


SERVER®

IxD™ SERIES

Single+™

CONDIMENT DISPENSER

Model: General Market



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.



Electronic Dispense



Wi-Fi

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



Pending



Pending



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.

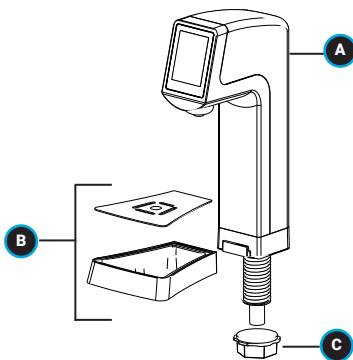
IMPORTANT

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

PATENT PENDING

Parts

Above Counter



- A** Single+ Dispensing Head Assembly
- B** Drip Tray Assembly - 101680
- C** Locking Ring (Nut) - 101036

Not Shown Items that are Part of Head Assembly

- 48" Tube - 101051
- 6' USB-C Cable - 101053
- 3' USB Cable - 101677

REPLACEMENT PARTS

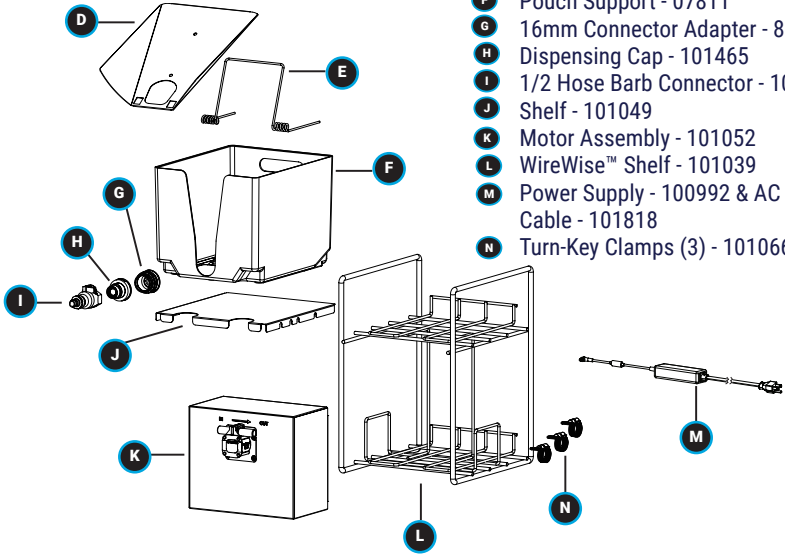
101680 - DRIP TRAY ASSEMBLY
07811 - POUCH SUPPORT
07813 - TORSION SPRING
07814 - EVACUATION PLATE
101681 - DIRECT POUR BIN & LID ASSEMBLY
101465 - CAP, DISPENSING WITH THREAD SEAL
101050 - 1/2 HOSE BARB CONNECTOR
85264 - CONNECTOR, ADAPTER, 16MM
101066 - CLAMP, TURN-KEY, SIZE 6, 3/8-7/8
101055 - 24" 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



Partstown
GENUINE OEM PARTS

Parts

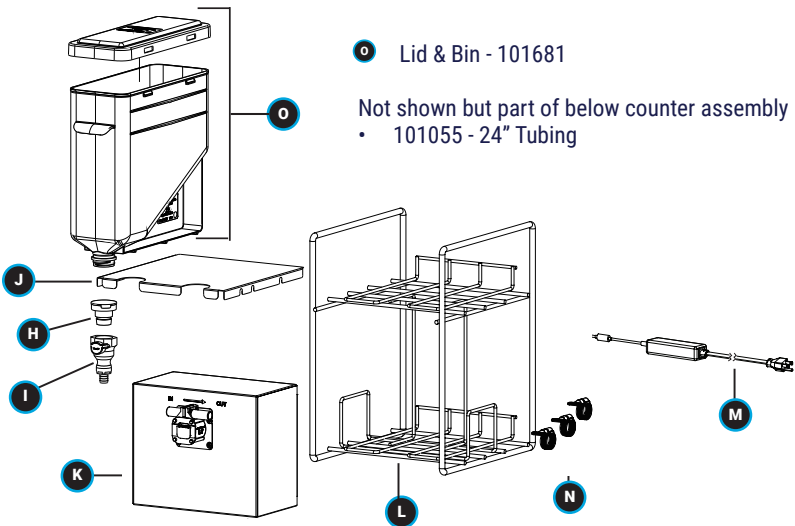
Below Counter Pouched Model



- D** Evacuation Plate - 07814
- E** Torsion Spring - 07813
- F** Pouch Support - 07811
- G** 16mm Connector Adapter - 85264
- H** Dispensing Cap - 101465
- I** 1/2 Hose Barb Connector - 101050
- J** Shelf - 101049
- K** Motor Assembly - 101052
- L** WireWise™ Shelf - 101039
- M** Power Supply - 100992 & AC Plug Cable - 101818
- N** Turn-Key Clamps (3) - 101066

Not shown but part of below counter assembly
 • 101055 - 24" Tubing

Below Counter Direct Pour Model



- O** Lid & Bin - 101681

Not shown but part of below counter assembly
 • 101055 - 24" Tubing

Assembly & Setup - What you will need

You will need:

Drill with 1.5" Drill Bit:



KAY-5 Sanitizer/Cleaner Solution (2L)



Empty Container to hold 2L of sanitizer/cleaner solution



Empty Container to catch flushed sanitizer/cleaner solution



1L of rinse sanitizer if cleaning with detergent



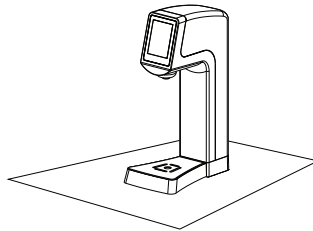
Clean, dry towels



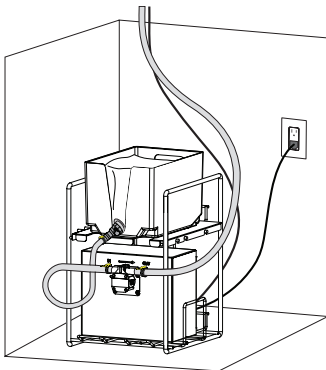
Condiment of Choice



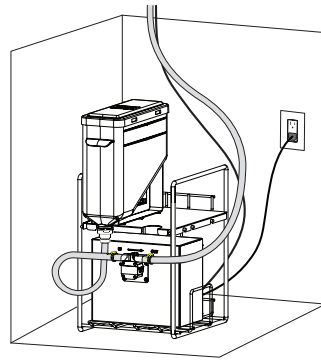
Fully Assembled Unit - How it Should look



Above Counter
Model with Drip Tray



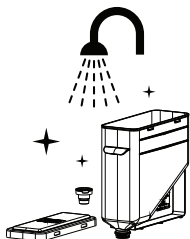
Under Counter
Pouch Model



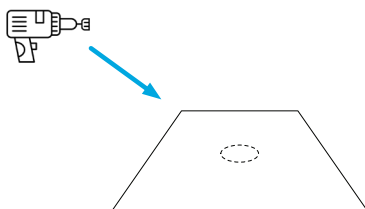
Under Counter
Direct Pour Model

Assembly

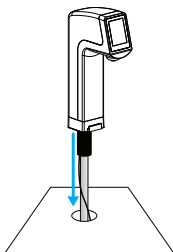
- 1** Unbox components. For Direct Pour model, prewash bin and lid (101681) and dispensing cap (101465).



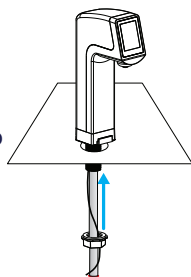
- 2** Drill a 1½" hole into counter. Drill not included.



- 3** With the locking ring removed from the bottom of the dispensing head threads, guide the tube and USB cord through the hole and position the head into place on the counter.



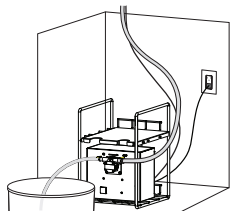
- 4** Slide the locking ring over the bottom of the tube and USB cord and fasten to the head threads through the hole in the counter. (See WARNING)



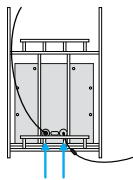
WARNING:

There should be no resistance when turning the locking ring. If there is, stop and reposition the ring. Also make sure the flat surface of the ring is facing the countertop

- 5** Put motor in the bottom shelf of the WireWise rack then slide rack sideways under the counter.



- 6** Plug AC plug cable into the power supply brick, then plug one end of power cord into the back of the motor and the end of the USB-C cable into the back of the motor. (See WARNING)



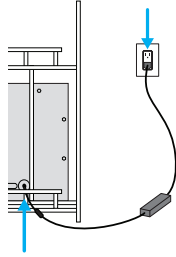
IMPORTANT WARNING:
Plug the other end of the power cord into the outlet only AFTER the other end is plugged into the motor.

Note that the AC plug cable is plugged into the power supply brick and then the cord coming from the brick is plugged into the back of the motor.

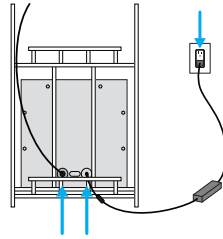
Assembly

7

Plug the other end of the power cord into the outlet AFTER the other end is plugged into the motor.

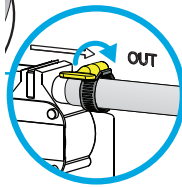


How the back of the unit should look.



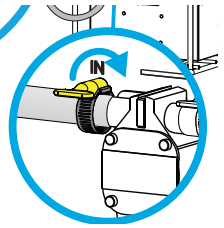
8

Position the rack so it's facing you. Using a turn-key clamp, put the long 48" tube from the head on the "OUT" prong of the motor.



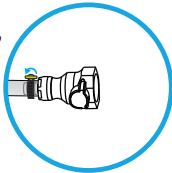
9

Using a turn-key clamp, put the shorter 24" tube on the "IN" prong on the motor.



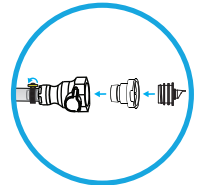
10

On other end of the short 24" tube, use a turn-key clamp and insert the hose barb (101050).



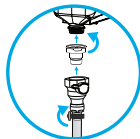
11

For the pouch model, put dispensing cap (101465) into the hose barb, and then the connector adapter (85264) into the cap.



12

For the direct pour model, put dispensing cap (101465) onto the bottom of the direct pour vessel and then push hose barb onto dispensing cap.

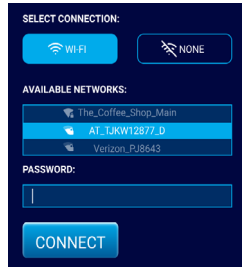


Setup

- 1** When you initially plugged the unit in, it powered up the dispensing head. Follow the startup screen prompts.



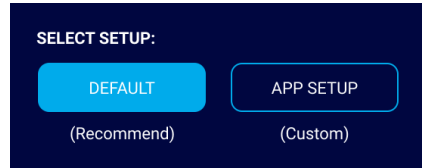
- 2** Select the connection type, choose the network and add the password.



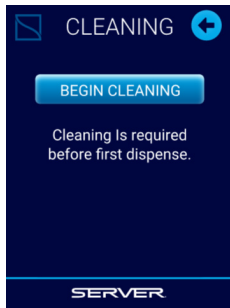
- 3** You'll be prompted to set the date and time and type of measurement.



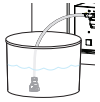
- 4** Select the default setup.



- 5** You'll then be prompted to start the cleaning process.



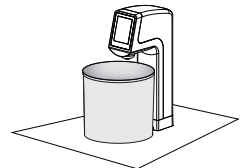
- 6** Prior to starting the cleaning process, mix a packet of Kay-5 sanitizer with water between 75° and 90° F following the instructions on the packet. Have at least 2L of solution. For the pouch model, insert the bottom of the tubing into the container with solution.



- 7** For the direct pour model, pour sanitizing solution directly into the direct pour vessel. In step 12 of assembly, we had already connected the tubing to the vessel.



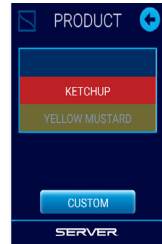
- 8** Be sure to place a container underneath the dispense point to catch flushed solution on top of the counter.



Setup

9 Start the cleaning process. Follow the on-screen prompts throughout the cleaning process. There will be a step to run rinse water through the system if detergent is used. Step not needed if standard food safe sanitizer is used. There is also a step to run the system dry with air for a drying stage.

10 When cleaning is complete, auto-forward to the next screen. Follow the screen to select product details.



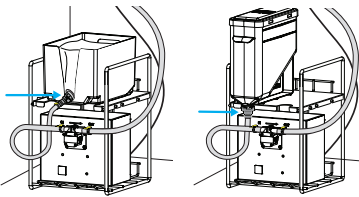
11 There are default flavors to choose from or you can add your own flavor by pushing the "Custom" button and follow the instructions.



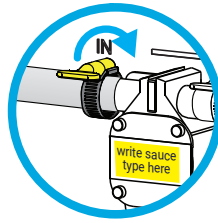
12 After product details are submitted, you'll be asked to load the food product and then prime.



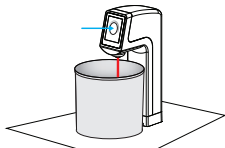
13 Connect the tube to the pouch of food product or for the direct pour model, put food product in the bin.



14 Write sauce type on pump sticker with dry erase marker.



15 Place a container underneath the dispense point to catch product during the priming process. Push the prime button until product comes out in a continuous flow.



16 After priming is complete, press and hold the icon for three seconds to leave the priming screen.



How to use

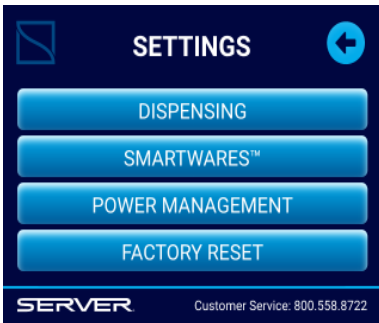
1 To operate, place portion cup or food item under dispense head and push the dispense button.



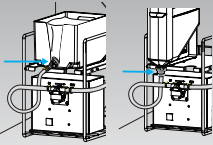
2 Pushing the icon at the bottom of the screen will take you to the menu. "About" has all the information on the unit. "Cleaning" starts the cleaning process. "Settings" takes you to a screen to adjust various settings.



3 If you'd like to change the sauce type, it is recommended to clean the unit first by going to the menu screen by pushing the icon in the upper left hand corner for three seconds and select "Cleaning" and follow the cleaning steps. Then, to change the sauce type, go to the Menu screen and press the "Settings" button and then select "Sauce Details" and follow the steps which is essentially steps 10 - 16 from the setup instructions.



Cleaning



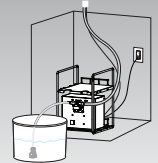
1
Disconnect tube from pouch or remove from direct pour container.



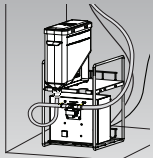
2
If applicable, rinse out container, lid and dispensing cap and wash, rinse, and sanitize to local sanitization standards.



3
Mix a packet of Kay-5 sanitizer in water between 75° and 90° F following the instructions on the packet.



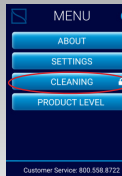
4
For the pouch model, place bottom of tube into container of at least 2L of sanitizing solution.



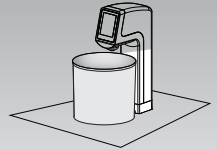
5
For the direct pour model, after sanitizing the bin, lid, and dispensing cap, reconnect tubing and pour sanitizing solution directly into direct pour bin.



6
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.



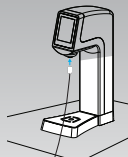
7
Push "Cleaning" in the menu screen.



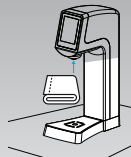
8
Be sure to put a container underneath the dispense point to catch flushed sanitization solution. Press "Yes" to start cleaning.



9
Cleaning will run the stages of the process. There is a stage to run rinse water through the system if detergent is used. Not necessary if food safe sanitizer is used. There is also a step to run the system dry for a drying stage.



10
After the cleaning process is complete, with the small cleaning brush (82526) soaked in sanitizing solution, scrub the inside of the dispense point inlet.



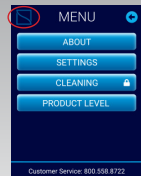
11
With a soaked sanitizing solution cloth, wipe down underneath the dispense point.



12
Connect bottom of tube to pouch of product or load product into cleaned direct pour bin.



13
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.



14
This will take you back to the Menu screen. Hit the icon in the upper left hand corner to get back to the main interface screen to put the unit into operation.



15
Unit is now ready for operation.

Clean exterior of unit 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 enclosure.
	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 enclosure.
Dispenser head will not prime.	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.
	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 performance	Components of the system are not cleaned and sanitized.	Set up a cleaning regimen that meets all regulatory requirements and is done on a consistent basis.

Troubleshooting

Problem	Problem Cause	Solution
Dispenser head not providing desired portion.	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 product 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.
	Tubing clamps aren't installed properly or secure.	Install and tighten tubing clamps to prevent any air leaks in the system.
	Pump is not operating when activated by the dispenser head unit.	(What is the solution? Not given in what was provided.)
	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.
	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 Videos

Setup Video

<http://server-products.com/single-pouched-setupvideo.htm>
<http://server-products.com/single-directpour-setupvideo.htm>

How to Use Video

<http://server-products.com/single-pouched-howtousevideo.htm>
<http://server-products.com/single-directpour-howtousevideo.htm>

How to Clean Video

<http://server-products.com/single-pouched-howtocleanvideo.htm>
<http://server-products.com/single-directpour-howtocleanvideo.htm>

Troubleshooting

Server Products limited warranty

1 YEAR
WARRANTY

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

Need help?

Server Products Inc.

3601 Pleasant Hill Road
Richfield, WI 53076 USA

Chat with us!

spsales@server-products.com

262.628.5600 | 800.558.8722

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.

Please be prepared with your **Model, P/N** and **Series** located on the lid or base of the unit.

Example:

MODEL XXXX P/N #####		SERIES ##X ##X
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