



Chocolate Fountain Instruction Manual



SC-23,27,30,40

SAFETY TIPS

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

- ✓ **IMPORTANT: READ ALL INSTRUCTIONS BEFORE USING THIS FOUNTAIN.**
- ✓ Never leave fountain unattended, especially around children.
- ✓ Never leave on overnight or when no one is close to fountain. This includes both heat and/or motor.
- ✓ Fountain should be cleaned and inspected daily. This includes seals, electrical switches and general operation.
- ✓ Do not operate the fountain if you observe any damage to fountain. If the fountain has any damage whatsoever, the fountain must be returned to Sagra Inc. for examination or repair immediately.
- ✓ When the bowl is removed, the fountain base can be extremely hot. Avoid any contact with the top of the fountain base as the heating element is located directly beneath and you could be burnt.
- ✓ Avoid any other surfaces that have become hot during use.
- ✓ Always unplug the fountain from the electrical outlet when it is not in use, especially before putting on parts, taking off parts and before cleaning.
- ✓ To protect against electrical shock and damage to the fountain, do not put the fountain base in water, dishwasher or a sink. Never allow liquid to enter the fountain base through the bottom grate, vent holes, or other openings. Clean the fountain base by hand only.
- ✓ When bowl is removed, take caution to keep liquid from entering into the top of the base.
- ✓ Avoid contact with all moving parts, such as the auger in the cylinder or the spindle.
- ✓ Do not allow the power cord to come into contact with hot surfaces. Extension cords are not suggested. If an extension cord is needed, verify first with a qualified electrician. 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.
- ✓ Never place any object, especially your fingers, inside the cylinder while the fountain is in use. Doing so may cause severe injury and/or damage to the fountain itself.
- ✓ 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.
- ✓ Extreme caution must be used when moving a fountain or fountain components containing hot liquid. Always move the fountain by lifting the base. Do not lift by the bowl.
- ✓ Use of the fountain outdoors is not recommended.
- ✓ Do not use this fountain for other than its intended use.
- ✓ The fountain must be on a level surface to operate properly. The controls should not be facing the user or customer during operation use.
- ✓ Observe and follow customary sanitation guidelines when using this machine.

PARTS

1. **Tier Set w/ Crown** - Attaches to base/bowl and holds the auger in place. Please note that the tier set has threads on the bottom which tighten by turning **counterclockwise** (reverse).

*SC-40 has a two part tier set.

2. **Auger** - Feeds chocolate up the cylinder to the top of the tier set.

3. **Seal Protector** - prevents chocolate from reaching motor

4. **Bowl** - Holds melted chocolate. The bowl tightens to the base by turning clockwise (normal). The bowl is removable, but should only be removed when replacing seals.

5. **Center Shaft** - Rotates the auger.

6. **Base** - Bottom of the fountain that holds all the electrical components including the motor and thermostat. The base should only be opened with written permission from Sagra Inc. Do not cover the vent holes as it will cause the fountain to overheat.

7. **Seals** - Seals (Black and White) should be replaced as needed (see Page 7).

8. **Thermostat** - Adjusts in Fahrenheit.

9. **Receptacle** - Holds removable power cord.

10. **Motor and Heat On/Off Switches**



FOUNTAIN SPECS

MODEL: SC-23/27
HEIGHT: 23/27"
WEIGHT: 14 Lbs.
AMPS: 2.1 Amps
VOLTS: 110 Volts
WATTS: 230 Watts

MODEL: SC-30
HEIGHT: 30"
WEIGHT: 18 Lbs.
AMPS: 2.7 Amps
VOLTS: 110 Volts
WATTS: 300 Watts

MODEL: SC-40
HEIGHT: 40"
WEIGHT: 26 Lbs.
AMPS: 3.2 Amps
VOLTS: 110 Volts
WATTS: 350 Watts

CHOCOLATE CAPACITIES:
MINIMUM: 5 lbs.
MAXIMUM: 10 lbs.
CORRECT: 7-8 lbs.

CHOCOLATE CAPACITIES:
MINIMUM: 8 lbs.
MAXIMUM: 12 lbs.
CORRECT: 9-10 lbs.

CHOCOLATE CAPACITIES:
MINIMUM: 10 lbs.
MAXIMUM: 18 lbs.
CORRECT: 12-14 lbs.

ASSEMBLY

Step 1 - Level Base

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. If first time using fountain, make sure to write today's date on the Seal Replacement Checklist sheet (separate). If not first time, verify that seals have been replaced within one month.

Step 2 - Attach Bowl

Attach the bowl onto the base where the center shaft pin comes through by turning **CLOCKWISE (to the right)** until the bowl is securely fastened (two people may be helpful). If the bowl is not tightened completely, the fountain will vibrate.

Step 3 - Secure Auger

Securely place the bottom portion of the auger onto the center shaft.

Step 4 - Attach Tiers

Place the tier set over the auger. The tier set has reverse threads. Turn the tier set **COUNTER-CLOCKWISE (to the left)** until securely fastened to the bowl and can no longer turn. Confirm both bowl and tier set are firmly tightened. If loose, fountain will vibrate.

Step 5 - Attach Top Hat

Secure the top hat onto the tier set by placing over the auger tip and onto the tier set. Push down firmly to make sure all pieces are in place.

Step 6 - Attach Power Cord

Confirm the motor and heat switches are off. Then, attach the power cord to the female receptacle on the fountain.

IMPORTANT ASSEMBLY TIPS

- Do not cover vent holes or fountain will overheat.
- Mark start date on check sheet and check off when seals are replaced.
- Bowl tightens clockwise. Tiers tighten counterclockwise.
- Only remove bowl to replace seals.

OPERATION

IMPORTANT NOTE:

*Thick product is the number one cause for problems.
Use Sagra Liquid Chocolate for no issues.*

Please prepare product per product specifications. When reusing product from a previous day, it must be thin and have no clumps. If the product burns or appears clumpy in fountain, dispose of product, clean fountain and restart melting process. Running the fountain with clumpy or thick product can cause motor failure that is not covered under warranty.

Step 1 - Preheat Fountain

Preheat the fountain to 150-170°F depending on product instructions. You can do this by turning on the heat switch and turning the thermostat until the arrow is aligned with the set temperature. Running hotter than 170°F for extended periods can cause burning.

Step 2 - Add Melted Product

Following product instructions, add corrected amount (pg. 2) of smooth, melted product into the bowl of the fountain. Instructions may also include adding 1/4 cup of vegetable oil also to prevent thickening. If adding old product, make sure product is completely thin, melted and smooth.

Step 3 - Start Fountain

Turn on the motor switch and the product will be fed to the top of the fountain where it will flow down. Please see below Operation Tips and our "TROUBLESHOOTING" section should there be any problems during this step.

Step 4 - Level Fountain

Adjust level by using feet on the bottom of the base.

IMPORTANT OPERATION TIPS

- Make sure product is always thin, smooth and has no clumps.
- Never run fountain higher than 170°F or lower than 150°F.
- Vibration is usually caused by loose bowl or tiers.
- On humid days, an additional 1/4 cup of vegetable oil may help with thick product.
- Do not overfill fountain (see pg. 2) or product will harden on edges.
- Before calling, check fountain first by cleaning and running fountain dry.
- If running properly dry, attempt with fresh product again.
- If chocolate is coming down one side, adjust level using feet.

CLEANING

Before Cleaning:

- Always unplug the power cord from the electrical outlet before cleaning the fountain. Never permit electrical cord to come into contact with water.
- Do not use abrasive scouring pads or powders to clean the fountain as they can scratch the finish.

To Clean:

Step 1

Turn off the fountain motor and heat. Next, remove the power cord.

Step 2

Remove top hat and place in large container.

Step 3

Scrape chocolate from the tier set into the bowl with a spatula. Remove the tier set by turning CLOCKWISE (to the right) until the tier set is separated from the fountain. This will also release the auger. Place both pieces in container to be cleaned. (NOTE: SC-40 Tier Set is two pieces)

Step 4

Remove bowl by turning counterclockwise and dispose of leftover chocolate. Any leftover chocolate can be reused at your discretion. Only keep product that is thin and smooth for following day. Clumpy product should not be saved.

Step 5

Separate seal protector from bowl and wash both pieces in hot soapy water.

IMPORTANT CLEANING TIPS

- No water should go inside the vents or base
- Do not remove bowl during cleaning. Only during seal replacement.
- Verify that seals have been changed during cleaning process (see check sheet).
- Use disposable gloves to keep clean.
- Only save product that is smooth, thin and can flow easily.
- Don't scratch the fountain with tools or rough sponges.
- Do not use harsh chemicals - dish soap and water is adequate.

TROUBLESHOOTING TIPS

PROBLEM: Fountain is not heating.

SOLUTION: This is the most common misdiagnosis. To ensure the fountain is actually not heating, completely clean the fountain and turn the heat on to 170 degrees. After 15 minutes, the center (not the edges) of the fountain bowl should be hot to the touch. If still not heating, please call us.

PROBLEM: Fountain is vibrating.

SOLUTIONS:

- Make sure the bowl is tightened CLOCKWISE (use two people if necessary).
- After bowl is secure, make sure the tier set is completely tightened COUNTERCLOCKWISE.
- Check that the fountain is on a level surface (use a level) and adjust the leveling feet if necessary.
- Make sure the crown is completely secured down on the tier set and the auger tip is in the middle of the crown.
- Make sure the product is the correct consistency. Start over with new product if the fountain is vibrating with old product.

PROBLEM: Product is not flowing smoothly.

SOLUTIONS:

- Ensure that the product is completely thin and smooth. Chunks or thickness will cause problems.
- If not running smooth, clean the fountain and start over with correct amount (Pg. 2) of fresh product.
- If product is thicker than usual due to humidity or temperature, add ¼ cup vegetable oil.
- Make sure fountain temperature is set between 150°F and 170°F.
- Make sure product is completely melted before running in the fountain.
- Do not overfill or underfill fountain. Start with correct amount (Pg. 2) and keep product level approx. 1 to 1.5" below lip when fountain is off. Operating with max amount will cause hardening on edges.
- Check that the fountain is on a level surface (use a level) and adjust the leveling feet if necessary.

PROBLEM: Fountain is noisy.

SOLUTION: If the fountain is noisy without product in it, this is normal. The fountain should quiet down once the correct product is put into the fountain. If the fountain is noisy with product in it:

- Make sure that all pieces are firmly tightened (use two people if necessary).
- Make sure the auger is correctly resting at the top and bottom of the cylinder section.
- Make sure the fountain is level. Non-leveled fountains can cause auger knocking.

CONTACT US: If all items above have been tried **and** the fountain has been verified to not operate when clean and dry, please contact us.

SEAL REPLACEMENT

(Video at sagrainc.com)

Note: If using daily (Buffet), please follow seal replacement schedule as shown on supplemental check sheet. Otherwise, replace approximately every 400 hours.



1. Remove bowl by turning counter-clockwise (to the left). Only remove the bowl for seal replacements.



2. Remove top seal (white) by lifting with fingers. Discard old seal. The seal may have blue or white grease on it for first removal.



3. Remove the bottom seal (black) using the pick tool or other sharp tool. Discard old seal.



4. Install new bottom seal (black) with **hollow side facing down**.



5. Make sure the seal is flush with metal on base using fingers or flathead screwdriver. **Do not use a sharp object.**



6. Install new top seal (white) with **grooves facing upwards**. Make sure it is completely down.



7. Firmly attach bowl by turning clockwise.

IMPORTANT SEAL REPLACEMENT TIPS

- Confirm that seals are changed on schedule.
- Make sure to replace BOTH the black and white seal.
- Check box on check sheet for schedule replacement (every month).
- Do not use sharp tool when replacing the new seals.