

Single+™ condiment dispenser

Model: General Market

KETCHUP

SERVER

Single product dispensing at the simple touch of a button lets staff easily pivot between multiple units on the line, while guests experience the flavors they love faster and easier every order.



ectronic Dispense

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Thank you for purchasing the IxD[®] Series SINGLE+[®] Condiment Dispenser. This unit dispenses a single condiment with a push of a button and is clean-in-place certified for easy clean-up.

SIMPLIFYING CONDIMENT MANAGEMENT



Safety



WARNING -

ELECTRICAL SHOCK COULD OCCUR This unit must be earthed or grounded. This requires all three prongs (terminals) on cord plug to be plugged into power source.

Patent Pending









According to food and safety regulations, most foods must be stored and/or served at certain temperatures or they could become hazardous. Check with local food and safety regulators for specific guidelines.

Be aware of the product you are serving and the temperature the product is required to maintain. Server Products, Inc. cannot be responsible for the serving of potentially hazardous product.

This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the applieance by a person responsible for their safety. Children should be supervised not to play with appliance. The appliance is only to be used with the provided power supply unit.

IMPORTANT

Clean, rinse, sanitize, and dry parts accordingly to comply with local sanitization requirements.

Parts



REPLACEMENT PARTS
101680 - DRIP TRAY ASSEMBLY
07811 - POUCH SUPPORT
07813 - TORSION SPRING
07814 - EVACUATION PLATE
101681 - DIRECT POUR BIN & LID ASSEMBLY
101465 - CAP, DISPENSING WITH THREAD SEAL
101050 - 1/2 HOSE BARB CONNECTOR
85264 - CONNECTOR, ADAPTER, 16MM
101066 - CLAMP, TURN-KEY, SIZE 6, 3/8-7/8
101055 - 24" TUBE
100992 - POWER SUPPLY
101818 - AC PLUG CABLE
101039 - WIREWISE RACK 3-GALLON
101036 - PLASTIC LOCKING RING (NUT)
101052 - MOTOR ASSEMBLY - SINGLE
82049 - 11" BRUSH
82526 - 21" BRUSH



Manual #IxDM_Single+_101811_RevD 121924

Parts





Assembly & Setup - What you will need



Assembly



Assembly



Setup

Select the When you initially SYSTEM OF MEASUREMENT: SERVER system of plugged the unit measurement. in, it powered up Single+ the dispensing head. Follow the startup screen prompts. FIRMWARE VERSION 3.78.7 er Service: 800.558.8722 Customer Service: 800.558.8722 3 You'll be You'll be CLEANING: CLEANING: prompted to prompted to connect input place empty Place empty container under dispense port Connect input line to cleaning solution line to cleaning container under solution. dispense port. er Service: 800.558.8722 r Service: 800.558.8722 5 6 Prior to starting the For the direct cleaning process, mix a pour model, pour packet of Kay-5 sanitizer sanitizing solution KAY-S with water between directly into the direct 75° and 90° F following pour vessel. In step the instructions on the 12 of assembly, packet. Have at least 4L we had already of solution. For the pouch connected the tubing model, insert the bottom to the vessel. of the tubing into the container with solution. 7 8 Be sure The beain CLEANING: cleaning screen to place a container will appear. underneath the dispense point to catch flushed solution on top of the counter. mer Service: 800.558.8722

Setup

9 Fo th Ti de if us th st	ollow the on-screen prompts proughout the cleaning process. here will be a step to run 2L of nse water through the system if etergent is used. Step not needed standard food safe sanitizer is sed. There is also a step to run he system dry with air for a drying tage.	10	When cleaning is complete, auto-forward to the next screen. Follow the screen to select product details.
11 T fr fl a c c c p P s	There are default flavors to choose rom or you can add your own avor by pushing the "+" button nd follow the instructions. You an customize the appearance, ontainer size, or calibrate by ushing the "sprocket wheel" icon. Iress the "check mark" button to elect.	12	After product details are submitted, you'll be asked to load the food product and then prime. HISH SETUP: Ad product to undercounter bin and hook up the line. Place container under dispense head. Hold prime bin and hook up the line. Place container under dispense head. Hold prime bin and hook up the line. Place container under dispense head. Hold prime bin and hook up the line. Place container under dispense head. Hold prime bin and hook up the line. Place container under dispense head. Hold prime bin and hook up the line. Place container under dispense head. Hold prime bin and hook up the line. Place container under dispense head. Hold prime bin and hook up the line. Place container under dispense head. Hold prime bin and hook up the line. Place container under dispense head. Hold prime bin and hook up the line. Place container under dispense head. Hold prime bin and hook up the line. Place container under dispense head. Hold prime bin and hook up the line. Place container under dispense head. Hold prime bin and hook up the line. Place container under dispense head. Hold prime bin and hook up the line. Place container under dispense. Place container dispense. Place container under dispense. Pl
13 Cd fo m	onnect the tube to the pouch of bod product or for the direct pour hodel, put food product in the bin.	14	Write sauce type on pump sticker with dry erase marker.
15 F d d a c	Place a container underneath the dispense point to catch product during the priming process. Press and hold button until product comes out in a continuous flow.	16	The dispenser is now ready for use.

How to use



Settings - Product Details

When "Settings" is selected, you will be taken to a login screen for admin level security. That password is "wickesberg".

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SETTINGS

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In the "Settings" screen, you can modify various settings: Product Details: Edit or change the product, appearance, container size or calibration Dispensing: Adjust portions, modify the backoff if product is dripping, change the motor speed, and change the threshold to show low product alert. Factory Reset:

All settings will be cleared and initial setup will be initiated.



Settings - Dispensing



Cleaning



Disconnect tube from pouch or remove from direct pour container.



For the direct pour model, after sanitizing the bin, lid, and dispensing cap, reconnect tubing and pour sanitizing solution directly into direct pour bin.

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If applicable, rinse out container, lid and dispensing cap and wash, rinse, and sanitize to local sanitization standards.



Press and hold the icon at the bottom of the screen to get to the menu. This may be a 5 second press and hold. If password is asked for, type "8306".



Mix a packet of Kay-5 sanitizer in water between 75° and 90° F following the instructions on the packet.



Push "Cleaning" in the menu screen. It will prompt you to connect input line to cleaning solution. Press "Continue".



For the pouch model, place bottom of tube into container of at least 4L of sanitizing solution.



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Be sure to put a container underneath the dispense point to catch flushed sanitization solution. Press "Continue" and then "Begin Cleaning" to start cleaning.



Cleaning will run the stages of the process. There is a stage to to run the system dry for a drying stage.



After the cleaning process is complete, with the small cleaning brush (82526) soaked in sanitizing solution, scrub the inside of the dispense point inlet.



With a soaked sanitizing solution cloth, wipe down underneath the dispense point.



Connect bottom of tube to pouch of product or load product into cleaned direct pour bin. When product is loaded, press "Yes".



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Place a container under the dispense point to catch product during priming. Push the priming button until product comes out with a continuous flow. Push "Done" when completed.



This will take you back to the sauce selection screen to confirm the sauce. Press the check mark once sauce is selected.



You'll then go back to the Menu screen. Press the back button to go to the main in-service screen.



Clean exterior of uni with a clean damp cloth and dry with a clean dry cloth.

Troubleshooting

Problem	Problem Cause	Solution
Dispenser display will not power up.	Power supply is not plugged into power outlet that has electrical power to it.	Plug power supply into power outlet that has electrical power to it.
	When using a power strip, it's not plugged into a power outlet that has electrical power to it or it isn't turned on.	Plug power strip into a power outlet that has electrical power to it and turn it on.
	The under counter dispenser power supply isn't plugged into the correct motor control power inlet jack.	Plug the under counter dispenser power supply into the correct motor control power inlet jack located on the back of the encloser.
	Under the counter, the USB-C cord jack from the dispenser head isn't plugged into the correct motor control inlet jack.	Plug the USB-C cord jack from the dispenser head into the correct motor control inlet jack located on the back of the encloser.
	There is no product in the supply pouch or direct pour bin.	Use a pouch that is filled with food product or fill direct pour bin with food product.
	Connectors are not securely attached to the product pouch, direct pour bin, or pump.	Securely attach connectors to the product pouch, direct pour bin, and pump.
	The tubing is not connected properly to the pump outlet port.	Securely connect the tubing to the pump outlet port which is labeled on the front of the motor control enclosure next to the pump.
Dispenser head will not prime.	The direct pour vessel/pouch fitment tubing is not securely connected to the pump inlet port.	Securely connect the direct pour vessel/pouch fitment tubing to the pump inlet port which is labeled on the front of the motor control enclosure next to the pump.
	Pump is not operating when activated by the dispenser head unit.	Ensure the USB-C cable that goes from the head assembly to the below counter assembly is plugged in.
	Product tubing is pinched blocking product flow through the tubing.	Straighten out product tubing so its not pinched.
	Product discharge opening is clogged, unclean, or has dry product that is blocking the flow.	Clean product discharge opening to clear out any blockage.
	Tubing clamps aren't installed properly or secure.	Install and tighten tubing clamps to prevent any air leaks in the system.
Dispenser not working in peak perfor- mance	Components of the system are not cleaned and sanitized.	Set up a cleaning regimen that meets all regula- tory requirements and is done on a consistent basis.

Troubleshooting

Problem	Problem Cause	Solution
	There is no product in the supply pouch or direct pour bin.	Use a full supply pouch or fill the direct pour bin.
	Connectors aren't securely attached to the prod- uct pouch/direct pour bin or pump.	Securely attach connectors to the product pouch/ direct pour bin or pump.
	Tubing is not properly connected to the pump outlet port.	Connect tubing to the pump outlet port which is labeled on the front of the motor control enclosure next to the pump.
	Direct pour vessel/pouch fitment tubing is not connected to the pump inlet port.	Connect direct pour vessel/pouch fitment tubing to the pump inlet port which is labeled on the front of the motor control enclosure next to the pump.
Dispenser	Tubing clamps aren't installed properly or secure.	Install and tighten tubing clamps to prevent any air leaks in the system.
head not providing desired	Product tubing is pinched blocking product flow through the tubing.	Straighten out product tubing so its not pinched.
portion.	Product discharge opening is clogged, unclean, or has dry product that is blocking the flow.	Clean product discharge opening to clear out any blockage.
	Portions aren't set properly.	Press and hold the digital display icon to get to the desired portion for front-of-house use.
	Portions aren't set properly.	Pre-program portion size at unit setup time to get the same portion size each time - for back-of- house.
	Not enough product in pouch or direct pour vessel.	Monitor product use throughout the day to make sure a constant supply of product is available.
	Supply tubing and the product tubing collapsed due to product completely being evacuated and a vacuum is created in the tubing.	Remove the cap off of the supply end of the tubing to release the vacuum.

Support Video



Setup Video http://server-products.com/single-setupvideo.htm

Troubleshooting

Server Products limited warranty





This Server product is backed by a one-year limited warranty against defects in materials and workmanship. See <u>Server-Products.com</u> for details.

General service, repair or returns

Before sending an item to Server Products, contact Customer Care to request a **Return Authorization Number and receive instructions on how to process the return through Parts Town.** The RA Number ensures proper processing and a prompt turnaround of a replacement unit.

Need help?



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Chat with us! spsales@server-products.com 262.628.5600 | 800.558.8722



Example:









INTELLIGENT BY DESIGN