



23" CORTEZ CHOCOLATE FOUNTAIN



1-800-686-4331 AFTER HOURS PAGER 330-737-1227 www.cantonchairrental.com

FOUNTAIN ASSEMBLY

1. Place the fountain base on a sturdy, level surface. The fountain must be level in order 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.
2. Remove cylinder with inside auger and black plastic stabilizer from plastic bag. (save bag for return) Position cylinder to fit inside the stainless steel sleeve located in the basin so that the cylinder stands in place. The welded knob on the cylinder should fit inside the groove on the sleeve. Now remove the auger and set aside. **IMPORTANT: When melting chocolate in the basin, wait until the chocolate is completely melted before inserting the auger into the cylinder.**
3. Remove the tiers from plastic bags saving the bags for return. Slide the largest tier over the cylinder until it stops in position on the cylinder wall. Position smaller tier in same way. Tiers should slope downward.
4. Plug the fountain in and move the switch to PREHEAT. Turn the fountain temperature dial to 10 and allow the basin to preheat for 5 minutes. Once basin is preheated, see "CHOCOLATE PREPARATION" for melting temperatures and instructions.
***All tier set components should be at room temperature before adding melted chocolate to the fountain. Chocolate will harden if it comes into contact with cold metal and can cause the auger to bind. ***

CHOCOLATE PREPARATION

1. We strongly encourage you to use Sephra Fondue chocolate only. Sephra chocolate is specially formulated with the proper viscosity to flow perfectly through the fountain.
2. Do not freeze or refrigerate chocolate before using, but store in cool dry place.
3. We recommend melting chocolate in the fountain basin. It will take about 35-45 minutes.
4. Set heat setting at 7 for milk chocolate or white chocolate, 8 for dark chocolate. Turn toggle switch to preheat. Add chocolate to basin 1-2 pounds at a time. Stir chocolate every 2 minutes, scraping it from the basin with spatula provided to prevent scorching. **Remember to remove inside auger and stabilizer until chocolate is completely melted.**
5. A minimum of 6 pounds (3 bags) is needed for the fountain to flow properly. Maximum amount of chocolate that may be used without overflowing is 10 pounds (5 bags)
6. You may also melt chocolate in its microwaveable bags according to instructions on bags. **When microwaving chocolate always use half power to prevent scorching.**



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STARTING THE FOUNTAIN

1. Once chocolate is melted in the basin, place the auger with black plastic stabilizer into cylinder making sure it sits down over the square pin of the basin. The stabilizer will rest on the top of the cylinder.
2. Place the crown on top of the cylinder.
3. 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 will go away once the auger is coated with chocolate.
4. Once chocolate is melted, reduce heat setting to 6 (115-125 degrees)

ADDING ADDITIONAL CHOCOLATE TO THE FOUNTAIN

1. Add chocolate chips directly into the basin a little at a time OR
2. Melt chocolate in microwaveable bag and add to basin.

CLEAN UP AND RETURN:

1. Turn toggle switch to "OFF". ALWAYS UNPLUG THE POWER CORD FROM THE ELECTRICAL OUTLET BEFORE CLEANING THE FOUNTAIN.
2. Remove crown, auger with stabilizer, tiers and cylinder from basin trying to scrape off as much chocolate as possible into the basin as you go. These parts may be rinsed off in a sink or wiped off with a damp cloth if available. Please put all parts back into plastic bags and return to case. The auger with the stabilizer should be back inside the cylinder when storing back into case.
3. Twist off removable basin and pour leftover chocolate into container. Chocolate may be stored and reused. (* see suggestions for leftover chocolate below) NEVER POUR CHOCOLATE DIRECTLY DOWN THE DRAIN. The chocolate can harden in the pipes and hurt the drain system. Small amounts of residual chocolate may be flushed with hot water and go down the drain.
4. Basin must NOT be submerged in water. It may be wiped out with a damp cloth. Please put back into plastic bag and place back in case.
5. Wipe outside of fountain base and place in case on its side. ‘
6. Please make sure all parts of fountain, as well as spatula, level and set of laminated instructions provided are all placed in case for return to Canton Chair Rental.
7. Any unopened bags of chocolate or skewers can be returned for a refund.



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IMPORTANT: TROUBLESHOOTING

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.

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



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ISSUE 5. 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.

ISSUE 6. 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.

OTHER ISSUES

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 ON or 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:

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:

1. 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 with vegetable oil or cocoa butter and make sure that nothing is obstructing the rotation of the auger in the cylinder.

2. 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.