



We invented the popcorn machine  
**THEN JUST KEPT GOING!**

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**176 MITTEL DRIVE, WOOD DALE, IL 60191**

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# **NACHO CHEESE DISPENSER SERVICE MANUAL**

**120 Volt,  
Single Phase, 60 Cycle**

**230 Volt,  
Single Phase, 50 Cycle**



**READ and UNDERSTAND these operating, servicing, and safety instructions before operating or servicing this machine**

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## I. SAFETY ALERT SYMBOL

The symbol shown below is used to call your attention to instructions concerning your personal safety and the safety of others. Watch for this symbol. It points out important safety precautions and procedures. It means **ATTENTION! Become Alert! Your personal safety is at risk!** Read the message that follows and be alert to the risk of personal injury or death.



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## II. SAFETY FIRST



The information in this manual is essential for safe installation and service of your Cretors machine. The manual must be read and understood before installing, or maintaining equipment, or equivalent training must be provided.



"The employer must instruct each employee in the recognition and avoidance of unsafe conditions, regulations applicable to his work environment to control and eliminate any hazards or other exposure to illness or injury".

Ref.: 29 CFR 1926.20 (b)(4)(a)(2)



It is understood that safety rules within individual companies vary. If a conflict exists between the safety procedures contained in this manual and the rules of a using company, the more stringent rule should take precedence.

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## III. INTRODUCTION

This manual is filled with time-saving and money-saving information regarding your Cretors machine. There is nothing, however, more important than the safety aids and warnings that are found throughout this document. The Safety Alert Symbol is used to identify topics of primary safety concern wherever they appear. A separate section has been included which deals exclusively with operation and accident prevention.

If, after reviewing this manual, anything is unclear or technical problems are encountered, contact the distributor from whom you purchased your machine. For assistance and if there are any additional questions, feel free to contact our Customer Service Department at the address and/or phone number listed on the last page of this manual. Always have the model and serial number of your machine available to assist in obtaining the correct information.

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## IV. SPECIFICATIONS

### A. ELECTRICAL SPECIFICATIONS:

Nacho Cheese Dispensers are available in any of the following Electrical configurations:

120 Volt, Single Phase, 60 Cycle

230 Volt, Single Phase, 50 Cycle

### B. SIZE SPECIFICATIONS:

<b>MODEL NCD</b>	<b>NACHO CHEESE DISPENSER</b>
Capacity:	Two 6.6 lb. Bags of Cheese Product (2 x 3kg. Bags of Cheese Product)
Serving:	½ ounce per second (12 grams per second).
Dimensions:	18-1/8"D x 12-13/16"W x 18-3/4" H 53cm D x 31.4cm W x 52cm H
Electrical:	625 watts
<b>MODEL NCD</b>	<b>NACHO CHEESE DISPENSER WITH LIGHTED SIGN</b>
Capacity:	Two 6.6 lb. Bags of Cheese Product (2 x 3kg. Bags of Cheese Product)
Serving:	½ Ounce per Second (12 Grams per Second)
Dimensions:	18-1/8 D x 12-13/16"W x 18-3/4" H 53 cm D x 31.4cm W x 52cm H
Electrical:	645 watts

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## V. PURPOSE OF MANUAL

This instruction manual is intended to familiarize owners with the servicing and safety procedures associated with your Cretors machine.

This manual should be kept available to maintenance personnel.

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## VI. CONTROL PANEL (Not all switches are on all machines.)

ROCKER SWITCH	-Turns heat on/off.
	-Turns optional lighted sign on/off.
PUSH BUTTONS	-Up to two buttons with timers to dispense a controlled amount of cheese product.
RED STOP BUTTON	-Optional Emergency Stop. It stops the dispensing of the cheese product.
PUSH BUTTON	-Manual control of pump to dispense any desired amount of cheese product.

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## VII. INSTALLATION INSTRUCTIONS

### A. Location

Choose a location for your Cretors machine to maximize the ease of operation and maintenance procedures. Check your local building and fire codes for location restrictions.

### B. Unpacking

After the Nacho Cheese Dispenser is unpacked, place it on a sturdy table or counter at a height suitable to the operator.

### C. Power Supply

Check the nameplate to determine the required power supply. The Nacho Cheese Dispenser is designed to operate in either a 120 V outlet or 230 V outlet. The Nacho Cheese Dispenser Pump is designed to operate on a standard 15 amp circuit.



Connect your Nacho Cheese Dispenser only to the correct power source. Failure to do so may result in personal injury or death and may damage your machine.



Make certain the Rocker Switch on the Nacho Cheese Dispenser is in the off position when plugging into power source. The Rocker Switch is off when the Rocker Switch is not lit. Failure to do so may result in personal injury or death and may damage your machine.

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## VIII. SERVICE INSTRUCTIONS



In the case of improper operation, qualified personnel only should perform the following diagnostic checks, and, if necessary, corresponding adjustments and repairs. Many of the following procedures present an electrical shock hazard and can cause serious injury or death.

### Parts

When ordering parts, refer to the attached parts diagram. Always supply the serial number, model number, and voltage of your Nacho Cheese Dispenser machine.

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**IX. TROUBLE SHOOTING**

<b>PROBLEM</b>	<b>POSSIBLE CAUSE</b>	<b>ACTION</b>
Unit will not heat.	The rocker switch is not lit.	Check power supply. 1. Is it plugged in? 2. Is the receptacle live? 3. Is the machine plugged into the proper voltage? Measure with voltmeter and compare to specification on nameplate of machine.
	Problem is in the machine.	Check heat pad. 1. Unplug machine. 2. Remove four screws that hold the bottom back plate in place. 3. Remove back plate. 4. Using multimeter, check the heat pad for continuity. If none replace heat pad.
Unit does not dispense cheese.	Do any push buttons dispense?	Check for loose connections in machine. 1. Unplug machine. 2. Remove four screws that hold the bottom back plate in place. 3. Remove back plate.
		Check emergency stop button. Emergency stop is a normally closed switch, using multimeter check for continuity. Press button and switch should open.
	Problem is in the pump motor.	With multimeter check motor windings for continuity. If none replace pump motor.
	Problem is in a pump timer.	Replace timer.

PROBLEM	POSSIBLE CAUSE	ACTION
Do all of the push buttons dispense?	Identify which button does not dispense. 1. Both timers have red lights which are on when energized. 2. Top and bottom push buttons are controlled by timers. 3. Middle button has no timer. (see above) 4. Red button is used as an Emergency stop button. It does not dispense.	Unplug machine. Remove four screws that hold the bottom back plate in place. Top push button controlled by pump timer on left. Bottom push button controlled by pump timer on the right.
Does option sign light?	Check power supply.	1. Is it plugged in? 2. Is the receptacle live?
	Machine is not plugged into the proper voltage.	Measure with voltmeter and compare to specification on nameplate of machine. For 230V only, check starter, replace if needed.
Are there broken wire connections?	Problem is in the light fixture.	Replace ballast and/or (for 230V - starter).
		Replace light bulb.



Do not attempt electrical repairs on the power supply circuit unless you are qualified to do so. The electrical shock associated with line voltages can cause serious injury or death.



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This manual is filled with time-saving and money-saving information regarding your Cretors machine. There is nothing, however, more important than the safety aids and warnings found throughout this document.

If you have any questions, contact your local distributor and if there are any additional questions, feel free to contact the Customer Service Department at C. Cretors and Company.

Additional copies of this manual can be obtained from C. Cretors and Company at the address listed below. Please provide model and serial number when requesting additional copies of this manual. There will be a nominal charge for additional copies.

Cretors guarantees this machine to be free of defects in parts, materials and workmanship for two years. Please take this time to fill out the factory registration card and return it to the factory to activate your warranty. If you have any questions concerning the Cretors' warranty, please contact your local distributor or the Customer Service Department at C. Cretors and Company.



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