

CLEANING AND SANITIZING PROCEDURES

For optimum dispenser performance and highest drink quality, please follow the instructions listed below for cleaning your dispenser. The instructions are also shown on the inside front cover on Escort and Centurion dispensers and the top cover or splash guard on the Slimline dispenser.

DAILY

- Flush each valve of dispenser until clear water flows from the nozzle.
- Remove drip tray and cup rest. Wash drip tray and cup rest thoroughly with warm, soapy water using a mild detergent. Rinse thoroughly with clean, warm water and reinstall drip tray and cup rest to dispenser.
- Wipe down dispenser and paddles to remove any product residue.

WEEKLY

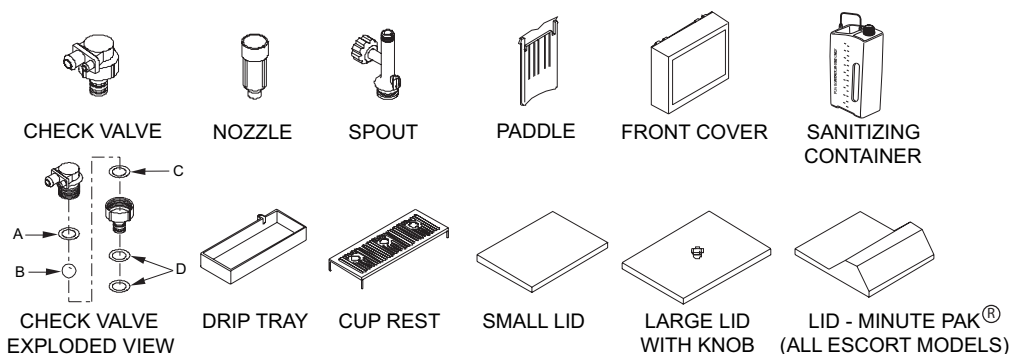
- Flush each valve of dispenser until clear water flows from the nozzle.
- Turn off water supply to dispenser.
- Remove lid and wash thoroughly with warm, soapy water using a mild detergent. Rinse thoroughly with clean, warm water.
- Lift up on the check valve (white or yellow elbow) to remove it from the Minute Pak®.
- Remove Minute Pak® from dispenser.
- Remove nozzles and disassemble (see NOZZLE ASSEMBLY instructions). Wash thoroughly with warm, soapy water using a mild detergent. Rinse thoroughly with clean, warm water and replace. *DO NOT SOAK NOZZLES IN CHLORINE SOLUTION OVERNIGHT. THIS WILL CAUSE NOZZLES TO SWELL AND PLASTIC WILL BEGIN TO DETERIORATE.*
- Fill the specially marked sanitizing container with 80 ounces of COOL chlorinated sanitizing solution (Diversol CX, or equivalent) minimum 100 PPM available chlorine, but not to exceed 200 PPM; replace sanitizing container in dispenser.
- Replace check valve in sanitizing container.
- Activate valve for two (2) minutes ensuring concentrate lines are full of solution. Let solution stand for five (5) minutes without dispensing.
- Perform a second two (2) minute dispense and let stand for an additional five (5) minutes.
- Activate valve until the sanitizing solution empties from the sanitizing container.
- Remove check valve from sanitizing container, remove container, and pour out excess sanitizing solution.
- Repeat for each valve.
- Reinstall Minute Pak®, and replace check valves.
- Run concentrate through valves to remove traces of sanitizing solution from the dispenser.

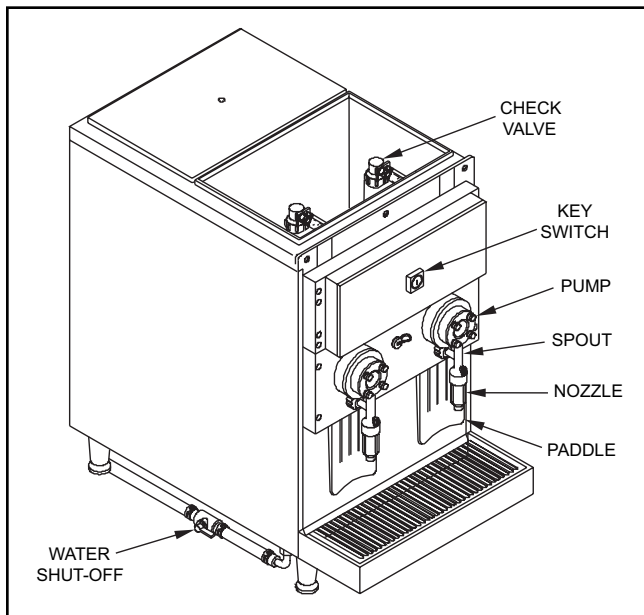
NOTE

Please note that a fresh water rinse cannot follow sanitization of equipment. Purge only with the end use product. This is an NSF requirement.

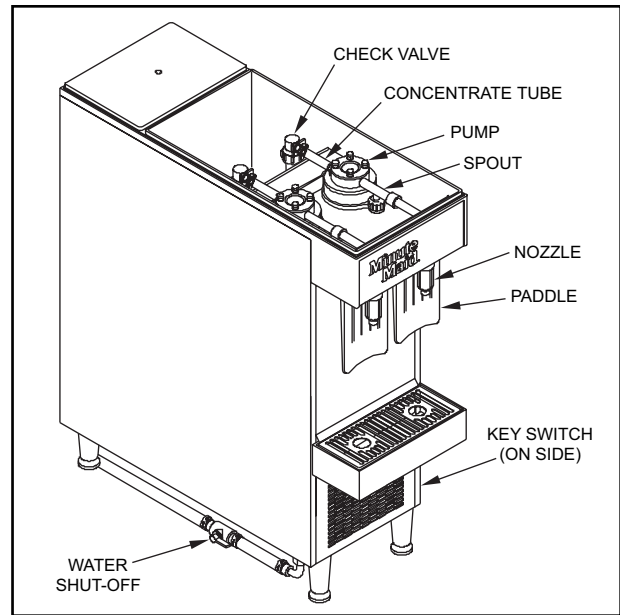
- Remove drip tray and cup rest. Wash thoroughly with warm, soapy water using a mild detergent. Rinse thoroughly with clean, warm water.
- Wipe the dispenser with a clean damp cloth, taking care to remove all product residue.
- Replace drip tray, and cup rest.
- Turn on the water supply to the unit.
- Reinstall lid.
- Prime dispenser by holding cup under spout and activating the valve until a concentrate/water mix is dispensed.

PARTS IDENTIFICATION





ESCORT/CENTURION



SLIMLINE

HELPFUL HINTS

KEY SWITCH

The dispenser is equipped with a key switch that shuts off power to the valves. Use this switch to secure the dispenser from unauthorized use or when cleaning the dispenser. The key switch is located on the control panel above the pumps (Escort/Centurion) or on the right hand side of the dispenser (Slimline).

CHECK VALVE ASSEMBLY

The check valve assembly connects to the concentrate container. Attached to the check valve are a concentrate tube and flush water tube (flush tube only on Escort and Centurion). The check valve assembly will be white (Escort and Centurion) or yellow (Slimline).

To clean the check valve assembly:

1. Remove check valve from concentrate and flush tube by pulling valve away from tubing.
2. Wash check valve assembly in warm, soapy water. Following daily and weekly sanitation procedures will eliminate the need to disassemble the check valve. If disassembly is required, please verify that interior ball and o-ring are in place when reassembled.
3. Rinse check valve with clean water.
4. Check o-rings and replace as needed.
 - a. All o-rings should fit snugly in grooves and should not show any visible defects or swelling.
 - b. In an emergency, remove the bottom o-ring on the check valve (if defective). The dispenser should operate with one o-ring. Contact Phone Fix® for replacement o-rings.
5. Reinstall valve on tubing.

PADDLE ASSEMBLY

The paddle assembly activates the desired selection when pressed. A metal spring applied to the back of the paddle causes the paddle to return to the starting position when released. The paddle will rest in the "ON" position when spring is broken or missing.

Removal: Turn key switch "OFF". Squeeze paddle together at top where paddle tabs fit into dispenser slots. Pull down and remove. OR, hold the paddle near the top with one hand and tap the left or right edge near the bottom.

Installation: Turn key switch "OFF". Locate paddle slots in dispenser. Align tabs on the paddle with these slots and insert. Push up firmly on the paddle until you feel it seat in the dispenser.

WATER SHUT-OFF

A water shut-off valve, installed on the dispenser, allows you to turn the water "OFF" in the event of an emergency. If you cannot stop a water leak by turning "OFF" the key or power to the dispenser, locate the valve and turn water "OFF".

The water valve is located in the water supply tubing to the dispenser. The valve is usually located directly under the dispenser on the left hand side. A clear plastic ball valve is the most common type of valve. When the valve handle is parallel with the inlet tubing, the valve is "ON". When the valve handle is perpendicular to the tubing, the valve is "OFF".

If you cannot find a valve under the dispenser, follow the supply tubing back until you locate the valve.

SPOUT ASSEMBLY

The spout is a T-shaped assembly located after the pump. The inlet ends of the spout attach to the pump assembly and to the water fitting on the dispenser. The outlet end of the spout attaches to the nozzle or front fitting (Slimline). Tighten the nut snugly on the spout assembly where it connects to the dispenser. There is also an o-ring between the spout and the water fitting that must be in place or a leak will occur.

Remove the spout by loosening the nut where it connects to dispenser. Pull the nut towards the front of the machine, turn the spout 90 degrees, and pull down on the spout. Reinstall the spout by reversing the procedure.

NOZZLE ASSEMBLY

The nozzle is the final part before the product is dispensed into the cup. The nozzle has an internal baffle to help mix the concentrate and water. Remove the nozzle and clean weekly.

Remove by pulling down on the nozzle. Remove the inner baffle on the nozzle by inserting cleaning brush or small screwdriver into the outlet end of the nozzle and pushing the baffle out through the inlet end of the nozzle. Reinstall baffle after cleaning, by pressing into nozzle. Ensure that the tabs on the baffle assembly are fully seated in the nozzle pockets.

CONCENTRATE TUBE ASSEMBLY (SLIMLINE ONLY)

The concentrate tube assembly connects the concentrate pump to the check valve. The inlet fitting on the tube assembly must fit securely in the pump for proper operation. Replace o-rings on inlet fitting and check valve if pinched or swollen. Replace tubing if loose on check valve or inlet fitting.

REPLACING LAMPS IN LIGHTED FRONT COVER

1. Turn the key to the "OFF" position. Turn the lighted display switch to the "OFF" position.
2. With the front cover open, carefully push the clear clips (protruding from the reflector) into the slots on the reflector. Return cover to the closed position.
3. Lean the outer lens back far enough so that it can be removed from the front cover.
4. Remove the old lamps by rotating until pins line up with opening in socket. Pull lamp forward to remove from socket.
5. Insert new lamp into socket and turn 90 degrees until lamp seats in socket. *Replace both lamps at the same time.*
6. With the lens horizontal, carefully insert tabs into bottom of front cover and rotate lens to the upright position. Push lens in until lens is flush with cover and until the lens snaps into place. *Be sure the lens is properly seated.*
7. Open the front cover and turn the lighted display switch to the "ON" position.
8. Turn the key to the "ON" position and return front cover to the closed position.

PORTION CONTROL PROGRAMMING INSTRUCTIONS (PORTION CONTROL DISPENSERS ONLY)

1. With the key in the "ON" position, simultaneously press and hold BOTH the "Small" and "Large" size selection for the desired valve. A beeper will sound on Slimline models; a red light to the left of the switches will flash on other models. The valve is now in "Program" mode.
2. Place the desired cup size for "Small" under the dispensing nozzle. Depress and hold the "Small" size switch until the cup is filled to the desired level, then release the switch. Repeat the procedure for the remaining sizes.
3. When all cup sizes have been set, press and release the "Pour/Cancel" switch (▽△). The beeper (or red blinking light) will stop, indicating system is now in "Dispense" mode.
4. Repeat for remaining valves. *Note: A single cup size can be reprogrammed without changing the other size(s).*

FOR SERVICE OR REPLACEMENT PARTS, CONTACT PHONE FIX® AT 1-800-241-2653.

Our customer service representative will ask you for the following information:

1. Your name.
2. The phone number of the location requiring service.
3. Verification of account information (primary contact, address and hours of operation).
4. The location of the dispenser within your facility.
5. A description of the problem you are having with the dispenser, or the parts required.

If the problem appears to be customer repairable, the operator will ask questions and make suggestions on repairs that will get the dispenser back in operation immediately. We will ship you any parts needed to complete the repair.

If the problem is not customer repairable, or if you elect not to attempt a repair, a local service company in your area will be dispatched to complete the repair.

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TROUBLE SHOOTING TIPS		
PROBLEM	POSSIBLE CAUSES	SOLUTION
Weak drink or inconsistent drink.	<ol style="list-style-type: none"> Swollen or pinched o-ring on check valve or pump inlet fitting. Vent holes surrounding opening on Minute Pak® are covered with paper left from package seal. Water leaking into concentrate container during "FLUSH" cycle due to missing ball in check valve. 	<ol style="list-style-type: none"> Replace o-ring(s). Remove any pieces of seal that are covering vent holes. Replace ball and o-ring in check valve; dispose of diluted concentrate and refill concentrate container with fresh product.
Water only; no concentrate.	<ol style="list-style-type: none"> Out of concentrate. Check valve not properly installed. Air leak caused by defective o-ring(s) on check valve or pump inlet fitting. Frozen concentrate. 	<ol style="list-style-type: none"> Replace Minute Pak® container. Push check valve all the way into concentrate container or Minute Pak® container. Replace o-rings on check valve or pump inlet fitting. Thaw concentrate.
No water all valves.	<ol style="list-style-type: none"> Inlet water shut off valve turned "OFF". Water bath frozen due to bad ice bank control or refrigeration unit. 	<ol style="list-style-type: none"> Check to make sure valve is "ON". Contact Phone Fix®. Turn water supply "OFF", unplug dispenser, and refrigerate concentrate.
Water leaks at spout connection.	<ol style="list-style-type: none"> O-ring missing where spout connects to dispenser. Nut loose on spout. 	<ol style="list-style-type: none"> Replace o-ring. Tighten nut.
Drink will not shut off.	<ol style="list-style-type: none"> Spring missing or loose on paddle. Paddle broken. 	<ol style="list-style-type: none"> Reinstall spring or replace paddle. Replace paddle.
Cup does not fill completely or overflows (Portion Control Only).	<ol style="list-style-type: none"> Portion control settings out of program. 	<ol style="list-style-type: none"> Reset portion control program. (See Portion Control Programming Instructions.)
No Power.	<ol style="list-style-type: none"> Key switch "OFF". Unit not connected to electrical outlet. Power supply electrical breaker tripped or fuse blown. 	<ol style="list-style-type: none"> Turn key switch "ON". Connect unit power cord to electrical outlet. Reset breaker or fuse.
Concentrate low level indicator ON, but concentrate container still has concentrate remaining.	<ol style="list-style-type: none"> Sensor needs resetting. Defective Main PCB. Sensor on concentrate tube dirty and not making contact. Sensor wiring harness not connected. Concentrate tubes badly stained. Faulty sensor. Concentrate has stratified. 	<ol style="list-style-type: none"> Press RESET button next to pump. Replace Main PCB. Clean sensors with damp cloth. Connect. Replace concentrate tubes. Replace sensor. Remove and shake Minute Pak®.
Warm drinks.	<ol style="list-style-type: none"> Casual drink. Product warming In lines between use. Product warming in hospital hose assembly. 	<ol style="list-style-type: none"> Check temperature on second drink. Product temperature should be 38-44°. Draw 3-4 drinks and recheck temperature.
Water continually overflows from ice bank compartment into concentrate compartment and into drip tray.	<ol style="list-style-type: none"> Machine just installed. Small amount of overflow is normal as ice forms. Loose or defective water coil. 	<ol style="list-style-type: none"> Condition is normal. Should stop when dispenser refrigeration cycles "OFF". Turn water supply "OFF" and contact Phone Fix® for service dispatch.
Concentrate leak under dispenser.	<ol style="list-style-type: none"> Containers over filled or concentrate poured on check valves causing concentrate to run down tubing into base of dispenser. 	<ol style="list-style-type: none"> Remove drip tray. Remove splash plate (Panel behind paddles). Clean up concentrate residue in bottom of dispenser.
Front cover lamps do not light.	<ol style="list-style-type: none"> Switch "OFF". Lamps burned out. 	<ol style="list-style-type: none"> Open front cover and turn lighted display switch to "ON" position. Replace lamps. (See "Replacing Lamps in Lighted Front Covers".)
Parts Damaged or Missing.	<ol style="list-style-type: none"> Paddles, Nozzles, Spouts, Check Valve Assemblies, Front Covers, Drip Trays and Cup Rests, Top Covers, O-Rings, Concentrate Containers and Flavor Decals. 	<ol style="list-style-type: none"> Contact Phone Fix® at 1-800-241-2653 for delivery of replacement parts.