# Machine maintenance operation and cleaning care guide

Please make sure to completely power off the machine before operation.





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# MG320


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SWEET CANDY
TASTE OF
CHILDHOOD

# MG330


COTTON CANDY
take candy when door opens
Let's enjoy
the sweet
cotton
candy


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# 01

# Power on and off the machine



## How to distinguish between power on and off and on and off status?

Tips:

Connect the power first and then turn it on, and then turn it off and then turn it off.

# 1-1 Machine power on and off operation and confirmation

Notes:
1. When plugging or unplugging the power cord, make sure your hands are dry to avoid the risk of electric shock.
2. After powering on, if the machine does not start normally, please check whether the power connection is firm or the power socket is supplying power normally.
3. After powering off, there may still be residual current inside the machine. It is recommended to wait for a while before performing other operations.









Plug in the power cord

Firmly plug one end of the power cord into the power socket to ensure a stable connection.

Power on and start

After the power is turned on, the current enters the machine through the power cord, the internal circuit starts working, and the machine enters the standby state.

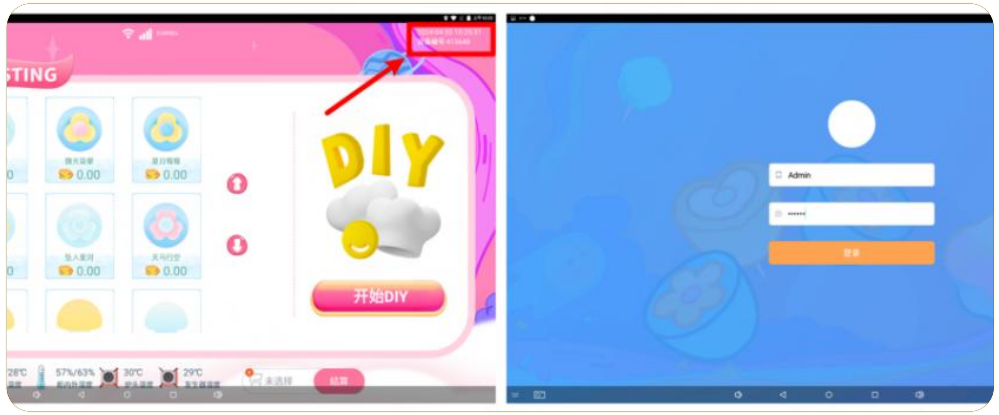
Status confirmation

Confirm that the machine is powered on and running normally through the indicator light, screen display or sound prompt.

Power off operation

After unplugging the power cord, the machine stops supplying power, enters the power off state, and all functions stop running.

# 1-2 Machine power on/off operation







## Screen operation power on/off

Enter the backend login interface:
On the "Flower Selection Page", long press the upper right corner to enter the backend login interface.

Enter password to log in:
Enter the initial password "123456", then click "Login" to enter the backend interface.

Find the switch button:
Find the switch button in the upper right corner of the backend interface.

Operate the power on and off:
After clicking the switch button, a prompt window will pop up on the screen, showing the power on and off options.

If you encounter problems during operation, it is recommended to check the following three points:
1. Make sure the password you enter is correct.
2. Confirm that the device is in normal power-on state.
3. If the password is wrong or you cannot log in, you may need to contact the administrator or technical support.

# 1-3 Power on/off status



Power on status



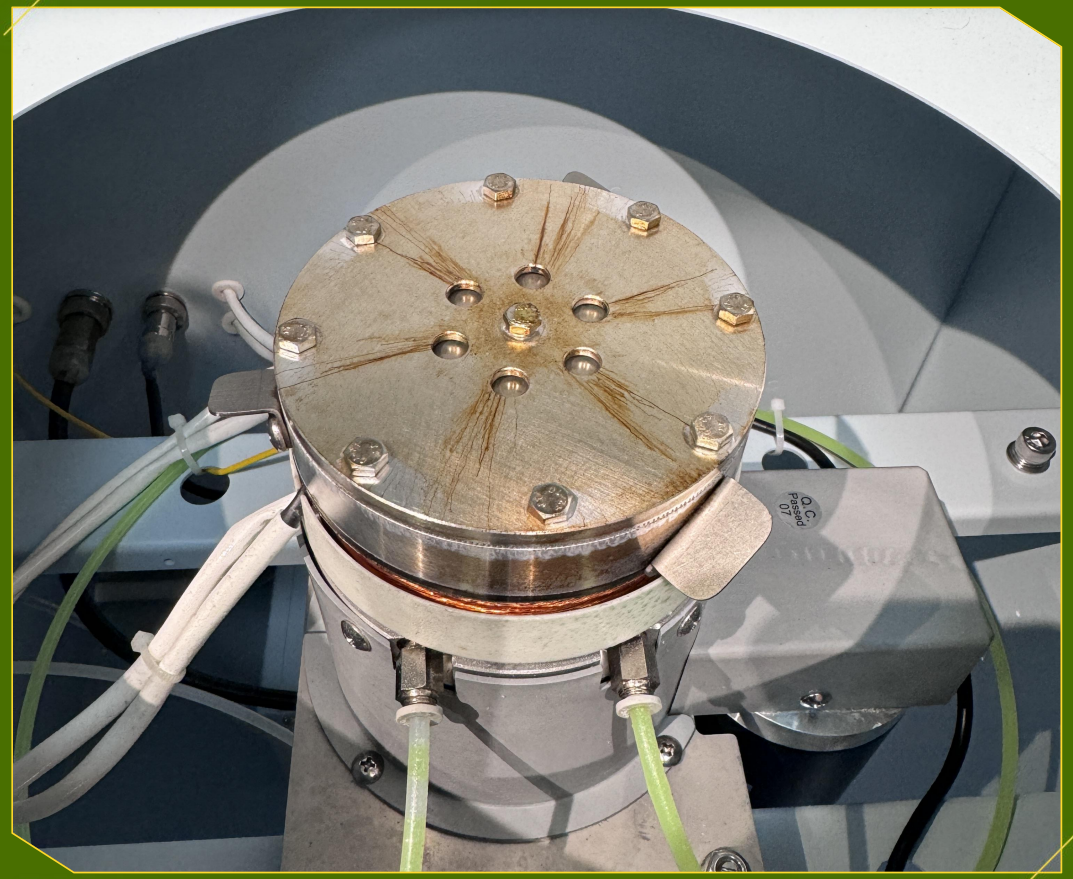
Shutdown status

# 02

# Module introduction and cleaning operation



# 2-1 Furnace module



The burner is the core component of the marshmallow machine. Its function is to convert solid sugar into fluffy marshmallows through precise temperature control and high-speed rotation.

Regular maintenance:
Thoroughly clean after making 200 marshmallows.

Notes:
1. Avoid using corrosive detergents.
2. Do not let water contact the electrical parts during cleaning.
3. Contact professionals in time if abnormalities are found.
4. Regular maintenance can extend the life of the burner and ensure the quality of marshmallow production.

# 2-2 Furnace head cleaning operation

Note:
1. Be sure to disconnect the power supply before cleaning to ensure safety.
2. Wait for the burner to cool completely before cleaning to avoid burns.







1. Remove the burner cover
Use a suitable tool (7mm socket) to remove the 8 screws on the outer ring of the burner cover and carefully remove the cover.

2. Polish the burner base
Use 400 grit sandpaper to gently polish the surface of the base to remove carbon deposits and residues. Pay attention to even force to avoid damaging the surface.

3. Clean the gap in the burner cover
Use a steel brush to carefully clean the sugar residue and dirt in the gap of the burner cover to ensure that it is completely removed. By alternating the use of spare burner covers, you can reduce downtime and keep the machine running efficiently.

4. Check the parts
Check the burner cover and base for damage or wear and replace them if necessary.

5. Reinstall the burner cover
After cleaning, reinstall the burner cover on the base to ensure the correct position.

Tighten the 8 screws, pay attention to even force, and it is just right when it is flat, not crooked, and no longer needs to be tightened.

6. Test operation
After reinstalling, power on the power test to ensure that the burner is operating normally without abnormal noise or vibration.

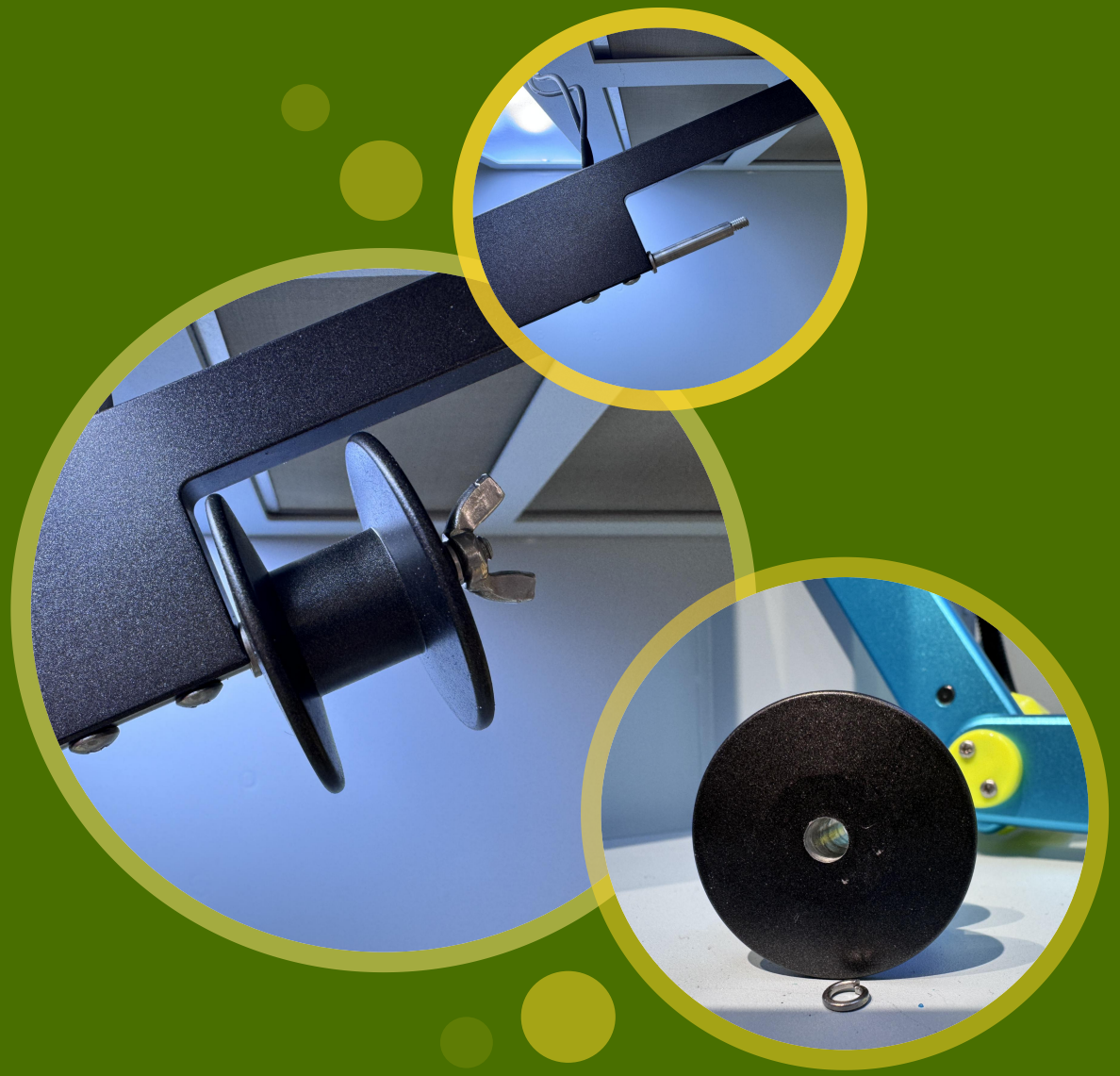
# 2-3 Pressing module

The pressing module is a key component in the marshmallow making equipment, mainly used to press marshmallows into specific shapes.

Regular cleaning:
It is recommended to clean it once a day to maintain hygiene and performance.

Notes:
1. Before cleaning, be sure to turn off the power of the equipment to ensure that the module is cool to avoid burns.
2. Regularly check that the roller rotates smoothly, flexibly, and without jamming.





# 2-4 Pressing knife cleaning operation

**NO.01**

Remove the screws:

Remove the screws at the rear end of the roller.

**NO.02**

Remove the roller:

Carefully remove the roller, pay attention to the spring pad at the rear end, do not lose it.

Cleaning:

Wipe the hole between the rear spindle and the roller to ensure it is clean.

**NO.03**

Reinstall the roller:

Reinstall the roller to its original position, put the spring washer in place, and tighten the screws.

# 2-5 Filter cleaning operation

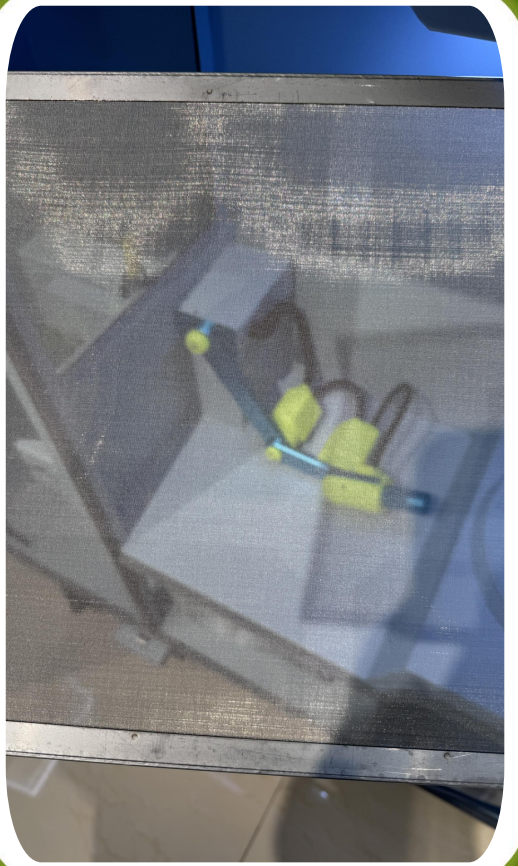
The main function of the filter is to prevent the sugar threads in the cabinet from entering the circulating air duct, thereby protecting the fan and extending its service life.

In order to ensure the efficient operation of the equipment, it is recommended to clean the filter once a day.

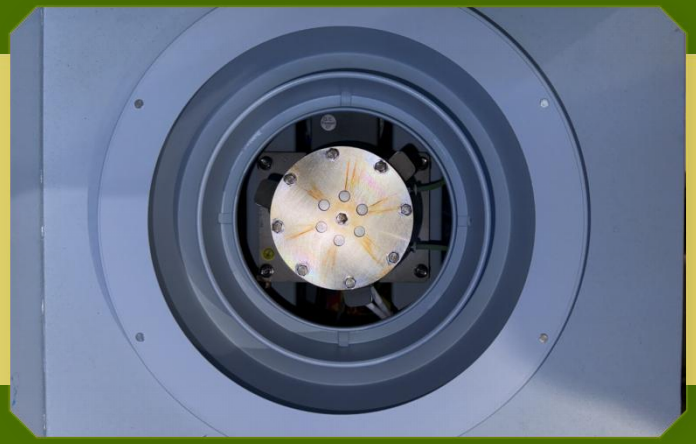
When cleaning, you can directly take out the filter and rinse off the sugar stains on the net with clean water. After cleaning, you need to wipe off the remaining water thoroughly and then put the filter back in place.

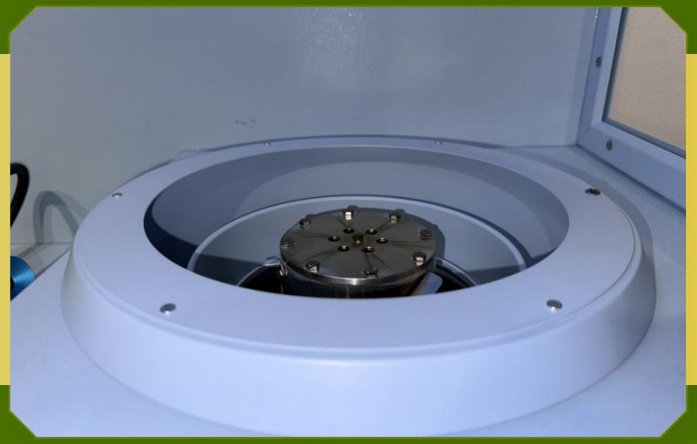
Regular cleaning can avoid the accumulation of sugar threads, ensure a smooth marshmallow making process, and maintain the good performance of the equipment.





# 2-6 Basin cleaning operation





The main function of the basin is to collect the waste water sprayed from the stove and drain it into the bucket. Due to long-term use, residues such as sugar will accumulate in the basin.

1. Remove the water basin:
The water basin can be taken out directly, which is easy to operate.

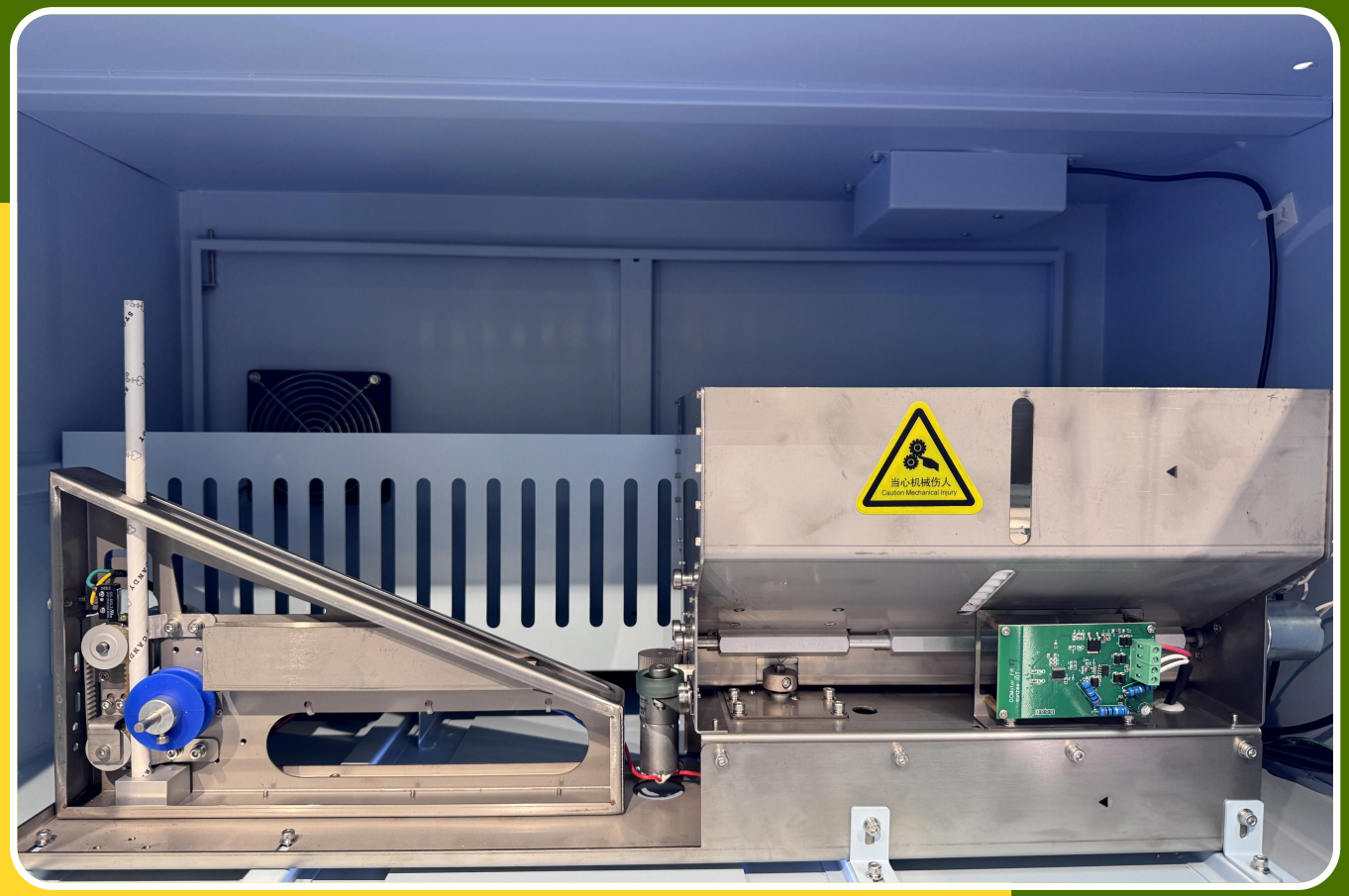
2. Rinse:
Rinse the water basin with clean water to ensure that sugar and other dirt are completely removed.

3. Install:
After cleaning, put the water basin back in place. Pay attention to the direction when installing, and make sure the screws are facing right. If the water basin cannot be rotated, it means that the screws are properly fixed in the holes.

Notes:

1. Clean the water basin regularly to avoid sugar accumulation affecting the hygiene in the cabinet.
2. Ensure the correct direction during installation to avoid leakage caused by the water basin not being fixed.
3. It is recommended to clean it once a day to maintain hygiene.

# 2-7 Roller module cleaning operation




The main function of the stick dispensing module is to transport the pre-stocked paper sticks to the space to be made, waiting for the marshmallows to be made.

After a long period of operation, the friction between the stick dispensing module and the paper sticks will cause a small amount of paper scraps to fall off. These paper scraps may gradually accumulate and adhere to the motor or other key components in the module to cause interference, thereby affecting the smooth delivery of the paper sticks, and may even cause jamming failures.

In order to solve this problem, it is necessary to regularly clean the paper scraps inside the motor and module. Regular maintenance once a week is recommended.

Use a clean rag according to the place where the paper scraps appear. If necessary, slightly wet the rag and wipe it. After wiping, check whether there are any residual paper scraps to ensure that they are clean. It can effectively reduce the impact of paper scraps on the motor and module, and ensure the normal operation of the stick dispensing module.

# 2-8 Sugar delivery module

The sugar delivery module is a key component in the cotton candy machine. It works with the air pump to deliver sugar to the burner for melting.

After long-term use, sugar powder will accumulate in the gears and the sugar delivery channel, causing the gear gap to become shallow, affecting the feeding accuracy, and then affecting the size and quality of the cotton candy.

To ensure the normal operation of the equipment, it is recommended to clean the sugar delivery module every 2 months.

Regular cleaning and maintenance can effectively extend the life of the equipment and ensure the stable production of cotton candy.



# 2-9 Sugar delivery module cleaning operation

1. Remove the sugar box:
Turn off the equipment and power off, remove the sugar box.

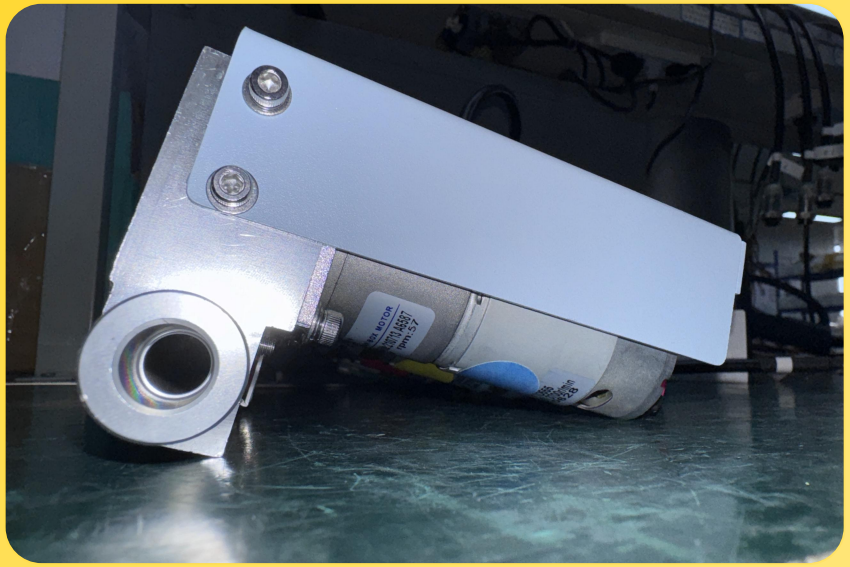
2. Clean the gears and sugar delivery channel:
Rinse the gears and sugar delivery channel thoroughly with clean water or mild detergent to ensure that all sugar powder and residues are removed.

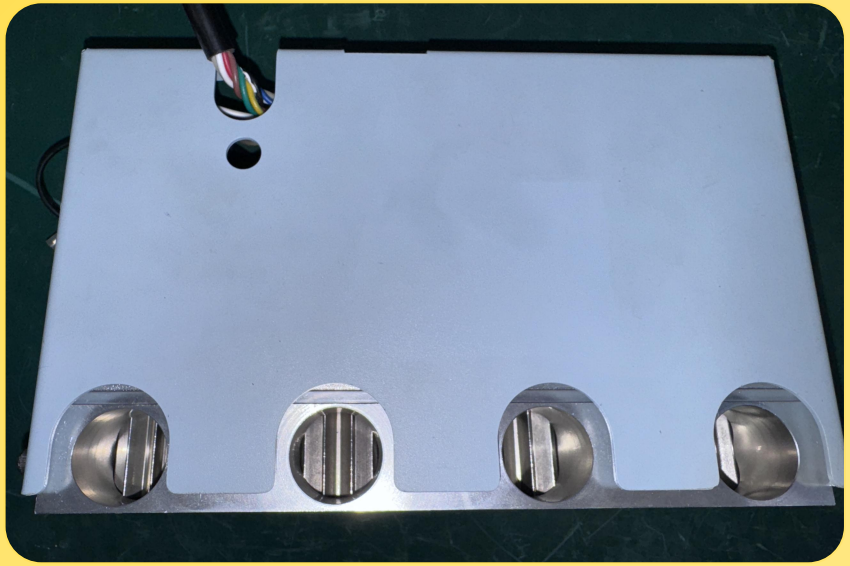
3. Dry:
After cleaning, dry the gears and channels to avoid moisture residue.

4. Reinstall:
After the parts are completely dry, reinstall the gears and sugar box.

5. Replace new sugar:
After cleaning, it is recommended to use new sugar to avoid the old sugar from getting damp and agglomerating, which will affect the marshmallow making.

6. Test run:
After reinstalling, test to ensure that the equipment is working properly.





# 2-10 Circulation fan cleaning operation

The circulating fan provides the necessary wind force in the production of marshmallows. After long-term use, sugar will accumulate inside the fan, affecting the operation of the fan, resulting in insufficient wind force, which in turn affects the quality of marshmallow production.

Maintenance cycle:
It is recommended to clean the fan every 2 months.

Cleaning steps:
1. Disassemble the fan: Turn off the power of the equipment and remove the fan from the equipment.

2. Clean the blades: Use a wet rag to carefully wipe the blades inside the fan to ensure that all sugar residues are removed.

3. Install the fan: After cleaning, reinstall the fan back into the equipment.

Check for air leakage:
1. Start the equipment: After completing the installation, start the equipment.

2. Check for air leakage: Use the back of your hand to check if there is any air leakage around the fan.

3. Deal with air leakage: If air leakage is found, use tape for temporary repair.

Through the above steps, the fan can be effectively kept in good operating condition to ensure the smooth progress of marshmallow production.






# 2-11 Temperature and humidity sensor cleaning operation






The temperature and humidity sensor plays a key role in the marshmallow making process, ensuring that the environmental conditions in the cabinet are suitable. If the temperature and humidity display is abnormal, it may lead to production failure or deterioration of marshmallow quality.

1. Cleaning cycle: Clean the sensor regularly once a month, especially the sensing probe part, to ensure that it accurately senses the ambient temperature and humidity.

2. Wipe with a wet cloth: When cleaning, gently wipe the sensing probe with a wet cloth, and avoid using corrosive or irritating detergents to avoid damaging the sensor.

3. Check the connection line: When cleaning, check whether the sensor connection line is loose or damaged to ensure normal signal transmission.

Note:

1. Be sure to turn off the power when cleaning to avoid electric shock or damage to the equipment.

2. If the problem is still not solved after cleaning, you may need to contact the after-sales engineer to assist in checking or replacing the sensor.

# 2-12 Cleaning operation of the tail wire structure





The tailing thread structure module is a special design for the MG330 model. The main function of this module is to collect the remaining marshmallows during the production process to prevent the marshmallows or residues from being blown into the production space, thereby keeping the working environment clean and hygienic.

Operation when the equipment is powered off:
After the equipment is powered off, the protective cover can be directly removed to facilitate cleaning and maintenance of the inside of the equipment.

Cleaning method of the internal cleaning rod:
The cleaning rod inside the equipment needs to be wiped clean with a wet rag to remove attached marshmallow residues or other stains.

Cleaning cycle: Clean once a day to maintain hygiene and performance.

# 2-13 Cabinet cleaning

- Cabinet cleaning:
- Clean the cabinet regularly, especially the residues such as sugar stains. Use a wet rag to wipe and ensure that the surface is clean and free of residue.
- Sugar stains easily attract insects and bacteria, and timely cleaning can avoid contamination.
- Clean water bucket maintenance:
- The clean water bucket should be replaced regularly, and it is recommended to replace it every 2-3 days.
- A 20L bucket does not need to be completely filled, just keep the water level appropriate.
- Failure to change the water for a long time will cause the impurities in the water to increase, the water quality will become viscous, affect the work of the water pump, and may breed bacteria.
- Waste water bucket maintenance:
- The waste water bucket is mainly used to collect sugar waste water, and it is recommended to rinse it every 2-3 days.
- Sugar waste water easily attracts mosquitoes and ants, so it is necessary to regularly pour out the waste water and thoroughly rinse the bucket to prevent odor and pests.
- Manipulator cleaning:
- When the power is off, the manipulator can be swung to facilitate the cleaning of the space under the manipulator.
- Use a clean rag to wipe the manipulator and the surrounding area to ensure that there is no dirt and residue.
- Note:
- Use food-grade detergent for deep cleaning and avoid using harsh chemicals.
- Keep the working environment dry to avoid humid environments that cause bacteria to grow.
- Perform regular maintenance and cleaning to ensure the hygiene and safety of the food production process.





# 2-14 Robot cleaning operation

Power-off operation: Make sure the robot is powered off to avoid electric shock or equipment malfunction.

Wet cloth humidity: The cloth should be slightly damp to prevent excessive moisture from entering the equipment, causing short circuit or damage.

Sensor cleaning: When wiping the three black sensors, be gentle to avoid scratching the surface. You can use a clean cotton cloth or lens paper, and dip a small amount of alcohol or special cleaning agent if necessary.

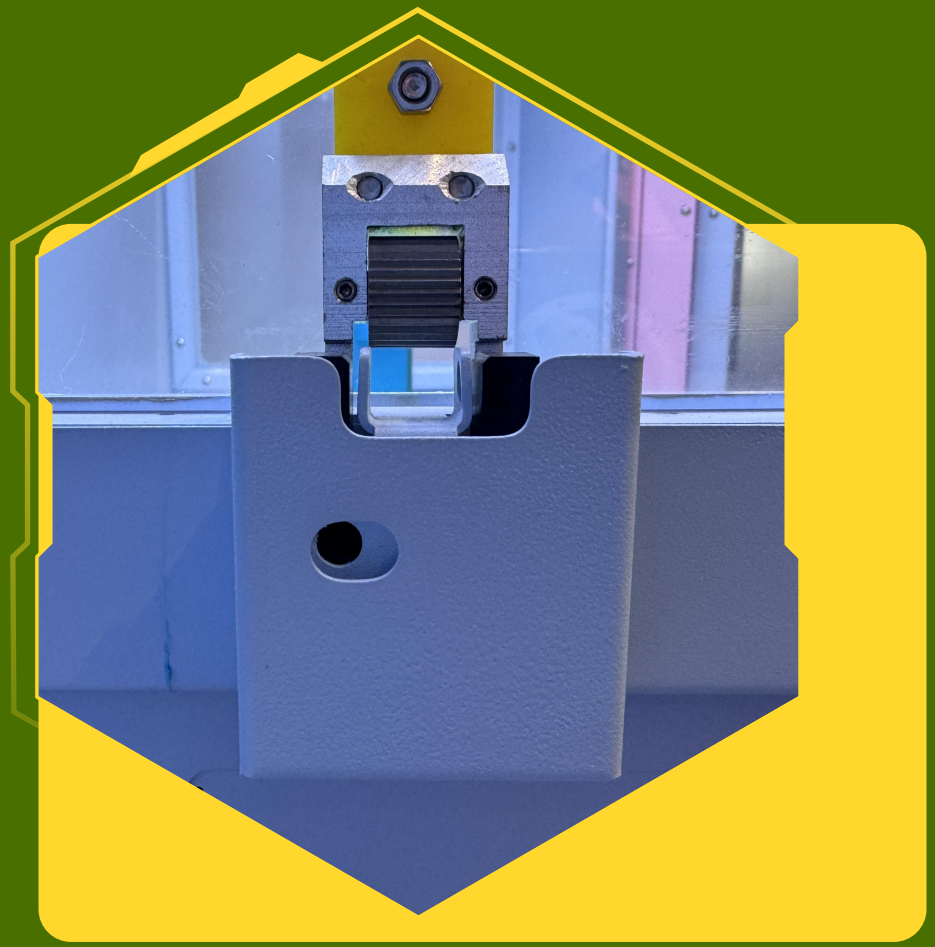
Avoid chemical corrosion: Do not use corrosive cleaning agents to avoid damaging the sensor or robot surface.

Thoroughly dry: After cleaning, make sure the surface is completely dry before powering on to prevent residual moisture from affecting the operation of the equipment.

Regular maintenance: Clean the sensor and robot surface once a day to keep the equipment in good condition.



# 2-15 Sugar sensor cleaning operation



The main function of the sugar removal sensor is to detect whether the marshmallow has been taken away. If there is foreign matter in the sensing area, it may cause the outer door to close late.

To ensure the normal operation of the sensor, it is recommended to clean it regularly. When cleaning, you can open the inner door and wipe the sensor surface with a wet cloth.

To maintain optimal performance, it is recommended to clean it once a day.

The roller of the inner door pressure rod is designed to rotate only in one direction, which is to ensure the normal operation and safety of the equipment. The one-way rotation design prevents the roller from reversing, thereby avoiding possible mechanical failures or operating errors.

In daily maintenance, in addition to cleaning the sensor, you should also check whether the roller rotates smoothly to ensure that there is no foreign matter hindering its normal rotation. If the roller is found to be rotating poorly, it should be repaired or replaced in time to maintain the stable operation of the equipment.

# 03

# Accessory function inspection and confirmation



# Enter the debug page









Keep the device powered on:
Make sure the device is connected to a power source, but it does not need to be turned on.

Enter the backend interface:
Press and hold the upper right corner of the flower selection page to enter the backend interface.

Enter the debug page:
Find the debug page function in the backend interface and click to enter.

Test accessories:
In the debug page, you can test the working status of the device accessories to confirm whether there are any abnormalities.

When the function button in the debug page lights up orange, it means that the function has been activated.

# 3-1 Inner door inspection and confirmation

## Working principle:

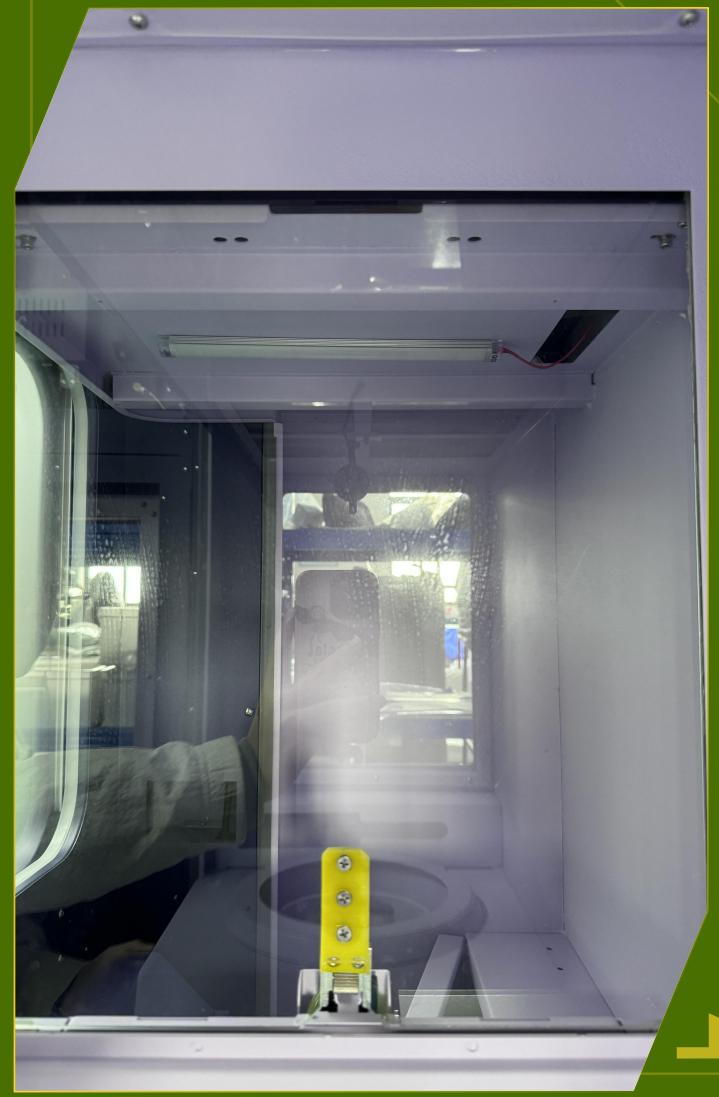
The opening and closing function of the inner door is realized by the gear cooperation between the motor and the door panel.

## Debugging steps:

In the debugging page, click the "Inner Door" option to test the door panel's opening and closing function. Through this operation, observe the movement of the door panel to confirm whether it is working properly.

## Exception handling:

If the door panel switch function is found to be abnormal during the test (such as the door panel cannot be opened or closed normally, the movement is not smooth, etc.), the problem needs to be fed back to the after-sales service team. The after-sales engineer will assist in troubleshooting and determine the cause of the fault.



# 3-2 External door inspection and confirmation



01

## Control method:

The outer door is connected by an electric push rod and a traction rope to control the opening and closing of the door.

02

## Debugging steps:

In the debugging page, click the "External Door" button to trigger the door opening function. Through this operation, you can test the opening and closing of the door panel to confirm whether there is any abnormality.

03

## Problem Solving:

If the door does not open, or only opens halfway, there may be the following problems:
1. The traction rope is stuck: Check whether the traction rope is stuck or entangled, resulting in the inability to pull the door panel normally.
2. Electric push rod failure: Check whether the electric push rod is working properly. Use a multimeter to confirm and contact after-sales engineers for assistance.

# 3-3 Inspection and confirmation of furnace rotation

Test the rotation of the burner head:
Enter the debugging page and click "Slow rotation of the burner head" to test.

Observe whether the rotation is smooth and whether there is any abnormal sound or jamming.

Found a problem:
If there is any abnormal sound, jamming or other abnormalities, stop using it immediately.

Contact after-sales:
Contact the after-sales engineer, describe the problem and ask for help.

Troubleshooting:
The engineer will guide further inspection.



# 3-4 Furnace heating inspection and confirmation

## Burner heating function inspection steps:

Enter the debugging page: Open the device debugging interface and find the "burner head heating and start" option.

## Start the heating function:

Click "Burner Heat Up and Start" and observe the changes in the burner temperature displayed on the screen.

## Observe the temperature changes:

Under normal circumstances, the furnace head temperature should rise gradually. If the temperature does not change or rises slowly, there may be a malfunction.

## Feedback after sales:

Record the phenomenon and contact after-sales engineers, providing information such as device model and fault description.

## Note:

Pay attention to safety during operation to avoid burns. Non-professionals are not allowed to disassemble the device by themselves.

# 3-5 Water cooling structure inspection and confirmation

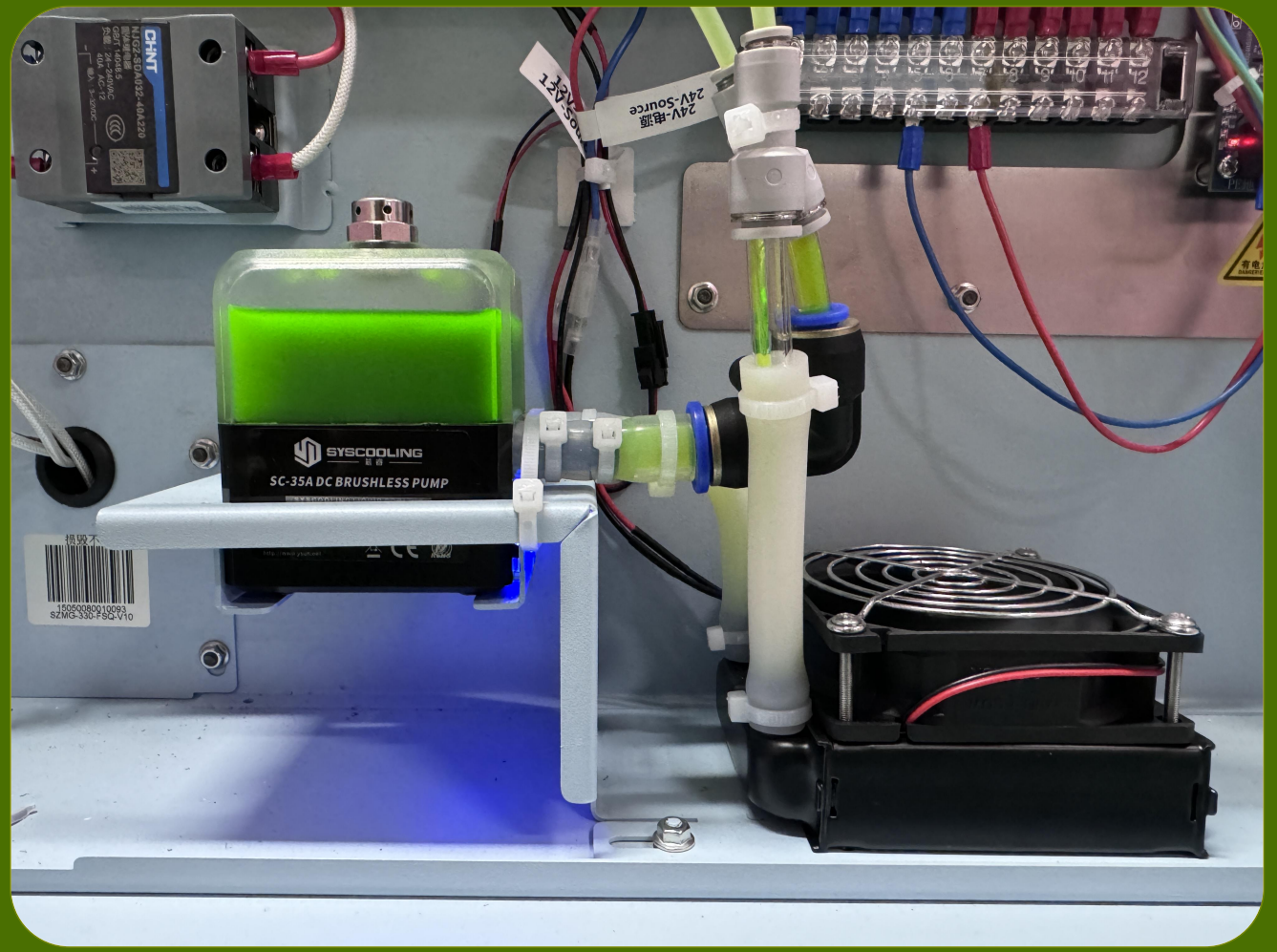
Working principle of water cooling system
The equipment runs automatically after power is turned on: When the equipment is powered on, the water cooling system starts automatically without manual intervention.

Coolant circulation: The coolant inside the system flows through the pipes and flows through the internal structure of the equipment's burner head, absorbing and taking away the generated heat.

Heat dissipation process: After absorbing heat, the coolant will flow through the radiator, and the fan will accelerate the cooling of the radiator by blowing air, so that the coolant temperature is reduced, thus forming a continuous cooling cycle.

Maintenance precautions
Check in power-off state: When the equipment is powered off, it is necessary to regularly check the amount of coolant in the storage box (i.e., coolant storage tank) to ensure that it is in sufficient state.

Handling of insufficient coolant: If the coolant is found to be insufficient, it should be replenished in time. If there is no special coolant for the time being, pure water can be used as a temporary substitute, but it should be replaced with special coolant as soon as possible to ensure the long-term stable operation of the system.



# 3-6 Inspection and confirmation of the tail wire structure

1. Cleaning tail wire operation:
On the debugging page, click the "Clear tail wire" button.
The internal rod will extend from the protective box.

2. Confirm the rod position:
Make sure the rod is in the middle position above the burner head and can rotate normally.

3. Retract the rod:
Click the "Clear tail wire" button again, and the rod will be retracted into the protective box.

4. Remove the protective cover:
Remove the protective cover.
5. Turn on the device:
Start the device and wait for the burner head temperature to rise.

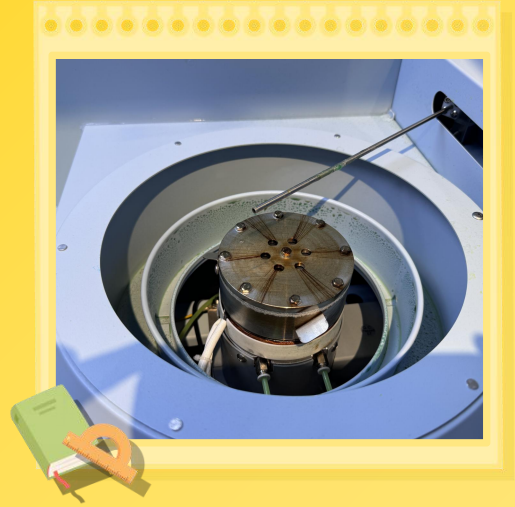
6. Cleaning operation:
On the debugging page, click the "clean" button.

7. Observe the nozzle:
Pay attention to whether the nozzle above the pole can spray water normally.

8. Spray shape:
The spray should be umbrella-shaped to ensure that the pole can be completely washed.

9. Troubleshooting:
If the spray is not umbrella-shaped or cannot spray water, it means that there may be a problem with the nozzle.

10. Replace the nozzle:
At this time, you need to replace a new nozzle to ensure the cleaning effect.





# 3-7 Check and confirm the output module

Initial state: There is no paper stick standing up at the far left end of the stick output module.

Stirring motor starts: After starting the "stirring motor" on the debugging page, the three stirring sticks in the stick box start to work forward and reverse. The movement of the stirring stick causes the paper stick to fall from the stick box to the middle stick feeding channel.

Paper stick enters the stick feeding channel: After the paper stick enters the stick feeding channel, the two motors at the bottom of the channel will push the paper stick forward until the paper stick reaches the far left end of the stick output module and contacts the steering motor.

Steering motor works: When the paper stick contacts the steering motor, the steering wheel will turn the paper stick and change it from a horizontal state to an upright state.

Touch switch induction: After the paper stick stands up, it will touch the switch sensor, and the stick output module will stop working. All motors in the stick output module will keep running synchronously when the stick output module works.

Stick output module starts again: When there is a paper stick standing up in the stick output module, click "stick output module" on the debugging page, and the standing paper stick will be sent into the production space. At the same time, the next paper stick will be pushed to the leftmost position to prepare for the next stick output.

The stick output module realizes the automatic output and erection of the paper stick through the coordinated work of the stirring motor, the stick feeding motor, the steering motor and the touch switch, and stops working after the paper stick is erected, waiting for the next stick output instruction.







# 3-8 Check and confirm the air pump and cleaning function

Pull out the sugar pipe: pull out the sugar pipe of the sugar delivery module.

Start the device: start the device with the sugar pipe pulled out. After the device is turned on, enter the debugging page.

Start the air pump: on the debugging page, click the "air pump start" function. After starting the air pump, check whether there is wind blowing out of the sugar outlet of the sugar delivery module. If the air outlet is normal, it means that the air pump is working properly.

Reinstall the sugar pipe: after confirming that the air outlet is normal, reinstall the sugar pipe to its original position. At this time, check whether there is air leakage at the sugar box cover. If the sugar box cover is well sealed, there should be no air leakage.

Start the cleaning function: when the device is turned on, enter the debugging page and click the "cleaning" function. After starting, the burner will spray a lot of mist. Confirm that the burner has water mist, indicating that the cleaning function is working properly.

Turn off the cleaning function: after confirming that the burner sprays water mist normally, turn off the "cleaning" function.







# 3-9 Humidification start-up inspection and confirmation

Start the humidification function: Click "Humidification Start" on the debugging page and observe whether the humidity in the cabinet displayed on the screen has increased.

Check humidity changes: If the humidity has not increased, the following checks are required:

Water pipe position: Confirm whether the water pipe is inserted into the bottom of the bucket to ensure normal water supply.

Pipeline status: Check whether the pipe is bent or blocked to ensure smooth water flow.

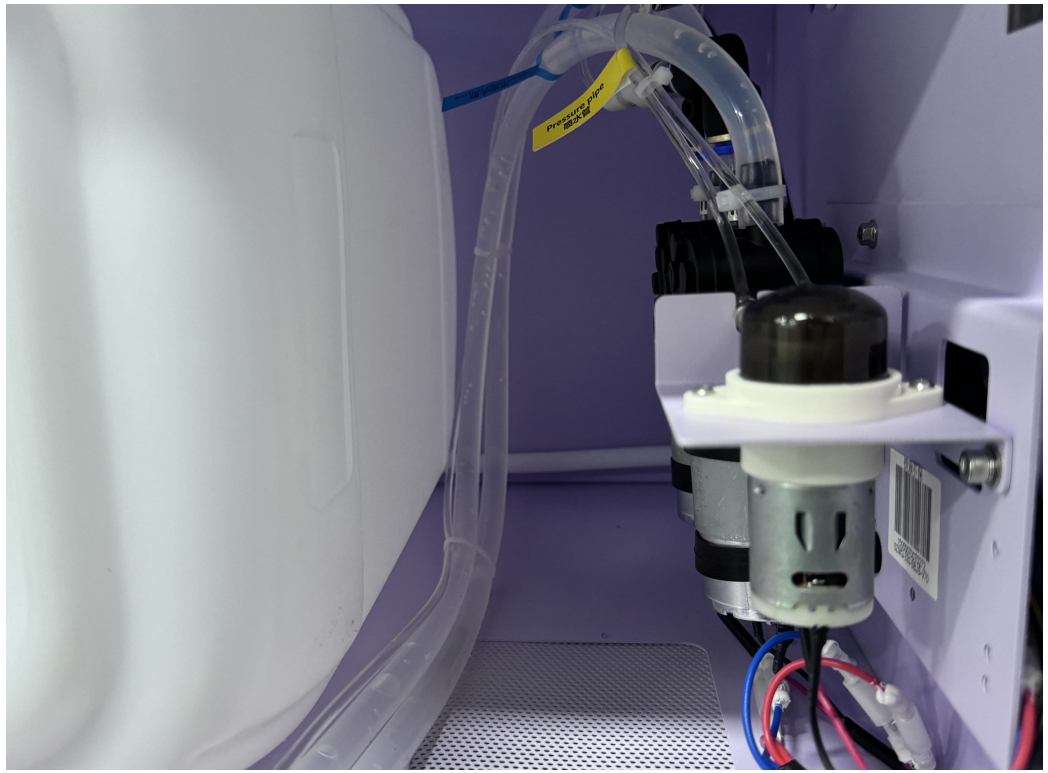
Check the humidification pump: After starting "Humidification Start", confirm whether the humidification pump is working properly. If the pump is not working, you may need to further check the status of the pump or the power connection.

Confirm the water output: If you suspect that the pump is not working properly, you can pull out the outlet pipe of the humidification pump to check whether the water output is normal. If the water output is normal, it means that the pump is working properly and the problem may be in other parts.

Check the evaporator temperature: Make sure that the evaporator temperature reaches 190℃. If the temperature is too low or insufficient, the water cannot evaporate, resulting in the inability to spray steam for humidification.

Check steam output: If you suspect that the evaporator is not working properly, you can pull out the evaporator's air outlet pipe, but be careful not to point the pipe mouth at yourself to avoid burns. After pulling it out, observe whether it sprays. If the spray is normal, it means that the evaporator is working properly and the pipe can be reinstalled.

During the inspection of the humidification function, if you find any abnormality, please promptly report it to the after-sales engineer for further assistance in troubleshooting.



# 04

# Consumables usage and addition





# 4-1 Sugar addition

Turn off the device:
Before adding sugar, always turn off the device and disconnect the power supply to ensure safe operation.

Check the state of the sugar:
Make sure the sugar is dry and has no lumps. Wet or clumped sugar may cause blockage.

Add sugar:
Pour sugar into the sugar box to about 70%, avoid filling it up, and leave space for the sugar to be evenly distributed.

Shake the sugar box:
Gently shake the sugar box after adding sugar to evenly distribute the sugar and prevent accumulation or blockage.

Tighten the sugar box lid:
Make sure the sugar box lid is tightened to prevent the sugar from getting wet or overflowing.



# 4-2 Paper stick addition

Turn off the device:
Before adding paper sticks, always turn off the device and disconnect the power supply to ensure safe operation.

Prepare the paper sticks:
Make sure the paper sticks are dry, undamaged, and meet the specifications required by the device.

Place the paper sticks:
Place the paper sticks flat in the stick box, making sure that the paper sticks are arranged neatly, avoid crossing or tilting, and there are no foreign objects in the stick box.

Quantity to add:
Place 250 paper sticks in the stick box, that is, 5 packs of paper sticks (50 sticks per pack).

Single use:
Used paper sticks should not be put back into the stick box for reuse.

# 4-3 Clean water replacement



Replace the clean water regularly:
It is recommended to replace the clean water every 2-3 days to avoid water quality deterioration or bacterial growth.

If the device is used frequently or the ambient temperature is high, the replacement cycle can be shortened appropriately.

Clean the water bucket:
Every time you replace the clean water, thoroughly clean the inner wall of the water bucket to prevent scale or bacteria residue.

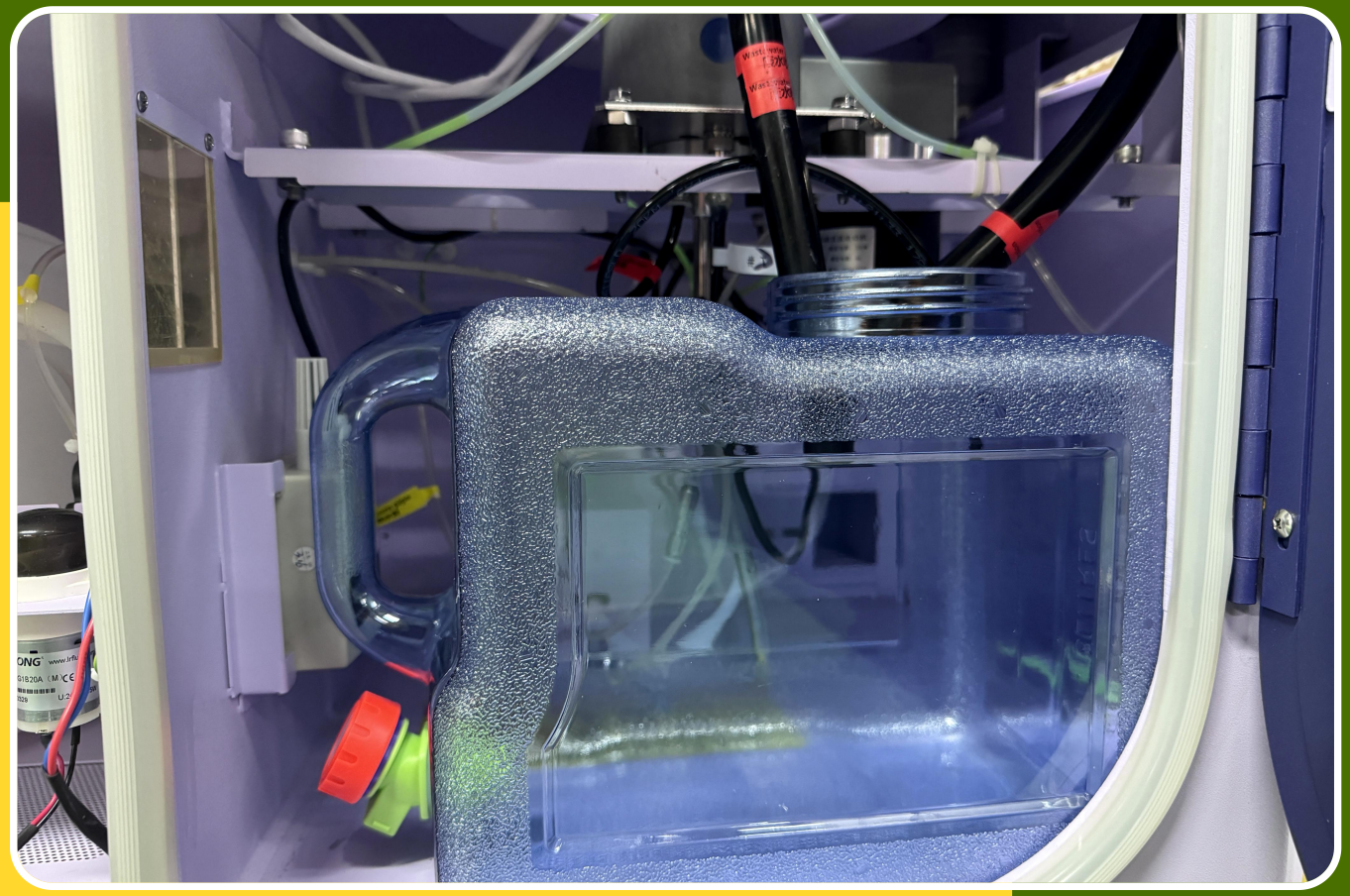
You can use a mild detergent or baking soda to clean it, and then rinse it with clean water.

Check the water quality:
Make sure to use clean, impurity-free water, and avoid using water sources with impurities or odors.

Properly place the water bucket:
After placing the water bucket in the device, make sure the water pipe is fully inserted into the bottom of the water bucket to fully absorb water.

Check whether the water pipe is bent or twisted to ensure smooth water flow.

Start the device test:
After replacing the clean water, start the device and test whether the water flow is normal, and observe whether there is any leakage or abnormality.



# 4-4 Clean up wastewater

Clean the waste bucket regularly:
It is recommended to clean the waste bucket every 2-3 days to prevent wastewater from caking or generating odor.

If the equipment is used frequently or there is a lot of wastewater, the cleaning cycle can be shortened appropriately.

Cleaning method:
After pouring out the wastewater, rinse the inner wall of the waste bucket with clean water to remove residual dirt.

You can use baking soda or a mild detergent to clean it to remove odors and stains, and then rinse it thoroughly with clean water.

Properly place the waste bucket:
Check whether the wastewater pipe is connected tightly to ensure that the wastewater can flow smoothly into the bucket.