



Dear Sephra Customer:

Thank you for selecting the Sephra Chocolate Fountain for use in your business! Our fountains have been engineered to provide many years of service. To assist you in the use of your Sephra Chocolate Fountain, operating instructions have been placed in the fountain's base case. These will walk you through the proper set up, operation and cleanup procedures for use of the fountain. If you have any questions after reviewing the instructions, please call our Customer Service Department and a trained Customer Service Representative will be delighted to assist you.

- Important -

Please set up and operate your new fountain prior to its first use at an event.

In the tier case you will also find a black plastic piece with a slit in one side called a *stabilizer*. The stabilizer attaches to the top of the auger around the pull knob. When the auger is placed into the cylinder, the stabilizer then rests right inside the top of the cylinder, stabilizing the auger. The crown is then placed on top. The stabilizer is designed to eliminate any excessive movement and noise made by the auger.

We encourage you to use Sephra Fondue Chocolate in your Sephra Fountain. This delicious fondue chocolate is specially made for Sephra by Belgian chocolatier, Callebaut, and is available in several varieties: Belgian Dark, Belgian Milk, Belgian White, Premium Dark, and Premium Milk. Sephra Fondue Chocolate is specially formulated to eliminate the need for a thinning agent, such as oil. Simply melt the chocolate in the fountain basin, microwave or double boiler, and it is ready to use in the fountain. You can order Sephra Fondue Chocolate by phone toll free at (877) 617-8803, or online at <http://store.sephra.com>.

We are here to help you make your Sephra Chocolate Fountain a very profitable element of your business and look forward to being of assistance to you. Welcome to the Sephra family!

Sincerely,
The Sephra Team

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Instructions for Chocolate Use in Sephra Commercial Fountains

HEATING THE SEPHRA CHOCOLATE FOUNTAIN

Your Sephra Fountain is equipped with a temperature control dial to facilitate melting the chocolate and to maintain the temperature of the chocolate at a desired level during operation. The heating element of the Sephra Fountain is specially designed to distribute heat across the basin more evenly than other chocolate fountains on the market. To accomplish this, two heating elements are encased in a 4" wide band of aluminum and spaced 2 1/2" apart. The aluminum spreads the heat out and prevents the actual heating elements from coming in direct contact with the bottom of the basin, thereby eliminating "hot spots." The double heating element also creates more heat, which must be regulated by the temperature control dial for effective fountain operation.

At what temperature should the temperature control be set to melt the chocolate chips in the basin?

To melt Sephra Chocolate in the basin, turn the rocker switch to "Preheat" and the temperature dial to 250°F. Allow the basin to heat for approximately 10 minutes before pouring the chips into the basin. Once the fountain is heated, melt the chocolate according to the following recommended temperature settings:

Chocolate Flavor	Melting Temperature (°F)
Dark	250
Milk	176
White	158

To quicken the melting process, add chips a few pounds at a time. It is important to stir standing chocolate every few minutes, especially when melting Milk or White chocolate. To stir the chocolate, use a spatula and scrape from the bottom of the basin. Typical melting time is approximately 45 minutes.

In order for the chocolate to flow smoothly through the fountain and avoid clumping, *the auger should not be put into the cylinder until after the chocolate chips have thoroughly melted.*

When melting white or milk chocolate follow the instructions below!

Important: White and Milk Chocolate do not have the same tolerance for heat as does Dark Chocolate and therefore need to be stirred more often during the melting process to prevent overheating.

Overheating will result in the White or Milk Chocolate thickening or becoming clumpy.

Sephra Chocolate is formulated to run perfectly in the fountain without the addition of a thinning agent. If the chocolate is overheated, however, and clumping occurs, you *will* need to add vegetable oil to the chocolate in order to thin it out. To do this, mix approximately 1 cup of vegetable oil into the

CAN I ORDER SEPHRA FONDUE CHOCOLATE ONLINE?

Can I cover the vent holes at the top of the fountain housing, just below the basin?

No! The vent holes should not be covered and care should be taken that air can circulate through and around the bottom of the fountain. Be careful not to close off the air circulation around the bottom of the fountain by putting liners or food items so close that they block the air from escaping from the motor and heating element compartment. If overheating does occur, provide adequate room for air to circulate under the fountain housing, preferably turning the fountain off to allow the motor to cool.

Depending upon climate conditions, you may need to adjust the thermostat up or down between the recommended settings to get the results you desire. In cooler conditions you will most likely need to run the fountain at a higher temperature than normal.

Caution: Operating the fountain at temperatures above the recommended temperature range for long periods of time may cause the fountain to overheat. Overheating can result in damage to the motor and electrical components or cause temporary motor noise. If overheating occurs, turn the temperature dial to a low setting (122°F or lower). It is preferable to turn the fountain off and allow it to cool for approximately ½ hour before resuming operation.

At these settings the temperature of the chocolate will be between 110° and 120°F, the chocolate will be warm to the taste, and the fountain housing and basin rim will only be warm to the touch. We recommend setting the temperature dial no lower than 140°F and no higher than 194°F during the operation of the fountain. Although the chocolate may flow well at lower temperatures (140°F), the temperature of the chocolate will be slightly cool to the taste.

Chocolate Flavor	Operating Temperature (°F)
Dark	158-176
Milk	158-176
White	140-158

At what temperature should the Sephra Chocolate Fountain be operated in order to maintain the proper chocolate temperature?

As explained above, the heating element has a high capacity to heat the fountain basin, and therefore does not require that the temperature dial be set at a high temperature during operation of the fountain.

Please Note: If you choose to use another couverture chocolate in your fountain, you must add vegetable oil or cocoa butter in order to obtain the proper flowing viscosity. Failure to do so will cause stress on the motor and may damage interior components. In addition, the chocolate will not flow over the tiers properly. The average ratio of adding a thinning agent to a non-Sephra couverture chocolate is 1 cup of oil for every 5 pounds of chocolate.

chocolate and stir well. Turn the fountain on and allow the auger to blend the oil in thoroughly. In approximately 10-15 minutes you should notice the chocolate becoming more fluid.

Yes! Please visit us at <http://store.sephora.com> to place an order. Your chocolate will be shipped 2-3 business days after the order is placed. We ship FedEx Ground which takes between 5 and 7 business days depending upon your location. If you would like your order sooner, please call toll free (877) 617-8803 to speak to a sales associate about express shipping options. A case of chocolate consists of 20 pounds and comes in ten 2-lb. microwaveable bags. This allows you to preserve the freshness of the chocolate in the bags and only use what is required for each event. Please note that if your chocolate arrives melted it is **NOT SPOILED**. Simply melt the chocolate and it is ready for use.

MY CHOCOLATE IS NOT CURTAINING. WHAT SHOULD I DO?

If the chocolate is not flowing smoothly over the tiers of your fountain and covering them completely, there are a couple of things that may be causing this to occur. First, turn the fountain off for about thirty seconds, and then turn it back on. Often this simple step of releasing trapped air bubbles will fix the problem. If not, try the following.

1. It is very important that your fountain be level to robe completely! Start by leveling the basin, and then place a level on the top of the crown. Air bubbles may also cause the fountain to not robe completely. Air bubbles often become trapped along the side of the crown when it is first turned on. Simply take a spatula and go around the side and bottom of the crown to open the air pockets. If the problem persists, turn your fountain off. Lift up the auger and let the chocolate drain into the basin. Re-insert auger and restart the fountain.
3. Each fountain has a minimum amount of chocolate required in order to flow properly. Please note the following minimum quantities:
Aztec 27" - 8lbs.
Montezuma 34" - 12lbs.
Sephra 44" - 14lbs.

4. If you have tried all of the above, the chocolate may be too thick. If the chocolate is not completely melted, increase the heat. Use care, however, when melting at a higher temperature as chocolate can also become thick if it is burned or scorched. If you are still having difficulty, you may as a last resort add cocoa butter or vegetable oil to the chocolate to thin it out.

Dipping Items

Strawberries

Bananas

Dried Apricots

Apples

Pineapple

Mandarin Orange Slices

Cantaloupe

Honeydew Melon

Graham Crackers

Pound Cake

Granola Bars

Pretzel Sticks and Twists

Marshmallows

Rice Krispy Treats

PayDay Bars

Oreos

Peanut Butter Sandwich Cookies

Animal Cookies

Angel Food Cake

Cream Puffs

Frozen Cheesecake Bites

Brownies

Biscotti

Popcorn Balls

Vanilla Wafers

Limited only by your imagination!

For best results, avoid items that crumble.

