



Dispenser FAQ

Version 1.0

Does product need to be chilled before loading into the dispenser?

Yes, the product must be chilled to 41°F before loading into the dispenser.

How long after opening can product stay in the dispenser?

Product must be used within 10 days of opening. Please document the date of opening on the front of each case box.

What if there is dried milk on the dispensing tube?

Wipe away dried milk on the dispensing tube with a food-safe no-rinse sanitizer.

How do you check the level of each milk in the dispenser?

Dispense a small amount of each milk into a cup and check for healthy flow or enlarge the case box opening for the dispensing tube to view or feel the milk level in the bag.

How often should the dispenser be cleaned?

The drip tray, dispensing area and handles should be cleaned daily. The interior cabinet and exterior should be cleaned weekly or as needed.

What if there is ice buildup in the dispenser?

Some ice buildup is normal. Excessive ice buildup can be caused by a poor door seal or loading warm product into the dispenser. Ice buildup should be removed during the dispenser cabinet cleaning. To remove the ice, turn off the dispenser and leave the dispenser door open for 5 minutes. The ice will thaw and can be wiped away.

How should I measure the temperature of the Califia Farms dispenser?

Dispense a few ounces of milk into a cup and measure the temperature of the milk with a quick-read thermometer.





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What if the dispenser door does not close?

Make sure neither the product ramp nor case boxes are blocking the door. Ice buildup in the rear of the dispenser can cause the product ramp or case boxes to prevent the door from closing.

What if product is leaking from a dispensing tube?

Make sure the dispensing tube is centered in the valve and not pinched in the valve door. Make sure the valve door thumbscrew is tight.

What if the dispenser is not holding temperature?

Confirm the temperature of each milk by dispensing a few ounces into a cup and measuring the temperature of the milk with a quick-read thermometer. Check for any ice buildup in the rear of the dispenser. If the problem persists, contact Califia Farms for further assistance.

What if the product is freezing in the dispenser?

Check for any ice buildup in the rear of the dispenser. Confirm that product has not been in the dispenser for more than 10 days. If the problem persists, contact Califia Farms for further assistance.

How do I get replacement parts for the dispenser?

Contact Califia Farms for replacement parts.

How do I schedule dispenser repairs?

Contact Califia Farms for dispenser repairs.

