



Questions, Answers, Facts & Troubleshooting

A9 Machine



Gear Adaptor

1. Can I use a fork adaptor lid on the A9 machine?

No, the Alliance A9 machine will only accept the Alliance Mixing Lids with the gear top.

2. Are there platforms available for the A9 machine to mix quart/one liter cans on a gallon/4 liter shelf?

Yes, the Alliance A9 machine will utilize a platform, Dedoes Part # R41

3. Why do the green safety guards "flutter" up and down while the machine is mixing?

The movement of the safety guard indicates that each can is inserted properly and mixing. If a safety guard is not "fluttering" the can is not engaged into the machine properly and the can at that station is not being mixed. Remove and reinsert the can into the mix unit.

Expanding Bolt



4. What is the maximum number of shelves I can fit on an A9 machine?

For safety reasons, machines can only be assembled up to seven shelves high.

5. Why is it necessary to install the "expanding bolt" into the top drive gear after the machine is assembled?

The expanding bolt, when installed correctly, will secure the drive shafts in place. Failure to do so will cause damage to the drive system. See assembly instructions for more information.

6. How important is it to attach the machine to the wall?

For safety reasons, the assembled machine must be securely anchored to the wall to prevent tipping. Wall Anchor Brackets are included with the machine. Use the appropriate fasteners for your application.

7. What configurations are available for the A9 machines and how many cans will each configuration mix?

Please see the chart on the specifications page for more information.

8. How do I attach the drive shafts together?

The drive shafts do not require couplers to connect them. The first shaft that you install into the motor is a special size shaft and it is located in the motor box. Install shaft through the drive gear of the bottom unit into the motor gear reducer. After attaching the motor shaft into the motor, install the drive shafts provided with each unit through the drive gears and into the drive gear of the unit below. See assembly instructions for more information.

9. Why is the powerhead belt is loose or sloppy and how do I adjust it?

The pulley on the far left side of each mixing shelf is adjustable. Loosen the shoulder bolt and slide the pulley to the left to tighten the belt.

Note: In most cases the belts will not need to be adjusted. The belts do not need to be very tight to operate properly. It is OK, and correct if the belt has some slack in it across the back of the powerhead.

10. What size wrench do I need to assemble the A9 machine?

You need the 10mm wrench that is supplied in the motor box.

11. Are there work shelves available for the A9 machine?

Yes, there are work shelves available for both the 1.5M and 2.2M sized machines. Please contact Dedoes for more information.

12. Why do I have one or two extra drive shafts left after my A9 Alliance Machine is completely assembled?

The A8 Alliance machine allows you the flexibility to mix either gallons or quarts on the bottom of your machine. Your motor box may have one gallon motor shaft and one quart shaft. These are special shafts used for the attachment to the motor. When you choose your mixing shelf you want on the base unit, a shaft will be included with that mixing unit. The shaft in the mixing unit will not be needed, because you have already used the appropriate shaft from the motor box. Therefore, you will have an extra mixing unit shaft and possibly an extra motor shaft after assembly.

13. The first shaft I installed is too long and sticks up above the first drive gear, why?

The first shaft that you should install into the motor is a special sized shaft, this shaft is located in the motor box. Remove the shaft you installed originally that is too long and replace it with the shaft from the motor box. (See Question 12)

14. My motor will not run, why?

Possible Cause:

- A) Power supply to motor is not ON.
- B.) Timer is not connected correctly to the motor.

Possible Solutions:

- 1) Check wiring & power supply.
- 2) Connect the timer to the motor. Be sure to turn the power off to the machine during this procedure.

15. My motor gets hot and shuts off after a few seconds, why?

Possible Cause: Improper voltage to the motor.

Possible Solution: Check motor voltage requirements and wire to the proper voltage.

16. My timer will not operate, why?

Possible Cause: The timer does not have a good connection to the motor.

Possible Solution:

- 1) Make sure timer is attached securely to the motor and connections to the timer are not loose.
- 2) Check cord and connections for damage such as pinches or cuts to the cord.

17. When you press start, the timer lights up but the motor will not run, why?

Possible Cause: The timer overlay is damaged, please contact Dedoes for assistance.

Possible Solution:

- A) Check to see if the overlay has damage such as cuts, depressions, or wear to any of the buttons. If so:
 - 1. Turn off the power to the machine.
 - 2. Cut away the plastic overlay around the damaged button(s).
 - 3. Wait 30-60 seconds for the timer to reset.
 - 4. Turn the power back on to the machine.

18. Why won't the drive shaft drop into the drive gear below?

Possible Cause: The square bore in drive gear is not aligned with the shaft.

Possible Solution:

- 1. Turn the drive shaft until it aligns with the square bore of the drive gear in unit below.
- 2. Drop the shaft into place. Force should not be necessary to install the shaft.

If you would like to speak with a Sales Representative or a Technician, please call us at 248-624-7710. For technical support on our products or additional accessories, please visit our web site: www.dedoes.com.