

## Trouble shooting

Problem	Cause	Advice
<b>Dough sticks to the figure roller.</b>	Recently made dough.	Store the dough in a cool place (15-18 °C) for 6-12 hours.
	Dough temperature is too low.	Do not store the dough in the refrigerator or take it out earlier and re-mix the dough for a short time.
	Figure roller is not warm (enough).	Preheat the figure roller on 2000 Watt for the maximum of 1 minute, before supplying the dough into the biscuit machine. Put it back on 1000 Watt when working with the machine. Turn of the heater when working with marzipan or some gingerbread doughs.
	Dough is too soft.	Add less butter or liquid ingredients.
<b>Dough figures get smaller or get an oval shape when cutting.</b>	Dough is too soft.	Re-mix the dough adding another 10% of flour, or make a new dough with 25 tot 35 % less liquid ingredients or fat.
<b>Dough figures are deformed at the top (irregular on baking tray).</b>	Dough is too solid.	Re-mix the dough adding a little more eggs or water, or make a new dough with more liquid ingredients (water, milk or eggs).
	Build up and too much dough in front of the figure roller.	Make thinner dough slices (thickness 8 mm) using, if necessary, the dough sheeting machine.
	Dough is too short and crumbly.	Add more liquid.
<b>Dough figures are deformed at the sides.</b>	Dough slices are not wide enough.	Insert wider dough slices.
<b>“Tadpole” or ruffles on the edges of the dough figures.</b>	The knife is set on more than the maximum thickness.	Turn the thickness knob 1 or 2 settings back nearer to the 0.

<b>Problem</b>	<b>Cause</b>	<b>Advice</b>
<b>Biscuit shape crumbles near the figure roller.</b>	Dough feed unit is loose when the figure roller is secured with the roller hook.	Adjust the gap between the dough feed unit and the figure roller with the support shaft.
	Dough feed unit is worn or points have been damaged.	Replace dough feed unit.
<b>Dough figures break when falling on the baking tray.</b>	Conveyor belt is too high.	Position the conveyor belt lower.
	Dough is too stiff.	Re-mix the dough with some extra liquid.
<b>Too much dough on the knife.</b>	Dough is too warm.	Cool down the dough, re-mix it and try again.
	The knife is not suitable for this kind of dough.	For certain doughs as for example a gingerbread dough or a dough with molasses, honey or garnishing use a Teflon knife.
<b>Dough figures break during cutting.</b>	Dough is too stiff.	Re-mix the dough with some extra liquid.
	Butter has been too soft.	Use cooled butter, soft butter makes a "short" dough.
<b>Dough figures fall over when the reach the baking tray.</b>	Conveyor belt is too high.	Lower the conveyor belt.
		Put on the tray elevator bracket (for smaller biscuits).