

# SERVER<sup>®</sup>



IxD™ SERIES

## Multi+™

### CONDIMENT DISPENSER

Model: General Market



Dispense up to six signature sauce and condiments from a single automated system, ensuring accurate flavor and faster service every day.



Electronic Dispense



WI-FI

®

Thank you for purchasing the IxD™ Series MULTI+™ Condiment Dispenser. This unit dispenses up to six condiments with a push of a button and is clean-in-place certified for easy clean-up.

**SIMPLIFYING CONDIMENT MANAGEMENT**



AMBIENT

# 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 appliance 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 according to local sanitization requirements.**

# Multi+™ Models

model/item	description	capacity
101297	Multi+™ Condiment Dispenser Dispensing Head Only with Drip Tray Assembly	NA
102791	Multi+™ Condiment Dispenser Dispensing Head Only with Drip Tray Assembly - Euro	NA
101287	Multi+™ Condiment Dispenser Dispensing Head Only without Drip Tray Assembly	NA
102731	Multi+™ Condiment Dispenser Dispensing Head Only without Drip Tray Assembly - Euro	NA
101795	Multi+™ Condiment Dispenser Pouch Model - Below Counter - Primary	(2) 1.5 or 3 Gallon Fitmented Pouches
102792	Multi+™ Condiment Dispenser Pouch Model - Below Counter - Primary - Euro	(2) 1.5 or 3 Gallon Fitmented Pouches
101796	Multi+™ Condiment Dispenser Pouch Model - Below Counter - Secondary	(2) 1.5 or 3 Gallon Fitmented Pouches
101797	Multi+™ Condiment Dispenser Direct Pour Model - Below Counter - Primary	(2) 1.5 Gallon Direct Pour Vessels
102748	Multi+™ Condiment Dispenser Direct Pour Model - Below Counter - Primary - Euro	(2) 1.5 Gallon Direct Pour Vessels
101798	Multi+™ Condiment Dispenser Direct Pour Model - Below Counter - Secondary	(2) 1.5 Gallon Direct Pour Vessels
101876	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly (101297) with Pouch Model - Below Counter (101795)	(2) 1.5 or 3 Gallon Fitmented Pouches
102793	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly Euro (102791) with Pouch Model - Below Counter Euro (102792)	(2) 1.5 or 3 Gallon Fitmented Pouches
101879	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly (101297) with Direct Pour Model - Below Counter (101797)	(2) 1.5 Gallon Direct Pour Vessels

# Multi+™ Models

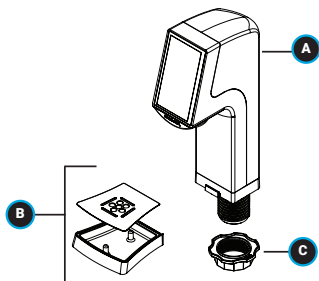
model/item	description	capacity
102794	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly Euro (102791) with Direct Pour Model - Below Counter Euro (102748)	(2) 1.5 Gallon Direct Pour Vessels
101877	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly (101297) with (1) Pouch Model - Below Counter Primary (101795) & (1) Secondary (101796)	(4) 1.5 or 3 Gallon Fitmented Pouches
102795	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly Euro (102791) with (1) Pouch Model - Below Counter Primary Euro (102792) & (1) Secondary (101796)	(4) 1.5 or 3 Gallon Fitmented Pouches
101880	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly (101297) with (1) Direct Pour Model - Below Counter Primary (101797) & (1) Secondary (101798)	(4) 1.5 Gallon Direct Pour Vessels
102796	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly Euro (102791) with (1) Direct Pour Model - Below Counter Primary Euro (102748) & (1) Secondary (101798)	(4) 1.5 Gallon Direct Pour Vessels
101878	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly (101297) with (1) Pouch Model - Below Counter Primary (101795) & (2) Secondary (101796)	(6) 1.5 or 3 Gallon Fitmented Pouches
102797	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly Euro (102791) with (1) Pouch Model - Below Counter Primary Euro (102792) & (2) Secondary (101796)	(6) 1.5 or 3 Gallon Fitmented Pouches
101881	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly (101297) with (1) Direct Pour Model - Below Counter Primary (101797) & (2) Secondary (101798)	(6) 1.5 Gallon Direct Pour Vessels
102798	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly Euro (102791) with (1) Direct Pour Model - Below Counter Primary Euro (102748) & (2) Secondary (101798)	(6) 1.5 Gallon Direct Pour Vessels
101882	Multi+™ Condiment Dispenser Dispensing Head (101287) with Pouch Model - Below Counter (101795)	(2) 1.5 or 3 Gallon Fitmented Pouches
102799	Multi+™ Condiment Dispenser Dispensing Head (102731) with Pouch Model - Below Counter Primary Euro (102792)	(2) 1.5 or 3 Gallon Fitmented Pouches

# Multi+™ Models

model/item	description	capacity
101885	Multi+™ Condiment Dispenser Dispensing Head (101287) with Direct Pour Model - Below Counter (101797)	(2) 1.5 Gallon Direct Pour Vessels
102800	Multi+™ Condiment Dispenser Dispensing Head Euro (102731) with Direct Pour Model - Below Counter Primary Euro (102748)	(2) 1.5 Gallon Direct Pour Vessels
101883	Multi+™ Condiment Dispenser Dispensing Head (101287) with (1) Pouch Model - Below Counter Primary (101795) & (1) Secondary (101796)	(4) 1.5 or 3 Gallon Fitmented Pouches
102801	Multi+™ Condiment Dispenser Dispensing Head Euro (102731) with (1) Pouch Model - Below Counter Primary Euro (102792) & (1) Secondary (101796)	(4) 1.5 or 3 Gallon Fitmented Pouches
101886	Multi+™ Condiment Dispenser Dispensing Head (101287) with (1) Direct Pour Model - Below Counter Primary (101797) & (1) Secondary (101798)	(4) 1.5 Gallon Direct Pour Vessels
102802	Multi+™ Condiment Dispenser Dispensing Head Euro (102731) with (1) Direct Pour Model - Below Counter Primary Euro (102748) & (1) Secondary (101798)	(4) 1.5 Gallon Direct Pour Vessels
101884	Multi+™ Condiment Dispenser Dispensing Head (101287) with (1) Pouch Model - Below Counter Primary (101795) & (2) Secondary (101796)	(6) 1.5 or 3 Gallon Fitmented Pouches
102803	Multi+™ Condiment Dispenser Dispensing Head Euro (102731) with (1) Pouch Model - Below Counter Primary Euro (102792) & (2) Secondary (101796)	(6) 1.5 or 3 Gallon Fitmented Pouches
101887	Multi+™ Condiment Dispenser Dispensing Head (101287) with (1) Direct Pour Model - Below Counter Primary (101797) & (2) Secondary (101798)	(6) 1.5 Gallon Direct Pour Vessels
102756	Multi+™ Condiment Dispenser Dispensing Head Euro (102731) with (1) Direct Pour Model - Below Counter Primary Euro (102748) & (2) Secondary (101798)	(6) 1.5 Gallon Direct Pour Vessels

# Parts

## Above Counter



- A** Multi+ Dispensing Head Assembly - 101297 (includes drip tray) & 101287 (no drip tray) (102731 no drip tray Euro Model)
- B** Drip Tray Assembly - 101685
- C** Locking Ring (Nut) - 101300

### Not Shown Items that are Part of Head Assembly

- 72" Tubes (6) - 101543 - Depending upon the model, not every tube will be in use. Keep red plug in the end of unused tubes.
- 6' USB-C cable - 101053
- 3' USB Cable - 101677

## REPLACEMENT PARTS

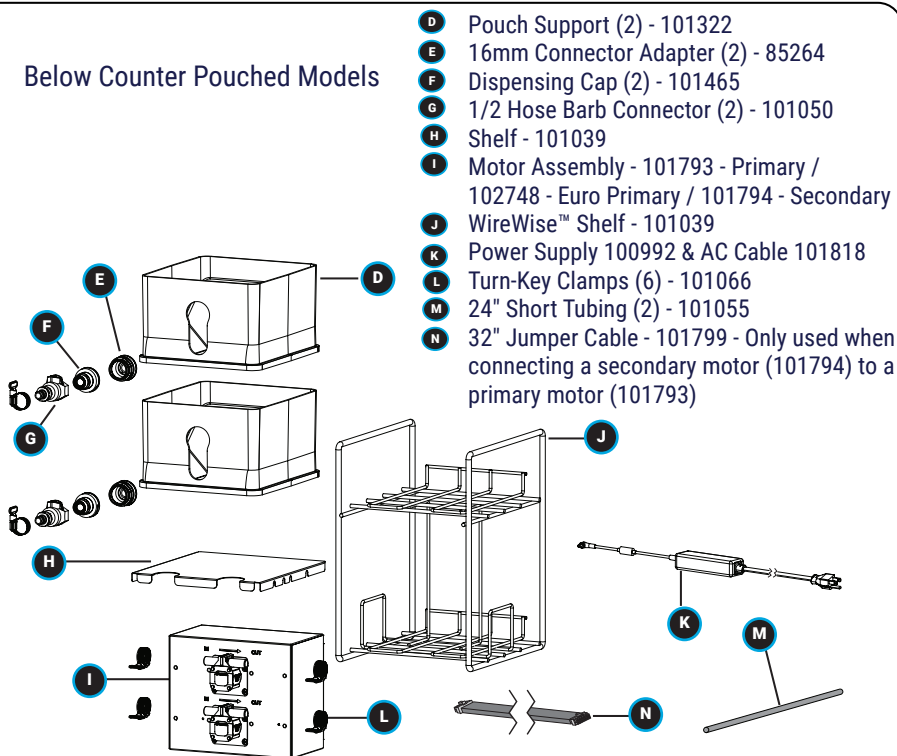
101685 - DRIP TRAY ASSEMBLY
101322 - POUCH SUPPORT
101681 - DIRECT POUR BIN & LID ASSEMBLY
101465 - DISPENSING CAP WITH THREAD SEAL
101050 - 1/2 HOSE BARD CONNECTOR
85264 - CONNECTOR, ADAPTER, 16MM
101066 - CLAMP, TURN-KEY, SIZE 6, 3/8-7/8
101055 - 24" SHORT TUBING
100992 - POWER SUPPLY
101818 - AC PLUG CABLE
101039 - WIREWISE RACK 3-GALLON
101300 - PLASTIC LOCKING RING (NUT)
101799 - 32" JUMPER CABLE
101322 - 1.5 GALLON POUCH SUPPORT
101793 - MOTOR ASSEMBLY - PRIMARY
101794 - MOTOR ASSEMBLY - SECONDARY
82049 - 11" BRUSH
82526 - 21" BRUSH



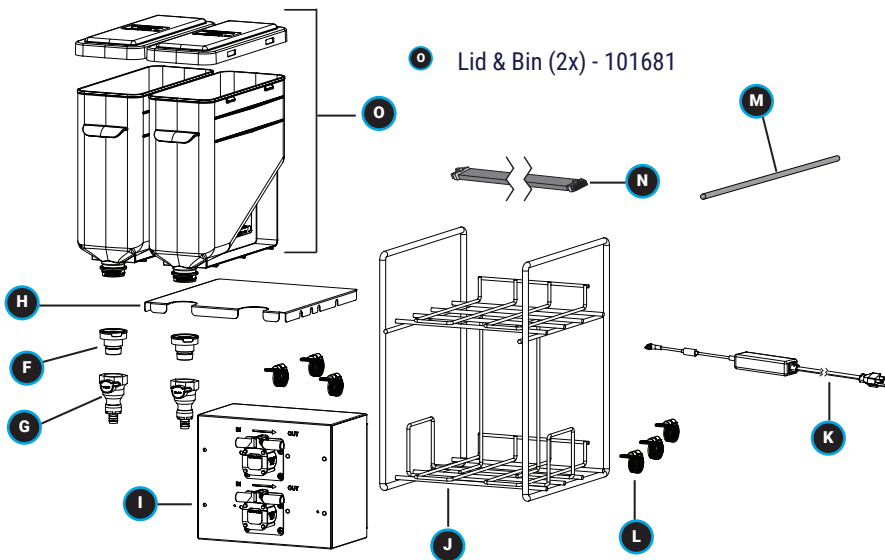
**PartsTown**  
GENUINE OEM PARTS

# Parts

## Below Counter Pouched Models



## Below Counter Direct Pour Models



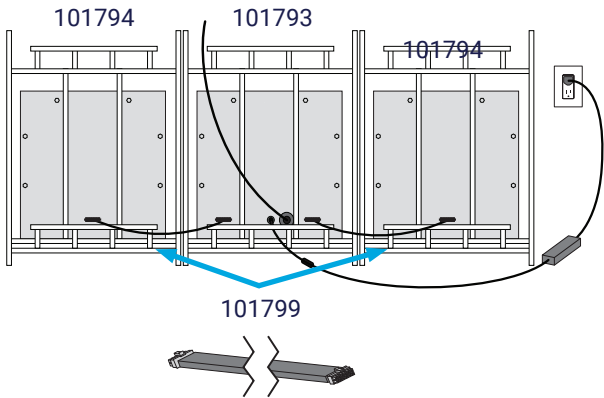
# Multiple Motor Models (Euro Models Available)

models	description	capacity	motors included	# of 101799 Jumper Cables
101877 101883 (no drip tray)	Multi+™ Condiment Dispenser Dispensing Head with (1) Pouch Model - Below Counter Primary (101795) & (1) Secondary (101796)	(4) 1.5 or 3 Gallon Fitmented Pouches	(1) Primary 101793 (1) Secondary 101794	1
101880 101886 (no drip tray)	Multi+™ Condiment Dispenser Dispensing Head with (1) Direct Pour Model - Below Counter Primary (101797) & (1) Secondary (101798)	(4) 1.5 Gallon Direct Pour Vessels	(1) Primary 101793 (1) Secondary 101794	1
101878 101884 (no drip tray)	Multi+™ Condiment Dispenser Dispensing Head with (1) Pouch Model - Below Counter Primary (101795) & (2) Secondary (101796)	(6) 1.5 or 3 Gallon Fitmented Pouches	(1) Primary 101793 (2) Secondary 101794	2
101881 101887 (no drip tray)	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly (101297) with (1) Direct Pour Model - Below Counter Primary (101797) & (2) Secondary (101798)	(6) 1.5 Gallon Direct Pour Vessels	(1) Primary 101793 (2) Secondary 101794	2

### Multiple Motor Models

The primary motor (101793) has the inlet for the power supply (100992), the inlet for the USB-C cable (101053), and two inlets for the jumper cables (101799) to connect to (1) or (2) secondary motors (101794). For (6) condiment models, the primary motor (101793) should always be in the middle. For (4) condiment models, the primary motor (101793) can be on either side of the secondary motor (101794).

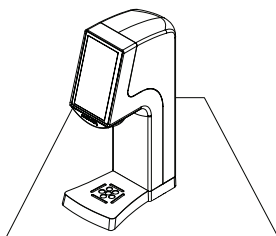
### Full Assembly - Back



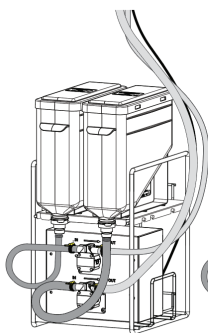


# Initial Assembly - How it should look

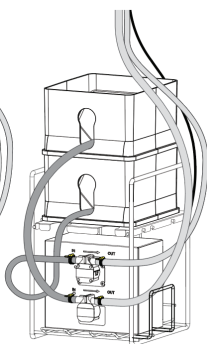
## Fully Assembled Unit



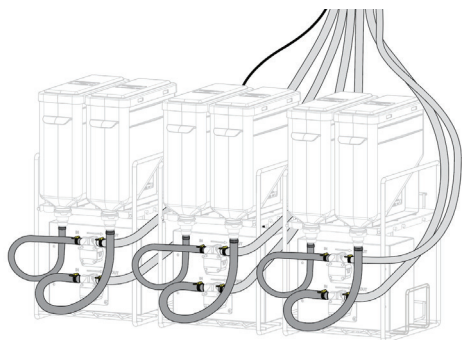
Above Counter  
Model with Drip Tray



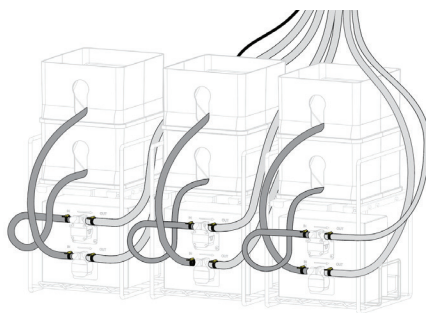
Under Counter  
Direct Pour Model



Under Counter  
Pouch Model



Under Counter  
Direct Pour (6) Condiment Model



Under Counter  
(6) Condiment Pouch Model

# Assembly & Setup - What you will need

## You will need:

Drill with 3" Drill Bit:



KAY-5 Sanitizer/Cleaner  
Solution (4L per flavor)



Empty Container to hold 4L (Per  
flavor) of sanitizer/cleaner solution



Empty Container to catch flushed  
sanitizer/cleaner solution



2L of rinse sanitizer (per flavor)  
if cleaning with detergent



Clean, dry towels



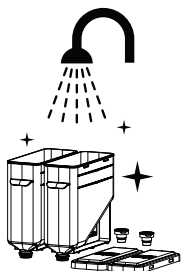
Condiment of Choice



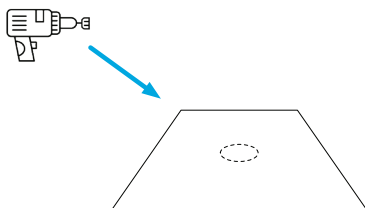
Dry Erase Marker

# Assembly

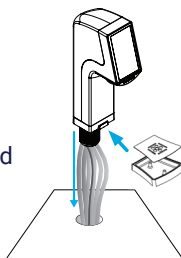
- 1** Unbox components. For Direct Pour models, prewash bin and lid (101681) and dispensing cap (101645).



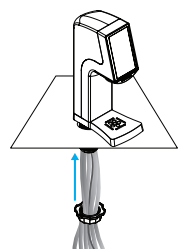
- 2** Drill a 3" hole into counter. Drill not included.



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



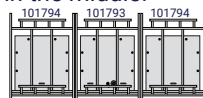
- 4** Slide the locking ring over the bottom of the tubes and USB cord and fasten to the head threads through the hole in the counter. (See WARNING)



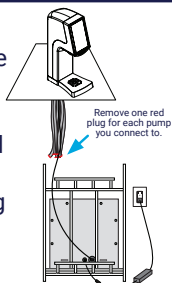
## WARNING:

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** Place primary motor (101793) in bottom of the WireWise rack. If putting a (4) or (6) condiment model together, put secondary motor(s) (101794) in bottom of rack(s). For (6) condiment model, keep primary motor in the middle.



- 6** Plug one end of the USB-C cable into the back of the primary motor (101793). Plug the power cord into the back of the motor and then plug into outlet. (See WARNING)



## IMPORTANT WARNING:

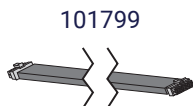
Cord must be plugged into the unit first, before plugging into an outlet.

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 primary motor.

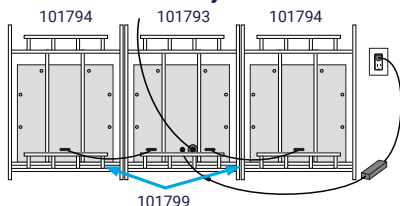
# Assembly

7

For models with multiple motors, connect the secondary motor(s) (101794) to the primary motor (101793) with the jumper cable(s) (101799).

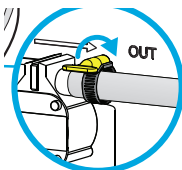


## Full Assembly - Back



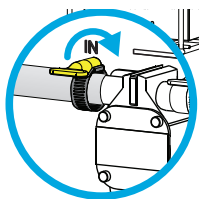
8

For each pump, using a turn-key clamp, put the long 48" tube from the head on the "OUT" prong of the pump.



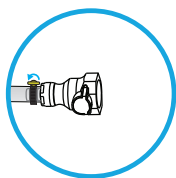
9

For each pump, using a turn-key clamp, put the shorter 24" tube on the "IN" prong on the motors.



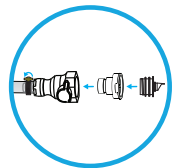
10

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



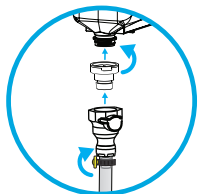
11

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



12

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

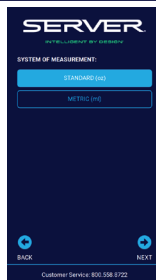


# Setup

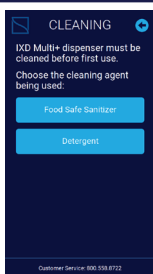
- 1** When you initially plugged the unit in, it powered up the dispensing head. Follow the startup screen prompts.



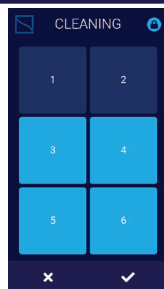
- 2** Select the system of measurement.



- 3** You'll now go through the initial cleaning process. Select the cleaning agent to clean the unit.



- 4** Select the lines to clean. You can clean up to two lines at a time.



- 5** The system will auto advance between cycles and prompt user interactions. There is a pause button but once cleaning has started the system will want to fully run the cleaning cycle before advancing.

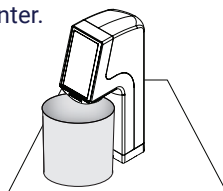
- 6** Prior to starting the cleaning process, mix a packet of Kay-5 sanitizer with water between 75° and 90° F following the instructions on the packet. Have at least 4L of solution per sauce. For pouch models, Insert the bottom of the tubing into the container with solution.



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

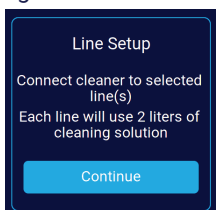


- 8** Be sure to place a container underneath the dispense point to catch flushed solution on top of the counter.

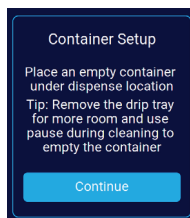


# Setup

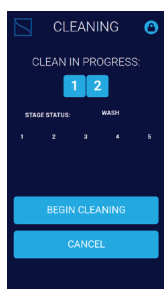
- 9** The system will remind you to submerge the lines into the cleaning solution.



- 10** A prompt will show to place a container under the dispense point to receive flushed cleaning solution.



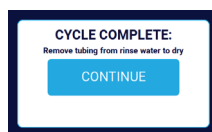
- 11** Begin the cleaning process.



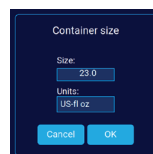
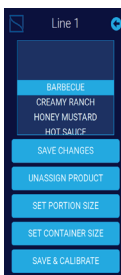
- 12** Follow the on-screen prompts. There will be a step to put tubes into 2L of rinse water for pouch models or put 2L of rinse water in vessels for direct pour models.



- 13** There is a step to pull tubes out of the solution for a drying stage. For pouch models, let the tubes hang free. For direct pour models, the vessels will be empty so just let the system run dry. After the drying stage, you can select more lines to clean and repeat the cleaning steps or if done, select "Product Setup".



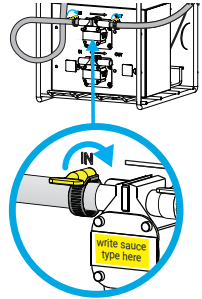
- 14** At this point, you input product details for each line. There are default products to choose from or you can add your own. Select portion size and container size. You can either save changes or you can save and then calibrate. You can calibrate now or later.



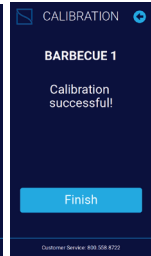
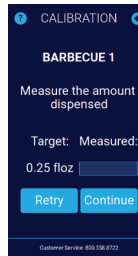
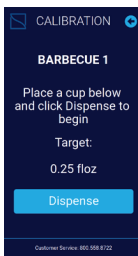
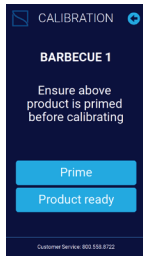
# Setup

- 15** After product details are submitted, load the food product by connecting the tubes to the food product pouches or to the filled direct pour vessels.

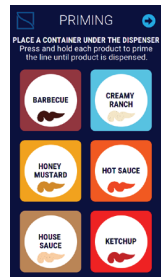
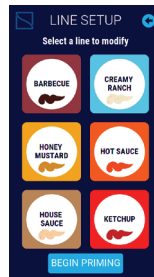
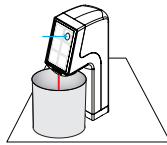
- 16** Write sauce type on pump sticker with dry erase marker.



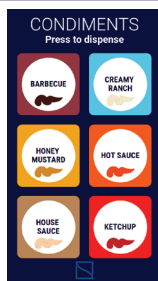
- 17** If you choose to save and calibrate, you'll be prompted to prime the line and then dispense, measure, and enter several measurements to dial in the portion.



- 18** After calibration or if you skip calibration and simply save changes, you'll be asked to select and prime each sauce separately. Make sure a container is in place to catch product during priming. After priming is complete, press the forward button.



- 19** The dispenser is now ready for use.

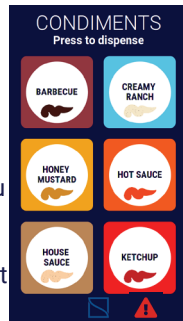


# How to use

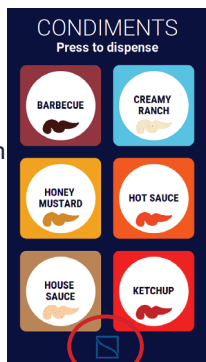
- 1 To operate, place portion cup or food item under dispense head and push the desired sauce.



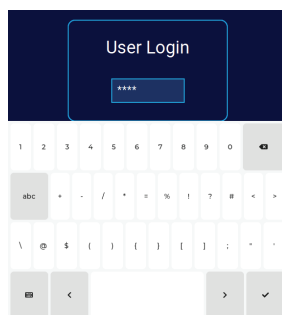
- 2 If the low product indicator appears, click it, and you can either ignore it or refill it. If you refill it, it will prompt you to replace product and prime.



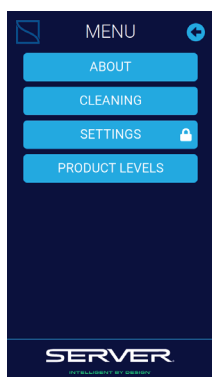
- 3 Pushing and holding the icon at the bottom of the screen will take you to a login screen for user level access.



- 4 "8306" is the password and hit the check-mark to enter.



- 5 You will then have access to the Menu screen.



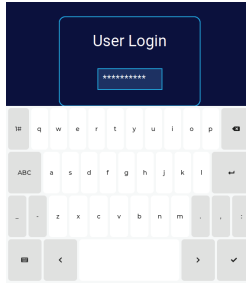
- 6 The "About" screen has information about the dispenser and the software. The "Cleaning" button initiates the cleaning process. "Product Level" shows you how much product you have left. The "Settings" button necessitates admin level security.



# Settings

1

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



2

In the "Settings" screen, you can modify various settings:  
Product Setup:

Edit or change the products, appearance, modify backoff if product is dripping, change the motor speed, and change the threshold to show low product alert.

Line Setup:

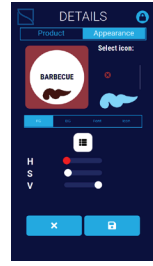
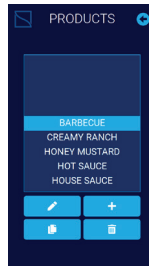
Unassign, adjust portions, adjust container size, and calibrate.

Factory Reset:

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

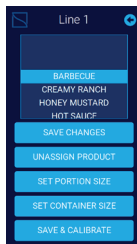
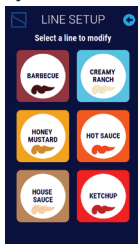
3

In "Product Setup", you can select from a list of sauces or add your own sauce by pushing the plus button. When adding or modifying a product, you add information about the product and adjust the appearance.



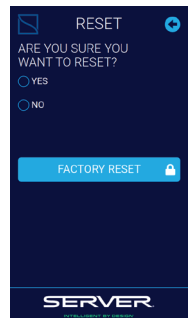
4

In "Line Setup" you can select the line and adjust the portion, the size of the container, and calibrate or just save.

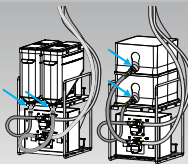


5

In "Factory Reset", all settings will be cleared and initial setup will be initiated.



# Cleaning



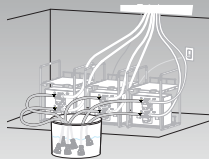
**1**  
Disconnect tubes from pouches or remove from direct pour containers.



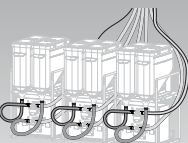
**2**  
If applicable, rinse out containers, lids and dispensing caps and wash, rinse, and sanitize to local sanitization standards.



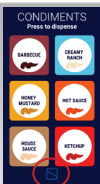
**3**  
Mix a packet of Kay-5 sanitizer in water between 75° and 90° F following the instructions on the packet.



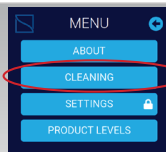
**4**  
For pouch models, place bottom of tubes into container of at least 4L of sanitizing solution per tube.



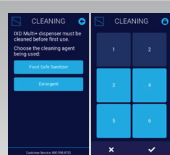
**5**  
For direct pour models, after sanitizing the bins, lids, and dispensing caps, reconnect tubing and pour sanitizing solution directly into direct pour bins.



**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. If password is asked for, type "8306".

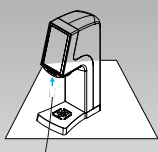


**7**  
Push "Cleaning" in the menu screen.

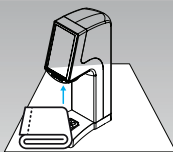


**8**  
Put a container underneath the dispense point to catch flushed sanitization solution. Select cleaning agent and then the lines to clean and press the check-mark.

**9**  
Cleaning will run the stages of the process. There is a stage to run 2L rinse water through the system. There is also a step to run the system dry for a drying stage. The unit will clean up to (2) lines per cleaning cycle. Repeat cleaning cycles for additional lines.



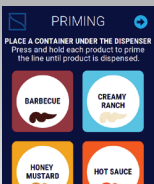
**10**  
After the cleaning process is complete, with the small cleaning brush (82526) soaked in sanitizing solution, scrub the inside of the dispense point inlets.



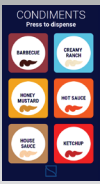
**11**  
With a soaked sanitizing solution cloth, wipe down underneath the dispense points.



**12**  
When cleaning is done, connect bottom of tubes to pouches of product or load product into cleaned direct pour bins and push "Ready for Priming".



**13**  
Place a container under the dispense point to catch product during priming. Push each flavor until product comes out with a continuous flow. Push the forward arrow when done.



**14**  
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.
	Under the counter, the USB-C cord is plugged into the incorrect jack from motor control enclosure to motor control enclosure	Plug the USB-C cord into the correct jack from motor control enclosure to motor control 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.
	The buttons on the display head trigger the wrong motor (condiment) below the counter.	Disconnect the tubing and attach to the proper motor so the correct condiment dispenses.
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.
	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.

# Troubleshooting

## Support Video

Setup Video

<http://server-products.com/multi-setupvideo.htm>

## 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](http://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](mailto:spsales@server-products.com)

262.628.5600 | 800.558.8722

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## 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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**SERVER.**

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