

SF^{PRO} SERIES™

Chocolate Fountain User Guide



This manual covers the use of the following
commercial fountain models:

SF-PRO-31 | SF-PRO-43 | SF-PRO-50

SOME IMPORTANT NOTES ABOUT YOUR NEW SF PRO SERIES CHOCOLATE FOUNTAIN - PLEASE KEEP FOR FUTURE REFERENCE

NOT FOLLOWING THESE TIPS WILL VOID WARRANTY

- ***BEARINGS SHOULD BE CHANGED EVERY 500 HOURS OR IF THEY CAN'T TURN BY HAND WITH BOWL REMOVED FROM BASE***
- DO NOT WASH BOWL IN DISHWASHER (can force water into bearings)
- DO NOT TURN ON WITH HARDENED CHOCOLATE IN UNIT EVER
- DO NOT EVER LIFT FOUNTAIN BY BOWL (pickup by base)
- DO NOT REMOVE BOWL WHILE MOTOR IS RUNNING
- DO NOT REMOVE BOWL WHEN HOT (heat expands the metal)
- DO NOT RUN WITH TOO THICK OF CHOCOLATE
- CLEAN FOUNTAIN THOROUGHLY AFTER EVERY USE
- TEMPERATURE MUST BE WITHIN 10 DEGREES OF SET TEMP OR FOUNTAIN WON'T TURN ON (Let warm up 10 minutes before use)
- WE STRONGLY RECOMMEND USING SF SIGNATURE FOUNTAIN CHOCOLATE FOR REDUCTION IN MAINTENANCE AND EASE OF USE

WARRANTY INFORMATION

Subject to the limitations below, SF Sales Inc. warrants your purchase to be free from defects in materials and workmanship under normal use by the original user for the life of the equipment. This warranty is non-transferable and is subject to the terms below. To qualify for the warranty, you must have proof of purchase. Please note, warranty coverage is separate from our 14-day shipping and return policy.

Shipping

Customer is responsible for ALL shipping charges on warranty repairs and is responsible for insuring and properly packaging item for shipment to SF Sales. Any shipping damages are customer's responsibility. We will pack item to Fed Ex standards for shipment to customer. We will contact you for return shipping charges which must be paid prior to return of product.

Exclusions

- Motor and related components have a TWO YEAR warranty
- Fountains that have not had proper bearing service - Read "BEARING SERVICE" section
- Wear and Tear components (including bearings, bushings, fuses, drive shaft, etc.) - Read "BEARING SERVICE" section
- Fountains with seized bearings - Read "BEARING SERVICE" section
- Shipping related damage (must be filed as a shipping claim within 14 days of purchase)
- Discontinued items where parts are not available
- Items that have been damage discounted by any amount for any reason at time of sale including demos and floor models
- Any items that have been physically altered in any way by anyone except SF Sales Inc., unless written permission has been granted by SF Sales, Inc.
- Products used outside the United States with or without a voltage converter

Bearing Service

The bearings in your removable bowl are a vital part of your fountain and require frequent checking and servicing (think of oil changes in a car). The main issue with a lack of bearing service is that chocolate can leak into the motor causing other damage. Find below information regarding bearings:

- Fountains must have authorized bearing service every 800 hours or one year (whichever comes first) or warranty is void. This service is not covered under your warranty. This is a separate charge.
- The removable bowl should only be hand washed and never submerged. Do not put in a dishwasher.
- Every time you use your fountain, the auger should be able to turn by hand. This indicates properly functioning bearings.
- Any machine that is returned to us with seized bearings will not be covered under warranty.
- If your bearings are beginning to tighten up, please contact us to schedule a bearing replacement. This is a separate charge.

Documentation/How to Receive Coverage

To receive warranty coverage, customer must first call to receive an RMA warranty form. Customer must return item with copy of receipt, RMA form and item properly packaged. Please allow 1-2 weeks for check in and evaluation of your product. Repairs can vary in time. We will contact you for return shipping charges which must be paid prior to return of product.

Limits of Liability

SF Sales, Inc. responsibility under this or any other warranty, implied or express, is limited to the repair replacement or refund of the product purchase, as set forth above. These remedies are the sole and exclusive remedies for any breach of warranty. You, the purchaser, agree and acknowledge that SF Sales, Inc. has no liability and shall not be responsible for any damage you may incur from the non-receipt of your product due to delays in delivery, product failure, the design or construction of the product or any other cause. Whether liability is asserted in tort, contract or other wise. SF Sales, Inc. is not responsible for damages of any kind resulting from breach of warranty.

IMPORTANT SAFEGUARDS

When using our Chocolate Fountain, safety precautions should always be followed including the following:

1. READ ALL INSTRUCTIONS BEFORE USING THIS FOUNTAIN.
2. When the fountain basin is removed, the top of the fountain base can be extremely hot. Avoid any contact with the top of the fountain base if it is exposed as the heating element is located directly beneath.
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 to enter the fountain base through the bottom grate, vent holes, or other openings.
5. When 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 spindle 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 SF Sales Inc. or a designated repair facility for examination and repair as specified in the "Warranty" section of this manual.
9. Always unplug the fountain from the electrical outlet when it is not in use, especially 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 14 gauge or stronger 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, and may cause injury, and will void your warranty.
13. Extreme caution must be used when moving a fountain or fountain components containing hot liquid. Always move the fountain by lifting the base. If you lift by the bowl it might come off of the base.
14. Use of the fountain outdoors is not recommended unless used with a Wind Guard.
15. Do not use this fountain for other than its intended use.
16. The Fountain must be on a level surface to operate properly.
17. Observe and follow customary sanitation guidelines when using this machine.

FOUNTAIN ASSEMBLY INSTRUCTIONS

FOUNTAIN COMPONENTS

Parts are labeled respectively with 1 being the bottom and highest number being the top.

1A. SF-PRO-31 Tier and Shaft Assembly - 8 pieces total

- 1.) **Bottom Shaft (6.5" H)** - Twist and locks into basin
- 2.) **Bottom Tier (7.75" D)** - Sets on top of Large Base Shaft
- 3.) **Bottom-Mid Shaft (4.5" H)** - Sets on top of Large Base Tier
- 4.) **Bottom-Mid Tier (6.5" D)** - Sets on top of 8.5" Shaft Extender
- 5.) **Top-Mid Shaft (4.5" H)** - Sets on top of 6.5" Middle Tier
- 6.) **Top-Mid Tier (5.5" D)** - Sets on top of 4.5" Shaft Extender
- 7.) **Top Shaft (2" H)** - Sets on top of 5.5" Middle Tier
- 9.) **Crown (4.5" D)** - Sets on top of 2" Top Shaft

1B. SF-PRO-43/50 Tier and Shaft Assembly - 7-9 pieces total (*Depending on model*)

- 1.) **Bottom Shaft (9.75" H)** - Twist and locks into basin
- 2.) **Bottom Tier (11.5" D)** - Sets on top of Large Base Shaft
- 3.) **Bottom-Mid Shaft (8.5" H)** - Sets on top of Large Base Tier
- 4.) **Bottom-Mid Tier (9.75" D)** - Sets on top of 8.5" Shaft Extender
- 5.) **Top-Mid Shaft (7.75" H)** - Sets on top of 9.75" Middle Tier
- 6.) **Top-Mid Tier (7.75" D)** - Sets on top of 7.75" Shaft Extender
- 7.) **Top Shaft (5.75" H)** - Sets on top of 7.75" Middle Tier (*SF-PRO-50 Model Only*)
- 8.) **Top Tier (6.25" D)** - Sets on top of 5.75" Top Shaft Extender (*SF-PRO-50 Model Only*)
- 9.) **Crown (5.5" D)** - Sets on top of 6.25" Top Tier

2. Auger Assembly - Depending on model 2-3 connecting pieces total - Reverse Thread

3. Removable Bowl - Sits on top of the base and holds the center column and screw.

*****HAND WASH ONLY. DO NOT LIFT BY FOUNTAIN BOWL*****

4. Motor Housing - This is the bottom of the fountain. Has all the electrical components, including the motor unit.

- a.) ***Only to be opened by a qualified person***
- b.) The vent holes allow hot air produced by the motor and heating elements to escape, cooling the electrical components.
- c.) Vent holes should not be covered during use.

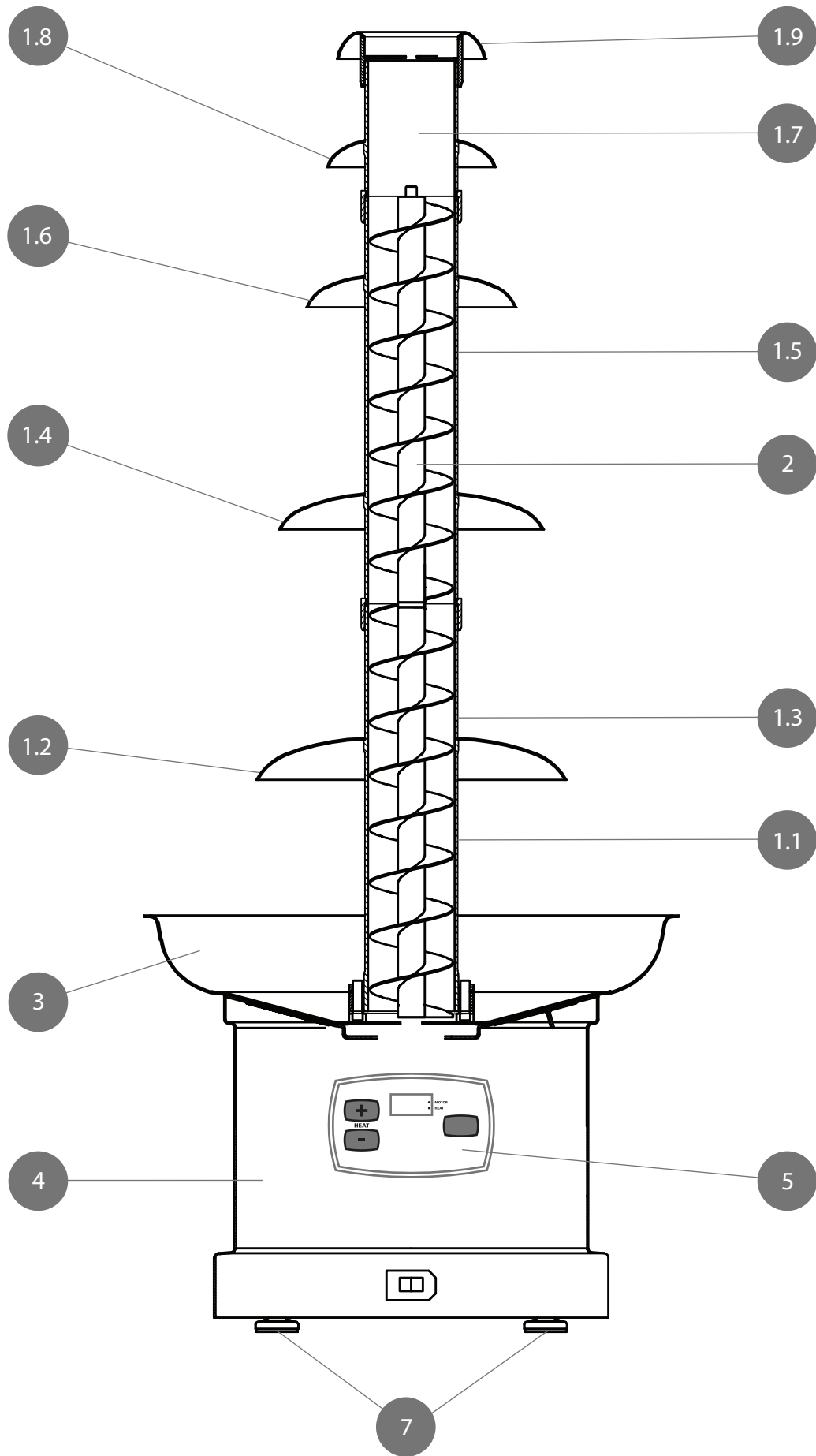
5. **Control Panel** - The control panel switches the chocolate heater on and off to maintain the temperature at a pre-set level and switches the motor on and off as required. There is a two digit LED display to indicate the temperature in Celcius, and also two individual LED indicators which light when the heater and motor respectively are ON. The membrane switch panel has a pair of push button switches for UP and DOWN control of the temperature, and a third push button commands the ON/OFF state of the motor. NOTE: Fountain must reach within 10 degrees of set temperature before operation to prevent damage.

6. **Fuse** - The machine has 3 fuses. 1st fuse is in the power cord. 2nd fuse in the power socket on the drum and the 3rd fuse is on the PCB board inside the drum. Only qualified electrician should replace the fuse in the PCB board.

7. **Adjustable Feet** - Screw into the bottom of the base. These may be tightened or loosened to raise or lower a particular side of the fountain for leveling.

Fountain Specifications			
	SF-PRO-31	SF-PRO-43	SF-PRO-50
Total Fountain Height	31 inches	43 inches	50 inches
Chocolate Capacity	11 lbs	28 lbs	33 lbs
Total Fountain Weight	36 lbs	59 lbs	63 lbs

SF PRO SERIES™



FOUNTAIN ASSEMBLY SF-PRO-31, 43 and 50

Step 1

Remove fountain components from their cases and place fountain base on a sturdy, level surface. Make sure the base is level so that the chocolate will flow properly.



Step 2

Place the bowl on top of the motor housing at an angle and push down and turn clockwise 45 degrees to lock the bowl with the motor housing. To check the fountain is level, place a leveler on the bowl rim at various locations. If leveling is needed, raise or lower a particular side of the fountain by adjusting the feet.

Step 3

Assemble the auger by threading the two or three pieces together until it is secure. Please note that this is a reverse thread.

Step 4

Twist, lock and secure the Long Base Shaft into the center of the bowl.



Step 5

Place the Large Base Tier on top of the Large Base Shaft and turn until it sits properly.

Step 6

Repeat Step 4 and 5 to build the Shaft assembly starting with the larger pieces and ending with the smaller pieces. Work your way up from 1 to the heightest number.

Step 7

Place the crown on top making sure that the auger pin sits in the middle of the crown ring.

NOTE: Fountain must preheat to to within 10 degrees of set temperature before the motor will turn on.



FOUNTAIN OPERATING INSTRUCTIONS

Video at: sweetfountains.com/videos.html

IMPORTANT NOTE: CHOCOLATE PREPARATION

We strongly encourage you to use SF Signature Chocolate Fondue, available in Dark, Milk, and White varieties. Using the wrong chocolate can damage your fountain. SF Signature Chocolate Fondue is specially formulated to melt down to the correct 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. You can order SF Signature Chocolate Fondue at www.sweetfountains.com.

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

You may melt the chocolate directly in the fountain basin, in a double boiler, or in microwave according to the instructions on the bags. **WHEN MICROWAVING CHOCOLATE, ALWAYS USE HALF-POWER TO PREVENT SCORCHING.**

Melting the chocolate directly in the fountain basin takes approximately 60 minutes. Add chocolate 2 lbs at a time to expedite the melting process. Stir chocolate occasionally, scraping it from the basin with a spatula as you go, this will prevent scorching. Milk and White chocolate are more susceptible to burning so be sure to stir more frequently (2-3 minutes) and use appropriate temperature settings.

SF Signature Chocolate Fondue is designed to perform without oil in most chocolate fountains. Due to conditions such as humidity, temperature, and the RPM of the fountain motor, up to 3-4 tablespoons of vegetable or canola oil per 1.75 lbs. may be needed to thin the chocolate. Only do this if needed. May vary by product.)

Step 1

Preheat the fountain by turning on switch on the power socket. Set the heat level to 70 degrees by pressing the + key. Allow fountain to preheat for at least 10 minutes, to a minimum of 60 degrees celsius. The fountain will not turn on until temperature hits within 10 degrees of set temperature.

Step 2

SF Signature Chocolate can either be pre-melted in bags or melted directly in the fountain. To pre-melt follow the instructions on the microwaveable safe bags. To melt in fountain, add 3-4 lbs of chocolate at a time, stirring occasionally until completely melted.

To add chocolate to the fountain during use, either pre-melt the chocolate or sprinkle 1 bag of chips at a time directly in to the basin. Allow chips to melt before adding more.

Important note: Do not overfill the fountain; see fountain capacities below.

Fountain Capacities		
Model	Min. Amt (Lbs)	Max. Amt (Lbs)
SF-PRO-31	7 lbs	11 lbs
SF-PRO-43	12 lbs	28 lbs
SF-PRO-50	14 lbs	33 lbs



Step 2 (cont.)

MELTING CHOCOLATE IN FOUNTAIN BASIN

Temperature Settings - Melting				
Chocolate Type	Heat Setting	Operating Setting	Approx. Melting Time	
			SF-PRO-31	SF-PRO-43/50
Dark	80°C	70°C	60 mins	75 mins
Milk	80°C	70°C	60 mins	75 mins
White	70°C	60°C	60 mins	75 mins

CAUTION: The heat setting should never be higher than 70 degrees when melting White Chocolate. Overheating White or Milk chocolate causes it to thicken or become clumpy and it will not flow properly. To help correct this problem see “TROUBLESHOOTING” item #2.

Step 3

Once the chocolate is completely melted, lower the heat by pressing  key to the operating temperature and turn the motor switch () to “ON”.

Temperature Settings		
Chocolate Type	Melting (°C)	Operating (°C)
Dark	80	70
Milk	80	70
White	70	60

Temperature may slightly vary due to conditions and ambient temperature.

Fahrenheit to Celcius Conversion Chart											
Fahrenheit	32	50	68	86	104	122	140	158	176	194	212
Celcius	0	10	20	30	40	50	60	70	80	90	100

CONTROL PANEL INSTRUCTIONS

Important information about the Control Panel

The control system switches the chocolate heater on and off such as to maintain the temperature at a pre-set level, and switches the motor on and off as required.

There is a two digit LED display to indicate the temperature in degrees Centigrade, and also two individual LED indicators which light when the heater and motor respectively are on. A membrane switch panel has a pair of push-button switches for UP (+) and DOWN (-) control of the temperature, and a third push-button commands the ON/OFF state of the motor.

1) SETTING THE TEMPERATURE

Recommended setting is 70°C for most chocolate. See previous page. Do not run above 80°C.

When either the (+) or (-) push buttons is pressed the system enters the temperature setting mode and the display shows the existing unchanged set point temperature. The two display decimal points flash on alternately to confirm that the temperature setting mode is enabled. Further pressing of the push-buttons cause the temperature to be increased or decreased respectively by 1°C at a time, but if either push-button is held for longer than two seconds, the temperature is raised or lowered continuously at a rate of 3°C per second for as long as the push-button is held. If the temperature reaches 99, further use for the push-button cannot alter the temperature further nor if the temperature reaches 0°C the push-button will not have any effect (note that setting a temperature below room temperature is irrelevant as the system has a heater only).

If neither push-button is operated for longer than three seconds, the system automatically comes out of the temperature setting mode and the flashing decimal points turn off. At the same time the final set temperature value (TSET) is stored in memory; this value will be retrieved and subsequently used when the fountain is next switched on.

2) TEMPERATURE CONTROL

When the fountain is switched on, the heater is always in the ON state initially, and the Heater LED is illuminated. When the temperature has risen to $T > TSET$, the heater and its indicator LED are switched OFF. When the temperature then falls to $T < (TSET-1)$, the heater and indicator are switched ON again. Thus the hysteresis band is 2°C. If the temperature sensor fails, or is unplugged from the control board, the heater and the motor are both switched OFF, and the display shows "SF" (Sensor Fault).

3) MOTOR CONTROL

When the fountain is switched on, the motor is always in the OFF state initially, and the motor LED is off. The motor is subsequently runs when the (ON/OFF) push-button is pressed, and the motor LED is illuminated. Subsequent operation of the (ON/OFF) push-button toggles the motor and indicator between the ON and OFF states.

However, if the motor is commanded to be ON and the chocolate bowl temperature is less than 10°C from set temp, then the motor is inhibited and does not start. In this event, the display shows "LT"(Low temperature) for two seconds before it reverts to the normal temperature indication. This is to minimize possible motor damage, as there is risk of the Auger being locked due to solid chocolate.

The motor also has a built-in thermal switch which opens if its temperature exceeds a safe limit. This switch connects back to the controller to override normal motor operation. Whenever the thermal switch is open, the motor drive is set to OFF, and the display shows "OL" (Over-Load) until the motor has cooled sufficiently to reset the thermal switch. The motor can then be re-started manually by using the (ON/OFF) push-button.

HELPFUL TIPS

1. Always provide each guest with a plate and skewers. (Guests should use a separate skewer for each food item). Bamboo Skewers can be ordered online at www.sweetfountains.com. It is also a good idea 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 the skewers.
4. 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.
5. Keep chocolate in a cool, dry place. Do not freeze or refrigerate as moisture may adversely affect the chocolate.
6. 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.
7. Do not add more than the maximum amount of fondue chocolate to the fountain basin. If too much is added, it will overflow the basin when the fountain is turned off.
8. Air is often trapped in the cylinder and at the bottom of the Top Hat when the fountain is initially turned on. This can cause uneven chocolate 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.
9. If you are not using SF Signature Chocolate, you likely need to thin your chocolate according to the directions under the “CHOCOLATE PREPARATION”. Cocoa butter may also be used.
10. When cleaning up after an off-site event, place the fountain parts in plastic bags and return them to the storage cases until they can be properly cleaned.

CLEANING THE FOUNTAIN

Recommended Cleaning

- Food handler gloves
- Paper towels and soft cloth
- Spatula(s)
- Large container or sturdy plastic bag(s) for leftover chocolate
- Ladle
- Washing up liquid
- Large sponge
- Small brush or toothbrush
- Stainless steel polish

Before Cleaning:

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.

To clean:

1. Wearing food handler gloves, scrape excess chocolate from the top hat and top & middle tiers with a spatula. Remove the top hat and top & middle tiers and place them directly in the sink.
2. Pull out the auger from the center column, wiping the excess chocolate off with a spatula or gloved hand as you go so that it falls back into the basin. Move the extension center column to the sink.
3. Use a spatula to scrape excess chocolate from the bottom tier, auger and center column. Remove the center column and metal screw and place them in the sink.
4. All removable fountain parts besides the bowl, are dishwasher safe. They may also be hand washed with warm, soapy water and a large sponge. Use a degreasing agent when washing components in the sink. Make sure the chocolate is broken up by warm, soapy water before it goes down the drain. Chocolate poured directly down the drain may harden in the pipes and damage the drain system.
5. Twist of the removable basin and pour the leftover chocolate into a bag-lined container for easy disposal. Scrape the remaining chocolate out with a spatula. Never pour chocolate directly down the drain.
6. Clean the basin of the fountain by hand with warm, soapy water and a large sponge. Carefully clean around the collar and center pin in basin. If necessary, use a soft toothbrush to remove all chocolate. Do not put bowl in dish washer.
7. Clean the outside of the fountain base with stainless steel cleaner and polish with a soft cloth.

TROUBLESHOOTING

1. Chocolate does not curtain properly:

- a. 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 temperatures should be decreased. You can also add a 1/4 cup of vegetable or canola oil. Please see “CHOCOLATE OPERATING TEMPERATURES” for appropriate temperatures.
- b. Air bubbles: Air is often trapped inside the cylinder when the fountain is initially turned on or if the chocolate level in the basin becomes too low. This causes gaps in the chocolate 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 chocolate: Refer to the “RECOMMENDED CHOCOLATE AMOUNTS” table to ensure that you are meeting the minimum capacity requirement.
- d. Fountain is not level: The Base of the fountain must be level in order for the chocolate to curtain properly. If the fountain is flowing heavily on one side, raise that side of the fountain use the adjustable feet until it flows evenly.
- 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 gaps as the pieces flow over the tiers. Turn the motor off and try to remove the food with spatula or strainer.

2. Chocolate is thick and lumpy:

White and Milk chocolate are especially susceptible to overheating. When over heated, chocolate thickens and it becomes lumpy. 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 agents. Consult “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 lumpy 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. Sensor Fault: Check the fountain display if it says “SF”, please call our SF Online Sales Customer Service Department for further assistance. 800.959.1131
- c. Loose wiring: Unplug the fountain, turn it over, and remove the protective base net. Check to see that all of the wires and contacts are firmly placed.

TROUBLESHOOTING (cont.)

4. The fountain will not turn on:

- a. Bad electrical connection: Power may have been interrupted by an electrical breaker being tripped. Check if power is being received by the fountain.
- b. Fuse has blown: Replace the fuse. The machine has 3 fuses. 1st fuse is in the power cord. 2nd fuse is in the power socket on the base and the 3rd fuse is on the PCB board inside the base. You will need a qualified electrician to replace the fuse in the PCB board.
- c. Low Temperature: Check the fountain display if it says LT. This means the temperature of the fountain is not enough to start the motor. Wait till the fountain temperature raises to set the limit and then turn on the fountain.

5. The fountain is makes a knocking noise:

- A. Upon starting the fountain, the metal screw may knock for about 30 seconds before the chocolate completely coats the inside of the Center Column.
- b. 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 augers. 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. Also check to see that the cylinder is resting firmly in the basin collar.
- c. Chocolate is too thick. If you are using SF Signature Chocolate, make sure you are running it at the correct temperature. If you are not using SF Signature Chocolate, you will need to thin it out with oil (vegetable or canola).

For any further troubleshooting questions or concerns, please contact SF Sales, Inc. Customer Service Department at 800.959.1131.

FREQUENTLY ASKED QUESTIONS

Q: Are the fountain components dishwasher safe?

A: Yes, all removable fountain tier set parts and components may be washed in a dishwasher. However please not DO NOT wash the bowl in the dishwasher. This will cause damage.

Q: What temperatures should the fountain be set to suit the different types of chocolate?

A: Please see the "CHOCOLATE OPERATING TEMPERATURE" table.

Q: Can leftover chocolate be re-used?

A: Yes, but for sanitation reasons it is not recommended.

Q: Can SF Signature Chocolate be ordered online?

A: Yes! Please visit us online at www.sweetfountains.com for simple online ordering for chocolate and accessories.

Q: Can I use Chocolate other than SF Signature Fondue Chocolate in the fountain?

A: Yes, other chocolate may be used, but it will most likely need to be thinned to the correct consistency to flow through the fountain. See instructions under "CHOCOLATE PREPARATION".

Q: What are the power requirements for the fountain?

A: SF Pro Fountains require standard 110v outlet.

Q: Does the SF Pro Fountain temper chocolate?

A: No, but the chocolate itself can be tempered using standard tempering procedures.

Q: Can fondues other than chocolate run through the fountain?

A. Absolutely! Any fondue that is appropriate consistency can run through the fountain. This includes caramel, cheese, and barbecue sauce. Use a thinning agent consistent with the fondue's flavor.

Q: What do I do if the chocolate is not curtaining completely over the fountain?

A: Please see "TROUBLESHOOTING" item #1.

Q: How do I store my SF Signature Chocolate?

A: Chocolate should be stored in a cool, dry place. Do not freeze or refrigerate chocolate as condensation may alter the chocolate consistency.

Q: How much chocolate does the fountain hold?

A: Please see the "RECOMMENDED CHOCOLATE AMOUNTS".

Q: The chocolate is purchased in a 17.5 lb case. How many people will that feed?

A: 17.5 lbs of chocolate will serve around 175+. Typically it is 1 pound per every 10 people, 2-3 dips per person.

Q: Do I need to melt the chocolate before adding it to the fountain?

A: Depending on how much chocolate you are adding, it may need to be pre-melted. Please see "ADDING ADDITIONAL CHOCOLATE TO FOUNTAIN".

Q: Does the fountain need to be serviced regularly?

A: Yes. Please see "MAINTENANCE". Servicing is required every 800 hours used or 1 year.

Q: Where do I go for replacement parts?

A: Please call SF Sales Inc. 800.959.1131

HEALTH AND SANITATION GUIDELINES

SF Sales, Inc. is committed to helping its customers provide the public with a healthy and sanitary environment in which to enjoy the SF Pro Fountain at their special events. SF Sales Online Inc. encourages its customers to comply with the following recommended Health and Sanitation Guidelines:

1. Sanitary Use of the Chocolate Fountain: A healthy and sanitary environment must be ensured with each use of the chocolate fountain. A trained attendant must accompany the chocolate fountain at every event. The attendant's responsibility is to operate the fountain and ensure that each guest at the event follows the proper Health & Safety procedures below:

- a. Everyone involved in the handling and preparation of food items should be Food Handler Certified by the local health agency. The attendant must also be Food Handler Certified.
- b. The attendant should serve each guest by dipping the requested food item into the flowing chocolate and then serving the item to the guest on a plate
- c. A separate skewer is to used with each food item.
- d. Food items should never be double dipped in the chocolate after coming into contact with a guest's hand or mouth.
- e. Guest should never touch the chocolate with their hands, etc.
- f. Guests should never introduce anything into the chocolate other than that which has been provided by the caterer.
- g. Leftover chocolate remaining in the fountain at the end of each event should be disposed of and no reused.

2. Cleanliness: All SF Pro Chocolate Fountain components are made of high quality, 304 food grade stainless steel. Any components that come into contact with chocolate must be cleaned thoroughly after every use. The tier set components (Center columns, tiers, top hat, O-rings, and screws) are all dishwasher safe and should be first washed with warm, soapy water after each use with care to avoid getting water on or inside of the fountain housing. It is also recommended that a sanitizing agent be used after the fountain components have been washed.