

# OWNER'S MANUAL

## Peristaltic Pump Dispenser

Model: *Sierra*™



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## PRODUCT SPECIFICATIONS

### Key Data

<b>Height</b>	26" / 66.04 cm
<b>Width</b>	10" / 25.40 cm
<b>Depth</b>	16" / 40.64 cm
<b>Weight</b>	26 lbs. / 8.16 kg
<b>Electrical</b>	120 V, 200 Watts, 60 Hz 220-240 V, 200-240 Watts, 50-60 Hz
<b>Rotor RPM</b>	140 RPM

### Shipping Information

<b>Shipping Dimensions</b>	12" x 19" x 31" / 30.48 cm x 48.26 cm x 78.74 cm
<b>Shipping Weight</b>	32 lbs. / 14.51 kg
<b>Pallet Dimensions</b>	44" x 48" / 111.76 cm x 121.92 cm, 16 units to pallet

### Factory Settings

<b>Preset Portion Control</b>	2 oz. (56.7 gm.), 3 oz. (85.0 gm.), No portion control
<b>Preset Temperature</b>	145° F – 155° F / 63° C - 68° C
<b>Color</b>	Black

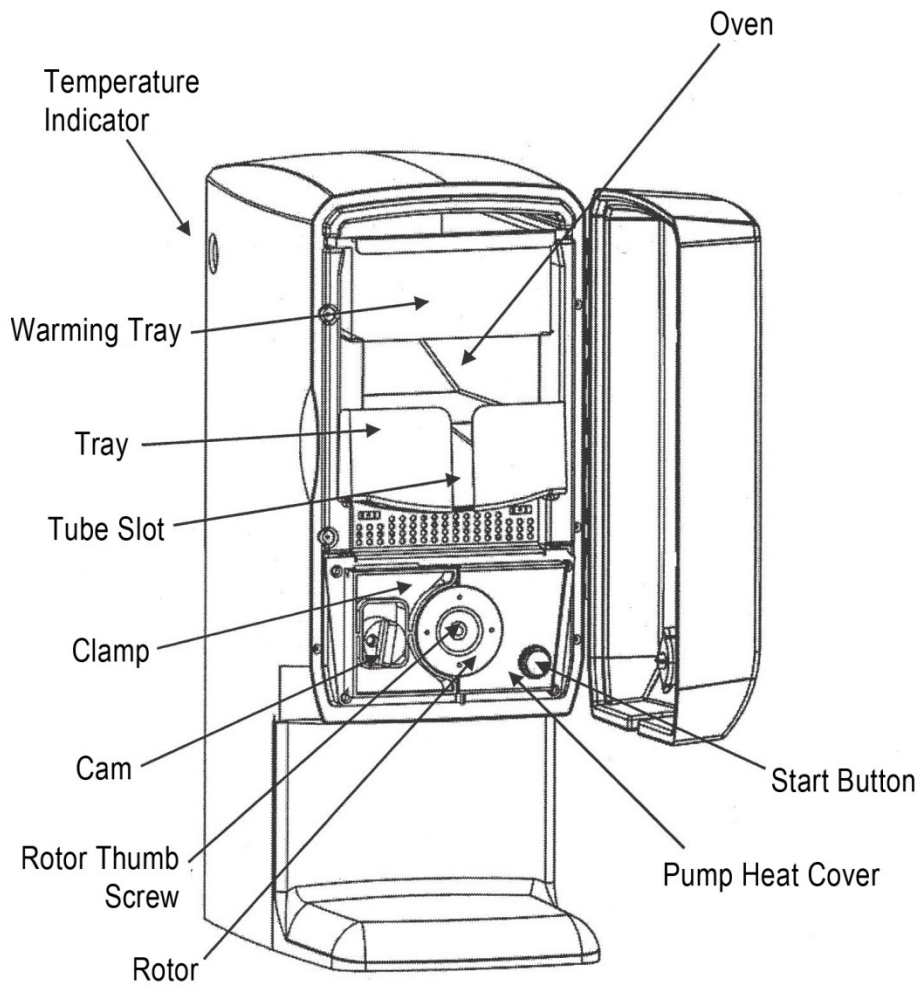
### Certifications

<b>UL 197</b>	August 2001
<b>ANSI/NSF 18</b>	August 2001
<b>CE</b>	Pending
<b>Canadian Standard C22.2</b>	

### Country of Origin

USA

## DISPENSER FEATURES



## INSTRUCTIONS FOR SETTING PORTION CONTROL

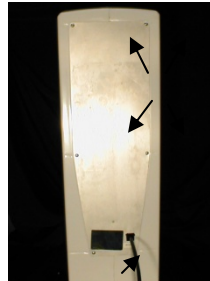
The Sierra dispenser can be ordered with 2 oz. (56.7 gm.), 3 oz. (85.0 gm.), or manual (continuous dispense) from the manufacturer. The customer pre-selects the setting when they place their order. There is no default setting. However there may be occasions when the machine's owner may want to customize or adjust the portion control to better meet their needs.

Following is information to assist machine owners to appropriately adjust the portion control settings. Please remember that AFP Dispensers, Inc. does not warranty the machine against damages caused by the owner when adjusting portion control.

In order to adjust the portion control, please follow the steps as outlined:

**Step #1:** Unplug the machine and remove the back panel.

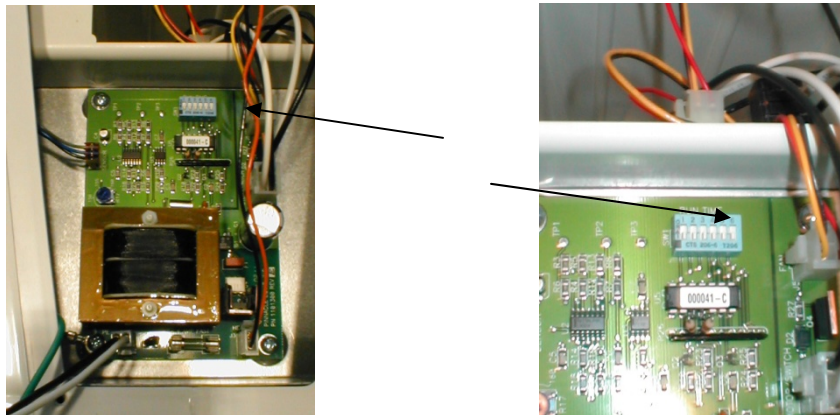
- a. Remove all the screws using a #2 Phillips screwdriver for units with Phillips screws or a T20 Torx driver for units with Torx screws.



- b. Once the screws are removed, take the metal panel off the back of the machine.

**Step #2:** Locate the dipswitches on the circuit board.

- a. Dipswitches are located in a small blue or red box on the circuit board.



- b. Dipswitches should be numbered left to right 1, 2, 3, 4, 5, and 6.

**Step #3:** Adjust the dipswitches to dispense the desired portion according to the table below:

1 oz. / 28.3 gm. Serving	Switch number 4 on
2 oz. / 56.7 gm. Serving	Switch number 2, and 5 on
3 oz. / 85.0 gm. Serving	Switch number 1, 2, 4 and 5 on
4 oz. / 113.3 gm. Serving	Switch number 3, and 6 on
5 oz. / 141.7 gm. Serving	Switch number 1, 3, 4, and 6 on
No portion control	All dip switches set to "off" position

The Sierra nacho cheese dispenser utilizes sophisticated, custom software to control the precise amount of motor run time according to the dip switch settings. The actual amount of sauce dispensed is also dependent upon other factors such as cheese temperature, cheese viscosity, dispensing tube flexibility & size. The chart above shows the factory dip switch settings for various estimated serving portions. This is based on a pumping rate of approximately ½ ounce per second. Actual portion amounts may be customized by turning switches on or off. The approximate run times added by each switch are as follows: switch #1 = ¼ sec., switch #2 = ½ sec., switch # 3 = 1 sec., switch # 4 = 2 sec., switch # 5 = 3.5 sec., and switch # 6 = 7 sec.

## INSTALLATION OF DISPENSER

1. Plug electrical into 120 or 220 volt outlet; whichever is applicable.
2. Preheat the dispenser for 1 hour.

## POUCH HANDLING

- Unopened pouches may be stored at room temperature.
- Heat pouch in dispenser for a minimum of 4 hours or until pouch reaches 140° F / 60° C before opening
- An opened pouch must be maintained at 140° F / 60° C minimum at all times.
- Shelf life of an opened pouch is 5 days if maintained at 140°- 160°F / 60° - 71°C.

## POUCH PREPARATION

1. Remove preheated pouch from dispenser upper warming tray.
2. Lift the ring and pull the dust cover from the fitment.
3. Remove tube/piercer assembly from plastic bag and insert piercer into fitment.
4. Rotate piercer clockwise while pushing in so that the piercer punctures the seal membrane inside the fitment. CAUTION, cheese sauce is HOT!
5. Grasp fitment firmly and thread piercer cap fully onto fitment.

Pouch Preparation # 2



Pouch Preparation #3 & #4



Pouch Preparation #5



6. DO NOT insert piercer with the fitment lying flat on the table or with the pouch folded over behind the fitment. This may allow the piercer teeth to cut through the outer wall of the pouch

Pouch Preparation #6

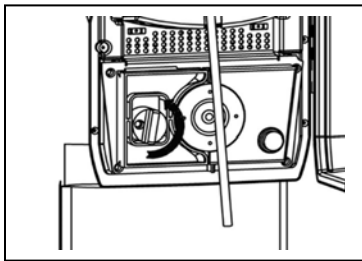




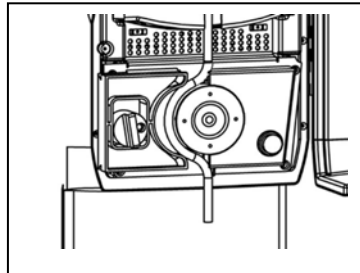
## POUCH LOADING

1. Open dispenser door and remove upper warming tray.
2. Place preheated pouch in lower tray with pouch fitment protruding down through hole in front of tray.
3. Open tube clamp by rotating cam counterclockwise.
4. Guide tube through the pump slot from top to bottom.
5. Close the clamp by rotating the cam fully clockwise.
6. Place unopened pouch in upper warming tray to preheat and place tray in dispenser.
7. Close the door.

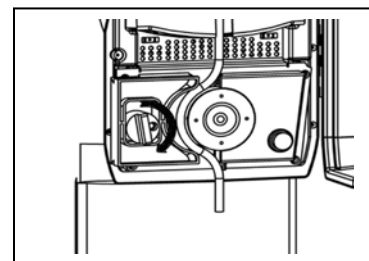
**Pouch Loading #2 & #3**



**Pouch Loading #4**

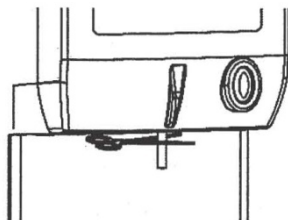
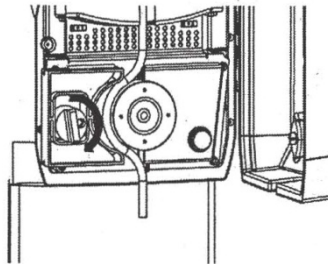
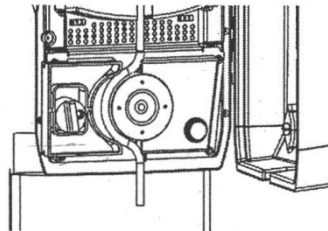
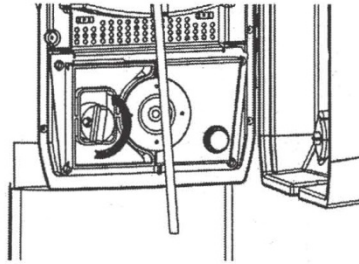


**Pouch Loading #5**





## PRODUCT/POUCH PLACEMENT



- 1) Preheat a bag of product to between 140° and 150° F / 60° and 65° C.
- 2) Open the door by pulling the door from left to right and place the product on the tray with the spout and tube directed downward.
- 3) Open the tube clamp by rotating the cam counter clockwise.
- 4) Guide the tube through the pump slot from top to bottom.
- 5) Close the clamp by rotating the cam clockwise.
- 6) Close the door and cut the remaining tubing ¼ inch below the door with clean, sanitized scissors. The tip of the tube should be visible and extend outside of the dispenser.
- 7) Depress the button to begin operation.

## PIERCERS

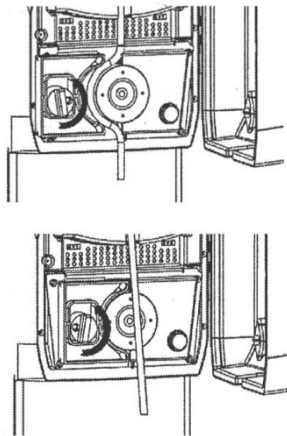
AFP discontinued shipping openers with each dispenser when we started shipping our new pouches. Each case of pouches includes four piercers. One for each pouch.

Customers that require additional piercers should send an email to the AFP Dispenser Customer Service / [AFP.Dispensers@afpllc.com](mailto:AFP.Dispensers@afpllc.com).

## HOW TO DISPENSE PRODUCT

- Press dispensing button until desired amount of product has been dispensed and release button or press once for timed units.

## REMOVING PRODUCT/POUCHES



- 1) Open the door by pulling forward from the left side.
- 2) Open the tube clamp by rotating the cam counter clockwise.
- 3) Remove tube from pump slot by grabbing the tube from the lower end and raising it upward toward the tray.
- 4) Remove the tubing and the product by continuing to raise the tube upward until it is clear from the tray.
- 5) Remove the empty product bag and the tubing from the oven. (Do not carry or attempt to lift the empty product bag by the end of the tube.)

## CLEANING

Wipe down the outside of the dispenser with a clean damp cloth if necessary.

## PROBLEM SOLVING

<u>PROBLEM</u>	<u>CAUSE</u>	<u>SOLUTION</u>
Nothing is working	Electrical failure	Push plug securely into outlet Try another outlet Check outlets circuit breaker
Door will not close	Clamp open Basket not fully in oven	Close hose clamp Push basket in further
No product dispensing (have suction sound)	Out of product Evacuated product faster than could feed to spout	Replace empty bag Wait a couple of minutes for product to flow to spout
No product dispensing (no suction sound)	Tube not in slot Clamp not closed	Check tube Close clamp
Product is leaking	Clamp not closed Tube loose from spout	Close hose clamp Tighten tube on spout
Tube not reaching bottom of clamp	Spout not seated in receptacle	Seat spout in receptacle
Product is cold	Dispenser door left open No electricity to dispenser Product not preheated	Close door Check power source Preheat product
Excess product in bag	Spout not seated in receptacle Folds in bag	Seat spout in receptacle Lay bag flat on tray

### Frequently Asked Questions

Q: I would like to adjust the portion control on my dispenser.

A: See [Instructions for Setting Portion Control](#). Contact AFP Dispenser Customer Service via email [AFP.Dispensers@afpllc.com](mailto:AFP.Dispensers@afpllc.com).

Q: Can I take the pouch out of the dispenser and put it in the refrigerator at night.

A: We recommend the opened pouch remain in the dispenser with the dispenser turned on up to 72 hours. Refer to the operating manual. See attached pouch handling instructions.

Q: The dispenser is burning the cheese sauce. I want to adjust the temperature.

A: The dispensers are preset at a certain temperature for food safety reasons. Contact Dispenser Customer Service at 866.958.9001.

## **AFP DISPENSERS, INC. WARRANTY**

AFP Dispensers, Inc. ("AFP Dispensers") warrants that, for a period of twelve (12) months from the date of purchase (the "Warranty Period"), the equipment manufactured by it will be free from defects in workmanship and materials provided the equipment is used in the manner and in the environment for which it was manufactured.

### DISCLAIMERS AND LIMITATIONS

Other than as set forth above, AFP Dispensers specifically disclaims all express and implied warranties, including but not limited to, warranties of merchantability and/or fitness for a particular purpose or use. This warranty does not extend to repairs or alterations undertaken without the prior written consent of AFP Dispensers or for goods that are misused, abused or neglected or if the goods are not properly stored, maintained, installed or operated.

AFP Dispensers shall not be liable for incidental, special, indirect, exemplary, punitive or consequential damages resulting from the use of the goods or arising out of any breach of this warranty; including but not limited to damage to property or loss of profits or revenue.

### CLAIMS ADMINISTRATION.

All warranty claims must be made by calling the Customer Service Department at 866.958.9001 during the Warranty Period. If the unit is under Warranty the manufacturer, Merkle-Korff (MK), will send a new unit with a return label in the case so that the defective unit can be shipped back to MK.

To process a warranty claim via email to [AFP.Dispensers@afpllc.com](mailto:AFP.Dispensers@afpllc.com): Provide a written statement with a description of the problem. Include the following information: date of purchase, serial number and model (located on the back of the dispenser where the power cord enters the unit).

## **RETURNS**

All returns must be authorized.

Contact AFP Dispenser Customer Service at 866.958.9001 to coordinate this return.

## **OUT OF WARRANTY UNITS**

Contact Epanel Plus at 513-702-1455 or email: [ckoehler@epanelplus.com](mailto:ckoehler@epanelplus.com).