

## **WARNING!!**

The attached Gold Medal Manual is for reference only and is not intended for any other purpose. The information contained in these on line manuals is subject to change at any time. Improvements are always being made to Gold Medal equipment and this information may not be the latest available for your purposes. It is critical that you call Gold Medal Products technical service department at 1-800-543-0862 for any questions about machine operations, replacement parts, or any service questions. Neither Gold Medal nor Phil Erb Concessions represent that these on line manuals contain the most current information available for the product represented.

# Bag-In-A-Box Dual Pedestal Counter Butter Dispenser

Instruction Manual  
Model #2396AD and #2396A




 **GOLD MEDAL**®


**FUNFOOD EQUIPMENT & SUPPLIES**


Cincinnati, OH 45241-4807 USA

# Safety Precautions

	<b>⚠ CAUTION</b>
	<p>This equipment is designed and sold for commercial use only. This equipment is not to be used by the consumer in home use. Do not allow direct contact of this equipment by the public when used in food service locations. Only personnel trained and experienced in the equipment operation may operate this equipment. Carefully read all installation instructions before operating the equipment.</p>

	<b>⚠ WARNING</b>
	<p>Always wear safety glasses when servicing this equipment.</p>

	<b>⚠ WARNING</b>
	<p>Any alterations to this equipment will void the warranty and may cause a dangerous situation. NEVER make alterations to the equipment.</p>

	<b>⚠ DANGER</b>
	<p>Machine must be properly grounded to prevent electrical shock to personnel. Do NOT immerse the equipment in water. Always unplug the equipment before cleaning or servicing.</p>

## NOTE

The information, specifications and illustrations contained in this manual represent the latest data available at time of publication. Right is reserved to make changes as required at the discretion of Gold Medal Products Company without notice.

# INSTALLATION

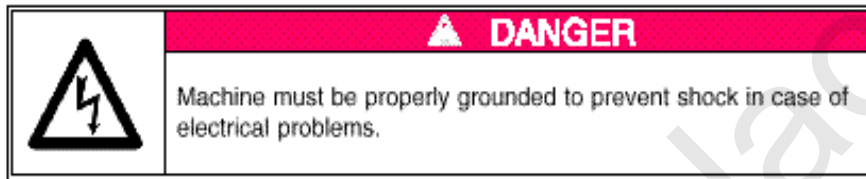
## CHECKING SHIPMENT

Your new Bag-In-A-Box Counter Butter Dispenser is ready for installation in your counter. Remove the machine from the corrugated carton. Check thoroughly for any damage, which may have occurred in transit. Damage claims should be filed immediately with the transportation company.

## ELECTRICAL REQUIREMENTS

Model No. 2396AD – 120 Volts, 2.9 Amps, 348 Watts, 60 Hz

Model No. 2396AD – 120 Volts, 2.5 Amps, 300 Watts, 60 Hz



## INSTALLATION INSTRUCTIONS

1. The bottom portion of the counter butter dispenser needs to be placed in an area under the counter that can be enclosed on all sides in order for the heater to properly maintain the product temperature. Access will be required to the front of this area allowing sufficient clearance to clean and maintain the pump and add or remove boxes of topping.
2. The countertop will require preparation by drilling the mounting holes and by cutting the rectangular holes for the power cable, the tube and the drip pan. If your counter is thicker than the provided mounting studs attached to the pedestal, then counter bore the underside of the counter top to allow for the wing nuts.
3. Set the pedestal onto the counter top and secure it in place with the wing nuts.
4. Set the rack assembly into the opening under the counter.
5. Plug the six-prong power cable from the pedestal into the side of the control box on top of the rack assembly.
6. Plug the power cord from the rack assembly into a proper outlet.
7. Load two boxes of pre-heated topping into the rack. Gold Medal's Backroom Warmer, Item #2262, may be purchased for pre-heating the topping. Remove the cardboard cutout on the box to expose the quick-disconnect fitting.
8. Attach the quick-disconnect fitting, on the end of the tubing, to the fitting on the box of topping.
9. The unit is now ready for use.

## OPERATING INSTRUCTIONS

1. Turn the master power switch, located on the front of the control box, to the **PUMP & HEAT** position. This will start the heater/blower that will maintain cabinet temperature, activate the foil heater in the pedestal, and provide power for the pump.
2. Pressing and holding either of the red buttons located on the pedestal will dispense topping. If this is the first time the unit has been used, it may take a minute to completely fill the tube and dispense topping.
3. Turn the master power switch, located on the front of the control box, to the **HEAT ONLY** position. This will start the heater/blower that will maintain cabinet temperature and activate the foil heater in the pedestal only. The pump is de-activated.

## CLEANING INSTRUCTIONS

### SANITIZING INSTRUCTIONS

Your Model 2396AD and 2396A is all stainless steel construction. The exterior surfaces can be cleaned by wiping oil spills with a dry towel, then wiping with another towel moistened with mild soap and warm water.

#### Sanitizing the internal parts: tubing, pump, etc.

1. Disengage the bag connector from the bag of oil and place in a pail of hot water and mild soap. Approximately 1 gallon.
2. Push the dispense button to flush the system of oil. Make sure you have a container under the discharge tube. Discard the oil.
3. Put the intake line in the hot water and pump it through the lines by holding the dispense button until the pail is empty.
4. Fill the pail with a sanitizing solution. Gold Medal offers a product for this purpose, Chlor-Tech, part number 1109. Put the bag connector in the pail of sanitizer. Pump it through the lines by holding the dispense button until the pail is empty. It is not necessary to flush the sanitizer before the next step, but you may flush with water if desired.
5. Before the next use, install the connector to a bag of oil and pump oil until oil is dispensed through the discharge tube.


### Schedule for Cleaning

The recommended sanitizing schedule is every night.


#### **IMPORTANT:**

This product is not intended for use with volatile food products, i.e. real butter.

## MAINTENANCE INSTRUCTIONS

	<b>⚠ CAUTION</b>
	THE FOLLOWING SECTIONS OF THIS MANUAL ARE INTENDED ONLY FOR QUALIFIED SERVICE PERSONNEL WHO ARE FAMILIAR WITH ELECTRICAL EQUIPMENT. THESE ARE NOT INTENDED FOR THE OPERATOR.

	<b>⚠ WARNING</b>
	Adequate eye protection must be used when servicing this equipment to prevent the possibility of injury.

	<b>⚠ DANGER</b>
	Do NOT immerse the equipment in water. Unplug your machine before servicing.

## ORDERING SPARE PARTS

1. Identify the desired part by checking it against the photos, illustrations, and/or the parts list.
2. When ordering, please include part number, part name, and quantity desired.
3. Please include your model name and machine serial number (located on the machine nameplate) with your order.
4. Address all parts orders to:

Parts Department  
Gold Medal Products Co.  
10700 Medallion Drive  
Cincinnati, Ohio 45241-4807

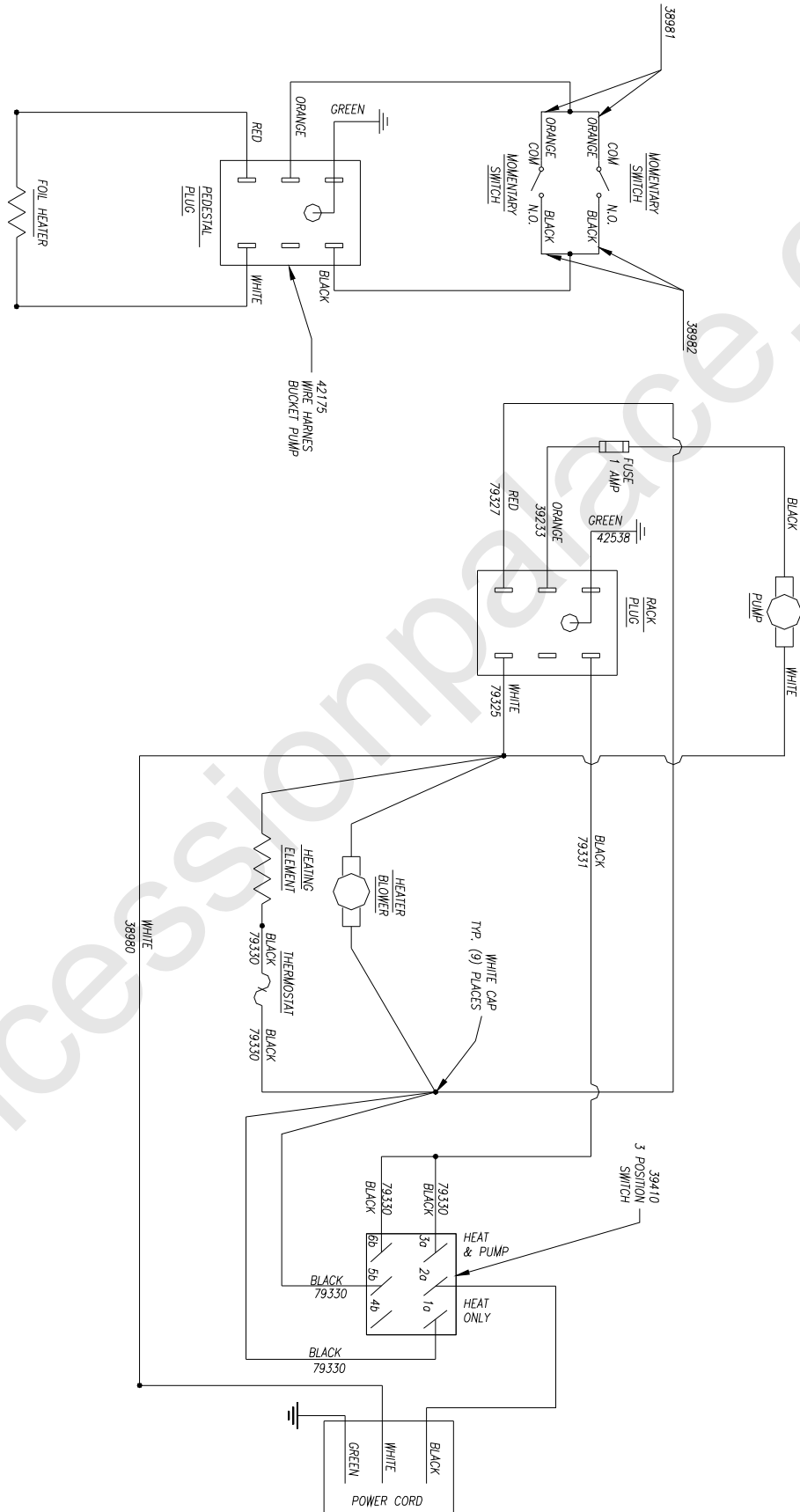
or, place orders at:

(513) 769-7676  
(800) 543-0862  
Fax: (513) 769-8500  
E-mail: [goldme19@eos.net](mailto:goldme19@eos.net)

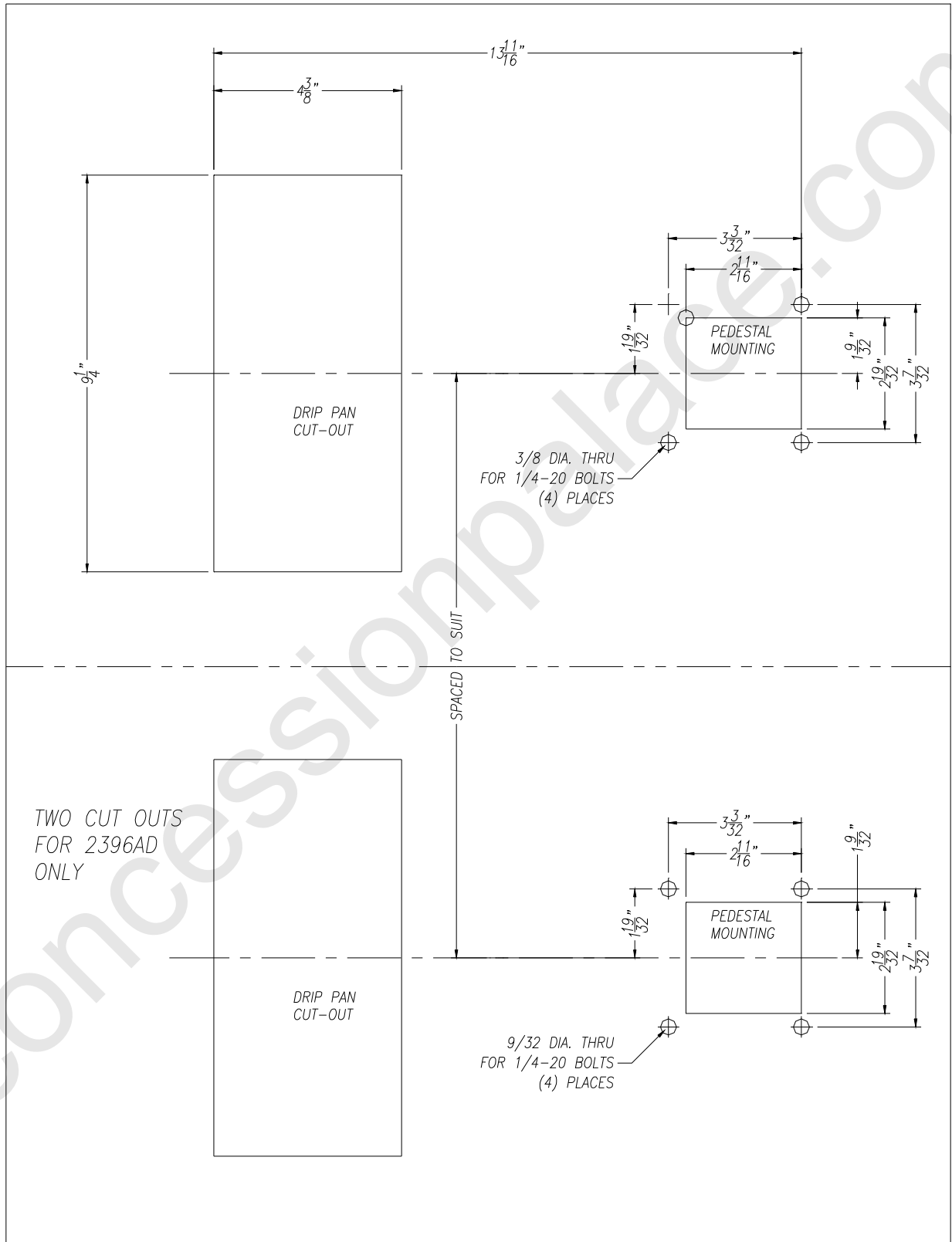
**PARTS LIST - DISPENSER ASSEMBLY**

Item No	Part No.	Description	2396AD	2396A
			Qty	Qty
1	22038	Lead-in Cord 15 Amp plug	1	1
2	38566	Butter Pump No Drip Spout	2	1
3	38796	Socket Cover	2	1
4	38773	Socket, Double Tube	2	1
5	38824	Modular Heat Element	1	1
6	38872	Pedestal Back Plate	2	1
7	39142	Dispenser Label	2	1
8	38874	Pedestal Weld Assembly	2	1
9	38876	Top Pedestal Cover	2	1
10	38877	Top Pedestal Plate	2	1
11	38936	Drip Pan	2	1
12	38938	Pan Insert Weldment	2	1
13	38969	Spout	2	1
14	38970	Foil Heat Element, 8W 120V	2	1
15	38971	Momentary Switch	4	2
16	38990	Thermostat 135F	1	1
17	38995	Heater Deflector	1	1
18	38998	Retaining Strap	2	1
19	39012	8-32 x 2 PH PAN M/S 18-8	4	4
20	39140	Manual	1	1
21	39246	Short Feed Tube	4	2
22	39247	Long Feed Tube	2	1
23	39410	3 Position Rocker Switch	1	1
24	39413	Switch Label	1	1
25	40721	Axial Fan	1	1
26	41033	Pilot Light - 125V Red	2	1
27	41499	Wire Harness, Oil Pump	2	1
28	47199	Blower plug and cord	1	1
29	74636	Fuse Holder, Mighty Mite	2	1
30	74725	Ballast - 120V	2	1
31	74727	Lamp, Double Tube, 120V	2	1
32	75220	Hose Clamp w/ Screw	12	6
33	76026	Strain Relief #SR-6P3-4	1	1
34	79100	Bag Connector	2	1
35	79129	Cinch Jones Plug	2	1
36	79269	In Line Strainer	2	1
37	79341	1 AMP Fuse	2	1
38	79377	Control Box Cover	1	1
39	79378	Top Rack Weldment	1	1
40	79420	Control Box (2396AD)	1	~~
41	79375	Control Box (2396A)	~~	1
42	79425	Lower Rack Weldment	1	1
43	79888	BIB Butter Pump	2	1
44	89045	Strain Relief T&B #3302	4	2

# ELECTRICAL SCHEMATIC



# COUNTER TOP CUTOUTS



## WARRANTY

WE WARRANT to the original purchaser the Gold Medal equipment sold by us to be free from defects in material or workmanship under normal use and service. Our obligation under this warranty shall be limited to the repair or replacement of any defective part for a period of six (6) months from the date of sale to the Original Purchaser with regard to labor and two (2) years with regard to parts and does not cover damage to the equipment caused by accident, alteration, improper use, voltage, abuse, or failure to follow instructions.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, AND OF ALL OTHER OBLIGATIONS OR LIABILITIES ON OUR PART, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. We neither assume, nor authorize any other person to assume for us, any other obligation or liability in connection with the sale of said GOLD MEDAL equipment or any part thereof.

The term "Original Purchaser" as used in this warranty shall be deemed to mean that person, firm, association, or corporation who was billed by the GOLD MEDAL PRODUCTS COMPANY, or their authorized distributor for the equipment.

THIS WARRANTY HAS NO EFFECT AND IS VOID UNLESS THE ORIGINAL PURCHASER FIRST CALLS GOLD MEDAL PRODUCTS COMPANY AT 1-800-543-0862 TO DISCUSS WITH OUR SERVICE REPRESENTATIVE THE EQUIPMENT PROBLEM, AND, IF NECESSARY, FOR INSTRUCTIONS CONCERNING THE REPAIR OR REPLACEMENT OF PARTS.

*NOTE: This equipment is manufactured and sold for commercial use only.*



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