



**UET Mixers**  
*c'f'kklukp'qhlFGOG*  
 26 Maple St.  
 Mechanic Falls, ME 04256  
 Tel: 207-345-3330

## XCEL Series of Turbine Mixers

**Bulletin 06-100**  
 11/21/11  
 Supersedes 01/04/05

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### General Troubleshooting Guide for All Mixers

| SYMPTOM  | POSSIBLE CAUSE                               | POSSIBLE SOLUTIONS   |
|--|--|--|
| <b>Noises and Vibration</b>                        | Mounted on poor foundation                   | Improve installation rigidity. Tighten foot bolts.   |
|  | Misaligned couplings                         | Recheck alignment.   |
|  | Loose or broken parts                        | Check for breaks or cracks. Tighten all bolts.   |
|  | Excessively worn gears                       | Check Shimming for Proper contact. Check Possible Machine Overload. Keep oil clean. Replace gears if necessary.                      |
|  | Worn or faulty bearings                      | Check alignment, adjustment and possible overload. Clean and flush reducer, replace worn bearings and add new lubricant as required. |
|  | Low liquid level or excessive forces in tank | Turn Mixer off and return tank level to 2' above lower impeller before resuming operation.   |
| <b>Overheating</b>                                 | Excessive backlash or shaft end play         | Check for worn bearings, gears and proper shimming.  |
|  | Lack or, or improper lubricant               | Keep oil at proper level and use recommended types. Change oil Periodically.   |
|  | Excessive churning of oil in operation       | Drain excessive oil to proper level.   |
|  | Obstructed air flow                          | Check air supply for proper motor fan circulation. Avoid high surrounding ambient temperatures.                                      |
| <b>Oil Leakage</b>                                 | Unit operating over thermal rating           | Check rating with actual load.   |
|  | Loose Covers or end plates                   | Check for torn gaskets. Tighten all bolts  |
|  | Worn or damaged oil seals                    | Replace with new seals. Avoid inserting seal over sharp edges.   |
|  | Too much oil                                 | Check oil level. Drain to proper capacity.   |
|  | Improper venting                             | Replace clogged breathers.   |
| <b>Excessive Shaft Runout</b>                      | Foaming oil                                  | Replace oil with proper type (non-foaming).  |
|  | Loose bolts on coupling                      | Tighten all bolts.   |
|  | Misaligned coupling                          | Loosen all bolts, align, tighten all bolts.  |
|  | Bent shaft                                   | Straighten or replace shaft.   |
|  | Low liquid level or excessive forces in tank | Turn mixer off and return tank level 2' above lower impeller before resuming operation.  |
|  | Worn or failed gearbox bearings              | Replace bearings.  |
| <b>Mixer impeller operating in wrong direction</b> | Loose, bent, or missing impeller blade       | If loose, replace and tighten all bolts. If blade is bent or missing, replace blade with proper size and type.                       |
|  | Motor is wired incorrectly                   | Switch any two leads in motor junction box (3 phase motors only!).   |

**NOTE: IF PROBLEMS PERSIST, NOTIFY YOUR LOCAL REPRESENTATIVE OR THE FACTORY IMMEDIATELY FOR ASSISTANCE.**