

# Cortez Chocolate Fountain

## IMPORTANT SAFEGUARDS

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 WHEN IT IS EXPOSED. 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, dust or chocolate to enter the fountain base through the bottom grate, 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.
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. Extreme caution must be used when moving a fountain or fountain components containing hot liquid.
13. Use of the fountain outdoors is not recommended.
14. Do not use this fountain for other than its intended use.
15. The fountain must be level to operate properly.
16. Observe and follow customary sanitation guidelines when using this machine.

## HEALTH DEPARTMENT COMPLIANCE

We strongly recommend calling your local health department before getting started to see what their requirements are. Sanitation guidelines tend to vary for state to state and county to county.

## FOUNTAIN ASSEMBLY

1. Before using the fountain, wash basin and other removable components with warm, soapy water and dry thoroughly. **The basin bowl should be hand washed and not be submerged in liquid or put in a dishwasher.** All other removable components are dishwasher-safe. Do not allow water to enter the fountain housing through the vent holes, bottom grate, or other openings as this will damage the electrical components.
2. Make sure fountain basin is secured tightly onto fountain base. Turn clockwise to tighten; do not over-tighten.
3. 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 a spirit level on the basin rim in several different places if necessary.

4. Position the 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. Press down on the cylinder to ensure that it is firmly placed.
  5. Slide the largest tier over the cylinder until it stops in position over the bottom step on the cylinder wall. Position the remaining tiers in the same way, working from largest to smallest. All tiers should slope downward. *The top tier is attached to the crown and will be positioned in step 7.*
  6. Place the stabilizer over the auger knob; holding the auger by its knob, lower it into the cylinder. Fit the auger over the square pin in the center of the basin. The lip of the stabilizer will rest on the top of the cylinder. Turn the auger clockwise to be sure it is securely in place. You should feel resistance. **If melting chocolate in the basin, wait until the chocolate is completely melted before inserting the auger into the cylinder.**
  7. Fit the crown on top of the cylinder. The widest part of the crown should be at the top.
  8. Plug the fountain in and move the switch to PREHEAT. Turn the 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

We strongly encourage you to use Sephra Fondue Chocolate. 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 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 double boiler, 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 35–45 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 as you go, to prevent scorching. Milk and White chocolate are more susceptible to scorching so be sure to stir more frequently (every 2-2.5 minutes) and use appropriate temperature settings.

### ***Melting Chocolate in Fountain Basin Cortez Model:CF23R2***

Chocolate (10 lbs)	Heat Setting	Approx. Melting Time (minutes)
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

# 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 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.

## 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 pin. 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***

Minimum Choc.	Maximum Choc.	Minimum Fondue	Maximum Fondue
6 lbs	10 lbs	2.5 qts	4.5 qts

## Adding Additional Chocolate to the Fountain

Ten pounds of chocolate will serve approximately 100 people. Additional chocolate can be added using the following methods:

### ADDING CHOCOLATE CHIPS:

Pour chips directly on top of the fountain crown, 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 double boiler.

### ***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  
Large container or sturdy plastic bag(s) for leftover chocolate  
Large plastic bags for tier set parts  
Paper towels  
Soft cloth

## 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.
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 or soft cloth. 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.
7. Once tier set components are clean and dry, return them to your Sephra Tier Set Case for transport.
8. **Once basin is thoroughly cleaned and dried,** twist it back onto fountain base.
9. Return base to your Sephra Base Case for transport.

# HELPFUL TIPS

1. Always provide each guest with a plate and skewers. (Guests should use a separate skewer for each food item). 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 "TROUBLESHOOTING." #2
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.

## 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

Graham Crackers  
Clustered Nuts  
Cookies  
Wafers  
Animal crackers  
Brownies  
Peanut Butter Cookies  
Mint Patties  
Biscotti  
Popcorn Clusters  
Cram Puffs

# 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. Repeat this procedure until the fountain is flowing at full capacity.
- c. Not enough fondue: Refer to the "RECOMMENDED CHOCOLATE 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 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.

## 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.
- b. Fuse has blown: Replace fuse with 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.