

Operating Instructions



Chocolate Fountain

Note: The chocolate must be melted in the microwave or on the stove first.

1. Place your fountain on a sturdy level table. The fountain must be level for it to function correctly.
2. To level the fountain base, start with the feet screwed in all the way, then adjust from there. Use a level and place it on the rim of the fountain basin between two of the feet. If the fountain needs to be leveled, adjust the feet by rotating them up or down until it is leveled.
3. Securely place the cylinder (the long tube) on the four pegs in the basin's center. Do not put the auger in at this time.
4. Place the tiers on the fountain, beginning with the largest tier. Slide the largest tier over the top of the cylinder, placing it on the step. Do this with the remaining tiers. Place the crown on the top.
5. Preheat the chocolate fountain for around 5 minutes before adding **the completely melted chocolate**. Pour the chocolate into the basin.
6. Gently lower the auger down into the cylinder. When completely lowered into the cylinder, give the auger a slight turn, and you should feel the auger drop into place over the pin in the basin.
7. Remove the crown and place your auger stabilizer on the top of the cylinder. It should fit securely into the cylinder over the auger pull knob.
8. Your fountain is ready to use! Turn the switch to "on." The auger will vibrate slightly until the cylinder is filled with chocolate.
9. After running the fountain for a few minutes, make any final leveling adjustments to the feet so the chocolate flows evenly on all sides. Now, turn the fountain off for about 60 seconds and turn it back on again. This simple act will significantly improve the flow of chocolate, and it will "rope" over the tiers completely.

Clean Up:

Please make sure there is no excess chocolate in the fountain upon return. Durants will take care of the final cleanup!

**For any questions or concerns, be sure to contact us immediately.
Thank you for your business!**

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TROUBLESHOOTING

The fondue is not flowing evenly over all of the tiers

This may be because -

- a. The home fountain is not level. If the fondue is flowing to one side more than another, move the Adjustable Feet to raise that side of the home fountain.
- b. Air is trapped in the Cylinder. Turn the home fountain off for 15–30 seconds and allow the air to escape. Turn the home fountain back on. Repeat as necessary. This is referred to as “burping” your home fountain.
- c. There is not enough fondue in the basin. The CF16E Select home fountain model requires 1.8Kg/4lb of chocolate or equivalent consumable fountainable product, while the CF18L Classic and CF18M Elite home fountain models requires 2.6Kg/6lb of chocolate or equivalent consumable fountainable product, in them at all times to create a solid curtain. If you start to see gapping add further viscosity ready product to the home fountain.
- d. A food item is blocking the flow of fondue at the base of the Cylinder. If a food item fell into the Basin (bowl) it could be blocking the flow. Simply stop the home fountain's WhipserQuiet™ Motor, remove the food item with a spatula, and start the WhipserQuiet™ Motor again to resume the flow. Air may become trapped in the Cylinder as a result. If this happens, refer to the instructions above (1b).
- e. The fondue is too thick or thin. Refer to the discussion on viscosity on page 11.
- f. The White or Milk chocolate has thickened. If White or Milk chocolate gets too hot it can scorch and thicken. Add vegetable oil or cocoa butter a little at a time to thin it out.
- g. Small food particles are mixed in with the flowing fondue. If you use dipping items that have crumbs, such as cookies or cake, the crumbs may come off in the fondue. Small crumbs will not damage the home fountain, but they may cause gaps in the fondue curtain. If this occurs you will need to wait until your gathering or celebration is over and dispose of the fondue.

TROUBLESHOOTING

My home fountain will not turn on

Ensure that the electrical plug is placed securely in the outlet and try the home fountain in various outlets. If this does not work, check the circuit breaker controlling the electrical outlet. On the CF18M Elite home fountain model, make sure the POWER/ON/OFF button has been pressed and that the fountain Basin (bowl) is securely tightened on the base.

My home fountain motor has stopped working

The WhipserQuiet™ Motor is equipped with an automatic shut-off mechanism which is activated if the WhipserQuiet™ Motor overheats. Overheating occurs if the fondue is too thick and is putting extra stress on the WhipserQuiet™ Motor. Turn the WhipserQuiet™ Motor and Heat off then allow the home fountain to sit for approximately thirty minutes before restarting. With the Viscosity Funnel, check to ensure that the fondue is the appropriate consistency before running it through the home fountain again.

The Auger is not turning or is turning slowly

The Auger must rest into place over the Auger Pin centered in between the Cylinder Pegs. Twist the Auger clockwise to make sure it is properly positioned. You should feel some resistance as you turn the Auger. If your Auger rests on a center spindle with a horizontal pin in it, make sure the pin is centered in the spindle. This pin can be adjusted with an Allen wrench if needed.

Chocolate has hardened in my home fountain

If the home fountain is not cleaned immediately after use, the chocolate will harden. When this occurs, **DO NOT TURN ON THE WhipserQuiet™ MOTOR.** Doing so will cause the WhipserQuiet™ Motor to burn out. Turn on only the Heating Element to remelt the chocolate in the Basin (bowl). When the chocolate has melted, remove the Tier Set then rinse and handwash in hot, soapy water. **DO NOT MICROWAVE THE TIER SET.**

My home fountain is loud

If there is no fondue in the home fountain, the Auger will make a noise when moving against the Cylinder. This is normal and the home fountain should operate quietly once fondue is inside the Cylinder.