

SEPHRA®

CATERING EQUIPMENT AND SUPPLIES

HOME FOUNTAIN OPERATING MANUAL

VERSION 1.0 FEBRUARY 2023

MODELS: CF16E SELECT, CF18L CLASSIC, CF18M ELITE (USA ONLY)
USING WHISPERQUIET™ TECHNOLOGY

Sephra are your one-stop shop for Chocolate Fountains,
Fountain Ready Chocolate & Accessories.

TABLE OF CONTENTS

2	TABLE OF CONTENTS
3	IMPORTANT SAFEGUARDS
4	THE LEGEND OF SEPHRA
5	DEAR SEPHRA CUSTOMER
6	TECHNICAL DESCRIPTION & ASSEMBLY
7	SEPHRA CF16E SELECT - TECHNICAL DRAWING
8	SEPHRA CF18L CLASSIC - TECHNICAL DRAWING
9	SEPHRA CF18M ELITE - TECHNICAL DRAWING
10	USING THIS APPLIANCE
11	MAINTENANCE & CLEANING
12	TROUBLESHOOTING
13	TROUBLESHOOTING CONTINUED
14	AFTERSALES GUARANTEE
15	SEPHRA FOUNTAIN READY CHOCOLATE

IMPORTANT SAFEGUARDS

Before using this appliance please note that this is a non-commercial machine for **Household Use Only**. Please ensure that you have read through this manual thoroughly and pay particular attention to the safeguards that are listed below.

- This home fountain should not be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given instruction or are supervised.
- Close supervision is necessary when your home fountain is in use near children.
- When the home fountain Basin (bowl) is removed (CF18M Elite model only), the top of the home fountain base can be extremely hot. The Heating Element is located directly beneath the removable Basin (bowl). **AVOID ANY CONTACT WITH THE TOP OF THE HOME FOUNTAIN BASE WHEN IT IS EXPOSED.**
- Avoid all other surfaces that have become hot during use.
- When the home fountain Basin (bowl) is removed (CF18M Elite model only), take extra caution to keep liquids or other objects from entering into the exposed opening at the top of the fountain base.
- Avoid contact with moving parts, such as the Auger in the Cylinder or the Auger Pin in the centre of the Basin (bowl).
- To protect against electrical shock and damage to the home fountain, do not put the home fountain base in water or other liquids. Never allow liquid, dust or chocolate to enter the home fountain base through the Base Screen, Vent holes, or other openings.
- Do not operate the home fountain if you observe damage to the electrical cord or plug, or if the base of the home fountain has been dropped or damaged in any manner. The home fountain must be returned to Sephra or a designated repair facility for examination and/or repair.
- Always unplug the home fountain from your electrical outlet before putting on or taking off parts, before cleaning and when not in use.
- Do not allow the electrical cord to come into contact with hot surfaces. An extension cord may be used if necessary. Care should be taken to position the electrical cord so that it does not create a hazard by hanging over a table or counter edge in such a way where it might be tripped on or pulled by those around the home fountain.
- If the supply cord is damaged, it must be replaced by Sephra or a designated repair facility in order to avoid any hazards.
- Never place an object, especially your fingers, inside the central Cylinder while the home fountain is in use. Doing so may cause severe injury to persons or damage to the home fountain itself.
- The use of accessory attachments, other than those made available specifically for use with this home fountain, is not recommended by the manufacturer as they may cause injury, and may void your product warranty.
- Extreme caution must be used when moving a home fountain or home fountain components containing hot liquid.
- Use of this home fountain outdoors is not recommended.
- Do not use this home fountain for anything other than its intended use.
- The home fountain Basin (bowl) must be level to operate properly.
- Observe and follow customary sanitation guidelines when using this machine.

THE LEGEND OF SEPHRA

Woven among the threads of ancient Aztec legend lies the story of Sephra, an enchanting goddess whose beauty could be described only as the richness of the dark earth combined with the lustre and glow of pure gold. Her voice was softer than the most delicate flower, and her presence carried the aroma of sweet cocoa. It was Sephra who gave the ancient Aztecs the precious gift of the cocoa tree.

The legend reveals that the spirit of Sephra nourished the cocoa trees and lived within the priceless beans they produced. The Aztec kings named the cocoa tree “Theobroma Cacao,” meaning “food of the gods.” So valuable were cocoa beans that they were used to pay tribute to royalty and were given as sacred offerings to the gods.

Montezuma, the ruler of the wealthy Aztec Empire, was so enchanted by Sephra that he commissioned an elite force of skilled artisans and master craftsmen to construct a temple in her honour. As a special offering to the goddess, Montezuma built a magnificent fountain in the highest room of the temple and filled it with glistening spring water, which flowed from beneath its walls. He then surrounded the fountain with a splendid array of the most perfect cocoa beans, in hopes that Sephra would continue to bless the people with the unique and valuable crop.

So pleased was Sephra with Montezuma’s gift that she came to him in a dream and told him that her spirit would always live in the fountain he had given her. Moments later, Montezuma awoke to the sweet smell of cocoa lingering in the air. The aroma led him to the upper room of the temple where Sephra’s fountain stood.

To his astonishment, the fountain no longer flowed with water, but with the richest, purest chocolate... this was truly a gift from the gods.

For centuries, Sephra’s fountain remained hidden beneath the ruins of the ancient Aztec temple, waiting to be discovered. At long last it was, and with it was unveiled the secret of the pure, rich chocolate once coveted by gods and kings . . .

© Sephra



DEAR SEPHRA CUSTOMER

Thank you for choosing one of our appliances. It is very easy to use and we do strongly recommend that you carefully read these instructions which include advice on how to use and install your appliance in order to obtain optimum results.

RECEPTION AND UNPACKING

Any product discrepancy or damage due to transport must be reported to your place of purchase or dealer within 24 hours of receiving your appliance. Please include a photo and description of the damage noticed on delivery.



ORDERING AND CONTACTING (240V)

You can order all you need for your appliance by contacting us on +44 (0)1592 656 737.

Purchase online by visiting our company website: <http://www.sephra.com>.

Any direct queries can be sent to: info@sephra.com.

Our mission is to help you make your Sephra home fountain become the perfect addition to every family gathering and special occasion.

Thank you for choosing Sephra!

The Sephra team



ORDERING AND CONTACTING (110V)

You can order all you need for your appliance by contacting us on +1 858 675 3088.

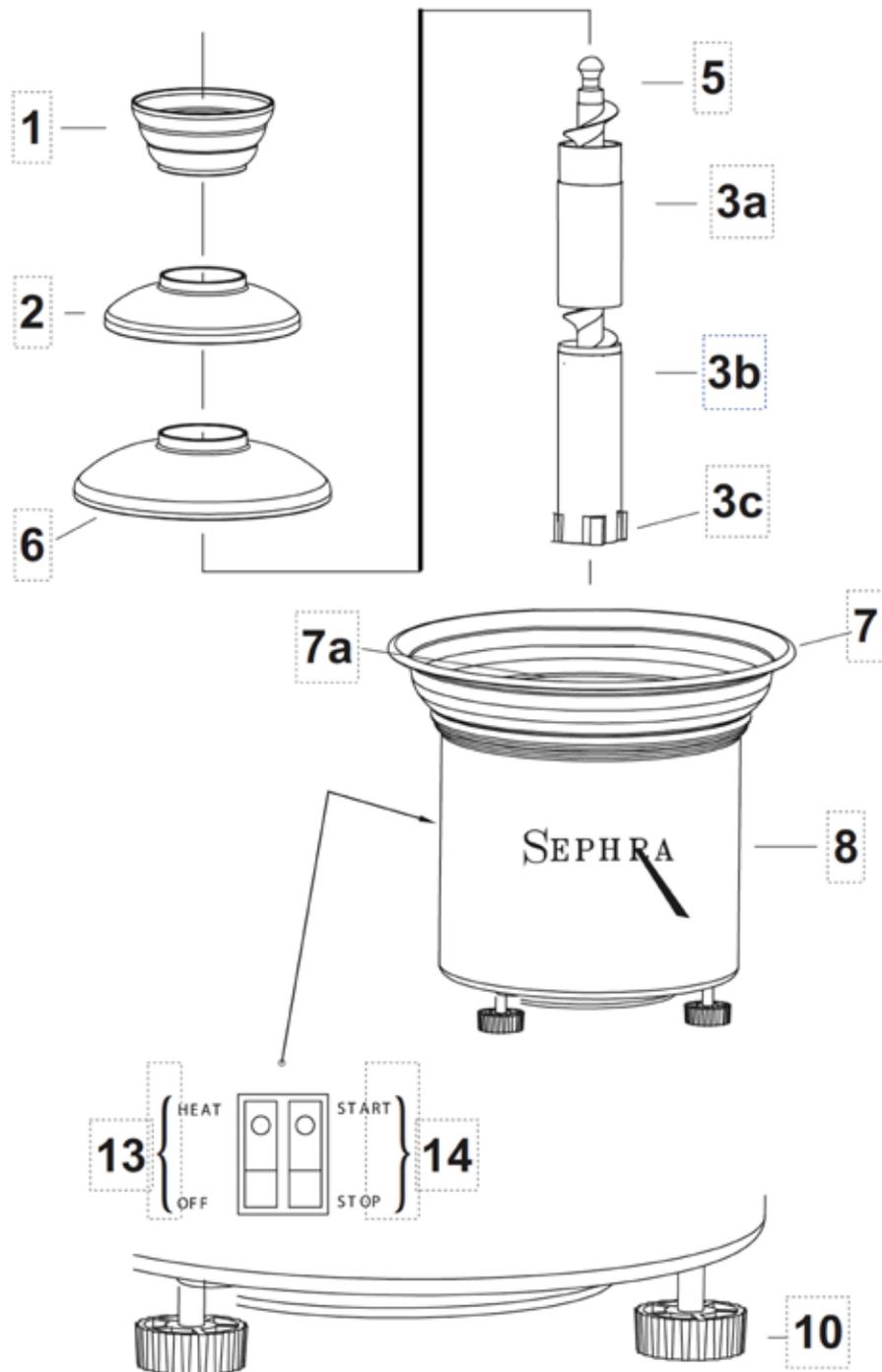
Purchase online by visiting our company website: <http://www.sephrausa.com>.

Any direct queries can be sent to: info@sephrausa.com.

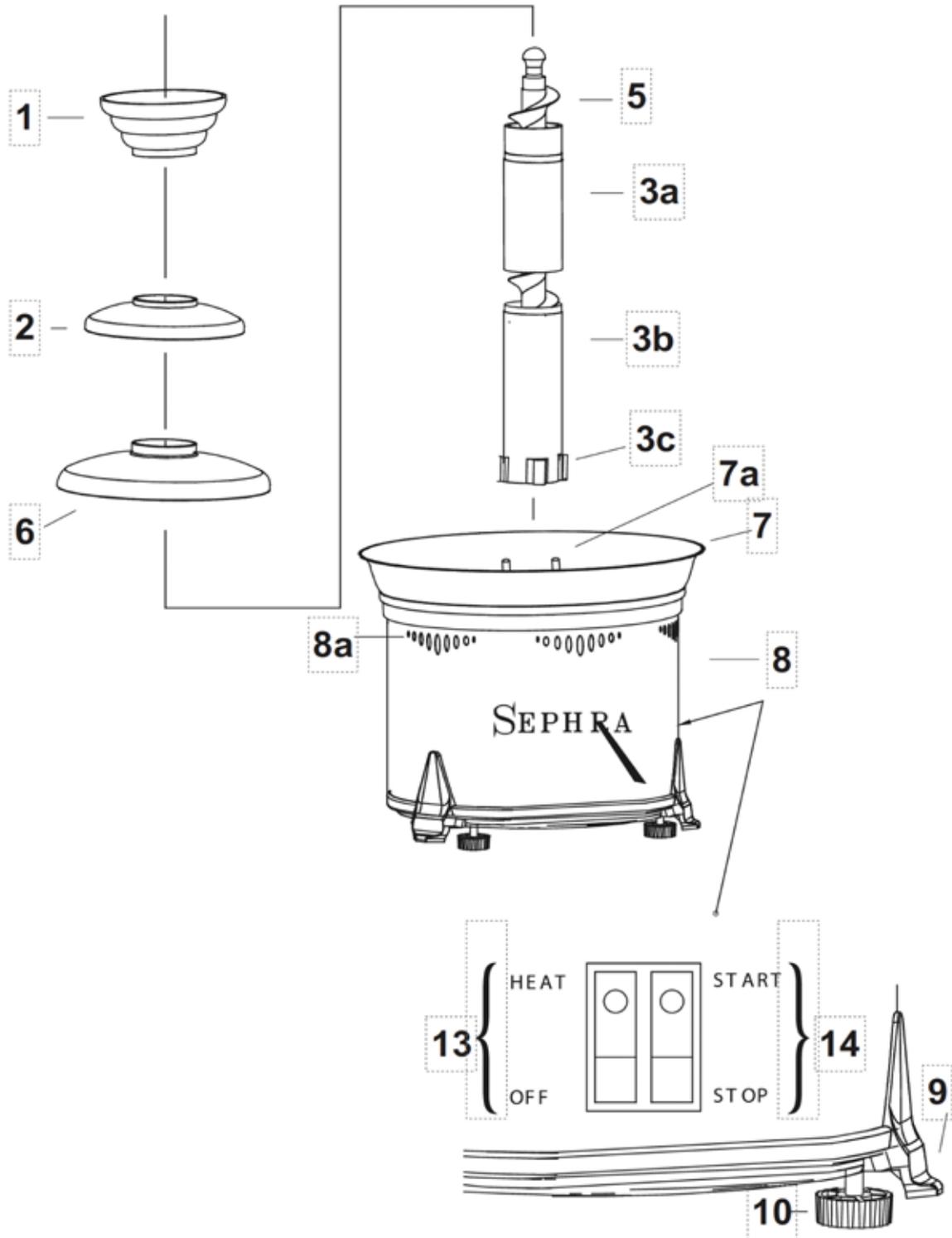
TECHNICAL DESCRIPTION & ASSEMBLY

1	CROWN	Fits on the top of the Cylinder (3a).
2	TOP TIER	Slides down the Cylinder to rest into place. Tiers slope downward to create the various fondue "curtain" levels.
3a	CYLINDER (TOP HALF)	Connects to Cylinder 3b.
3b	CYLINDER (BOTTOM HALF)	Connects to Cylinder 3a.
3c	PEG CONNECTORS	Connects to Cylinder Pegs (7a).
5	AUGER	Sits inside the Cylinder, resting on the Auger Peg (7a), and carries fondue to the top of the fountain, creating a constant flow of fondue from the top of the Crown down to the Basin (bowl).
6	BOTTOM TIER	Slides down the Cylinder to rest into place.
7	BASIN (BOWL)	Holds the fondue and sits directly over the Heating Element. CF16E Select & CF18L Classic Basins (bowls) are non-removeable. CF18M Elite is a removeable Basin (bowl).
7a	CYLINDER & AUGER PEGS	Cylinder Pegs connect to 3c. Auger Peg connects Auger (5) to WhisperQuiet™ Motor.
8	FOUNTAIN BASE	Surrounds the electrical components, including the WhisperQuiet™ Motor.
8a	DECORATIVE VENTS	For enhanced visual presentation.
9	DECORATIVE LEGS	Fixed to sides of home fountain Base (bowl) for enhanced visual presentation.
10	ADJUSTABLE FEET	For levelling your home fountain on uneven surfaces to ensure your consumable fountainable product "curtains" evenly.
12	CONTROL PANEL	CF18M Elite model only.
12a	ON/OFF BUTTON	Activates power to the home fountain (CF18M Elite model only).
12b	START BUTTON	Turns on the WhisperQuiet™ Motor causing the Auger to turn and the fondue to flow (CF18M Elite model only).
12c	STOP BUTTON	Stops the WhisperQuiet™ Motor causing the Auger to stop turning (CF18M Elite model only).
12d	HEAT BUTTON	Turns on the Heating Element. Pressing this button repeatedly will move through the four available levels of temperature (CF18M Elite model only).
13	HEAT ON/OFF SWITCH	Allows the option of using heated or non-heated consumable fountainable products (CF16E Select and CF18L Classic models only).
14	START ON/OFF SWITCH	Turns on the WhisperQuiet™ Motor causing the Auger to turn and the fondue to flow (CF16E Select and CF18L Classic models only).

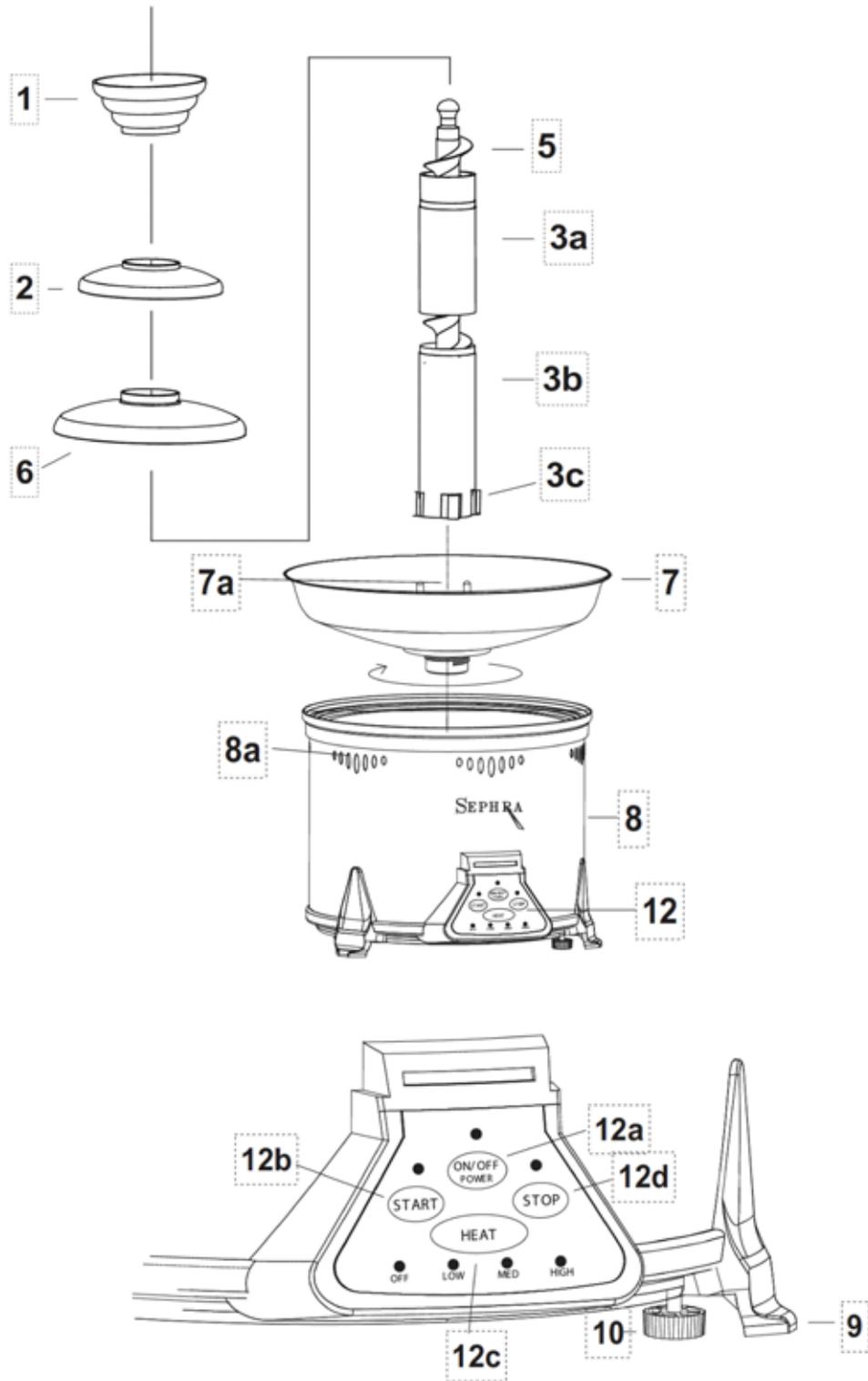
SEPHRA CF16E SELECT HOME FOUNTAIN



SEPHRA CF18L CLASSIC HOME FOUNTAIN



SEPHRA CF18M ELITE HOME FOUNTAIN



USING THIS APPLIANCE

We strongly encourage you to use Sephra Fountain Ready Chocolate, available in Dark, Milk, and White varieties. No additional oil required; Sephra chocolate is specially formulated with the proper viscosity to flow perfectly through your home fountain straight from the bag (available from www.sephra.com and www.sephrausa.com).

Before using the chocolate, store it in a cool, dry place away from direct sunlight. Do not freeze or refrigerate it as moisture affects the chocolate's consistency. Sephra Fountain Ready Chocolate can be melted directly in the home fountain Basin (bowl), in a chocolate Melter, or in its microwavable bag according to the instructions displayed on the back of the bag.

Do not exceed the home fountain's maximum capacity for holding chocolate. Doing so will cause the product to overflow from the Basin (bowl) when the WhisperQuiet™ Motor is turned off.

Be careful to not overheat the chocolate as overheating will burn and thicken the chocolate. Never allow water or moisture to come into contact with the chocolate, this will also cause the chocolate to thicken. If you are adding colouring to your White Chocolate be careful to only use oil-based colourings (available from www.sephra.com and www.sephrausa.com).

Milk and White chocolate are more susceptible to scorching so be sure to stir more frequently and use appropriate temperature settings such as microwaving your chocolate on half power.

CHOCOLATE	HEAT SETTING (CF18M ELITE)
Sephra Dark	Medium/High
Sephra Milk	Medium/Low
Sephra White	Medium/Low

Sephra Fountain Ready Chocolate, when melted correctly, will not need to be tested with the Viscosity Funnel unlike most other branded chocolates. Prior to starting the home fountain, check to see that the product you are using is the right viscosity to flow through the fountain. Simply fill the Viscosity Funnel with the product and time how quickly it drains out. It should drain completely in 8–10 seconds. If the product drains in less than 8 seconds, it may need to be thickened. If the product takes longer than 10 seconds to drain it may need to be thinned to avoid strain to the WhisperQuiet™ Motor.

Top tip: For non-Sephra chocolate, thinning can be achieved with a non-flavoured or vegetable oil. For other products (cheese, sauces etc.), thin with any liquid consistent with the product (milk, juice, cream, water etc).



MAINTENANCE & CLEANING

Before cleaning turn off your home fountain and unplug the power cord from the electrical outlet. Never permit the electrical cord to come into contact with water. Allow the home fountain to cool to room temperature before commencing.

Top tip: If not cleaning the home fountain immediately after use, make sure to remove the tier set from the fountain so chocolate will not cause the parts to harden together.

DO NOT USE abrasive scouring pads or powders to clean the stainless steel basin or other components. Doing so will mark the finish.

Clean each home fountain component thoroughly before and after every use. This will help keep the home fountain in excellent working condition for years of continued use and enjoyment. If the tier set is plastic, be careful to pull pieces apart rather than twist them as plastic may crack if twisted against notches.

CLEANING YOUR SEPHRA CHOCOLATE FOUNTAIN

1. With a paper towel or food handler glove, remove the Crown from the top of the Cylinder and lift out the Auger. Use a spatula to scrape excess chocolate from the Auger back into the Cylinder as you lift it out. Scrape any remaining chocolate or fondue off the Tiers, allowing it to flow down into the Basin (bowl).
2. Remove the Tier Set and transfer it to a sink to disassemble. With hot water rinse parts off and handwash with hot, soapy water. All removable fountain components are dishwasher-safe. Plastic components will stay looking newer longer if you wash them by hand.

Top tip: Always use the top rack of the dishwasher when washing plastic home fountain components. If the heat on your dishwasher is too high, it may warp and/or crack the plastic parts.

3. Pour the leftover chocolate into a container for disposal and scrape out any remaining chocolate with a spatula. For sanitation purposes, we do not recommend reusing the chocolate. However, letting the chocolate harden and remelt will not compromise its quality. **NEVER POUR CHOCOLATE DIRECTLY DOWN THE DRAIN.** Chocolate poured down a drain may harden in the pipes and result in drain damage or blockage.
4. **A REMOVABLE BOWL SHOULD NOT BE PLACED IN THE DISHWASHER.** The extreme heat of the dishwasher will potentially damage the seals and bearing grease. Handwash with hot soapy water.
5. Wipe the base of the home fountain with a warm, damp cloth to remove any residue and dry thoroughly. **DO NOT IMMERSE THE BASE OF THE FOUNTAIN IN WATER OR ALLOW LIQUIDS TO ENTER ANY VENT HOLES IN THE HOUSING.** Doing so will cause damage to the electrical components and void the product warranty.

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.

AFTERSALES GUARANTEE

This appliance is guaranteed for one year. We pay great attention to making sure each of our appliances reaches you in perfect operating condition. If you do find a problem when unpacking your appliance, please report it to our customer service team within 24 hours.

If you are confronted with faulty operation during the guarantee period, please contact your place of purchase or dealer providing them with proof of purchase, a photo of the serial number plus any video or photos demonstrating the issue at hand.

This guarantee is a back-to-base warranty which does not include shipping, labour and parts not deemed as wear and tear. Damage caused by incorrect use or failure to comply with the instructions is not covered by the guarantee.

The symbol on the product or its packaging which represents a crossed out waste bin indicates this product must not be treated as ordinary household waste. It must be taken to the appropriate recycling centre for electrical and electronic equipment or to a neighbourhood collection point (waste collection centre, selective waste collection, etc).

By ensuring that this product is disposed of in an appropriate fashion you will help prevent any potentially negative consequences for the environment and human health. Recycling of these materials will also help preserve natural resources.

For further information regarding the recycling of this product, contact your local authority or waste collection centre.

SEPHRA CONSUMABLE PRODUCTS



FOR THE BEST RESULTS USE SEPHRA FOUNTAIN READY CHOCOLATE & TOPPING SAUCES

Sephra Belgian Fountain Ready Couverture Chocolate, available in *Milk*, *Dark* and *White*, runs perfectly in Chocolate Fondue Fountains without the addition of oil or cocoa butter.

No need to add anything to **Sephra Premium Chocolate** for it to work flawlessly in chocolate fountains. Sephra Premium Chocolate, available in *Milk* and *Dark*, is pure couverture, produced with ingredients perfect for use in Chocolate Fountains, baking and confections.

Sephra Chocolate Melts are perfect for all your candy making needs as well as for your Chocolate Fountain. Designed to harden quickly when removed from heat, Sephra Chocolate Melts, available in *Milk*, *Dark* and *White*, work well for chocolate molds, chocolate covered fruit such as dipping strawberries and many other Chocolate Fountain dipping items.

Sephras Topping Sauces can be served warm or cold, and are perfect for use on Ice Cream, Waffles, Pancakes, Crêpes, Milk Shakes and even in your fountain!

Sephra's extensive range of **Belgian, Premium, & Melts Fountain Ready Chocolate** and **Topping Sauces** are the perfect size for all commercial and home catering uses, available from www.sephra.com and www.sephrausa.com.

SEPHRA[®]

CATERING EQUIPMENT AND SUPPLIES

Sephra Head Office - Sephra House, Denburn Road, Kirkcaldy, Fife, Scotland KY1 2BJ
Tel: +44 (0)1592 656 737 / Fax: +44 (0)1592 653 535
Web: www.sephra.com / Email: info@sephra.com

Sephra USA LLC - Tel: +1 858 675 3088 / Web: www.sephrausa.com / Email: info@sephrausa.com