



Metcalfe SM5 & SM7  
Countertop Planetary Mixer

Installation & Operating Instructions





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## Metcalfe SM5 & SM7 Planetary Mixer

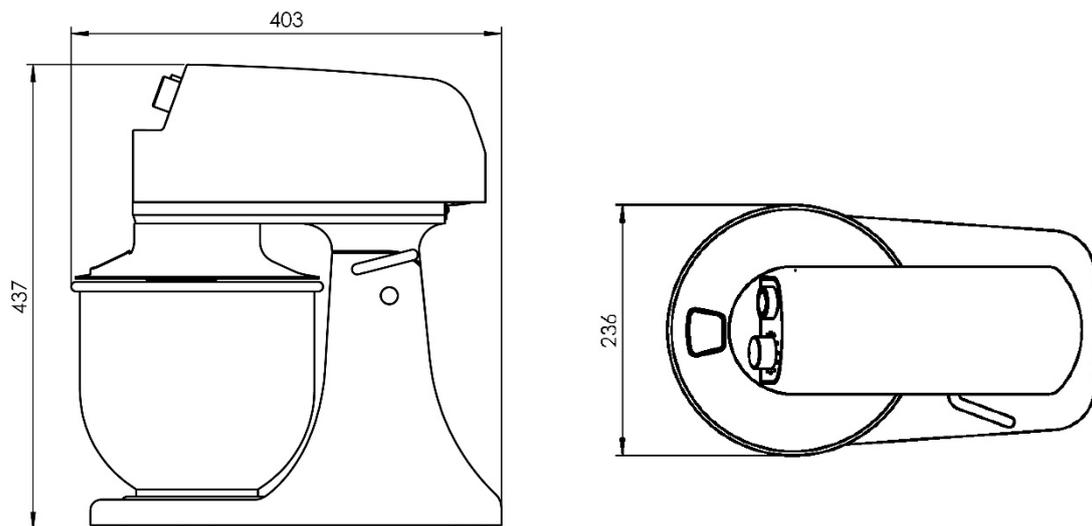
The Metcalfe SM Mixer is a professional planetary machine with a powerful, variable speed motor. The SM comes complete with either a 5 litre or 7 litre stainless steel removable bowl, beater, whisk and dough hook. It is also fully interlocked for safety whilst in use.

### Features

- Professional gear driven planetary mixer with a powerful, variable speed DC motor
- Comes complete with beater, whisk, dough hook and 5ltr/7ltr stainless steel removable bowl  
Ideally suited to smaller shops, delis, cafes, restaurants and small school kitchens
- Fully interlocked for safety whilst in use
- Ideal for preparation of light dough, pastry, cream, mayonnaise, sauces, crème patisserie, egg and mashed potato
- Head lifts for easy bowl and tool removal
- Constant mixing with step-less speed control
- Overload protection (NVR device)
- Plastic safety guard with ingredient chute
- CE approved

### Technical Specifications

Model	Speed of Shaft (rpm)	Motor (Volt)	Frequency (Hz)	AMP (A)	Power (watt)	Dimensions D x W x H (mm)	Net Weight (Kg)
SM5	100 – 938	230	50	2.1	350	403 x 236 x 437	16
SM7	100 – 938	230	50	2.1	350	403 x 236 x 437	16



507mm - Max height when head is fully open

### Capacity (Maximum loads)

Model	Sponge Mix (Kgs)	Liquid/Flour Mix (Kgs)	Whipped Cream (Kgs)	Eggs	Croissant (Kgs)	Brioche (Kgs)	Pizza (Kgs)	Mash (Kgs)
SM5	0.9	1.0	0.9	12	1	1	0.5	1.3
SM7	1.1	1.3	1.1	14	1.3	1.3	0.7	1.5

# Installation

## Unpacking

Unpack the mixer immediately after receipt. Please inspect the mixer to ensure no damage and all parts i.e. Bowl, Beater, Whisk & Dough Hook have been provided. If the machine is found to be damaged, keep all the packaging material and contact us immediately or contact your source of the equipment. Never attempt to operate the machine with damaged parts. Report any deficiencies to the dealer that supplied the machine.

You should receive with your mixer:

1 x Stainless Steel Bowl	1 x Whisk
1 x Dough Hook	1 x Beater

If any of the above items were not received with your mixer, please refer to page 8 for contact details and inform us immediately for replacements.

Before using the mixer please read this manual thoroughly. Do not proceed with any installation nor operation if you have any questions or do not understand anything within this manual. Please see contact details on page 8 for assistance.

## Location

Select a location for the machine keeping these points in mind:

- Counter must be level - It is recommended that the machine is level from front to back and from side to side. This will ensure the greatest stability.
- Easy access for cleaning, maintenance and servicing
- Clearance for operating controls, installing and removing attachments and bowl
- Sufficient space for adding ingredients during mixing
- The surface must be able to support a load of 20kgs
- The rear ventilation outlet of the mixer must not be blocked.

## Ambient Conditions

- The minimum requirement for all electrical equipment's correct operation is an air temperature of between +5°C and +40°C.
- Electrical equipment operates correctly when the relative humidity does not exceed 95% at a maximum temperature of +40°C.
- Electrical equipment operates correctly at altitude up to 1000m.
- Electrical equipment is designed to withstand and be protected against the effects of transportation, and storage temperature within a range of -25°C to +55°C and for short periods not exceeding 24h at up to +70°C.

## Electrical Connection

- Before connecting the mixer to an electrical supply, please read the specifications on the rating plate to ensure that they comply with those of the electrical supply.
- The machine works off 220/240V 50Hz 1 phase supply and comes fitted with a 3-pin 13amp fused plug.
- An electrical supply should be available within the reach of the included power cord. **DO NOT** use extension cords to connect the machine's power cord to the electrical supply. The low AMP supply could damage the mixer or cause a fire.
- All wiring connections must be checked and tight.

Once the electrical connection has been made, the machine is ready for use.

## Operation

### Fitting the Bowl

**NOTE:** Install the bowl **BEFORE** attaching the mixing tool.

Place bowl on bowl seat and turn bowl to lock into position.

### Fitting Attachments

**NOTE:** It is easier to install the attachment prior to adding ingredients into the bowl.

1. Loosen securing handle on side by rotating anti-clockwise.
2. Raise the head and lock in place rotating the securing handle clockwise.
3. Place attachment on shaft and turn 45° anti-clockwise.
4. Loosen securing handle on side by rotating anti-clockwise.
5. Lower the head and lock in place rotating the securing handle clockwise.

### Tool Selection

The beater, whisk and dough hook are meant for the work implied by their names. Do not use the beater for dough making or the whisk for anything other than whisking, aerating or mixing light mixtures. These are the typical uses for each of the tools supplied:

#### Dough Hook

Heavy mixes such as dough and pastry

#### Beater

Firm mixes such as light pastry, cakes, biscuits, icing, fillings and mashed vegetables

#### Whisk

Light mixes such as whipped cream, mayonnaise, egg whites, pancakes and soufflés

Dough Hook			Beater		Whisk		
							
Product	Dry Flour	Water	Product	Cookies / Fillings	Product	Cream	Eggs
Min Amount	250g	130g	Min Amount	350g	Min Amount	0.3 ltr	2
Max Amount	800g	480g	Max Amount	1000g	Max Amount	1.3 ltr	25
Speed Range	1-4		Speed Range	1-8	Speed Range	1-11	

\* Image of attachment may differ to attachment received with unit.

## Cleaning Instructions

**ALWAYS** disconnect from the power source when cleaning or servicing this machine.

**ALWAYS** remove the attachment/s after each batch. If not, the attachment/s can become stuck on the shaft and difficult to remove.

**NEVER** attempt to clean this machine while it is in motion, serious injury could result.

**NEVER** use a scrubber pad, steel wool, or abrasive material to clean the mixer.

**NEVER** use bleach or bleach based cleaner.

### Recommended Cleaning

Part	Required Action	Frequency
Attachments	Hand wash using soap and water, rinse, dry and sanitise.	Clean after each use
Guard	Hand wash using soap and water, rinse, dry and sanitise.	When required
Bowl	Using a sponge or cloth, soap and water, apply pressure to ensure the bowl is clean, rinse, dry and sanitise. The bowl can also be placed in a dishwasher	Clean after each use
Bowl Guard	Hand wash using soap and water, rinse, dry and sanitise.	Clean after each use
Planetary Shaft	Wipe with a clean damp cloth, dry & sanitise.	Clean after each use
Exterior	Hand wash using soap and water, rinse, dry and sanitise.	Daily
Hub Interior	Wipe with clean damp cloth, dry & sanitise.	Daily

## Troubleshooting

<b>Problem</b>	<b>Possible Causes</b>	<b>Action Required</b>
Shaft will not rotate when machine on	Power not connected correctly	Check the plug
	Fuse has blown	Replace fuse (13amp)
Motor is overheating, and rotating speed slows down	Voltage is too low	Check voltage
	Overload	Reduce amount of ingredients
	Incorrect attachment is fitted	Choose correct attachment
Attachments hit inside of bowl	Attachment is misshapen	Check attachment

**WARNING – IF EQUIPMENT DOES NOT WORK, PLEASE ENSURE IT IS SERVICED BY A METCALFE APPOINTED ENGINEER**

## Spare Parts and Service

For more information on Metcalfe spare parts, accessories and service support, including breakdown drawings and parts lists please contact us on the details below.

Please always quote the Serial Number of the machine. This can be found on the serial number plate which is located on the rear of the machine.

			
<b>metcalfe</b> <sup>TM</sup>			
Tel: +44 (0)1766 830 456 Fax: +44 (0)1766 831 170			
Serial No:			
Model:		Phase:	
V	Hz	W	
M:	Yr:	Kg	

**Metcalfe Sales & Spares Department**

[sales@metcalfecatering.com](mailto:sales@metcalfecatering.com)

**Metcalfe Service Department**

[service@metcalfecatering.com](mailto:service@metcalfecatering.com)

**Metcalfe Website**

[www.metcalfecatering.com](http://www.metcalfecatering.com)

**Metcalfe Telephone Number**

01766 830 456



Additional copies of this instruction manual can be obtained by either visiting our website or contacting the sales department.

## **Metcalfe Warranty**

All Metcalfe products are guaranteed against defects in material and workmanship for a period of one year from date of invoice, except where specifically noted.

The Company's obligation under this warranty is limited to repairing or replacing, without charge, any part or parts found to be defective under normal use, in accordance with the specified operations manual and capacity ratings.

On all return to factory warranty items, it is the responsibility of the purchaser to return the entire unit to the factory, in a clean condition, properly packed and labelled.

All repairs, alterations or replacement of materials or parts not authorised by Metcalfe will automatically void all warranties in their entirety.

All Metcalfe slicers (except Simple Line) and EC20 chipper are covered by a 2-year warranty (1<sup>st</sup> year parts and labour, 2<sup>nd</sup> year parts only) and full after sales service.

All Metcalfe MP mixers are covered by a 3-year warranty (1<sup>st</sup> years parts and labour, 2<sup>nd</sup> and 3<sup>rd</sup> year parts only) and full after sales service.

### **There is a limited 6-month warranty on the following:**

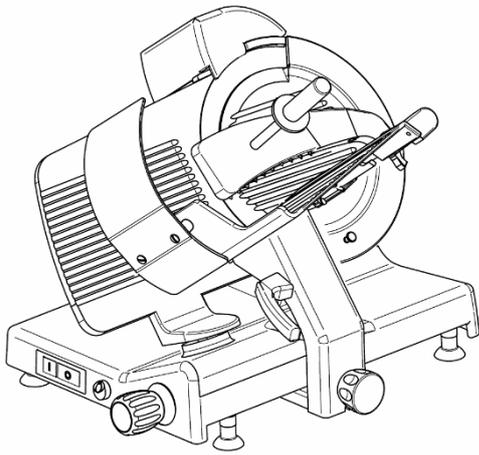
- Mixer attachments (beater, whisk and dough hook)
- Chipper blades
- Parts purchased or supplied for the repair of Metcalfe equipment

### **This warranty does not cover the following:**

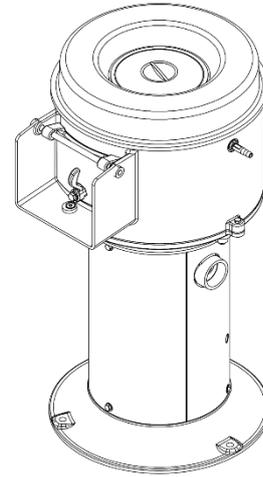
- Failure due to incorrect installation
- Failure due to neglect, abuse, careless handling or misuse of machine
- Failure caused due to improper maintenance
- Blender clutches
- Knives and gears on can openers
- Sharpening of slicer blades
- General wear and tear

**Metcalfe and its suppliers reserve the right to make changes in design and specification to any product without prior notification.**





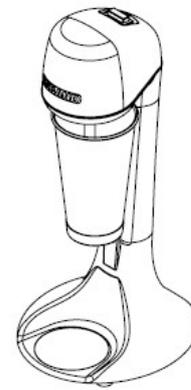
**NS Slicer Range**



**Peeler Range**



**Ceado**



**Roband**



## Food Preparation Machines

Made in Sweden 



[halde.com](http://halde.com)

5/2025

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Blaenau Ffestiniog  
Gwynedd, LL41 3PF



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