HelpfulWay Inc.



# Machine Installation, Maintenance & Training Manual

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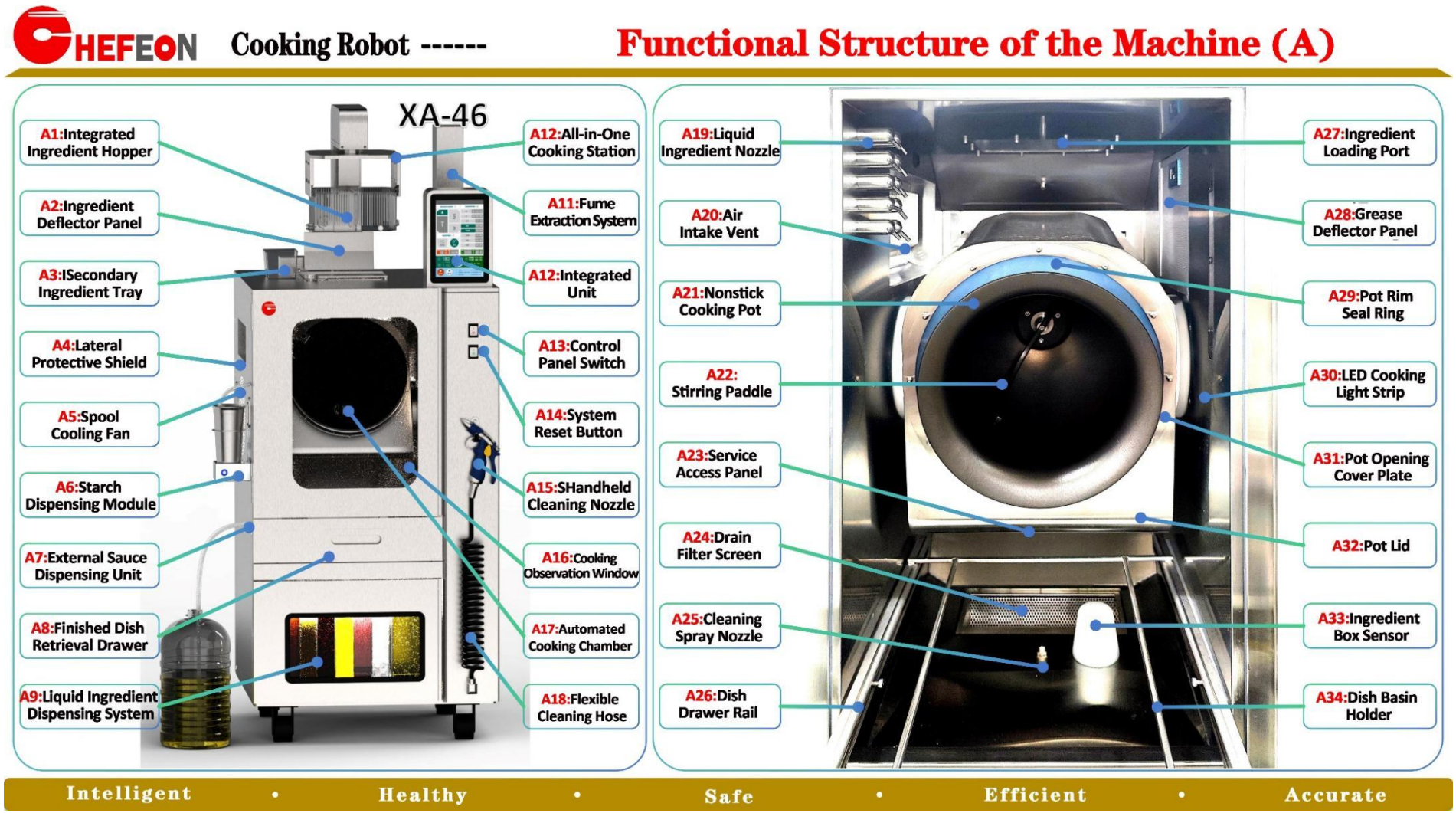
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# 1. Machine Body Structure and Internal Components Overview



# 1.1 Machine Body Structure Description

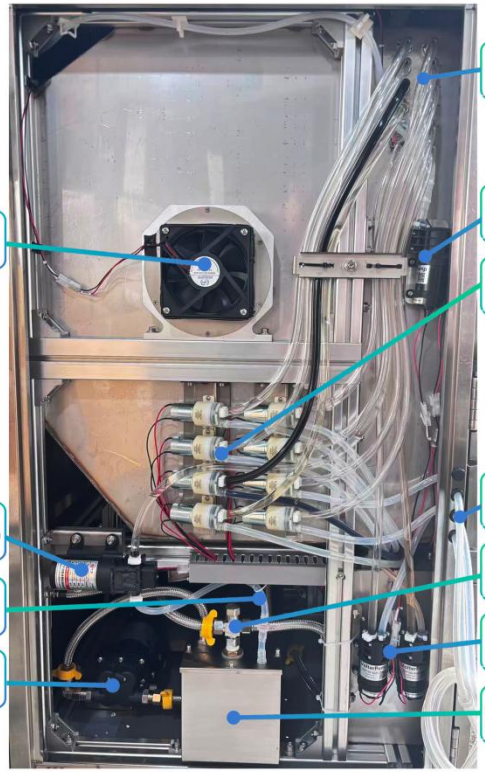




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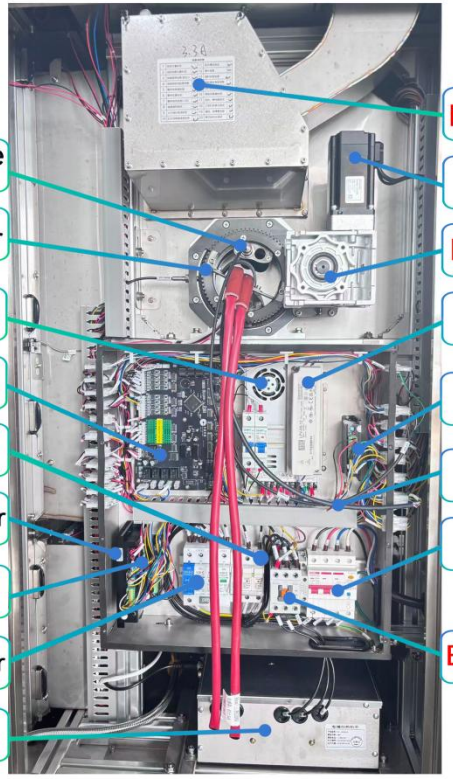
# Functional Structure of the Machine (B)

## Left-Side Equipment Mount



- B1:Cooling Fan
- B2:Water Pump
- B3:Diaphragm Check Valve
- B4:Pot Cleaning Pump
- B5:TPU Seasoning Hose
- B6:Thickening Pump
- B7:Seasoning Pump Assembly
- B8: External Piping
- B9:Water Tank & Float Valve
- B10:Peristaltic Pump
- B11:Water Tank

## Right-Side Equipment Mount

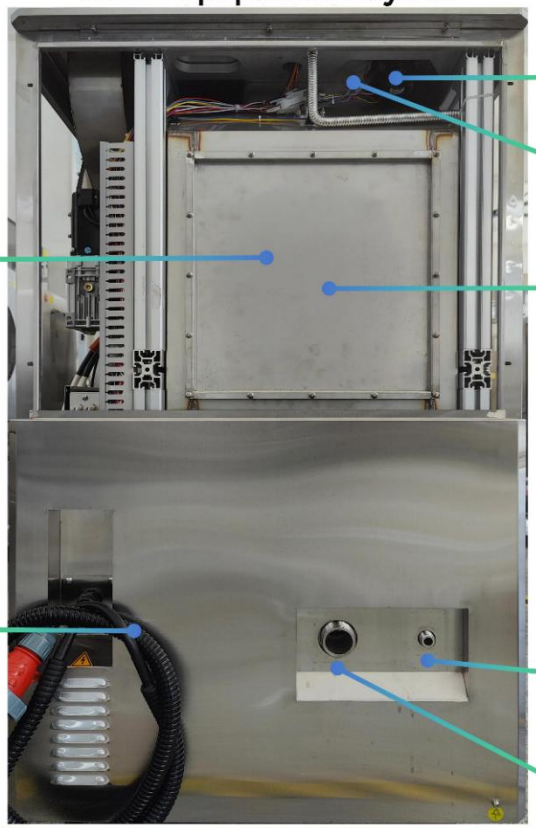


- B12:Temperature Sensor
- B13:M30 Sensor
- B14:Power Switch
- B15:PCB Mainboard
- B16:Fuse
- B17:Tilting Actuator
- B18:Rotation Driver Board
- B19:Surge Protector
- B20:Induction Heating Core
- B21:Exhaust Fan
- B22:Pot Tilting Motor
- B23:Pot Reducer
- B24:Integrated Power Supply
- B25:Feeding Driver Board
- B26:Pot Rotation Motor Cable
- B27:Leakage Protector
- B28:AC Contactor

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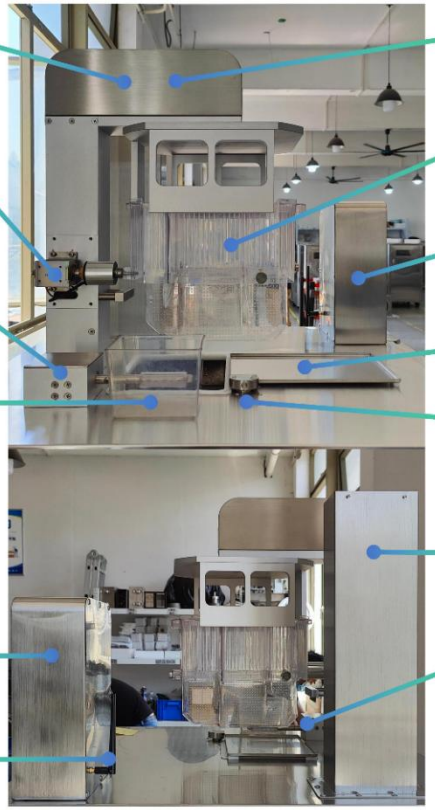
# Functional Structure of the Machine (C)

## Rear Equipment Layout



- C1:Pot Cover Inspection Plate
- C2:Power Cord
- C3:Auxiliary Ingredient Tray Rotation Motor
- C4:Baffle Motor
- C5:Pot Rotation Motor
- C6:Water Inlet
- C7:Drain Outlet

## Top Equipment Layout



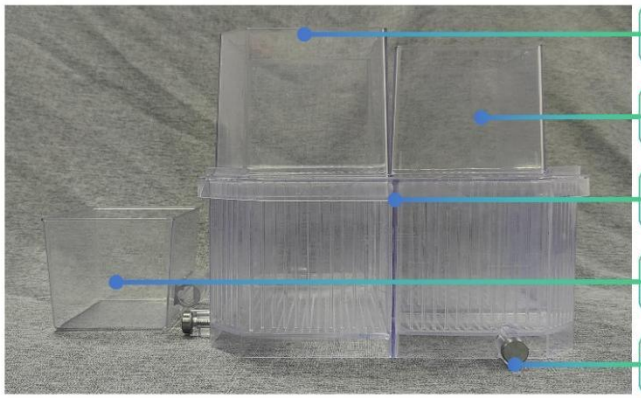
- C8:Ingredient Hopper Rotation Motor
- C9:Suction Cup Electromagnet
- C10:Auxiliary Ingredient Hopper Rotation Motor
- C11: Auxiliary Ingredient Hopper
- C12: Integrated Unit
- C13:Integrated Unit Antenna
- C14:M8 Sensor
- C15:Multi-Compartment Ingredient Box
- C16:Integrated Unit
- C17:Baffle
- C18:Baffle Motor
- C19:Exhaust Duct
- C20:Grease & Smoke Purification Filter Kit

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# Functional Structure of the Machine (D)



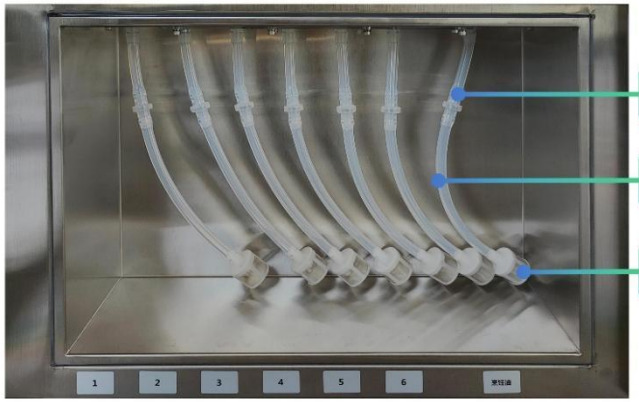
D1:Combined Ingredient Box Extension A

D2:Combined Ingredient Box Extension B

D3:Combined Ingredient Box

D4:Auxiliary Ingredient Hopper

D5:Stainless Steel Pin for Combined Ingredient Box

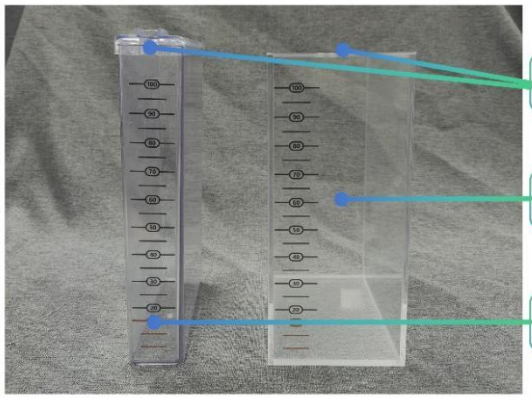


D6:Diaphragm Check Valve

D7:Silicone Seasoning Hose

D8:Filter

## Cooking Accessories



D9:Dust Cover

D10:Oil Tank

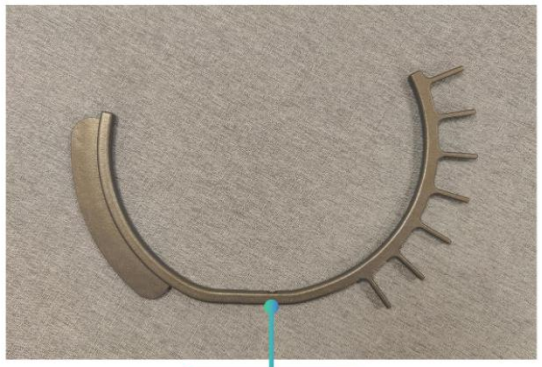
D11:Seasoning Tank



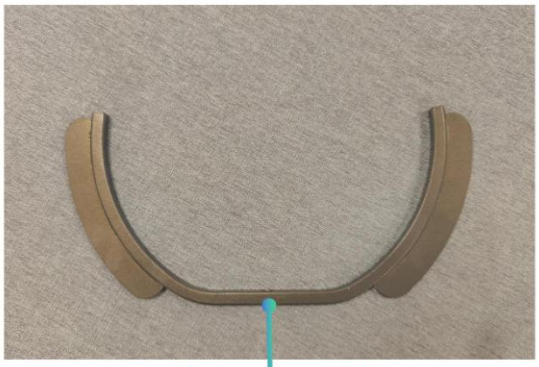
D12:Stainless Steel Food Pan

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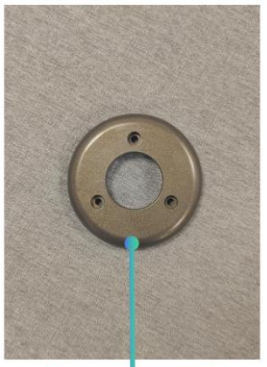
# Functional Structure of the Machine (E)



E1:Stirring Rod



E2:Double-Blade Stirring Rod

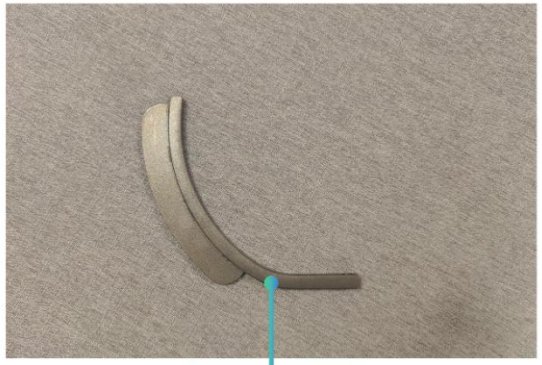


E3:Pot Base Pressing Block

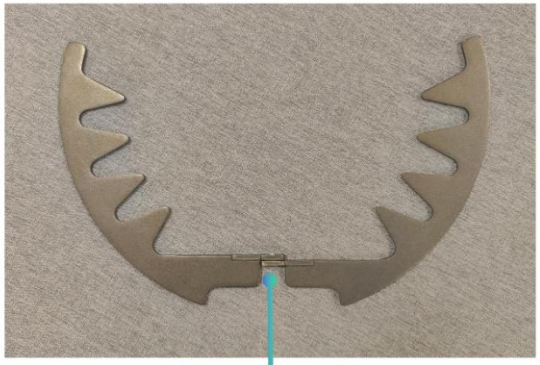
**Equipment Accessories**



E4:Cleaning Needle



E5:Single-Blade Stirring Rod



E6:Noodle Stirring Rod



E7:1.2-Meter Water Inlet Hose



E8:Drain Extension Pipe

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# Functional Structure of the Machine ( F )







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## 1.2 Body Components Detailed Description

| No. | Component Name | Description |
|---|---|---|
| A1 | Integrated Ingredient Hopper | Stores primary ingredients in a unified container for automated dispensing. |
| A2 | Ingredient Deflector Panel | Guides or blocks ingredients to ensure proper flow into the cooking chamber. |
| A3 | Secondary Ingredient Tray | Holds spices, seasonings, or minor ingredients for timed release. |
| A4 | Lateral Protective Shield | Provides safety and structural integrity on the machine′ s side. |
| A5 | Spool Cooling Fan | Prevents overheating of internal wiring and motor components. |
| A6 | Starch Dispensing Module | Accurately stores and dispenses starch-based ingredients for cooking processes. |
| A7 | External Sauce Dispensing Unit | Connects to external sauce containers for flexible flavor integration. |
| A8 | Finished Dish Retrieval Drawer | Collects cooked food for serving or transfer. |
| A9 | Liquid Ingredient Dispensing System | Dispenses oils, broths, or other liquid components. |


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| No. | Component Name | Description |
|---|---|---|
| A10 | Hanging Ingredient Rack | Suspends ingredients for gravity-fed dispensing. |
| A11 | Fume Extraction System | Removes smoke and steam to maintain a clean cooking environment. |
| A12 | Integrated Unit | The primary system containing all core modules required for automated cooking operations. |
| A13 | Control Panel Switch | Main interface for operating and configuring the machine. |
| A14 | System Reset Button | Resets machine functions to default settings. |
| A15 | Handheld Cleaning Nozzle | Used for rinsing and cleaning internal surfaces. |
| A16 | Cooking Observation Window | Transparent window for monitoring cooking progress. |
| A17 | Automated Cooking Chamber | Core unit where heating and stirring processes occur. |
| A18 | Flexible Cleaning Hose | Connects to the handheld nozzle for extended reach during cleaning. |
| A19 | Liquid Ingredient Nozzle | Dispenses sauces, oils, or broths directly into the cooking pot. |
| A20 | Air Intake Vent | Allows airflow for cooling or ventilation. |

| No. | Component Name | Description |
|---|---|---|
| A21 | Nonstick Cooking Pot | Coated pot to prevent sticking and ensure even heating. |
| A22 | Stirring Paddle | Rotates to mix ingredients during cooking. |
| A23 | Service Access Panel | Entry point for maintenance or inspection. |
| A24 | Drain Filter Screen | Filters out food particles during drainage. |
| A25 | Cleaning Spray Nozzle | Sprays water for automatic internal cleaning. |
| A26 | Dish Drawer Rail | Guides the drawer for smooth food retrieval. |
| A27 | Ingredient Loading Port | Entry for adding raw ingredients. |
| A28 | Grease Deflector Panel | Redirects smoke and grease to the exhaust system. |
| A29 | Pot Rim Seal Ring | Ensures a tight seal to retain heat and prevent leaks. |
| A30 | LED Cooking Light Strip | Illuminates the cooking area for visibility. |
| A31 | Pot Opening Cover Plate | Covers the pot opening during cooking. |


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| No. | Component Name | Description |
|---|---|---|
| A32 | Pot Lid | Seals the top of the pot to retain heat and moisture. |
| A33 | Ingredient Box Sensor | Detects the presence and position of ingredient containers. |
| A34 | Dish Basin Holder | Supports the basin that collects cooked food. |
| B1 | Cooling Fan | Provides airflow for heat dissipation to prevent internal system overheating. |
| B2 | Water Pump | Supplies water to the equipment, providing power for cooling circulation or cleaning, and delivering steam/cleaning water. |
| B3 | Diaphragm Check Valve | Ensures one- way liquid flow and prevents backflow. |
| B4 | Pot Cleaning Pump | Pumps cleaning solution into the pot for rinsing. |
| B5 | TPU Seasoning Hose | Flexible hose used to deliver liquid seasonings. |
| B6 | Thickening Pump | Delivers starch slurry/thickening liquid and pumps a programmed amount into the pot to complete thickening operations. |
| B7 | Seasoning Pump Assembly | Dispenses sauces and seasonings through controlled pressure. |
| B8 | External Piping | External connection piping for water supply, seasoning input, and drainage, enabling material transfer with external systems. |

| No. | Component Name | Description |
|---|---|---|
| B9 | Water Tank & Float Valve | Detects water level and controls water replenishment in the tank. |
| B10 | Peristaltic Pump | High-precision pump for delivering liquids (seasonings, oil, water-starch mixture) with accurate dosing. |
| B11 | Water Tank | Stores water required for cooking and cleaning. |
| B12 | Temperature Sensor | Monitors internal temperature for precise temperature control. |
| B13 | M30 Sensor | Compact proximity sensor used for detecting position or status. |
| B14 | Power Switch | Main switch that controls system power on/off. |
| B15 | PCB Mainboard | Central control board that manages system logic and operations. |
| B16 | Fuse | Over-current protection component that melts and disconnects the circuit when current exceeds the rated value. |
| B17 | Tilting Actuator | Mechanism that tilts the pot for food removal or cleaning. |
| B18 | Rotation Driver Board | Driver board that controls the pot rotation motor. |
| B19 | Surge Protector | Absorbs transient overvoltage/surge current in the power line to protect sensitive components from lightning or grid fluctuations. |


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| No. | Component Name | Description |
|---|---|---|
| B20 | Induction Heating Core | Core heating component for induction cooking. |
| B21 | Exhaust Fan | Extracts smoke, steam, and grease to maintain clear air and visibility in the cooking chamber. |
| B22 | Pot Tilting Motor | Motor that drives the pot tilting mechanism. |
| B23 | Pot Reducer | Reduces motor speed to optimize tilting torque. |
| B24 | Integrated Power Supply | Provides power to all internal system components. |
| B25 | Feeding Driver Board | Driver board that controls the food dispensing mechanism. |
| B26 | Pot Rotation Motor Cable | Cable that supplies power and signals to the rotation motor. |
| B27 | Leakage Protector | Safety device that cuts off power in the event of electrical leakage. |
| B28 | AC Contactor | High- voltage AC switch used to control motors and heating circuits. |
| C1 | Pot Cover Inspection Plate | Removable panel providing access to the pot lid and internal mechanisms. |
| C2 | Power Cord | Supplies electrical power to the entire machine. |

| No. | Component Name | Description |
|---|---|---|
| C3 | Auxiliary Ingredient Tray Rotation Motor | Rotates the secondary ingredient tray for precise ingredient dispensing. |
| C4 | Baffle Motor | Moves the deflector panel to direct ingredients accurately. |
| C5 | Pot Rotation Motor | Rotates the cooking pot to ensure even heating and consistent stirring. |
| C6 | Water Inlet | Connection point for the water supply. |
| C7 | Drain Outlet | Outlet for discharging wastewater after cooking or cleaning. |
| C8 | Ingredient Hopper Rotation Motor | Drives the rotation of the main ingredient hopper for precise dispensing. |
| C9 | Suction Cup Electromagnet | Provides magnetic force to control the suction cup for gripping or releasing containers. |
| C10 | Auxiliary Ingredient Hopper Rotation Motor | Powers the rotation of the auxiliary ingredient hopper for accurate positioning. |
| C11 | Auxiliary Ingredient Hopper | Holds secondary ingredients such as spices or condiments for automated cooking. |
| C12 | Integrated Unit | The primary system containing all core modules required for automated cooking operations. |


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| No. | Component Name | Description |
|---|---|---|
| C13 | Integrated Unit Antenna | Wireless communication antenna enabling data transmission or remote system control. |
| C14 | M8 Sensor | A compact proximity sensor used to detect component presence or position. |
| C15 | Multi-Compartment Ingredient Box | Integrated multi-chamber container used to store and dispense multiple ingredient types automatically. |
| C16 | Integrated Unit | The primary system containing all core modules required for automated cooking operations. |
| C17 | Baffle | A mechanical plate used to guide, block, or redirect ingredient flow inside the machine. |
| C18 | Baffle Motor | Controls the movement of the baffle to regulate ingredient direction and flow. |
| C19 | Exhaust Duct | Ducting structure used to vent cooking fumes and smoke out of the system. |
| C20 | Grease & Smoke Purification Filter Kit | Replaceable filter set used to remove grease, smoke, and particulates before exhaust. |
| D1 | Combined Ingredient Box Extension A | Height-extension module for the combined ingredient box, used to increase ingredient capacity. |
| D2 | Combined Ingredient Box Extension B | Secondary height-extension module for modular capacity expansion. |

| No. | Component Name | Description |
|---|---|---|
| D3 | Combined Ingredient Box | Multi-compartment container designed to store and dispense multiple types of cooking ingredients. |
| D4 | Auxiliary Ingredient Hopper | Hopper used to store secondary ingredients such as spices, sauces, or condiments for automated dispensing. |
| D5 | Stainless Steel Pin for Combined Ingredient Box | Structural stainless-steel pin used to secure or align components of the combined ingredient box assembly. |
| D6 | Diaphragm Check Valve | One-way valve with a diaphragm mechanism that controls flow direction and prevents backflow. |
| D7 | Silicone Seasoning Hose | Flexible silicone hose used to transport seasonings from the tank to the cooking section. |
| D8 | Filter | Filtration device used to remove impurities from liquids before entering the cooking system. |
| D9 | Dust Cover | Protective lid used to prevent dust or contaminants from entering ingredient containers. |
| D10 | Oil Tank | Storage tank for cooking oil connected to the automated oil-dispensing system. |
| D11 | Seasoning Tank | Container for liquid or powdered seasonings used in automated cooking processes. |


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| No. | Component Name | Description |
|---|---|---|
| D12 | Stainless Steel Food Pan | Durable stainless-steel pan used for holding washed or prepped vegetables and other ingredients. |
| E1 | Stirring Rod | Standard rod used to stir ingredients during cooking. |
| E2 | Double-Blade Stirring Rod | Stirring rod equipped with two blades for higher mixing efficiency. |
| E3 | Pot Base Pressing Block | Weighted block used to stabilize or apply downward pressure to the pot base. |
| E4 | Cleaning Needle | Thin needle used to clear or unclog fluid or seasoning nozzles. |
| E5 | Single-Blade Stirring Rod | Stirring rod equipped with one blade for standard mixing operations. |
| E6 | Noodle Stirring Rod | Specialized rod designed for stirring noodles during automated cooking. |
| E7 | 1.2-Meter Water Inlet Hose | Flexible hose used to supply water to the cooking system. |
| E8 | Drain Extension Pipe | Pipe used to extend the drainage outlet for wastewater discharge. |
| F1 | Pot Cover | Protective cover placed over the pot to retain heat and prevent splashing. |
| F2 | Stirring Rod | Rotating rod used to stir ingredients during cooking. |

| No. | Component Name | Description |
|---|---|---|
| F3 | Bottom Claw | Fixing/positioning claw at the bottom of the pot, used for installation alignment and anti-loosening fixation. |
| F4 | Bottom Slot | Positioning slot at the bottom of the pot that engages with the claw for quick installation and precise alignment. |
| F5 | Heating Coil | Electric heating coil used for cooking. |
| F6 | Outer Seal Press Plate | Component that compresses and secures the outer sealing ring to maintain airtightness. |
| F7 | Outer Sealing Ring | Sealing ring that prevents steam or liquid leakage around the outer edge of the pot. |
| F8 | Pot Body | Main pot body used to hold ingredients during cooking. |
| F9 | Socket Wrench | Manual tool with a fixed socket and screwdriver-style handle for tightening or loosening nuts and hex bolts. |
| F10 | Hex Key (Allen Wrench) | Tool for tightening or loosening screws with internal hex sockets, providing higher torque via a T-shaped handle. |


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# 2. Installation Requirements



## 2.1 Section One: Machine Installation Parameters and Main Components

| | |
|---|---|
| Product Name | Fully Automatic Commercial Stir- Fry Machine X460 |
| Product Dimensions | 31.10 × 32.28 × 70.87 in |
| Net Weight | 485lb |

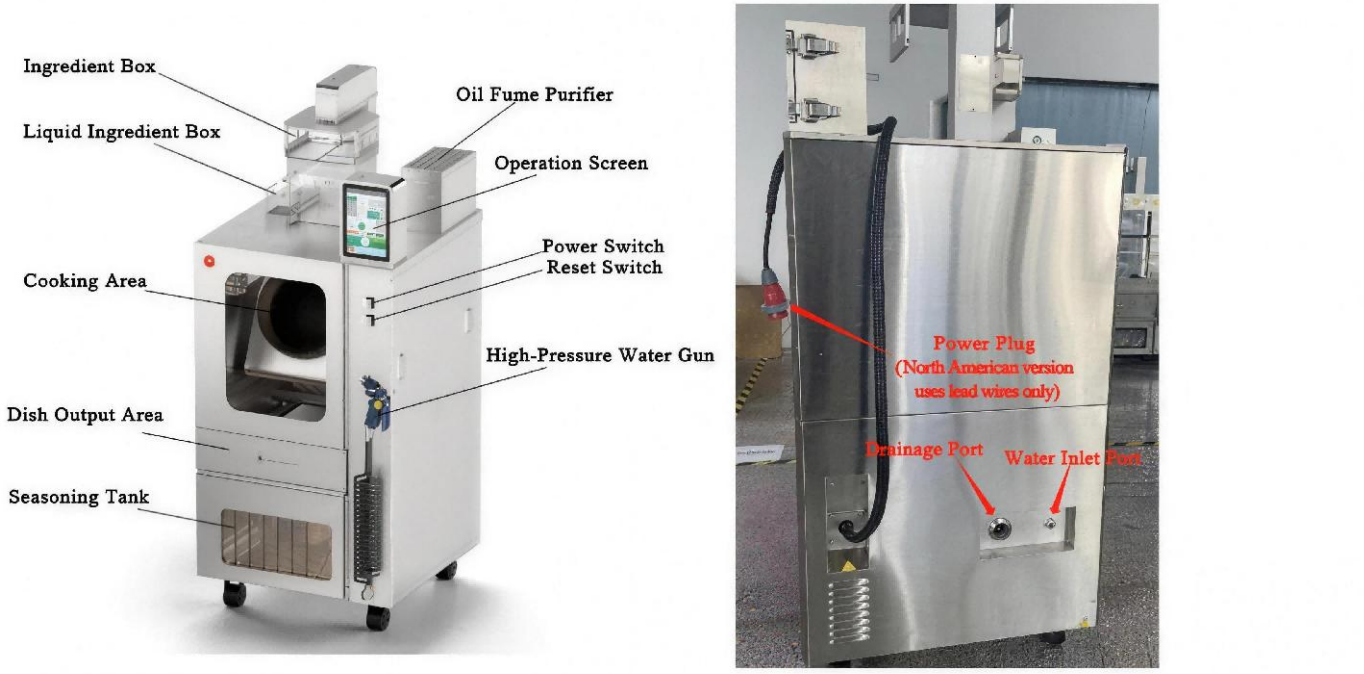



**Figure 2: Rear View of Equipment**


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## 2.2 Installation Space and Conditions

Front clearance: Recommended more than 32 in for personnel passage and operation space.

Left- side clearance: Leave more than 6 in from other equipment or wall for ventilation and heat dissipation.

Rear clearance: Leave more than 5 in from the wall for water and electrical connections.

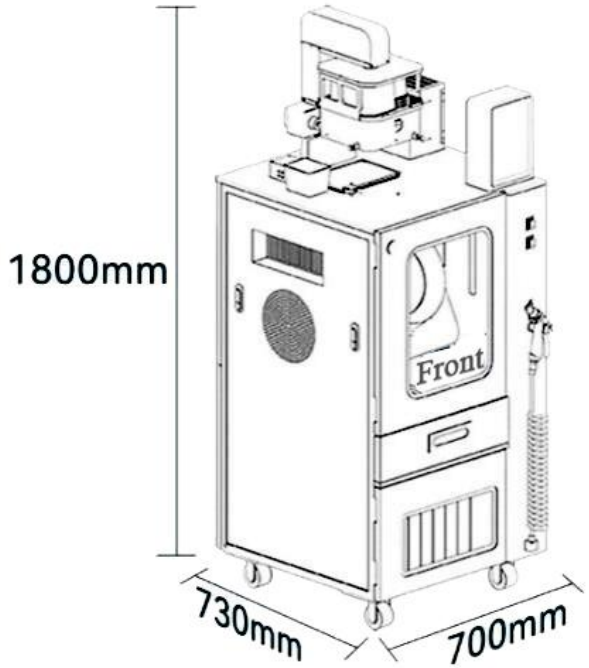



**Figure 3: Equipment Exterior Dimensions**

## 2.3 Installation Environment and Conditions

### 2.3.1 Power Supply Preparation

Equipment Power Rating: 8 AWG
Power Supply Requirement: 3-phase 208V, 5-wire system (3 live wires, 1 neutral wire, 1 ground wire).
Distribution Box Requirement: A 3P residual current circuit breaker (RCCB) rated at 40A must be used (See Figure 4, supplied by customer).
Power Cable Specification: 5-core cable of 8 AWG gauge must be used (supplied by customer).

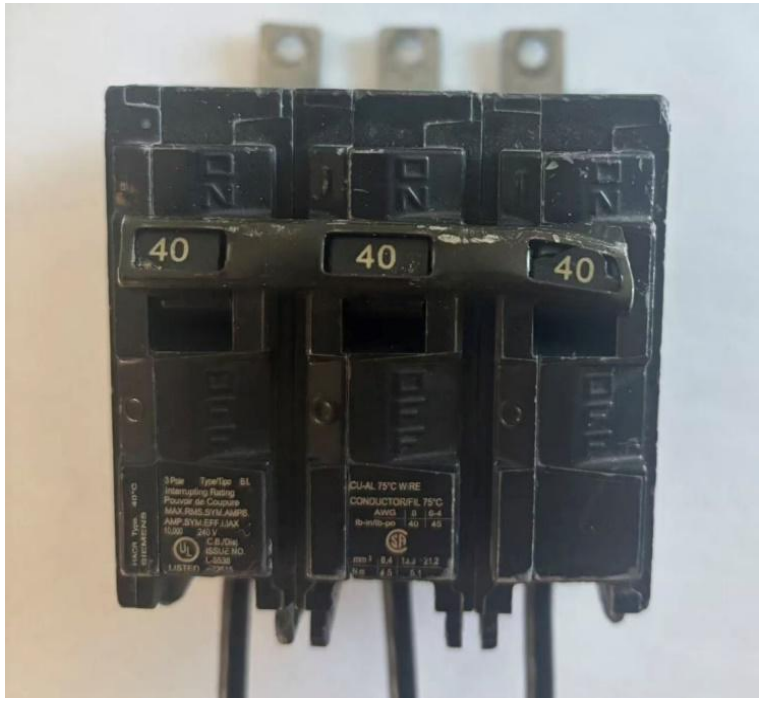



**Figure 4: 3-Pole Earth Leakage Protection Breaker**


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## 2.3.2 Water Supply and Drainage Piping

- The water supply pipe must be equipped with a right-angle valve with a 1/2-inch (4mm) fitting (Figure 5; provided by the user). The valve installation position shall be no more than 12 inches from the machine and no higher than 35 inches above the ground.
- Hydraulic pressure requirement: 0.15−0.3 MPa. If the outlet pressure exceeds 0.3 MPa, a pressure reducing valve must be installed at the angle valve outlet (Figure 6; included accessories). Note: The pressure reducing valve should only be installed at the valve outlet, not at the machine inlet.
- The randomly distributed water supply hose is approximately 1.2 meters long (Figure 7: Random Accessories). If the valve is located far from the machine, an extended hose should be provided.
- Pre-installed drain outlet: The drain outlet has a diameter of 1.5 in and a height below 11.5 in; (Figure 8. Random accessories)
- Residual water discharge position: No more than 15 inches horizontally from the machine's water outlet interface;
- The equipment's outlet is 15 inches above the ground, and the standard hose length is 23 inches.

Note:

① Recommend the customer to install a water softening system.

②The equipment uses room-temperature water. Some cities require hot-water cleaning, which may require an additional hot-water line.

③ Some cities require a hard-pipe drain connection. Users must purchase a 0.5-inch connector and matching fittings (Figure 8).




**Figure 5: Angle**

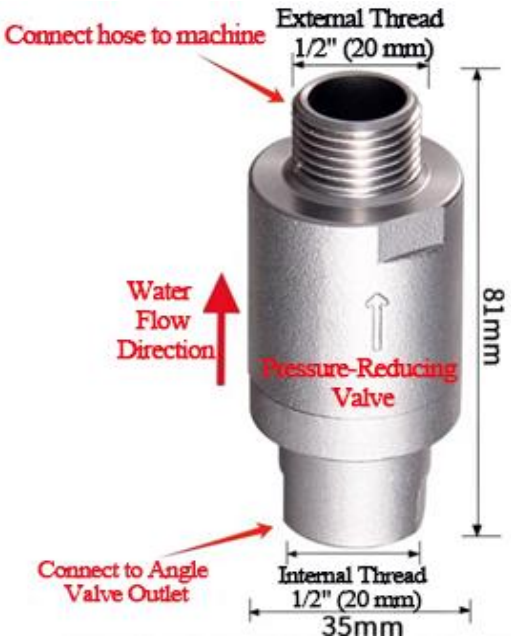



**Figure 6: Pressure- Reducing**



**Figure 7: Drain Hose**

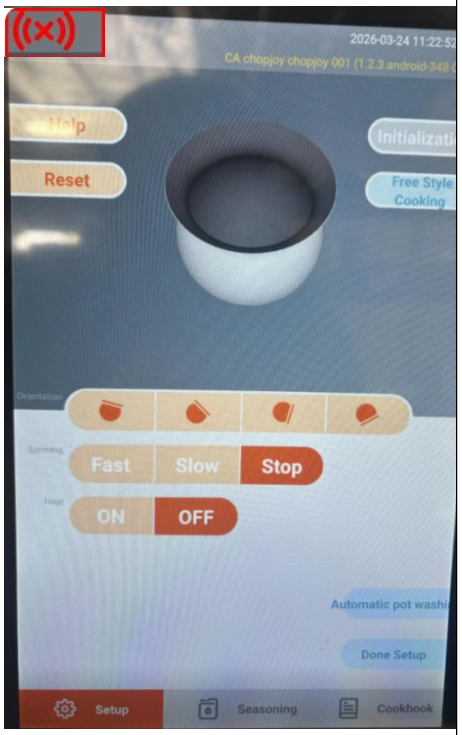
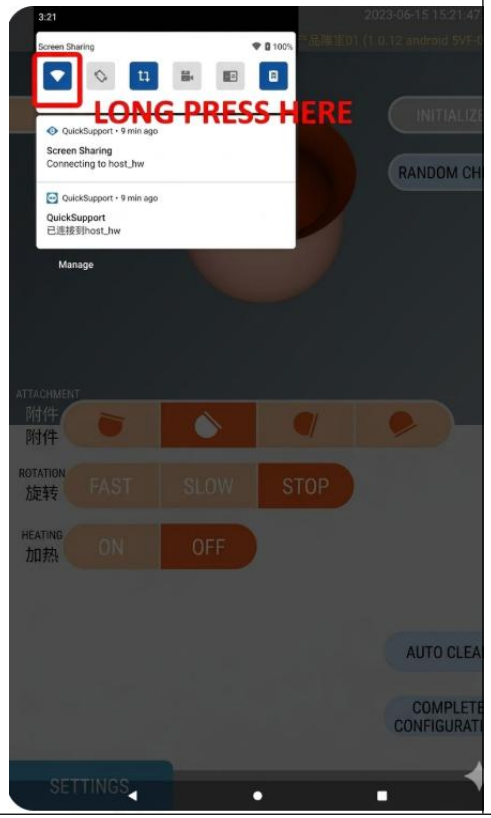
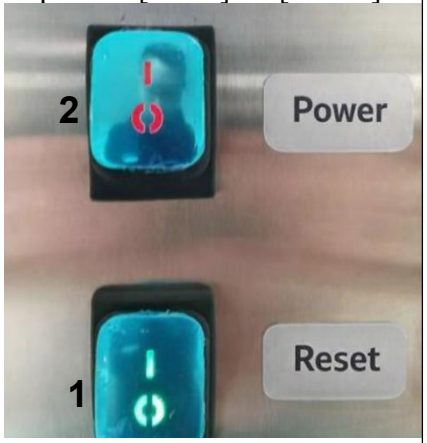



**Figure 8: 1/2- Inch Connector**


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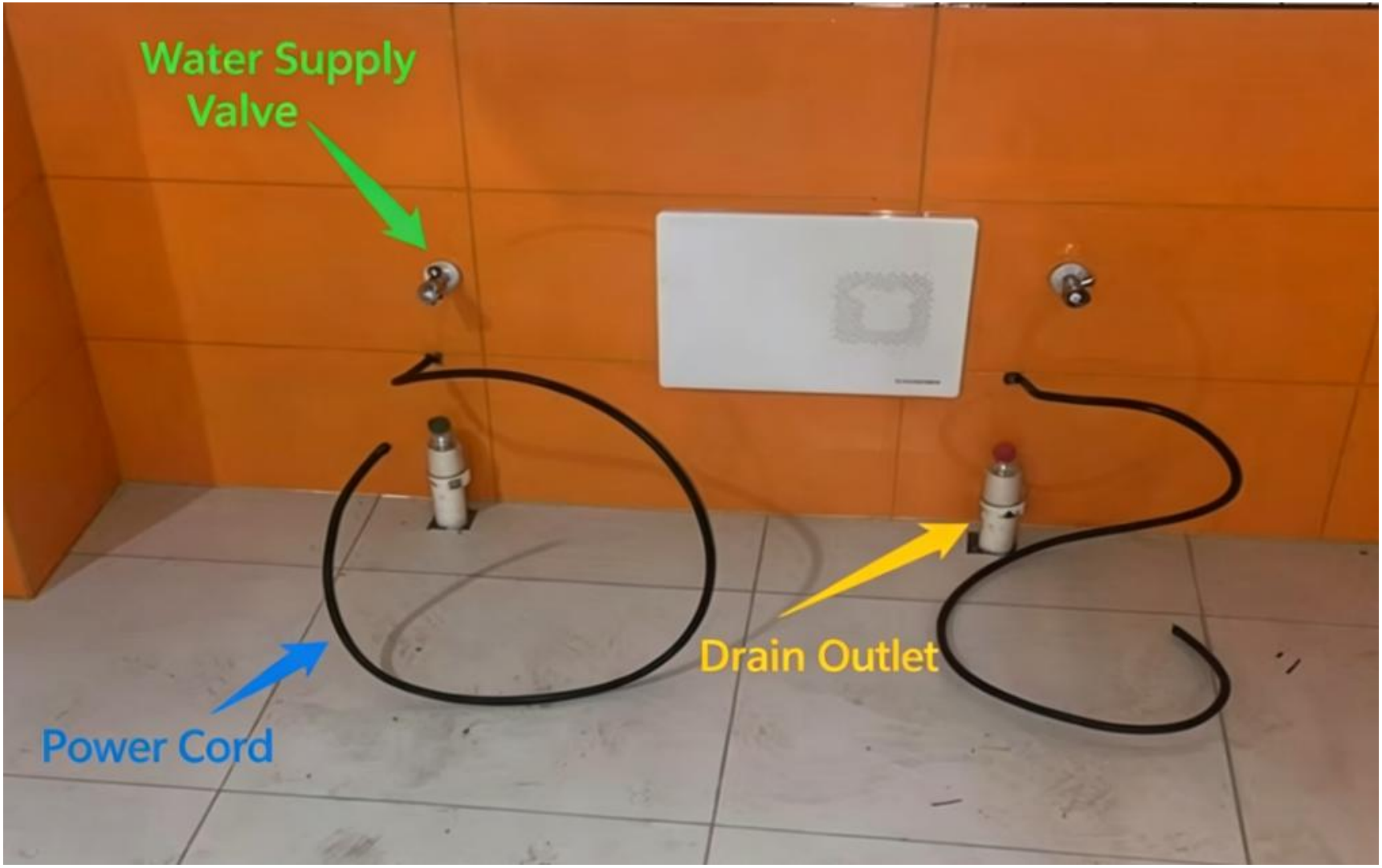
## 2.3.3 Network and Exhaust Requirements

Network Preparation: A 2.4G wireless network is required. The machine supports only 2.4G Wi- Fi and must be connected to a wireless network that provides 2.4G frequency coverage.

| Linkage WiFi | | | shut down |
|---|---|---|---|
| 1. The all-in-one machine is not connected, as shown in the figure below. | 2. Swipe on the all-in-one screen to open the Wi-Fi settings and connect to a Wi-Fi network | 3. The network connection was successful, as shown in the figure below. | 1.After completing the daily cleaning, the machine must be shut down. Follow the sequence: [Reset] → [Power]. |
|  |  |  |  |

Ventilation Requirements: An exhaust hood or ventilation fan must be installed directly above the machine.

### 2.3.4 Typical Installation Layout Diagram





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## 2.4 Power Line Connection Instructions (North American Version)

Wiring Definition: Neutral is N; live wires are L1, L2, and L3; ground wire is GND (Figure 9).

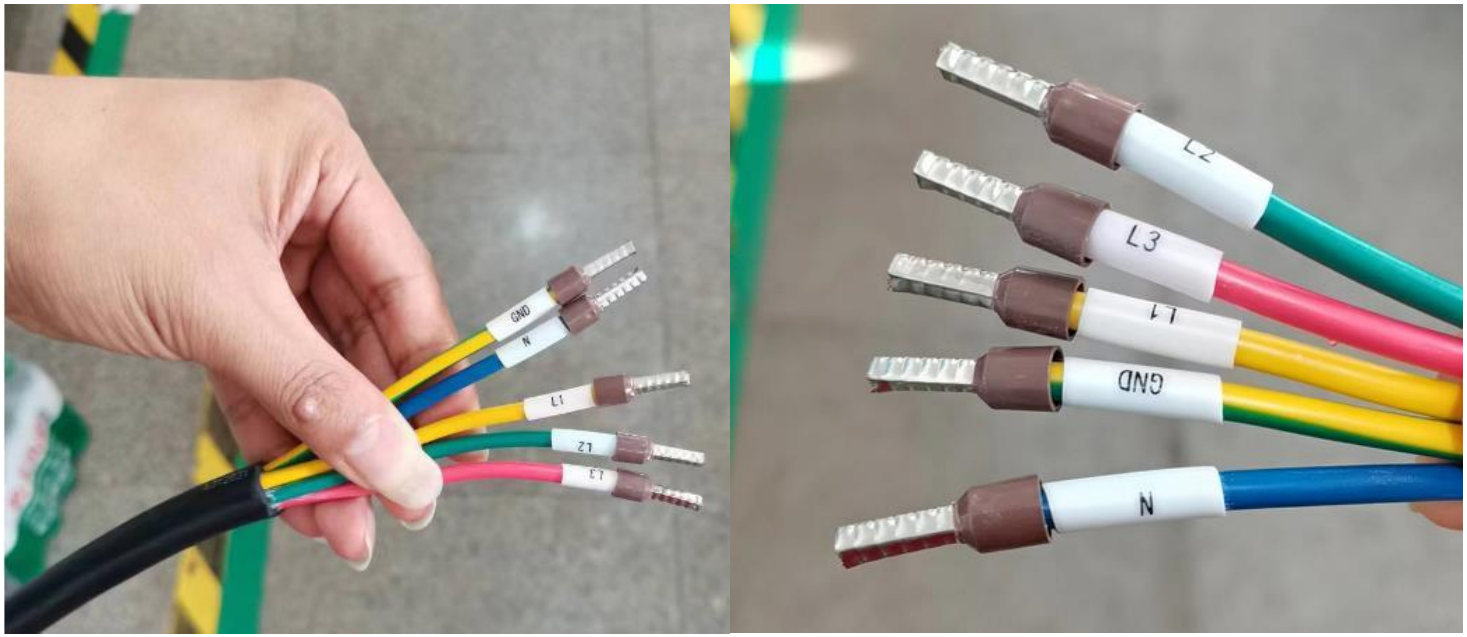



**Figure 9: Neutral Wire is N, Live Wires are L1, L2, L3 respectively, and Ground Wire is GND (Accessories)**

Connection method:

- The North American version of the machine is equipped only with lead wires, and all connections must comply with local electrical codes. The machine's power- line labels **L1, L2, L3** indicate **live wires**, **N** indicates the **neutral wire**, and **GND** indicates the **ground wire**.
- The machine's power wires should be connected to the supply wires using a **disconnect switch** (as illustrated), or by **direct cable connection**. Please follow local regulatory requirements to select the appropriate method for connecting the power wires.




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# 3. Basic Operation



# 3.1 User Manual for Cooking System

## 3.1.1 Overview

This manual details the operation process, core functional modules and precautions of the cooking system of the cooking machine, aiming to help users quickly master the system operation method and complete cooking operations safely and efficiently.

**Terminology Definitions:**

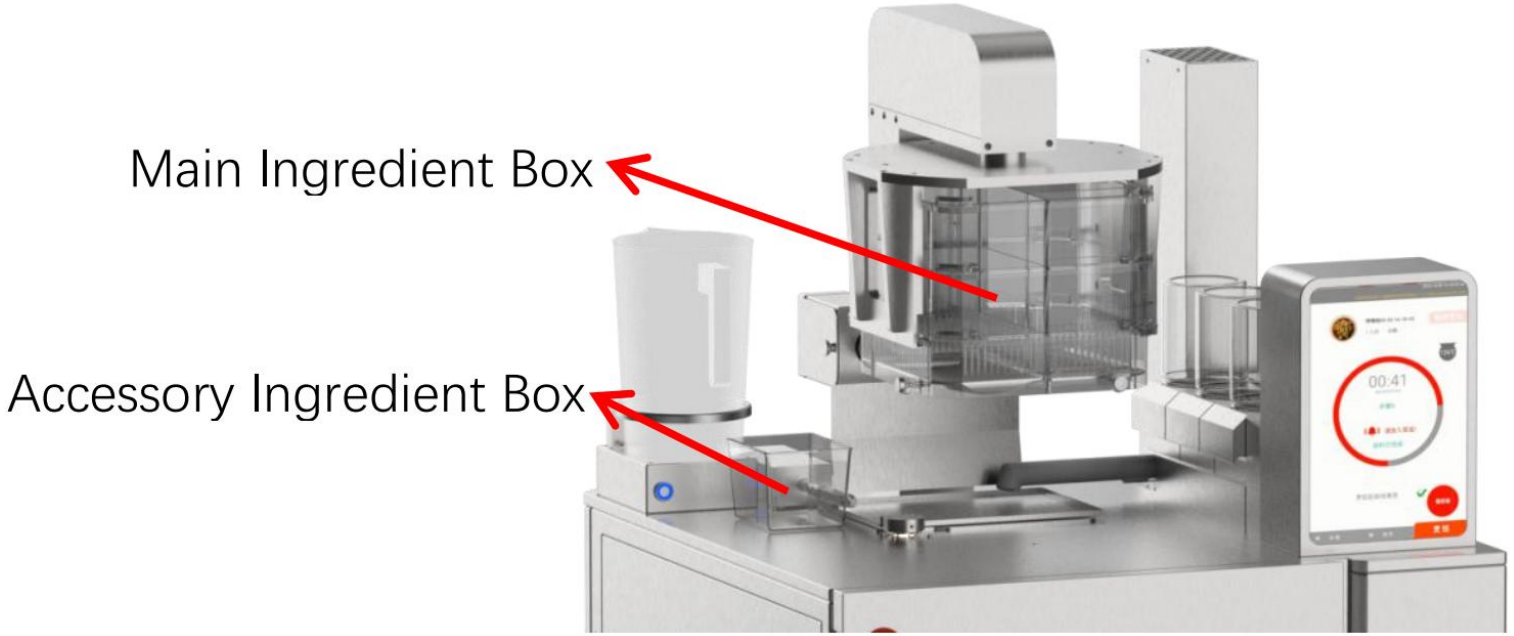
1. The cooking machine is hereinafter referred to as the Machine;
2. The 10-inch intelligent LCD touch screen is hereinafter referred to as the Screen;
3. The Changshan Intelligent Cooking System is hereinafter referred to as the Cooking System.

## 3.1.2 Machine Startup and Initialization

After power-on, the machine must complete the initialization process to ensure normal self-inspection of components before cooking operations can be started. The specific steps are as follows:

1. Power on the machine and wait for the Screen to finish booting and load the Cooking System;
2. Check and ensure that the machine tabletop is clean and tidy, and no mainor auxiliary ingredient boxes are installed;


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Main Ingredient Box
Accessory Ingredient Box
00:41

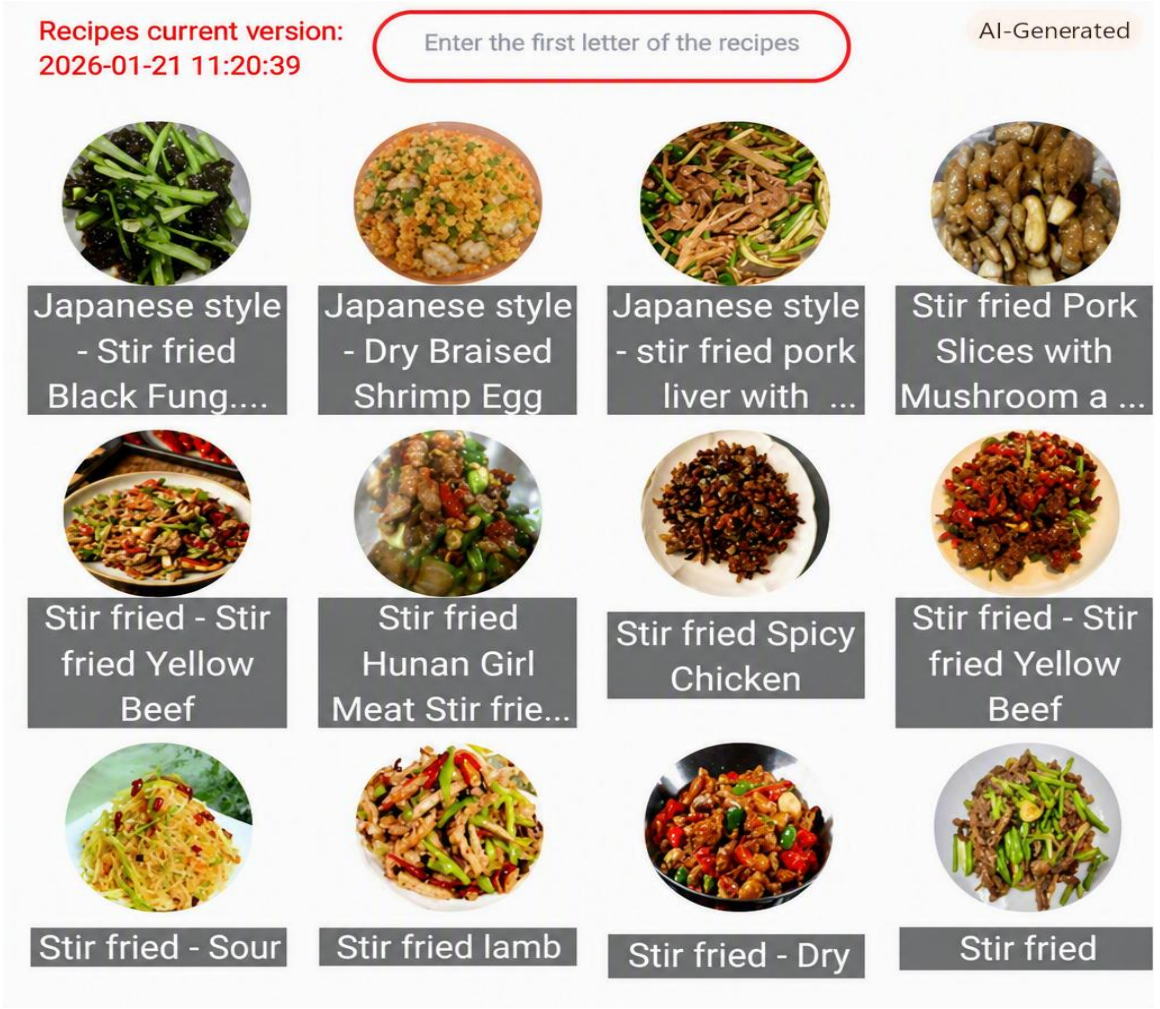
3. Tap the Initialization button on the Screen, and the system will start the component self-inspection process;





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4. After the self-inspection is completed, the system will automatically enter the recipe page, and the machine can be used normally.

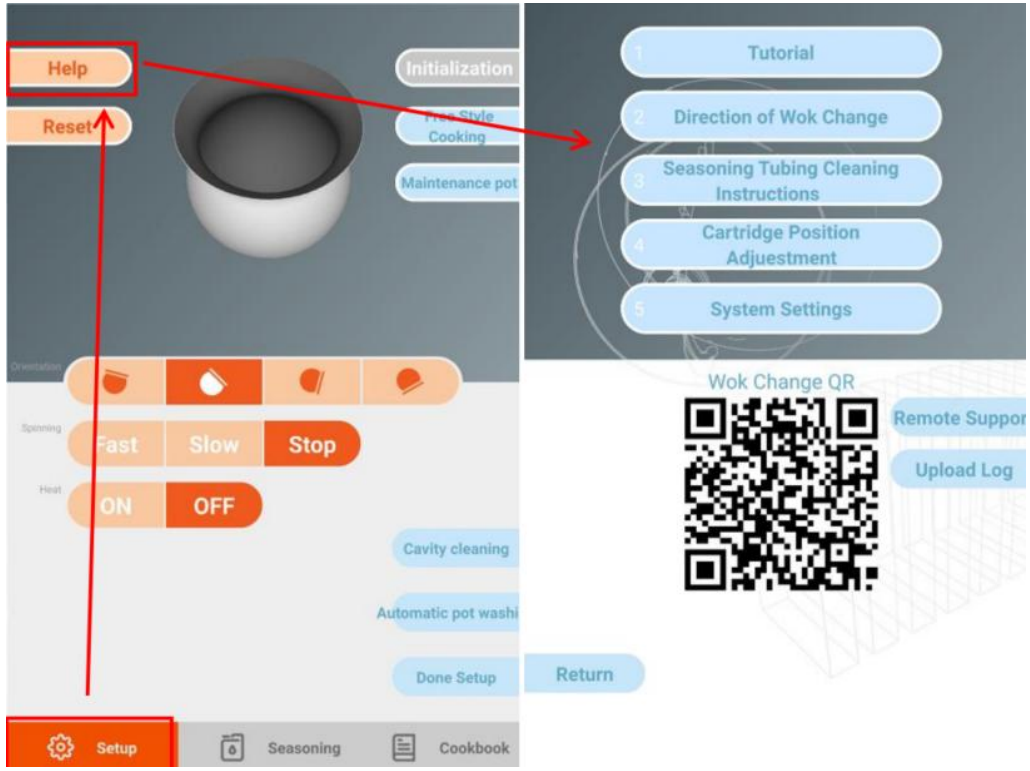


### 3.1.3 Description of Core Modules of the Cooking System

The cooking system consists of three core modules: Settings Module, Seasoning Module and Recipe Module. Each module has independent yet collaborative functions, covering the entire operation process of the machine.

#### 3.1.3.1 Settings Module

On the main interface of the Screen, tap Settings and then tap Help to enterthe help page, which includes 7 core functions. Tap Return to go back to the Settings Page. The specific operations are as follows:





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### 3.1.3.1.1 View Operation Tutorials

Tap Tutorials and scan the tutorial QR code displayed on the page with your mobile phone to view tutorial videos (including tutorials related to machine operation, app, Customer System, etc.)



### 3.1.3.1.2 Guide for Replacing Old Pot

After entering this function, the system will display the detailed steps for replacing the old pot step by step. Follow the prompts of the guide to complete the pot replacement operation.

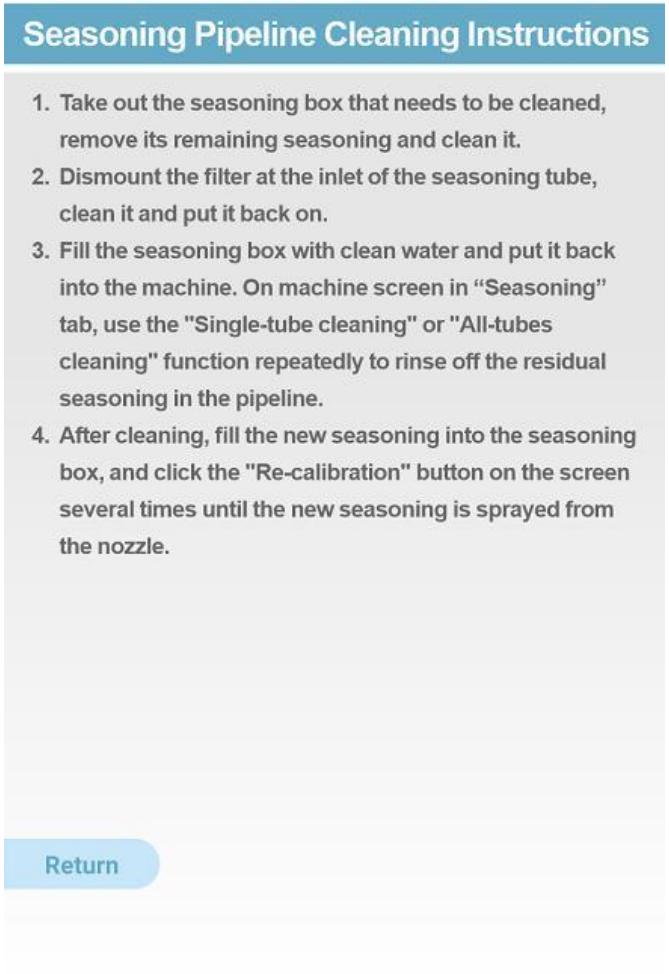




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### 3.1.3.1.3 Instructions for Cleaning Seasoning Pipes

This page details the cleaning steps of the seasoning pipes, and marks the applicable scenarios of different cleaning methods (single-path or full-path) for users to refer to according to actual needs.



#### 3.1.3.1.4 Ingredient Box Position Compensation Setting

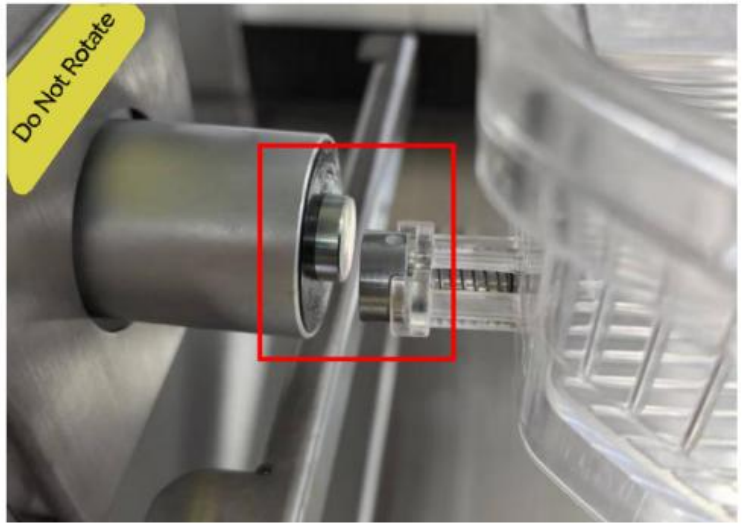
This function is used to calibrate the relative position between the ingredient box and the electromagnet to ensure accurate installation of the ingredient box. The operation steps are as follows:

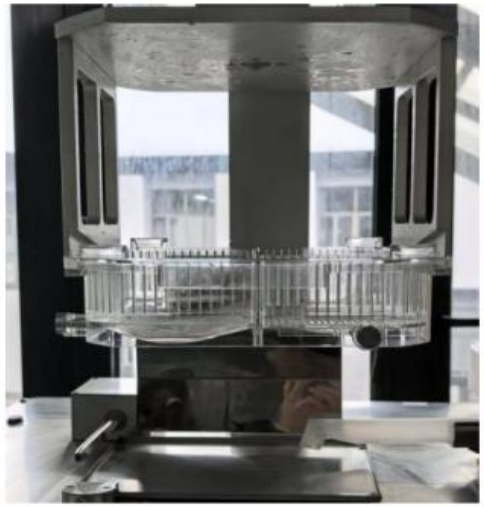
1. Tap Box 1 and observe the relative position between the ingredient box pin and the electromagnet;
2. Judgment Standard: It is normal if the overlapping area of the two exceeds 1/2 but does not completely coincide. If abnormal, tap the up and down buttons of Ingredient Box Position Correction to adjust the value;
3. Tap Box 1 again to observe the relative position between the ingredient box pin and the electromagnet until it is normal;
4. Check the other boxes in sequence. After all are normal, tap Save to complete the setting. Otherwise, contact after-sales service for processing.


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**Note**: After the machine is initialized at startup, the relative position offset between the ingredient box pin and the electromagnet is the correct position.

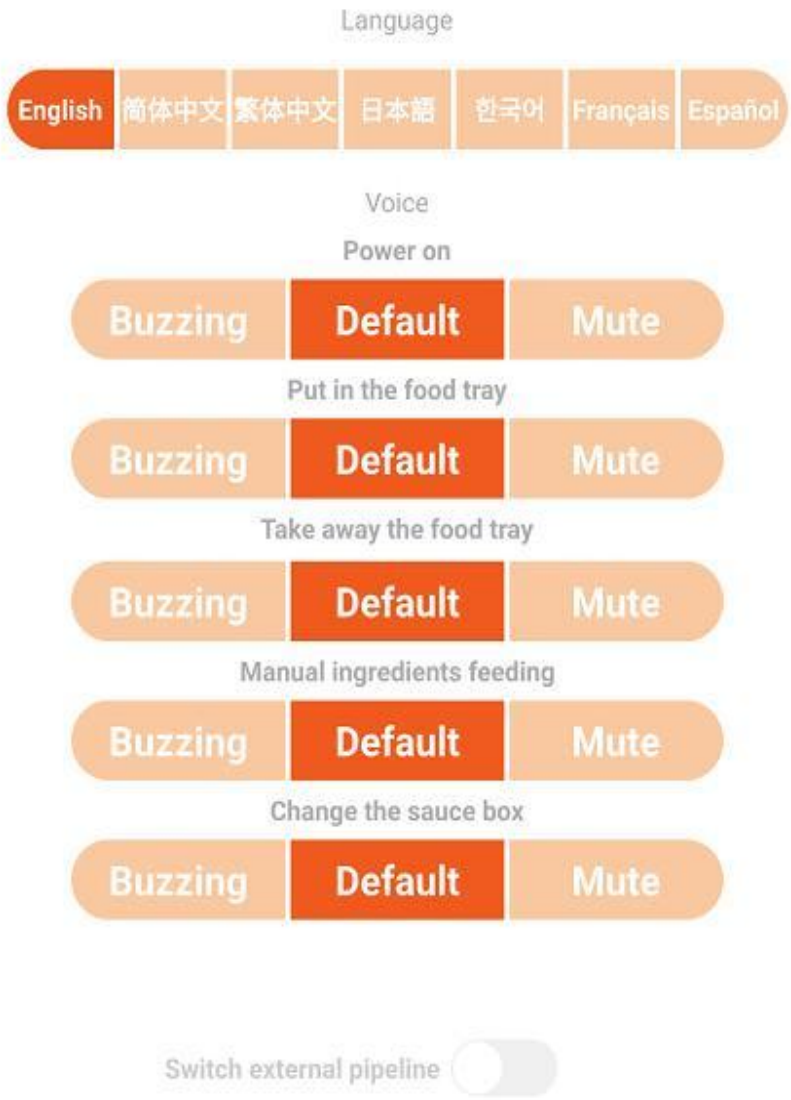


### 3.1.3.1.5 System Settings

Three core configurations are supported (tap any blank area to return to the previous page):

1. System Language: Select the display language of the machine operation interface. Recipes and seasonings need to be re-burned to be converted into the target language. For detailed burning operation steps, refer to the operation specifications of the APP or Customer System.
2. Voice Selection: Switch the audio of the machine voice broadcast or set it to mute.
3. External Connection of Cooking Oil: Set whether to enable the external pipeline for switching cooking oil (when disabled: cooking oil is in the 4th position of the 2nd column; when enabled: cooking oil is in the 5th position of the 1st column).





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### 3.1.3.1.6 Upload Logs

This function is used to upload the cooking logs of the machine:

1. Single-click "Upload Logs": Upload the operation logs of the last 3 days;
2. Long-press "Upload Logs": Upload the operation logs of the last 1 week.



### 3.1.3.1.7 Pot Replacement Application (Exclusive for Coated Pots)

When replacing the pot of a coated pot model, scan the pot replacement QR code with your mobile phone and submit the pot replacement application. For detailed operation steps, refer to the operation specifications of the Old Pot Replacement Guide in 3.1.2.



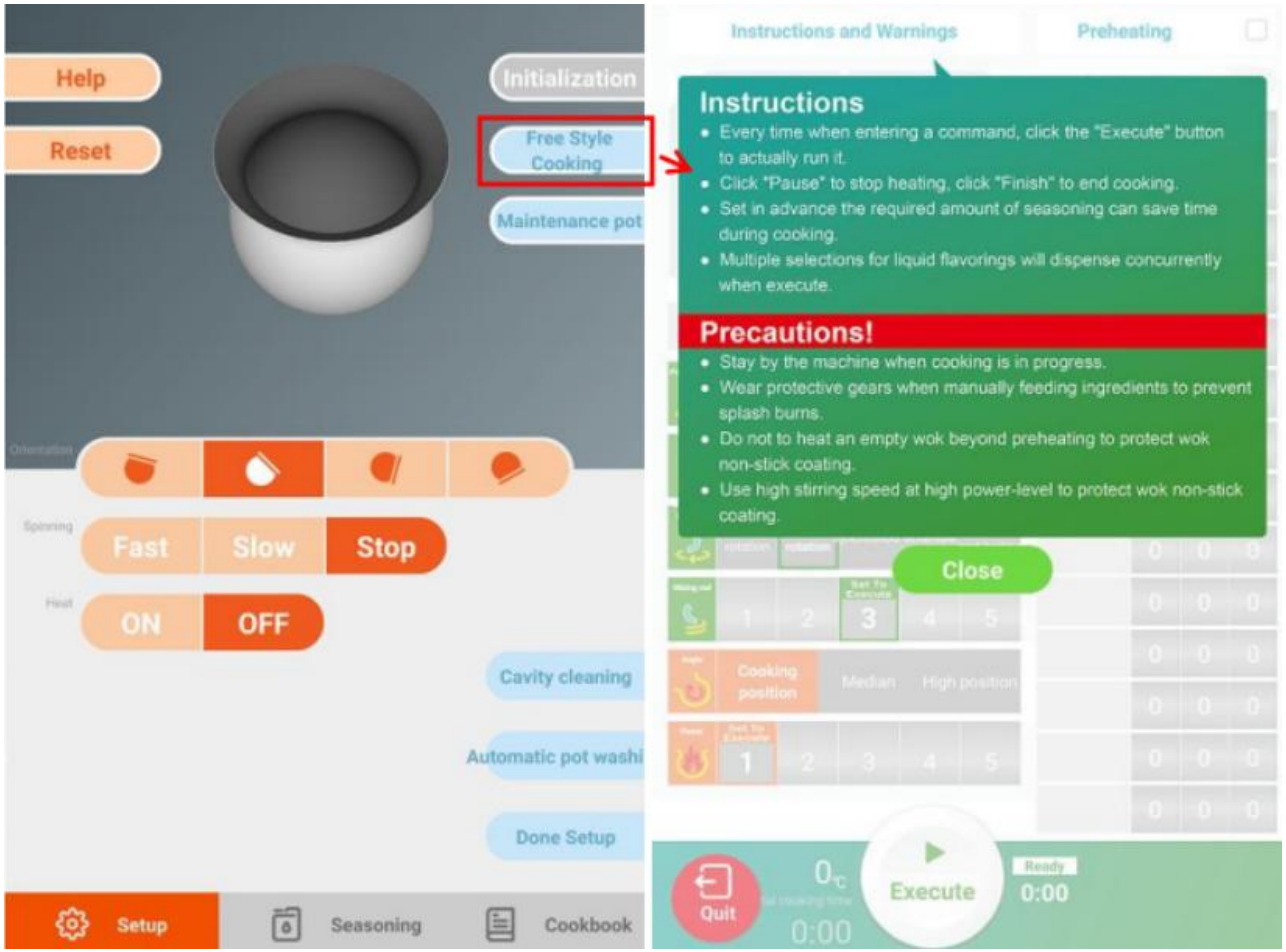


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### 3.1.3.1.8 Free Cooking Page Operation

In the Settings Module, tap Free Cooking to enter the Free Cooking operation page:

1. When entering for the first time, carefully read the operation instructions and tap Close after reading;



2. Interface Layout Description: The upper left corner is the ingredient box control panel, the lower left corner is the pot and fire power control panel, the upper right corner can set pot preheating before oil injection and preheating
temperature, the right side is the automatic seasoning control panel, and the bottom displays the current pot temperature, total cooking time, and process information of the current step. Operation Rules:
After tapping the button of any control panel, you need to tap the Execute button to make the corresponding operation take effect;
Each grid of the main ingredient box can only be used once;
The auxiliary ingredient box can be used twice, and manual feeding can be performed multiple times;
Main ingredient boxes, auxiliary ingredient boxes, liquid seasonings, powder seasonings, pot settings, rod settings and fire power settings can be used simultaneously;
Multiple liquid seasonings can be executed at the same time (except oil);
If the seasoning is not calibrated, it will be disabled on this page and cannot be used (refer to lard in the figure above);
The maximum duration of a single process step is 600 seconds. If it exceeds 600 seconds, a new process step will be automatically generated;
The maximum number of process steps is 100;
The maximum number of automatic liquid seasoning and powder seasoning steps is 12;
The single-rotation structure of the coated pot has no rod rotation and rod speed control.


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Pot Rotation: Pot Rotation Direction
Pot Speed: Pot Rotation Speed

| Gear Position | 1st Gear | 2st Gear | 3st Gear | 4st Gear | 1st Gear |
|---|---|---|---|---|---|
| Coated Pot | 6s/rev | 3.5s/rev | 2.5s/rev | 2s/rev | 1.35s/rev |
| Iron Pot | 7.2s/rev | 4.8s/rev | 3.3s/rev | 2.5s/rev | 2s/rev |

Rod Rotation (Dual-Rotation Model): Rotation direction of the stirring rod Synchronous Mode: Rod speed cannot be set and remains consistent with the pot speed;
Scattering Mode: Pot rotation, pot speed, pot position and rod speed cannot be set;
Stewing Mode: The rod is fixed at the top of the pot and rotates once per minute, and can be configured to stay at the top of the pot.
Rod Rotation (Dual-Rotation Model)：Rotation speed of the stirring rod

| Gear Position | 1st Gear | 2st Gear | 3st Gear | 4st Gear | 5st Gear |
|---|---|---|---|---|---|
| Iron Pot | 4s/rev | 2s/rev | 1.3s/rev | 1s/rev | 0.8s/rev |

Pot Position: Angle position of the pot mouth, default is cooking position;
middle position = cooking position + 10°; high position = cooking position +20°.

Fire Power: Heating gear position

| Gear Position | 1st Gear | 2st Gear | 3st Gear | 4st Gear | 5st Gear |
|---|---|---|---|---|---|
| Coated Pot | 2kW | 3.5kW | 5kW | 6.5kW | 8kW |
| Iron Pot | 2kW | 4kW | 6kW | 8kW | 10kW |

Pot Preheating Before Oil Injection:
Standard recipes will definitely preheat the pot before oil injection. Therefore, recipes generated without enabling this function may lead to inconsistent product quality;
Set custom preheating temperature: It will be recorded together with the recipe. After forming a standard recipe, the first step of the recipe processwill be executed when the set custom preheating temperature is reached.

| | Custom Preheating Temperature Range (℃): |
|---|---|
| Coated Pot | Integers in the range of 90-250 |
| Iron Pot | Integers in the range of 90-300 |


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Instructions and Warnings
Preheating
Custom Preheating Temp
Ingredient 4
Ingredient 2
Ingredient 1
Ingredient 3
Liquid Ingredient
Manual Feeding
Cooking oil
Water
Main Ingredient Box
Pot Rotation Direction
Forward rotation
Reversal rotation
Pot Rotation Speed
Present State
Rod Rotation Direction
Forward rotation
Reversal rotation
Synchronou Scramble
Stewing and boiling
Rod Rotation Speed
Pot Opening
Cooking position
Median
High position
Heating Gear
No Seasoning Set
Uncalibrated Seasoning
Real-time Pot Temperature
Cooking Completed
Total Cooking Time
Finished
0:06
Execute
Action
0:05
Pause
Pause Cooking
Current Step Process Information

# 4. Troubleshooting and Maintenance




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## 4.1 Common Troubleshooting and Solutions

| No. | Problem Phenomenon | Solution Measures |
|---|---|---|
| 1 | Prompt for uncalibrated seasoning | Recalibrate the seasoning and then start cooking. |
| 2 | Prompt for no such seasoning | Add or replace the seasoning on the seasoning interface; recalibrate and then start cooking. |
| 3 | Automatic cleaning button is gray | 1. Check if the machine has been initialized. Only after initialization can the pot be washed.<br>2. Check if there is a vegetable basin inside the machine. If there is a basin, the pot cannot be washed.<br>3. Remotely turn off the vegetable basin sensor. If it works normally, replace the sensor. After turning it off, manually click to pour out dishes each time.<br>4. After replacing the vegetable basin sensor, turn on the sensor setting. |
| 4 | Insufficient cleaning water volume or low water pressure | 1. Check if the water valve is fully open. 2. Check if the water pressure is too low. If so, add a booster pump |
| 5 | Excessive cleaning water pressure | Water pressure requirement is 2 - 3.5 kilograms (if higher or lower than this range, add pressure increasing or reducing equipment. Adjust the pressure gauge value to around 0.3). |

| No. | Problem Phenomenon | Solution Measures |
|---|---|---|
| 6 | Poor cleaning effect of coated pot | 1. Deep clean the pot body to remove residual scale, but do not use steel wool.<br>2. Check the pot coating. If the coating is severely worn, replace the pot. |
| 7 | "Seasoning doesn't spray or the spraying distance is too short" | 1. If the nozzle hole is blocked, use a needle or thin wire to unclog the nozzle.<br>2. Check if there are foreign objects blocking the filter and check valve.<br>3. Remove the filter at the inlet of this seasoning pipeline. Use a water gun to slowly pump water into the inlet pipe. Do not use too much water pressure and observe if water can spray from the nozzle.<br>4. Replace the diaphragm check valve kit of this seasoning pipeline.<br>5. Check if the seasoning pump is working properly. If not, replace the seasoning pump." |
| 8 | Abnormal noise when the pot is rotating | 1. Check if the noise is from the pot seal. When rotating, hold the seal and apply some cooking oil. This is more likely to happen when a new pot seal is installed.<br>2. Remove the pot and check if the bottom seal is missing and if there is friction with the ceramic glass.<br>3. Test if there is abnormal noise when rotating without the pot. If so, it is the noise of the selection motor. |
| 9 | Loose stirring rod repeatedly | 1. Check if the screws fixing the stirring rod are tightened and if the spring washers on the screws are missing.<br>2. Check if the screw for fastening the stirring rod is stripped. Remind that the screw |


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| No. | Problem Phenomenon | Solution Measures |
| --- | --- | --- |
| | | must be replaced every time the pot is changed.<br>3. Check if the contact surface between the stirring rod and the main shaft is flat. If not, use sandpaper or a file to properly polish it before installation. |
| 10 | Machine leaks water | 1. Check if the water pressure is too high and if a pressure reducing valve is installed. Adjust the water pressure of the pressure reducing gauge to around 0.2. *<br>2. Open the left side panel and check if there are any leakage points at all pipeline interfaces and if the cleaning pump head is cracked. 3. Open the left side panel and check if there is water seeping under the top cover of the water tank. If so, it means the float valve in the water tank is not tightly closed and needs to be cleaned or replaced. |
| 11 | A lot of oil fumes in the cavity during cooking | 1. Check if the oil fume fan is working properly. If not, replace the oil fume fan. *<br>2. If the air volume is too small, check the oil fume filter element. If there is water accumulation in the filter element, it must be dried before being installed in the machine. If it is too dirty, a new filter element must be replaced. *<br>3. Remove the baffle (aluminum mesh at the air inlet) and check if the baffle is blocked by oil sludge. Use a water gun to repeatedly rinse the baffle to remove all dirt and then reinstall it." |

| No. | Problem Phenomenon | Solution Measures |
| --- | --- | --- |
| 12 | No heating during cooking | 1. Check if the power supply voltage is normal (phase-to-phase voltage 208V 10) and if there is any phase loss.<br>2. Check the cooking log and see if the temperature curve is abnormal.<br>3. Contact after-sales service to check if there is an alarm in the background:<br>3.1. Alarm for induction cooker communication failure.<br>3.1.1 Check if the 485 communication cable for the induction cooker is normal.<br>3.1.2 Check if the 485 connector on the main board connected to the induction cooker is normal.<br>3.1.3 Check the induction cooker core. If it is confirmed that the core is faulty, the induction cooker core needs to be replaced. *<br>3.2. Alarm for phase loss abnormality.<br>3.2.1 Ask the on-site personnel to open the right side panel and unplug the coil cooling fan on the outermost side of the induction cooker core. If heating resumes, an engineer needs to come and replace the coil cooling fan.<br>3.2.2 If heating still doesn't work after replacing the coil cooling fan, replace the induction cooker core." |
| 13 | Unable to connect to the network | 1. Check if the wireless network can access the Internet normally and the signal strength.<br>2. Check if the wireless network password is entered correctly. |


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| No. | Problem Phenomenon | Solution Measures |
| --- | --- | --- |
| | | 3. Check if the network antenna at the back of the all-in-one machine is connected properly.<br>4. Use a mobile phone to share a hotspot to connect to the network and verify if the machine's network function is normal. |
| 14 | Inactive touch screen | 1. Check if there is oil on the screen. Clean it and try again.<br>2. Check if the system time on the screen is continuously updated. If the time stops, it means the APP is frozen. Close the APP and reopen it. Operation method: Swipe up from the bottom. After it appears, select the "˜" icon at the lower right and swipe up to exit the cooking program and reopen it." |
| 15 | The bottom plate of the combined material box is not opened | 1. Check if there is anything stuck between the bottom plate of the material box and the four sides and if the expansion of the material box slider is smooth.<br>2. Check if the material box bracket is loose or tilted.<br>3. Check if the raw materials in the material box are packed too tightly or are too heavy. Do not press with your hand when loading to prevent the pin from disengaging.<br>4. Check the position deviation between the iron block of the material box and the suction cup electromagnet. If the deviation is too large, you can test and adjust the rotation angle of the material box in the 'Settings page > Help > Material box position compensation' of the machine operation interface. *<br>5. Check if the electromagnet can fully pop out. If the rebound is not smooth, then |

| No. | Problem Phenomenon | Solution Measures |
| --- | --- | --- |
| | | rotate the electromagnet left and right to find the middle position and then test if the electromagnet rebound is normal. Spray WD40 lubricant on the central axis of the electromagnet. If the problem still cannot be solved, a new electromagnet component needs to be replaced." |
| 16 | Inaccurate seasoning spray volume or no spray | 1. Check if the calibration value is accurate and if the nozzle is blocked. Unclog the nozzle with a needle in time. After cleaning the pipeline, recalibrate.<br>2. If the dish requires a large amount of water, check if the water spray setting in the recipe is too large. No more than 500 grams of water can be sprayed at a time.<br>3. Check if the float valve in the water tank is working properly and if there is insufficient water supply.<br>4. Check if the diaphragm check valve in the seasoning bin is normal. If there are dirty things inside the valve, it needs to be rinsed clean before use." |
| 17 | Cooling fan fault alarm | 1. Check if there is air coming out from the air outlet on the left side panel. If there is air, it is a false alarm due to current fluctuation.<br>2. If there is no air, it means the fan is faulty and needs to be replaced in time. |
| 18 | Oil fume fan fault alarm | 1. Check if there is air coming out from the oil fume outlet. If there is air but occasional alarms occur, it is generally a false alarm caused by current fluctuation.<br>2. Remove the baffle and check the fan. If the fan doesn't rotate when heating, it means the fan is faulty and a new fan needs to be replaced. |


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| No. | Problem Phenomenon | Solution Measures |
|---|---|---|
| 19 | Temperature sensor fault | 1. Ask the user to click 'I know' and cooking can continue. At the same time, notify the after-sales service personnel to check if the 'temperature curve' in the background is abnormal.<br>2. If there is an alarm and the temperature curve is abnormal and there is no heating, the temperature sensor needs to be replaced." |
| 20 | Material box rotation motor fault | 1. First check if the material box collides with or is stuck by the electromagnet. Try to pull out or push in the material box. Reinitialize. After initialization is completed, normal cooking can be resumed.<br>2. If the material box rotates with difficulty and has a stuttering feeling during initialization, check if there is rubber debris near the rotating shaft of the material box bracket. If so, the material box rotating shaft needs to be disassembled and the seal replaced." |
| 21 | Material box rotation motor positioning fault | 1. Check if the material box is stuck. Or if there is a collision during operation, reinitialize and try again.<br>2. Check if the original position sensor of the material box and the related wiring harness connectors are loosely connected. If the sensor is determined to be faulty, it needs to be replaced." |

| No. | Problem Phenomenon | Solution Measures |
|---|---|---|
| 22 | Baffle motor fault | 1. Check if the baffle is stuck and remove the oil stain in the moving area of the baffle.<br>2. Remove the baffle first and perform equipment initialization. After initialization is completed, normal cooking can be resumed.<br>3. After removing the baffle and reinitializing, if the baffle motor rotates more than 180 degrees, it means the original position sensor of the baffle motor is faulty. Check the sensor connector or replace the sensor.<br>4. If the motor doesn't rotate at all during initialization, the baffle motor needs to be replaced." |
| 23 | Pot flipping motor fault | 1. Check if there is any foreign object stuck in the cooking cavity.<br>2. Turn off the reset button for one minute and then turn it on again. Reinitialize and check if initialization can be completed normally. 3. Check if the gap between the pot body is too large. The normal gap is 1 - 2<br>4. Replace the flipping drive board. *<br>5. If it is already a flipping driver, check if the green light on the driver flashes normally (if there is a red light, it needs to be judged again). See the attached table for detection." |
| 24 | Pot flipping motor positioning fault | 1. Check if there is any foreign object stuck in the cooking cavity.<br>2. Turn off the reset button for one minute and then turn it on again. Reinitialize and check if initialization can be completed normally. |


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| No. | Problem Phenomenon | Solution Measures |
| --- | --- | --- |
| | | 3. Check if the flipping original position sensor is working properly.<br>4. If there is a lot of transmission noise or the pot is stuck at a certain position and accompanied by an alarm during flipping, it may indicate that the flipping reducer is faulty and needs to be replaced." |
| 25 | Pot rotating motor fault | 1. Check if there is friction between the rotating pot and the induction cooker panel. After disassembling the pot, clean the oil stain on the induction cooker panel and then reinstall the pot. Manually rotate the pot to check if the resistance is normal. If the friction is caused by the deformation of the pot, a new pot needs to be replaced and this pot cannot be used anymore. If the friction is caused by improper installation of the pot, such as without installing the silicone pad at the bottom of the pot, reinstall it.<br>2. Turn off the reset button for one minute and then turn it on again. Reinitialize and check if initialization can be completed normally. 3. Check the conduction of the entire wiring harness of the rotating motor and if there is any disconnection or loose connection at the connector.<br>4. Replace the rotating drive board/driver. * PS. Before replacing the drive board, check the conduction of the cable from the rotating drive board inside the box to the side of the electrical box. If it still alarms after replacing the drive board, the rotating motor needs to be replaced.<br>5. Before replacing the rotating motor, first plug the spare rotating motor into the terminal on the side of the rotating motor electrical box and reinitialize." |

| No. | Problem Phenomenon | Solution Measures |
|---|---|---|
| 26 | Power trip | 1. For initial installation and use, check the connected power cord. Neutral and ground cannot be shared.<br>2. Check if the 16A industrial plug (red mating connector) of the machine is flooded. Do not throw this plug on the ground. It is best to wrap it with plastic wrap and hang it in a dry and water-free place.<br>3. Unplug the cooling fan plug on the electrical box or remotely turn off the cooling fan. If it returns to normal, replace the cooling fan.<br>4. Unplug the oil fume fan plug on the electrical box or remotely turn off the oil fume fan. If it returns to normal, replace the oil fume fan." |
| 27 | Oil fume fan and cooling fan alarm simultaneously | 1. Check if the fuse in the electrical box is loose or blown.<br>2. For old models, check if the fuse on the main board is burned out. Replace the oil fume fan first and then replace the main board." |
| 28 | The machine cannot be initialized. There is a no signal icon between the all-in-one machine and the main board on the upper left corner of the screen | 1. Open the back panel of the all-in-one machine screen and the right side panel of the machine to check if the connector of the 485 connection cable is loose.<br>2. If the 485 cable is fine, replace the main board to test if the connection is normal.<br>3. If it still shows after replacement, replace the all-in-one machine." |


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| No. | Problem Phenomenon | Solution Measures |
|---|---|---|
| 29 | Sauce dispensing motor fault | 1. Check if the sauce box is stuck. Remove the sauce box and reinitialize.<br>2. If the sauce box reverses, check if the motor connector is loosely connected.<br>3. If the above situations are excluded, the sauce box motor needs to be replaced." |
| 30 | All-in-one machine freezes/screen is stuck | 1. Check if the screen time is changing normally. If the time is changing, you can swipe to the background system desktop and reopen the cooking APP.<br>2. If the screen cannot be swiped but the time is changing, it means there is a problem with the touch screen.<br>3. If the time is not changing and the screen cannot be swiped to the background system desktop, it is a systemic freeze. If it occurs frequently, the all-in-one machine needs to be replaced. |
| 31 | All-in-one machine is black (power light is on) | 1. Open the right side panel of the machine and check if the power adapter light on the chassis is on.<br>2. If the power light is on, check if the connector with the chassis is loose. Open the back panel of the all-in-one machine and check if the power cord connector of the all-in-one machine is loose.<br>3. If the power light is off, a new 12V power adapter needs to be replaced. |

| No. | Problem Phenomenon | Solution Measures |
|---|---|---|
| 32 | utomatic dish pouring without a vegetable basin | 1. Check if there are foreign objects covering the sensor in the pot cavity.<br>2. Check if the motherboard and version of the all-in-one machine screen are the latest versions.<br>3. It is recommended that the customer place the vegetable basin before clicking on the completion of cooking in the recipe.<br>4. Use a stainless steel spoon to repeatedly take and place it. At the same time, observe if the automatic cleaning button changes and test if the vegetable basin sensor is normal. If the response is abnormal, the vegetable basin sensor needs to be replaced.<br>5. You can remotely turn off the vegetable basin sensor first and remind the user to manually click to pour out dishes. After replacing the vegetable basin sensor, turn on the sensor setting. |
| 33 | Thickening sauce doesn't spray | 1. Check if the thickening sauce nozzle is blocked.<br>2. Check if the thickening sauce blending ratio is 1:5.<br>3. Check if the thickening base switch is normal. If not working, replace the thickening base. |
| 34 | Multiple motors frequently alarm | 1. Reset and initialize multiple times to resume use.<br>2. Install a short connection wire for the motor on the motherboard. |
| 35 | Abnormal noise when cleaning automatically or | 1. Arrange to replace the water tank hose and the pipeline sound wave caused by the same resonance. |


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| No. | Problem Phenomenon | Solution Measures |
|---|---|---|
| | spraying a large amount of water. | |
| 36 | The magazine cannot be opened. | 1. Go to the compensation of the position of the magazine to check whether it can be opened normally. |
| 37 | The stir-fry machine burns the recipes. | 1. Burning recipes and recipes can only be done when the network is in good condition;<br>2. If you are using a mobile phone hotspot to connect to the machine, the mobile phone should be as close to the machine as possible to ensure that the network status is stable;<br>3. If the recipe cannot be cooked, please check the network first, or reconnect to the network; |
| 38 | When the stir-fry machine has no external network | 1. There is no external network to stir-fry, only the recipes that have been burned to the machine. |
| 39 | The amount of stir-fry in the stir-fry machine. | 1. Vegetarian dishes,<br>A. The amount of green leafy vegetables is fried in a range of 200 grams at a minimum of 200 grams - a maximum of 800 grams, and it is recommended to throw it by hand;<br>B. The amount of stir-fried vegetables of melons and fruits ranges from a minimum of 200 grams to a maximum of 2500 grams.<br>C. The minimum amount of stir-fried potato slices is 200 grams - maximum 1000 grams, and the minimum amount of shredded potatoes is 200 grams - the maximum is |

| No. | Problem Phenomenon | Solution Measures |
|---|---|---|
| | | 600 grams.<br>2. For small meats, the minimum amount of stir-fried vegetables is 200 grams - the maximum is 2000 grams;<br>3. For large meats, the minimum amount of stir-fried vegetables is 200 grams - the maximum is 3000 grams; |
| 40 | Precautions for raw material cutting | 1. Try to cut and match according to the specifications of raw material pretreatment required in the recipe. |
| 41 | Requirements for dishes that are cut and packed into boxes | 1. When the small ingredients and meat are packed at the same time, it is recommended that the small ingredients are placed at the bottom of the box and the meat is placed on top to prevent the meat from sticking to the bottom of the box;<br>2. When the meat is packed separately, stir the box before frying to prevent the meat from sticking to the bottom of the box;<br>3. If it is a pickled product, it is recommended to be thinner when pickling, and at the same time try to stir up before frying to prevent frying from falling apart. |
| 42 | Precautions for stir-frying meat | 1. It is not advisable to fry directly over high heat; stir-fry over medium-low heat first, extend the time, and then add high heat to collect the juice； 2. The stir-fry meat stir-fry speed should be adjusted to the fastest, so that the meat can be stirred quickly. |


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| No. | Problem Phenomenon | Solution Measures |
| --- | --- | --- |
| 43 | There are black spots when the dish is fried. | 1. The main reason is that the pot is not cleaned; it is re commended to check whether the pot is clean frequently;<br>2. Dishes that have just been stir-fried or fried with dark pigments should be manually cleaned with a scouring pad, and then fried in the next pot. |
| 44 | Fried shredded potatoes are not crispy. | 1. Choice of potatoes: try to choose potatoes with yellow hearts;<br>2. Shredded potatoes are cut and washed: After the shredded potatoes are cut and soaked in water, rinse the starch repeatedly, and drain the water before frying;<br>3. The process setting of the recipe is also very critical (you can send the recipe process to the customer service and transfer the recipe to the chef for analysis). |
| 45 | Do not turn on the automatic cleaning after the end of the stir-fry. | 1. Check whether the auto cleaning switch is turned on in the settings interface. |

# 4.2 Maintenance Tutorial Website and Director

https://service.chefeon.com/repair.html

| NO. | Video Content | NO. | Video Content |
|---|---|---|---|
| 1 | Baffle Edge Jamming - Troubleshooting | 23 | Heating Failure |
| 2 | Replacement of Basket Anti- Reverse Plate | 24 | Circuit Breaker Tripping |
| 3 | Replacement of Water Level Float Valve | 25 | Water Leakage |
| 4 | Installation of Rotation Sensor | 26 | Installation of Pressure- Reducing Valve |
| 5 | Thickening Base Upgrade (1.0 → 4.0) | 27 | Installation of Pot- Mouth Counterweight |
| 6 | Replacement of Ingredient Bowl Sensor | 28 | Replacement of Single- Pole Solenoid |
| 7 | Replacement of Flat Needle Roller Bearing | 29 | Replacement of Ingredient Box Rotation Motor |
| 8 | Replacement of Main Ingredient Hopper Motor | 30 | Replacement of Ingredient Box Pin |
| 9 | Replacement of Solenoid | 31 | Replacement of Infrared Sensor |
| 10 | Replacement of Rotation Motor Shaft | 32 | Replacement of Dressing Unit and Motor |
| 11 | Replacement of Flip Home- Position Sensor | 33 | Replacement of Rotation Gear Reducer |
| 12 | Replacement of Integrated Control Unit | 34 | Replacement of Strip Pump |
| 13 | Installation of Mainboard Jumper | 35 | Replacement of Power Module |
| 14 | Replacement of Wire Spool Cooling Fan | 36 | Replacement of Induction Cooker Core |
| 15 | Replacement of Fume Extraction Fan | 37 | Replacement of Baffle Motor |
| 16 | Replacement of Seasoning Pump | 38 | Grease Accumulation in Cooking Chamber |
| 17 | Replacement of Induction Cooker Core | 39 | X86 Network Connection Error |
| 18 | Replacement of Baffle Motor | 40 | Flip Motor Failure |
| 19 | Replacement of Cooling Fan | 41 | Seasoning Spray Failure |
| 20 | Replacement of Gear Reducer | 42 | Replacement of Rotation Motor Shaft |
| 21 | Rotation Motor Failure | 43 | Installation of Hopper Motor Current Sensor |
| 22 | Ingredient Dispensing Failure | | |


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# 5. Spare Parts Recommendations



## 5.1 ChangShan Smart Stir-Fry Machine – Auxiliary Parts & Accessories List

| NO. | Name | Image | Unit | Specification | Shelf Life | Minimum Order Quantity |
|---|---|---|---|---|---|---|
| 1 | Induction Cooker Core |  | PC | 10KW/8kw | 3 Years | 1 |
| 2 | Pot Body Flipping Motor |  | PC | | 3 Years | 1 |
| 3 | Pot Body Rotating Motor |  | PC | | 3 Years | 1 |
| 4 | All- in- One Control Unit (Android) |  | PC | | 3 Years | 1 |


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| NO. | Name | Image | Unit | Specification | Shelf Life | Minimum Order Quantity |
|---|---|---|---|---|---|---|
| 5 | PCB Mainboard |  | PC | | 3 Years | 1 |
| 6 | New Oxidized Iron Wok |  | PC | | 1 Years | 1 |
| 7 | New Coated Pot |  | PC | | 1 Years | 1 |
| 8 | Suction Cup Electromagnet |  | PC | | 1 Years | 1 |
| 9 | Fume Extraction Fan |  | PC | 120W/110V | 1 Years | 1 |

| NO. | Name | Image | Unit | Specification | Shelf Life | Minimum Order Quantity |
|---|---|---|---|---|---|---|
| 10 | Heating Coil |  | PC | 10KW/8kw | 1 Years | 1 |
| 11 | Material Box Rotating Motor (Medium/Large) |  | PC | | 1 Years | 1 |
| 12 | Main/Auxiliary Material Box Rotating Motor |  | PC | | 1 Years | 1 |
| 13 | Cleaning Solenoid Valve |  | PC | | 1 Years | 1 |
| 14 | Pot Rotation Motor Cable |  | PC | | 1 Years | 1 |

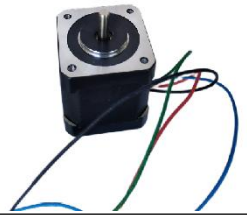

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| NO. | Name | Image | Unit | Specification | Shelf Life | Minimum Order Quantity |
|---|---|---|---|---|---|---|
| 15 | Lighting Strip |  | PC | | 1 Years | 2 |
| 16 | Baffle Motor |  | PC | | 1 Years | 1 |
| 17 | Cooling Fan |  | PC | | 1 Years | 1 |
| 18 | 24V Switching Power Supply |  | PC | 350-24 | 1 Years | 1 |
| 19 | Pot Cleaning Pump |  | PC | | 1 Years | 1 |

| NO. | Name | Image | Unit | Specification | Shelf Life | Minimum Order Quantity |
|---|---|---|---|---|---|---|
| 20 | Temperature Sensor |  | PC | | 1 Years | 1 |
| 21 | Panel Switch / Rocker Switch |  | PC | Power/Reset | 1 Years | 1 |
| 22 | Flipping / Rotating Driver |  | PC | | 1 Years | 1 |
| 23 | Flipping / Rotating Driver Board |  | PC | | 1 Years | 1 |
| 24 | Flipping Gear Reducer |  | PC | | 1 Years | 1 |


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| NO. | Name | Image | Unit | Specification | Shelf Life | Minimum Order Quantity |
|---|---|---|---|---|---|---|
| 25 | Ingredient Tray Sensor |  | PC | | 1 Years | 1 |
| 26 | 12V Power Supply / Switch for Control Unit |  | PC | | 1 Years | 1 |
| 27 | Leakage Protector |  | PC | | 1 Years | 1 |
| 28 | AC Contactor |  | PC | | 1 Years | 1 |
| 29 | Thickening Module Base |  | PC | | 1 Years | 1 |

| NO. | Name | Image | Unit | Specification | Shelf Life | Minimum Order Quantity |
|---|---|---|---|---|---|---|
| 30 | Gear Pump – Oyster Sauce |  | PC | | 1 Years | 1 |
| 31 | Peristaltic Pump – Lard |  | PC | | 1 Years | 1 |
| 32 | Powder Motor |  | PC | | 1 Years | 1 |
| 33 | Powder Motor Controller | | PC | | 1 Years | 1 |
| 34 | PWM Module | | PC | | 1 Years | 1 |
| 35 | Powder Fan | | PC | | 1 Years | 1 |
| 36 | Coil Cooling Fan |  | pc | | 1 Years | 1 |


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| NO. | Name | Image | Unit | Specification | Shelf Life | Minimum Order Quantity |
|---|---|---|---|---|---|---|
| 37 | Coil Sensor |  | PC | | 1 Years | 1 |
| 38 | Stirring Rod |  | pair | Coated Pot Version | 1 Years | 1 |
| 39 | Noodle Stirring Rod |  | pair | Coated Pot Version | 1 Years | 1 |
| 40 | Iron Wok Stirring Rod | | PC | Iron Wok Version | 1 Years | 1 |
| 41 | Pot Bottom Pressing Block |  | PC | | 1 Years | 1 |

## 5.2 ChangShan Consumables & Wear Parts List for Smart Stir-Fry Machine

| NO. | Name | Image | Specification | Shelf Life |
|---|---|---|---|---|
| 1 | Pot Coating Refurbishment & Matching Sealing |  | Consumables | Not Less Than 300 Cycles per Replacement |
| 2 | Fume Purification Consumables Kit |  | Consumables | 300 Cooking Cycles per Use |
| 3 | Combination Ingredient Box XA460 |  | Consumables | 90 Days |


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| NO. | Name | Image | Specification | Shelf Life |
|---|---|---|---|---|
| 4 | Height-Extended Combination Ingredient Box |  | Consumables | 90 Days |
| 5 | Combination Ingredient Box XA460 – New Version |  | Consumables | 90 Days |
| 6 | Extended Four-Compartment Ingredient Box |  | Consumables | 90 Days |
| 7 | Auxiliary Ingredient Box |  | Consumables | 90 Days |

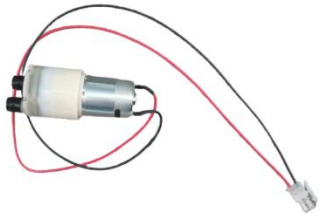
| NO. | Name | Image | Specification | Shelf Life |
|---|---|---|---|---|
| 8 | Seasoning Canister |  | Consumables | 90 Days |
| 9 | Oil Container |  | Consumables | 90 Days |
| 10 | Stainless Steel Ingredient Tray |  | Consumables | 90 Days |
| 11 | Noodle-Stirring Rod / Mixing Rod Coating | | Consumables | 90 Days |


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| NO. | Name | Image | Specification | Shelf Life |
|---|---|---|---|---|
| 12 | Pot Bottom Press Block Coating | | Consumables | 90 Days |
| 13 | Pot Replacement Tool Set (2 pcs) |  | Consumables | 90 Days |
| 14 | Fume Baffle Plate |  | Consumables | 90 Days |
| 15 | Silicone Seasoning Hose |  | Consumables | 90 Days |

| NO. | Name | Image | Specification | Shelf Life |
|---|---|---|---|---|
| 16 | 1.2 m Inlet Hose / Spray Gun Hose |  | Consumables | 90 Days |
| 17 | Main Ingredient Box Bottom Plate |  | Consumables | 90 Days |
| 18 | Main Door Sealing Strip |  | Consumables | 90 Days |
| 19 | Unclogging Needle |  | Consumables | 90 Days |


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| NO. | Name | Image | Specification | Shelf Life |
|---|---|---|---|---|
| 20 | Seasoning Bottle Cap | Old Version and New Version Not Sold Separately | Consumables | 90 Days |
| 21 | Diaphragm Check Valve (Single) |  | Wear Parts | 90 Days |
| 22 | Diaphragm Check Valve Assembly |  | Wear Parts | 90 Days |
| 23 | Seasoning Pump Assembly |  | Wear Parts | 90 Days |

| NO. | Name | Image | Specification | Shelf Life |
|---|---|---|---|---|
| 24 | X86 All- in- One Machine Antenna |  | Wear Parts | 90 Days |
| 25 | Water Tank Float Valve |  | Wear Parts | 90 Days |
| 26 | Handheld Spray Gun |  | Wear Parts | 90 Days |


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# 6. Matching Video Tutorials



## 6.1 Video Directory&Video URL(s)

| Category | NO. | Tutorial Name | Video URL(s) |
|---|---|---|---|
| Cloud Platform Operations | 1 | Create a New Recipe on PC | https://helpwayvend.com/materials?category=Cloud%20Platform%20Operations&type=video |
| | 2 | Edit a Recipe on PC | |
| | 3 | Copy, Adjust Flavor, and Delete Recipes on PC | |
| | 4 | Ingredient and Seasoning Management on PC | |
| | 5 | Add, Flash, and Remove Recipes/Seasonings on PC | |
| | 6 | App User Guide | |
| Installation Tutorials | 1 | Water Inlet & Drain Installation | https://helpwayvend.com/materials?category=Installation%20Tutorials&type=video |
| | 2 | Android Host WiFi Setup | |
| | 3 | Installing the Thickening Module | |
| | 4 | Power Cable Connection | |


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| Category | NO. | Tutorial Name | Video URL(s) |
|---|---|---|---|
| Basic Operations | 01 | Machine Start Up | https://helpwayvend.com/materials?category=Basic%20Operations&type=video |
| | 02 | Download the App | |
| | 03 | Machine Settings Page Overview | |
| | 04 | Set Seasoning | |
| | 05 | Seasoning Level Monitoring | |
| | 06 | Seasoning Calibration | |
| | 07 | Thickening Agent 3.0 Calibration | |
| | 08 | Recipe Cooking | |
| | 09 | Free-Style Cooking (R&D Mode) | |
| | 10 | Daily Cleaning of the Machine | |
| | 11 | Seasoning Pipeline Cleaning | |

| Category | NO. | Tutorial Name | Video URL(s) |
|---|---|---|---|
| Basic Operations | 12 | Daily Operation Precautions | https://helpwayvend.com/materials?category=Basic%20Operations&type=video |
| | 13 | Six Daily Operating Requirements | |
| | 14 | Machine Weekly Cleaning | |
| | 15 | Use Thickening Module 1.0 | |
| | 16 | Six Daily Work Requirements | |
| | 17 | Process for Changing Pots | |
| | 18 | Replacing the Fume Purifier Filter | |
| | 19 | Wok Replacement for the 460 Quick- Release Model | |
| | 20 | Seasoning the Nitrided Iron Wok | |
| | 21 | Recipe Category Management | |


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| Category | NO. | Tutorial Name | Video URL(s) |
|---|---|---|---|
| Advanced Operations | 01 | Ingredient Box Position Compensation | https://helpwayvend.com/materials?category=Advanced%20Operations&type=video |
| | 02 | Android Host Remote Assistance | |
| | 03 | Lubricating the Solenoid | |
| | 04 | Replace the Diaphragm Check Valve | |
| | 05 | No Seasoning Dispense Troubleshooting | |
| | 06 | No Thickening Dispense Troubleshooting | |

# 7. Warranty Card




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# LIMITED WARRANTY

● Subject to the terms and conditions of this After-Sales Service & Limited Warranty as stated herein, Chefeon Commercial Automatic Induction Cooking Machines (Model XA460 Series) and parts purchased new from Chefeon Inc.Helpfulway Inc. or an authorized distributor are warranted against defects in material or workmanship. This limited warranty is extended to the original Buyer only, non-transferable, and is void if the unit is resold.

(1) This After-Sales Service & Limited Warranty applies only to the original Buyer and is not transferable.

(2) The Buyer shall:a.Use the equipment solely for its intended purpose, in compliance with the XA460 Operation Manual;b.Provide and maintain the required load-bearing ground, electricity, internet, water supply,drainage, ventilation, and any other necessary conditions; and c. Operate the equipment
following all Seller-provided manuals and standard operating procedures (SOP).

(3) All non-consumable machine components are warranted for twelve (12) months or 10,000 cooking cycles after goods acceptance, whichever occurs first, except the five components listed below in (4). Please refer to the Operating Manual for the list of non- consumable machine components.

(4) The following five (5) specified core electrical and drive components are warranted for 3 years. This extended warranty covers parts only and does not include labor beyond the first 12 months.

1. Induction Cooker Core (208V / 8kW)
2. Reversing Motor
3. Pot Rotating Motor
4. Industrial Control Computer
5. Main Board PCB

(5) During the warranty period, Seller shall, at its sole discretion and as Buyer's exclusive remedy: a. Provide remote diagnostics and repair guidance; b. Repair or replace defective parts with new or refurbished parts; and/or c. Provide functionally equivalent alternatives. All replacement parts shall be covered only for the remainder of the original warranty period.

# LIMITED WARRANTY

(6) Labor & Service Policy: Within the first 12 months after goods delivery, remote technicalsupport (phone, video, software diagnostics) is provided at no charge; on-site service within 50 miles of an authorized service provider is covered; travel beyond 50 miles shall be borne by Buyer. After the first 12 months after goods delivery, labor cost of the authorized service provider shall be borne by Buyer.

(7) This warranty does not cover: a. Consumables and wear and tear parts; b. Normal wear and aging; c. Improper installation, operation, or maintenance; d. Abuse, misuse, accident, or unauthorized modification; e. Software, network, or third party system issues.

(8) To request warranty service, Buyer must: a. Notify Seller in writing within the warranty period; b. Provide model, serial number, and fault description; c. No parts may be returned or replaced without Seller's prior approval.

(9) Except as expressly stated in this contract, Seller disclaims all other warranties, express or implied. Seller's total liability shall not exceed the purchase price paid for the equipment.

(8) Helpfulway Inc. reserves the right to change or improve its equipment or parts at any time without obligation to modify equipment or parts previously manufactured or sold.

(9) Except as expressly stated in this contract, Seller disclaims all other warranties, express or implied. Seller's total liability shall not exceed the purchase price paid for the equipment.

■ Helpfulway Inc. reserves the right to change or improve its equipment or parts at any time without obligation to modify equipment or parts previously manufactured or sold.

■ Helpfulway inc. Makes no other warranties, express orimplied, including implied warranties of merchantability or fitnessfor a particular purpose, and assumes no other obligation or liabilitynot expressly stated herein.

■ Repair or replacement as provided under this limited warranty shall be the exclusive remedy. Seller shall not be liable for any incidental or consequential damages arising from breach of any express or implied warranty, except to the extent prohibited by applicable law. Seller's total liability shall not exceed the purchase price paid for the equipment

■ reviously used equipment, or equipment or parts not purchased from Helpfulway Inc. or an authorized distributor, carry no warranties, express or implied.



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# WARRANTY REGISTRATION

Register your ownership of this Chefeon Equipment unit immediately.

Helpful Way Inc.

1495 W 9th St. Ste #602

Upland, CA 91786-5646

I have received my service and operating instructions and I have read the terms and conditions of the Chefeon Equipment Limited Warranty. I am registering the equipment so I can receive the benefits of the Chefeon Equipment Limited Warranty. Thank you.

Please print or type. Incomplete or illegible cards will be returned.

Model:_____ Serial #:_____

Company Name:_____

Purchaser Name:_____

Address:_____

City / State / Zip:_____

Country:_____

Phone:_____ Email:_____

Installation Date:_____

Installer / Service Provider:_____

Signature:_____ Date:_____

Keep this card for your records

# 8. Usage Statement

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