



# Instruction Manual

## PopClean® Elite Popper™ -600 Series (Membrane Keypad Control)

For -6XX Series PopClean Models beginning with:  
2011, 2848, 2860, 2872, and 2873 (32 oz. Pop-O-Golds)  
2911, 2948, 2960, 2972, and 2973 (52 oz. Medallions)



72" Updraft Model



72" Downdraft Model



## GOLD MEDAL® PRODUCTS CO.

10700 Medallion Drive, Cincinnati, Ohio 45241-4807 USA







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## SAFETY PRECAUTIONS

	 <b>DANGER</b>
	<p>Machine must be properly grounded to prevent electrical shock to personnel. Failure to do so could result in serious injury, or death. Make sure all machine switches are in the OFF position before plugging the equipment into the receptacle. Keep cord and plug off the ground and away from moisture. Always unplug the equipment before cleaning or servicing. DO NOT immerse any part of this equipment in water. DO NOT use a water jet or excessive water when cleaning.</p> <p>008_012221</p>

	 <b>DANGER</b>
	<p>Improper installation, adjustment, alteration, service, or maintenance can cause property damage, injury, or death. Any alterations to this equipment will void the warranty and may cause a dangerous condition. This appliance is not intended to be operated by means of an external timer or separate remote-control system. NEVER make alterations to this equipment. Read the Installation, Operating, and Maintenance Instructions thoroughly before installing, servicing, or operating this equipment.</p> <p>014_020416</p>


	 <b>WARNING</b>
	<p>To avoid burns, DO NOT touch the kettle or any heated surface. DO NOT place or leave objects in contact with heated surfaces.</p> <p>013_092414</p>


	 <b>WARNING</b>
	<p>ALWAYS wear safety glasses when servicing this equipment.</p> <p>010_010914</p>


	 <b>WARNING</b>
	<p>No user serviceable parts inside. Refer servicing to qualified service personnel.</p> <p>011_051514</p>

	 <b>WARNING</b>
	<p>Read and understand operator's manual and all other safety instructions before using this equipment. To order copies of the operator's manual go to <a href="http://gmpopcorn.com">gmpopcorn.com</a> or write to Gold Medal Products Co., 10700 Medallion Drive, Cincinnati, OH 45241 USA 1-(800)-543-0862</p> <p>022_060215</p>



	 <b>WARNING</b>
	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 instructions before operation. <span style="float: right;">012_010914</span>

	 <b>WARNING</b>
	This machine is NOT to be operated by minors. <span style="float: right;">007_010914</span>

	 <b>CAUTION</b>
	If the supply cord is damaged, it must be replaced by Gold Medal Products Co., its service agent or similarly qualified persons in order to avoid a hazard. <span style="float: right;">039_080614</span>

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.

DO NOT install equipment in an area where a water jet is used.

Unit to be installed in locations where ambient temperatures are between a minimum of 5°C (41°F) and a maximum of 55°C (131°F).

Unit to be installed in locations where it can be overseen by trained personnel.

Install unit on a level surface.

Unit is for popcorn.

**Note:** Improvements are always being made to Gold Medal's equipment. This information may not be the latest available for your purposes. It is critical that you call Gold Medal's Technical Service Department at 1-800-543-0862 for any questions about your machine operations, replacement parts, or any service questions. (Gold Medal Products Co. does not assume any liability for injury due to careless handling and/or reckless operation of this equipment.) General images may be used in manual for reference only.



# INSTALLATION INSTRUCTIONS

## Inspection of Shipment

After unpacking, check thoroughly for any damage which may have occurred in transit. Claims should be filed immediately with the transportation company. The warranty does not cover damage that occurs in transit, or damage caused by abuse, or consequential damage due to the operation of this machine, since it is beyond our control (reference warranty in back of manual).

## Manual

Instruction Manual (Part No. 110240) and Parts Manual (Part No. 110242) are provided with each unit. The manuals cover -600 Series PopClean Elite Poppers beginning with the Model Series shown below and features a Membrane Keypad Style Control Panel:

**2011, 2848, 2860, 2872, and 2873** (for 32 oz. Pop-O-Golds)

**2911, 2948, 2960, 2972, and 2973** (for 52 oz. Medallions)



**This manual covers units with a Membrane Keypad Control Panel**

The Instruction Manual contains initial setup, installation, and operating instructions for the unit.

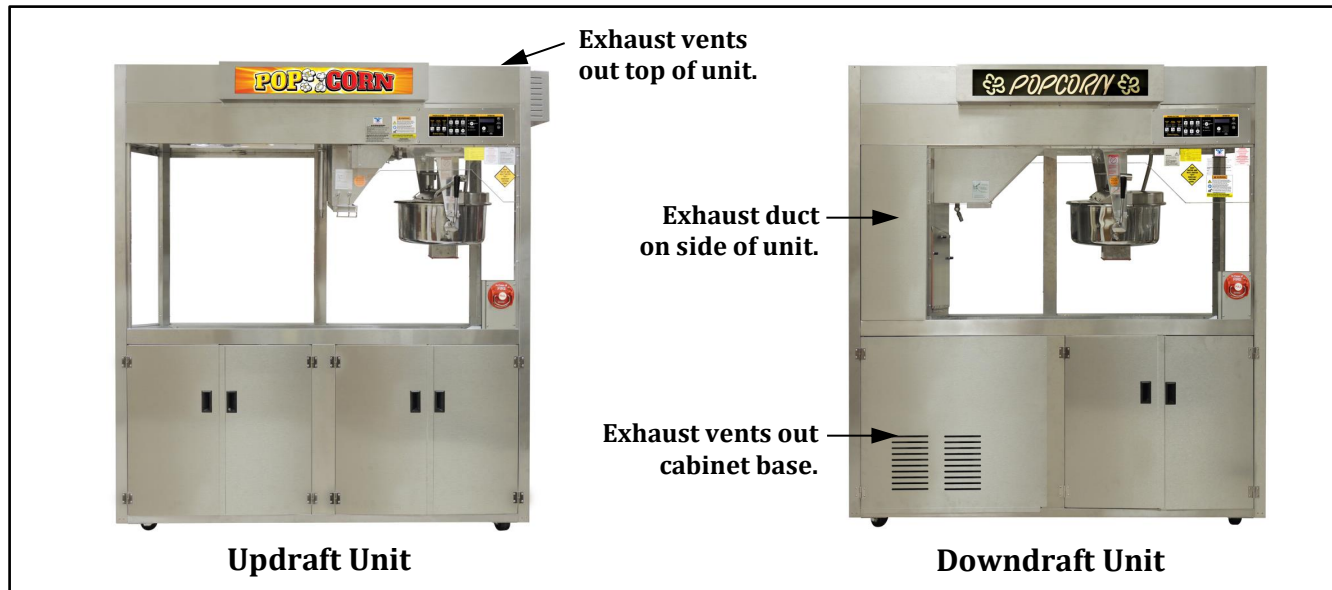
Read and understand the Instruction Manual and all other safety instructions before using this equipment. To order copies of the Instruction Manual (Part No. 110240) or Parts Manual (Part No. 110242), go to [gmpopcorn.com](http://gmpopcorn.com) or write to Gold Medal Products Co., 10700 Medallion Drive, Cincinnati, OH 45241 USA 1-(800)-543-0862.

The Parts Manual contains maintenance and spare parts information intended for qualified service personnel only; it is not intended for the operator. Qualified service personnel must use the Parts Manual in combination with the Instruction Manual when servicing the unit for all installation, operating, cleaning, maintenance, and spare parts replacement information.

Keep the manuals accessible, local inspectors may need to reference the information when inspecting the popper unit.

## Model Description

The Elite Series PopClean Popper has a uni-body, stainless steel construction, available as an Updraft or Downdraft Model with either a 32 oz. or 52 oz. Kettle. The Updraft Model exhausts out the top of the unit. The Downdraft Model exhausts through ductwork which extends down the side of the unit and vents out a large exhaust door in the cabinet base.



Elite Series PopClean Poppers equipped with an automatic Fire Suppression System have a manual pull station (some Exports exclude Fire Suppression System). Individual popper features vary by model, thus images provided throughout the manual are for general overall model reference only.

Other features and options:

- Membrane Keypad Control Panel.
  - Butterfly or Mushroom Recipes – standard on all units.
  - Salt/Sweet (pop in salt or sweet mode) – standard on all units.
  - Ability to pop a large or small size batch of popcorn – standard on all units.
- Oil Dispense Unit option (B.I.B or Bucket Pump).
- Butterfly Corn Screen or Mushroom Corn Screen option.
- Sign option (LED or LED Neon) reversible from Front Counter (customer side) to Back Counter (operator side) of popper.
- Deep Well (ability to adjust corn storage area) – standard on units over 36" (not available on 36" units).

The 32 oz. and 52 oz. popper units are available in the sizes listed below. Twin Models have 2 kettles, a dual updraft system, and 2 linked Fire Suppression Systems (some Exports excluded).

**32 oz. Kettle Model Series:** 2011 (36"), 2848 (48"), 2860 (60"), 2872 (72"), 2873 (72" Twin)

**52 oz. Kettle Model Series:** 2911 (36"), 2948 (48"), 2960 (60"), 2972 (72"), 2973 (72" Twin)



## Items Included with this Unit



**52 oz. Corn Cup**  
(PN 17757-52)  
Incl. with 52 oz.  
units only.



**32 oz. Corn Cup**  
(PN 67905-32)  
Incl. with 32 oz. units,  
and 52 oz. units for  
Flexi-Pop.



**18 oz. Corn Cup**  
(PN 67905-18)  
Incl. with 32 oz. units  
for Flexi-Pop.



**1/4 Cup Flavacol  
Measure** (PN 47169)  
Incl. with 52 oz. units.



**29.6 cc Flavacol  
Measure** (PN 47681)  
Incl. with 32 oz. units,  
and 52 oz. units for  
Flexi-Pop.



**Flavacol Container**  
(PN 41752)



**Jet Scoop**  
(PN 2072)



**Tube Brush** (PN 47380)



**50 AMP Receptacle**  
(PN 82920)



**Receptacle Cover**  
(PN 82922)

**Receptacle and Cover included  
with Domestic units ONLY.**



## Setup

The Elite Series PopClean popper has been adjusted, inspected, and tested at the factory. The Kettle is hard wired in the unit, and the exhaust filters are pre-installed and ready for use. Installation of popper should be performed by qualified service personnel. Read and perform all Setup steps prior to operating the unit.

1. Remove all packaging and tape.
2. Install unit on a level surface. Sufficient clearance is needed on the side of the popper with the power supply cord routed from the base.

**Units WITH Fire Suppression:** A minimum 18" (457.2 mm) clearance is required between any opening or exhaust duct and a combustible surface, per NFPA 96 Version 2017.

**Units WITHOUT Fire Suppression:** The Popper must be installed with a minimum 6" (152.4 mm) clearance to combustible surfaces on the operator's side and on top of machine. Updraft models require a minimum of 13" (330.2 mm) clearance on top of unit for filter access (or appropriate space for popper unit to be moved to access filters).

3. The unit is equipped with rolling casters. The two casters on the operator (controls) side have a locking/unlocking feature.
4. The main power cord is located in the cabinet base. Domestic units have a wall receptacle provided (Twin Models have 2 plugs and 2 receptacles). A secondary, smaller power cord, located in the cabinet base, is provided for powering the oil dispense unit (discussed in Step 7).

Before plugging in machine, have a certified electrician install the wall receptacle and follow all requirements listed in the Electrical Requirements section of this manual.

**Units WITHOUT Fire Suppression:** Skip to Step 7.

**Units WITH Fire Suppression:**

With power to the unit, **the popper will NOT operate until the ANSUL system has been charged and activated by an ANSUL Certified Representative.** If connecting the system to the building alarm, see next step prior to having the ANSUL system activated.

5. If the Fire Suppression System is to be connected to the building alarm, contact a qualified alarm system technician to make the connection prior to having the Fire Suppression System armed. (Reference Connecting to a Building Alarm System in the Fire Suppression System section of this manual.)
6. Have an Ansul Certified Representative charge and activate the Fire Suppression System (reference the Fire Suppression System section of this manual).

**For a local representative, go to [www.Ansul.com](http://www.Ansul.com).**

When system is activated, and the Power Switch is turned ON, the cabinet lighting and sign will turn on. (The unit will not turn on if the fire suppression system is not activated.)

**Note:** As the popper unit is plugged in (when the Fire Suppression System is armed) a distinct click can be heard as the Fire Suppression relay kicks in.



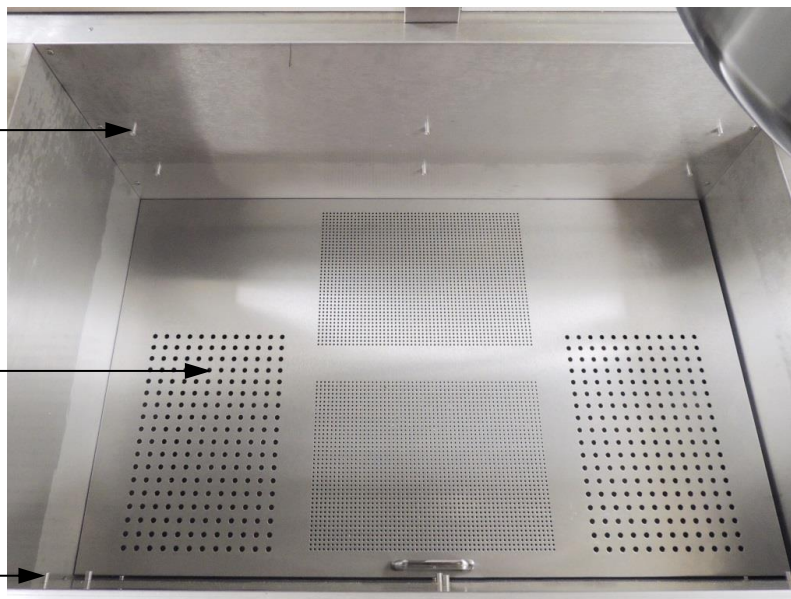


7. The small power cord (oil pump harness) supplies power to the oil dispense unit—make sure the harness is securely engaged before use. The load cell wire harness connects the oil level indicator (on popper) to the load cell (on oil unit). Refer to the oil unit Instruction Manual to connect the oil dispense system to the popper and to add oil.
8. To connect the oil dispense system to the popper, refer to the Bag-in-a-Box or Bucket Pump Instruction Manual included with the unit.  
**Note:** Once popper installation is complete, and the oil dispense unit is attached, the Oil Level (located on the digital display) can be calibrated. Reference Initial Startup – Popper Configuration section of this manual.
9. Open the cabinet base and remove all accessory items from the pull out corn drawer.
10. **Units with a Deep Well (48", 60", 72" Models only):** By default, the unit is shipped from the factory with the corn pan in a deep well position. If needed, the corn pan may be raised to an elevated position using the 3 front pins and the 3 back pins as a rest (see image below).
11. **Units with a RH or LH Chute Option:** Reference next section for chute installation.
12. After setup, the unit should be cleaned. The kettle has a food grade protective coating applied to the cooking surfaces, this coating must be removed prior to operating the unit (see Care and Cleaning section of this manual).

**3 Back Pins**  
Used to elevate the Corn Pan  
for a shallower Corn Bin.

**Corn Pan**

**3 Front Pins**  
Used to elevate the Corn Pan  
for a shallower Corn Bin.

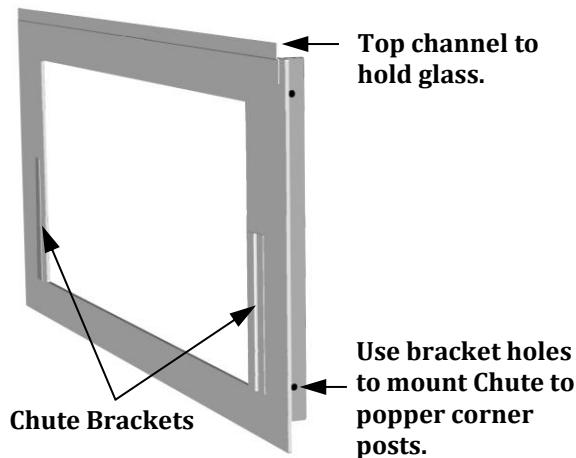


**Deep Well Corn Bin View**

## Chute Installation

**RH or LH Chute option** - General RH images shown for installation reference only. Install Chute Plate in popper cabinet (reference images below).

### Chute Plate Installation



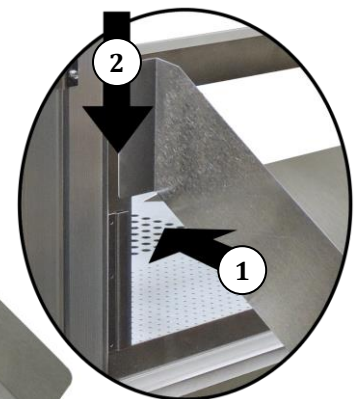
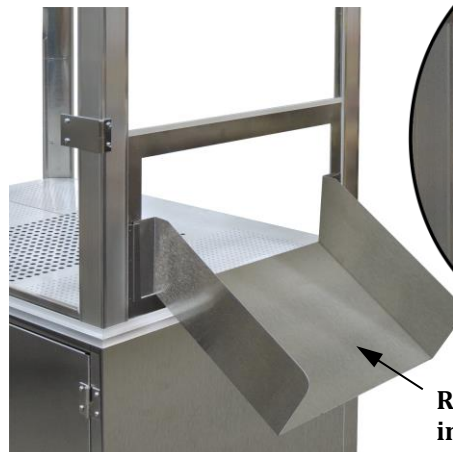
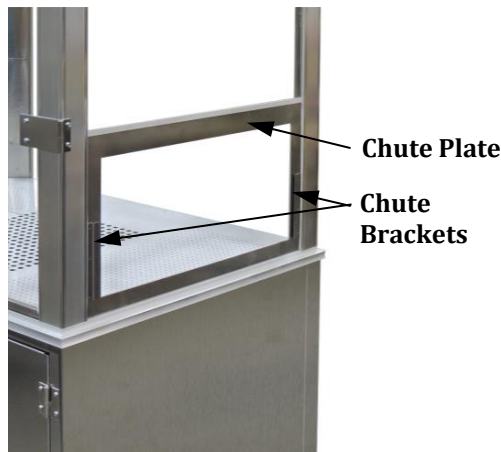
Chute Plate View



**To install Chute Plate:**  
Remove 2 corner post screws on each side, then reuse screws to fasten the Chute Plate in position as shown.

To install the Chute, position it in the plate opening as shown below, then slide the chute down into the holding brackets. For use, have a holding bin in place to accept the popped corn from the chute.

### Chute Installation



**Step 1:** Position chute end into the side plate as shown.  
**Step 2:** Slide Chute down into the brackets to install.



## Electrical Requirements

Emissions listing for Updraft and Downdraft units:

**Updraft:** 3.6 mg particulates/cubic meter of exhaust air

**Downdraft:** 1 mg particulates/cubic meter of exhaust air

The following power supply must be provided:

**Note:** Twin Models have two kettles, a dual updraft system, and two linked fire suppression systems (some Exports exclude Fire Suppression System). Two plugs, one for each side of popper, are supplied with Twin Models (Domestic units include two wall receptacles).

### DOMESTIC UNITS: 120/208 or 120/240 V~, 60 Hz

(reference unit Data Plate for Wattage requirement)

Twin Models are supplied with two plugs, one for each side of popper.

Domestic units are designed to operate on single phase, 50 AMP, 4 wire supply, 120/208 or 120/240 V~ (2 Hot, 1 Neutral, 1 Ground). All electrical components in this machine are 120 V (motors, heat elements, lights, etc.) and therefore require “Hot to Neutral” connection (**NOT** “Hot to Hot”). A 50 AMP wall receptacle (NEMA 14-50) is supplied with the machine. The receptacle will accept the attachment plug on the machine and must be used; reference the Receptacle Wiring Diagram for NEMA 14-50 for receptacle installation instructions.



### EXPORT UNITS: 220-230 V~, 50/60 Hz (reference unit Data Plate for Wattage requirement)

Potential Electrical Variations: 220 V~, 60 Hz

Twin Models are supplied with two plugs, one for each side of popper.

**Export units** are designed to operate on single phase, 16 AMP, 4 wire supply, 230 V~ (2 Hot, 1 Neutral, 1 Ground). All electrical components in this machine are 230 V (motors, heat elements, lights, etc.) and therefore require “Hot to Neutral” connection (**NOT** “Hot to Hot”). A certified electrician must supply and install the wall receptacle for this unit; reference the Receptacle Wiring Diagram for Export Units.

**Australia - 52 oz. units** are designed to operate on single phase, 36 AMP, 2 wire supply, plus ground. All electrical components in machine are 230 V (motors, heat elements, lights, etc.) A certified electrician must supply and install the wall receptacle for this unit.

	 <b>DANGER</b>
	<p>Machine must be properly grounded to prevent electrical shock to personnel. Failure to do so could result in serious injury, or death.</p> <p>Make sure all machine switches are in the OFF position before plugging the equipment into the receptacle. Keep cord and plug off the ground and away from moisture. Always unplug the equipment before cleaning or servicing.</p> <p>DO NOT immerse any part of this equipment in water.</p> <p>DO NOT use a water jet or excessive water when cleaning.</p> <p>008_012221</p>

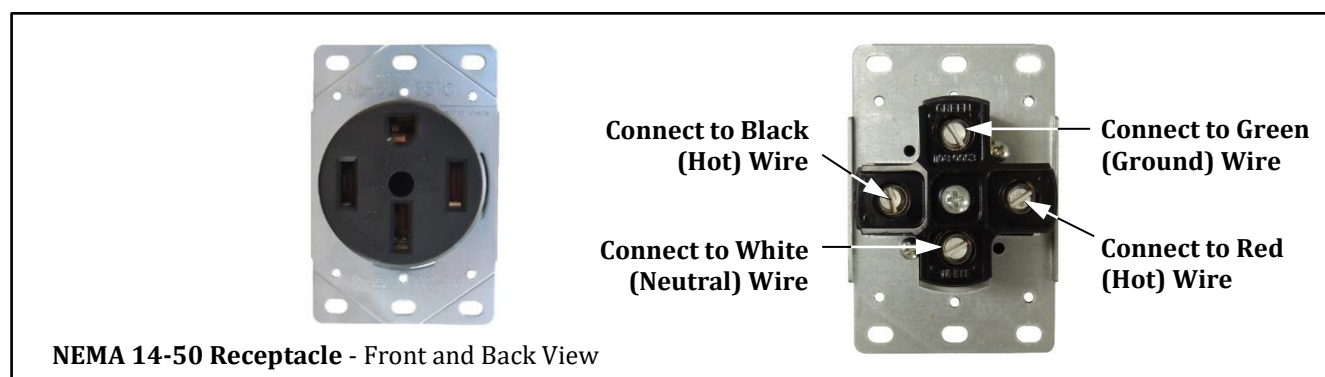
A certified electrician must furnish sufficient power for proper machine operation and install any supplied receptacle (reference unit Data Plate for model specific Volts AC, Hertz, and Wattage requirements). We recommend this equipment be on a dedicated and protected circuit. Failure to wire properly will void the warranty and may result in damage to the machine. It is Gold Medal

Products Co.'s recommendation that this machine be plugged directly into a wall outlet. The use of extension cords is not recommended due to safety concerns, and may cause sacrificed and/or reduced performance. Make sure cord is located to prevent a trip hazard or unit upset.

## Receptacle Wiring Diagram for NEMA 14-50 (Domestic)

A certified electrician must follow the IMPORTANT instructions below for installation of the NEMA 14-50 Receptacle (Gold Medal Item No. 82920) provided with the unit.

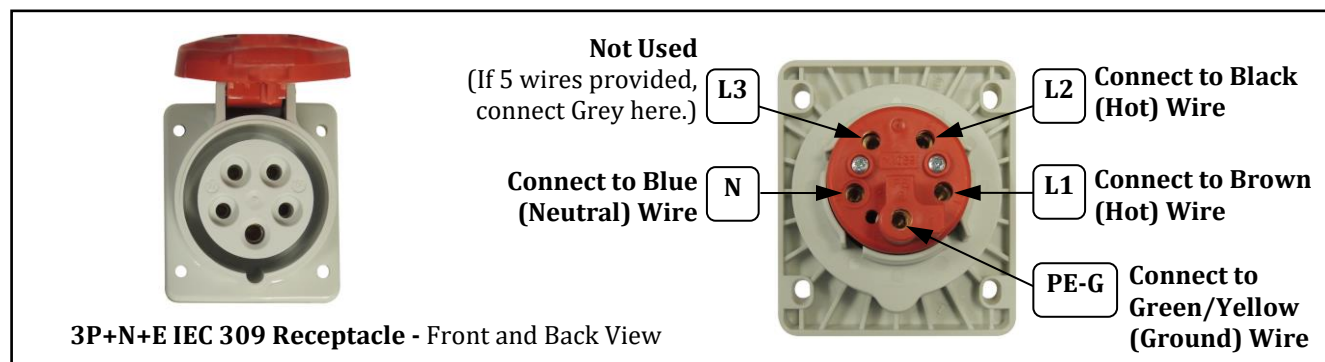
If the receptacle is wired incorrectly, the heat elements/kettle and other electrical components could be at 208 or 240 V potential instead of the needed 120 V, resulting in excessive temperatures in the heat elements (i.e.: kettle) and possible fire, and/or damage to electrical components.



## Receptacle Wiring Diagram (for Export Units – except Australia)

A certified electrician must supply and install the required wall receptacle for this unit, follow the IMPORTANT instructions shown.

This unit is designed to operate on single phase, 16 AMP, 4 wire supply. All electrical components in this machine are 230 V. If the receptacle is wired incorrectly, the heat elements/kettle and other electrical components could be at 400 V potential instead of the needed 230 V, resulting in excessive temperatures in the heat elements (i.e.: kettle) and possible fire, and/or damage to electrical components.





## Before You Plug In Machine

1. Make sure all machine switches are OFF before plugging equipment into receptacle.
2. Make sure wall outlet can accept the grounded plugs (where applicable) on the power supply cord.
3. The wall outlet must have the proper polarity. If in doubt, have a competent electrician inspect the outlet and correct if necessary.
4. **DO NOT** use a grounded to un-grounded receptacle adapter (where applicable).
5. Install unit in a level position.





## Fire Suppression System (some Exports excluded)

Information in this section is intended for reference use by an Ansul Certified Representative ONLY, for units equipped with a Fire Suppression System (some Exports exclude Fire Suppression System).

The Elite Series PopClean Poppers must be properly installed observing all minimum clearances (reference Setup section) and have all electrical requirements met prior to the activation of the Fire Suppression System (reference Electrical Requirements section). If the system is to be connected to the building alarm, contact a qualified alarm system technician to make the connection prior to having the Fire Suppression System activated (reference below Connecting to a Building Alarm System).

The Elite Series Popper is equipped with an ANSUL R-102 Fire Suppression System. All components are in accordance with the Ansul R-102 specifications and are tested and approved by Intertek-ETL to U.L. Standard 710B.

The Fire Suppression System is fully assembled and a tank is provided for the liquid fire suppressant agent, ANSULEX (the tank must be charged with agent by an Ansul Certified Representative ONLY). The unit will not turn on if the Fire Suppression System is not activated.

As the popper unit is plugged in (when the Fire Suppression System is armed) a distinct click can be heard as the Fire Suppression System relay kicks in.

**Note: Machine will not operate until the Ansul System has been charged and activated by an Ansul Certified Representative. For a local representative, go to [www.Ansul.com](http://www.Ansul.com). If connecting to the building alarm system, this “tie-in” must be made prior to activating the Fire Suppression System.**

## System Operation and Maintenance

In the event of a fire, the system will automatically activate the Fire Suppression System; however, if the operator chooses, they can operate the system by pulling the manual pull. The automatic system utilizes temperature rated fusible links found throughout the Fire Suppression System. A link (or multiple links) will break in a fire and trigger the automatic Fire Suppression System to deploy. These links must be inspected and/or serviced by an Ansul Certified Representative ONLY.

Maintenance must be routinely performed on this system (and in the event of a fire), by an Ansul Certified Representative; they will advise on the frequency of inspections required. The representative will thoroughly inspect the entire Fire Suppression System, replace any needed components, then recharge the system, and ensure it is operational. In the event the system has been discharged, the Ansul Certified Representative will need to flush the pipes and reactivate the system.



## Connecting to a Building Alarm System

The Fire Suppression System is equipped with the necessary components to be connected into the building's alarm system (optional). Have a qualified alarm system technician make the connection. Once “tied in”, the building alarm will be activated if the Fire Suppression System is triggered.

The alarm system connections are located in the fire suppression components compartment in the base of the popper. To access this compartment, remove the oil dispense unit, then remove the cover plate to view the limit switches. The left limit switch is for the popper, the right switch is for wiring the building alarm (optional). Once the alarm connection is complete, the unit can be charged and activated.

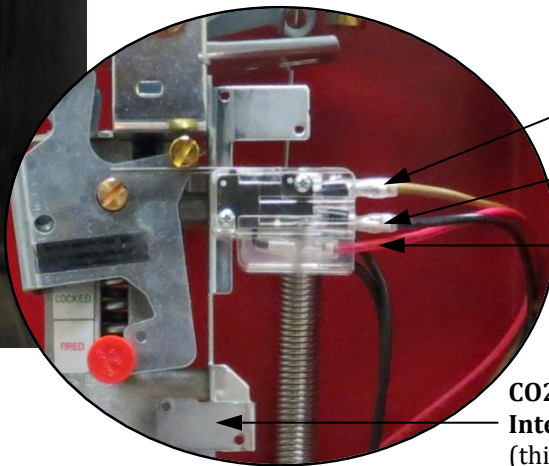
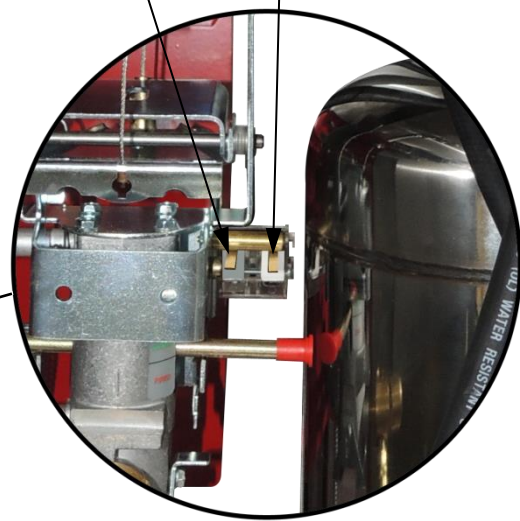
### Connecting to a Building Alarm



**Fire Suppression Components  
Compartment – Interior View**

**Limit Switch  
for Popper**

**Limit Switch for Building  
Alarm Connection**



**Normally  
Closed**

**Normally  
Open**

**Common**

**CO2 Cartridge  
Interlock Switch  
(this switch is not  
used)**

**Limit Switch Side View**



## Components for the Fire Suppression System

The following information is intended for reference use by an Ansul Certified Representative ONLY.

**Spray Nozzles** – Two types used (1N and 2W). Nozzles located near the kettle, in filter system, and near oil dispense unit. Reference Nozzle and Fusible Link Locations section for individual nozzle type and location on either an Updraft or Downdraft Model.

**1N Spray Nozzle** (Gold Medal Part No. 62001; Ansul Part No. 419346)

**2W Spray Nozzle** (Gold Medal Part No. 62786; Ansul Part No. 439840)

All nozzles must be equipped with a blow off cap to protect the spray opening (Gold Medal Part No. 62004; Ansul Part No. 433208). Cap should be kept on nozzle at all times, unless forced off during a system deployment.

**280°F High Temperature Fusible Link** (Gold Medal Part No. 62064; Ansul Part No. 439087) - Reference Nozzle and Fusible Link Locations section for individual link location on either an Updraft or Downdraft Model.

**Updraft Models (single kettle)** – 2 high temperature links used (one for the kettle)

**Updraft Models (twin kettle)** – 3 high temperature links used (one for each kettle)

**Downdraft Models (single kettle)** – 3 high temperature links used (one for the kettle)

**3 Gallon Tank** (Gold Medal Part No. 62513; Ansul Part No. 429862) – Agent tank is located in the fire suppression component's compartment, behind the oil dispense unit in the cabinet base. To open compartment, remove the oil dispense unit, then remove the access panel.

### CO2 Cartridges

Ansul Part No. 101-20 is the CO2 cartridge used on **single kettle**, Elite Series Poppers.

Ansul Part No. 101-30 is the CO2 cartridge used on **twin kettle**, Elite Series Poppers.

**Manual Pull Station** – (Gold Medal Part No. 62009; Ansul Part No. 434618)





## Nozzle and Fusible Link Locations

Each Updraft and Downdraft PopClean Popper is equipped with spray nozzles and temperature rated fusible links located throughout the Fire Suppression System. This section describes the nozzle and link types and locations on Updraft and Downdraft Models.

### Updraft Models – Spray Nozzle and Fusible Link Locations

Updraft units have 2 Fusible Links (3 Fusible Links on Twin Models) and 5 Spray Nozzles (9 Spray Nozzles on Twin Models).

**2W Spray Nozzle**



**Fire Damper**

In the event of a fire in the blower compartment, the Fire Damper will close to prevent flames from escaping the unit.

**280°F Fusible Link**

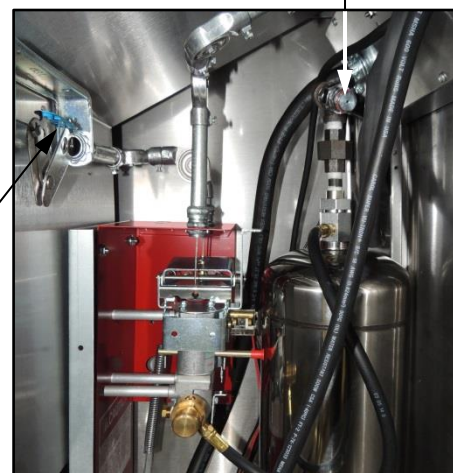
High temperature rated link for first response to a kettle fire (one for each kettle).



**2W Spray Nozzle**  
(two nozzles used for each kettle)



**1N Spray Nozzle**

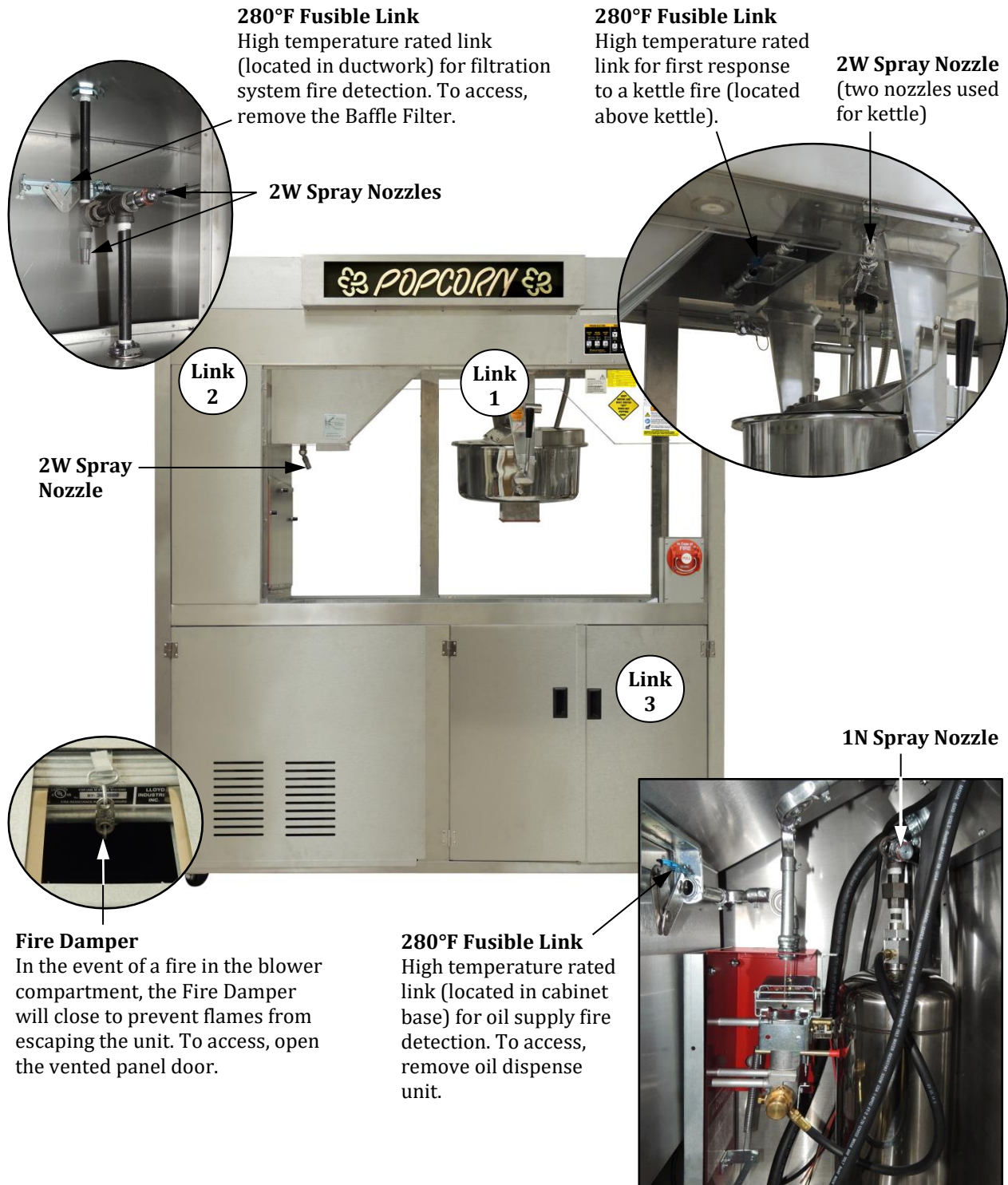


**280°F Fusible Link**

High temperature rated link (located in cabinet base) for oil supply fire detection. To access, remove oil dispense unit.

## Downdraft Models – Spray Nozzle and Fusible Link Locations

Downdraft units have 3 Fusible Links and 6 Spray Nozzles.





## Filter System

The popper is equipped with an efficient 3 stage filtration system. All filters must be installed correctly, the filter door must be closed, and NO filter system errors shown on the display for the Filter System and Kettle Heat to operate.

**Note:** Unit has a PowerOff feature which automatically turns the filter system and kettle heat off after 15 minutes of idle time (no popcorn popped). Turn the filter system and kettle heat back on to start popping again.

Each filter and the filter door have a corresponding interlock switch which must be engaged for the kettle to heat. A filter/interlock issue will be indicated on the display (reference the Filter System Error Code Explanation Table on next page).

Always keep a spare set of filters on hand. When the display shows a Change Filter Error (indicating insufficient filter efficiency), **THE FILTER SYSTEM AND KETTLE HEAT WILL NOT OPERATE** until the Box and/or HEPA Filters are changed.

Generally, the HEPA Filter will last longer than the Box Filter. When the display indicates Change Filter, replace the Box Filter; the next time Change Filter is indicated, replace both filters (depending on usage, this scenario may not always occur). Reference the Updraft or Downdraft Filter section accordingly for filter access and installation.

**Note:** Popping sugar corn will greatly reduce the life of the filters.

### Filter Types

#### Updraft Filters



**Baffle Filter**  
(Filter is washable.)



**Updraft Box Filter (12x24x4)**  
(Replaceable ONLY, **DO NOT** attempt to clean this filter.)

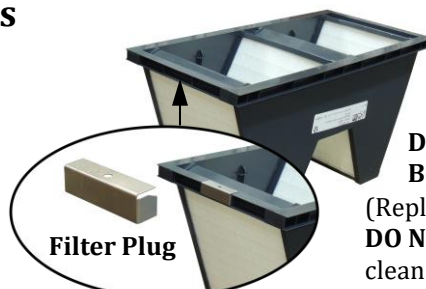


**HEPA Filter**  
(Replaceable ONLY, **DO NOT** attempt to clean this filter.)

#### Downdraft Filters



**Baffle Filter**  
(Filter is washable.)



**Filter Plug**

Filter Plug shown installed.  
Filter Plug is reusable.

**Downdraft Box Filter**  
(Replaceable ONLY, **DO NOT** attempt to clean this filter.)



**HEPA Filter**  
(Replaceable ONLY, **DO NOT** attempt to clean this filter.)



## Filter System Error Code Explanation Table

After changing a filter(s) or correcting a filter system error code, **turn the Power Switch OFF then back ON to reset the display screen.**

Error Code	Digital Display View	Explanation - Solution
Error Code 10 <b>Check Filter</b>	Flashes between error and information screen (beeps twice).	Indicates pressure switch detects Box and HEPA Filter efficiency is reduced to less than 80%. Unit will still operate but have replacement filters available for use when needed.
Error Code 11 <b>Change Filter</b>	Flashes between error and information screen (beeps twice).	Indicates pressure switch detects Box and HEPA Filter efficiency is reduced to less than 75%. When a Change Filter error is displayed, <b>THE FILTER SYSTEM AND THE KETTLE HEAT WILL NOT OPERATE</b> until the Box and/or HEPA Filters are changed. Reference the Updraft or Downdraft Filter section accordingly. <ul style="list-style-type: none"> <li>• If the Change Filter error occurs during a popping cycle, <b>THE FILTER SYSTEM AND KETTLE HEAT ARE SHUT OFF AND COOKING IS STOPPED.</b></li> <li>• After filter(s) are changed, turn the Power Switch OFF, then back ON to reset the screen.</li> </ul>
Error Code 12 <b>Filter Door Open</b>	Error Code displayed steadily on screen (beeps twice).	Indicates the Filter Door interlock switch is NOT engaged. <ul style="list-style-type: none"> <li>• Make sure the Filter Door is closed so the door tab engages the interlock switch.</li> <li>• Make sure <b>EACH</b> compression knob is fully twisted clockwise to lock it in place.</li> </ul> Reference the Updraft or Downdraft Filter section accordingly.
Error Code 13 <b>Baffle Filter</b>	Error Code displayed steadily on screen (beeps twice).	Indicates the Baffle Filter is not installed, or the interlock switch is NOT engaged. Reference the Updraft or Downdraft Filter section accordingly for instructions on filter installation.
Error Code 14 <b>Box Filter</b>	Error Code displayed steadily on screen (beeps twice).	Indicates the Box Filter is not installed, or the interlock switch is NOT engaged. Reference the Updraft or Downdraft Filter section accordingly for instructions on filter installation.
Error Code 15 <b>HEPA Filter</b>	Error Code displayed steadily on screen (beeps twice).	Indicates the HEPA Filter is not installed, or the interlock switch is NOT engaged. Reference the Updraft or Downdraft Filter section accordingly for instructions on filter installation.

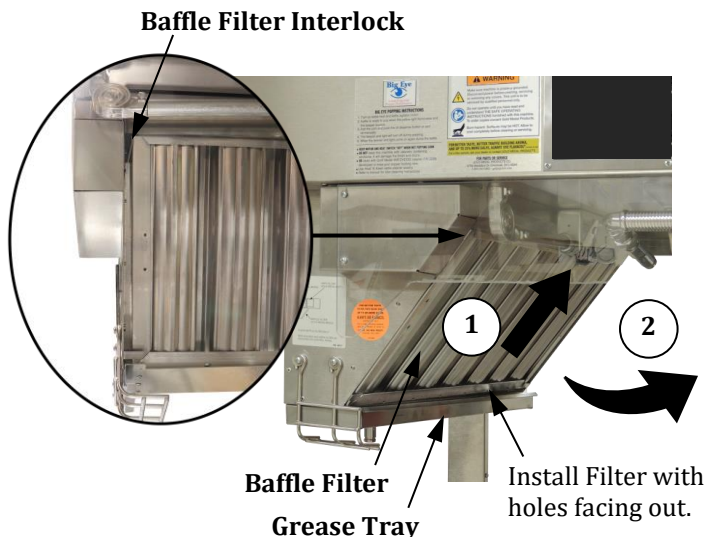




## Updraft Filters

After changing filter(s) or correcting a filter system error code, **turn the Power Switch OFF then back ON to reset the display screen.** Allow kettle to cool completely before accessing filters.

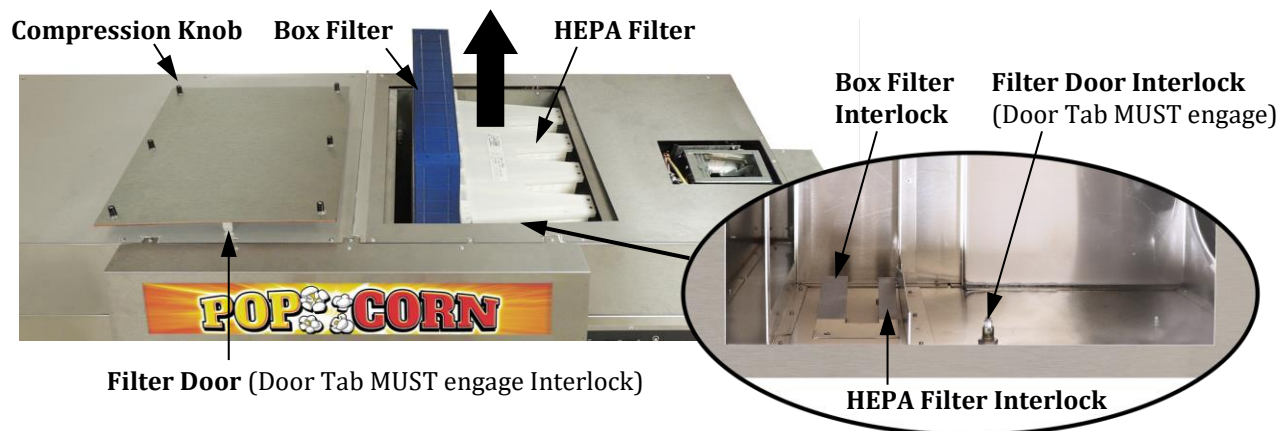
All filters **MUST be properly installed**, and all interlocks **MUST be engaged** for the popper to operate. The display will show a filter system issue - to continue operation, recheck the indicated filter or filter door and ensure the interlocks are engaged (reference images below).



### BAFFLE FILTER

#### To Remove the Baffle Filter:

1. Lift filter towards top of popper.
2. Swing bottom end clear of mounting brackets and remove filter.
3. **Reinstall in reverse order.** Filter holes should face outward to properly drain into grease tray; make sure a clean grease tray is in place. Ensure the filter engages the interlock switch.



### BOX FILTER and HEPA FILTER

#### To remove the Box Filter:

1. Rotate the six Compression Knobs counter-clockwise, then lift off the Filter Door (door MUST be reinstalled, so tab engages interlock, then FULLY turn knobs clockwise to close).
  2. Lift Box Filter out to remove (see image above).
- To reinstall:** Carefully slide the Box Filter in and ensure the filter engages the interlock switch.

#### To remove the HEPA Filter:

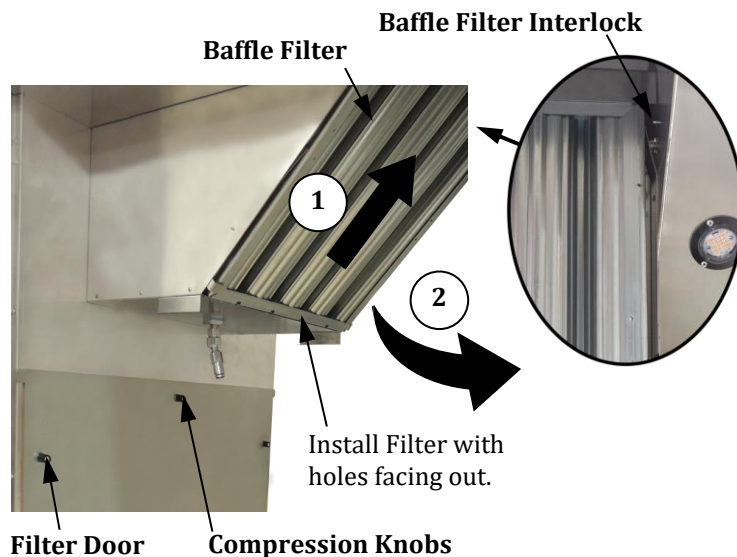
3. With the Box Filter removed, shift the HEPA Filter over until it clears the door opening, then lift out to remove.
4. **Carefully reinstall in reverse order** and ensure filters engage interlock switches.



## Downdraft Filters

After changing filter(s) or correcting a filter system error code, **turn the Power Switch OFF then back ON to reset the display screen.** Allow kettle to cool completely before accessing filters.

All filters **MUST be properly installed**, and all interlocks **MUST be engaged** for the popper to operate. The display will show a filter system issue. To continue operation, recheck the indicated filter or filter door and ensure the interlocks are engaged.



### BAFFLE FILTER

#### To remove the Baffle Filter:

1. Lift filter towards top of popper.
2. Swing bottom end clear of mounting brackets and remove filter.
3. **Reinstall in reverse order.** Filter holes should face outward to properly drain into grease tray; make sure a clean grease tray is in place. Ensure the filter engages the interlock switch.

### BOX FILTER and HEPA FILTER

#### To remove the Box Filter:

1. Rotate the three Compression Knobs counter-clockwise to open the Filter Door (close door to engage interlock, then FULLY turn knobs clockwise).
2. Slide Box Filter out to remove.

#### When reinstalling Box Filter:

The Filter Plug must be oriented on the side shown to activate the Interlock Switch. Carefully slide filter in along guide rails ensuring the Filter Plug correctly engages the interlock switch.

#### To remove the HEPA Filter:

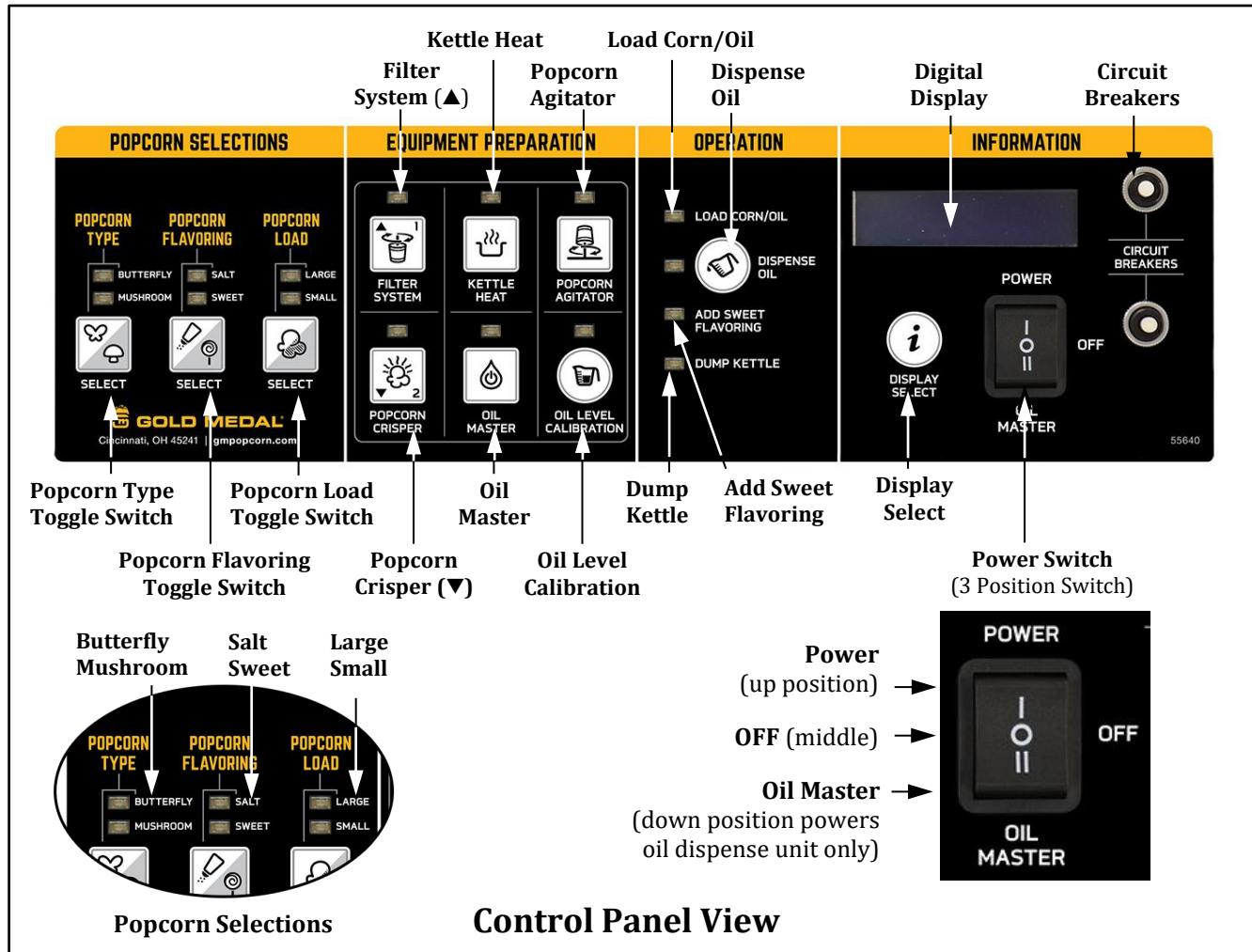
3. With the Box Filter removed, lift the HEPA Filter up until it clears the door opening, then remove.
4. Carefully reinstall in reverse order; ensure filters engage interlock switches.



# OPERATING INSTRUCTIONS

## Controls and Their Functions

The popper is equipped with a Membrane Keypad Control Panel. Press button to turn a function ON/OFF as needed. The LED Indicator Light for the button activates when the function is selected.



**Twin Model Note:** Twin units have an additional left hand control panel for the LH kettle, LH oil unit, and LH filter system—crisper is controlled by the RH Control Panel.

**POWER SWITCH** - Three position, rocker switch.

**Power** (up): For normal popper operation—supplies power to the unit controls, sign, and interior cabinet lights.

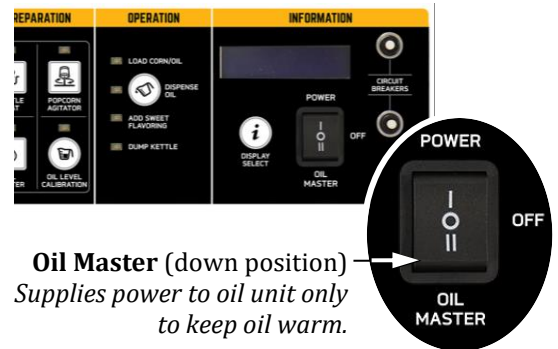
**OFF** (middle): All power supply to machine is off.

**Oil Master** (down): Popper is off, but oil master remains on providing power to the oil dispense unit to keep oil warm, see switch instructions below. To warm the oil **while the popper is powered on**, see Oil Master equipment switch.



**Warm Oil While Popper is OFF:** Coconut oil congeals below about 76°F (24°C). To warm oil when popper is off, keep the cabinet doors closed and:

- **For machines used daily**, always flip power switch to Oil Master (down position) to turn popper off but keep oil warm overnight.
- **If machine and oil unit are off for an extended period**, flip power switch to Oil Master (down position) the night before it is used to warm the oil.



**Oil Master** (down position)  
*Supplies power to oil unit only  
to keep oil warm.*

## CIRCUIT BREAKERS

Two mini Circuit Breakers are located on the control panel, to protect the popper unit from an overload condition. If unit is plugged in, but the kettle agitator or oil system does not come on when activated, then the circuit breaker(s) may be tripped. (Reference the Troubleshooting section of this manual).

## POPCORN SELECTIONS (Recipes)

There are 7 popcorn recipe selections available (on startup, the last recipe used is displayed). Each popcorn recipe is preprogrammed at the factory with default settings (to adjust default settings, reference the Recipe Mode and Popper Configuration section). The following popcorn recipe selections are available:

- |                                |                              |
|--------------------------------|------------------------------|
| 1. Butterfly-SALT-Large Load   | 5. Mushroom-SALT- Large Load |
| 2. Butterfly-SALT-Small Load   | 6. Mushroom-SALT-Small Load  |
| 3. Butterfly-SWEET- Large Load | 7. Mushroom-SWEET-Small Load |
| 4. Butterfly-SWEET-Small Load  |                              |

**Note:** In Mushroom-SWEET mode the Load value defaults to Small.

**Popping Tip:** In Mushroom-SALT mode, if the desired popping result is not being achieved when popping a Large Load, try popping it as a Small Load.

**Popcorn Type Button** – Toggles selection between Butterfly and Mushroom Corn. The LED light indicates type selected.

**Popcorn Flavoring Button** – Toggles selection between Salt and Sweet. The LED light indicates flavoring selected.

**Popcorn Load Button** – Toggles selection between Large and Small Load. The LED light indicates load size selected.





## OIL MASTER

ON/OFF Button Switch - supplies power to the oil unit **when the popper is turned on** (either the Bag-In-A-Box or Bucket Pump).

**Important Note:** To stop oil flow at any time, turn the Oil Master switch OFF.

Coconut oil congeals below about 76°F (24°C)—**always leave this Oil Master selection ON** and keep the cabinet doors closed when the popper is turned on to keep the oil warm. See previous page for Oil Master function on the power switch to keep oil warm, while popper is turned OFF.



**Oil Master** - Supplies power to oil unit when popper is turned on.

**Bag-in-a-Box Model:** Power to the B.I.B. activates the warmer/blower, and the heated line kit (if equipped). Reference the Instruction Manual for the Bag-In-A-Box Unit.

**Bucket Pump Model:** Power to the bucket pump activates the heating element on the bucket pump to provide minimal heat to keep the coconut oil liquid. Reference the Instruction Manual for the Bucket Pump Unit.

## POPCORN CRISPER (▼) “DOWN” Button

ON/OFF Button Switch, supplies power to the popcorn crisper in the corn staging area, keeps popcorn fresh and crisp.

**In Configuration Mode:** POPCORN CRISPER (▼) Button is used to adjust settings.

## FILTER SYSTEM (▲) “UP” Button

ON/OFF Button Switch - supplies power to the blower and initializes a check of the 3 filter interlocks, the filter door interlock, and the 2 pressure switches (detecting filter efficiency). When finished popping, allow unit to sufficiently vent, then turn Filter System OFF, to preserve filter life if not popping for long periods of time. (The PowerOff feature automatically shuts the Filter System off after 15 minutes of idle time (no popcorn popped). Refer to Filter System section for further information on the filtration system.

**In Configuration Mode:** FILTER SYSTEM (▲) Button is used to adjust settings.

## KETTLE HEAT

ON/OFF Button Switch, supplies power to the kettle heating element. When kettle heat is turned ON, the Popcorn Agitator is automatically turned ON. (The agitator will remain on after kettle heat is turned OFF, until the agitator is turned OFF.)

**IMPORTANT NOTE:** The Kettle Heat Switch is inactive unless the Filter System is ON, and no filter error codes are displayed.

**PowerOff Feature** - automatically turns the kettle heat and filter system off after 15 minutes of idle time (no popcorn popped). This prevents the kettle heat element from cycling OFF-ON if the Kettle Heat Switch is left on. Turn the filter system and kettle heat back on to start popping again.



## POPCORN AGITATOR

ON/OFF Button Switch, supplies power to the kettle agitator motor. The agitator motor is automatically turned ON when the kettle heat is turned ON. If the agitator motor is turned OFF, while the kettle heat is enabled, the kettle heat and LED indicator are automatically turned OFF.

The agitator **MUST** be ON at all times when there is popcorn (popped or un-popped) in the kettle.

## OIL LEVEL CALIBRATION

Button switch, used in combination with the digital display - Oil Level Calibration sets the display to show the amount of oil available in the bag or bucket, reference the Configuration Mode section to set the Oil Level Calibration.

## LOAD CORN/OIL

LED Light turns ON to indicate the kettle is ready to load corn and oil.

## DISPENSE OIL

The Oil Master Switch must be ON for the Dispense Oil Switch to activate. The Dispense Oil LED on the popper will light continuously when oil pump is dispensing.

**TIMED Mode:** A preset oil amount is automatically dispensed when the Dispense Oil Button is pressed (the factory default setting for recipe combinations is TIMED).

**MANUAL Mode:** Only dispenses oil when the Dispense Oil Button is held in. Use to manually dispense oil.

## ADD SWEET FLAVORING

LED Light turns ON to indicate it is time to add sweet flavoring (if popcorn has started popping, DO NOT open kettle lid to add flavoring).

## DUMP KETTLE

LED Light turns ON to indicate the kettle is ready to dump. (To adjust the Dump Kettle temperature, reference the Recipe Mode Configuration section.)

## DIGITAL DISPLAY

**In Idle Mode** - The Digital Display shows the following:

**Oil Level** – Indicates the approx. amount of oil available for popping corn (reference the Configuration Mode section, to set the Oil Level Calibration).

**Kettle Temperature** – The current temperature of the kettle.

**Load Count** - Number of batches popped since the last reset (reference the Configuration Mode section for instructions to reset the load count).

**In Configuration Mode:** The Digital Display is used to show calibration settings.

**Error Mode/Diagnostic Mode:** Reference the Troubleshooting section of this manual.



## DISPLAY SELECT

Button is used for configuration modes – to enter mode, to reset load count, and to toggle through various procedures. Reference the Configuration Mode section and the Recipe Mode and Popper Configuration section for using the Display Select button.

## MANUAL PULL (for Fire Suppression System – some Exports excluded)

Pull Station for the operator to manually activate the Fire Suppression System.

**Note:** In the event of a fire, the system will automatically activate the Fire Suppression System; however, if the operator chooses, they can operate the system by pulling the manual pull.



**Fire Suppression Manual Pull  
(if equipped)**



## Initial Startup – Popper Configuration

1. Turn Power Switch ON (up position)- Display shows system information screen for approx. 2 seconds:

**Display 5.0** (top line shows software version on Display Board)

**I/O V 5.10** (bottom line shows software version on Relay Board)

**Note:** To upgrade the Display Board Software or Relay Board Software, **the first digit** of BOTH software versions MUST BE THE SAME to be compatible, see example shown below.

### Example:

Display 5.X

I/O V 5.XX

#### **CORRECT**

First digit is the  
**SAME** number.

Display 5.X

I/O V 4.XX

#### **INCORRECT**

First digit is **NOT**  
the same number.

2. After information screen, unit goes to idle mode (no heat) - the display shows the current **Load Count**, **Kettle Temperature**, and **Oil Level Indicator** (popcorn selections will show the last recipe selected).
3. **For initial startup of a new unit:**
  - Refer to Configuration Mode section to calibrate the oil level and oil pump, and to reset the load count.

**Note:** After initial configuration, the oil level and oil pump should not need recalibration for normal use (they may be recalibrated periodically, as needed, to ensure accuracy).
  - Each popcorn recipe is preprogrammed with default settings to pop popcorn. To adjust the default settings (or to reset the popper back to factory default settings) reference Recipe Mode Configuration section.

**If no configurations are needed:** Refer to Popping Corn Instructions to start popping.



## Popping Instructions- QUICK Reference

See next page for expanded descriptions and tips for popping instructions.

### Popping Salt or Sweet Popcorn

- Use measures provided for corn, salt, and oil.
- Use colored coconut oil for popping **salted** popcorn.
- Use **white** coconut oil for popping **Glaze Pop** (colored oil can change the popcorn color).

**Note:** Make sure coconut oil is liquid. To check—**allow kettle to cool completely**—then dispense oil into a measuring cup (use that oil for the first popping cycle).

1. Turn on - Power Switch
2. Select
  - BUTTERFLY or MUSHROOM
  - SALT or SWEET
  - LARGE or SMALL load size (For Mushroom-Sweet, only small load is available.)
3. Turn on - OIL MASTER
  - POPCORN CRISPER
  - FILTER SYSTEM
  - KETTLE HEAT (POPCORN AGITATOR automatically turns on).

4. Prepare ingredients.

Kettle Size	52 oz.	32 oz.	18 oz.
Raw Popcorn	52 oz.	32 oz.	18 oz.
Flavacol	4T	2T	1.5T
Glaze Pop (if applicable)	26 oz.	16 oz.	9 oz.

5. On the Load Corn/Oil signal
  - Load popcorn and Flavacol (**do not** add Flavacol/salt when popping SWEET popcorn); close lid.
  - Press DISPENSE OIL.
6. If popping sweet popcorn – on ADD SWEET signal, add Glaze Pop (when using sugar, use Compound “S” to help keep the kettle clean); close lid.

**Caution:** Do not open kettle lid to add sugar if popping has started as injury may result.

7. On the DUMP KETTLE signal, gently dump the kettle.
8. When finished popping, turn the KETTLE HEAT and POPCORN AGITATOR off.  
**NEVER LEAVE THE HEAT ON WHEN YOU ARE NOT POPPING CORN!**  
PowerOff feature turns kettle heat/filter system off after 15 minutes of no popping.
9. Clean the kettle after popping sweet popcorn—and prior to switching to salted popcorn.
10. Turn the filter system off after the unit is vented sufficiently.



## Popping Instructions - EXPANDED

The popper is equipped with corn, salt, and oil measures.

For best popping results, use coconut oil. Popcorn popped in coconut oil stays fresh longer and does not leave black deposits in the kettle like other oils. Use only top quality, fresh popcorn from reputable suppliers.

### Popping Salt or Sweet Popcorn

- Use colored coconut oil for popping **salted** popcorn.
- Use **white** coconut oil for popping **Glaze Pop** (colored oil can change the popcorn color).

<b>Raw Popcorn Charge:</b>	Use corn measure provided (ex: for 32 oz. Kettle, use 32 oz. corn) (for small load, use small corn measure provided)
<b>Oil Volume:</b>	Oil volume is approx. 30% of corn amount (ex: for 32 oz. corn, use 9.6 oz. oil)
<b>Flavacol (Salt) Amount:</b>	Use Flavacol scoop provided (for small load use a half scoop)
<b>Glaze Pop/Sugar Amount:</b>	Use amount equal to 1/2 the quantity of corn (ex: for 32 oz. corn, use 16 oz. Glaze Pop)

**Note:** Make sure coconut oil is liquid. To check—**allow kettle to cool completely**—then dispense oil into a measuring cup (use that oil for the first popping cycle).

1. Turn on the Power Switch.
2. Select a recipe: select BUTTERFLY or MUSHROOM, SALT or SWEET, and SMALL or LARGE load size.

**For Mushroom-Sweet**, only small load is available.

**Popping Tip:** In Mushroom-SALT mode, if desired popping result is not being achieved when popping a large load, try popping a small load.

3. Turn on the OIL MASTER, POPCORN CRISPER (if desired), FILTER SYSTEM, and KETTLE HEAT (POPCORN AGITATOR automatically turns on).
4. Prepare ingredients while kettle is preheating (about 5–8 minutes).
5. On the Load Corn/Oil signal (LED and beeper turn on)
  - Lift kettle lid and pour in popcorn and Flavacol (**do not** add Flavacol/salt when popping SWEET popcorn); close lid.
  - Press DISPENSE OIL (LED/beeper will turn off in approx. 20 sec.).
6. If popping sweet popcorn, on Add Sweet Flavoring signal, add Glaze Pop or Sugar (when using sugar, use Compound “S” to help keep the kettle clean); close lid.

**Caution:** Do not open kettle lid to add sugar if popping has started as injury may result.

If popping has started, finish the cycle without sugar. Then, on following batches, add sugar right after adding oil (this scenario may require extra cleaning).



7. On the Dump Kettle signal, gently dump the kettle.

**Note:** The Dump Kettle signal is preset based on Gold Medal popcorn and oil. If you pop 3 consecutive batches and the signal occurs before or after popping has stopped, then adjust the kettle dump temperature. (Reference the Recipe Mode Configuration section, Dump Temp Adj.).

**Popping Tip:** On final batch, turn heat switch off just as lids are forced open by the popping corn (kettle has plenty of heat to finish popping). This helps eliminate smoke/odor from any oil residue remaining in kettle. With the heat switch off, **the light and beeper will not activate for the last batch.**

8. When finished popping, turn the KETTLE HEAT and POPCORN AGITATOR off.  
**NEVER LEAVE THE HEAT ON WHEN YOU ARE NOT POPPING CORN!**

The PowerOff feature automatically turns the kettle heat and filter system off after 15 minutes of no popping. Turn filter system and kettle heat back on to start popping again.

9. Clean the kettle after popping sweet popcorn—and prior to switching to salted popcorn.
10. Turn the filter system off after the unit has vented sufficiently. This preserves filter life if not popping for long periods of time.



## Configuration Mode

This section describes how the Configuration Mode is used for the following:

1. **Count Reset** (reset the Load Count to zero).
2. **Oil Level Calibration** (allows display to show how much oil is available in bag or bucket). After initial configuration, the Oil Level Indicator should not need recalibration for normal use (it may be recalibrated periodically, as needed, to ensure accuracy).
3. **Oil Pump Calibration** (sets the oil volume dispensed in 10 seconds of pump run time). The oil pump must be calibrated to ensure accurate oil volume is dispensed. After initial configuration, the oil pump should not need recalibration for normal use.

**Note:** Oil Pump Calibration can also be set in Recipe Mode Configuration.

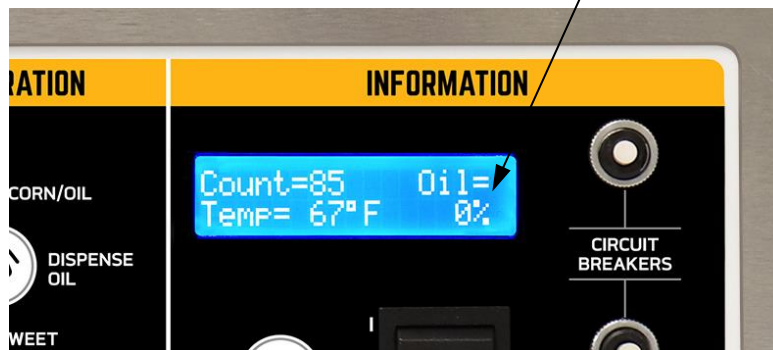
4. **Oil Pump Purge** (sets pump to manual dispense for cleaning purposes).

The Elite Series Popper uses a Bag-in-a-Box or Bucket Pump oil delivery system with an oil level sensor which connects to the control board of the popper. Poppers with a Bag-in-a-Box option are shipped with the oil dispense unit pre-installed. Bucket Pump units are shipped separately and must be installed during setup of the unit (reference the Instruction Manual for the oil dispense unit).

**The B.I.B. Unit** holds a maximum of (2) 35 pound boxes of oil; one for use and a second box being staged for use when the first box is empty. Program the oil level indicator to show when the oil is getting low, thus informing operator to watch oil level/change connection to second box. Replace the empty box with a new full box of oil. The oil level indicator will NOT show FULL unless a new full box of oil is loaded.

**The Bucket Pump** is used with a 50 pound bucket of oil. The oil level indicator is programmed to show when the bucket is getting low, thus informing operator to watch oil level/load a new bucket.

**Oil Level Indicator** - Indicates the approximate percentage of oil remaining, informing operator to watch oil level/load new oil.



Control Panel Digital Display





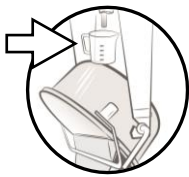


## Configuration Mode

Unit must be in idle mode (no heat) to enter configuration mode.

Press DISPLAY SELECT button to enter configuration mode and to move to the next mode (if no button is pressed within 10 seconds the screen will exit and default back to idle mode).

1. <b>Count Reset</b> - Press DISPLAY SELECT to skip to Oil Level Calibration.		
To Reset Load Count:	1.1. NO is blinking on screen - Toggle ▲ or ▼ to select YES 1.2. Confirm Reset - Toggle ▲ or ▼ to select YES 1.3. Press DISPLAY SELECT to move to Oil Level Calibration	
2. <b>Oil Level Calibration</b> - Press DISPLAY SELECT to skip to Oil Pump Calibration.		
For Bag-In-A-Box Oil Calibration:	2.1 Load 1 FULL box of oil 2.2 Press OIL LEVEL CALIBRATION to set 0% 2.3 Press DISPLAY SELECT to accept 0%	
	2.4 Load 2nd FULL box of oil 2.5 Press OIL LEVEL CALIBRATION to set 100% 2.6 Press DISPLAY SELECT to accept 100%	
	2.7 Press DISPLAY SELECT to move to Oil Pump Calibration	
For Bucket Pump Oil Calibration:	2.1 Have an EMPTY bucket of oil in unit 2.2 Press OIL LEVEL CALIBRATION to set 0% 2.3 Press DISPLAY SELECT to accept 0%	
	2.4 Load a FULL bucket of oil 2.5 Press OIL LEVEL CALIBRATION to set 100% 2.6 Press DISPLAY SELECT to accept 100%	
	2.7 Press DISPLAY SELECT to move to Oil Pump Calibration	
3. <b>Oil Pump Calibration</b> - Press DISPLAY SELECT to skip to Oil Pump Purge.		
To Calibrate Bag-In-A-Box Pump:	<p><b>Allow kettle to cool completely prior to taking volume measurements.</b></p> 3.1 Hold a cup under the oil delivery tube in popper. <b>Note:</b> To accurately measure oil volume, dispense oil a couple of times in a separate container before dispensing the oil volume to measure.  3.2 Press DISPENSE OIL (pump will dispense oil for 10 seconds, continue holding cup to catch drips)  3.3 Press DISPLAY SELECT <b>If correct amount is shown:</b> Press DISPLAY SELECT to move to Oil Pump Purge. <b>To adjust amount shown:</b> Press ▲ to <b>increase</b> oil vol. in 0.5 oz. steps (up to 25.5 oz.) or press ▼ to <b>decrease</b> oil vol. in 0.5 oz. steps (down to 2.0 oz.).  3.4 Press DISPLAY SELECT to store volume amount and move to Oil Pump Purge.	  



<p>To Calibrate <b>Bucket Pump</b>:</p>	<p><b>Allow kettle to cool completely prior to taking volume measurements.</b></p> <p>3.1 Hold a cup under the oil delivery tube in popper.</p>  <p>3.2 Press DISPENSE OIL</p> <p>3.3 <b>When oil STARTS to flow</b>, press DISPENSE OIL again (pump will dispense oil for 10 seconds, continue holding cup to catch drips)</p>  <p>3.4 Press DISPLAY SELECT</p> <p><b>If correct amount is shown:</b> Press DISPLAY SELECT to move to Oil Pump Purge.</p> <p><b>To adjust amount shown:</b> Press ▲ to <b>increase</b> oil vol. in 0.5 oz. steps (up to 25.5 oz.) or press ▼ to <b>decrease</b> oil vol. in 0.5 oz. steps (down to 2.0 oz.).</p>  <p>3.5 Press DISPLAY SELECT to store volume amount and move to Oil Pump Purge.</p>
<p><b>4. Oil Pump Purge</b> - Press DISPLAY SELECT to return to idle mode.</p>	
	<p>Machine will turn oil pump on as long as the DISPENSE OIL button is pressed.</p>



# QUICK Reference

## Recipe Mode Configuration

Recipe Mode Configuration customizes the control board default recipe settings for oil pump calibration, and oil volume and kettle temperature for each popcorn recipe. For full descriptions of these modes refer to the EXPANDED Instructions for Recipe Mode Configuration on next page.

To enter Recipe Mode Configuration, hold the DISPLAY SELECT button while turning the Power Switch ON, **continue to hold button** until display shows **Release Buttons**. At any time press the DISPLAY SELECT button to move to the next mode.

**Note:** To EXIT Recipe Mode, turn Power Switch OFF, then back ON.

<b>Recipe Mode</b> (Allows user to customize default set points.)	
<b>Oil Pump Cal</b> <b>10 sec. Dispense</b>	<p><b>Allow kettle to cool completely prior to taking volume measurements.</b></p> <ol style="list-style-type: none"> <li>1. Hold a cup under the oil delivery tube in popper.</li> <li>2. <b>For BIB Pumps:</b> Press DISPENSE OIL - pump will dispense oil for 10 seconds. <b>For BUCKET Pumps:</b> Press DISPENSE OIL. <b>When oil STARTS to flow</b>, press DISPENSE OIL again - pump will dispense oil for 10 seconds.</li> <li>3. Press DISPLAY SELECT <b>If correct amount is shown:</b> Press DISPLAY SELECT to move to Oil Pump Mode. <b>To adjust amount shown:</b> Press ▲ to <b>increase</b> oil vol. or ▼ to <b>decrease</b> oil vol.</li> <li>4. Press DISPLAY SELECT to store volume amount and move to Oil Pump Mode.</li> </ol>
<b>Oil Pump Mode?</b> <b>Timed</b>	<ol style="list-style-type: none"> <li>1. Select a recipe, set to TIMED or MANUAL, press: ▲ for <b>TIMED</b>, or ▼ for <b>MANUAL</b>.</li> <li>2. Repeat for each recipe desired, then press DISPLAY SELECT to move to next mode.</li> </ol>
<b>Load Temp. Adj.</b> <b>+00 Temp=420°F</b>	<ol style="list-style-type: none"> <li>1. Select a recipe, change the Adjust value for Load Temp set point (between -30 and +30), press: ▲ to <b>increase</b> value, or ▼ to <b>decrease</b> value. <b>Note: The load temperature CANNOT be lower than the dump temperature</b> (if attempted, the display will not change, and a warning beep will sound).</li> <li>2. Repeat for each recipe desired, then press DISPLAY SELECT to move to next mode.</li> </ol>
<b>Dump Temp. Adj.</b> <b>+00 Temp=400°F</b>	<ol style="list-style-type: none"> <li>1. Select a recipe, change the Adjust value for Dump Temp set point (between -30 and +30), press: ▲ to <b>increase</b> value, or ▼ to <b>decrease</b> value. <b>Note: The dump temperature CANNOT be higher than the load temperature</b> (if attempted, the display will not change, and a warning beep will sound).</li> <li>2. Repeat for each recipe desired, then press DISPLAY SELECT to move to next mode.</li> </ol>
<b>Oil Volume Adj.</b> <b>+0.0 17.0 Oz.</b>	<ol style="list-style-type: none"> <li>1. Select a recipe, change the Adjust value for oil volume (between -10 and +10), press: ▲ to <b>increase</b> value, or ▼ to <b>decrease</b> value.</li> <li>2. Repeat for each recipe desired, then press DISPLAY SELECT to return to Oil Pump Calibration or EXIT configuration to return to idle mode.</li> </ol>
<b>EXIT Recipe Mode:</b> Turn Power Switch OFF, then back ON to return to idle mode.	
<b>RESET – Recipe Mode to Factory Defaults:</b> While in Recipe Mode, hold DISPLAY SELECT button for a minimum of 10 seconds to reset all Adjust values back to Factory Defaults (Display will start to flash, then values will be reset).	



# EXPANDED Instructions

## Recipe Mode and Popper Configuration

There are two types of general popper configurations performed on the control board:

**Factory Configuration:** Initial factory control board settings for unit specific features (PopClean Filter, Crisper System, Temperature Mode and Kettle Size). For initial board configuration, see the Factory Configuration section in the Parts Manual.

**Recipe Mode Configuration:** Customizes the control board default recipe settings for kettle temperature and oil volume for each popcorn recipe).

### Recipe Mode Configuration

To enter Recipe Mode, hold the DISPLAY SELECT button while turning the Power Switch ON, **continue to hold button** until display shows **Release Buttons**.

At any time press the DISPLAY SELECT button to move to the next mode, or turn Power Switch OFF, then back ON to return to idle mode.

**Recipe Mode** - Allows operator to calibrate the oil pump and customize the default set points for the 4 adjustment modes for each recipe (**Oil Pump Mode, Load Temp. Adj., Dump Temp. Adj., Oil Volume Adj.**).

**Oil Pump Calibration** (sets the oil volume dispensed in 10 seconds of pump run time).

The oil pump must be calibrated to ensure accurate oil volume is dispensed. **After initial configuration**, the oil pump should not need recalibration for normal use.

**Note:** Oil Pump Calibration can also be set in Configuration Mode.

**Oil Pump Cal  
10 sec. Dispense**

**Allow kettle to cool completely prior to taking volume measurements.**

1. Hold a cup under the oil delivery tube in popper.  
**Note:** To accurately measure oil volume, dispense oil a couple of times in a separate container before dispensing the oil volume to measure.
2. **For BIB Pumps:** Press DISPENSE OIL - pump will dispense oil for 10 seconds.  
**For BUCKET Pumps:** Press DISPENSE OIL. **When oil STARTS to flow**, press DISPENSE OIL again - pump will dispense oil for 10 seconds, continue holding cup to catch drips.
3. Press DISPLAY SELECT  
**If correct amount is shown:** Press DISPLAY SELECT to move to Oil Pump Mode.  
**To adjust amount shown:** Press ▲ to **increase** oil vol. in 0.5 oz. steps (up to 25.5 oz.) or press ▼ to **decrease** oil vol. in 0.5 oz. steps (down to 2.0 oz.).
4. Press DISPLAY SELECT to store volume amount and move to Oil Pump Mode.



<b>Oil Pump Mode?</b> <b>Timed</b>	<p><i>Display shows mode presently set (TIMED or MANUAL)</i></p> <p>At this point, eight buttons/LEDs are active: FILTER SYSTEM (▲) and POPCORN CRISPER (▼) (used to adjust the settings); BUTTERFLY, MUSHROOM, SALT, SWEET, LARGE, and SMALL (used to select the popcorn recipe).</p> <p><b>TIMED</b> (default mode) dispenses a preset oil amount when the DISPENSE OIL button is pressed. <b>MANUAL</b> only dispenses oil when the DISPENSE OIL button is held in.</p> <ol style="list-style-type: none"> <li>To change oil pump mode - select a recipe, then press: ▲ for <b>TIMED</b>, or ▼ for <b>MANUAL</b></li> <li>Repeat for each recipe desired - press DISPLAY SELECT button to move to next mode.</li> </ol>
<b>Load Temp. Adj.</b> <b>+00 Temp=420°F</b>	<p>(sets the temperature to load corn and oil), the Display shows:</p> <p><i>(Temp shows current programmed set point temperature)</i></p> <p><i>(+00 shows how many degrees over/under the current programmed temperature is from the default set point temperature)</i></p> <div style="background-color: #f0f0f0; padding: 5px; margin: 10px 0;"> <p>Example: <b>+20 Temp=440°F</b> (increasing the Adjust value to +20 increases Load Temp setting to 440°F)</p> </div> <p><b>The load temperature CANNOT be lower than the dump temperature.</b> (Attempting to move the load temperature below the dump temperature, or the dump temperature above the load temperature will result in no change to the display and a warning beep.)</p> <ol style="list-style-type: none"> <li>To adjust load temperature - select a recipe, then press: ▲ to <b>increase</b> Adjust value in 10° increments (to max. +30), or ▼ to <b>decrease</b> Adjust value in 10° increments (to min. -30). <b>Note:</b> In °C mode, adjustment is made in 5° increments (between -15 and +15).</li> <li>Repeat for each recipe desired - press DISPLAY SELECT button to move to next mode.</li> </ol>
<b>Dump Temp. Adj.</b> <b>+00 Temp=400°F</b>	<p>(sets the temperature to dump the kettle), the Display shows:</p> <p><i>(Temp shows current programmed kettle dump set point temperature)</i></p> <p><i>(+00 shows how many degrees over/under the current programmed temperature is from the default set point temperature)</i></p> <div style="background-color: #f0f0f0; padding: 5px; margin: 10px 0;"> <p>Example: <b>-20 Temp=380°F</b> (decreasing the Adjust value to -20 decreases Dump Temp setting to 380°F)</p> </div> <p><b>The dump temperature CANNOT be higher than the load temperature.</b> (Attempting to move the dump temperature above the load temperature, or the load temperature below the dump temperature will result in no change to the display and a warning beep.)</p> <ol style="list-style-type: none"> <li>To adjust dump temperature - select a recipe, then press: ▲ to <b>increase</b> Adjust value in 10° increments (to max. +30), or ▼ to <b>decrease</b> Adjust value in 10° increments (to min. -30). <b>Note:</b> In °C mode, adjustment is made in 5° increments (between -15 and +15).</li> <li>Repeat for each recipe desired - press DISPLAY SELECT button to move to next mode.</li> </ol>



**Oil Volume Adj.** (sets the number of ounces used for each recipe), the Display shows:

**Oil Volume Adj.**  
**+0.0 17.0 Oz.**

*(Oz. shows current programmed oil volume setting)*

*(+0.0 shows how many ounces are added/subtracted from the default volume amount)*

**Example: -1.0 16.0 Oz.** *(decreasing Adjust value to -1.0 reduces oil volume dispensed to 16.0 oz.)*

1. To adjust oil volume - select the recipe, then press:  
▲ to **increase** Adjust value in 0.5 oz. increments (to max. +10.0), or  
▼ to **decrease** Adjust value in 0.5 oz. increments (to min. -10.0)  
**Note:** Oil volume for recipes may vary, but volume dispensed can never be set to less than 1 oz.
2. Repeat for each recipe desired, then press DISPLAY SELECT button to return to Oil Pump Mode or EXIT Recipe Mode to return to idle mode.

**EXIT Recipe Mode:** Turn Power Switch OFF, then back ON to return to idle mode.

### **RESET Recipe Mode to Factory Defaults:**

While in Recipe Mode, hold the DISPLAY SELECT button for a minimum of 10 seconds to reset all Adjust values back to Factory Defaults.

(After holding button 4 seconds, the Display will start to flash **Reset To Factory Default**; continue holding button an additional 6 seconds, and the Display will return to Recipe Mode and the Adjust values will have been reset.)



## Care and Cleaning

		<b>DANGER</b>
	Machine must be properly grounded to prevent electrical shock to personnel. <b>DO NOT immerse in water.</b> DO NOT clean appliance with a water jet or steam cleaner. Always unplug the equipment before cleaning or servicing. 025_051321	

		<b>WARNING</b>
	To avoid serious burns, DO NOT touch the kettle while it is hot! 028_082715	

Good sanitation practice demands that all food preparation equipment be cleaned regularly (only use non-toxic, food grade cleaners).

For surfaces needing further cleaning or degreasing, Watchdog Stainless Cleaner (Item No. 2088) or Watchdog Concession Equipment Degreaser (Item No. 2580) is available for use accordingly. For any cleaning products used, follow the manufacturer's instructions on the product. **DO NOT use oven cleaners or abrasive materials** as they will damage parts of machine.

**Note:** It is extremely important to follow all cleaning procedures, otherwise parts damage and equipment failure will result. The warranty does not cover parts that are damaged due to improper cleaning.

### Daily Kettle Cleaning Instructions

**Under no circumstances should the kettle be removed from the machine for cleaning.**

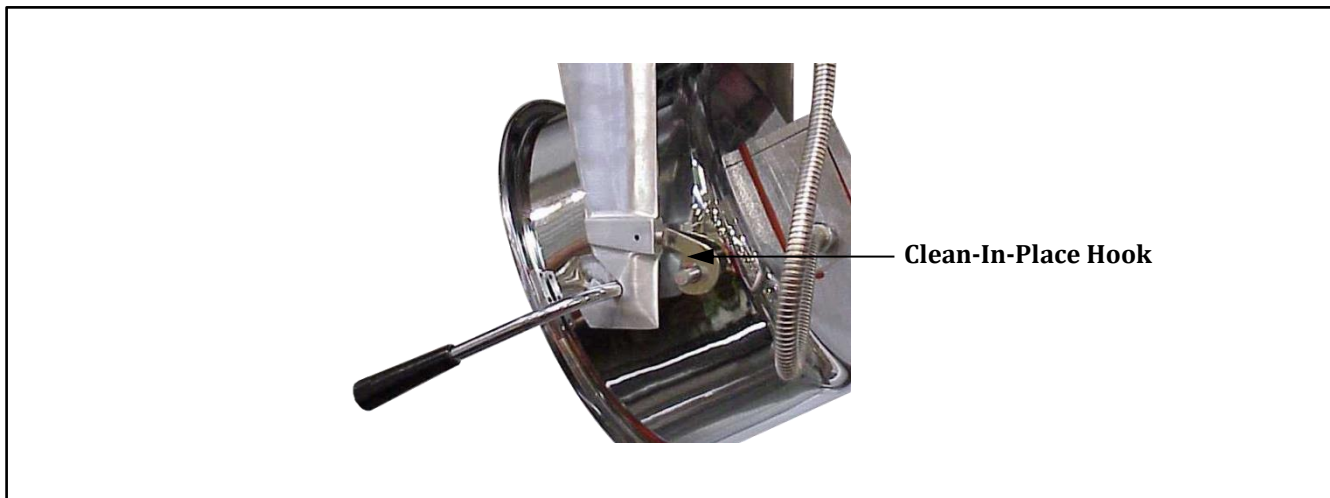
1. Turn the power switch OFF and unplug the unit.

**CAUTION:** A hot kettle will cause burns if you touch it. Allow kettle to cool at least 1 hour before attempting to clean. DO NOT use ice or water to cool down a hot kettle! Severe kettle damage will result and steam burns may occur!

2. When cool, wipe **outside** of kettle clean using a clean, soft cloth and Gold Medal Watchdog Stainless Cleaner (Item No. 2088). **DO NOT** use oven cleaners or abrasive materials as they will damage the kettle.
3. Mix 2 tablespoons (29.6 ml) of Gold Medal's Heat'n Kleen (Item No. 2095) in 1 gallon (3.8 L) of water.
4. Only pour enough of the Heat'n Kleen pre-mixed solution into the kettle to fill it 1/2 inch (12.7 mm) deep (it is not necessary to use the entire gallon at once).
5. Plug in the unit and turn the power switch ON.
6. Turn kettle heat ON. When solution starts to boil, turn kettle heat OFF.
7. Allow kettle to cool at least 1 hour, then turn the power switch OFF, and unplug unit.



8. Dump solution into a bucket, do not spill any in the interior of machine.
9. Rinse kettle interior with clean water and a clean cloth.
10. Dump any water remaining into a bucket (do not spill any in the interior of machine), then wipe the kettle interior clean with a clean dry cloth.  
For an extra dirty kettle, the process may be repeated; or, after turning kettle heat OFF, allow solution to sit in kettle overnight. The next morning, finish the cleaning steps.
11. A Clean-In-Place Hook is located behind the kettle support arm (on operator side). This feature safely holds the kettle in place for cleaning purposes and allows access to hard to reach places without removing the kettle. To remove the lid and agitator assembly, tilt kettle into the dump position, and swing the hook into position (see image below).
12. With unit OFF and unplugged, use a clean SLIGHTLY damp cloth (wring ANY EXCESS water from cloth before use) and wipe the kettle lead cord clean. **DO NOT get moisture into the kettle lead-in cord, severe damage will result.**
13. After kettle cleaning, check to be sure the crossbar fasteners are securely tightened.



## Daily Unit Cleaning Instructions

1. Turn machine OFF, unplug unit and allow it to cool before attempting to clean.
2. Remove any remaining popcorn.
3. Remove the grease tray under the baffle filter and take it to the sink to clean with soap and water, then rinse and dry.
4. Remove the Baffle Filter and take it to the sink to clean with warm soapy water, then rinse and allow to drain and air dry. (Reference the Filter System section for instructions to remove and install filters.)

**Note: DO NOT attempt to clean the Box Filter or HEPA Filter.** These filters are replaceable ONLY. (Reference the Filter System section for instructions to change the Box and HEPA filters.)





5. Remove all pans/accessories and take them to the sink to clean with soap and water, then rinse and dry.
6. Clean under corn pan to remove all popcorn bits and seeds with a vacuum as needed, then wipe the area with a clean dry cloth to remove any excess grease.
7. Wipe clean the area above the corn pan and exterior surfaces using a clean, SLIGHTLY damp cloth to remove any grease from the glass and cabinet (cloth may be SLIGHTLY dampened with soap and water, then wipe again with clean water to remove any remaining cleaner).
8. Clean glass panels with glass cleaner. Gold Medal Watchdog Glass Cleaner (Item No. 2588) is recommended.  
  
Ammonia cleaners will damage plastic doors/panels. Only use a non-ammonia cleaner, such as Gold Medal Watchdog Glass Cleaner (Item No. 2588).
9. Reinstall the clean and dry baffle filter, grease tray, and pans/accessories.

## **Sanitizing the Oil System (Tubing and Pump)**

Reference the Oil Dispense Unit manual for oil system cleaning instructions.

## **Weekly Clean the Crisper/Blower Filters**

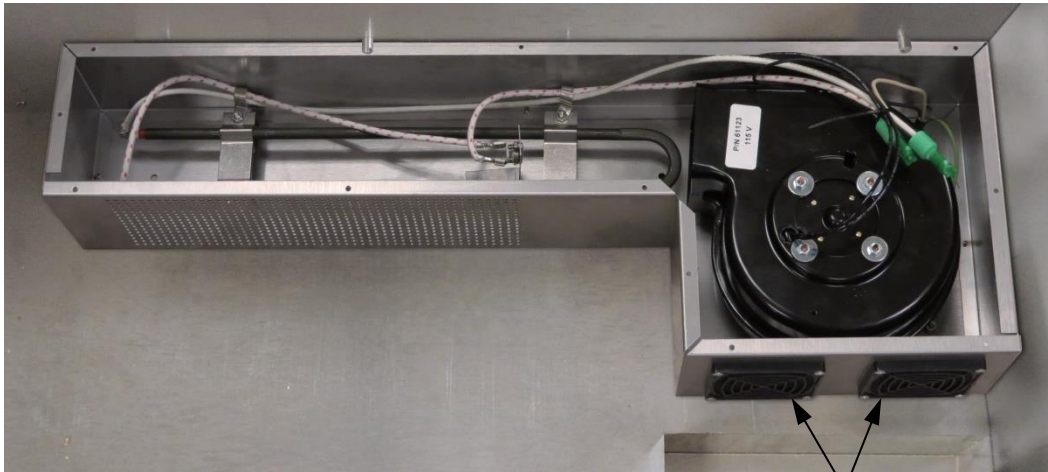
Follow the directions below each week to clean the crisper/blower filters.

1. Turn machine OFF, unplug unit and allow it to cool before attempting to clean.
2. Lift off the corn pan to view the blower assembly.
3. Remove each filter guard from the filter assembly (reference filter image shown), then lift filters out and clean using warm soapy water (or replace if needed). Rinse filters thoroughly and allow to dry, before reinstalling.

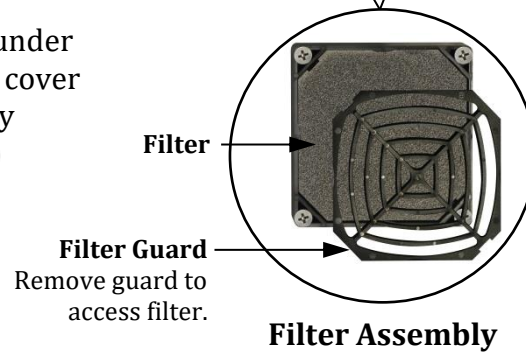
## **Clean the Blower Compartment (Qualified Service Personnel Only)**

The blower compartment **MUST** be inspected/cleaned every 3-4 months by Qualified Service Personnel to maintain proper operation.

1. Turn machine OFF, unplug unit and allow it to cool before attempting to clean.
2. Lift off the corn pan to view the blower assembly.
3. Remove the blower cover and if required, carefully clean the blower compartment, and underneath the element with a vacuum only (reference image shown).
4. After cleaning, reassemble blower cover and corn pan.



**Blower Compartment** - located under the Corn Pan; shown with blower cover removed. (Cover to be removed by Qualified Service Personnel only.)





# Troubleshooting

The troubleshooting section covers error code descriptions which may be seen on the digital display and general machine issues that may not be covered by an error code.

## Error Code Explanation Table

After addressing an error code, **turn the Power Switch OFF then back ON to reset the digital display screen.**

Error Code	Digital Display View	Explanation - Solution
Error Code 1 <b>Reversed T/C</b>	Error Code displayed steadily on screen (beeps twice periodically).	For a Reversed Thermocouple error code contact a qualified service person for inspection/repair and to reference the Control Board information in the Maintenance section of the Parts Manual.  <b>Note for Twin Units:</b> It is best to turn on both kettles and use them equally throughout the day. If only one kettle is being used for a long period of time, then when the second kettle is turned on, the temperature variation can initiate a Reversed T/C error code.  To fix the error, allow the first kettle to cool down before starting the second kettle. Turn the Power Switch OFF then back ON to reset the digital display and clear the error. If the error persists, contact a qualified service person for inspection/repair.
Error Code 2 <b>Open T/C</b>	Error Code displayed steadily on screen (beeps twice periodically).	Contact a qualified service person for inspection/repair and to reference the Control Board information in the Maintenance section of the Parts Manual.
Error Code 4 <b>Runaway Heat</b>	Error Code displayed steadily on screen (beeps twice periodically).	Contact a qualified service person for inspection/repair and to reference the Control Board information in the Maintenance section of the Parts Manual.
Error Code 5 <b>Kettle Mismatch</b>	Error Code displayed steadily on screen (beeps twice periodically).	Contact a qualified service person for inspection/repair and to reference the Control Board information in the Maintenance section of the Parts Manual.
Error Code 7 <b>Hi Kettle Current</b>	Error Code displayed steadily on screen (beeps twice periodically).	Contact a qualified service person for inspection/repair and to reference the Control Board information in the Maintenance section of the Parts Manual.
Error Code 8 <b>Hi Limit Fault</b>	Flashes between error and information screen (beeps twice periodically).	Turn the Power Switch OFF and let the kettle cool down, then turn the Power Switch back ON. If the error still shows a Hi Limit Fault, turn the unit back OFF and allow the kettle to cool longer.  This error can happen if the kettle is not turned off at the end of the last cooking cycle.  If the error code persists, contact a qualified service person for inspection/repair and to reference the Control Board information in the Maintenance section of the Parts Manual.



Error Code 9 <b>Kettle Short Circuit</b>	Flashes between error and information screen (beeps twice periodically).	Contact a qualified service person for inspection/repair and to reference the Control Board information in the Maintenance section of the Parts Manual.
Error Code 10 <b>Check Filter</b>	Flashes between error and information screen (beeps twice).	Indicates pressure switch detects Box and HEPA Filter efficiency is reduced to less than 80%. Unit will still operate but have replacement filters available for use when needed. Reference the Filter System section for further information on the filtration system including how to remove and install the filters.
Error Code 11 <b>Change Filter</b>	Flashes between error and information screen (beeps twice).	Indicates pressure switch detects Box and HEPA Filter efficiency is reduced to less than 75%. When a Change Filter Error is displayed, <b>THE FILTER SYSTEM AND THE KETTLE HEAT WILL NOT OPERATE</b> until the Box and/or HEPA Filters are changed. Reference the Updraft or Downdraft Filter section accordingly. <ul style="list-style-type: none"> <li>• If the Change Filter error occurs during a popping cycle, <b>THE FILTER SYSTEM AND KETTLE HEAT ARE SHUT OFF AND COOKING IS STOPPED.</b></li> <li>• After filter(s) are changed, turn the Power Switch OFF, then back ON to reset the screen.</li> </ul>
Error Code 12 <b>Filter Door Open</b>	Error Code displayed steadily on screen (beeps twice).	Indicates the Filter Door interlock switch is NOT engaged. <ul style="list-style-type: none"> <li>• Make sure the Filter Door is closed so the door tab engages the interlock switch.</li> <li>• Make sure <b>EACH</b> compression knob is fully twisted clockwise to lock it in place.</li> </ul> Reference the Filter System section for further information on the filtration system including how to remove and install the filters and filter door.
Error Code 13 <b>Baffle Filter</b>	Error Code displayed steadily on screen (beeps twice).	Indicates the Baffle Filter is not installed, or the interlock switch is NOT engaged. Reference the Filter System section for further information on the filtration system including how to remove and install the filters.
Error Code 14 <b>Box Filter</b>	Error Code displayed steadily on screen (beeps twice).	Indicates the Box Filter is not installed, or the interlock switch is NOT engaged. Reference the Filter System section for further information on the filtration system including how to remove and install the filters.
Error Code 15 <b>HEPA Filter</b>	Error Code displayed steadily on screen (beeps twice).	Indicates the HEPA Filter is not installed, or the interlock switch is NOT engaged. Reference the Filter System section for further information on the filtration system including how to remove and install the filters.
Error Code 16 <b>Communication Error</b>	Error Code displayed steadily on screen.	Turn the Power Switch OFF, wait 10 seconds then turn it back ON. If the error persists, contact a qualified service person for inspection/repair and to reference the Control Board information in the Maintenance section of the Parts Manual.



## General Unit Troubleshooting

Issue	Possible Cause	Solution
<b>Power to the Unit</b>	<p>A. Power to the Unit</p> <p>B. Mini Circuit Breaker(s) on popper tripped</p> <p>C. Fire Suppression System (if equipped)</p>	<p>A. Make sure the unit's power cord is plugged in.</p> <p>B. Mini Circuit Breakers supply power to all unit features. The Mini Circuit Breakers are located on the control panel of the popper. If breaker(s) is reset, then trips again, the unit must be inspected/repared before going any further.</p> <p>C. The unit will not turn on if the Fire Suppression System is not activated (reference the Fire Suppression System section of this manual).</p>
<b>Kettle Does Not Heat</b>	<p>A. Filter System</p> <p>B. Kettle Heat Switch</p> <p>C. Heating Element</p>	<p>A. The Kettle Heat Switch is inactive unless the Filter Switch is ON, all filters are in place, and no error codes are indicated. (Reference the and the Filter System section of this manual).</p> <p>B. If the Kettle Heat Switch is pressed and the LED turns ON, but the kettle does NOT heat, the control panel switch may be bad. Have a qualified service person check the control panel.</p> <p>If the Kettle Heat Switch is pressed and the LED does NOT turn on, but the kettle does heat, the LED may be bad. Have a qualified service person check the control panel.</p> <p>C. Heating element in the kettle may be burned out. Check with a qualified service person for inspection/repair.</p>
<b>Oil Pump Does Not Deliver Oil to Kettle</b>	<p>A. Oil Master Switch or oil not liquid</p>	<p>A. Check to make sure the Oil Master button switch on the control panel is ON—make sure the oil is liquid.</p> <p>Coconut oil congeals below about 76°F (24°C):</p> <div data-bbox="917 1392 1117 1528" data-label="Image"> </div> <p><b>Always leave the Oil Master selection ON</b> when the popper is turned on.</p> <p><b>For machines used daily</b>, keep the oil warm while the popper is OFF:</p> <div data-bbox="917 1612 1117 1778" data-label="Image"> </div> <p>Always flip power switch to <b>Oil Master (down position)</b> to turn popper off but keep oil warm overnight.</p> <p>Reference the Power Switch and Oil Master control descriptions in the Operating Instructions section.</p>



Issue	Possible Cause	Solution
	<p>B. Pump is not operating</p> <p>C. Mini Circuit Breaker(s) on popper tripped</p> <p>D. Pump Fuse</p> <p>E. Pump is operating, but oil is not dispensed.</p> <p>F. Timer</p>	<p>B. Check to make sure the power cord from the popper is <b>FIRMLY</b> plugged into the oil unit. If unit is plugged in, but not operating, the pump may need to be replaced. Check with qualified service personnel.</p> <p>C. Check the Mini Circuit Breaker(s); if reset, then trips again, the unit must be inspected/ repaired by qualified service personnel.</p> <p>D. The Dispense Oil indicator on the control panel of the popper will <b>NOT</b> light up if the oil dispense unit fuse is blown. Check the 1 AMP Fuse located on the control box of the oil dispense unit and replace if needed. If replaced and blows again, have a qualified service person inspect/repair the unit.</p> <p>E. Check that the oil has not solidified in the lines. Check for air leaks into the oil line; be sure the filter in the line is not loose.</p> <p>F. If oil is only dispensed while the Dispense Oil Switch is pushed, then unit may be in <b>MANUAL</b> mode. See Recipe Mode Configuration section.</p> <p>If wrong oil amount is dispensed, oil pump calibration may need to be reconfigured, reference the Recipe Mode Configuration section.</p> <p>If popper still dispenses wrong amount, have a qualified service person inspect the control board.</p>
<p><b>Long Popping Cycles</b> (Longer than 4 minutes for Salt Popcorn)</p>	<p>A. Heating Element</p> <p>B. Low Voltage</p> <p>C. Inadequate Supply Lines</p> <p>D. Inferior Corn</p>	<p>A. One of the heating elements in the kettle may be burned out. This would result in the kettle never reaching the proper operating temperature. Check with a qualified service person for inspection/repair.</p> <p>B. If unit is operated on low voltage, kettle may not reach proper operating temperature. Check with a qualified electrician.</p> <p>C. Inadequately sized electrical supply lines, in addition to being a fire hazard, would also prevent the kettle from reaching the proper operating temperature. Check with a qualified electrician.</p> <p>D. Inferior quality corn would result in longer popping cycles. Use only top quality hybrid popcorn from reputable suppliers. Even then, if you let your corn pick up moisture or dry out, your popping cycles will be slow.</p>



Issue	Possible Cause	Solution
	E. Bent Stir Rod ( <b>Unit must be OFF, unplugged and cool prior to checking the stir rod.</b> )	E. The stir rod should sit parallel to the kettle cook surface to properly stir the corn during a popping cycle. Reference the Agitator Set Collar Adjustment section.
<b>Kettle Agitator Shaft not Rotating</b> If the kettle agitator shaft is not rotating, <b>DO NOT</b> pop corn.	A. Mini Circuit Breaker(s) on popper tripped  B. Kettle Agitator Switch  C. Kettle Agitator Shaft/Stir Blade not rotating. ( <b>Unit must be OFF, unplugged and cool prior to checking or adjusting the agitator assembly.</b> )	A. Check the Mini Circuit Breaker(s); if reset, then trips again, the unit must be inspected/ repaired by qualified service personnel.  B. Make sure the Kettle Agitator Switch is ON. If the switch is ON, and the shaft is not rotating, the switch or agitator motor may be faulty, contact qualified service personnel for inspection/repair.  C. Check the clearance between the shaft with welded stir blade and the kettle bottom; it should be a minimum of 1/32" (1 mm) (thickness of a dime).  To make shaft adjustments, reference the Agitator Set Collar Adjustment section.
<b>Poor Crisper/Blower Performance</b> (Blower is working, but air not circulating properly.)	A. Crisper/Blower Filters  B. Popcorn chaff build up	A. Clean or replace blower filters as needed (reference Cleaning and Care section).  B. Have Qualified Service Personnel clean any popcorn chaff build up from the blower compartment (reference Cleaning and Care section).



# Agitator Set Collar Adjustment

The following instructions describe how to properly adjust the set collars on a 32 or 52 oz. kettle agitator assembly.

## Agitator Assembly with a FIXED Stir Rod

### Steps to Adjust Set Collars on a 32 or 52 oz. Agitator Assembly

Agitator assembly is adjusted while fastened to the kettle (image shown for general reference only).

**Step 1.** Turn machine OFF, unplug unit, and allow it to cool completely before attempting to adjust the agitator height.

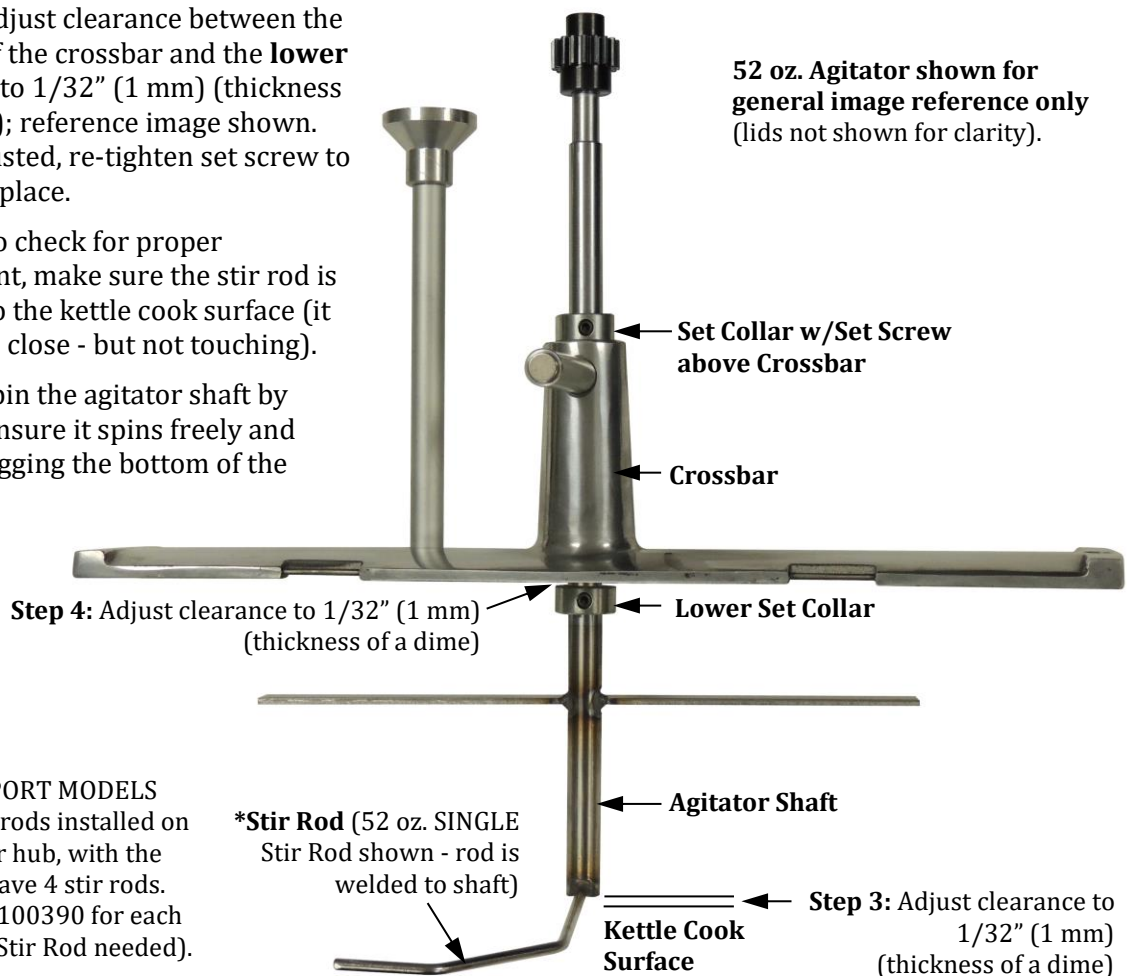
**Step 2.** Loosen the set screw in the set collar above the crossbar and below the crossbar.

**Step 3.** Place a 1/32" (1 mm) gauge (thickness of a dime) under the base of the agitator shaft to adjust clearance between the kettle cook surface and the shaft; reference image shown. Once adjusted, re-tighten the set screw in the set collar **above** the crossbar to secure shaft in place.

**Step 4.** Adjust clearance between the bottom of the crossbar and the **lower** set collar to 1/32" (1 mm) (thickness of a dime); reference image shown. Once adjusted, re-tighten set screw to secure in place.

**Step 5.** To check for proper adjustment, make sure the stir rod is parallel to the kettle cook surface (it should be close - but not touching).

**Step 6.** Spin the agitator shaft by hand to ensure it spins freely and is not dragging the bottom of the kettle.







## ORDERING FILTERS AND ACCESSORIES

This section is a quick reference guide to order replacement filters and accessories. For a complete spare parts guide, have qualified service personnel reference the Parts Manual for the popper unit.

To order filters and accessories:

1. Identify the needed part by checking it against the photos, illustrations, and/or parts list. (General images may be used in manual for reference only.)
2. Use only approved replacement parts when servicing this unit.
3. When ordering, please include part number, part name, and quantity needed.
4. Please include your model number, serial number, and date of manufacture (located on the machine nameplate/data plate) with your order.
5. Address all parts orders to Parts Department, Gold Medal Products Co., 10700 Medallion Drive, Cincinnati, Ohio 45241-4807

or place orders by phone or online:

Phone: (800) 543-0862  
(513) 769-7676

Fax: (800) 542-1496  
(513) 769-8500

E-mail: [info@gmpopcorn.com](mailto:info@gmpopcorn.com)  
Web Page: [gmpopcorn.com](http://gmpopcorn.com)

### Maintenance and Spare Parts:

Qualified Service Personnel reference Parts Manual (Part No. 110242).



## Filters



**Baffle Filter**  
(PN 62709)



**Filter Plug**  
(PN 63300)



**Downdraft Box Filter**  
(PN 62710)



**HEPA Filter**  
(PN 62711)

**Downdraft Filters** (reference the Filter Access and Installation section)



**Baffle Filter**  
(PN 63222)



**Updraft Box Filter (12x24x4)**  
(PN 63304)



**HEPA Filter**  
(PN 62711)

**Updraft Filters** (reference the Filter Access and Installation section)

### Crisper/Blower Filter

(reference Cleaning the Crisper/Blower  
Compartment section)



**Filter and Guard Assembly**  
(PN 63707)

## Accessories



**52 oz. Corn Cup**  
(PN 17757-52)



**32 oz. Corn Cup**  
(PN 67905-32)



**18 oz. Corn Cup**  
(PN 67905-18)



**1/4 Cup Measure**  
(PN 47169)



**29.6 cc Measure**  
(PN 47681)



**Flavacol Container**  
(PN 41752)



**Jet Scoop**  
(PN 2072)



**Tube Brush**  
(PN 47380)



## WARRANTY

Gold Medal Products Co. warrants to the original purchaser each item of its manufacture to be free of defects in workmanship and material under normal use and service. Gold Medal Products Co.'s obligation under this warranty is limited solely to repairing or replacing parts, f.o.b. Cincinnati, Ohio, which in its judgment are defective in workmanship or material and which are returned, freight prepaid, to its Cincinnati, Ohio factory or other designated point. Except for "Perishable Parts" on specific machines, the above warranty applies for a period of two (2) years from the date of original sale to the original purchaser of equipment when recommended operating instructions and maintenance procedures have been followed. These are packed with the machine. Parts warranty is two (2) years, labor is six (6) months.

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. In no event shall Gold Medal Products Co. be liable for special, incidental or consequential damages. No claim under this warranty will be honored if the equipment covered has been misused, neglected, damaged in transit, or has been tampered with or changed in any way. No claim under this warranty shall be honored in the event that components in the unit at the time of the claim were not supplied or approved by Gold Medal Products Co. This warranty is effective only when electrical items have been properly attached to city utility lines only at proper voltages. This warranty is not transferable without the written consent of Gold Medal Products Co.

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 CO., or their authorized distributor for the equipment.

THIS WARRANTY HAS NO EFFECT AND IS VOID UNLESS THE ORIGINAL PURCHASER FIRST CALLS GOLD MEDAL PRODUCTS CO. 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.*



**GOLD MEDAL<sup>®</sup> PRODUCTS CO.**

10700 Medallion Drive, Cincinnati, Ohio 45241-4807 USA

[gmpopcorn.com](http://gmpopcorn.com)

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