



# IMPORTANT



## **IF THE CHOCOLATE IS NOT FLOWING EVENLY AND SMOOTHLY OVER THE TIERS OF THE FOUNTAIN, IT PROBABLY IS A RESULT OF ONE OF THE FOLLOWING ISSUES**

### **ISSUE 1. The fountain is not level.**

If the fondue is flowing to one side more than another, move the adjustable feet to raise that side of the fountain.

### **ISSUE 2. Air pockets are formed around the auger located inside of the center cylinder, whenever you turn the fountain on for the first time**

Once you have filled the basin with melted chocolate it may appear to be quite full, however once you turn the fountain on and the chocolate begins to be drawn up into the center cylinder you will see the level of chocolate in the basin slowly drop and it may appear that the fountain is struggling to pump the chocolate up through the middle and out over the tiers. It is pockets of air that are in and around the auger that are preventing the chocolate from being drawn up and from evenly flowing out over the tiers.

*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.*

### **ISSUE 3. Not enough chocolate**

If there is not enough chocolate in the basin of the fountain, when you turn it on and 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. Once that happens, turning it 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 insure that the level of chocolate in the basin remains high enough and 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.

### **ISSUE 4. 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 the “CHOCOLATE OPERATING TEMPERATURES” 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.

PLEASE REFER TO THE TROUBLESHOOTING GUIDE FOR OTHER PROBLEMS YOU MAY BE INCOUNTERING.

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*Assembly Instructions*

# Aztec 27" Chocolate Fountain



(330) 477-7719  
1-800-686-4331

**Helpful Supplies provided**

2 spatulas, rubber food service gloves

**We recommend YOU have on hand**

A damp sponge and paper towels for cleanup, some empty plastic containers to store excess Chocolate in after the event.

**Step (1)** Remove the fountain basin and top assembly from their cases.



**Step (2)** Place the fountain basin on a sturdy, level surface. To level the base, place the supplied level on the rim of the basin at various locations, adjusting the feet on the base as needed. Turn the temperature dial to 250 degrees and the selector switch to PREHEAT FOR TEN MINUTES before adding chocolate.



**Step (3)** Place the center cylinder on the four prongs in the center of the basin.



**Step (4)** Slide the largest tier collar onto the cylinder, and simply let it stop when it settles into place. Next slide the second smaller tier on in the same manner.



**Step (5) IMPORTANT! Before inserting the auger,** set the temperature control to the proper setting for the type of chocolate that you are using (refer to the melting chart below) and add 8 lbs. of chocolate a little at a time while stirring, to melt in the basin, or a microwave can be used by following the directions on the chocolate packaging.



Chocolate (16 lbs)	Melting Temp Only (°F)	Approx. Melting Time (mins)
Dark	250	45
Milk	176	60

**Step (6)** Once the chocolate is melted, 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 (7)** Now place the crown on the top and your fountain is completely assembled. Set the temperature control to between 158 and 176 degrees. Turn the selector switch to start and watch the chocolate flow over the tiers.

**If the flow of chocolate over the tiers is not smooth and even, refer to the troubleshooting page for help and instruction.**



**Important**  
Tower cylinder and auger must be at room temperature to function properly! If components are cold, warm under hot water and dry thoroughly.

**DO NOT OVERFILL FOUNTAIN  
MAX. CAPACITY IS 10 LBS.**



***Please Return these instructions with the fountain***



Operating  
Instructions

# Aztec Chocolate Fountain<sup>27"</sup>

**We recommend having your fountain set up and running at least 1 to 2 hours prior to your event, which allows time to call for assistance if needed.**



**You MUST use chocolate provided by Canton Chair Rental. Our chocolate is specially formulated to melt down to the proper viscosity to flow perfectly through the fountain every time.**

Once your fountain is assembled and running, you should continue to run it without turning it off until your event is over. Turning it off will solidify the Chocolate around the auger and it will not function properly. You can continue to add chocolate a little bit at a time without a problem. We recommend when adding chocolate that you pour in small amounts around the outside edge of the basin. As it starts to melt, you can mix it with the balance of the flowing chocolate. If you wish to add a large amount at one time, the chocolate should be preheated. A microwave can be used, however **you should carefully follow the instructions on the chocolate packaging. If not done correctly, you could ruin the chocolate.** Caution the packaging and the melted chocolate may be hot when removing from the microwave. Keep in mind the fountain can run for up to 8 hours without a problem, as long as you keep the fountain supplied with chocolate. Also, despite every effort to keep your chocolate from melting during the shipping process, we realize that sometimes the chocolate may arrive melted. Please do not think this ruins the chocolate! The chocolate is perfectly fine. Occasionally there may be light colored streaks or film on the chocolate. This is a result of the cocoa butter rising to the surface of the chocolate. This occurs naturally and is a characteristic of chocolate. It will disappear when the chocolate is re-melted.

330-477-7719

1-800-686-4331

**IF GAPS APPEAR IN THE CURTAINS OF CHOCOLATE, REFER TO THE TROUBLESHOOTING PAGE INCLUDED IN THIS INSTRUCTION PACKET**



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

## KEEPING FOUNTAIN FILLED OVERNIGHT

1. Turn fountain control switch to "OFF".
2. **You must remove the auger** from inside the center cylinder. The center cylinder is not heated and if the auger is not removed the chocolate will cool and set up. **(Be careful! The fountain components may be hot and slippery).** Clean auger and crown.
3. At this point you have two options. Following the instructions below you can either turn the fountain "OFF", or you can leave it on "PREHEAT" overnight, and the chocolate will not set up.

## IF YOU CHOOSE TO TURN THE FOUNTAIN OFF:

4a. Take the spatula and clean off all the tiers. Place a large oversized bag over the fountain to protect the chocolate. Loosely seal it around the basin.

5a. The next day, uncover the fountain. Turn the temperature to the highest setting and turn the switch to "PREHEAT" Then preheat the chocolate for 30-45 minutes, until it all melts. Add additional chocolate as needed. If available, you could use a blow dryer to warm up the tiers to help leftover chocolate melt and help it flow. Then, as you put in the auger, move it up and down to help loosen any residual chocolate remaining inside the cylinder. Set the temperature to 158-176 degrees and turn the switch to "ON".

## IF YOU CHOOSE TO LEAVE THE FOUNTAIN ON "PREHEAT" OVERNIGHT:

4b. Take the spatula and clean off all the tiers. Turn the control to "PREHEAT" and set the temperature to 150 degrees. You can place a large oversized bag over the fountain to protect the chocolate. Loosely seal it around the basin.

**Be careful not to cover up the vents on the basin! The unit must be ventilated.**

5b. The next day, uncover the fountain. If available, you could use a blow dryer to warm up the cylinder & tiers to help leftover chocolate melt and help it flow. Then, as you put in the auger, move it up and down to help loosen any residual chocolate remaining inside the cylinder. Set the temperature to 158-176 degrees and turn the switch to "ON".



### \* WARNING:

DO NOT COVER THE VENT HOLES ON THE BASIN. DOING SO MAY CAUSE THE FOUNTAIN TO OVERHEAT AND COULD DAMAGE THE UNIT.





# TROUBLESHOOTING



## 27" Aztec & 34" Montezuma Chocolate Fountain

1-800-686-4331 AFTER HOURS PAGER 330-966-4308 [www.cantonchairrental.com](http://www.cantonchairrental.com)

### 1. Fondue does not curtain properly:

- a. *Fountain is not level:* The base of the fountain must be level in order for fondue to curtain properly. If the fondue is flowing heavily on one side, raise that side of the fountain using the adjustable feet until the fondue flows evenly.
- b. *Air bubbles:* Air is often trapped inside the cylinder when the fountain is initially turned on or if the fondue level in the basin becomes too low. This causes gaps in the fondue curtain. To resolve this, simply turn the fountain off, allow it to sit for 15-30 seconds, and turn it back on. Repeat this procedure until the fountain is flowing at full capacity.
- c. *Not enough fondue:* The 27" Aztec requires a minimum of 8 lbs. of chocolate and the 34" Montezuma requires a minimum of 15 lbs. of chocolate in order to function and achieve even flowing curtains.
- d. *Chocolate is too thick:* Chocolate will not flow correctly if it is at the wrong temperature. Generally, for Dark chocolate, the temperature should be increased. However 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 the "CHOCOLATE OPERATING TEMPERATURES" 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.
- e. *Food blocking fondue flow:* **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.
- f. *Small food particles in the fondue:* 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.

Chocolate (16 lbs)	Melting Temp Only (°F)	Approx. Melting Time (mins)
Dark	250	45
Milk	176	60

### 3. The fountain will not heat properly:

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

(CONTINUED ON NEXT PAGE)

#### 4. **The fountain will not turn on:**

- a. *Bad electrical connection:* Power may have been interrupted by an electrical breaker being tripped. Aztec and Montezuma fountains require a dedicated 15-amp breaker to provide the fountain with an ample supply of power. These models will draw approximately 8–9 amps when the motor and heat are on. The Aztec fountain draws 3 amps total and needs a 5-amp breaker.
- b. *Fuse has blown:* Replace the fuse in the fountain basin with slow blow fuse provided in the tool bag in the fountains carrying case . The fuse can be replaced from fountain exterior by twisting the fuse cap off, exchanging the fuse, and repositioning the fuse cap.

#### 5. **The fountain makes a knocking noise:**

- a. *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.
- b. *If knocking is coming from the base:*
  - I. The chocolate may be too thick, causing the auger to turn too slowly. On fountains with belt-driven motors, this causes the belt to slip over the teeth in the gears, creating a loud thumping noise. On fountains with direct drive motors, this causes the motor to bind and therefore overheat and burn out. To alleviate this problem, thin out the chocolate and make sure that nothing is obstructing the rotation of the auger in the cylinder.
  - II. 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.

## **CLEANING INSTRUCTIONS**

We recommend having cleaning aids that have not been provided such as towels, paper towels or a sponge.

**Step (1):** Turn fountain control switch to “OFF”.

**Step (2):** Remove the auger from inside the center cylinder. (Be careful! The fountain components may be hot and slippery).

**Step (3):** Using the rubber spatula provided, scrape chocolate off of the crown, cylinder and tiers. A large sponge (not provided) may be used to remove additional chocolate.

**Step (4):** Remove the tiers, crown, auger and center cylinder

**Step (5):** Remove the remaining chocolate from the basin and discard.

**Step (6):** Cleaning the top assembly may either be done by placing the crown, tiers, cylinder and auger in a dishwasher, or by washing them in hot soapy water.

**(WARNING! Never immerse the fountain basin in water. Doing so may cause damage to electrical components.)**

**Step (7):** Once the fountain components have been cleaned, place them back into the cases.

## **Chocolate Fountain Waiver for Cash Customers**

Customer will not be refunded deposit on machine if cancelled at any time.

Customer has received and understands electrical requirements for machine.

Customer has received information sheets on machine.

If you experience any problems during the use of the machine, please call our office immediately. If difficulties occur after 5pm call our after hours line. (See information sheet for numbers).

Customer understands that 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.

Customer Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Reservation Number \_\_\_\_\_

Please sign and return to Canton Chair Rental before delivery date.

## **Chocolate Fountain Waiver for Charge Account Customers**

Due to limited quantities on Chocolate Fountains, the customer will be charged half of the rental rate if the rental is cancelled at any time.

Customer has received and understands electrical requirements for machine.

Customer has received information sheets on machine.

If you experience any problems during the use of the machine, please call our office immediately.

If difficulties occur after 5pm call our after hours line. (See information sheet for numbers).

Customer understands that Canton Chair Rental must be notified immediately. If notification comes after the event, we may not be able to adjust rental.

Company/Customer Name \_\_\_\_\_

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Reservation number \_\_\_\_\_

Please sign and return to Canton Chair Rental before delivery date.



**Canton Chair Rental Customer:**

**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:**

<b>Fountains:</b>	<b>Plug in and fill with water, make sure the light turns on and that the machine runs correctly</b>
<b>Coffee Makers:</b>	<b>Fill with some water and plug in and heat up</b>
<b>Concession Eq.:</b>	<b>Make a test batch</b>
<b>Roasters:</b>	<b>Plug in and heat up</b>
<b>Hot Boxes:</b>	<b>Plug in and heat up</b>
<b>Heat Lamps:</b>	<b>Plug in and make sure bulb heats up</b>
<b>Light Ice Trays:</b>	<b>Plug in and make sure it lights up</b>
<b>Columns:</b>	<b>Plug in and light up</b>
<b>Audio Visual Eq.:</b>	<b>Plug in and test (be aware of where spare bulb is in case you have one burn out)</b>
<b>Chocolate Fountain:</b>	<b>Plug in and melt chocolate 1-2 hours prior to the start of your event</b>
<b>Slush Machine:</b>	<b>Plug in and make your first batch 2-3 hours prior to the start of your event</b>

**Please note the following when using this electrical equipment:**

We recommend that you plug this equipment directly into a wall outlet. If this is not possible, please use a 25' heavy-duty (at least 12 gauge) extension cord.

Some of our equipment is outfitted with a 3 prong-grounding plug. The use of an extension cord is not recommended. If one must be used, refer to the national and local electrical codes. Do not use an adapter to get grounding requirements. **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!**

**\*Electrical Equipment (especially concession equipment, coffee makers, roasters, hot boxes and fountains) should be on its own 20-amp circuit for each machine. 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.

If you have reviewed all of the above suggestions, and you are still not getting satisfactory results, you must contact Canton Chair Rental immediately. If it is during business hours, please call our direct line at **330-477-7719** or **1-800-686-4331**. If it is after hours, please dial **330-966-4308**. After the message, type in your phone number that you can be reached at. Someone will return your call shortly. If you are having a problem with the machine, and you do not contact us immediately, we will be unable to adjust your invoice after the fact.

Thank You for your Continued Patronage,  
Staff at Canton Chair Rental

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