



Dispenser Operation Guide

Version 1.0

Refer to Manufacturer's User Manual for more details.



General Instructions

- Product must be chilled to between 34°F and 41°F before loading into the dispenser.
- It is normal for ice to form on the interior of the dispenser compartment. **Refer to the Troubleshooting section for more info.**
- **The cleaning schedule must be followed to maintain sanitary operation.**

Storage Instructions

- The product may be stored at ambient or chilled temperature before opening but must be chilled after opening.
- The product must be chilled to between 34°F and 41°F or before loading in the dispenser.
- To chill the product, place in a cooler for at least 24 hours.

Loading Instructions

1. Sanitize your hands or wear gloves before loading the product.
2. Confirm the product is chilled to between 34°F and 41°F.
3. Punch out the perforated opening on the edge of the case box.
4. Locate the cap with a tube and move the cap toward the perforated opening.
5. Pull the tube through the perforated opening and remove the tube from the locking feature in the cap.
6. Load the case into the dispenser. Confirm the case label matches the product type shown on the dispenser graphic.



Questions? Contact us at hello@califiafarms.com or (401) 216-7172



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7. Remove the clear plastic film covering the tube.
8. Loosen the thumbscrew and open the valve door.
9. Center the tube in the valve. Ensure the tube is not kinked or twisted.
10. Close the valve door and tighten the thumbscrew.
11. Cut the tube with clean, sharp scissors $\frac{1}{2}$ inch below the valve at a 45-degree angle.

Troubleshooting

- **Product is leaking from the tube.**
 - Make sure the valve door is completely closed, and the thumbscrew is tight.
 - Make sure the dispensing tube is aligned in the center of the valve.
 - Make sure the valve assembly is not damaged.
 - Make sure the product is not frozen in the bag or at the valve.
- **Dispenser cabinet is too warm.**
 - Make sure the product is chilled to between 34°F and 41°F before loading it into the dispenser.
 - Make sure the dispenser is not close to a heat-generating source, such as a coffee maker, heat lamp or direct sunlight.
 - Make sure there is at least 1 inch of space on all sides of the dispenser.
 - Make sure the vents at the back of the dispenser are not blocked.
- **Ice is building up inside the dispenser.**
 - Make sure the door is properly sealed, and that the door gasket is intact.
 - Make sure to wipe away condensation inside the dispenser when loading product.
 - Ice buildup is normal. Follow instructions for cleaning the product compartment to remove ice.
- **Product is freezing in the packaging.**
 - Make sure that a product ramp is installed in the dispenser.
 - Make sure the product is chilled to between 34°F and 41°F before loading it into the dispenser.
 - If problem persists, contact Califia Farms for further assistance.
- **Product is dispensing slowly.**
 - Make sure the dispensing tube is not bent or twisted.
 - Make sure that the product is not frozen in the bag or at the valve.

Manufacturer Support

- 1 (800) 569-0826 or kpservice@kanpak.us



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