

SEPHRA[®]

CHOCOLATE FOUNTAIN

OPERATING MANUAL

FOR FURTHER TROUBLESHOOTING,
QUESTIONS, OR CONCERNS, PLEASE
CONTACT WEAVER'S RENT-ALL PARTY &
EVENT DEPARTMENT AT (309) 452-RENT

IMPORTANT SAFEGUARDS

1. READ ALL INSTRUCTIONS BEFORE USING THIS FOUNTAIN.
2. When the fountain basin (bowl) is removed, the top of the fountain base can be extremely hot. AVOID ANY CONTACT WITH THE TOP OF THE FOUNTAIN BASE WHEN IT IS EXPOSED. Heating element is located directly beneath the removable basin (bowl).
3. Avoid all other surfaces that have become hot during use.
4. To protect against electrical shock and damage to the fountain, do not put the fountain base in water or other liquids. Never allow liquid, dust or chocolate to enter the fountain base through the base screen, vent holes, or other openings.
5. When the basin is removed, take extra caution to keep liquid or other objects from entering into the exposed opening at the top of the fountain base.
6. Avoid contact with moving parts, such as the auger in the cylinder or the square pin in the center of the basin.
7. Close supervision is necessary when the fountain is used near children.
8. Do not operate the fountain if you observe damage to the electrical cord or plug or if the base of the fountain has been dropped or damaged in any manner. The fountain must be returned to Sephra or a designated repair facility for examination and repair.
9. Always unplug the fountain from the electrical outlet when it is not in use, before putting on or taking off parts, and before cleaning.
10. Do not allow the electrical cord to come into contact with hot surfaces. An extension cord may be used if necessary. Care should be taken to position the electrical cord so that it does not create a hazard by hanging over a table or counter edge in such a way where it might be tripped on or pulled by those around the fountain.
11. Never place any object, especially your fingers, inside the central cylinder while the fountain is in use. Doing so may cause severe injury to persons or damage to the fountain itself.
12. The use of accessory attachments, other than those made available specifically for use with this fountain, is not recommended by the manufacturer, may cause injury, and may void your product warranty.
13. Extreme caution must be used when moving a fountain or fountain components containing hot liquid.
14. Use of the fountain outdoors is not recommended unless a Sephra manufactured wind guard is used.
15. Do not use this fountain for other than its intended use.
16. The fountain basin must be level to operate properly.
17. Observe and follow customary sanitation guidelines when using this machine.

HELPFUL TIPS

1. Always provide each guest with a plate and skewers. (Guests should use a separate skewer for each food item). Wooden, Bamboo and Plastic forked skewers may be ordered online at www.sephra.com. It is also good to have a generous supply of napkins available.
2. Guests should never "double dip," placing a food item that has been bitten back into the fondue flow. Food items should only be dipped in the fondue once.
3. Cut all dipping items into bite-size pieces so they can easily be placed on skewers.
4. Other fondues such as cheese, caramel, and barbeque sauce have a different consistency from chocolate and may flow in a different manner than Sephra Fondue Chocolate does. This is due to the inherent differences in the make-up of various fondues.

5. Never allow water to come into contact with chocolate as it can thicken and ruin the chocolate. This includes water-based flavorings and food colorings. Use oil-based products instead. If you are not using fondue Chocolate, you will most likely need to thin your chocolate- to do so add 1 cup of vegetable oil for every 5 lbs of chocolate.

6. Keep chocolate in a cool, dry place. Do not freeze or refrigerate it as moisture may adversely affect the chocolate.

7. Always reduce the temperature setting from the melting temperature to the operating temperature once the chocolate is completely melted in the basin. Failure to do so may cause the chocolate to scorch. Heating milk chocolate too quickly causes it to scorch and become too thick.

8. Do not add more than the maximum amount of fondue to the fountain basin. If too much fondue is added, it will overflow the basin when the fountain is turned off.
9. Air is often trapped in the cylinder and the bottom exterior portion of the crown when the fountain is initially turned on. This can cause uneven fondue flow. To correct this, simply turn the fountain off, wait 15-30 seconds to allow the air to escape, and turn it on again. Repeat until flow improves. If air pockets are present at the base of the crown, take a rubber spatula and scrape around the area to release the air.
10. If you are not using Sephra Fondue Chocolate, you will likely need to thin your chocolate.
11. When cleaning up after an off-site event, place fountain parts in plastic bags and return them to their storage cases until they can be properly cleaned.
12. Grout sponges (sold at hardware stores) work well for cleaning the fountain.

CHOCOLATE PREPARATION

We strongly encourage you to use Sephra Fondue Chocolate or Chocolate Melts, available in Dark, Milk, and White varieties. Sephra chocolate is specially formulated with the proper viscosity to flow perfectly through the fountain every time. Our unique fondue chocolate is exquisite in taste and aroma and your guests and clients are sure to be delighted.

Before using the chocolate, store it in a cool, dry place. Do not freeze or refrigerate it as moisture affects the chocolate's consistency.

Melt chocolate directly in the fountain basin, in a chocolate melter, or in its microwavable bags according to the instructions on the bags. **WHEN MICROWAVING CHOCOLATE, ALWAYS USE HALF-POWER TO PREVENT SCORCHING.**

Melting chocolate directly in the fountain basin takes approximately 35–60 minutes. Add chocolate 1-2 pounds at a time to expedite the melting process. Stir chocolate every 2-3 minutes, scraping it from the basin with a spatula to prevent scorching. **Milk and White chocolate are more susceptible to scorching so be sure to stir more frequently (every 1-2 minutes) and use appropriate temperature settings.**

Melting Chocolate in Fountain Basin—Sephra and Montezuma

Chocolate (16 lbs)	Heat Setting	Approx. Melting Time (mins)
Dark	8	45
Milk	7	60
White	7	60

Melting Chocolate in Fountain Basin—Aztec and Cortez

Chocolate (6-10 lbs)	Heat Setting	Approx. Melting Time (mins)
Dark	8	35
Milk	7	45
White	7	45

***CAUTION: The heat setting should never be higher than 7 when melting White chocolate.** Overheating White or Milk chocolate causes it to thicken or become clumpy and it will not flow properly. If this happens, see "TROUBLESHOOTING" item #2.

SUGGESTED DIPPING ITEMS

The list of potential dipping items is endless! For best results, we recommend avoiding items that crumble easily. Crumbs that fall into the chocolate can cause it to thicken and/or gap.

Strawberries
Bananas
Pineapple Chunks
Orange Slices
Peaches / Nectarines
Dried Apricots
Kiwis
Apple Slices
Pretzels
Marshmallows
Rice Crispy Treats
Cream Puffs
Graham Crackers

Clustered Nuts
Cookies
Wafers
Animal Crackers
Brownies
Peanut Butter Cookies
Mint Patties
Biscotti
Popcorn Clusters

STARTING THE FOUNTAIN

BEFORE STARTING THE FOUNTAIN:

1. Ensure that the fountain is on a sturdy, LEVEL surface.
2. The fountain itself must be level in order to operate and curtain properly. Please see "FOUNTAIN ASSEMBLY" for instructions on leveling the fountain.
3. Check to see that the fountain basin (bowl) is securely tightened.
4. Ensure that the fountain vent holes and the bottom of the base housing are not covered. These areas allow heat to escape from the motor and heating element during use. **Obstruction of the air flow will cause damage to the motor and internal electrical components.**
5. Fill the basin with chocolate according to the "CHOCOLATE PREPARATION" instructions and "Recommended Chocolate (or Fondue) Amounts."

ONCE THE CHOCOLATE IS MELTED:

6. Place the auger with the stabilizer into the cylinder and turn it clockwise to check that it is locked in place over the center square drive shaft. Place the crown on top of the cylinder.
7. 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 into the basin. *As the cylinder fills with chocolate, there may be a brief knocking noise from the auger spinning against the cylinder.* This noise will go away quickly as the auger is coated with the chocolate.

Recommended Chocolate (or Fondue) Amounts

Fountain Model	Guests Served	Minimum Choc. (lbs)	Minimum Fondue (qts)	Maximum Choc. (lbs)	Maximum Fondue (qts)	Suggested Amt. to Begin Event (lbs)	Suggested Amt. to Begin Event (qts)
Aztec (CF 27)	<100	6	3.5	10	5	10	4.5

Adding Additional Chocolate to the Fountain

Twenty pounds of chocolate will serve *approximately* 200 people. Additional chocolate can be added using the following methods:

ADDING CHOCOLATE CHIPS:

Pour chips directly on top of the fountain crown or around the perimeter of the bowl, approx. 1 cup at a time. Allow the chips to become melted before adding more.

ADDING MELTED CHOCOLATE:

To add a large amount of chocolate, melt it *prior to* adding it to the basin. You can melt it in its microwavable bags or in a chocolate melter.

Chocolate Operating Temperatures

Chocolate	Heat Setting	Approx. Chocolate Temperature (°F)
Dark	6	115-125
Milk	6	115-125
White	5	105-115

Chocolate temperature may be affected by the addition of chocolate or by environmental factors, such as operating the fountain in a cold area. In such conditions the fountain temperature may need to be adjusted accordingly.

Generally, if White or Milk chocolate becomes too thick, decrease the temperature. If Dark chocolate becomes too thick, increase the temperature. *Scrape sitting chocolate from the bottom of the basin and stir frequently throughout event.*

CLEANING THE FOUNTAIN

RECOMMENDED CLEANING SUPPLIES:

- Food handler gloves
- Spatula(s)
- Dish soap
- Small brush or toothbrush
- Large sponge (grout sponge recommended)
- Large container or sturdy plastic bag(s) for leftover chocolate
- Large plastic bags for tier set parts
- Paper towels
- Soft cloth
- Glass cleaner

Before cleaning:

Turn the toggle switch to OFF. **Always unplug the power cord from the electrical outlet before cleaning the fountain.** Never permit the electrical cord to come into contact with water.

Do not use abrasive scouring pads or powders to clean the stainless steel basin or other components. Doing so will mar the finish.

Cleaning Your Sephra Chocolate Fountain:

1. Wearing food handler gloves, scrape excess chocolate from the crown and stabilizer with a spatula. Remove crown and stabilizer and place them directly in the sink.
2. Pull the auger out of the cylinder by its knob, scraping the excess chocolate off with a spatula or gloved hand as you go so that it falls back into the cylinder. Move the auger to the sink.
3. Use a spatula to scrape excess chocolate from the tiers. Remove the tiers and cylinder and place them in the sink.

4. Twist off the removable basin and pour leftover chocolate into a bag-lined container for easy disposal. Scrape the remaining chocolate out with a spatula and move basin to sink. **Never pour chocolate directly down the drain. Chocolate can harden in the pipes and damage the drain system.** When cleaning up after an off-site event, place fountain parts in plastic bags and return them to their storage cases until they can be properly cleaned.
5. **The basin should NOT be placed in the dishwasher but should be washed by hand.** The extreme heat of the dishwasher will potentially damage the seals and bearing grease. **The bottom of the basin holding the seals and bearings should also NOT be submerged in liquid.** All other removable fountain parts are dishwasher-safe. They may also be hand-washed with warm, soapy water and a large sponge. Use degreasing dish soap when washing components in the sink. Make sure the chocolate is broken up by warm, soapy water before it goes down the drain.
6. Carefully clean around cylinder sleeve and square pin in basin. If necessary, use a soft toothbrush to remove all chocolate.
7. Once tier set components are clean and dry, return them to your Sephra Tier Set or Catering Case for transport.
8. Once basin is thoroughly cleaned and dried, twist it back onto fountain base.
9. Spray the outside of the fountain base with glass cleaner and polish with a soft cloth. Return base to your Sephra Base Case for transport.

Proper cleaning after each use will keep the fountain in excellent working condition for years of continued use and enjoyment. Always store fountain components in their cases to help protect them from damage or loss.

Fountain Specifications

FOUNTAIN SPECS	Aztec CF 27
Total Fountain Height	27" (68.6 cm)
Chocolate Capacity	10 lbs (4.5 kg)
Total Fountain Weight	29 lbs (13.18 kg)
Tier Set Weight	7 lbs (3.18 kg)
Base Weight	22 lbs (10 kg)

TROUBLESHOOTING

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 leveling 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. If when turning the fountain on you see the bottom of the cylinder, additional fondue needs to be added. Repeat this procedure until the fountain is flowing at full capacity.
- c. *Not enough fondue:* Refer to the "RECOMMENDED CHOCOLATE (OR FONDUE) AMOUNTS" table to ensure that you are meeting the minimum capacity requirement.
- 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. For White and Milk chocolate, the temperature should be decreased. Please see "CHOCOLATE OPERATING TEMPERATURES" for appropriate heat settings.
- 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 sleeve 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.

2. Chocolate is thick and clumpy: When chocolate is overheated or scorched, it becomes thick and clumpy. White and Milk chocolate are especially susceptible to overheating. If this occurs, 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 heat setting. To avoid scorching, stir the chocolate often 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.

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.
- b. *Damaged thermostat:* Move the temperature dial gradually from 1-10. Listen closely at the base of the fountain to hear a "click" when raising the temperature. If you hear a click, the thermostat is functional and the problem may be a wiring issue. If you do not hear a click, please call Customer Service for further assistance.

- c. *Loose wiring:* **Unplug the fountain**, turn it over, and remove the base screen. Check to see that all of the wires and contacts are firmly in place. **Important: Before touching any wires, discharge the electricity from the fountain to avoid electric shock.** Do this by switching the fountain from START to OFF several times once the fountain is unplugged. If there are any loose contacts for which the original position can be easily determined, reattach them. Please call Customer Service for further assistance.

4. The fountain will not turn on:

- a. Removable basin loose: There is a safety pin that will not engage properly until the basin bowl is firmly screwed down. It is located on the top rim of the base unit under the basin (bowl).
- b. *Bad electrical connection:* Power may have been interrupted by an electrical breaker being tripped. Fountains with a 120V power supply require a dedicated 10-amp breaker to provide the fountain with an ample supply of power. These models will draw 4–9 amps when the motor and heat are on. The 240V fountains draw 2-5 amps total and require a 5-amp breaker.
- c. *Fuse has blown:* The fuse can be replaced from the fountain exterior by twisting the fuse cap off (flathead screwdriver or coin may be needed), exchanging the fuse, and repositioning the fuse cap. For fuse specifications see ELECTRICAL FUSE REPLACEMENT.

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. Make sure the auger is completely settled on the square pin in the basin. Also check to see that the cylinder is resting firmly in the sleeve.
- b. *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 outside of the cylinder and melt the chocolate inside the cylinder before restarting the fountain.

For further troubleshooting questions or concerns, please contact Sephra's Customer Service Center at (858) 675-3088 during regular business hours (Monday-Friday, 7AM-4PM PST).

ENJOY!