

PERFECT SERVINGS®

COFFEE CONDIMENT DISPENSER

USER GUIDE



Item Numbers: 99913, 99914, 99915 & 99916

www.perfectservings.com | 847.622.1803

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The **Perfect Servings® Powder Dispenser** is the answer to packet pilferage, overuse, and mess commonly associated with single serve packets of coffee condiments in Casinos, Colleges, Convenience Stores, Food Service, Hospitals, Micro Markets, Offices and more. **More than forty Perfect Servings® products are available**, such as coffee condiments, gourmet soups, hot cereals, cocoa, flavored hot & cold beverages, and cappuccino.

Our **Perfect Servings® Powder Dispenser is 100% programmable** for portion control or a push and hold feature, that delivers virtually any type of powdered product. Our machine is extremely accurate and can dispense as little as ½ gram to as much as 8 ounces of powder with the push of a button. One push equals one packet.

SPECIFICATIONS

Dimensions:	19¾"H x 12½"W x 11 ½"D
Unit Weight:	19 lbs
Shipping Weight:	23 lbs
Electrical:	110 V, 60 Hz, 3 amps

CONTACT INFORMATION

Perfect Servings®

A United Food Group, Inc. brand

1925 Holmes Road

Elgin, IL 60123

P: 847.622.1803 / **F:** 847.622.1713

www.perfectservings.com | www.unitedfoodgroup.net

Due to continued equipment improvement, the machines illustrated/photographed in this manual may vary slightly from your model.

UNPACKING

WARNING

If there is damage to the shipping carton, please call the carrier. After opening the shipping carton if there is damage to the powder dispenser, please call Perfect Servings® at **847.622.1803**.

In addition to this manual, the unit should have shipped with the following:



A drip-tray and a grid cover for the drip-tray.



Keys for the lock



You can find the drip tray & the keys in the Styrofoam on the top of the box.



4" LEG

STANDARD

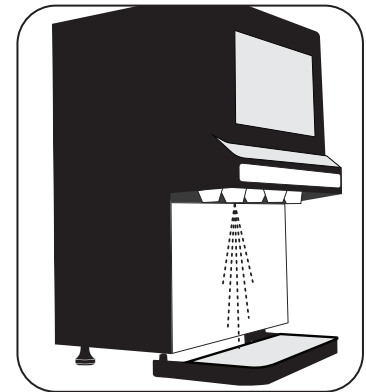
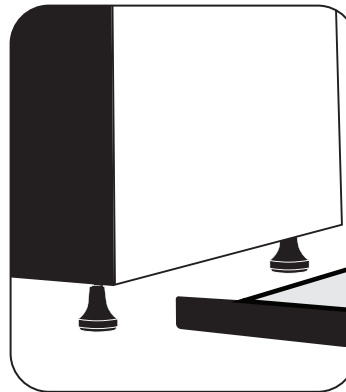
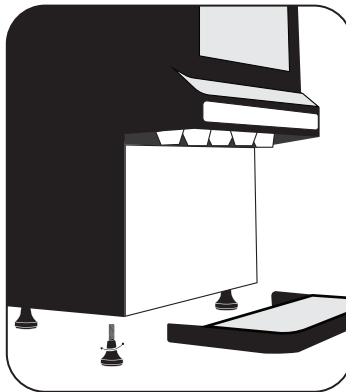
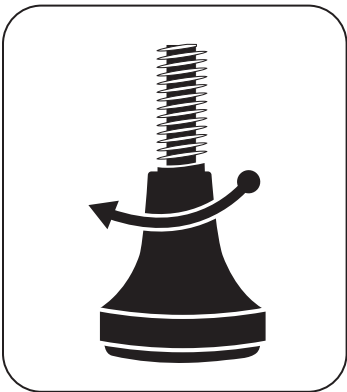
Your unit should ship with either our standard or 4" legs depending on cup size.

IMPORTANT

* If you ordered the 4" legs they will be found at the bottom of the box in a bag.

** Check the envelope inside the box for spare flavor tabs.

LEVELING



To level your Perfect Servings® machine, thread the legs into the mounts on the bottom of the unit. Hand tighten clockwise all the way. Then unscrew the front legs about a $\frac{1}{8}$ inch so any excess powder will not spill out from the hoppers due to gravity. If powder still comes out after you pressed the button and the motors have stopped, increase the height of the front two legs by unscrewing counter-clockwise and this should remedy any issues.

FILLING OF THE HOPPERS

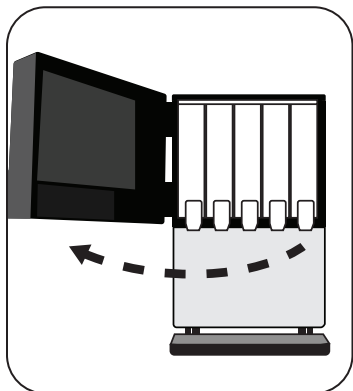


Diagram 3-01

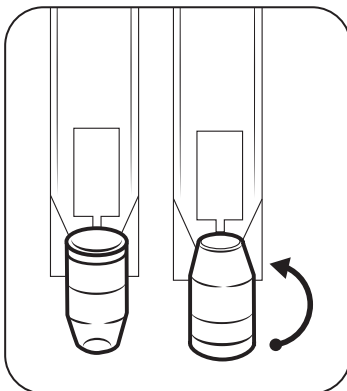


Diagram 3-02

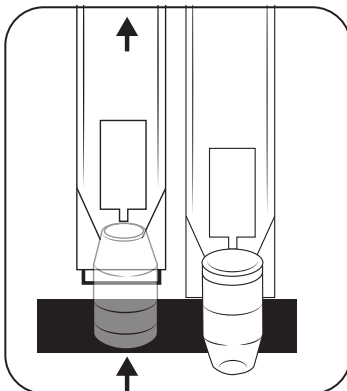


Diagram 3-03

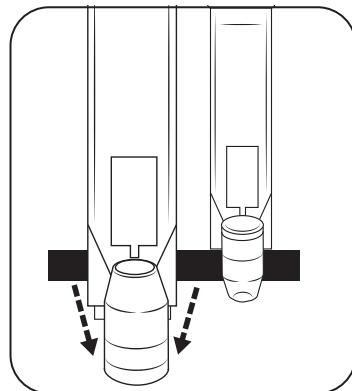


Diagram 3-04

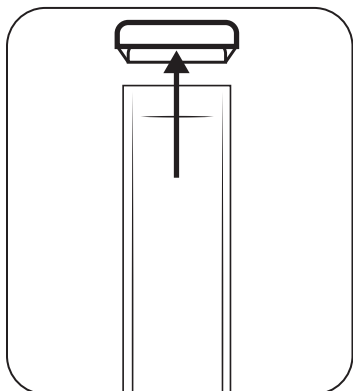


Diagram 3-05

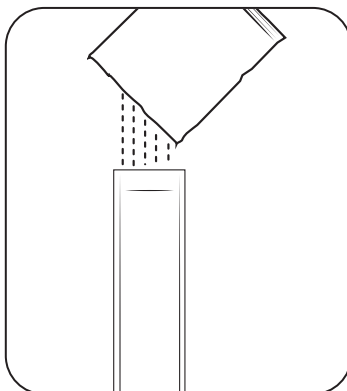


Diagram 3-06

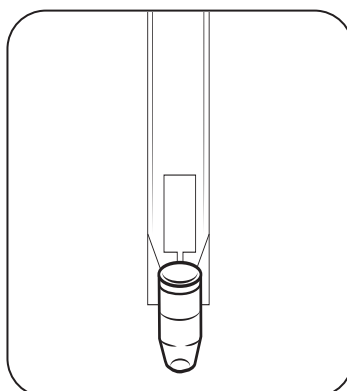


Diagram 3-07

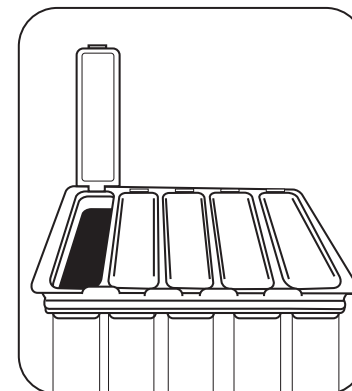
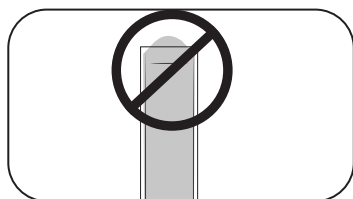


Diagram 3-08



WARNING

Do not overfill or pack down the canister!

Doing so, will cause the canisters to bind and possibly damage the unit.

Front Load Models: (99913 & 99915)

- 1) To begin, open the door (Diagram 3-01).
- 2) Turn the dispensing spout 90 degrees (Diagram 3-02).
- 3) Lift the front of the canister up $\frac{3}{8}$ " to disengage the canister (Diagram 3-03).
- 4) Pull the canister forward and remove from unit (Diagram 3-04).
- 5) Remove the top cover (Diagram 3-05).
- 6) Fill with only Perfect Servings product (Diagram 3-06).
- 7) Place the filled canisters back in the unit, and then turn the dispensing spouts to the down position (Diagram 3-07).

Top Load Models: (99914 & 99916)

- 1) To begin, open the door (Diagram 3-01).
- 2) Turn the dispensing spout 90 degrees (Diagram 3-02).
- 3) Open top cover (Diagram 3-08).
- 4) Fill with only Perfect Servings product (Diagram 3-06).
- 5) Close top cover.

Powder Diverter Removal:

- 1) Open top cover (Diagram 3-08).
- 2) Reach into the canister and pull up on the diverter.
- 3) Diverter should come free of all of the canisters.
- 4) To reinstall diverter, align all 5 canisters with the diverter then press down until the diverter lies flat.

PROGRAMMING

Each canister can be programmed to dispense in the following modes: **Portion Control** or **Press and Hold**.

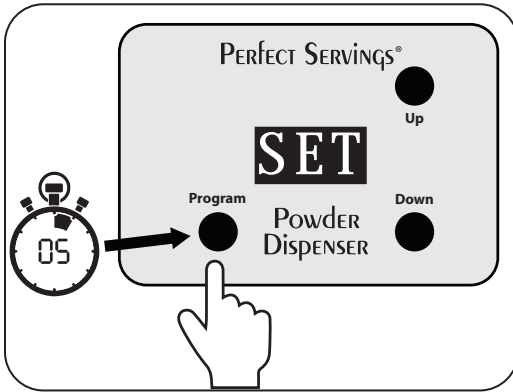


Diagram 4-01

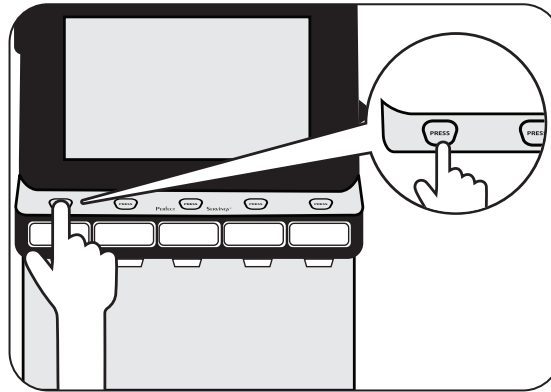


Diagram 4-02

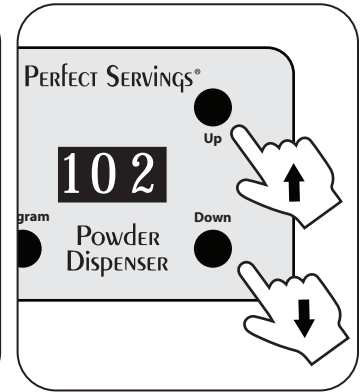


Diagram 4-03

Programming for Portion Control:

- 1) Locate the product setting guide (Page 7)
- 2) Find the product you would like to dispense.
- 3) Make sure to have easy access to the front and the backside of the machine for programming.
- 4) On the backside of the machine press and hold the 'Program' button for 5 seconds until the letters "SET" appear (Diagram 4-01).
- 5) Quickly press the button on the 'touch panel' on the front door that corresponds to the canister you are setting (Diagram 4-02).
- 6) Press the down button on the programming display until the number corresponds to the one you found on the settings sheet (for the timed delivery of product). (Diagram 4-03).
- 7) Press the button on the 'touch panel' again. This will lock in the dispense time (Diagram 4-02).
- 8) Test product, more or less to suit taste. If you prefer more product increasing the numbers will increase the product throw, decreasing the numbers will decrease the product throw.
- 9) To set other buttons, repeat steps 1-10 above.

Programming for Press and Hold:

- 1) Press and hold the program button on the back of the machine for 5 seconds, until "SET" appears (Diagram 4-01).
- 2) Press the touch panel for the selection you wish to have set for "manual dispense" (Diagram 4-02).
- 3) Press the up or down buttons on the programming panel to have the display read "000" (Diagram 4-04).
- 4) Press selection button on the touch panel again to lock in programming (Diagram 4-02).
- 5) Repeat steps 1-4 for any other manual dispense programming.

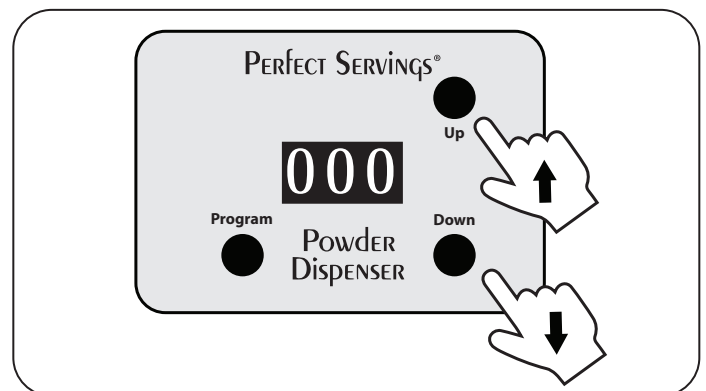


Diagram 4-04

CLEANING

WARNING

Never spray water directly on the unit to clean. Do not use cleaning liquids, compounds or powders containing chlorine, solvents, scouring powders, flammable materials or corrosives. These products promote corrosion and will damage the surfaces.

DO NOT immerse the unit in water or any other liquid unless specifically instructed to do so.

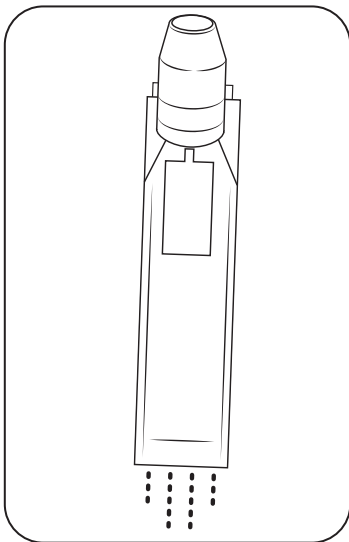


Diagram 5-01

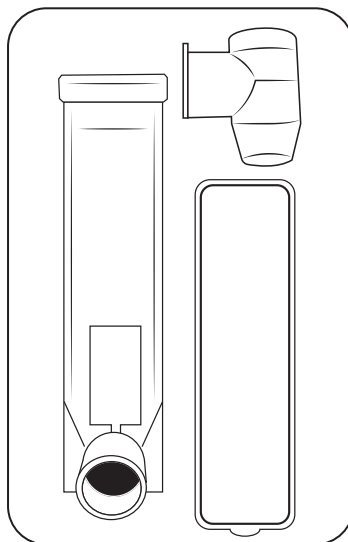


Diagram 5-02

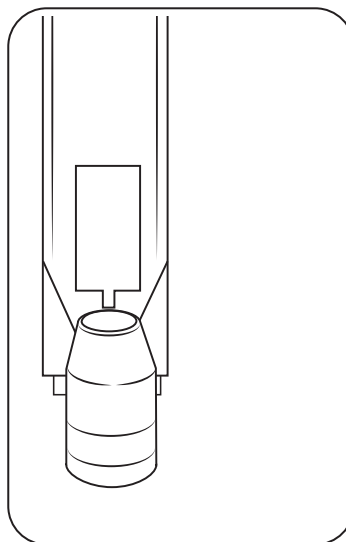


Diagram 5-03

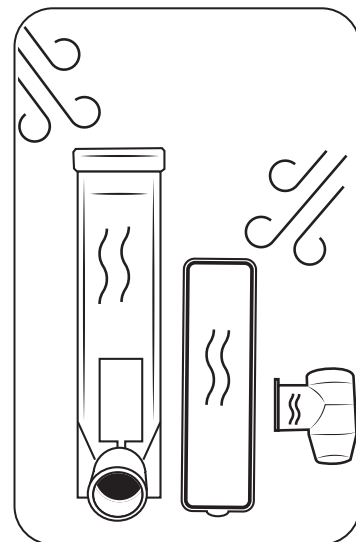


Diagram 5-04

It is imperative that the canisters be kept clean. For routine cleaning between refilling, simply empty the canister, wash it, and then turn it upside down until completely dry.

Please do the following to ensure a thorough cleaning of the canisters:

- 1) Remove the canister from the unit and then empty it completely (Diagram 5-01).
- 2) Remove the 'elbow' (dispensing spout) and the 'lid'. (Diagram 5-02).
- 3) There is no need to remove the auger drive.
- 4) Wash all of the parts until clean in a mild dish washing solution (Diagram 5-03).
- 5) Rinse, and allow to completely dry before reassembling (Diagram 5-04).
- 6) Reassemble, and test for free movement before filling.



Please do the following to ensure a thorough cleaning of the cabinet:

- 1) Use a soft cloth 'dampened' in warm water.
- 2) Wipe dry.
- 3) Never submerge the motors or the cabinet in water.
- 4) Do not use abrasives to clean doing so will dull and scratch the surface.

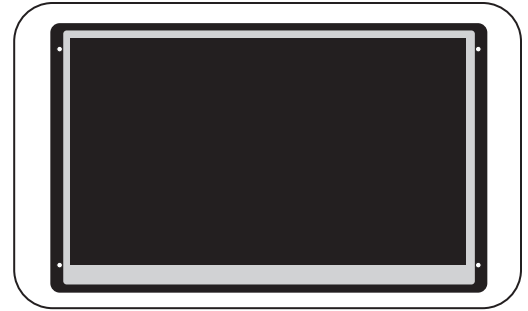
IMPORTANT

Make Sure to empty and clean the drip tray daily with a mild dish washing solution and dry thoroughly.

VIDEO SCREEN (99915-99916)

Content can be placed on the provided SD card in the following format:

- 1) Video Codec: H.264/AVC
- 2) Frame Size: 1280 x 720 px
- 3) Bit Rate 3200 kbps
- 4) Audio Codec MPEG-2/4 Audio AAC
- 5) Sample Rate 44-48 kHz



SAFEGUARDS

- 1) Avoid contact with moving parts.
- 2) Do not operate the machine if the power cord is damaged.
- 3) It is critical to keep liquids away from motors and electronic components.
- 4) Unless you are a certified and approved vendor do not perform any repairs to internal motors, drivers, augers or electronic boards.
- 5) The Perfect Servings® powder dispenser and its accessories are certified ETL.



TROUBLESHOOTING

Machine does not dispense when pressing flavor button.

Solution:

- Try swapping the canister with another canister from the same machine to see if the canister might be broken. If the motor works the problem is in the canister.
- Try removing the canister and pressing a button to see if the motor turns.
- Please Call 847.622.1803 or contact sales@unitedfoodgroup.net

Machine will not stop dispensing.

Solution:

- Try restarting the Perfect Servings Machine.
- Make sure nothing is resting on flavor buttons.
- Please Call 847.622.1803 or contact sales@unitedfoodgroup.net

Broken or Lost Parts :

- Please Call 847.622.1803 or contact sales@unitedfoodgroup.net

Machine Artwork:

- Translight: 9.37" wide x 5.627" high with a ½ of an inch inset safe area.

PRODUCT SETTINGS GUIDE

Hot Beverages (8oz Serving)	PSPD5 Settings	Servings Per Bag	Bag Size	Servings Per Case	Case Size
Cappuccino	7.0 = 35g	26 (35g servings)	2lb	78 (35g servings)	6 x 2lb
Hot Chocolate	7.4 = 35g	26 (35g servings)	2lb	78 (35g servings)	6 x 2lb
No Sugar Added Hot Chocolate	8.8 = 25g	27 (25g servings)	1 ½lb	162 (25g servings)	6 x 1 ½lb
Chai Tea	5.0 = 35g	26 (35g servings)	2lb	78 (35g servings)	6 x 2lb
Hot Apple Cider	3.8 = 28g	32 (28g servings)	2lb	192 (28g servings)	6 x 2lb
Freeze Dried Coffee	0.6 = 1 ¼ g	269 (1 ¼ g servings)	12oz	1,345 (1 ¼ g servings)	5 x 12oz

Creamers	PSPD5 Settings	Servings Per Bag	Bag Size	Servings Per Case	Case Size
Regular Creamer	1.0 = 4g	170 (4g servings)	1 ½lb	1,022 (4g servings)	6 x 1 ½lb
Flavored Creamer	1.6 = 8 ½g	107 (8 ½g servings)	2lb	642 (8 ½g servings)	6 x 2lb
Sweeteners					
Sugar	0.4 = 3g	454 (3g servings)	3lb	2,724 (3g servings)	6 x 3lb
Sugar Substitute	0.2 = 1g	908 (1g servings)	2lb	2,724 (1g servings)	3 x 2lb

Instant Oatmeal	8oz Cup	10oz Cup	12oz Cup
Oatmeal	14.0 = 56g	16.0 = 70g	20.0 = 84g

WARRANTY

United Food Group, Inc. warrants its Perfect Servings® Powder Dispenser against defects in materials and workmanship under normal use, maintenance, and service with a Lifetime warranty on all warrantied parts when using United Food Group, LLC. products. Use of products outside of United Food Group's offerings will void all warranties expressed or implied.

The Following items are not included in our warranty coverage:

Damage caused by improper installation, improper electrical connections, repairs due to unauthorized service or modifications, or non-standard parts.

Claims for personal injuries, incidental or consequential damages or economic loss.



CALIFORNIA PROPOSITION 65 WARNING: This product may contain a chemical known to the State of California to cause cancer or birth defects or other reproductive harm.