

Technical Data Sheet – GB38 230V Commercial Blender

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Trouble Shooting Guide

Symptom: No response when the start switch is activated and the LED flashes 3-4 times after each attempt.

Cause: Jar is not installed on the base. Lid is not fully seated on the jar. Lid is not in the correct orientation on the jar. Interlock components in the jar are faulty.

Container Bypass Feature (used as a check) – With main power switch in off position, engage both paddle switches in the momentary position (start and pulse). While holding the paddle switches, turn on the main power switch. This will allow the blender to function on high speed. Once either of both paddle switches are released, the motor will turn off. This feature is to troubleshoot the interlock jar, but will not rule out interlock components in the base.

Symptom: During a normal cycle the machine stopped and the LED is FLASHING.

Cause: Lid not seated fully on the jar. There was an imbalance in the jar causing the connection between the jar and base to be interrupted. The unit possibly overheated. Check the electrical circuit to verify that power is getting to the machine. If so, unplug the unit for 20-30 minutes. Plug in the unit and try to operate. If the problem persists proceed to the repair guide.

Symptom: No response when the start switch is activate and the LED is NOT FLASHING.

Cause: Ensure the power outlet is operational. Ensure that the circuit breaker on the back of the machine is in the ON position. Possible defective switch. Possible faulty PCBA.

Symptom: On/Off/Pulse switch or Low/High switch is binding.

Cause: Ensure switch is free of debris. Gently clean around edges.

Symptom: Unit is extremely noisy.

Cause: Possible worn bearing on cutter assembly. Remove container from blender. Slowly turn the cutter assembly from the bottom of the container. If it is hard to turn or feels loose / wobbly replace cutter assembly. Possible worn drive coupling. Check the teeth of the drive coupling. If worn, replace drive coupling outlined in repair guide.

Symptom: Blends poorly

Cause: Incorrect mixture of ingredients. If cavitating, add more liquids. Possible worn bearing on cutter assembly. Possible worn drive coupling. Replace cutter assembly.

 4421 Waterfront Drive Glen Allen, VA 23060	Revision	Added diagnostics for control issue					Rev. Date:	
	Description:						19-Jun-2025	
	Request #:	DOC14928	Page:	1 of 7	Document #:	520009800	Rev:	C

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Symptom: Blender cannot be re-started for the next blend after waiting more than 5 minutes since last blend.

Cause: Software error automatically disables unit after 5 minutes of no use.

For models noted produced after April 2024 (date code E1442FX), software was upgraded to accommodate 50/60hz sources. This upgrade included an automatic time out feature.

After running the blender and turning off by pressing switch to OFF and if 5 or more minutes elapsed – you may experience the program shutdown the blender. Requiring the power cord to be removed from an outlet and re-installing.

Possible symptoms exhibited are:

- After a normal cycle, and the machine is not used within a 5-minute window – it may not re-start or run. No response is seen when the start switch is activated (as power has been cut off to the blender). When the above symptom is experienced, the customer can take the below action to restore the power to the unit:

1. Unplug machine the machine, wait 5 seconds, and plug unit into outlet.
2. Press the start switch and continue with blending.
3. When blending cycle is stopped (pressing switch lever to “STOP”), move the switch lever to the “ON” position...this will enable the blender to start another cycle without having to unplug it.

NOTE: For models produced AFTER November 2024 with date code E4842FX or later (4842-5242) & with date codes starting with “F”, the software was upgraded to resolve this issue and will no longer require the switch to be placed in the “ON” position or require unplugging unit.



 4421 Waterfront Drive Glen Allen, VA 23060	Revision	Added diagnostics for control issue					Rev. Date:	
	Description:						19-Jun-2025	
	Request #:	DOC14928	Page:	2 of 7	Document #:	520009800	Rev:	C

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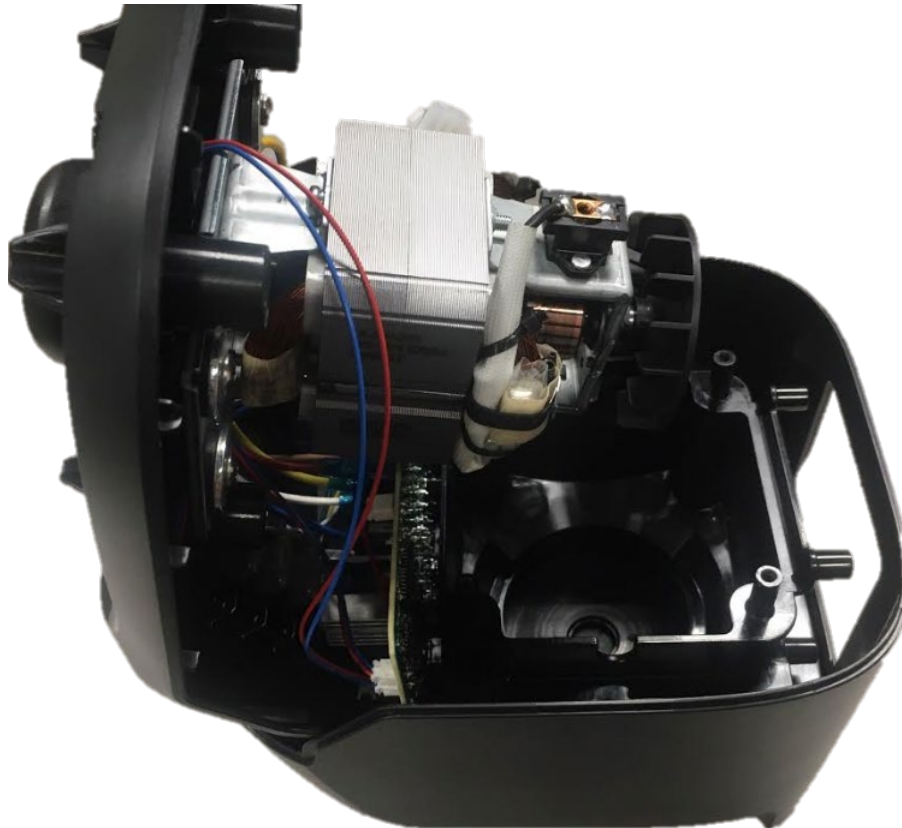
Repair Guide

Drive Clutch Removal/Replacement

- Turn power switch to the “OFF” position and unplug the machine.
- Remove the motor access cover on the bottom side of the unit.
- Use 10mm socket or nut driver to hold the motor shaft while you rotate the drive clutch counter-clockwise.

Housing Disassembly

- Turn power switch to the “OFF” position and unplug the machine.
- Remove the jar pad.
- Remove the four screws under jar pad feet.
- Carefully Split the upper and lower housings; wires will limit your movement.



 4421 Waterfront Drive Glen Allen, VA 23060	Revision	Added diagnostics for control issue					Rev. Date:	
	Description:						19-Jun-2025	
	Request #:	DOC14928	Page:	3 of 7	Document #:	520009800	Rev:	C

Technical Data Sheet – GB38 230V Commercial Blender

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Motor Removal/Replacement

- Remove the drive clutch as described above.
- Disassemble housings as described in **Housing Disassembly** above.
- Remove the ground screw securing the green and yellow ground wire to the motor bracket.
- Disconnect motor leads at the High/Low paddle switch and the On/Off/Pulse paddle switch by removing wire nut.
- Remove the four screws that secure the motor to the upper housing.
- Lift the motor from the upper housing.
- Reassemble in reverse order using wire nuts to reattach leads.



Circuit Board Removal

- Disassemble housings as described in Housing Disassembly above.
- Remove the 4 feet from the bottom of the unit.
- Remove the 4 screws under the feet.
- Disconnect the power cord 3-pin connector.
- Remove lower housing from the assembly.
- Remove the 4 screws that secure the circuit board to the motor shroud.
- Disconnect wires from circuit board. Mark wire location if necessary.
- Reassemble in reverse order.

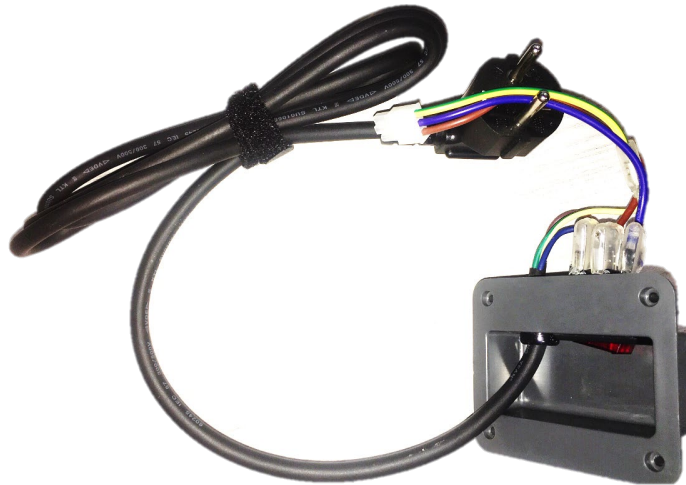
 4421 Waterfront Drive Glen Allen, VA 23060	Revision	Added diagnostics for control issue					Rev. Date:	
	Description:						19-Jun-2025	
	Request #:	DOC14928	Page:	4 of 7	Document #:	520009800	Rev:	C

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Switch w/ Cordset Assembly Removal/Replacement

- Remove 4 screws on the rear panel.
- Disconnect the power cord 3 pin connector.
- Reassemble in reverse order



Switches

- Disassemble housings as described in **Housing Disassembly** above.
- Disconnect the wires at the switch.
- Depress the 4 locking tabs that secure the switch to the upper housing and remove.
- Reassemble in reverse order.

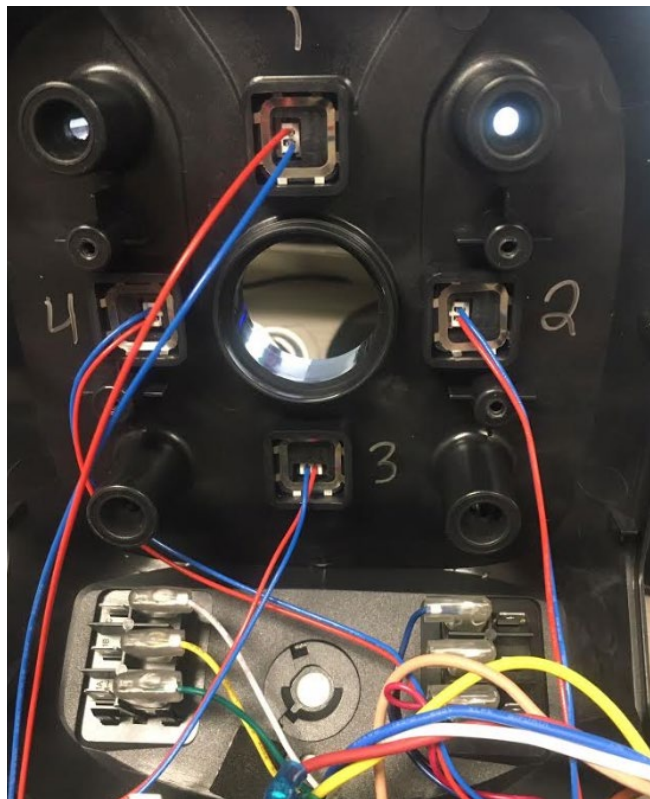
 4421 Waterfront Drive Glen Allen, VA 23060	Revision	Added diagnostics for control issue					Rev. Date:	
	Description:						19-Jun-2025	
	Request #:	DOC14928	Page:	5 of 7	Document #:	520009800	Rev:	C

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Circuit Board Wiring Details

- The white motor lead to terminal W1
- The red motor lead to terminal W2
- The yellow motor lead to terminal W3
- The brown motor lead to terminal W4
- The blue motor lead to terminal W5
- The green and yellow to terminal Earth
- The brown power lead to terminal ACL
- The blue power lead to terminal CAN
- LED to terminal J14
- Jar interlock sensors installed in upper housing (image below)



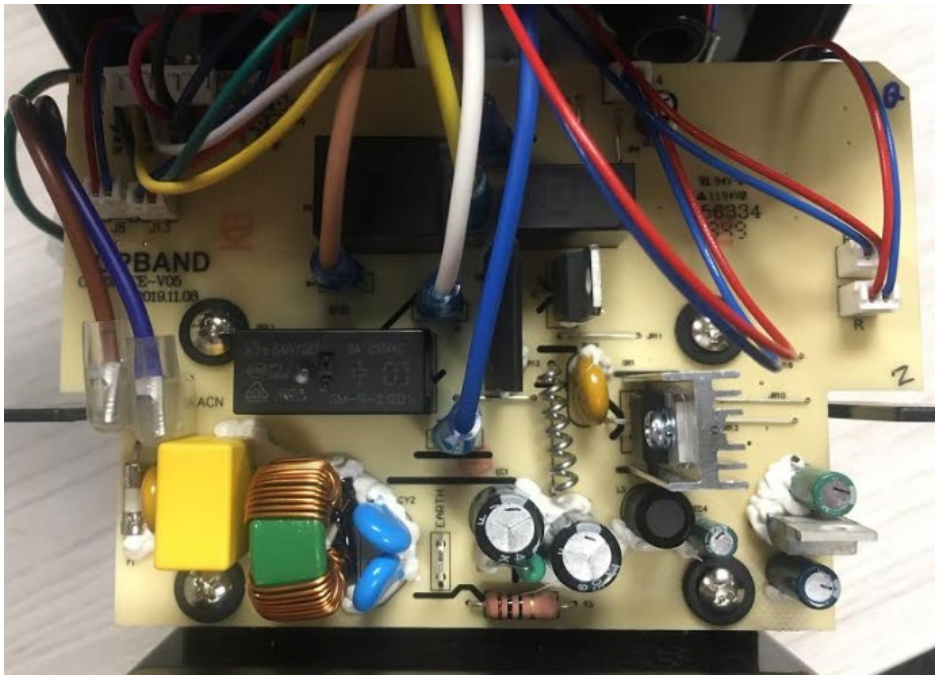
Base Sensors for Lid Interlock (through the Container) – see list below for location/orientation in base and the connection points on the PCB

- Lead 1 to J12
- Lead 2 to J8
- Lead 3 to J11
- Lead 4 to J13

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	Request #:	DOC14928	Page:	6 of 7	Document #:	520009800	Rev:	C

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Power Cord Wiring Details

- Green cord lead connects to the motor ground.
- Blue cord lead connects to the lamp side of the circuit breaker switch.
- Brown cord lead connects to the open/closed side of the circuit breaker switch.



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	Request #:	DOC14928	Page:	7 of 7	Document #:	520009800	Rev:	C