



INNOVATIVE FOOD SOLUTIONS.

# OWNER'S MANUAL

## Peristaltic Pump Dispenser Model: Sierra™



Dispensers shown with three different cheese sauce labels: Nachos, Fries and Hot Dogs

Dispenser with Chili Label

afplc.com

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Scan for How To Video

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## PRODUCT SPECIFICATIONS

### Key Data

Height	26" / 66.04 cm
Width	10" / 25.40 cm
Depth	16" / 40.64 cm
Weight	26 lbs. / 11.79 kg
Electrical	120 V, 200 Watts, 60 Hz 220-240 V, 200-240 Watts, 50-60 Hz
Rotor RPM	140 RPM

### Shipping Information

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

### Factory Settings

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

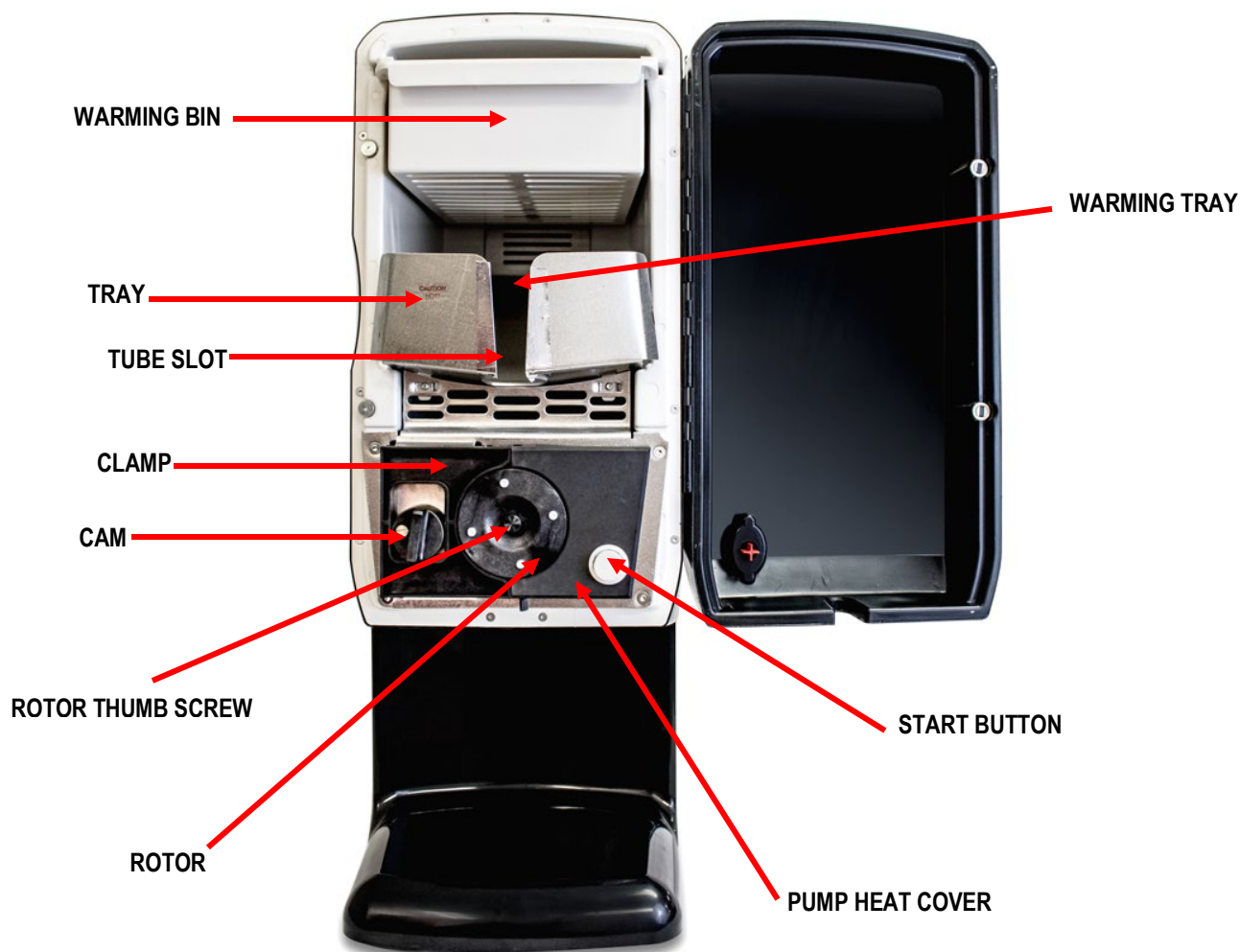
### Certifications

UL 197	August 2001
ANSI/NSF 18	August 2001
CE	February 2013
Canadian Standard C22.2	

### Country of Origin

USA

## DISPENSER FEATURES



TEMPERATURE INDICATOR



## INSTRUCTIONS FOR SETTING PORTION CONTROL

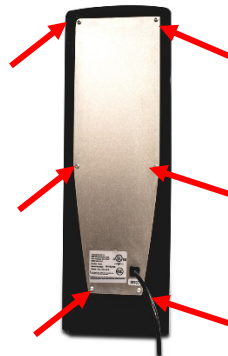
The Sierra dispenser can be ordered with 2 oz. (56.7 gm.), 3 oz. (85.0 gm.), or manual (continuous dispense) from the manufacturer. The customer pre-selects the setting when they place their order. There is no default setting. However there may be occasions when the machine's owner may want to customize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

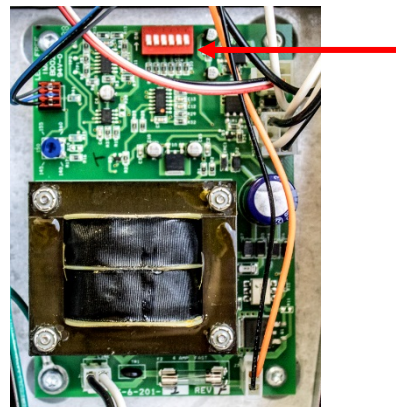
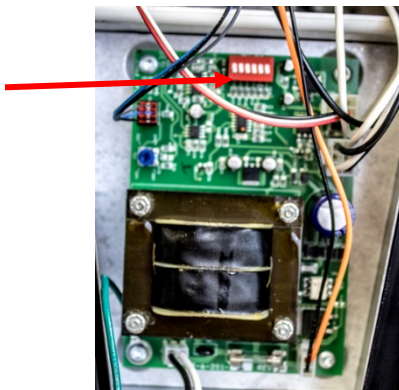
- a. Remove all the screws using a #2 Phillips screwdriver for units with Phillips screws or a T20 Torx driver for units with Torx screws.



- b. After all the screws are removed - take the metal panel off the back of the machine.

**Step #2:** Locate the dip switches on the circuit board.

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



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



**Step #3:** Adjust the dip switches 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.

**PLEASE READ ALL INSTRUCTIONS BEFORE HANDLING POUCH**

**CAUTION RECOMMENDED DUE TO HOT TEMPERATURES AND SHARP TUBE/PIERCER  
MISHANDLING EQUIPMENT OR FOOD PRODUCTS CAN LEAD TO SERIOUS INJURY OR DEATH  
PERSONAL PROTECTIVE EQUIPMENT RECOMMENDED**

## POUCH HANDLING

- Unopened pouches may be stored at room temperature.
- Heat pouch in dispenser for a minimum of 4 hours or until product reaches 140°F before opening.
- The product in an opened pouch must be maintained at 140°F / 60°C minimum at all times.
- Shelf life of the product in an opened pouch is 5 days if maintained at 140° - 160°F / 60° - 71°C.
- Operators must follow GMPs and local food handling ordinances while handling the pouch and the tube and dispenser.

## POUCH PREPARATION

1. Wash your hands
2. Make sure area and machine are clean and sanitary.
3. Remove preheated pouch from dispenser upper warming tray.
4. Lift the ring and pull the dust cover from the fitment. ( Do not cut with a knife)
5. Remove tube/piercer assembly from plastic bag and insert piercer into fitment. **CAUTION, PIERCER END IS SHARP**
6. **Do not touch the part of the fitment that enters the pouch to avoid contamination.**
7. **Use the tube fitment to pierce the pouch.(Never use a dirty utensil to cut the pouch)**
8. Rotate piercer clockwise while pushing in so that the piercer punctures the seal membrane inside the fitment. **CAUTION, CHEESE SAUCE IS HOT!**
9. Grasp fitment firmly and thread piercer cap fully onto fitment.

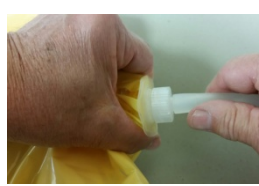
Pouch Preparation # 2



Pouch Preparation #3 & #4



Pouch Preparation #5



Pouch Preparation #6

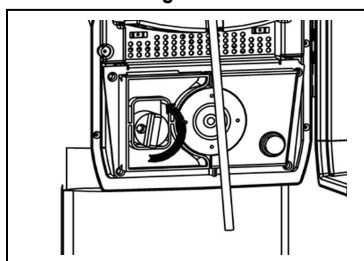


10. **DO NOT** insert piercer with the fitment lying flat on the table or with the pouch folded over behind the fitment. This may allow the piercer teeth to cut through the outer wall of the pouch
11. **Never leave a pouch in the dispenser unplugged.**

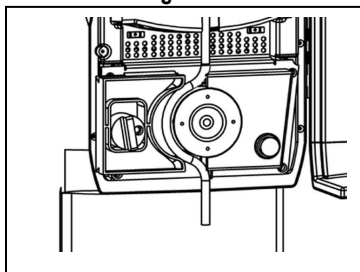
## POUCH LOADING

1. Open dispenser door and remove upper warming tray. **CAUTION, DISPENSER IS HOT!**
2. **Always use a new a New Tube for each pouch.**
3. Place preheated pouch in lower tray with pouch fitment protruding down through hole in front of tray.  
**CAUTION, CHEESE SAUCE IS HOT!**
4. Open tube clamp by rotating cam counterclockwise.
5. Guide tube through the pump slot from top to bottom.
6. Close the clamp by rotating the cam fully clockwise.
7. Place unopened pouch in upper warming tray to preheat and place tray in dispenser.
8. Close the door.

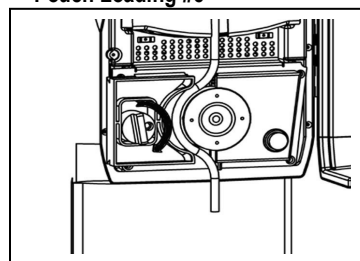
Pouch Loading #2 & #3



Pouch Loading #4



Pouch Loading #5

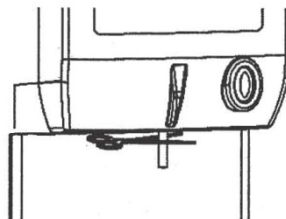
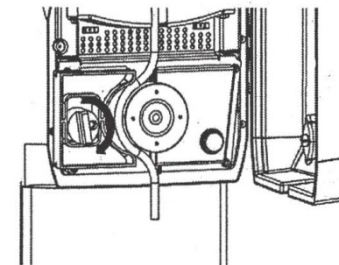
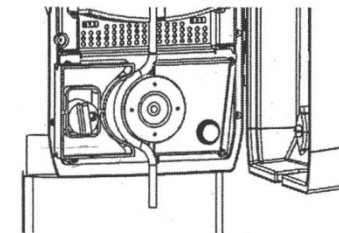
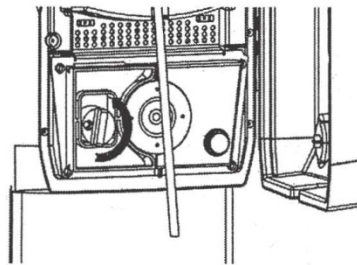


The vendor/ food service operator of this pouch product is responsible for maintaining the sanitary condition of the product and the dispensing machine.

It is strongly recommended that the vendor/ food service operator be familiar with and follow all Food Codes, including state and local Health Department regulations, to ensure the product remains safe for the consumer.



## 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

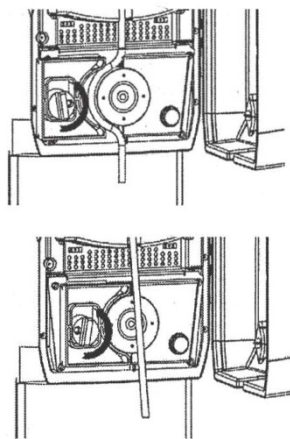
AFP discontinued shipping openers with each dispenser when we started shipping our new pouches. Each case of pouches includes four piercers; one per pouch.

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 warming tray inside the dispenser machine.  
(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

PROBLEM	CAUSE	SOLUTION
<i>Nothing is working</i>	Electrical failure	Push plug securely into outlet Try another outlet Check outlets circuit breaker
<i>Door will not close</i>	Clamp open Basket not fully in the warming bin inside the dispenser machine	Close hose clamp Push warming bin in further
<i>No product dispensing (have suction sound)</i>	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
<i>No product dispensing (no suction sound)</i>	Tube not in slot Clamp not closed	Check tube Close clamp
<i>Product is leaking</i>	Clamp not closed Tube loose from spout	Close hose clamp Tighten tube on spout
<i>Tube not reaching bottom of clamp</i>	Spout not seated in receptacle	Seat spout in receptacle
<i>Product is cold</i>	Dispenser door left open No electricity to dispenser Product not preheated	Close door Check power source Preheat product
<i>Excess product in bag</i>	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 5 days. 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 ADVANCED FOOD PRODUCTS LLC - DISPENSER WARRANTY

AFP advanced food products llc (“AFP”) warrants that, for a period of twelve (12) months from the date of purchase (the “Warranty Period”), the dispenser 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 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 or for goods that are misused, abused or neglected or if the goods are not properly stored, maintained, installed or operated.

AFP 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 (and not subject to any Disclaimer listed above), AFP will ship a replacement unit.

To fully process the Warranty claim, send an email to [AFP.Dispensers@afpllc.com](mailto:AFP.Dispensers@afpllc.com) with an attached written statement that contains a description of the problem. Also include the **date of purchase**, **serial number** and **model** (located on the back of the dispenser where the power cord enters the unit) in the written statement. Then sign and send the email.

## RETURNS

After receiving the replacement unit, please pack the defective dispensing unit in the shipping case the new unit arrived in. The new unit will arrive with a return label. Use the return label to ship the defective unit to AFP. Failure to return the defective unit will result in a charge for the replacement unit.

All returns must be authorized. (Warranty returns of defective units are automatically authorized upon verification of the Warranty.)

Contact AFP Customer Service at 866.958.9001 to coordinate all returns.

## OUT OF WARRANTY DISPENSING UNITS

Contact Clear Lake True Value at 715.263.2375 or email to [dispenserparts@truevalue.net](mailto:dispenserparts@truevalue.net).