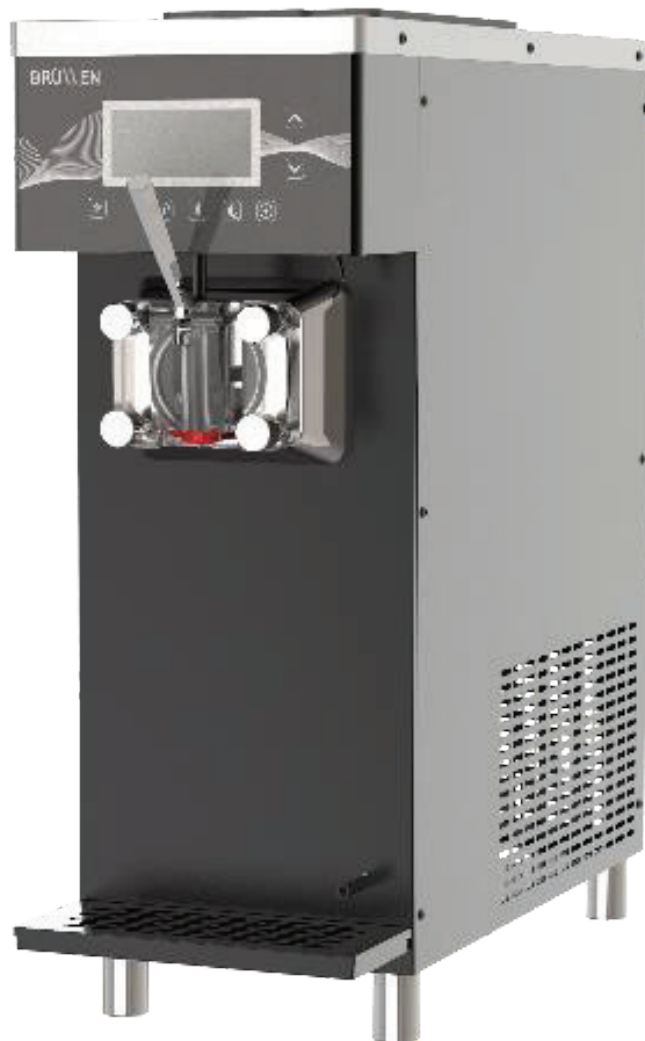


**BRÜ****EN**

# Brüllen i91 2020

User Manual



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## 1. Operational Environment

<b>Plug</b>	Ensure you have the correct power plug and outlet for your chosen machine. The recommended max length of the cable from the unit is 2.5 meters from the power outlet
<b>Power</b>	The unit requires a minimum of 2- 4kw of power to run depending on the model.
<b>Ventilation</b>	<p>The ventilation of the unit must be kept fluent and free from dust.</p> <p>In addition to this it is paramount that the warm air that the unit produces is ventilated away easily. The machine must be able to breathe. If the unit is starved of air, the condenser will not get enough airflow and overheat. If positioned without enough room and complications occur, this will void your warranty.</p> <p>A minimum of 30cm is required on all sides for proper ventilation.</p>



Ensure reasonable care is taken whilst moving the machine.

The weight of Brullen machines range from 60kg – 245kg.

If the unit is dropped or damaged it will void warranty.



Tilting the machine or laying it sideways is prohibited.

Tilting or laying the machine sideways to move it will damage internal parts, can cause gas leaks and will void warranty.



Do not place the machine in direct sunlight or near a heated appliance.

Please ensure its working conditions are in the range of 5-38°C, if not the machine will struggle to cool

efficiently, and damage may occur.

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All electrical work and repairs must be completed by a Brullen certified engineer.

Any work completed by a non Brullen certified engineer will void warranty.

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Be sure to use a Brullen approved electrician to install earth wire.

Must be installed with an earth wire to avoid possible electric shock or injury in the event of malfunction or leakage.

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Touching of any electrical parts or power switch with wet hands is strictly prohibited. This includes Front display panel.

To avoid risk of electric shock.

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Don't tip already dispensed product directly into the mix hoppers. This will void warranty.

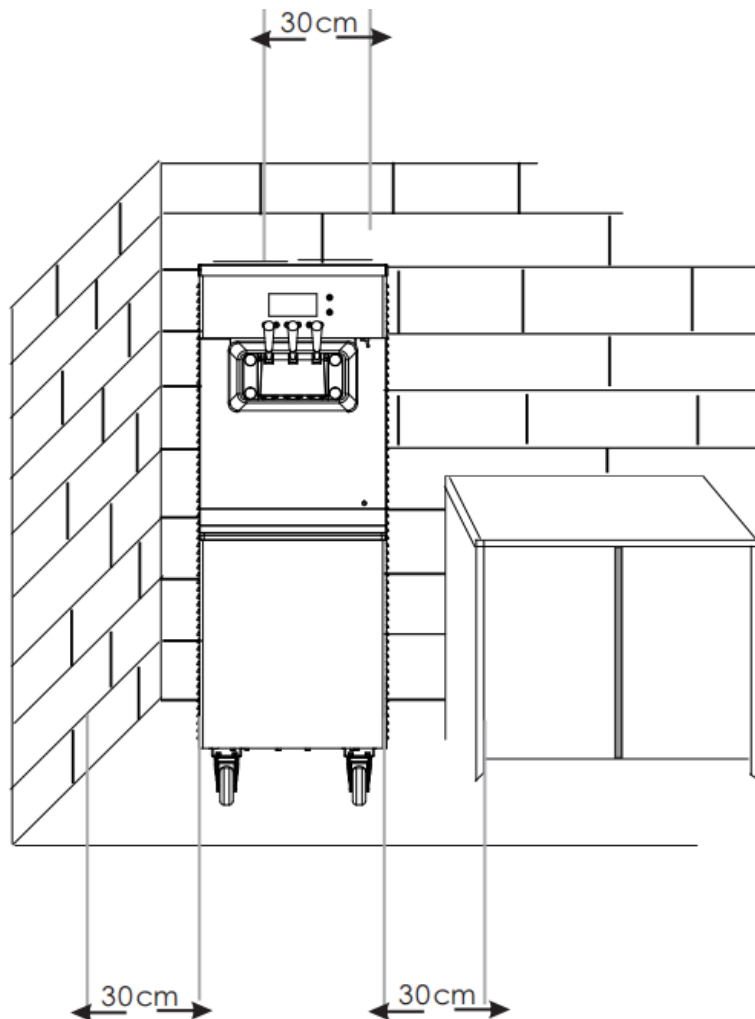
This will cause the cylinder to freeze up solid damaging the machine. This can also jam agitator and can damage the agitator motor and components.

**Ventilation:**

The ventilation of the unit must be kept fluent and free from dust.

In addition to this it is paramount that the warm air that the unit produces is ventilated away easily. The machine must be able to breathe. If the unit is starved of air, the condenser will not get enough airflow and overheat. If positioned without enough room and complications occur, this will void your warranty.

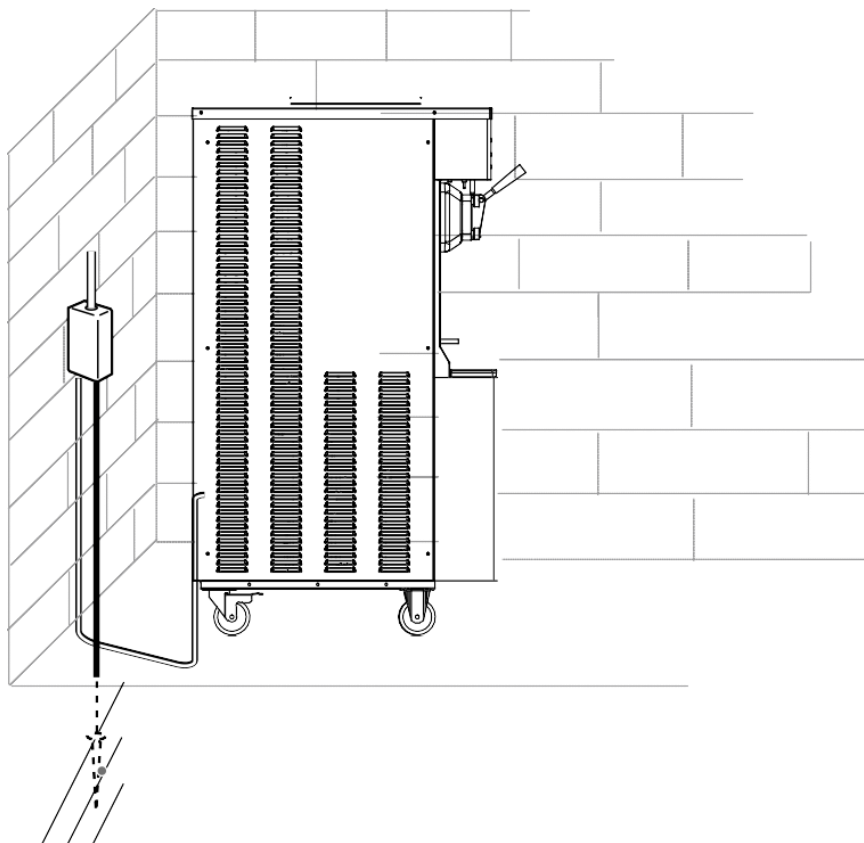
A minimum of 30cm is required on all sides for proper ventilation.



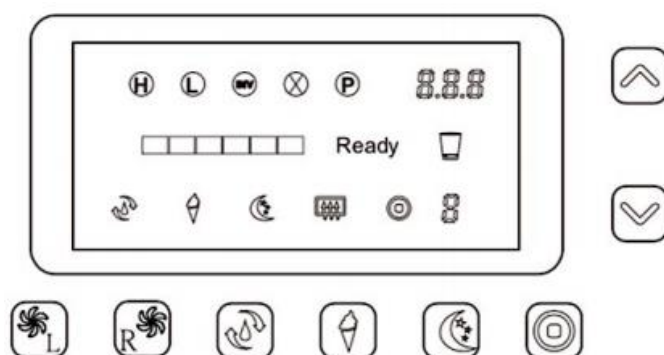
**Power/Earthing Unit:**

Be sure to use a Brullen approved electrician to install earth wire.

Must be installed with an earth wire to avoid possible electric shock or injury in the event of malfunction or leakage.
















## 2. Menu Operation and Function



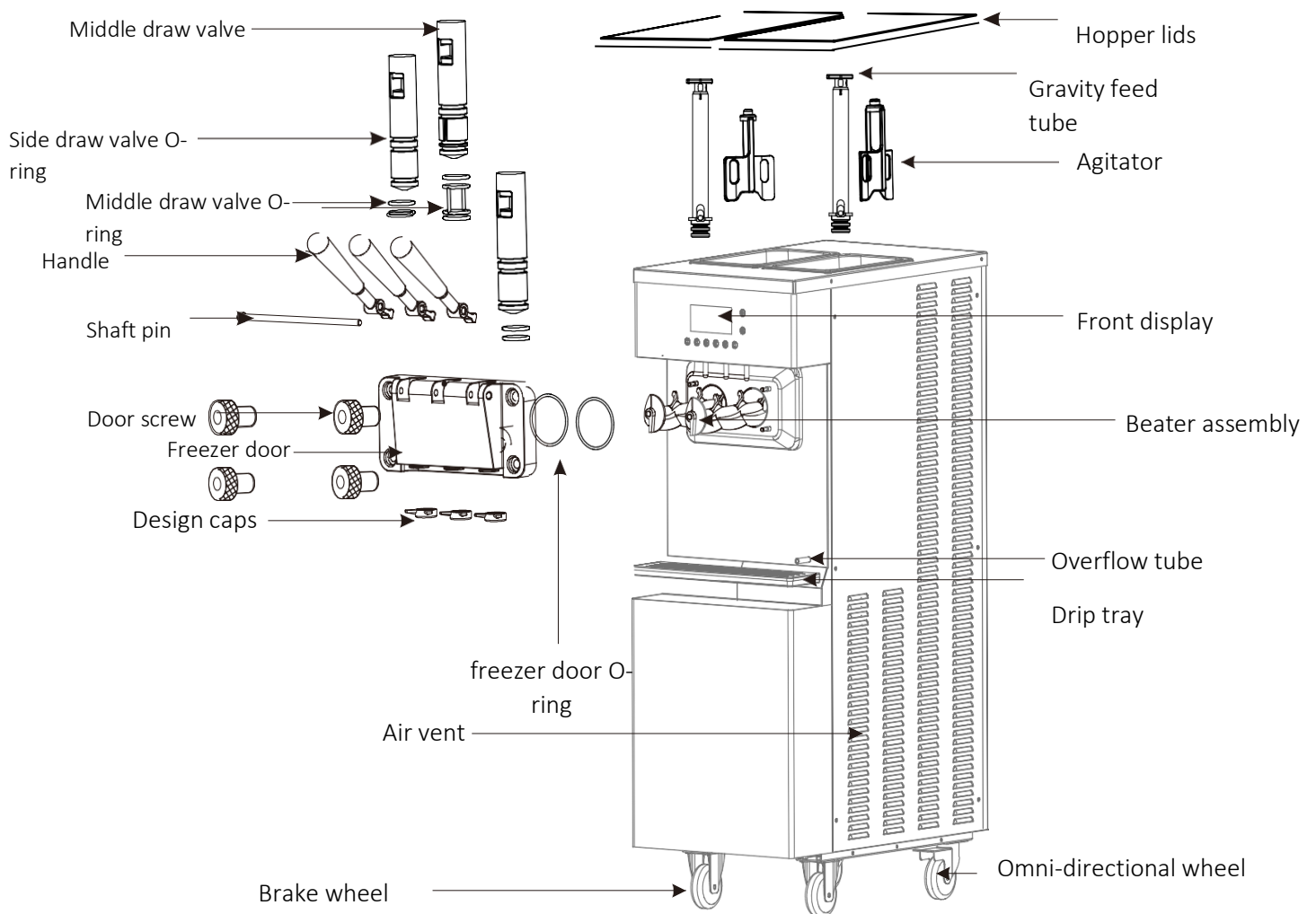
Symbol	Function	What does it do?
	Left Hopper Pump	Controls the left pump; turns on or off
	Right Hopper Pump	Controls the right pump; turns on or off
	Washing	Turns the beater assembly on or off. Can turn on for cleaning purposes. Press 'Stop' button beforehand to change the function
	Production Mode	This turns the machine into production mode. Press 'Stop' button beforehand to change the function.
	Overnight Mode	When turned on this button ensures the product is kept fresh overnight. Press 'Stop' button beforehand to change the function.
	Hardness	The hardness scale is 1 – 8. 1 being the softest, and 8 being the hardest.
	Softness	The hardness scale is 1 – 8. 1 being the softest, and 8 being the hardest.
	Stop	Stops the machine. This is also used to change modes.

### 3. LCD Symbol Indicators

Symbol	Function	What does it do?
	High-voltage Protection	this symbol appears to much voltage is being supplied to the machine. Check power circuit.
	Low-voltage Protection	this symbol appears not enough voltage is being supplied to the machine. Check power circuit.
	Inverter Protection	Inverter board protection, the motor will stop, and product won't dispense.
	Frozen Cylinder	Cylinder is frozen, too hard. Can be due to mix starvation, mix hoppers run empty, feed hole blockage or air mix pump not dispensing product.
	Phase Missing Protection	"Live" or "Neutral" cable is loose, the motor will stop to avoid damage.
	Dispensing Counter	Records how many serves have been dispensed.
	Product Serve Production Percentage	When the progress bar is complete and the text ready appears, the product is ready to dispense.
<b>Ready</b>	Product is Ready	This light indicates the product is ready to be dispensed.
	Mix Level Sensor	This light indicates that you need to add in more product to the mix hoppers.
	Heating Cylinder	Defrosts the cylinder if frozen.
	Hardness Level	Hardness number, ranging from 1 – 8, 1 being the softest.
	Washing	When you press the washing button, the light switches on. This is used for cleaning and emptying the machine.
	Production Mode	When the product is being made this light will flash, when it is ready it will be on.
	Overnight Mode	When you press the overnight function, the light will stay on and the machine will keep the product refrigerated overnight.

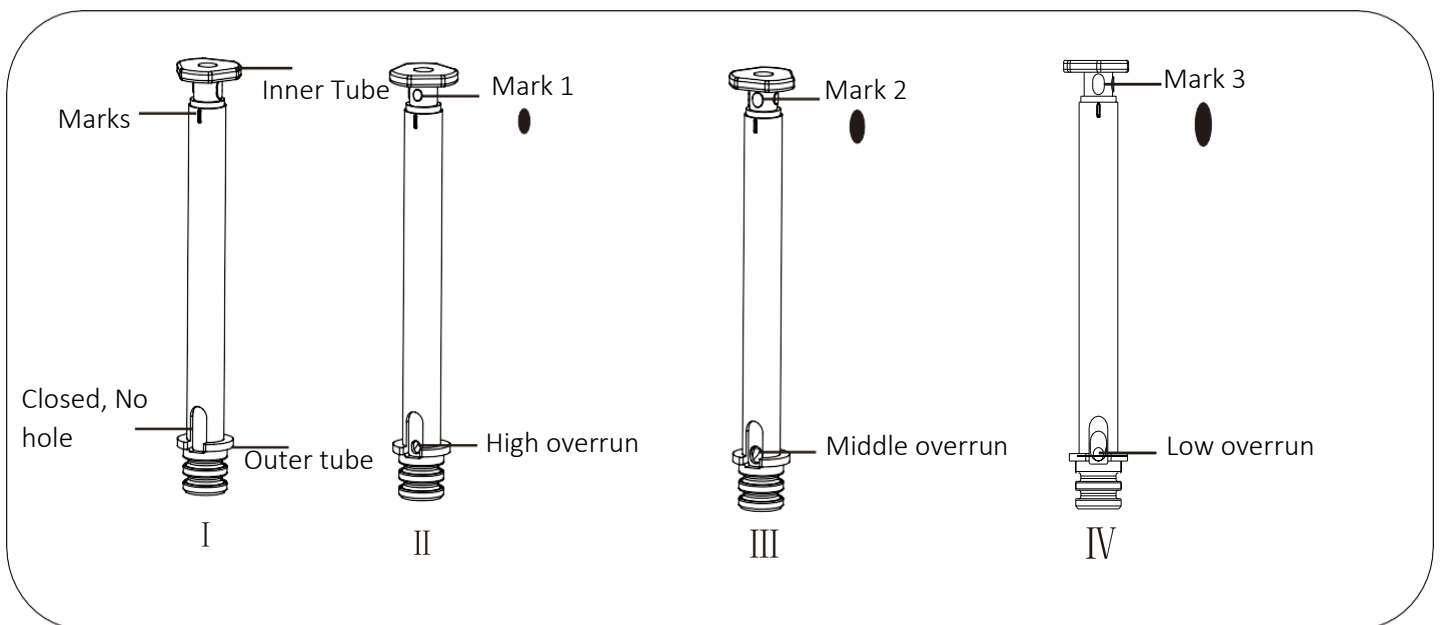


#### 4. Names of Parts and Assembly Drawing

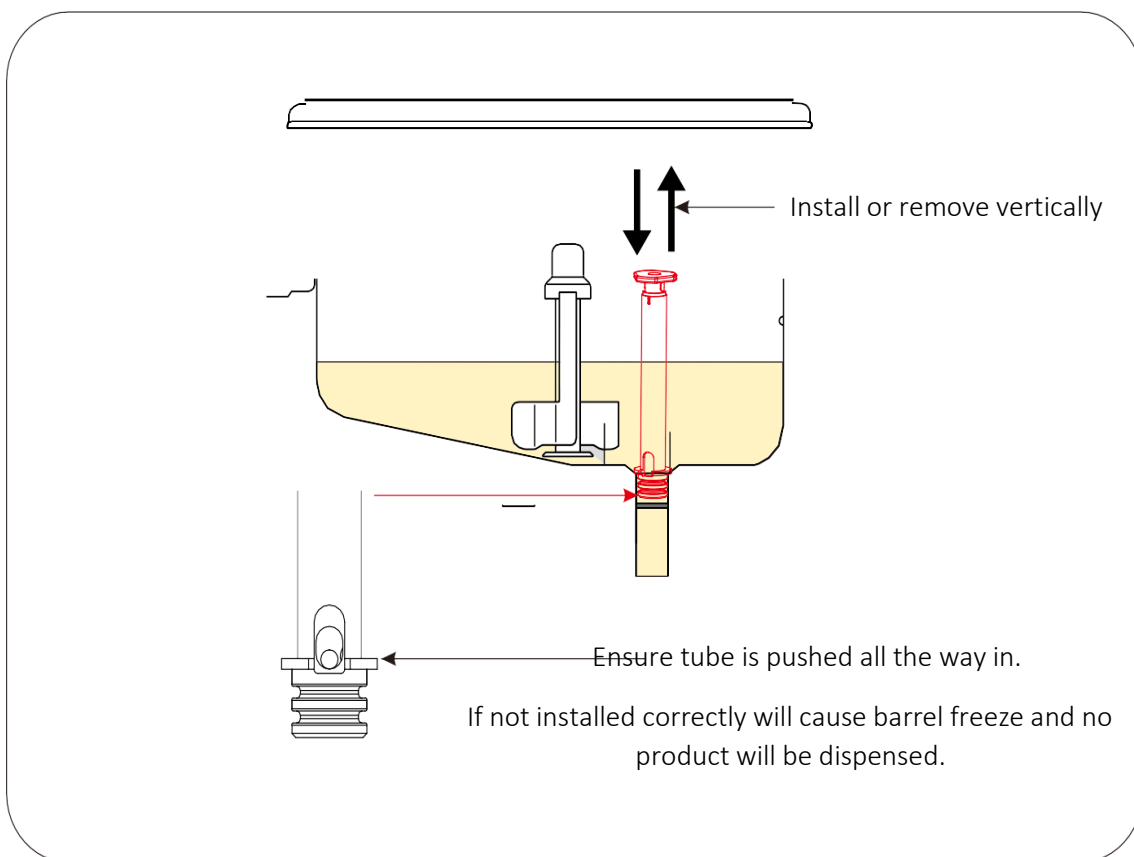


## 5. Gravity Feed Tube Instruction and Operation

To achieve the desired overrun. Please check the operational steps of the gravity feed tube below.

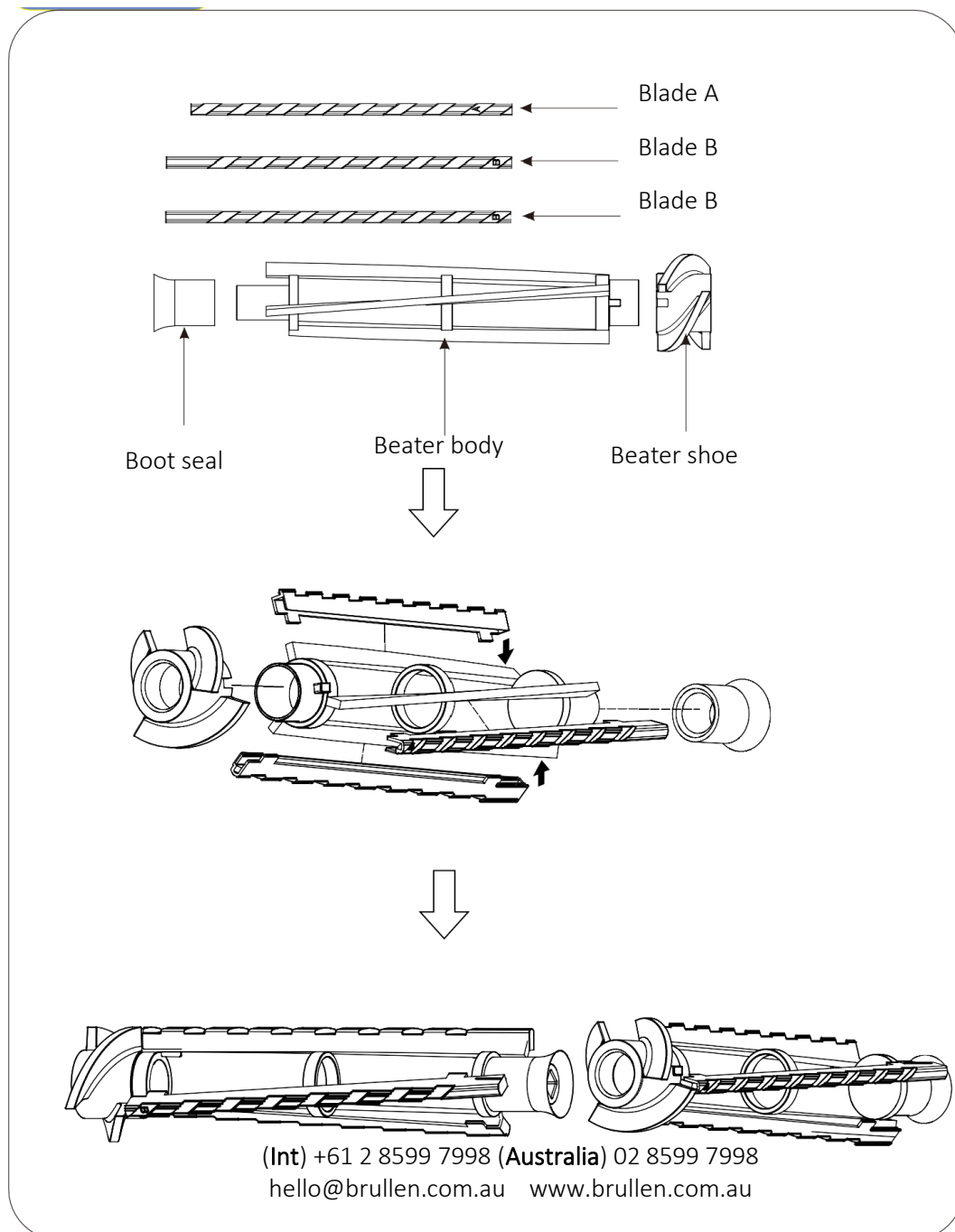


## Gravity feed tube installation



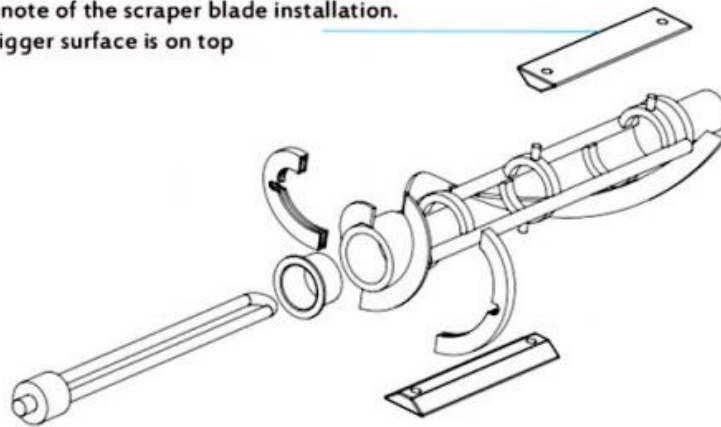
## 6. Two and Three Blade Beater Assembly and Installation

Please replace beater blades and o-rings quarterly, otherwise the product will not be firm and the units performance will be compromised and warranty will be void (blades and o-rings come in the quarterly Tune Up Kits).



Stainless Steel Beater

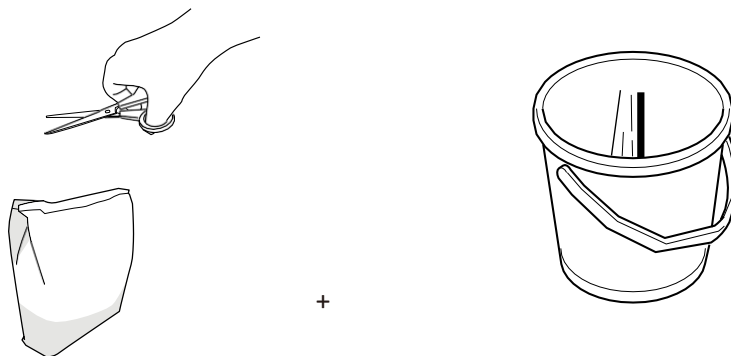
Take note of the scraper blade installation.  
the bigger surface is on top



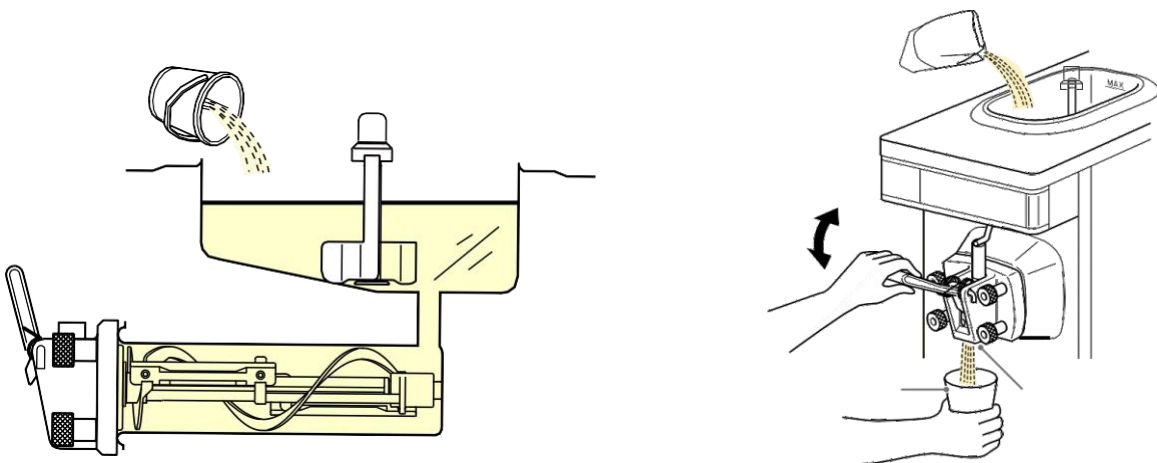
## 7. Gravity Feed System Operation

To make ensure optimum product quality is achieved please ensure the below steps are followed:

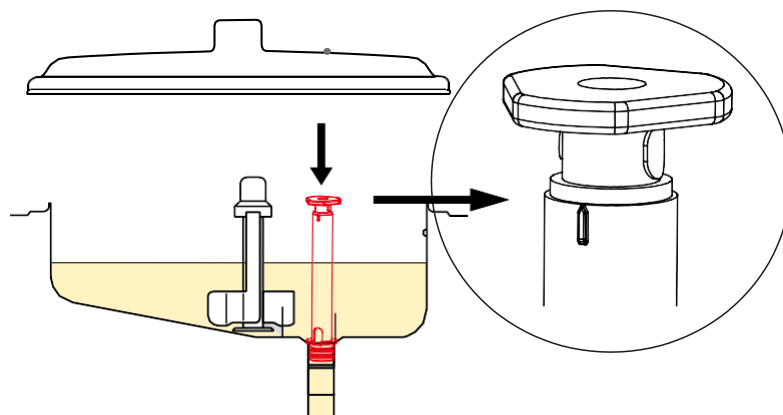
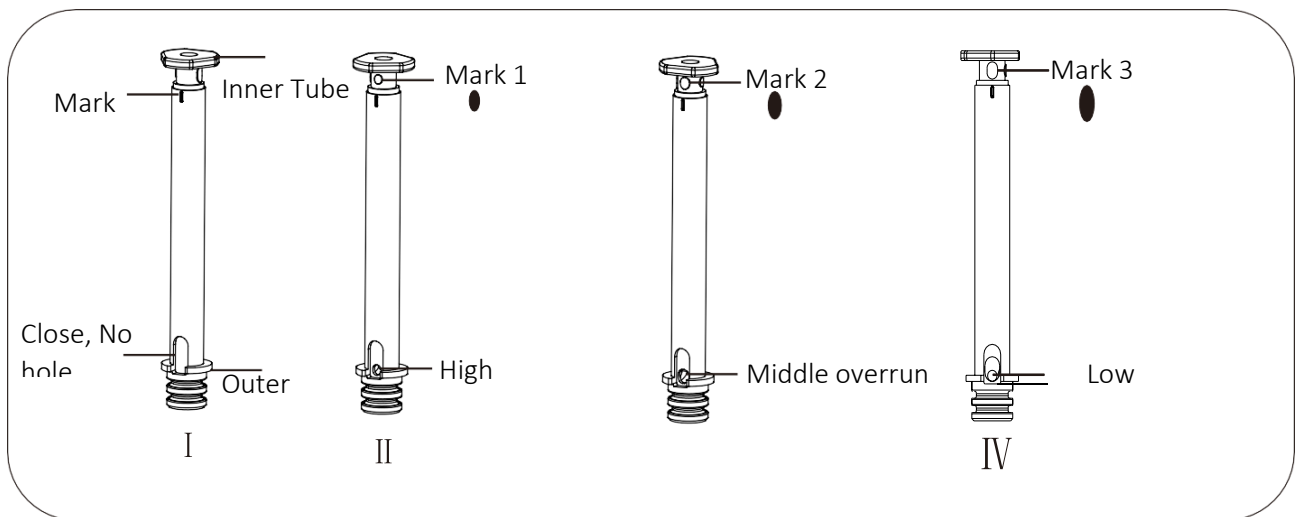
**Step 1.** Once you've made up your product, let it sit for 1 hour in the fridge. If using products such as acai, product must be completely defrosted and in liquid form before filling mix hoppers.



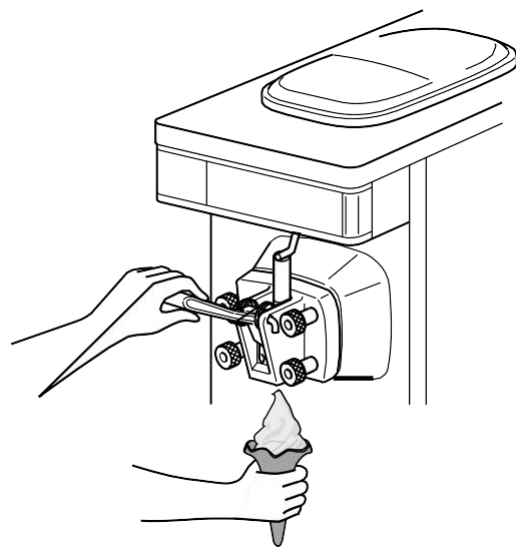
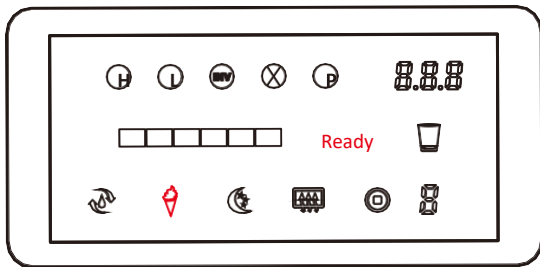
**Step 2.** Pour the product into the mix hopper before installing the gravity feed tube. Then prime the machine and draw 500ml of product from the freezer door, then pour it back into the hopper.



**Step 3.** Choose your desired over run size and install the gravity feed tube into the hopper.



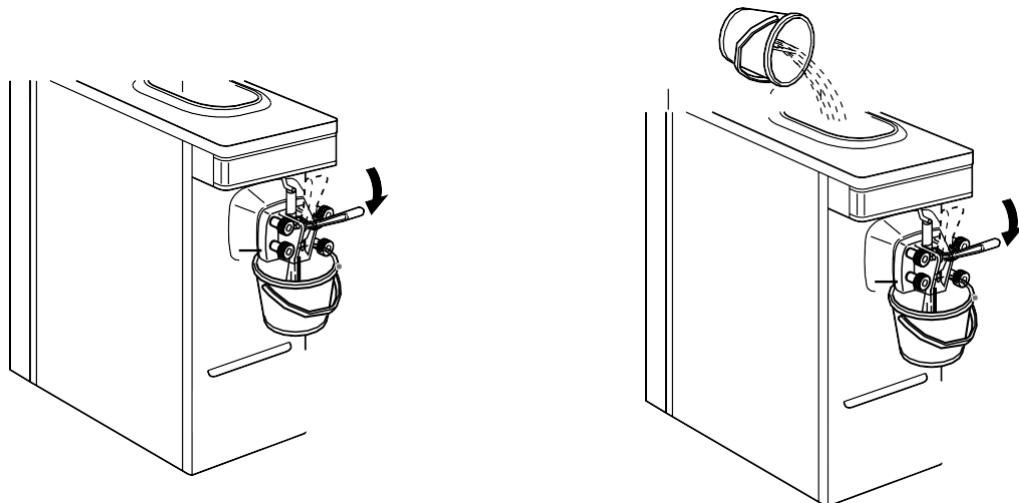
**Step 4.** Press the production button. Approximately After 8 – 10 minutes, the ready light will appear, which means the product is ready to dispense.





**Priming the unit daily and after cleaning:**

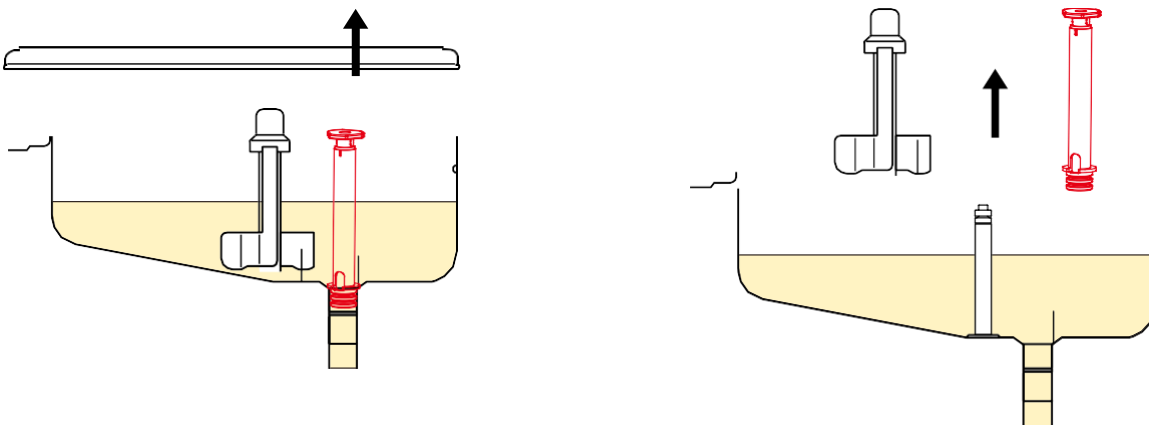
After overnight mode and before production mode. You must press stop and dispense 500ml of product. Pour the dispensed product back into the mix hopper. Put the machine into production mode.



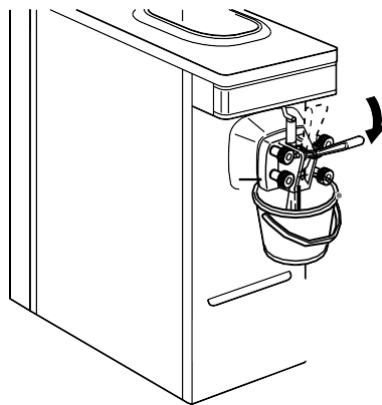
## 8. Cleaning and Maintenance

You must clean the unit as per product requirements. Please do so according to the following steps, and feel free to watch our cleaning tutorials online, you can find the links in the video section of this manual.

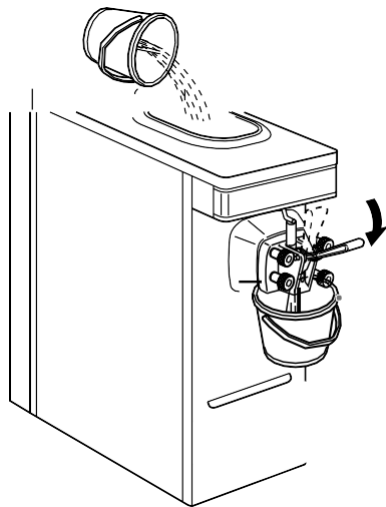
**Step 1.** Remove the hopper covers, the agitator and gravity feed tube.



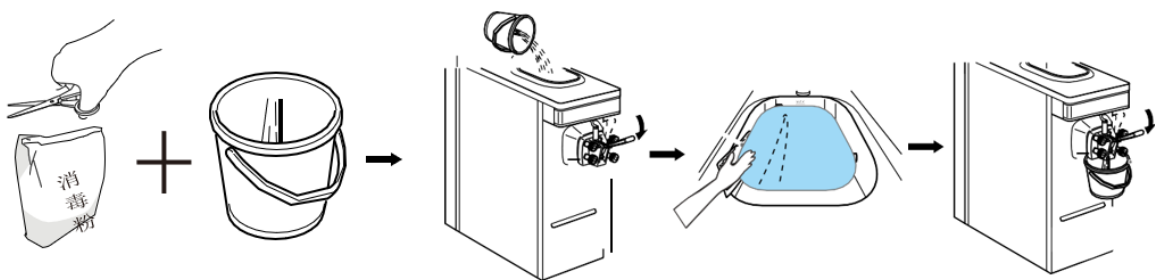
**Step 2.** Press the wash button to dispense the product out.



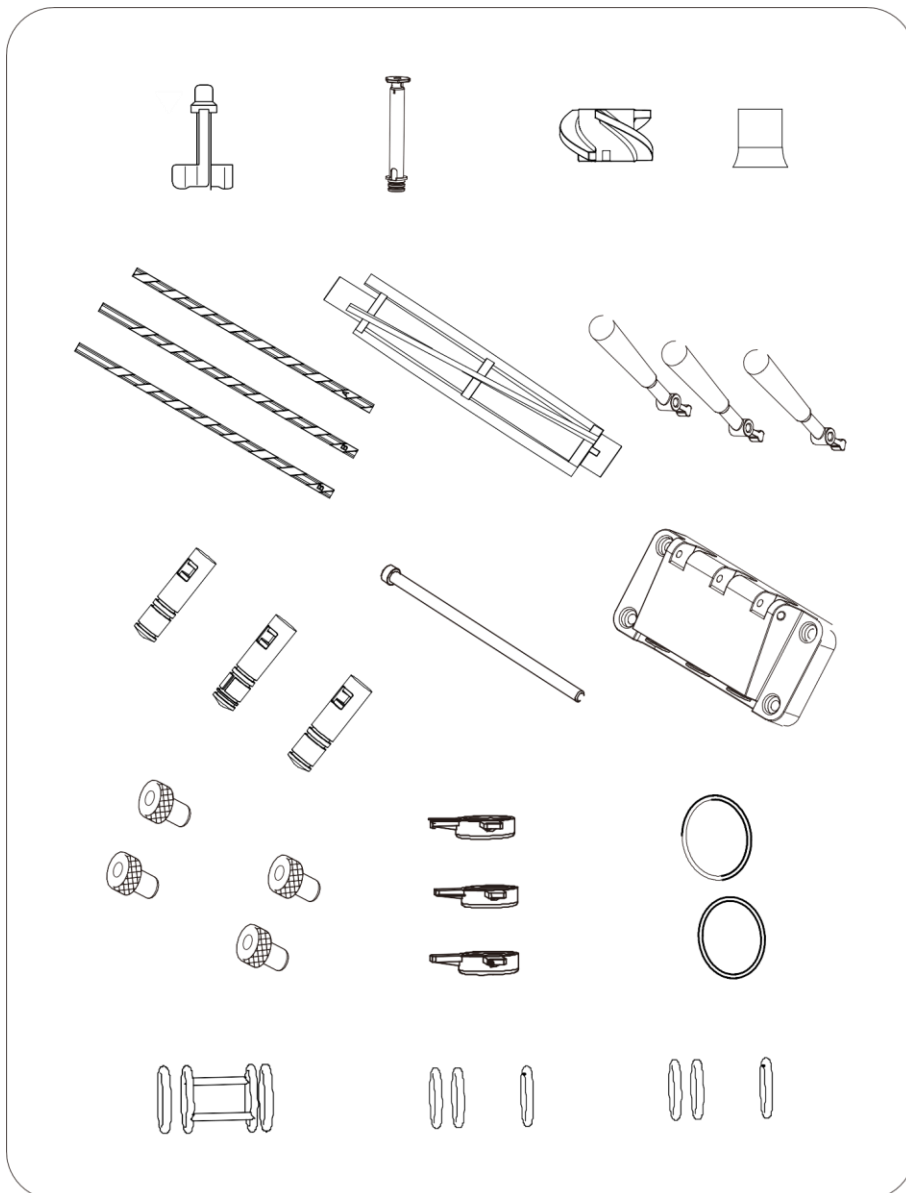
**Step 3.** Add lukewarm water to the mix hopper and press the wash button for two minutes. This will flush the product out.



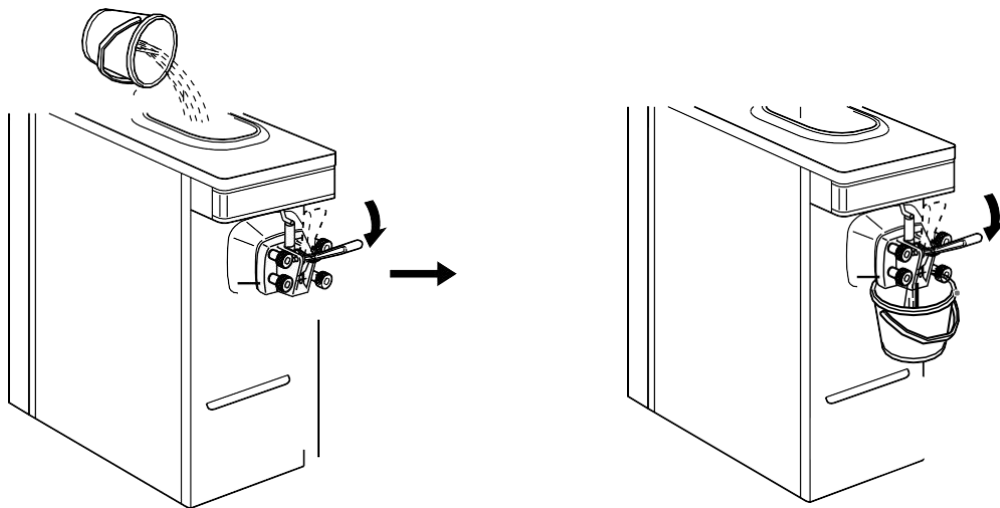
**Step 4.** Add lukewarm water in again and use Brullen certified chemicals to clean everywhere inside of the mix hopper with a non-scratch pad and then dispense the wastewater out.



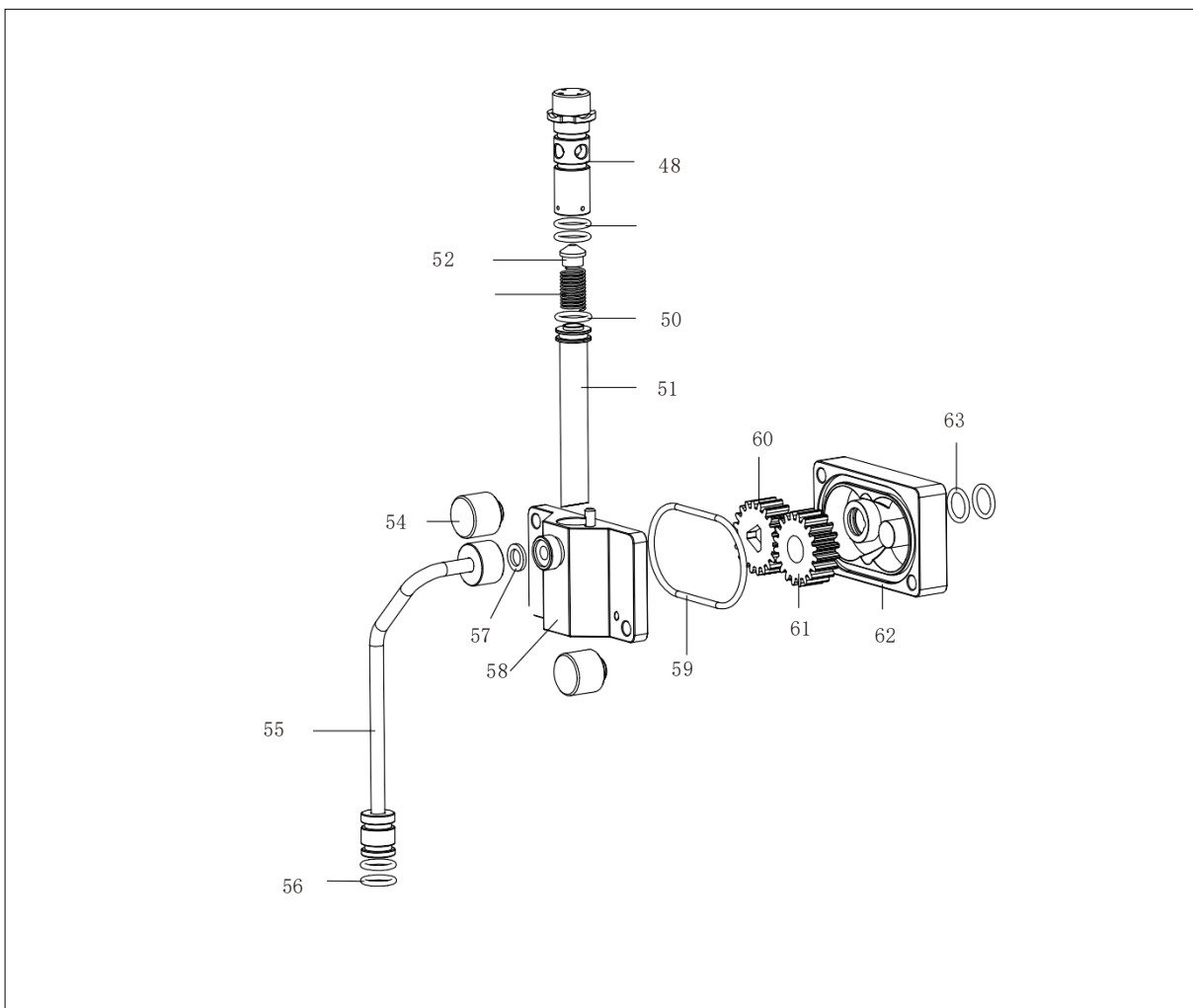
**Step 7.** Clean all parts with Brullen approved chemicals one by one (do not place any parts inside a dishwasher). Example of parts to be cleaned below.



**Step 6.** Once the unit has been cleaned and reassembled add Brullen approved sanitised water to flush through unit according to step 2 and 3. It is imperative that all sanitised water is flushed out of machine by pressing the wash button.



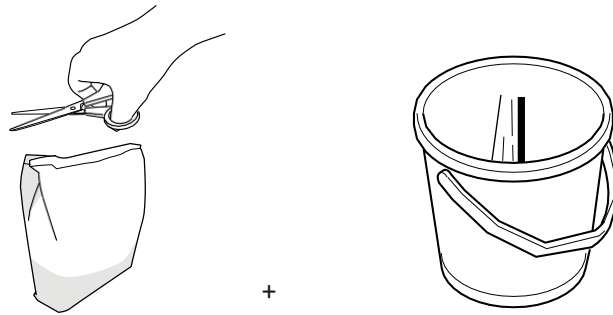
## 9. Air Mix Pump Assembly



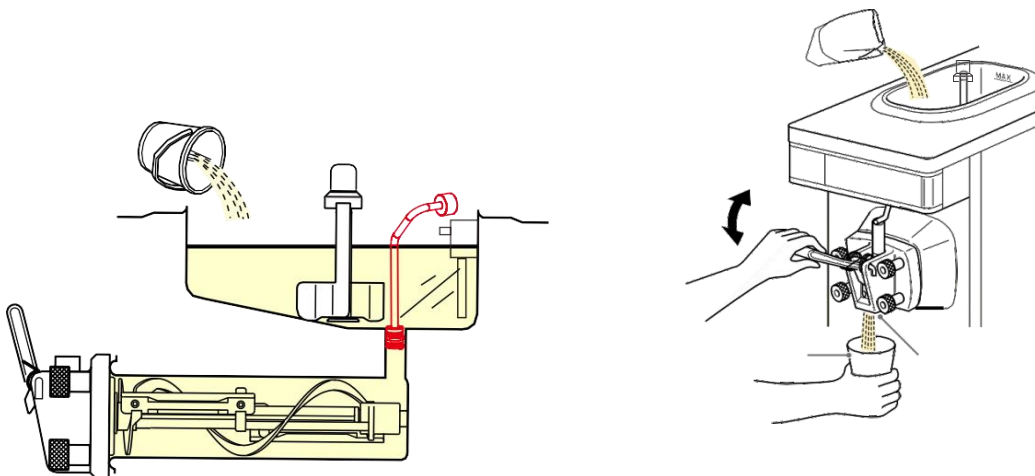
<b>Serial No.</b>	<b>Parts Name</b>	<b>Serial No.</b>	<b>Parts Name</b>
GP048	Air Pump Adjustable Switch	GP056	Pump Feed Tube O-Ring
GP049	O-Ring For Pump Switch	GP057	Pump Feed Tube Cover O-Ring
GP050	Suction Tube O-Ring	GP058	Pump Cover
GP051	Suction Tube	GP059	Pump Feed Tube Cover O-Ring
GP052	Air Pressure Valve	GP060	Drive Gear
GP053	Air Pressure Spring	GP061	Driven Gear
GP054	Air Pump Body Screw	GP062	Pump Body
GP055	Pump Feed Tube	GP063	Pump Body O-Ring

## 10. Air Mix Pump Feed System Operation and Steps

**Step 1.** Once you've made up your product, let it sit for 1 hour in the fridge. If using products such as acai, product must be completely defrosted and in liquid form before filling mix hoppers.



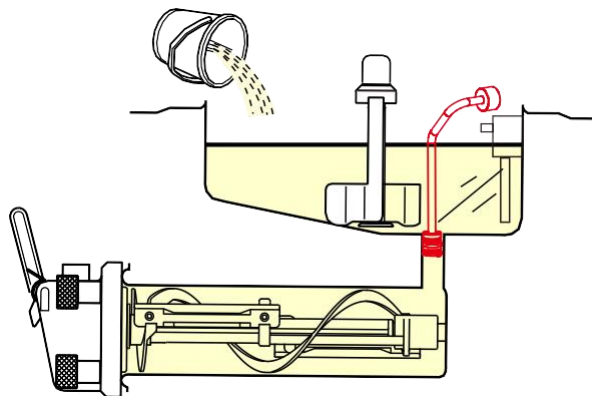
**Step 2.** Pour the product into the mix hopper before installing the pump feed tube. Then prime the machine and draw 500ml of product from the freezer door, then pour it back into the hopper. Ensure the pump is dispensing mix by pressing the pump button on the front of the unit, this must be done before installing the pump feed tube. Once the pump is dispensing product turn pump off.





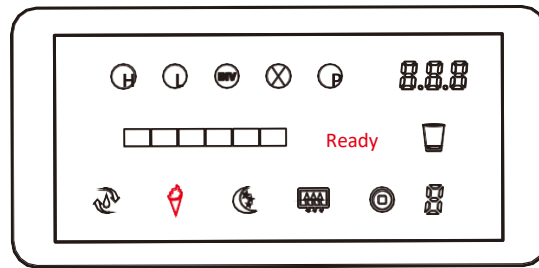


**Step 3.** Install the pump feed tube and connect with pump body (ensure sealing O-ring gp057 is between feed tube and pump body).

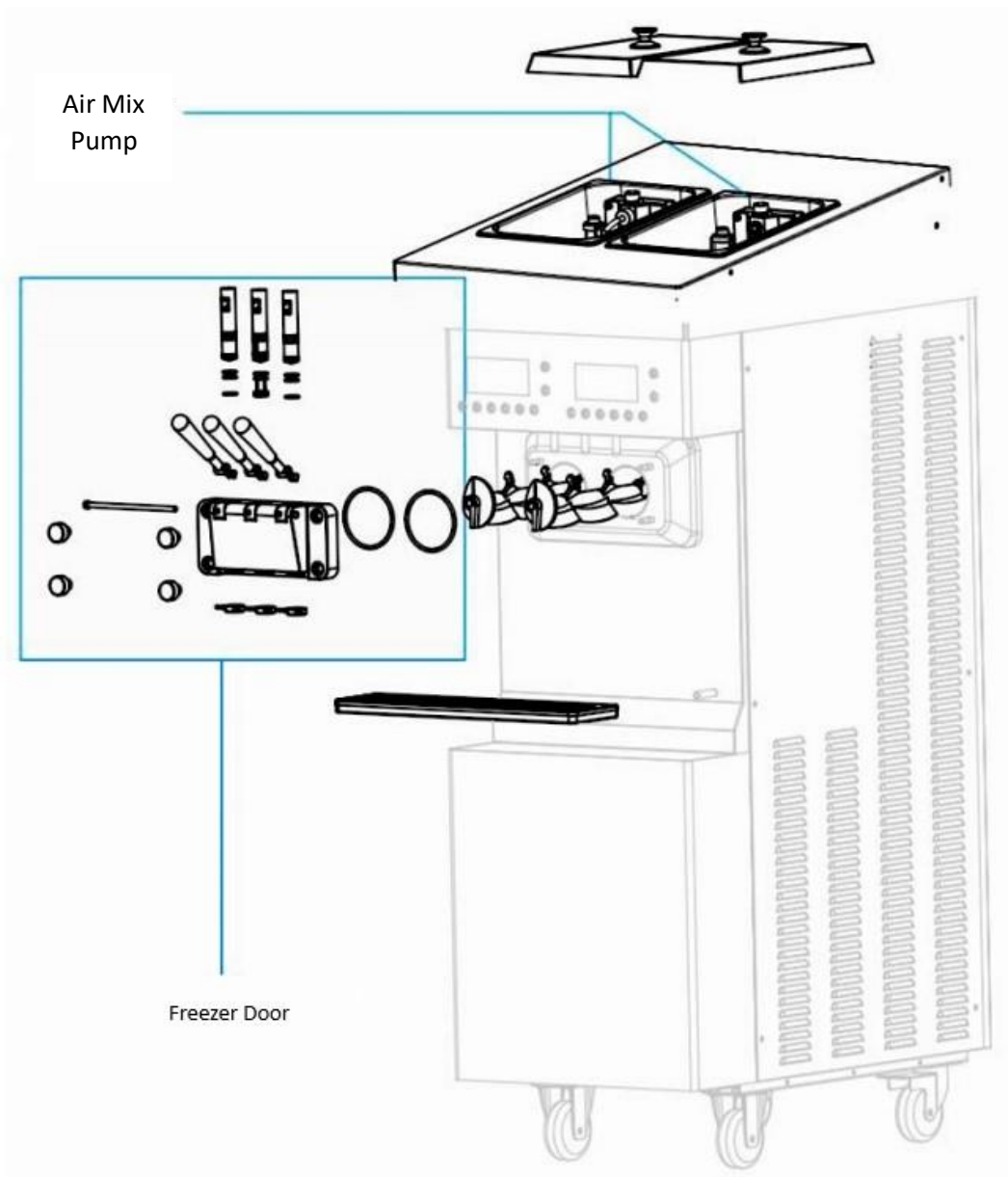




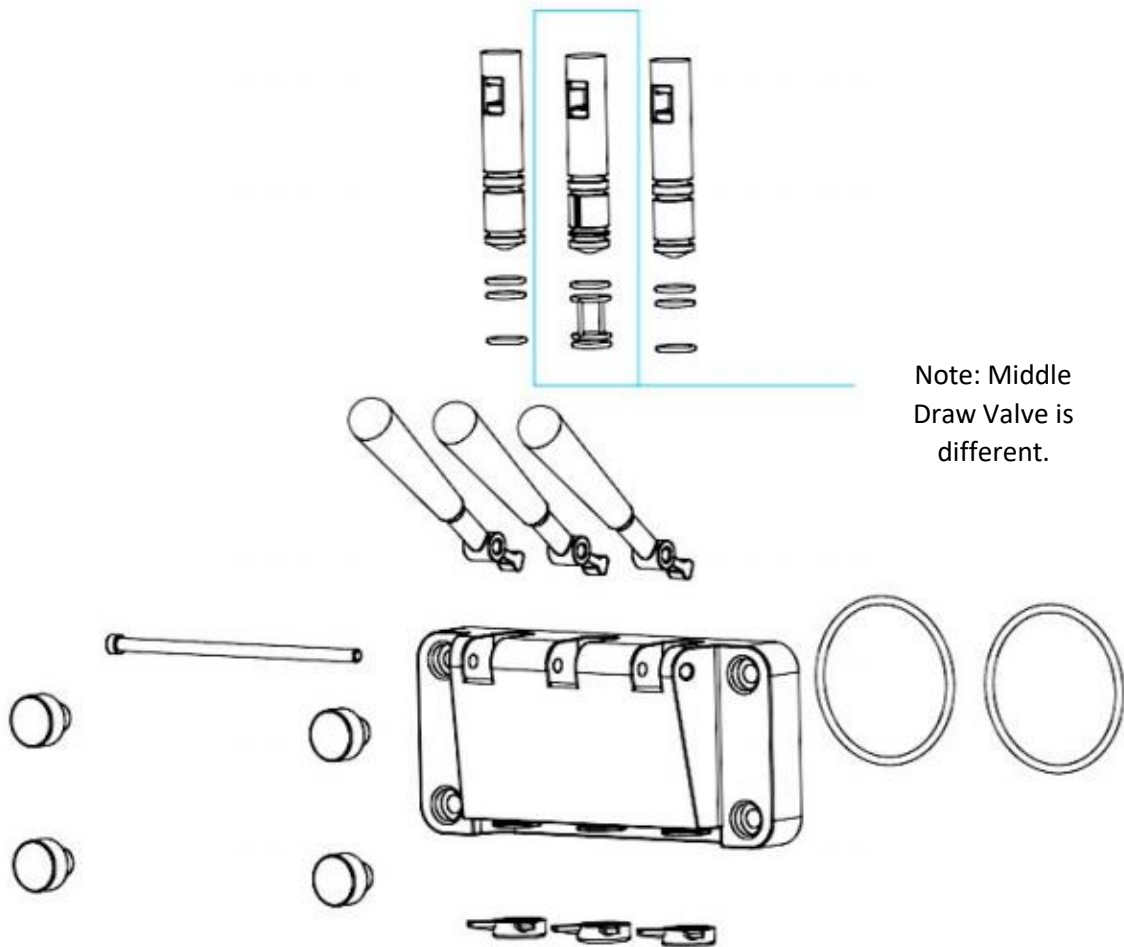
**Step 5.** Press production mode and then the pump button. After 8 – 10 minutes, the ready light will come on and product is ready.



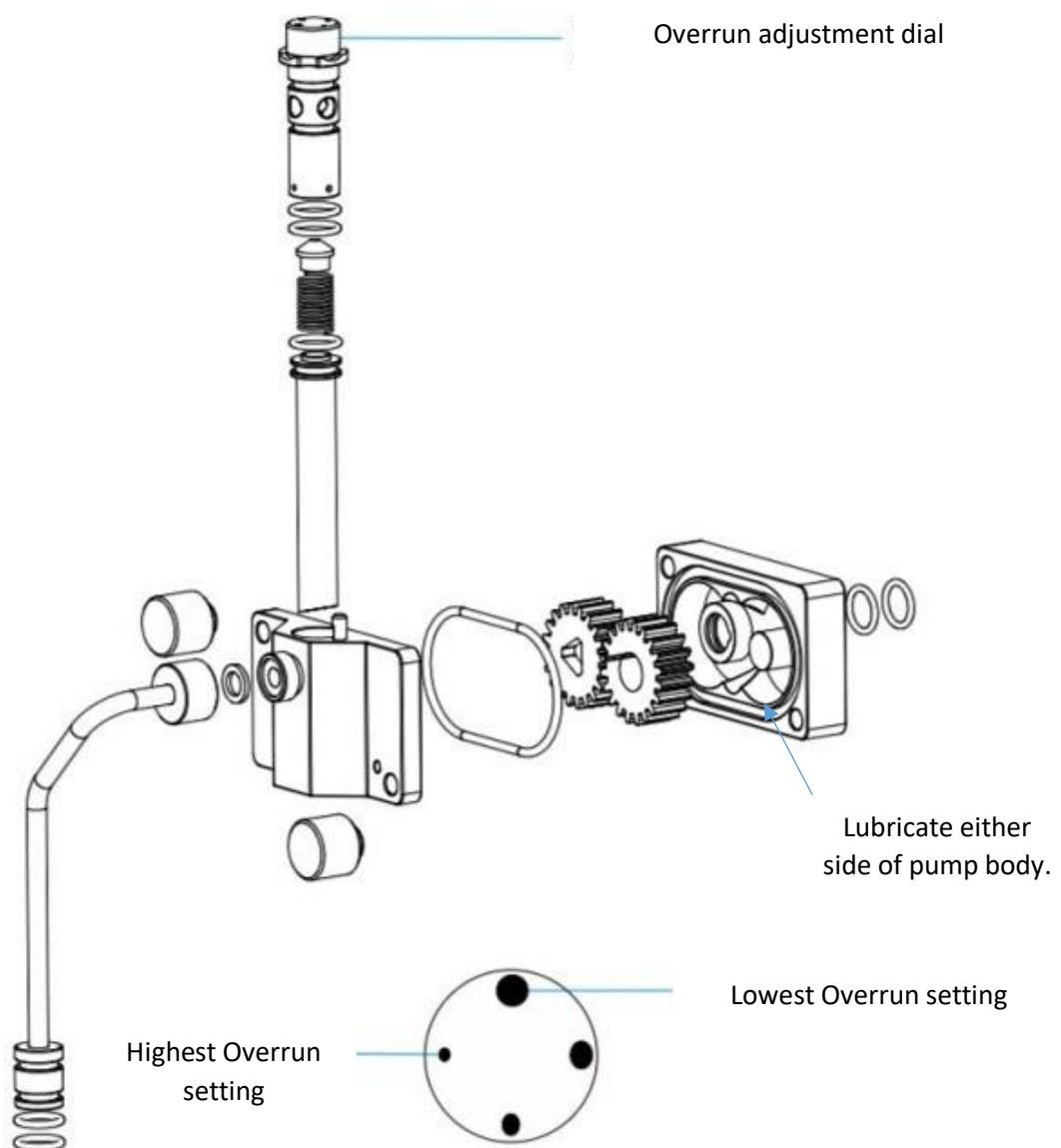
## 11. Freezer Door Assembly









## 12. Freezer Door Assembly



### 13. Air Mix Pump Overrun Adjustment



#### 14. Fault Alarms

Symbol	Reason	Solution
	High-voltage Protection	If this symbol appears too much voltage is being supplied to the machine. Check power circuit.
	Low-voltage Protection	If this symbol appears not enough voltage is being supplied to the machine. Check power circuit.
	1) High temperature. Overload causes inverter protection	Stop machine and disconnect mains power plug for 5 minutes to allow the machine to reset. Check hardness is not set to high. If this does not resolve the issue, please contact Brullen or your local Brullen distributor.
	Gravity Feed - No mix in the hopper / frozen cylinder	Cylinder is frozen, too hard. Can be due to mix starvation, mix hoppers run empty or feed hole blockage.
	Air Mix Pump - Run pump to ensure mix is being drawn through	Place machine in stop mode. Open dispense handle to release pressure. Remove pump feed tube. Press pump button to ensure pump is dispensing product. If pump is not dispensing product, please remove pump and clean to ensure there is no blockages or incorrect assembly.
	Phase Missing Protection	"Live" or "Neutral" cable is loose, the motor will stop to avoid damage.
	Product level low in mix hopper/s	Add more product to mix hoppers.
HH	LCD black or HH – compressor working too hard	<ol style="list-style-type: none"> <li>1. Check if there is dust on condenser and clean.</li> <li>2. check if the condenser fan is working.</li> <li>3. check if there is something blocking air flow around the machine (as per installation guide).</li> </ol> <p>If this does not resolve the issue, please contact Brullen or your local Brullen</p>

		distributor.
CC	Cooling taking longer than 20 minutes	<ol style="list-style-type: none"> <li>1. Check if there is enough product in mix hopper and freezer cylinder.</li> <li>2. check scrapper blades are installed correctly</li> <li>3. check if there is something blocking air flow around the machine (as per installation guide).</li> <li>4. Check air filter is clean</li> <li>5. Ensure tune up kits are being installed every 3 months</li> </ol> <p>If this does not resolve the issue, please contact Brullen or your local Brullen distributor.</p>
AA	Temperature sensor problem warning	Please contact Brullen or your local Brullen distributor.

## 15. Brullen Warranty Terms and Conditions

- 14.1 This Warranty commences from the date that the Client enters possession of the Goods.
- 14.2 This Warranty provides for the replacement of any parts that are found to be defective within the terms and conditions of this limited Warranty, or under Statute, and as described below. Warranty covers labour for business hours 9.00am – 5.00pm Monday to Friday ONLY, weekends and public holidays will incur call out and labour charges.
- 14.3 Parts of the Goods are covered by a parts exchange warranty for twelve (12) months, provided that:
- (a) The manufacturer's recommended schedule maintenance programs are performed at the required intervals, the Brullen "Tune Up Kit" is to be installed every 3 months and all corresponding components are to be replaced, and a record of the performance of these tasks is maintained; and
  - (b) The manufacturer's approved cleaning products are used to perform the required cleaning and periodic cleaning tasks, and a record of the performance of these tasks is maintained.
  - (c) From the date of purchase, if the equipment is not being used, in storage, or used sporadically, Tune Up Kits still MUST still be fitted quarterly, i.e., every 3 months.
- 14.4 This Warranty is limited to the replacement of parts that are defective due to faults in material, or faults in construction.
- 14.5 This Warranty does not cover:
- (a) Wear and tear of items. For example, but is not limited to, O-rings, scraper blades, dispensing heads, pistons, hopper lids, gaskets, drive belts, feed tubs, pump components, and other consumable items.



- (b) Damage to the Goods or parts related to abuse, misuse, insects, vermin, foreign bodies, neglect, lime scale problems, and cleaning related issues.
- (c) Costs related to the Goods or spare parts being sent to or from Brullen to place of business or any of Brullen accredited technicians' places of business.
- (d) NEVER put machine in sleep mode or production mode with ANY water inside the freezer chambers and/or the hoppers. This WILL result in serious damage to the machine and is not covered by warranty. Any components damaged due to this action must be paid in full by the customer.

14.6 This Warranty is void if the problem relates to:

- (a) Incorrect use of product in the machine, for example not adhering to manufacturers product mixing instructions.
- (b) Low or high electrical voltage or current.
- (c) Incorrect use of non-approved Brullen cleaning chemicals and lubricant.
- (d) An accident, operator error, or a failure to perform the manufacturers stipulated maintenance and/or cleaning tasks.

14.7 (a) Incorrect installation of the machine regarding inadequate ventilation as specified in the Installation Guide.

- (b) The machine being exposed to any heat source over 40 °C. or under 10 °C as recommended in the Installation Guide.

14.8 This Warranty is void if the Goods are serviced, repaired or modified in any other way, by anyone other than Brullen or a Brullen Accredited Technician.

14.9 A Brullen Warranty request form must be filled for warranty parts claims. A purchase order for replacement parts must accompany the Warranty request form. A credit will be issued when faulty part has been received, tested and confirmed as a Warranty by Brullen.

14.10 In the event that the Goods are returned for repair under Warranty, and Brullen determines that the repair is not covered under Warranty, the customer will be advised in

writing. Brullen will not perform any further work beyond establishing the nature of the repairs required, without the prior written consent of the customer.

- 14.11 All Warranty and other services, (other than ongoing system cleaning cycles) are to be carried out by Brullen or a Brullen Accredited Technician.
- 14.12 To the maximum extent permitted by law, the decision of Brullen in all Warranty matters will be final.
- 14.13 If this Warranty is void by reason of paragraphs 6 and 7 above, this Warranty may be tendered as a complete defense to any legal proceedings.

## 16. Importance of 'Tune Up Kits' – Warranty

No matter which brand, all soft serve machines require tune up kits to be replaced regularly.

As fun as soft serve is, there's also a serious side to dessert equipment - it needs to be well maintained at all times. No different to a coffee machine or a vehicle.

If you want your machine to be a long-lasting profit centre, you need to be purchasing and installing your kits **every three months**.

### Vital reasons why

- Unfortunately, it voids warranty if you don't install the kits every 3 months (*Same as your car not being serviced*)
- It ensures your machine is performing at its peak
- Ensures a high-quality product that your customers enjoy
- Above all, it saves headaches down the road and extends the life and reliability of your machine

[Click here](#) for a detailed video explanation.

All soft serve machine scraper blades are designed to wear so they don't damage the freezer cylinders. It's important to note that the scraper blades may look and feel ok, but it's a game of micro mm's and they need to press firmly against the freezer cylinder. This is because they need to cut off the nice firm aerated soft serve.

Warranty is also void if you are not using Brullen approved cleaning chemicals, i.e., dairy food grade lubricant and cleaning brushes (soft-bristled Brullen cleaning brushes).

We track all machines by serial numbers; therefore, we can keep track of which customers/partners are ordering kits.

### Two options of ordering

- Via the 'shop' section of our website: <https://brullen.com.au/shop/>
- Or our most popular option we like to call 'Set and Forget'; we set a reminder to invoice you every three months and post the kit. If so, let us know!

## **17. Video Training – Get Watching!**

We have a video training library on our website/YouTube for your use. We highly recommend pulling up a chair, grab your popcorn and have a watch. Most of our customers have the videos open on their phone when they are initially learning about the machine for extra peace of mind.

### **To learn...**

- **Assembly**
- **Cleaning**
- **Menu Operation**
- **Priming**

**Follow this link:** <https://brullen.com.au/training-videos/>