Problem:
When you run test mode to make the sugar come out of the tube it works normally, but when you run the machine the sugar will not come out of the tube to make the cotton candy. The sensor lights on either side of the tube show one is green and the other side has two orange lights.

Solution:
Most likely not an issue with the sugar sensor or inadequate sugar. More likely the PCB needs to be replaced because the sugar dispenser works properly in test mode but in operating mode.