

Welcome To the Formatic Family!

THE BEST BAKERS DESERVE THE BEST EQUIPMENT & SUPPORT!

We proudly welcome you to the elite group of bakers who have chosen to invest in their production with the Formatic. We remain dedicated to providing the best experience possible. This includes our quick reference guide that outlines some common troubleshooting tips when using our machine. Our industry-leading technical support system is available to assist!

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VIDEOS &
MORE**



HOPPER GASKET

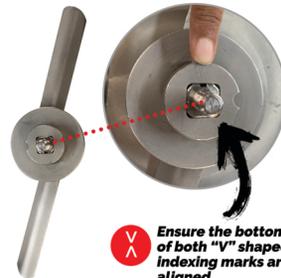
The hopper gasket is installed at the bottom of the hopper and prevents dough from leaking. There is a smooth and grooved side. The gasket should be installed into the base of the machine smooth side down and grooved side up. The hopper will then rest within the lip of the grooved side of the gasket upon installation. Lastly, the gasket should also be hand washed as high heat can cause premature damage and excess wear.

INSTALL GASKET GROOVED-SIDE UP!

PADDLE INSTALLATION

PADDLE MUST BE INSTALLED WITH THE PROPER ALIGNMENT!

When installing the paddles, you must ensure that it is properly aligned onto the drive shaft. Failure to properly align the paddles will result in considerable damage to the unit. Effective 9/2021, all machines will include "v" shaped indexing marks on both the top of the drive shaft and the bottom paddle. The paddle is considered properly aligned when both "v" shaped markings are aligned as depicted. Lastly, when using only the bottom paddle (no upper paddle), be sure to include a spacer before securing the paddle knob to the drive shaft.



Ensure the bottom of both "v" shaped indexing marks are aligned



LOADING DOUGH

LOAD DOUGH EVENLY AND NEVER FROZEN!

Dough should be loaded into the hopper evenly, similar to how one would load a top-loading washing machine. This will help ensure even deposits. In addition, doughs with lower melting points (such as those containing milk-chocolate inclusions) can be chilled to help reduce breakdown. While the drive shaft is reinforced, you should **never place frozen dough into the machine**. Frozen products can cause considerable damage to both the drive shaft and depositing drum.

DRUM INSTALLATION

ENSURE DRUM IS RECESSED IN HOUSING & UNOBSTRUCTED!

It is crucial to ensure the drum is properly installed before depositing product. This includes making sure it is properly recessed within the drum housing and that it is not obstructed by the hopper's indexing pin. The indexing pin should never rest within the drum cavity or on top of the drum. Lastly, the drum scraper wire should be adjusted so that it is lightly touching the top of the piston when at the 12 o'clock position. Additional guidance can be found by scanning the QR Code above and reviewing the drum installation section of the user guide.



THE DRUM WILL NOT FIT WITH THE INDEXING PIN CENTERED ON THE MACHINE. FORCING THE DRUM WILL CAUSE DAMAGE TO BOTH YOUR MACHINE AND DRUM. THIS DAMAGE IS NOT COVERED UNDER WARRANTY!



Questions?

**OUR EXPERIENCED TECHNICAL SUPPORT TEAM IS ALWAYS
HERE TO HELP! GIVE US A CALL AT 973.614.8500**

SUBMIT A TICKET



**SCAN ME WITH
YOUR MOBILE
DEVICE**

