

**NEXT ROBOT**

**Automatic Cooking Machine**

**USER MANUAL**

# **NEXT ROBOT**

AUG, 2024

Version: 1.0

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**Caution:** The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s) and Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) L'appareil ne doit pas produire de brouillage;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

#### **FCC& IC Radiation Exposure Statement:**

This equipment complies with FCC and Canada radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

#### **Déclaration d'IC sur l'exposition aux radiations:**

Cet équipement est conforme aux limites d'exposition aux radiations définies par le Canada pour des environnements non contrôlés. Cet équipement doit être installé et utilisé à une distance minimum de 20 cm entre l'antenne et votre corps.

Cet émetteur ne doit pas être installé au même endroit ni utilisé avec une autre antenne ou un autre émetteur.

## Important Information

For your safety: Do not store or use gasoline or other flammable vapors or liquids near this machine or any other equipment.
Warning: Improper installation, adjustment, alteration, service or maintenance may result in property damage or injury. Read the installation, operation and maintenance instructions thoroughly before installing or servicing this equipment.
Warning: There are no user-serviceable components inside the equipment. Repairs must be carried out by qualified maintenance personnel.
Warning: The internal circuits operate at hazardous voltage levels, which can result in death or serious injury.

Please read all sections of this manual and retain them for future reference. This product has been certified as commercial cooking equipment and must be installed by professionals in accordance with regulations.

Installation and electrical connection must comply with current regulations:  
In Canada-Canadian Electrical Code1Partial and/or local law;  
In the United States-National Electrical Code ANSI/NFPA-Current version.

Users should note that installation and maintenance must be performed by Next Robot Authorized service personnel use genuine Next Robot Replacement parts. Any product that has been improperly installed, adjusted, operated, or maintained in a manner not in accordance with national and local regulations or the instructions provided with the product, or that has been modified or repaired using unauthorized parts or by unauthorized service agents, Next Robot No liability will be assumed.

For a list of authorized service providers, please refer to the website: [http://www.Information Contained Here \(Including design and part specifications\) May be superseded and subject to change without notice.](http://www.Information Contained Here (Including design and part specifications) May be superseded and subject to change without notice.)

Warning:

This product contains a substance known to the State of California to cause cancer and/or chemicals that may cause birth defects or other reproductive harm. Installation and servicing of this product may expose you to airborne glass wool. /Ceramic fiber particles. Inhalation of airborne glass wool is known to the State of California/Ceramic fiber particles can cause cancer. For more information, please consult: [www.P65Warnings.gov](http://www.P65Warnings.gov)

## Conventions used in this manual



Tip: A tip provides a helpful hint or shortcut.



Note: A note provides important information that explains a concept or completes a task.



Mandatory: Things you are forced to follow to ensure normal use of the product.



Prohibit: Operations that are prohibited from occurring.



Warning: Warning to note matters.



CAUTION: A Warning calls attention to specific procedures that should be followed to avoid personal injury, catastrophic data loss, or extensive damage to the product.

!	This product must be effectively grounded.
!	The air inlet and outlet of the product must be kept unobstructed, and it is prohibited to cover or block the air inlet and outlet.
!	The pot body of this product is a rotating pot body. It is strictly forbidden to unload and replace other pot bodies for use on this product without training.
!	Please be sure to place solid and liquid seasonings in the order in which they were shipped from the factory.
!	Be sure to add the corresponding seasoning types to the solid and liquid seasoning containers according to their labels.
🚫	It is prohibited for untrained personnel to operate this product.
🚫	Non-professionals are prohibited from disassembling the electrical box and starting the stop switch.
🚫	Non-professionals are prohibited from operating the product with the left and right side panels removed.
🚫	It is prohibited to directly rinse the machine body with a water gun.
🚫	Do not let any part of your body touch the rotating pot or other moving parts to avoid accidental injury.
🚫	It is prohibited to dry burn the pot.
🚫	It is forbidden to pour the water starch directly into the starch box if the water starch is not fully mixed and there is still sediment.
🚫	Do not use the water starch box without stirring to avoid starch precipitation in the box.

	This product is for indoor use only.
	If the product is not used for a long time, please empty and clean the containers of solid and liquid seasonings, and then clean the pipes.
	If solid and liquid seasonings have not been used up for a long time, please check whether the seasoning inside the container has deteriorated; if so, be sure to clean it out before continuing to use it.
	Each machine is equipped with a water gun, which is used to rinse the inner tank of the pot and the sink on the workbench. Please do not use it to rinse the pot and other parts of the machine.
	When the product fails, abnormal information will appear on the display screen. You can refer to the maintenance manual or contact after-sales staff online or offline to troubleshoot the problem.
	When using the product for cooking, please keep a proper distance to avoid burns caused by splashing of hot oil and impurities.
	Pay attention to the various seasonings added and make sure they do not contain any other impurities.
	Please note that the added refined salt, white sugar, chicken essence, pepper and MSG seasonings must be kept dry, and do not add damp solid seasonings.
	The refined salt, white sugar, chicken essence, pepper and MSG solid seasonings applicable to this product must meet the specification requirements, otherwise it will affect the feeding accuracy or cause jamming and other phenomena.
	Note that after taking out the liquid seasoning, check whether the magnetic connector is properly attracted when putting it back.
	Before cooking, check that the glass door on the spice machine is closed.
	Note that only when the machine is turned on, the mixed and unprecipitated water starch is placed inside the machine in time, Only then can it be stirred effectively.
	Note that when you turn the machine off and then on again, you need to open it to check the water starch and stir it manually to ensure that it is mixed evenly.
	Pay attention to regularly clean each seasoning container and liquid seasoning pipeline according to product maintenance requirements.
	After completing the cooking task every day, clean the residual seasoning on the inner wall of the solid feed nozzle in time.
	The installation, maintenance and other disassembly and assembly work of this product must be performed by our after-sales personnel or personnel trained by our company.
	If the mains cord is damaged, it must be replaced by the manufacturer, its service centre or similarly qualified persons in order to avoid a hazard.
	This manual is not intended for individuals with physical, sensory, or intellectual disabilities, or those lacking experience and knowledge, including children.
	All illustrations shown in this manual are for illustrative purposes and illustration only. The actual appearance shall be subject to the product.

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# Chapter 1: Overview

## 1.1 General description

Robby is a commercial automatic cooking robot launched by our company. It can achieve automatic cooking within the temperature range of 0 - 350°C, precisely dispense 5 types of dry powder seasonings and 12 types of liquid seasonings. Through automatic stir-frying, users can perform various cooking techniques such as stir-frying, sautéing, stir-frying, stewing, deep-frying, boiling, stewing, cold mixing, and braising. Users can easily complete the cooking of thousands of different recipes by following the voice and screen instructions, enabling restaurants to quickly replicate dishes and expand from one store to multiple stores. With its abundant technical features, it will bring you an unprecedented cooking experience.

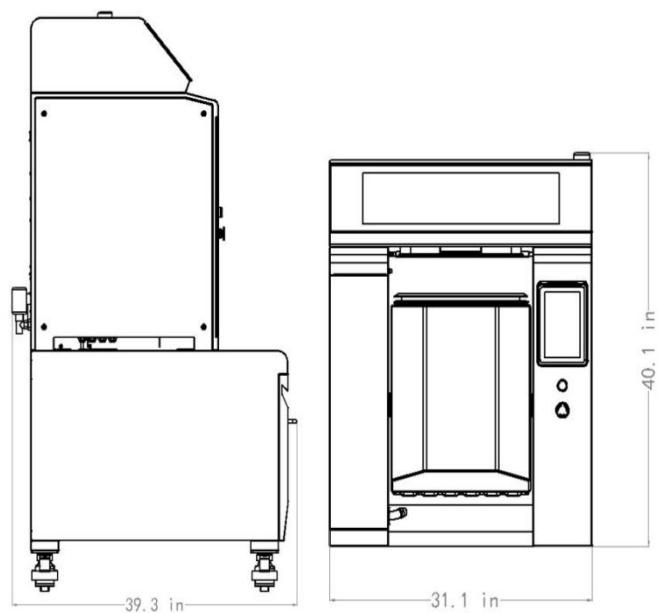
## 1.2 Applications

This intelligent cooking system is suitable for commercial indoor places such as restaurant chains, supermarkets, fast food takeaways, hotels, hospitals, corporate units and school canteens.

## 1.3 Specifications

Model	Robby One
Power Rating	15KW
Supply Voltage	220V~, 3-Phase, 3wire, 50/60Hz
Cooking Capacity	≤17.64Lbs
Avg Time/Dish	2.5Min
Seasoning Capacity	Powder-42 Fluid Oz; Liquid-29 Fluid Oz; Starch Water- 52 Fluid Oz
Pot External Diameter	14in
Rated Capacity	7L
Water Proof Level	IPX4
Water Pressure	≤0.8Mpa
Supporting Seasoning Types	Light soy sauce, dark soy sauce, cooking wine, spicy fresh dew, pepper oil, chili oil, vinegar, oyster sauce, sugar, salt, chicken powder, pepper, MSG, cooking oil, water, etc.
Weight	Main Unit-330Lbs Base-220Lbs
Dimension	Main Unit: 31.1in x 29.3in x 40.1in Base: 31.1in x 36.7in x 28.4in

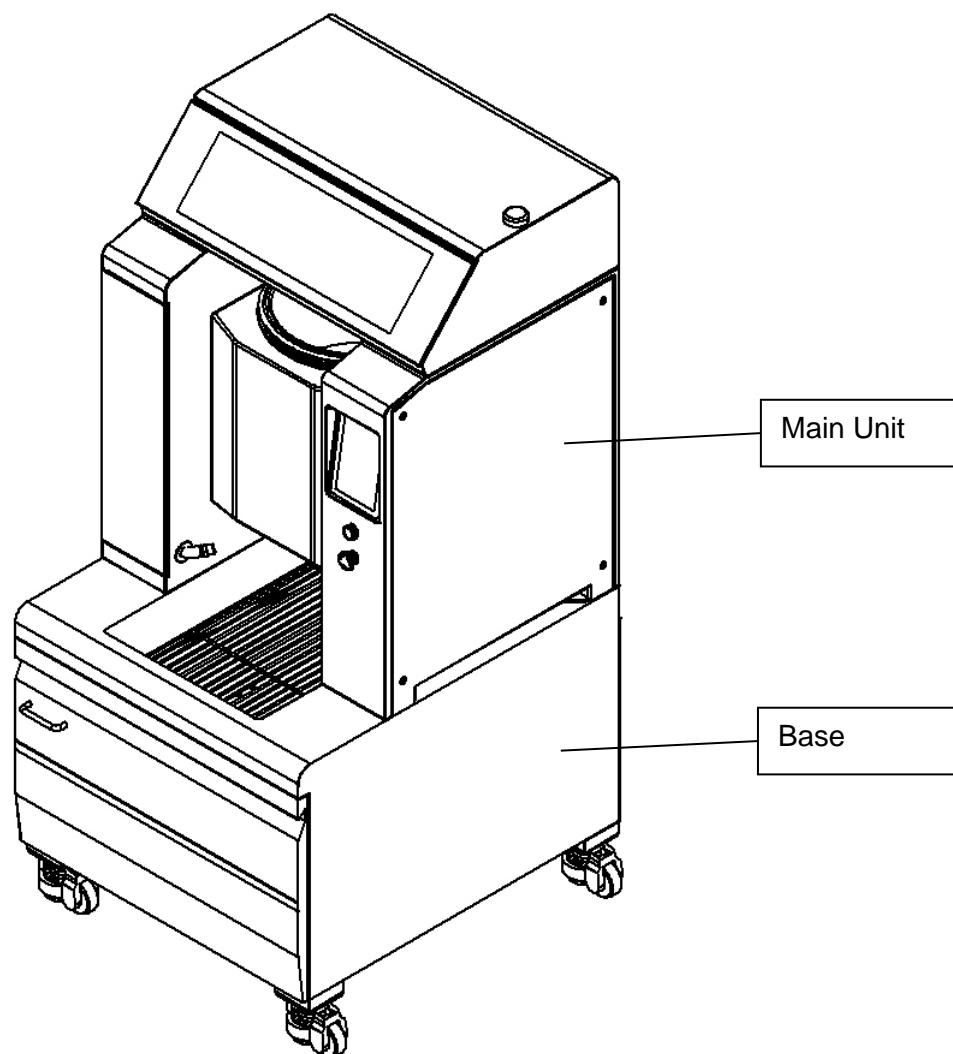
## 1.4 Dimensions



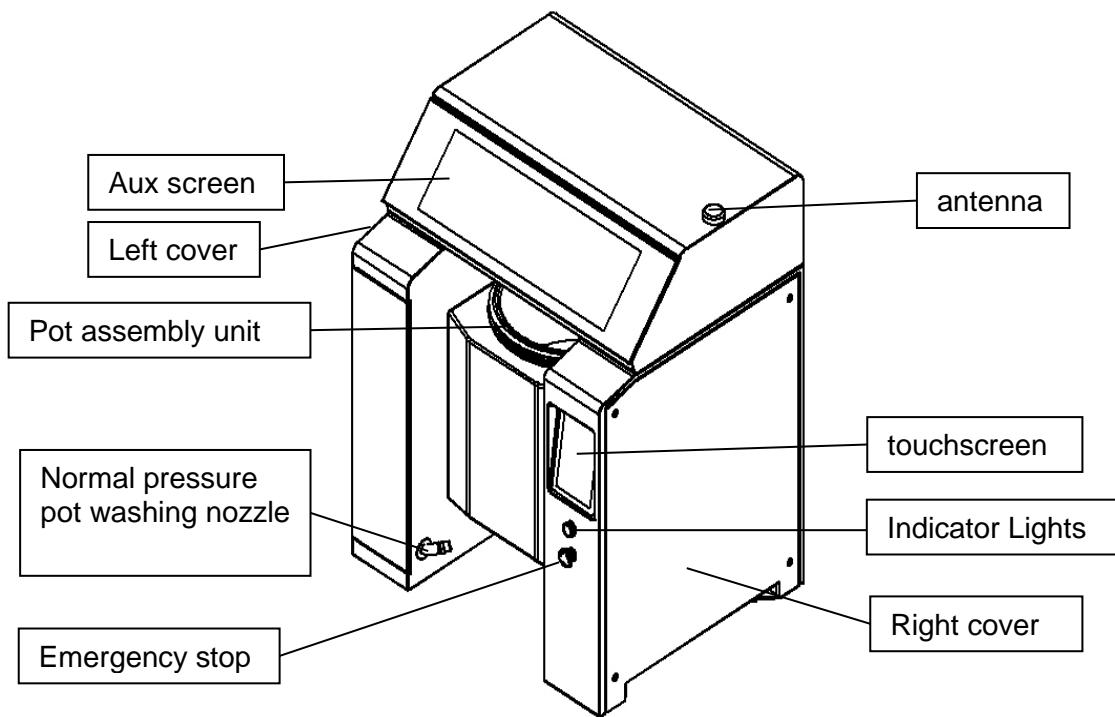
## Chapter 2: Main Structure and Working Principle

### 2.1 Main structure

#### 2.1.1 Machine View



### 2.1.1.1 Main Unit



**Left and right covers:** Removable parts fastened with hexagon socket screws;

**Indicator Lights:** Indicate the system status;

**Pot assembly unit:** It consists of a pot, a shell, a heat-coil, a pot locking module, etc. The pot can be quickly disassembled;

**Emergency stop switch:** In an emergency, press this switch to cut off the power of the entire machine;

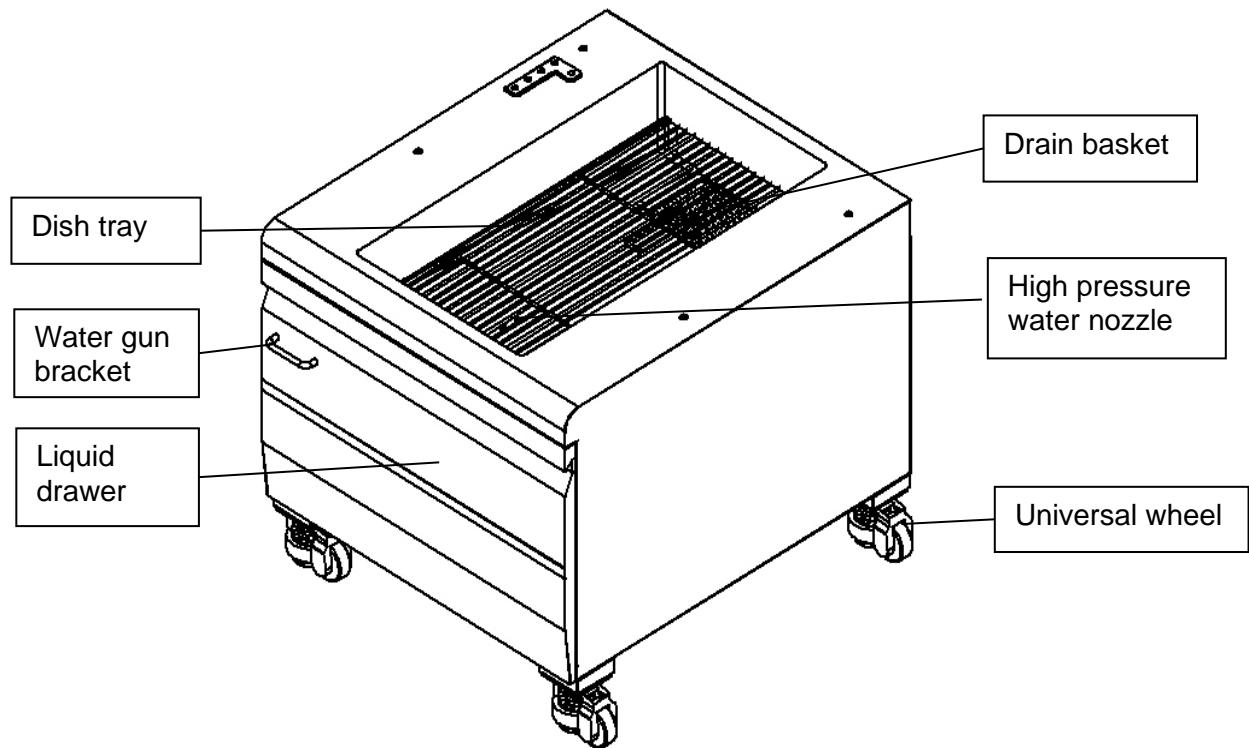
**Touchscreen:** An interactive interface for recording recipes, displaying recipes and controlling machines;

**Antenna:** Used for transmitting and receiving Wi-Fi signals;

**Secondary screen:** A screen for displaying seasoning status and manual operation step prompts;

**Normal pressure pot washing nozzle:** A nozzle for spraying tap water to wash pots;

## 2.1.1.2 Base



**Universal wheel:** There are four universal wheels in total. After moving to the designated position, turn the adjustment knob counterclockwise to lock the wheels;

**Drain basket:** a basket for filtering out bulky food waste;

**Dish tray holder:** which is a stand for placing dishes, needs to be taken out before cleaning the water basket.

**Water gun bracket:** A pendant for hanging a hand-held water gun;

**Liquid drawer:** Drawer for bulk liquid spices;

**High-pressure water nozzle:** The outlet nozzle is used for cleaning the inner pot with high-pressure water.

## 2.2 How it works

- 2.2.1 The first time you use this machine, you must be connected to the Internet and log in to your account before you can perform subsequent operations;
- 2.2.2 The recipes are stored in the cloud. Users can select the recipes they need to download and update. After downloading them to the local, they can cook according to the recipes.
- 2.2.3 Once you have downloaded a recipe, you can use it offline, but the recipe is bound to your account;
- 2.2.4 Users can cook or generate custom recipes by recording instead of using the machine's existing recipes. For specific operations, refer to this instruction 3.3 chapter;
- 2.2.5 The control system automatically adds seasonings, water, and oil as defined in the recipe timeline, and prompts the user to add ingredients through voice and screen. The control system automatically adjusts the wok speed, direction, tilting position, and heating temperature according to the steps defined in the recipe until cooking is completed, and prompts the user to serve the dish;
- 2.2.6 This machine has a temperature protection mechanism. When the pot temperature exceeds the specified temperature, it will automatically control the heating so that it does not exceed the upper temperature limit.

## Chapter 3: Operation Instructions

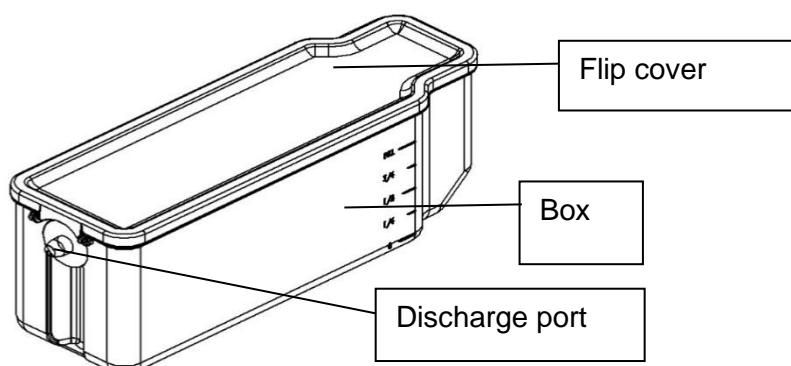
### 3.1 Product Components Description

#### 3.1.1 Liquid material box

**Flip cover:** When adding seasoning, first turn the lid upward 90 degrees, and then close the lid after adding.

**Box:** Containers for liquid seasonings;

**Discharge port:** Connecting piece for material box and floating joint.



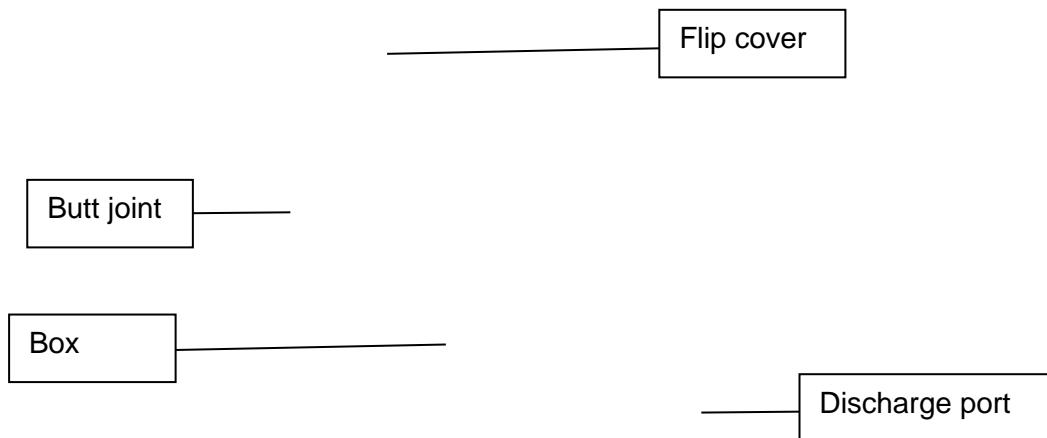
### 3.1.2 Powder box

**Flip cover:** When adding seasoning, first turn the lid upward 90 degrees, and then close the lid after adding.

**Box:** Containers for powdered seasonings;

**Discharge port:** The part that guides the seasoning to be put into the pot in a specified direction, with 3 positions to choose from;

**Butt joint:** Connecting parts between material box and power element.



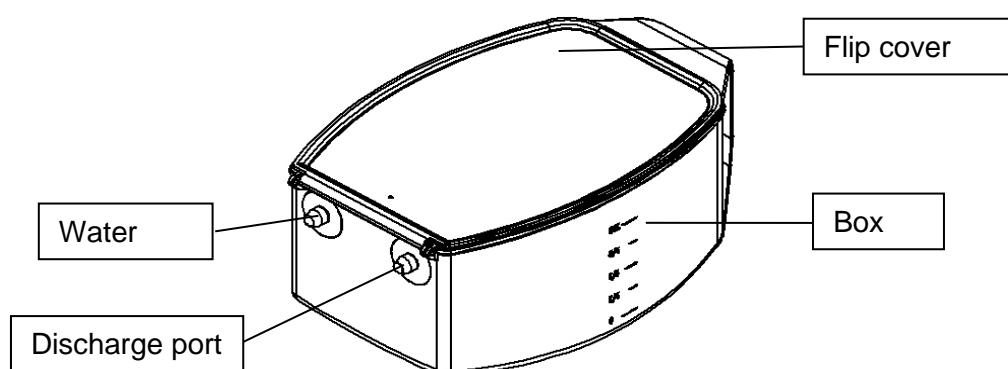
### 3.1.3 Starch Box

**Flip cover:** When adding seasoning, first turn the lid upward 90 degrees, and then close the lid after adding.

**Box:** Containers for liquid seasonings;

**Discharge port:** A connector for the material box and the floating joint;

**Water Inlet:** When cleaning the material box, cleaning water enters the material box from here.



## 3.2 Instructions

Before operating the machine, please read the operating instructions carefully to fully understand how to operate the equipment.

### 3.2.1 Power on and off

In the off state, press and hold the power button for 3 seconds, wait for the indicator light to flash, and the power is turned on successfully. In the on state, press and hold the power button for 3 seconds to enter the shutdown process.

### 3.2.2 Indicator Lights

The indicator lights have three colors: red, yellow and green.

Flashing red means there is a fault in the machine;

Flashing yellow means the machine is in standby mode;

Flashing green means the machine is operating normally.

### 3.2.3 Emergency stop

In case of emergency, press the emergency stop button to cut off the power supply of the machine. After troubleshooting, press the emergency stop button counterclockwise to release the emergency stop state.

## 3.3 System Operation Instructions

### 3.3.1 Recipe / Recipe details



Figure 3.3.1 Recipe Figure



3.3.2 Recipe details

**menu:** Display all recipes and user draft recipes, and use the search bar to quickly find the recipe you need;

**Recipe sorting in the upper right corner:** Click to sort by the selected sorting method;

**Recipe Details:** You can check the recipes to add ingredients manually and the machine to add seasoning automatically, and you can also check the preparation process and cooking process;

**Start cooking:** Start cooking immediately.

### 3.3.2 Cooking recipes / manual operation



Figure 3.3.3 Cooking recipe



Figure 3.3.4 Manual operation

**Cooking Recipes:** Click Start Cooking to check the temperature of the pot or food, the countdown, the remaining steps, and the countdown to the next step.

**pause:** Pause heating, stop countdown, pause cooking;

**Turn off cooking:** The heat turns off and cooking stops;

**Manual operation:** You can customize automatic seasoning addition, adjust the temperature, the direction/speed/position mode of the drum, and start the pot washing.

### 3.3.3 adding seasoning



Figure 3.3.5 Adding seasoning

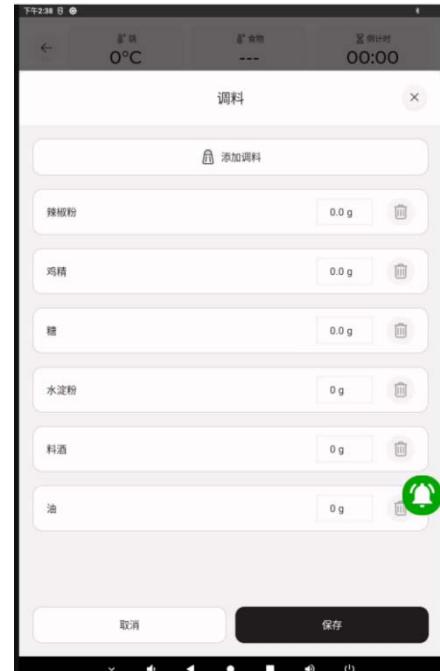


Figure 3.3.6 Inputting seasoning weight

**Add feed:** Select the material to be added, enter the weight, and save.

### 3.3.4 Pot washing mode



Figure 3.3.7 Pot washing mode

**Pot washing mode:** Normal pressure, high pressure, or heated washing.

### 3.3.5 Design recipe

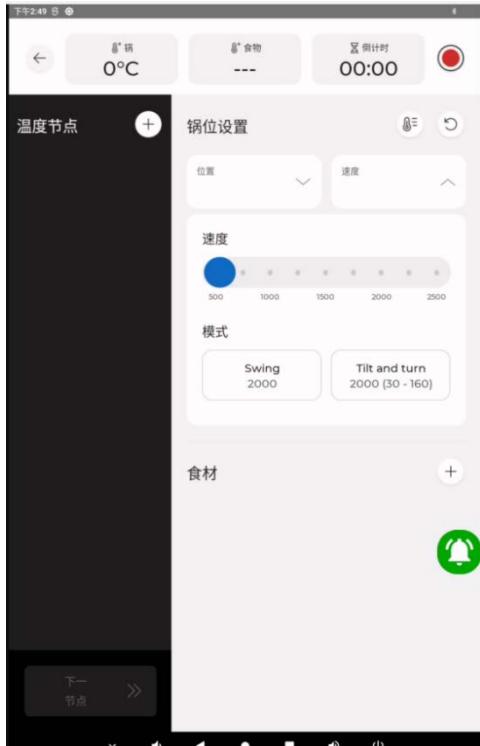


Figure 3.3.8 Design recipe

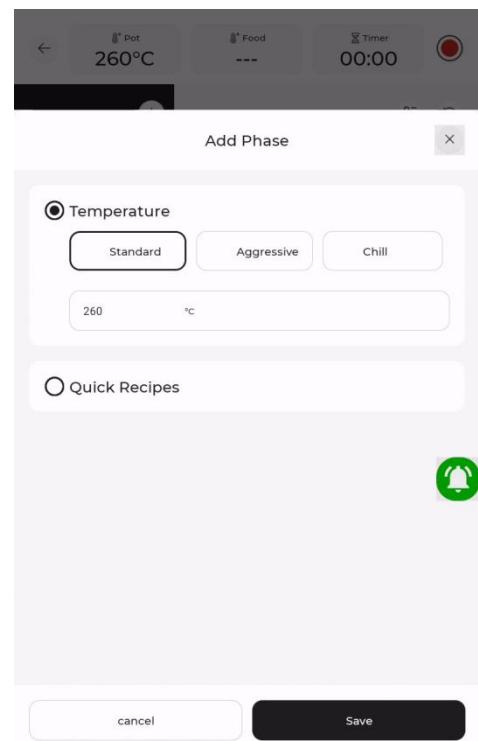


Figure 3.3.9 Add node

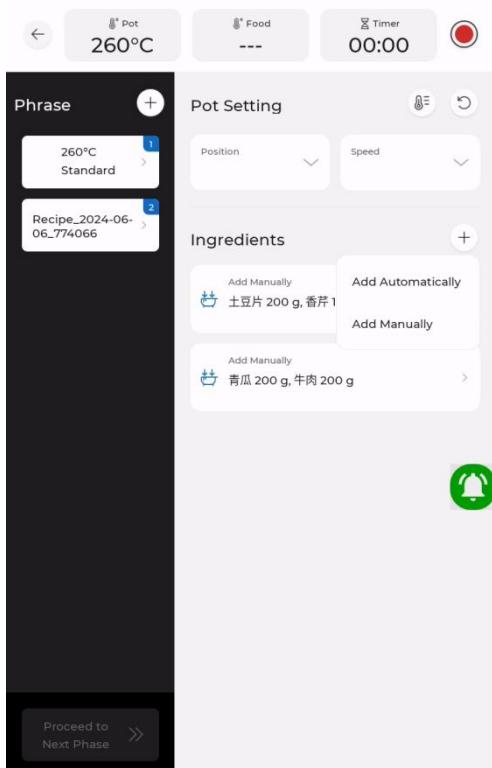


Figure 3.3.10 Add ingredients and seasoning

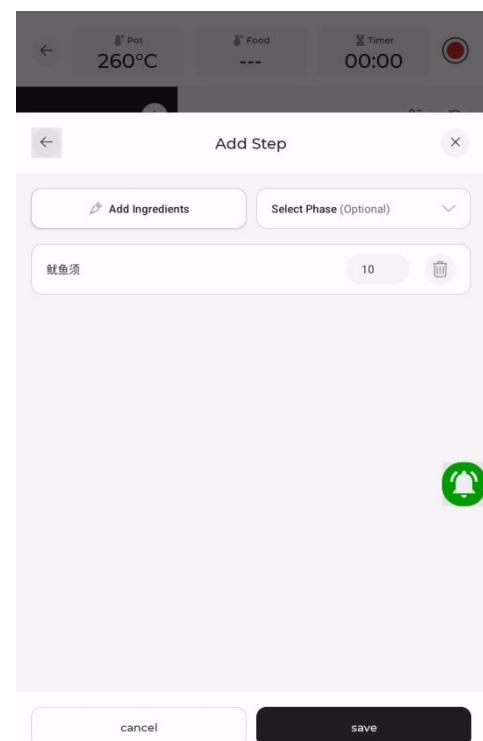


Figure 3.3.11 Add weight

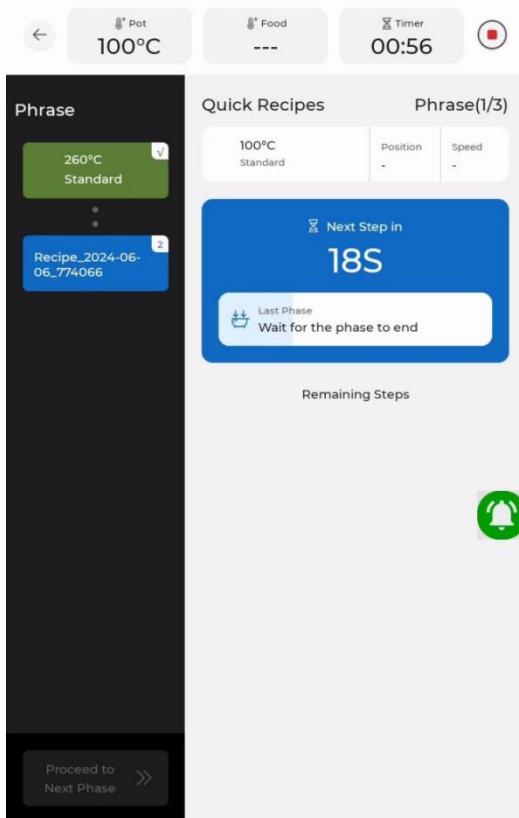


Figure 3.3.12 Start recording

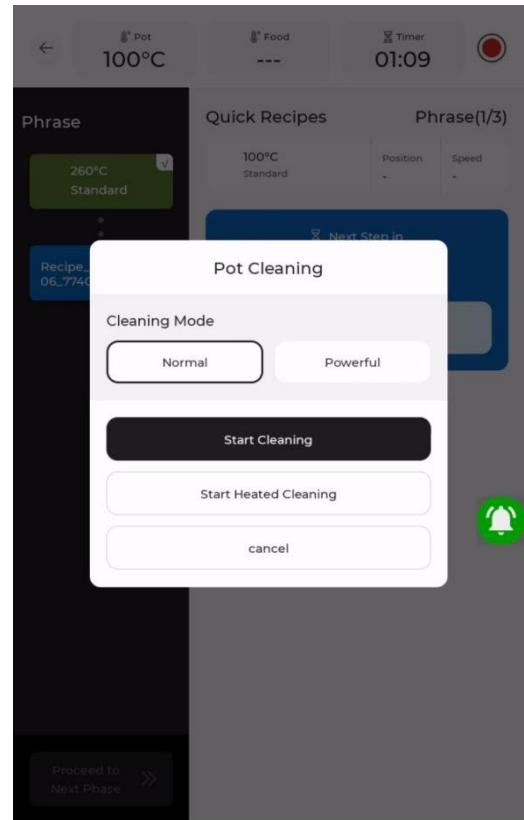


Figure 3.3.13 Recording pot washing

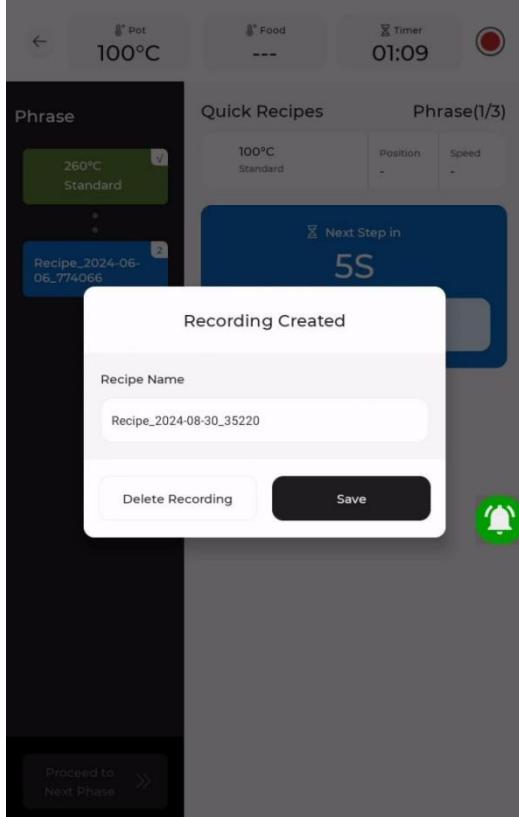


Figure 3.3.14 Recipe naming

**Design recipe:** According to the recipe temperature, enter the temperature node, select the ingredients

and seasonings and enter the relevant weight, click the button in the upper right corner to record the cooking, and you will be prompted to wash the pot and upload the data when the recording ends.

### 3.3.6 Account

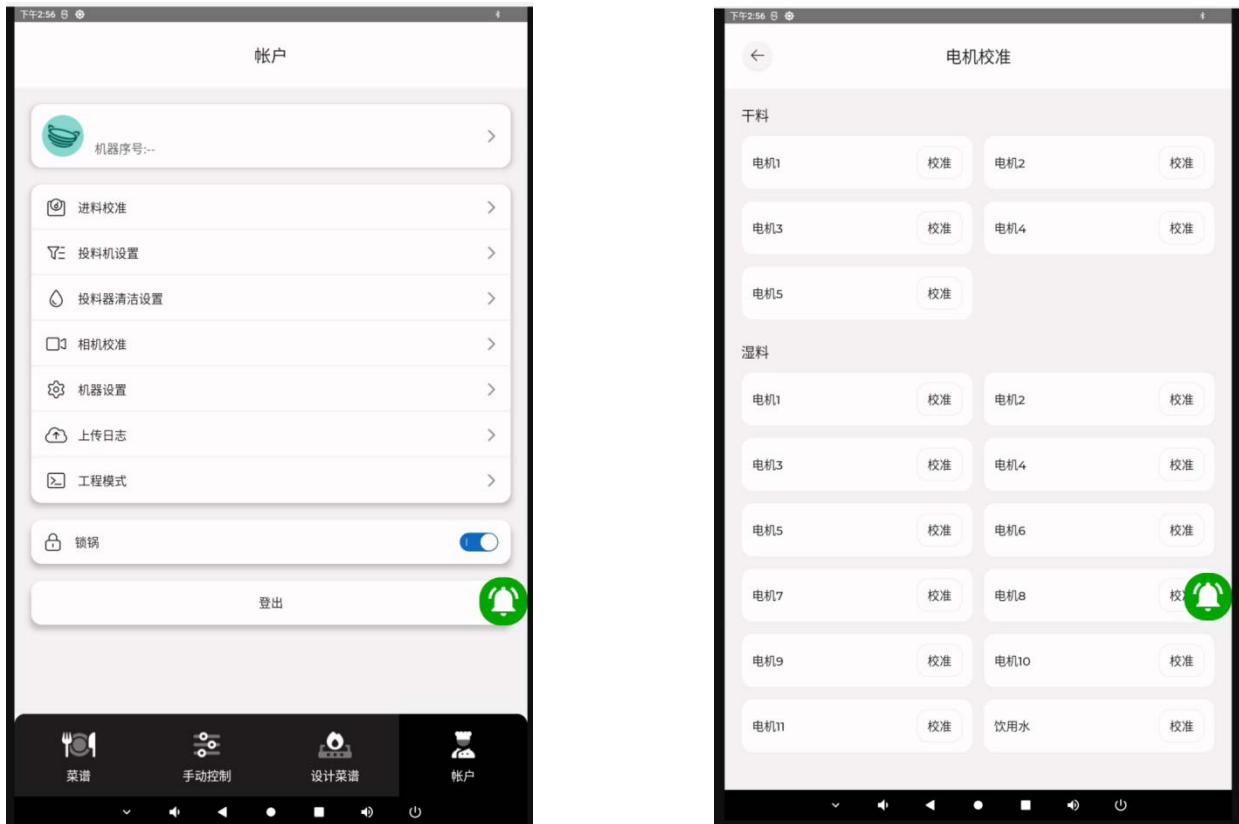


Figure 3.3.15 Account Figure

3.3.16 Motor calibration

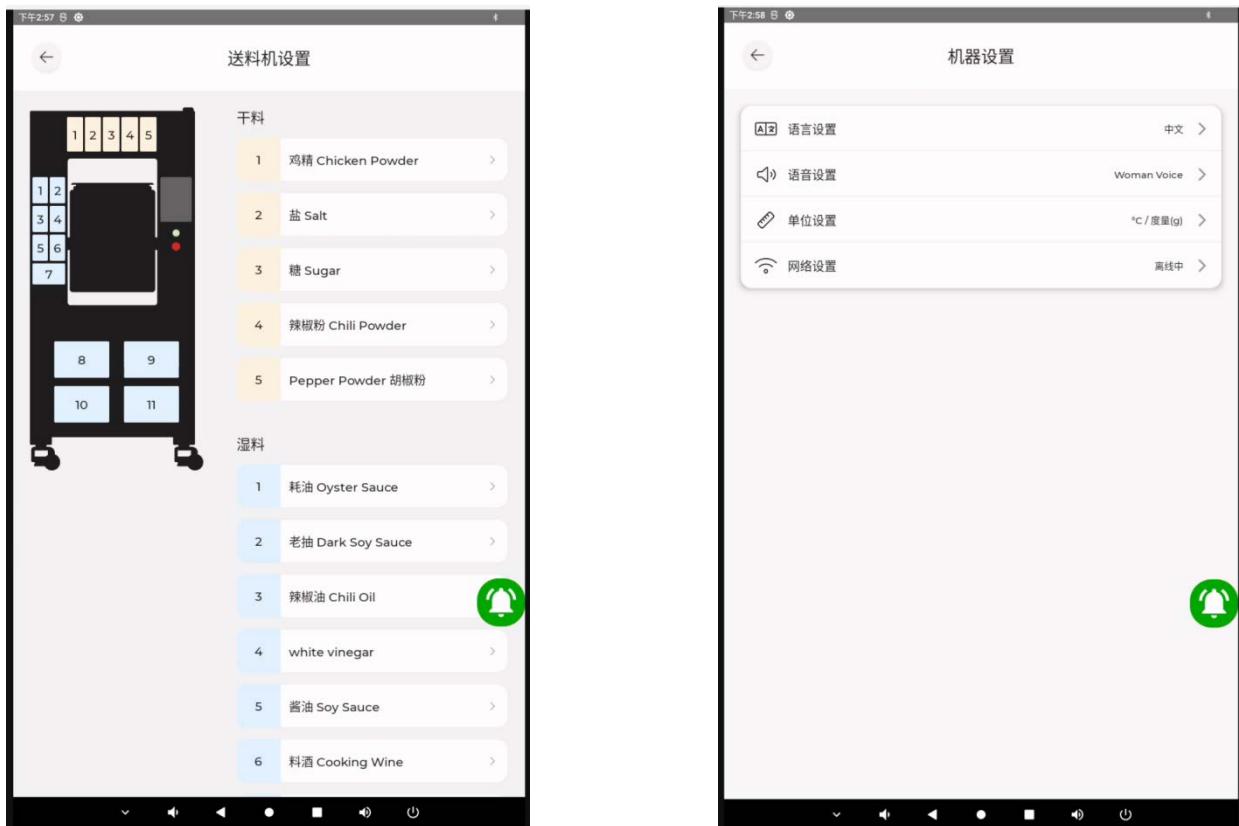


Figure 3.3.17 Feeder design Figure

3.3.18 Machine settings

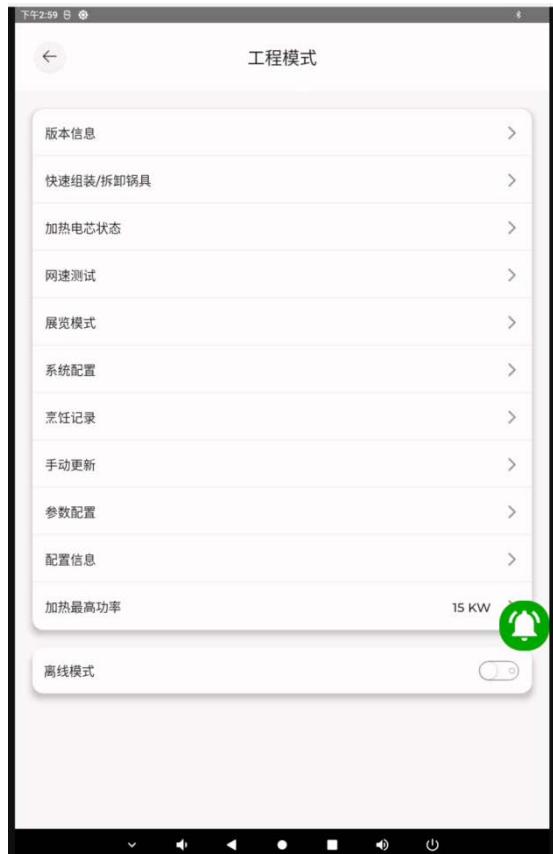


Figure 3.3.19 Machine settings

**Feed calibration:** Calibrate dry materials, liquid materials, and drinking water. During the calibration process, a scale is required. Please follow the actual steps.

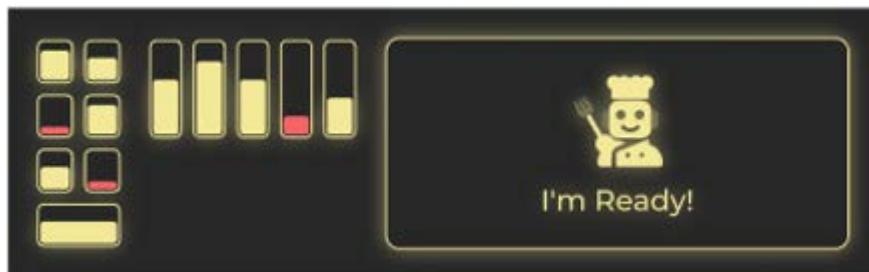
**Feeder design:** Match specific boxes with seasonings;

**Machine Setup:** Set up the machine network, language, unit, and voice;

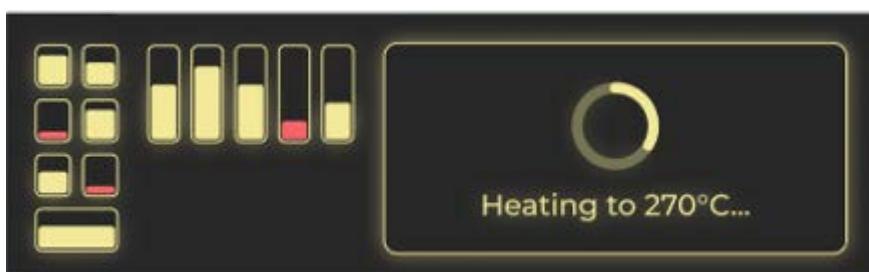
**Engineering Mode:** Configure related parameters.

## 3.4 Aux display

### 3.4.1 Standby



### 3.4.2 Heating



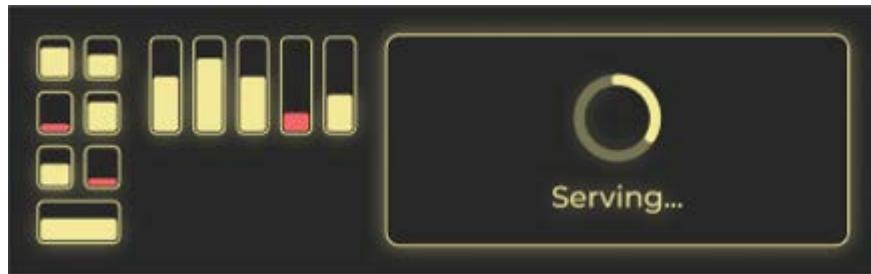
### 3.4.3 Feeding



### 3.4.5 Cooking completed



### 3.4.5 Serving



### 3.4.6 Washing the pot



### 3.4.7 Display of remaining amount of seasoning

The left side of the LCD displays the current remaining amount of liquid and dry materials.

### 3.5 Operation Notes

#### 【Notice】

The density of seasonings from different brands varies. Solid and liquid seasonings need to use seasonings of corresponding specifications, otherwise the feeding accuracy will be affected or the feeding will be blocked. After adding the liquid seasoning and putting it back to its original position, press it gently and make sure the joints are tightly sucked together, otherwise it may not be able to feed normally;

The oyster sauce system in the liquid feed is set to 1Liquid material box, the position cannot be changed, and the seasoning ingredients cannot be changed.

#### 【warning】

Do not dry-burn the pot, otherwise the continuous high temperature will easily burn the coating or the pot. Do not touch the rotating pot during operation to avoid burns or injuries. Untrained staff are prohibited from operating the equipment.

## Chapter 4: Installation Guide

### 4.1 Installation Notes

Before installation, please read the following carefully:

- . This product is for indoor use only;
- . Kitchen Planning: Space must be reserved for product piping, wiring, maintenance and overhaul. Please contact our pre-sales personnel for details.
- . Power supply requirements: Ensure the power supply for this product is either a 220V~ 3-phase, 4-wire (3P+PE) system or a 220V~ 3-phase, 5-wire (3P+N+PE) system. The power supply must meet the product's rated load requirements.
- . For input power cables, the diameter of a single wire should be  $> 6\text{mm}^2$ ;
- . During installation, make sure the machine is placed stably and will not slide.;
- . This product should be connected to the municipal water supply system using a 1/2" screw with external thread as an inlet pipe connector;
- . The installation and circuit connection of this product must be performed by experienced professionals. Non-professionals are prohibited from installing, disassembling and repairing it.
- . Packing List: After unpacking, please check the following products and accessories one by one. If any are missing or damaged, please contact our after-sales service center.

#### Packing List

Serial number	name	Specification	quantity

## 4.2 Installation Steps

Please follow professional installation instructions.

### 4.2.1 Engineering installation requirements (Pre-installation preparation)

**water:** This product should be connected to the municipal water supply system, using 1/2" external screws with external thread as an inlet pipe connector; A 2m1/2" double connector metal hose is included in the product package.

**Electricity:** A 220V~ 3-phase, 4-wire (3P+PE) or 220V~ 3-phase, 5-wire (3P+N+PE) power supply is required. A leakage protection switch is recommended. The current must exceed 90A, each wire must have a diameter of at least 8 mm<sup>2</sup>, and the power supply must be reliably grounded.

**Network:** A reliable Wi-Fi connection should be provided at the installation site for logging in to your account to load recipes and upgrade the system.

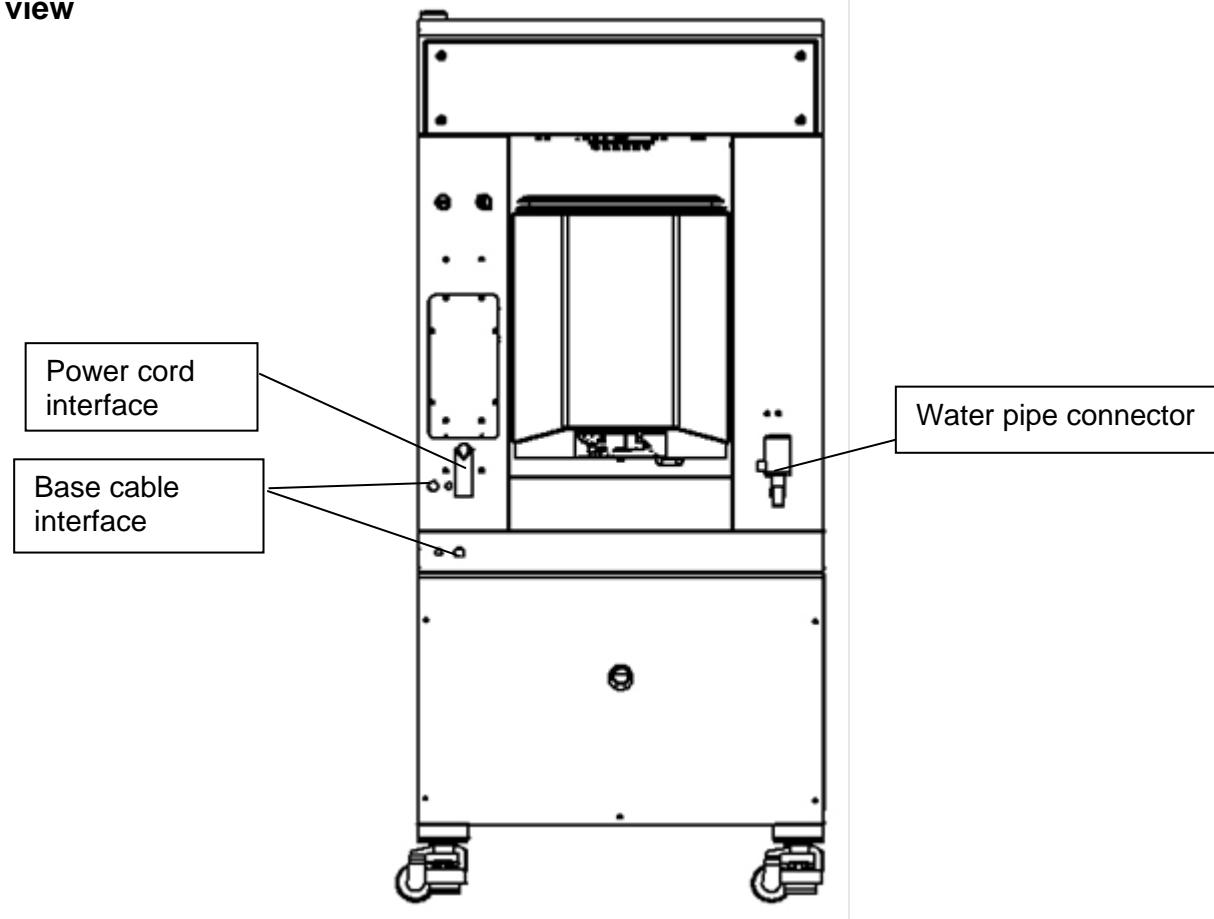
**Base:** If you do not choose to purchase our matching base, you need to ask the construction to design the corresponding workbench.700mm, The table must be equipped with a corresponding sink. The tabletop must be strong enough to support the entire machine, and its load-bearing capacity must not be less than150kg.

## 4.2.2 Installation Requirements

### Installation Dimensions

Make sure the pot mouth faces the sink under the workbench and the back of the machine is at a distance from the wall 150mm, To ensure the liquid pipeline has room to move during the pouring process 250mm ,To ensure sufficient space for machine maintenance.

**Rear view**



## Equipment Installation

Step 1: Lift the equipment from the bottom using a forklift. Turn the caster nut counterclockwise to lower the rubber feet to the ground.

Step 2: Remove the forklift. Ensure the equipment is fully supported by the rubber feet, keeping all four casters off the ground to prevent movement and avoid transferring stress to electrical components.

 **CAUTION:** Installation must be carried out by qualified personnel. Casters are for use by installation staff only. Unauthorized use or movement of the casters is strictly prohibited.

### Install the base cable

- Connect the base solenoid valve cable, align the male and female ends of the connector with the anti-mistake notches, insert them into place, and tighten the waterproof nut on the connector;
- Connect the base water pump cable, align the male and female ends of the connector with the anti-misalignment notches and insert them into place, then rotate the waterproof cap on the connector until it snaps into place.

### Install the power cable

You should engage a qualified electrician to connect one end of the power cable to the input power terminal of the robot and the other end to the output terminal of the air switch of the main power supply. Make sure the air switch and the robot switch are off before connecting them.

If the power cable is required to be extended, it should be performed by a qualified electrician by using a 5-core cable with a single-wire diameter of at least 6mm<sup>2</sup>. The grounding wire must be reliably grounded and waterproof.

### Install water pipes

First connect the water inlet pipe to the pre-filter, then connect the other end of the filter to the four-way joint of the water pipe at the rear end of the machine and tighten it. Try to open the water valve to check for water leaks.

### Install the oil pipe

Clean the outer wall of the oil pipe, The oil pipe quick connector is connected to the quick connector above the drawer, and the end with the filter is inserted into the bottom of the oil drum. The filter must sink to the bottom of the oil drum.

## Chapter 5: Product maintenance

### 5.1 System upgrade

When network communication is normal, Log in to your account, Open the settings menu, Select Check for updates, Complete the system upgrade. If you encounter any abnormalities such as being unable to log in or update, please contact after-sales service personnel in time for communication and processing.

### 5.2 Daily maintenance of products

#### 5.2.1 Daily use and maintenance of solid seasonings

- . Before starting work every day, add dry, appropriate amounts of solid seasonings (refined salt, white sugar, chicken essence, pepper, MSG, etc.) into the corresponding seasoning box;
- . Manually add about 5 grams of each solid seasoning, and do it for two times in total;
- . When the material box status on the secondary display screen turns red during cooking, please refill the material in time;
- . After cooking each day, solid seasonings should be emptied, Remove the feeding nozzle, clean and dry it for use the next day;
- . Take out the solid material box and clean it at least once a week, Do not rinse directly with water. The seasoning is damp, The seasoning needs to be replaced with dry seasoning to avoid the influence of feeding accuracy due to moderate increase of dry seasoning;
- . All dry and liquid materials are calibrated at a frequency of 3Calibrate once a day. If you find errors in the feeding of dry and liquid materials during use, please calibrate it in time.

#### 5.2.2 Daily use and maintenance of liquid seasoning

- . During the cooking process, if the status of the material box on the secondary display screen is red, please refill the material in time;
- . If liquid drips during removal, wipe it clean with a towel or paper towel; Empty the material box daily, clean it with 70°C hot water, then dry and reorganize it.
- . Clean the liquid pipeline every day and fill the corresponding empty liquid box. 70Celsius hot water, use the pipe cleaning function, each box of clean water is one time, rinse repeatedly 5It can be cleaned in one go.

#### 5.2.3 Daily use and maintenance of water starch

- . After the machine is powered on every day, mix starch and water in a ratio of 1:5 on the outside, mix evenly and pour into the water starch box. Remember to put a stirring bar in the box. It is recommended to configure a maximum of about 850g at a time;
- . After cooking is completed on the same day, the remaining starch water must be cleaned and the starch water box must be cleaned;

After cleaning the water starch box, add an appropriate amount of clean water to the box and manually add 100g of water starch. After several times, the pipe can be cleaned and dried.

Pour out the waste water in the water starch box. Only turn off the power and leave after cleaning the pipes;

. Use high-temperature water (about 70°C) to clean the starch pipes every day, and add a small amount of salt to disinfect them to prevent the formation of moss and mold;

If you forget to clean the pipes one day and moss and other dirt forms after a long time, please use high temperature water (about 70°C) Add a small amount of salt and pour it into the starch box, such as adding 100g each time, and wash it repeatedly several times until no dirt flows out.

#### **5.2.4 Daily use and maintenance of the pot**

The pot is a quick-disassembly structure. After daily use, the pot must be removed to clean the back of the pot to prevent oil from accumulating and breeding bacteria.

#### **5.2.5 Cleaning the feeder**

The steps for cleaning the feeder are as follows

##### **5.2.5.1 Dry and liquid material box cleaning step**

Step1: Take out the dry and liquid material boxes from the machine and disassemble them into the modules as shown below. Use cleaning tools (scouring pads) to clean the dry and liquid material box modules ;



Dry material box



Liquid material box

Step2: Soak the cleaned dry and liquid material box modules in 75°C hot water for more than 5 minutes, and then rinse them with clean water to complete the cleaning .

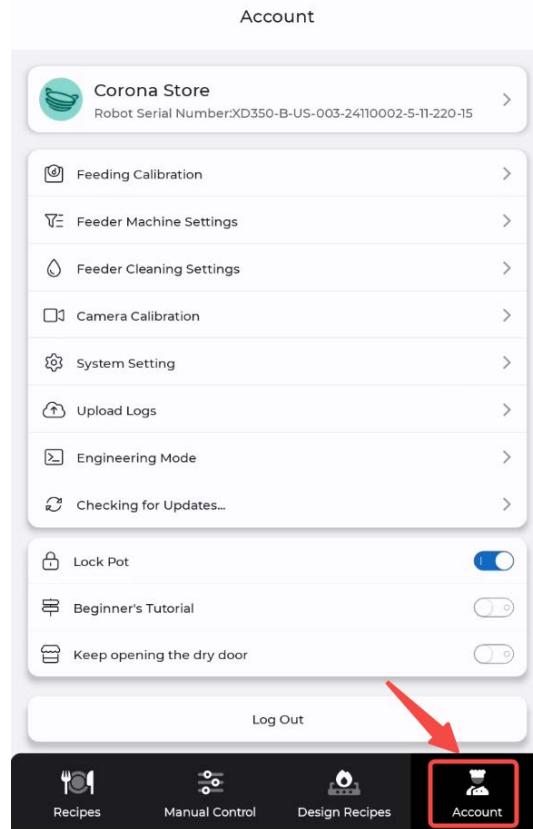
##### **5.2.5.2 Clean the liquid material pipeline number X (#1~#7). Only one pipeline can be cleaned at a time. Each pipeline needs to be cleaned 12 times. The specific cleaning steps are as follows:**

Step1: Prepare enough 75°C hot water ;

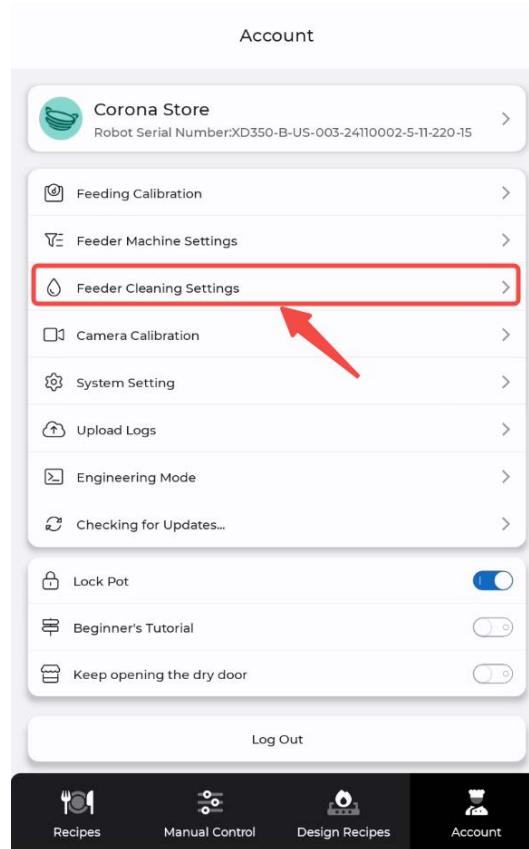
Step2: Put 800ml of 75°C hot water into a clean liquid material box and put it into the liquid material

pipeline number X ;

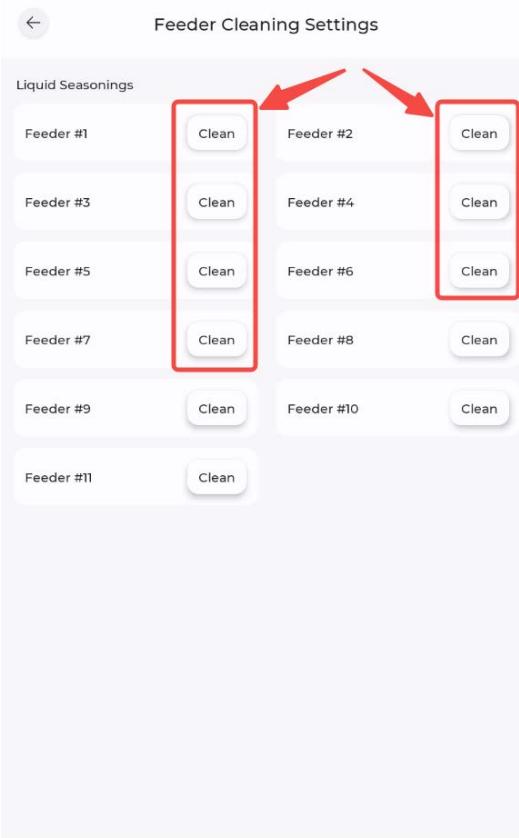
Step3: Enter app, tap “Account”;



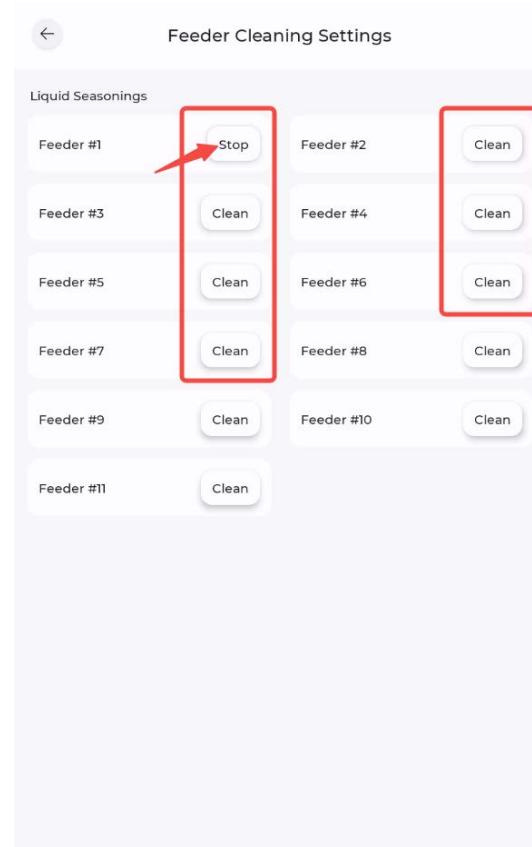
Step4: Click " Feeder Cleaning Settings ";



Step5: Enter the feeder cleaning settings page, find feeder number X and click "Clean";



Step6: After the hot water in the X feeder box is released, click "Stop";



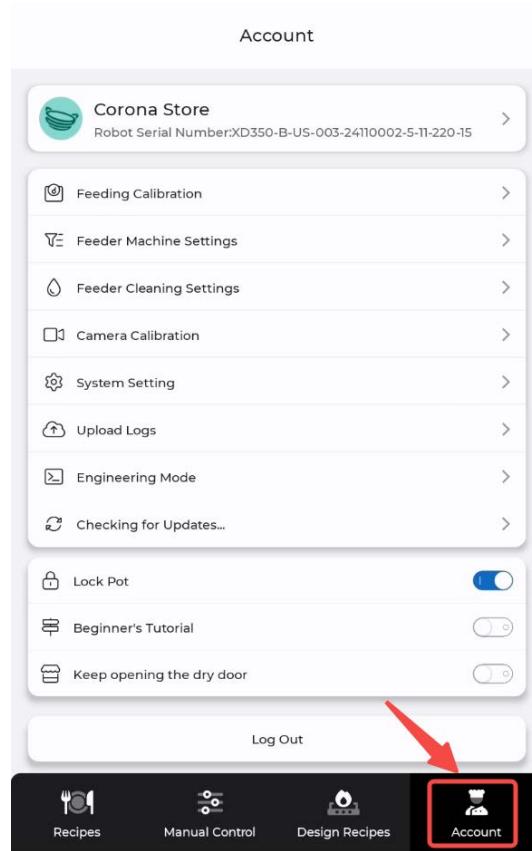
Step7: Remove X feeder box again injects 800ml 75°C hot water, repeat the Step5 and Step6, repeat the cleaning process 12 times to complete the X liquid pipeline cleaning .

#### **5.2.5.3 Clean the liquid material pipeline number Y (#8~#11). Only one pipeline can be cleaned at a time. The specific cleaning steps are as follows:**

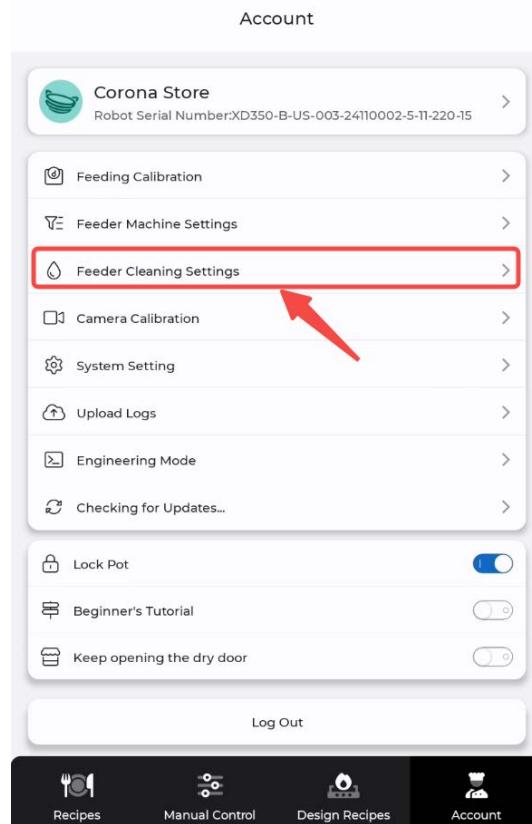
Step1: Prepare enough 75°C hot water;

Step2: Place the end of liquid pipeline Y into 10L of 75 °C hot water ;

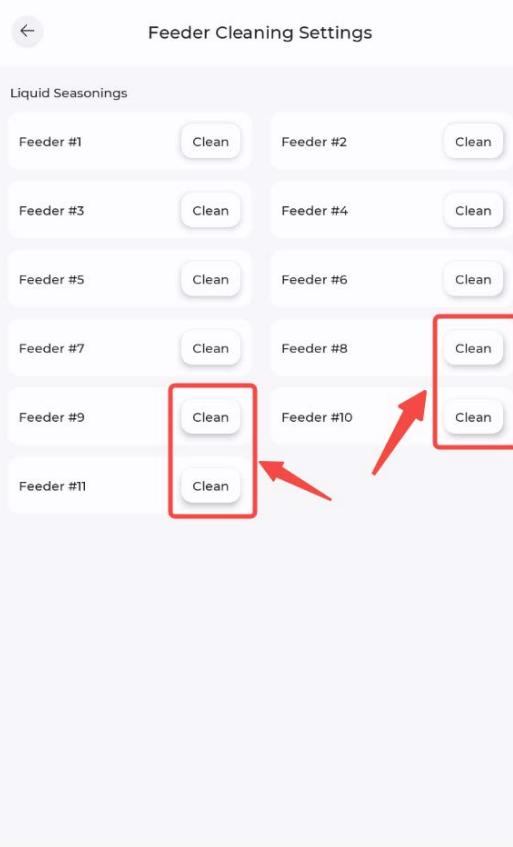
Step3: Enter app, tap “Account”;



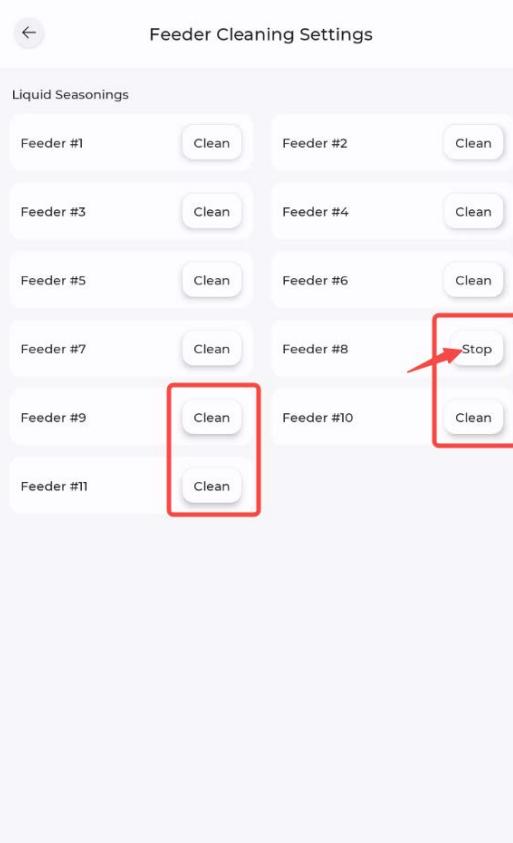
Step4: Click " Feeder Cleaning Settings" ;



Step5: Enter the feeder cleaning settings page, find feeder number Y and click "Clean";



Step6: After the hot water is drained, find the feeder number Y and click "Stop" to complete the cleaning of the Y liquid pipeline.



## Cleaning, care and maintenance precautions:

## 【Notice】

- . Please perform regular maintenance and cleaning according to actual usage and environmental conditions to extend the service life.

If the inside of the pot is coated, do not use hard cleaning tools such as metal spatulas or steel wool to avoid scratching the coating and affecting the service life of the inner wall coating of the pot. When cleaning and maintaining the equipment, please wear gloves first to avoid the risk of cuts.

- . The filter basket in the sink on the workbench below the machine needs to be taken out in time to discard the vegetable residue. If the machine is not used for a long time, be sure to empty the water starch, solid and liquid seasoning containers in time, and use clean water to add liquid material box to flush the pipes to avoid moisture and deterioration caused by long-term storage.
- . Add appropriate amounts of water starch, solid seasonings, and liquid seasonings as needed daily, and avoid leaving the seasoning in the machine for too long.

## 【warning】

- . When the machine is off, use a damp cloth with detergent to clean the surface. After cleaning, wipe it dry with a dry towel. It is strictly forbidden to wipe the machine body when the machine is powered on.
- . During the cleaning process, strictly prevent water from entering the electrical components, air inlets and outlets.

## 5.3 Product maintenance cycle

Serial number	Maintenance Project	Maintenance requirements
1	Solid seasoning	Manually add every day
2	Solid seasoning cleaning	Once a week according to actual situation
3	Liquid Seasoning	Clean up the remaining seasoning according to the actual situation.
4	Liquid box cleaning	Once a week according to actual situation
5	Water starch	Complete the cleaning of remaining water starch every day
6	Water starch box	Clean the water starch box every night
7	Pipeline cleaning	Clean once a day
8	Dry material calibration	Calibrate once every 3 days. If the feeding is abnormal, recalibrate.
9	Cleaning the feeder	Clean once a day

## 5.4 Troubleshooting

error message	Error Code	Fault phenomenon
The pot temperature exceeds the alarm value	E001	\
Faulty motor of the pan	E002	The pan motor is abnormal
Tilting motor failure	E003	The tilting motor is abnormal
Communication failure	E004	The machine cannot be controlled, the temperature is abnormal, the material cannot be fed, etc.
Electromagnetic heating failure	E005	Unable to heat
Dry material\dry material door\pot lock motor failure	E006	Abnormal dry material feeding, abnormal dry material door, unable to lock/unlock the pot
Pump related faults	E007	Abnormal liquid feed
Valve related faults	E008	Valve switch abnormality
Fan related failures	E009	Fan stalled
The pot is not locked in place\the pot is not calibrated	E010	The pot is not locked in place and the pot is not calibrated.
The pot is not locked\the pot lock signal is not detected	E011	The pot is not locked, and the pot lock signal is not detected
Humidity exceeds limit	W001	Humidity exceeds limit

If a fault code appears during the process, please refer to the "Maintenance Manual" to solve it first. If the fault is still not eliminated, please contact after-sales personnel in time and inform them of the error information details for online or offline processing.

# Chapter 6: Service & Support

## 6.1 Our Services

### Fast fault response

Fault response within 2 hours and provide solutions within 12 hours.

### Professional original factory support

Professional installation and maintenance engineers, strict equipment accessories production management, and strong R&D team support provide you with comprehensive and safe technical support.

### Meticulous equipment maintenance

Maintain the equipment regularly to ensure continued healthy use of the equipment through system backup, parameter calibration and usage survey feedback.

### High-quality value-added services

Remote problem diagnosis and remote fault repair allow you to experience cloud services in the Internet era. Customized plan design and powerful recipe functions provide perfect usage scenario adaptation.

### After-sales service items

1. On-site equipment installation and debugging;
2. Equipment use and maintenance training;
3. Upgrade module installation service;
4. Expert technical consultation via telephone.

## 6.2 Contact Us

If there are any problems or unresolved issues, please call (866) 626-0755 or send an email to [contact@nextrobot.com](mailto:contact@nextrobot.com).