

Sephra Chocolate Fountain Instructions

** All tier set components should be at room temperature before adding chocolate to the fountain. Chocolate will harden if it comes into contact with cold metal and can cause the auger to bind**

CHOCALATE 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.

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.
3. Check to see that the fountain basin (bowl) is securely tightened.
4. 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.
5. 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.**

"CHOCOLATE PREPERATION"

6. Melt chocolate directly in the fountain basin.
7. 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	Heat Setting	Approx. melting time
Dark	8	45
Milk	7	60
White	7	60

***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".

ONCE CHOCOLATE IS MELTED:

8. 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. *Ass the cylinder fills with chocolate, there may be a 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 Amounts

Fountain model	Guest served	Minimum choc. (lbs)	Minimum fondue (qts)	Maximum choc. (lbs)	Maximum Fondue (qts)	Suggested amt. to begin event
Aztec (CF 27)	<100	6	3-5	10	5	10

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 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. Choc. Temperature
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
Dish Soap
Small Brush
Large Sponge
Large container or sturdy plastic bag 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 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 hands 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 left over 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.**
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 the 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 the 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.

TROUBLESHOOTING

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.
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.
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 according to the directions under "CHOCOLATE PREPARATION."
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.

Fountain Specifications

FOUNTAIN SPECS	Sephra CF 44	Montezuma CF 34	Aztec CF 27	Cortez CF 23
Total Fountain Height	44" (111.8 cm)	34" (86.4 cm)	27" (68.6 cm)	23" (58.4 cm)
Chocolate Capacity	20 lbs (9 kg)	20 lbs (9 kg)	11 lbs (5 kg)	10 lbs (4.5 kg)
Total Fountain Weight	56 lbs (25.5 kg)	51 lbs (23.25 kg)	27 lbs (12.25 kg)	23 lbs (10.5 kg)
Tier Set Weight	22 lbs (10 kg)	17 lbs (7.75 kg)	7 lbs (3.25 kg)	5 lbs (2.25 kg)
Base Weight	34 lbs (15.5 kg)	34 lbs (15.5 kg)	20 lbs (9 kg)	18 lbs (8.25 kg)

- Precision-crafted, food-grade stainless steel
- ETL marked to NSF sanitation standards
- Auger-driven
- Heated basin to melt chocolate quickly and evenly
- Extra-wide basin to minimize drips
- Removable basin for easy cleanup
- Dishwasher-safe tier set assembly
- Power Usage (120 V): 9 amps for Sephra and Montezuma; 6 amps for Aztec, 4 amps for Cortez
- Power Usage (240 V): 5 amps for Sephra and Montezuma; 3 amps for Aztec, 2 amps for Cortez

TROUBLESHOOTING

1. Fondue does not curtain properly:

- 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.
- 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.
- Not enough fondue:* Refer to the "RECOMMENDED CHOCOLATE AMOUNTS" table to ensure that you are meeting the minimum capacity requirement.
- 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 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 protective 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. *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.
- b. *Fuse has blown*: Replace fuse with a 15-amp straight or 10-amp slow blow fuse (Aztec and Cortez fountains require a 10-amp straight fuse). 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.

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 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).

IMPORTANT !! Chocolate Fountain Maintenance

SCHEDULED OPERATOR MAINTENANCE: Your Sephra chocolate fountain is made of the highest quality components, but like all machines with moving parts and electrical components it must be serviced on a regular basis in order to continue functioning properly. The service intervals will vary depending on the amount of time the fountain has been in operation. Those venues which operate the fountain for several hours at a time will be required to service their fountains much more often than those who use it for events where it may operate for 2 to 4 hours at a time on an intermittent basis.

Scheduled Operator Maintenance, as defined in the Warranty Agreement, recommends that your Sephra Chocolate Fountain be serviced after every 500 hours of operation. Some parts of the fountain are subject to wear and tear and are not covered by the Warranty, such as the seals, bearings, basin shaft and misc. other parts. These parts become worn with continued use and must be replaced. The motor gear box lubricant must also be changed and refilled on a regular basis. Failure to replace these parts and perform this service on a timely basis as recommended could result in failure of the motor voiding its two year limited warranty.

SEPHRA MAINTENANCE SERVICE: To assist our customers in properly maintaining their Sephra Chocolate Fountain we offer the Sephra Maintenance Service which is outlined in detail in Appendix II which is in the rear of the Operating Manual. We highly recommend you take advantage of this service to keep your chocolate fountain investment in top working condition.

ELECTRICAL FUSE REPLACEMENT: Occasionally the electrical fuse will burn out and must be replaced. The 120 V and the 240 V models require different fuses. The 120 V models require the following fuses: The CF44R2-Sephra model and the CF34R2-Montezuma model require a 15-amp straight fuse or 10-amp slow blow fuse,

1 1/4" in length. The CF27R2-Aztec model and the CF23R2-Cortez model require a 10-amp straight fuse.

For 240 V units the following fuses are required:

Sephra and Montezuma Models: 8 amp fuse

Aztec and Cortez Models: 5 amp fuse

FREQUENTLY ASKED QUESTIONS

1. **Q: Are the fountain components dishwasher-safe?**
A: Yes, all removable fountain components may be washed in a dishwasher except the removable basin.
2. **Q: What heat setting should the fountain be set to for the different types of chocolate?**
A: Please see the "CHOCOLATE OPERATING TEMPERATURES" table.
3. **Q: Can leftover chocolate be reused?**
A: Yes, but for sanitation reasons it is not recommended.
4. **Q: Can Sephra Fondue Chocolate be ordered online?**
A: Yes! Please visit us online at www.sephra.com for simple online ordering of chocolate and accessories.
5. **Q: Can I use chocolate other than Sephra 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."
6. **Q: What are the power requirements for the fountain?**
A: A dedicated 10-amp outlet is required for all 120V fountains. Fountains running on a 240V power supply require a dedicated 5-amp outlet.
7. **Q: Can I flavor or color my chocolate?**
A: Yes! You can purchase oil-based flavorings and colorings at www.sephra.com. Never use water-based products with your chocolate.
8. **Q: Does the Sephra fountain temper chocolate?**
A: No, but the chocolate itself can be tempered using standard tempering procedures.
9. **Q: Can fondues other than chocolate run through the fountain?**
A: Absolutely! Any fondue that is the appropriate consistency can run through the fountain. This includes caramel, cheese, barbeque sauce, and more. Use a thinning agent consistent with the fondue's flavor. Visit www.sephra.com for recipe ideas.
10. **Q: What do I do if the fondue is not curtaining completely over the fountain tiers?**
A: Please see "TROUBLESHOOTING" item #1.

11. Q: How do I store my Sephra chocolate?

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

12. Q: How much chocolate does the fountain hold?

A: Please see the "RECOMMENDED CHOCOLATE AMOUNTS."

13. Q: The chocolate is purchased in a 20-lb case. How many people will that feed?

A: Twenty pounds of chocolate will feed *approximately* 200 people.

14. Q: Can I refill the fountain with chocolate chips while it is running?

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

15. Q: Does the fountain motor need to be serviced regularly?

A: Yes. Please see "MAINTENANCE."

16. Q: Where do I go for replacement parts?

A: Please call Sephra at (858) 675-3088 for replacement parts. All replacement parts can be ordered directly from Sephra. Some standard parts are available at local hardware or electronic stores.

HEALTH AND SANITATION GUIDELINES

Sephra is committed to helping its customers provide the public with a healthy and sanitary environment in which to enjoy the Sephra Chocolate Fountain at their special events. Sephra 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 should 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 sanitary 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 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 be used with each food item.
- d. Food items should *never* be dipped in the chocolate after coming into contact with a guest's hand or mouth.
- e. Guests 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 not reused.

2. Cleanliness: All Sephra Chocolate Fountain components are made of high quality, food-grade stainless steel. Any components that come into contact with chocolate must be cleaned thoroughly after every use. The tier set components (cylinder, tiers, crown, and auger) are all dishwasher-safe and should first be washed in warm,

LIMITED LIFETIME WARRANTY

Subject to the limitations below, Sephra, LLC ("Sephra") warrants that the Sephra Chocolate Fountain ("Fountain") you have purchased will be free from defects in materials and workmanship under normal and proper use and service and if properly maintained, as specified in the Operating Manual, will perform its intended function for as long as you, the original purchaser, own the Fountain. If you are not completely satisfied with the quality of the materials or the workmanship of the Fountain you receive you may return it UNUSED within 10 days from the date you received the Fountain and we will provide a replacement Fountain.

"Limited Lifetime" refers to the serviceable life of the Fountain. This is defined as the period during which all components are available. Should the Fountain prove to be irreparable, Sephra reserves the right to substitute an equivalent component if available or, if such component is no longer manufactured or generally available, to retract the Lifetime Warranty. Notwithstanding the foregoing, the warranty on the original motor is for two (2) years from the date of purchase.

This Limited Lifetime Warranty DOES NOT extend to those parts of the Fountain that are subject to wear and tear. Components which are generally subject to wear and tear and which are not covered by this warranty may include but are not limited to: bearings, seals, motor brushes, drive shaft, belt, fuse etc. Use for other than normal use is NOT covered under this warranty. The Limited Warranty provided herein is specifically for the providing of replacement components which have been determined to have been defective in materials or workmanship and does not cover the costs of labor that may be associated with the repair of the Fountain. You are responsible and shall pay for all shipping costs required to obtain Warranty Service. The Sephra Limited Lifetime Warranty is available only to the original purchaser, is not transferable and is valid only in the United States of America and Canada.

The Sephra Limited Lifetime Warranty is void and of no force or effect if the Fountain purchased has been tampered with, repaired, disassembled, changed, altered, or modified by you or any other persons who have not been authorized in writing by Sephra to make such repairs. Excluded from this warranty are damages or defects which resulted from: Other than normal use, normal wear and tear, abuse, damage, accident, impact, misuse, negligence, improper maintenance, non-performance of Scheduled Operator Maintenance as specified below, or storage contamination and deterioration due to water or other liquids, sand, insect infestation, or acts of God.

In order to ensure optimum performance of your Sephra Fountain it must be serviced by an authorized service center after approximately 500 hours of operation or approximately one year from the date of purchase whichever is sooner (the "Scheduled Operator Maintenance"). This service schedule should be followed every 500 hours the fountain has been in use. **This scheduled maintenance service IS NOT covered under the warranty and there is a charge associated with this service.** The service will include the replacement of those parts subject to normal wear and tear that are described above. Failure to adhere to the scheduled maintenance plan may void the warranty on the motor should it be damaged due to failure of the other components that have been worn through use.

soapy water to remove all excess chocolate. The basin should be washed with warm, soapy water after each use, with care to avoid getting water on or inside the fountain housing. It is also recommended that a sanitizing agent be used after the fountain components have been washed.

THANK YOU

We appreciate your business and hope that you enjoy your Sephra Chocolate Fountain with your customers for many years. Please call (858) 675-3088 or email info@sephra.com should you have any questions or comments. We are here to assist you and to help you get the most enjoyment and success from your Sephra Chocolate Fountain.