

BEFORE YOU BEGIN

- Plan to assemble and start the fountain 1-2 hours before your event. This will allow time for the chocolate to melt and ensure smooth chocolate flow.
- **Once you start the fountain, LEAVE IT RUNNING UNTIL YOUR EVENT IS OVER. Turning it off will allow the chocolate to harden and you will be unable to get it flowing again.** The fountain can run for up to eight hours if you keep it supplied with chocolate.
- The fountain must be plugged into its own 15-20 amp circuit. We do not recommend the use of an extension cord. If you **MUST** use one, please use a heavy duty cord (at least 12 gauges).
- **The fountain's cylinder, auger, and tiers must be at room temperature to function properly.** If components are cold, warm under hot water and dry thoroughly.
- You will need a spatula, damp cloths or sponges for clean-up, and empty containers for storing any leftover chocolate after the event.

FOUNTAIN INSTRUCTIONS

Step 1: Remove fountain basin and top assembly from the cases. Retain the plastic bags for returning the fountain.



Step 2: Place the fountain base on a sturdy, level surface. The fountain must be level for the chocolate to curtain properly. Rotate the adjustable leveling feet up or down until all sides are even. Assess the level of the fountain by placing the level provided on the basin rim in several places. **Be sure that no linens or decorations are blocking the air vents.**

Step 3: Place the cylinder on the four prongs in the center of the basin so that it stands in place.



Step 4: Remove the crown and auger from the cylinder and set it aside.

IMPORTANT:
 Wait until the chocolate is completely melted before re-inserting the auger into the cylinder (Step 8).



Step 5: Plug the fountain in and move the switch to PREHEAT. Turn the fountain temperature dial to 250° and allow the basin to preheat for 10 minutes.



PLEASE RETURN THESE INSTRUCTIONS

Step 6: After preheating, adjust the heat setting according to the chart below. Melt the chocolate 1-2 lbs. at a time. (We recommend melting chocolate in the fountain basin. You may also carefully follow the instructions on the chocolate packaging for melting in the microwave.) Stir every 2-3 minutes to prevent burning. Add more chocolate to the edge of the basin a little at a time until you reach the minimum level for operation (8 lbs.). Do not exceed the maximum level for the fountain (11 lbs.).

CHOCOLATE	MELTING HEAT SETTING	MELTING TIME
DARK	250°	35 MINUTES
MILK	176°	45 MINUTES
WHITE	176°	45 MINUTES

Step 7: Once chocolate melted in the basin, lower the heat setting as indicated in the chart below. The chocolate will burn if the fountain is kept at the initial melting temperatures.

CHOCOLATE	OPERATING HEAT SETTING
DARK	115-125°
MILK	115-125°
WHITE	105-115°

Step 8: Place the auger inside the cylinder with the plastic retainer at the top and the notch at the bottom. Turn the auger by hand until the notch rests on top of the motor shaft and the auger stops turning freely.



Step 9: Place the crown on top of the cylinder

Step 10: Press the toggle switch to START. The auger will turn and carry the chocolate up through the cylinder, causing it to flow over the crown and tiers and back down to the basin. As the cylinder fills with chocolate, there may be a brief knocking noise from the auger spinning against the cylinder. This should stop once the auger is coated with chocolate.

DURING YOUR EVENT

- Stir the chocolate frequently, scraping the bottom of the basin to prevent burning.
- Monitor the flow of chocolate. Chocolate temperature may be affected by the addition of chocolate or by the temperature of the serving area. Generally, if white or milk chocolate becomes too thick, **decrease** the temperature. If dark chocolate becomes too thick, **increase** the temperature. See the troubleshooting guide on page 4.
- Add chocolate to the edge of the basin a little at a time as needed. Stir it in as it melts.
- Never allow water to come into contact with chocolate as it can thicken and ruin the chocolate.

A WORD ABOUT CHOCOLATE

- We strongly encourage you to use only Sephra Fondue chocolate. Sephra chocolate is specially formulated with the proper viscosity to flow perfectly through the fountain.
- Do not freeze or refrigerate chocolate before using, but store in cool dry place.
- Despite our best efforts, chocolate may partially melt during the delivery process. This will not hurt the chocolate. It can be re-solidified and used as normal.
- The cocoa butter in the chips may rise to the surface and give the chocolate white streaks or "frost." This is a normal for chocolate and does not indicate that the chocolate is bad.

If you experience any problems that are not solved after consulting the troubleshooting guide (page 4) during the use of the fountain, please call our office immediately.

If difficulties occur after 5pm call our after-hours line.

Canton Chair Rental must be notified immediately if there is a problem. If notification comes after the event, we may not be able to adjust rental.

PLEASE RETURN THESE INSTRUCTIONS

DIPPING SUGGESTIONS

Cookies:

- Fig Newtons
- Fortune Cookies
- Gingersnaps
- Girl Scout Cookies
- Lorna Doones
- Milano Cookies
- Monster Cookies
- Nutter Butters
- Oreos
- Pirouettes
- Sugar Wafers
- Vanilla Wafers

Salty Foods:

- Bugles
- Potato Chips
- Pringles
- Bagel Chips
- Pretzels
- Pretzel Rods
- Popcorn Balls
- Ritz Crackers w/Peanut Butter

Fruits: *

- Apple Slices
- Bananas
- Blueberries
- Cantaloupe
- Coconut Chunks
- Dates
- Dried Apricots
- Figs
- Grapes
- Kiwi
- Mandarin
- Orange
- Mango
- Maraschino Cherries w/Stems
- Melons
- Oranges
- Papaya Wedges
- Pear Slices
- Pineapple
- Raisins
- Raspberries
- Star Fruit
- Strawberries

Cakes:

- Carrot Cake
- Cheesecake Squares Chocolate Layer
- Cubed Angel Food Cake Cubed
- Pound Cake German Chocolate
- Red Velvet
- Wedding Cake

Pies:

- Apple
- Cherry
- Peach
- Pecan
- Pumpkin

Breads:

- Banana
- Carrot
- Cinnamon
- Cinnamon Rolls (cubed) Date Nut
- Pumpkin
- Zucchini

Other Sweets:

- Bonbons
- Brownie Bites
- Cheesecake
- Donuts
- Donut Holes
- Eclairs
- Frozen Twinkies
- Ice Cream Bars
- Ice Cream Sandwiches
- Marshmallows
- Mini Cream Puffs
- Moon Pies
- Pastries
- Peanut Brittle
- Rice Krispie Treats
- Toffee

Nuts:

- Almond Clusters
- Brazil Nuts
- Cashews
- Macadamia Nuts
- Nut Clusters
- Peanuts
- Pecans
- Pistachios
- Walnut Halves

Other Options:

- Almond Butter
- Thins Animal
- Crackers
- Biscotti
- Candy Canes
- Caramels
- Caramel Corn
- Chick-O-Stick
- Cinnamon Twists
- Circus Peanuts
- Fruit Bars
- Graham Sticks
- Granola Bars
- Gummy Bears
- Lady Fingers
- Meringues
- Mint Sticks
- Peanut Butter
- Balls Popsicles
- Scones
- Twizzlers
- Waffles

**Fresh Fruit Tip: Pat moist fruits dry. If not serving immediately, drizzle moist fruits with lemon juice to prevent browning. Fruit should be as cold as possible for setting up a hard coating*

CLEANING INSTRUCTIONS

DISASSEMBLE THE TIERS AND CYLINDER

WARNING: THE FOUNTAIN COMPONENTS MAY BE HOT AND SLIPPERY!

1. Turn the fountain off and unplug the power cord from the electric outlet before cleaning the fountain.
2. Remove the tiers, auger with stabilizer, and cylinder from the fountain, using a spatula to scrape excess chocolate into the basin as you go.

EMPTY THE BASIN

WARNING: NEVER POUR CHOCOLATE DIRECTLY DOWN THE DRAIN! Cooling chocolate can harden in the pipes and hurt the drain system. Small amounts of residual chocolate can be flushed with hot water to go down the drain.

The basin from the 23" fountain can be removed by twisting it off the base. **Be careful – the basin may still be hot!** The chocolate can then be poured into a container. The basins from the 27" and 34" fountains cannot be removed. Use a cup or ladle to scoop the chocolate into a container.

Tip for leftover chocolate: Pour chocolate into a large sheet pan and stir in nuts, raisins, etc. Allow chocolate to cool and then cut or break into pieces to enjoy later!

CLEAN THE FOUNTAIN

WARNING! Never immerse the fountain basin or base in water. Doing so may cause damage to electrical components.

1. Wipe the basin with a damp cloth. If it was removed from the base, twist it back on (23" fountain only).
2. The tiers, auger, stabilizer, and cylinder may be rinsed in the sink, wiped with a damp cloth, washed in hot soapy water, or placed in a dishwasher.
3. Wipe the fountain base and feet with a damp cloth.

RETURN FOUNTAIN TO CASE(S)

1. Keep the case(s) clean by placing the fountain pieces into plastic bags if circumstances prevented thorough cleaning.
2. Please make sure all parts of the fountain, as well as, spatula, level, tool kit (if applicable), and laminated instructions are placed into the case(s).
3. Unopened chocolate or skewers can be returned for a refund.

PLEASE RETURN THESE INSTRUCTIONS

IMPORTANT: TROUBLESHOOTING

The fountain is struggling to pump the chocolate up and over the tiers.

1. Pockets of air in and around the auger may be preventing the chocolate from being evenly drawn up.

Turn the fountain off and let the chocolate settle (for 15 to 30 seconds) and then switch it back on. Repeat this "off then on" sequence several times until the air pockets are purged and the chocolate is flowing smoothly.

2. Not enough chocolate

When the chocolate is drawn up into the center cylinder, the level in the basin may drop too low and the fountain will begin to suck in air at the base of the center cylinder, causing the chocolate to flow unevenly. If there is not enough chocolate in the basin of the fountain, turning the fountain off and on repeatedly will not remove the air. You will need to add more melted chocolate into the basin (following the instructions on the packaging) in order to ensure that the level of chocolate in the basin remains high enough that no air is being pulled up into the center cylinder. *ONCE THE LEVEL OF CHOCOLATE IS ADEQUATE, you may still need to switch the fountain off and on several times to purge air pockets from the center cylinder.*

3. The chocolate has been overheated and is too thick

Milk chocolate is especially susceptible to overheating. When overheated, chocolate thickens and becomes clumpy. To correct this, stir small amounts of vegetable oil or cocoa butter into the chocolate until it reaches the appropriate consistency. Chocolate may also be placed in a blender and mixed with the thinning agent. Consult chart below to ensure you are using the appropriate temperature. To avoid scorching, stir the chocolate occasionally with a spatula, scraping it from the bottom of the basin as you stir. Chocolate will also become clumpy if it has come into contact with water.

RECOMMENDED OPERATING TEMPS	
DARK	6 (115-125°)
MILK	6 (115-125°)
WHITE	5 (105-115°)

4. Something is blocking the flow of chocolate.

Turn the motor off and use a spatula to check for food items that may have become lodged between the bottom of the cylinder and the basin.

Chocolate is flowing more on one side than the other.

The fountain is not level. Turn the adjustable feet to raise or lower each side.

Chocolate is not curtaining properly over the tiers.

Small pieces of food flowing in the fondue may cause gapping as the pieces flow over the tiers. Turn the motor off and try to remove the food with a spatula or strainer.

The fountain will not turn on.

1. Bad electrical connection: Power may have been interrupted by an electrical breaker being tripped. Check that the circuit is not being overloaded by having too many electrical items plugged in at the same time. There may be multiple outlets on the same circuit. The fountains draw 4-9 amps when the heat and motor are on. We recommend a dedicated 15-20 amp breaker to provide the fountain with an ample supply of power.

2. Fuse has blown: Replace the fuse in the fountain basin with slow blow fuse provided in the tool bag in the fountain's carrying case. The fuse can be replaced from fountain exterior by twisting the fuse cap off, exchanging the fuse, and repositioning the fuse cap.

The fountain will not heat properly:

Electrical problem: Make sure that the fountain is plugged into a working electrical outlet and that the switch is in the PREHEAT position. If you have another appliance plugged into the same outlet, the fountain may not be receiving enough electricity.

The fountain makes a knocking noise:

If knocking is coming from the cylinder: When the fountain starts up, the auger may knock against the cylinder momentarily until the chocolate has coated the inside cylinder walls and auger. If knocking continues, make sure the stabilizer is correctly positioned at the top of the cylinder around the auger knob so the auger is held in the center of the cylinder.

If knocking is coming from the base:

Fountain parts may be cold. If the cylinder was cold when the fountain was turned on, chocolate may have hardened inside the cylinder, causing the auger to bind and not turn properly. Use a blow dryer or heat gun to warm the chocolate inside the cylinder before restarting the fountain.



IMPORTANT!

We can ALWAYS be reached to assist you!

If you are experiencing problems with a rental item, please call us!

During business hours: **330-477-7719** or **1-800-686-4331**

After hours, weekends, or holidays: **330-737-1227**

We want your event to run smoothly and will work to solve your problem quickly! If you fail to contact us at the time you are experiencing problems, we may not be able to adjust your invoice once an item is returned.

A NOTE ABOUT ELECTRICAL EQUIPMENT:

PLUGGING IN:

- We recommend that you plug our equipment directly into a wall outlet.
- If you **MUST** use an extension cord, please use a heavy-duty cord (at least 12 gauges). Please refer to national and local electrical codes.
- If the equipment has a three prong-grounding plug, it must be plugged into a three holed grounded receptacle.
 - **Do not use a three-to-two prong adapter**, as this could reduce safety components and increase the risk of electric shock.
 - **Do not attempt to alter the electrical plug**. Serious injury or electrocution may result.
 - **A \$10 FEE WILL BE ASSESSED IF THE EQUIPMENT'S GROUND PLUG HAS BEEN TAMPERED WITH!**

CIRCUITS AND FUSES:

- Each of our electrical rental items (especially concession equipment, coffee makers, roasters, hot boxes and fountains) should be on its own 20-amp circuit. Even though some equipment may be rated at nine or ten amps, the machine may draw more power while it is starting up.
- **REMEMBER**, overloading an outlet may blow fuses or circuits. We recommend that you locate the proper power source hours before your event starts so you are sure to not have any surprises. You may run into problems using this equipment if it is not plugged into its own dedicated outlet. If you are experiencing problems, try using a different outlet.

BEFORE YOUR EVENT:

You have rented an item that has passed our electrical testing. We are unable to determine if the facility where you are using the unit has proper power. To ensure this equipment will work correctly for your event, we recommend that you do the following several hours prior to the start of your event:

Audio/Visual Items	Plug in and test (be aware of where spare bulb is in case you have one burn out).
Beverage Fountain	Plug in and fill with water. Make sure the light turns on and that the fountain flows correctly.
Chocolate Fountain	Assemble the fountain. Plug in and melt chocolate 1-2 hours prior to the start of your event. Start the fountain to insure proper chocolate flow. Once started, leave the fountain running throughout the event.
Coffeemaker	Plug in and fill with water. Make sure the water begins to heat.
Concession Equipment	Make a test batch.
Heat Lamp	Plug in and make sure bulb heats up.
Hot Box	Plug in and heat up.
Lighted Column	Plug in and light up.
Lighted Ice Tray	Plug in and light up.
Roaster	Plug in and make sure the roaster begins to heat up.

PLEASE CALL US RIGHT AWAY IF YOU EXPERIENCE ANY PROBLEMS!

WE WILL MAKE IT RIGHT!