

SEPHRA[®]

*CHOCOLATE FOUNTAIN
MAINTENANCE MANUAL*

Models: CF44R4.CONVERTIBLE, CF44R3, CF34R4, CF27R2, CF23R2

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" in operating manual 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" in operating manual 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" in the operating manual 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 or the heater plate. If you do not hear a click, please see replacing the adjustable thermostat.
- 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.

- d. *Faulty heater plate:* 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 or the heater plate. If all wiring is in place see replacing a heater plate.

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.

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.

Your Sephra Chocolate Fountain must be serviced within every 2000 hours of operation however Operators should remove the bowl after each use and check the metal drive gear or the square drive shaft is running smoothly. There should be no grittiness and it should be easy to turn by hand. If this is not the case see completing a service.

Scheduled Operator Maintenance, as defined in the Warranty Agreement, requires that your Sephra Chocolate Fountain be serviced within every 2000 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. 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.

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 CF44R4 Convertible, CF44R3-Sephra model(s) and the CF34R4-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

COMPLETING A SERVICE

REASONS FOR COMPLETING A SERVICE

1. Machine has exceeded the recommended service interval.
2. Unable to rotate spindle by hand
3. If spindle turns but feels gritty
4. Evidence of chocolate leaking through seals (brown oil, burnt)

See for a training video <https://www.youtube.com/watch?v=-CjGqIOx1a8>

STEPS TO COMPLETE A SERVICE

Tools Required:

Hammer

12mm Spanner

Philips (cross headed) Screwdriver

Flat Bladed Screwdriver

Vice Grip

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| <p>1. Remove bowl from fountain by turning in an anti-clockwise direction.</p> | |
| <p>2. Remove metal drive gear, this is left hand thread. Using a hammer strike teeth in a clockwise direction.</p> |  |
| <p>3. If this does not remove the metal drive gear, the whole bearing seat assembly will have to be removed (see Image), if this has worked skip to step 8.</p> |  |

4. Remove the 4 nuts and washers using a 12mm spanner.



5. Remove the bearing seat assembly by positioning a flat bladed screwdriver between the bowl and the assembly. Use a hammer to loosen.



6. Remove the moving parts from the bearing seat assembly. Secure the rotating square drive shaft by gripping the square section in a vice.



7. This allows us to remove the metal drive gear by again striking the teeth in a clockwise direction and then unscrewing.



8. Remove the 4 countersunk screws using a philips (cross headed) screwdriver, this allows us to remove the metal washer (part no 80073).



9. Remove the brown low profile seal.

10. Remove the assembly from the vice (if used). Place the assembly or bowl on two wooden blocks which will give some clearance from the work surface.



11. We now have to remove the square drive shaft and seals; we do this by striking the square drive shaft with a hammer.



12. Sometimes one bearing will stay in the bearing seat assembly remove this by using a suitable tool (a dolly).



13. This will leave an unassembled bearing seat.



14. Clean the bearing seat assembly removing any chocolate, dirt or grime.

15. We can now start re-assembling the bearing seat, please note the following parts should be kept; the metal washer between the bearings and the seals and the metal washer for the bottom of the assembly. The square drive shaft, two seals, two bearings and the low profile seal can all be disposed off.

16. Place the bearing seat assembly back on to the underside of the bowl and secure by replacing the four nuts using a 12mm spanner.



17. Lubricate the internals of the bearing seat assembly and the outside lip of the two replacement seals using a food grade lubricant.

18. Place the two seals in the bearing seat using your thumbs to apply pressure ensuring that the flat surface of the first seal is facing down and the flat surface of the second seal is facing you.

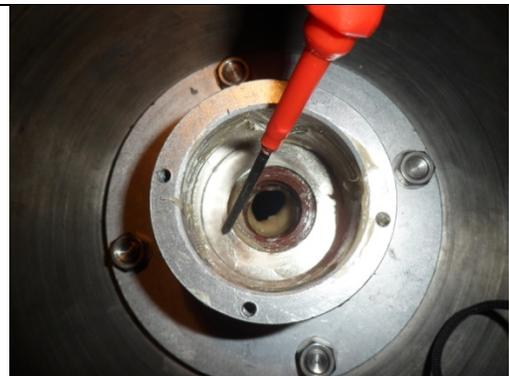


1st seal



2nd Seal

19. Lubricate the bearing seat washer and place above the seals



20. We now need to insert the pre-assembled service kit which consists of the square drive shaft and two bearings. Start by lubricating the outside of the lip of the bearings and the top edge of the square drive shaft.



21. Insert the pre-assembled kit on to the bearing seat assembly and apply pressure ensuring there is a small gap as shown.



22. Position the low profile seal with the lip facing the assembly ensuring the four holes are in line.



23. Place the metal washer on top of this ensuring the counter sunk holes are facing upwards and the 4 holes are in line.



24. Insert the four countersunk holes and tighten ensuring they are flush.



25. The final step is to replace the metal drive gear by rotating it in an anti clockwise direction.



26. The final step is to remove any excess grease from the square drive shaft and ensure you have free movement.

REPLACING A MOTOR

REASONS TO REPLACE A MOTOR:

1. Motor has failed by:
 - a. Chocolate has leaked in to the motor
 - b. General wear and tear

STEPS TO COMPLETE A MOTOR CHANGE:

Tools required:

Philips (cross headed) screwdriver

Flat bladed screwdriver

Allen key set (imperial or metric)

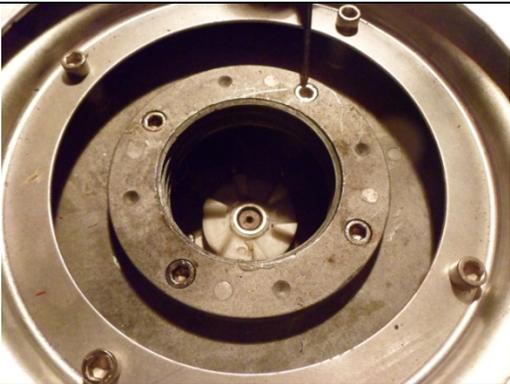
Caution: Ensure that the power supply cable is unplugged from your mains supply.

1. Turn the base over on the workbench as all access is from the bottom.

2. Remove the three adjustable feet by hand.

3. Remove the bottom screen secured by four small screws using a philips (cross headed) screwdriver.



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| <p>4. Remove the white plastic fan that is attached directly to the motor. Using a flat bladed screwdriver turning in a clockwise direction. This allows the fan to be removed from the shaft.</p> |  |
| <p>5. There are two white cables attached to the motor, one wire goes to the spade on the rocker switch the other white wire goes on to the wiring loom, disconnect both of these wires from their spades.</p> | |
| <p>6. Turn the base over on to its fixed feet. Using an allen key remove the four securing bolts. Work in opposite directions this with allow the motor to be removed evenly.</p> |  |
| <p>7. The motor is now free from the base.</p> | |
| <p>8. Remove the white plastic drive gear by using a hammer to strike in a clockwise direction. This part will be used so be careful</p> | |
| <p>9. The new motor now needs to be prepared for fitting by fitting the capacitor and the white plastic drive gear. Remove the plastic fan from the new motor as it makes it easier to work with, this is done as before by using a flat bladed screwdriver turning in a clockwise direction.</p> | |
| <p>10. Remove the plastic fan from the new motor as it makes it easier to work with this is done as before by using a flat bladed screwdriver turning in a clockwise direction.</p> | |

11. Place motor on two wooden blocks to work on.



13. The capacitor is attached to the motor with the philips (cross headed) screw as shown.



12. The two short cables on the motor attach to the connections spades on the capacitor cables. The shrouding on the motor connections can be shortened to assist attaching these.



13. The two long cables on the motor should now be attached - one to the wiring loom and the other back on to the rocker switch. Either cable can be used on both points.

14. Turn the base on to its side and position the motor so you can tighten the four securing bolts from the top side of the base unit. Working from opposites to ensure it is tighten evenly. This part of the job is easier with two people.



15. Replace the white plastic drive gear removed from the old motor, by turning in an anti clockwise direction until tight.



16. Turn the base so you can access the bottom, we can now refit the plastic fan to the motor. This should be tightened in an anti clockwise direction using a flat bladed screwdriver.



17. Position the base screen and tighten the four small screws that were removed earlier.

18. Re-attach the 3 adjustable feet.

REPLACING THE ADJUSTABLE THERMOSTAT

REASONS FOR REPLACING THE ADJUSTABLE THERMOSTAT:

1. The bowl isn't heating up to the correct temperature
2. Inconsistent heat on the bowl.
3. No heat on the bowl.

STEP TO REPLACE THE ADJUSTABLE THERMOSTAT

Tool required:

Philips (cross headed) screwdriver

Flat bladed screwdriver

Allen key set

5.5mm Spanner

CAUTION: Ensure that the power supply cable is unplugged from your mains supply.

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| 1. Follow steps 1 – 7 of changing the motor | |
| 2. Remove the black heat guard |  |
| 3. Remove the four securing bolts and the bushings that hold the motor in place. |  |
| 4. Disconnect the sensing bulbs which are held in by two clamps. Using a small 5.5mm spanner loosen the four nuts which will allow you to slide the sensing bulb out. |  |

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| <p>5. Remove cable ties to release the wire using side cutters.</p> | |
| <p>6. Set adjustable thermostat to 0 and remove the adjustable thermostat knob by pulling it off.</p> | |
| <p>7. Remove the two screws which keep the adjustable thermostat in place using a philips (cross headed) screwdriver. Remove the holding plate.</p> |  |
| <p>8. The adjustable thermostat can now be removed with the wires attached.</p> |  |
| <p>9. Remove the spades of the old thermostat being careful to connect them on the correct spade on the new part.</p> | |
| <p>10. Position the new thermostat and secure using the holding plate and two screws removed earlier. Ensure the red dot on the holding plate is positioned facing the top of the chocolate fountain.</p> |  |

. 11. Replace the indicator knob please be aware of the indentation that must be lined up on the receiver. The 0 mark should line up with the red marl on the holding plate.



12. Re-attach the sensor bulb by sliding it under the securing plates and tighten the nuts using the 5.5mm spanner.

13. Replace the four securing bolts and the bushings that hold the motor in place.



14. Replace the black heat guard



15. Complete steps 13- 18 on replacing the motor guide.



REPLACING THE HEATER PLATE

REASONS FOR REPLACING THE HEATER PLATE

1. The bowl isn't heating up to the correct temperature
2. Inconsistent heat on the bowl.
3. No heat on the bowl.
4. The adjustable thermometer has been replaced and the above still occur.

Tools Required:

Philips (cross headed) screwdriver

Flat bladed screwdriver

Allen key set

5.5mm Spanner

CAUTION: Ensure that the power supply cable is unplugged from your mains supply.

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| 1. Follow steps 1 – 7 of changing the motor | |
| 2. Remove the four securing bolts and the bushings that hold the motor in place. |  |
| 3. You will find eight nuts covered in a factory fitted white adhesive, we have found this isn't required when retrofitting new heater plates. This white adhesive must be scrapped off until the nuts are accessible. |  |
| 4. Remove the eight 8mm nuts, this will now free the heater plate | |
| 5. Lift the main body of the base allowing you to push through the heater plate. |  |

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| 6. Lift the main body of the base allowing you to push through the heater plate. | |
| 7. Disconnect the two cables, 1 from the thermostat and the other from the wiring loom. | |
| 8. Remove the springs from the existing heater plate and position on the new heater plate | |
| 9. Re-attach the two cables to the respective points on the thermostat and the wiring loom by threading through the aperture in the sub basin. | |
| 10. Lift the machine and position the heater plate. The heater plate should be pushed against the sub-basin and each spring must be located (we recommend having a 2 nd person to help with this) and pushed through. | |
| 11. The nuts should now be added back on to the bolts being careful not to over tighten. No more than 2mm of the thread should be showing. | |
| 12. Replace the four securing bolts and the bushings that hold the motor in place. |  |
| 13. Replace the black heat guard |  |
| 14. Complete steps 13- 18 on replacing the motor guide. | |