



Troubleshooting

Our cutlery polishers very seldom present issues however like all mechanical equipment in time they can require a little TLC to ensure that they are operating at their best.

Below are a few pointers to help maintain the high quality results that our polishers achieve.

Symptom	Cause(s)	Solution(s)
Cutlery not flowing freely around tank	Drop in grain level	Gently top the grain up until the cutlery begins to process.* Ensure grain caught in the basket after cutlery has been processed is returned to the cutlery polisher
Blockages in tank	Drop in grain level, overloading	Gently top the grain up until the cutlery begins to process.* Ensure grain caught in the basket after cutlery has been processed is returned to the cutlery polisher. Load the cutlery into the polisher a handful at a time, 8-12 pieces, allowing cutlery to be absorbed by the granulate before introducing the next handful of cutlery
Grain falling out of the base of the cutlery polisher	Blockage in tank, increase in grain level as grain not allowed to recover after use	Load the cutlery into the polisher a handful at a time, 8-12 pieces, allowing cutlery to be absorbed by the granulate before introducing the next handful of cutlery. Allow cutlery polisher to run for 20-30 minutes after use to allow grain to recover
Water marks on cutlery	Cutlery allowed to fully dry after washing	Immediately place cutlery into a container of warm water after washing until ready to process via the cutlery polisher
Dust on cutlery / deterioration in quality of polishing result	Grease residue left on cutlery after washing or granulate has reached the end of its usable life	Hand wash some knives and process through the polisher, if the results improve drain down dishwasher and refill with clean wash water. If the results do not improve change the polishing grain

***Please note that incomplete bags of grain cannot be used for a full grain change as grain is supplied in the premeasured amount in order to do this. Please call the office should you require more grain**