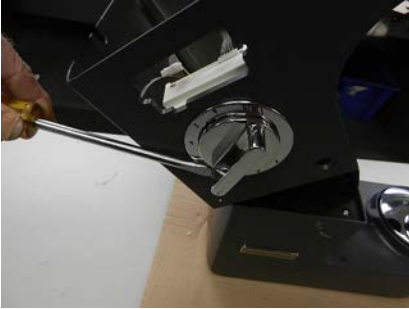


Figure 25-Speed Control

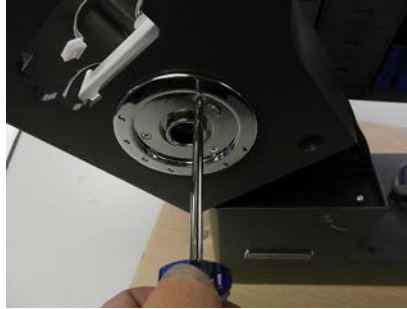


Figure 26-Speed Control



Figure 27-Base Removal



Figure 28-Base Removal



Figure 29-Base Removal



Figure 30-Base Removal



Figure 31-Base Removal



Figure 32-Cover

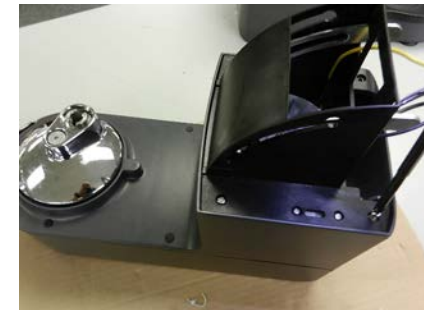


Figure 33-Cover



Figure 34-Cover

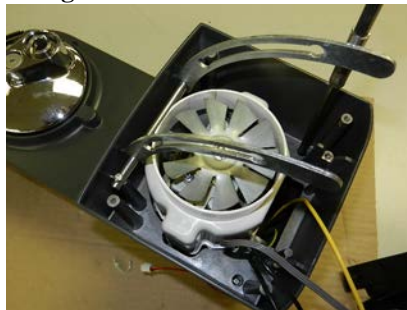


Figure 35-Top Cover



Figure 36-Top Cover

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Figure 37-Top Cover



Figure 38-Top Cover



Figure 39-Top Cover



Figure 40-Belt



Figure 41-Motor



Figure 42-Motor




Figure 43-Socket Removal



Figure 44-Socket Removal



Figure 455-Socket

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