Manuals+ — User Manuals Simplified.

SERVER 101297 Multi Condiment Dispenser Instruction Manual

Contents

SERVER

SERVER 101297 Multi Condiment Dispenser

Specifications

- **Model:** General Market
- **Dispensing:** Up to six signature sauce and condiments
- **Features:** Electronic Dispense, WI-FI connectivity
- **Certification:** Clean-in-place certified

Product Usage Instructions

Dispense up to six signature sauce and condiments from a single automated system, ensuring accurate flavor and faster service every day.

Safety

model/item	description	capacity
101297	Multi+™ Condiment Dispenser Dispensing Head Only with Drip Tray Assembly	NA
101287	Multi+™ Condiment Dispenser Dispensing Head Only without Drip Tray Assembly	NA
101795	Multi+™ Condiment Dispenser Pouch Model – Below Counter – Primary	(2) 1.5 or 3 Gallon Fitmented Pouches
101796	Multi+™ Condiment Dispenser Pouch Model – Below Counter – Secondary	(2) 1.5 or 3 Gallon Fitmented Pouches
101797	Multi+™ Condiment Dispenser Direct Pour Model – Below Counter – Primary	(2) 1.5 Gallon Direct Pour Vessels
101798	Multi+™ Condiment Dispenser Direct Pour Model – Below Counter – Secondary	(2) 1.5 Gallon Direct Pour Vessels

WARNING –
ELECTRICAL SHOCK COULD OCCUR This unit must be earthed or grounded. This requires all three prongs (terminals) on cord plug to be plugged into power source.

Patent Pending
According to food and safety regulations, most foods must be stored and/or served at certain temperatures or they could become hazardous. Check with local food and safety regulators for specific guidelines. Be aware of the product you are serving and the temperature the product is required to maintain. Server Products, Inc. cannot be responsible for the serving of potentially hazardous products.

IMPORTANT
Clean, rinse, sanitize, and dry parts according to local sanitization requirements.

Multi+™ Models

model/item	description	capacity
101876	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly (101297) with Pouch Model – Below Counter (101795)	(2) 1.5 or 3 Gallon Fitmented Pouches

101879	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly (101297) with Direct Pour Model – Below Counter (101797)	(2) 1.5 Gallon Direct Pour Vessels
101877	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly (101297) with (1) Pouch Model – Below Counter Primary (101795) & (1) Secondary (101796)	(4) 1.5 or 3 Gallon Fitmented Pouches
101880	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly (101297) with (1) Direct Pour Model – Below Counter Primary (101797) & (1) Secondary (101798)	(4) 1.5 Gallon Direct Pour Vessels
101878	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly (101297) with (1) Pouch Model – Below Counter Primary (101795) & (2) Secondary (101796)	(6) 1.5 or 3 Gallon Fitmented Pouches
101881	Multi+™ Condiment Dispenser Dispensing Head with Drip Tray Assembly (101297) with (1) Direct Pour Model – Below Counter Primary (101797) & (2) Secondary (101798)	(6) 1.5 Gallon Direct Pour Vessels
101882	Multi+™ Condiment Dispenser Dispensing Head without Drip Tray Assembly (101287) with Pouch Model – Below Counter (101795)	(2) 1.5 or 3 Gallon Fitmented Pouches
101885	Multi+™ Condiment Dispenser Dispensing Head without Drip Tray Assembly (101287) with Direct Pour Model – Below Counter (101797)	(2) 1.5 Gallon Direct Pour Vessels
101883	Multi+™ Condiment Dispenser Dispensing Head without Drip Tray Assembly (101287) with (1) Pouch Model – Below Counter Primary (101795) & (1) Secondary (101796)	(4) 1.5 or 3 Gallon Fitmented Pouches

101886	Multi+™ Condiment Dispenser Dispensing Head without Drip Tray Assembly (101287) with (1) Direct Pour Model – Below Counter Primary (101797) & (1) Secondary (101798)	(4) 1.5 Gallon Direct Pour Vessels
101884	Multi+™ Condiment Dispenser Dispensing Head without Drip Tray Assembly (101287) with (1) Pouch Model – Below Counter Primary (101795) & (2) Secondary (101796)	(6) 1.5 or 3 Gallon Fitmented Pouches
101887	Multi+™ Condiment Dispenser Dispensing Head without Drip Tray Assembly (101287) with (1) Direct Pour Model – Below Counter Primary (101797) & (2) Secondary (101798)	(6) 1.5 Gallon Direct Pour Vessels

Parts
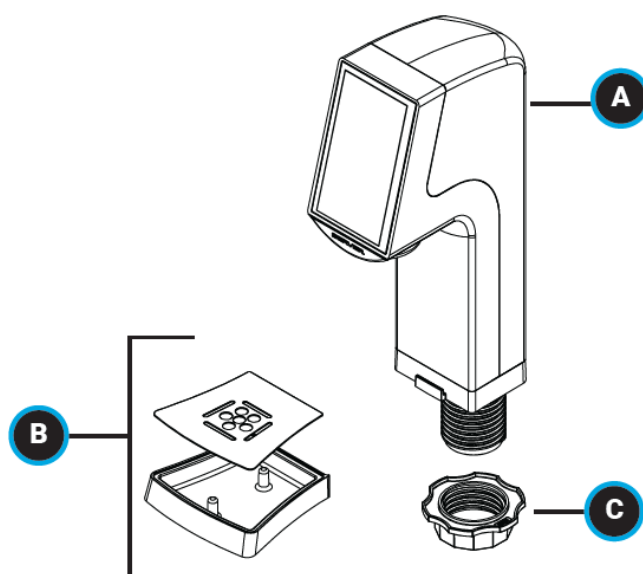
- Multi+ Dispensing Head Assembly – 101297 (includes drip tray) & 101287 (no drip tray)
- Drip Tray Assembly – 101685
- Locking Ring (Nut) – 101300
 Not Shown Items that are Part of Head Assembly
    - 72" Tubes (6) – 101543 – Depending upon the model, not every tube will be in use. Keep red plug in the end of unused tubes.
    - 6' USB-C cable – 101053
   - 3' USB Cable – 101677

REPLACEMENT PARTS

- 101685 – DRIP TRAY ASSEMBLY
- 101322 – POUCH SUPPORT
- 101681 – DIRECT POUR BIN & LID ASSEMBLY
- 101465 – DISPENSING CAP WITH THREAD SEAL
- 101050 – 1/2 HOSE BARD CONNECTOR
- 85264 – CONNECTOR, ADAPTER, 16MM
- 101066 – CLAMP, TURN-KEY, SIZE 6, 3/8-7/8
- 101055 – 24″ SHORT TUBING
- 100992 – POWER SUPPLY
- 101818 – AC PLUG CABLE
- 101039 – WIREWISE RACK 3-GALLON
- 101300 – PLASTIC LOCKING RING (NUT)
- 101799 – 32″ JUMPER CABLE
- 101322 – 1.5 GALLON POUCH SUPPORT
- 101793 – MOTOR ASSEMBLY – PRIMARY
- 101794 – MOTOR ASSEMBLY – SECONDARY
- 82049 – 11″ BRUSH
- 82526 – 21″ BRUSH

Below Counter Pouched Models

- Pouch Support (2) – 101322
- 16mm Connector Adapter (2) – 85264
- Dispensing Cap (2) – 101465
- 1/2 Hose Barb Connector (2) – 101050
- Shelf – 101039
- Motor Assembly – 101793 – Primary / 101794 – Secondary
- WireWise™ Shelf – 101039
- Power Supply 100992 & AC Cable 101818
- Turn-Key Clamps (6) – 101066
- 24″ Short Tubing (2) – 101055
- 32″ Jumper Cable – 101799 – Only used when connecting a secondary motor (101794) to a primary motor (101793)
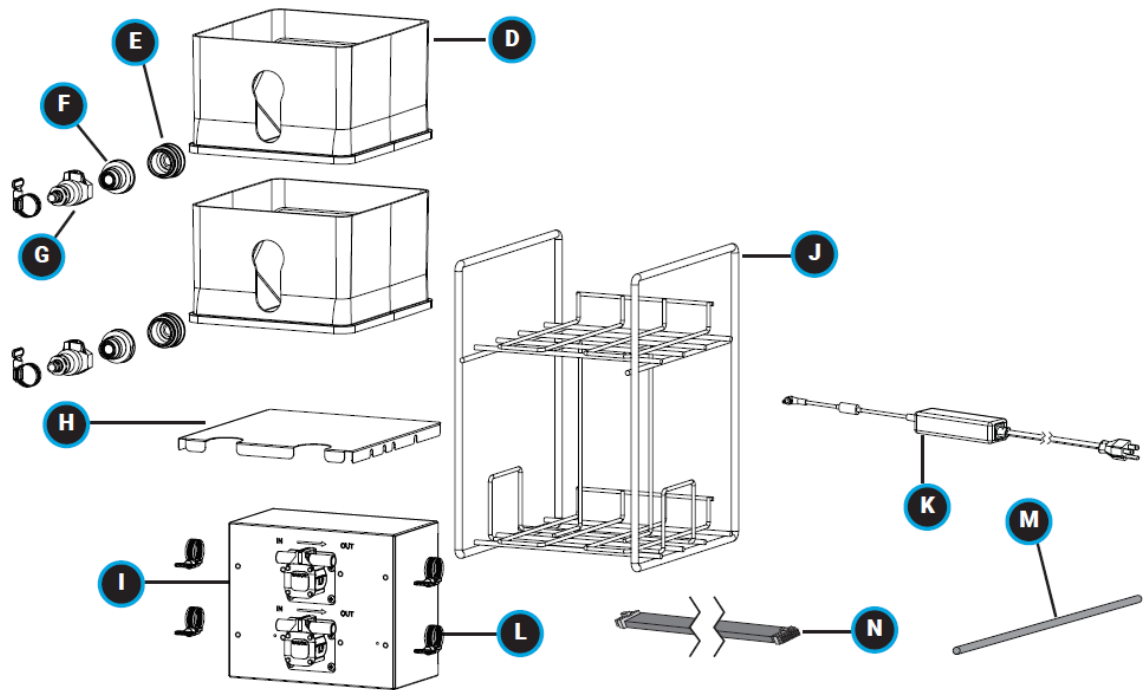
Below Counter Direct Pour Models


O Lid & Bin (2x) - 101681
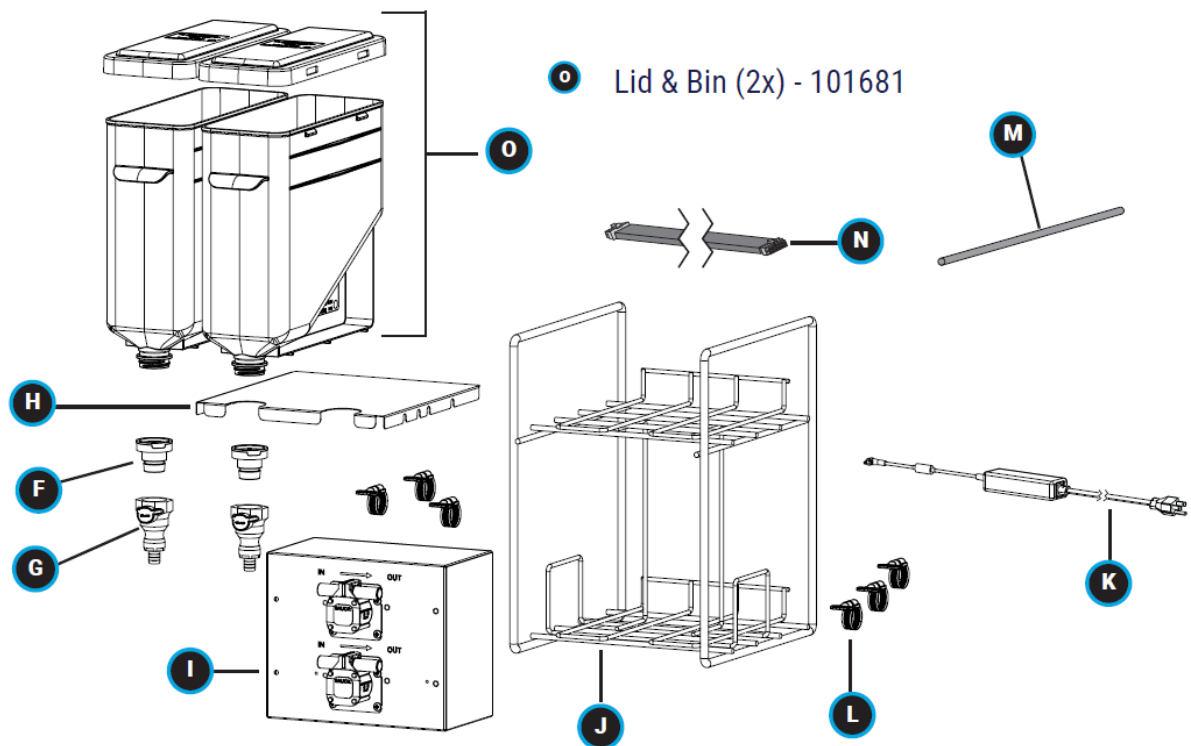
Safety Guidelines:

Ensure the unit is properly earthed or grounded by plugging in all three prongs of the cord plug into a power source to avoid electrical shock.

Multiple Motor Models

The primary motor (101793) has the inlet for the power supply (100992), the inlet for the USB-C cable (101053), and two inlets for the jumper cables (101799) to connect to (1) or (2) secondary motors (101794). For (6) condiment models, the primary motor (101793) should always be in the middle. For (4) condiment models, the primary motor (101793) can be on either side of the secondary motor (101794).

Initial Assembly – How it should look

101794   101793   101794

101799
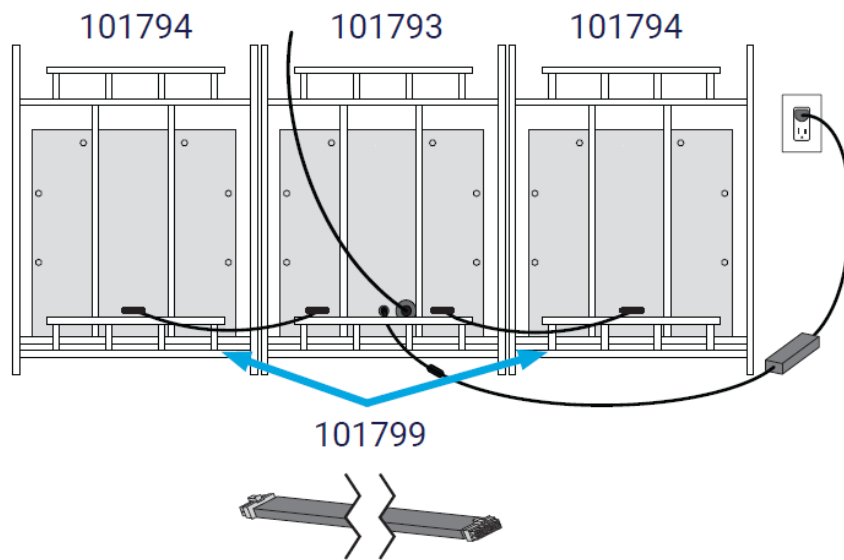
Full Assembly – Back
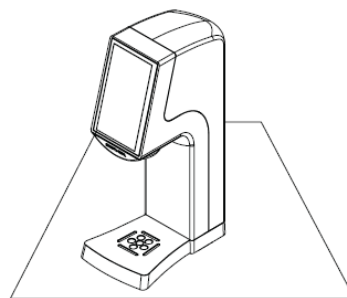
Above Counter
Model with Drip Tray
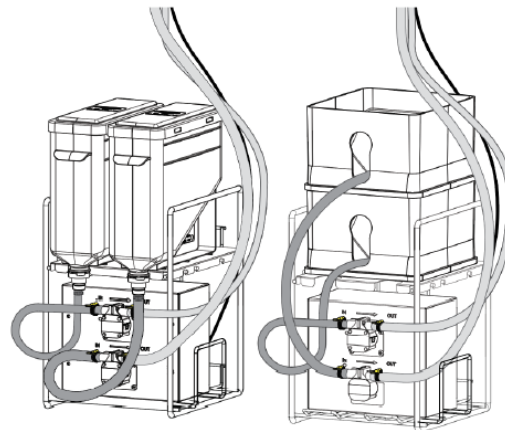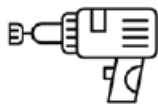
Under Counter
Direct Pour Model

Under Counter
Pouch Model
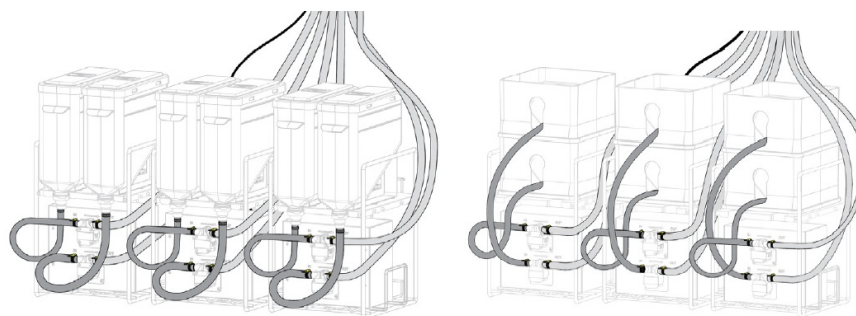
Under Counter
Direct Pour (6) Condiment Model

Under Counter
(6) Condiment Pouch Model

Assembly & Setup – What you will need

You will need:

Drill with 3" Drill Bit:

- KAY-5 Sanitizer/Cleaner Solution (2L per flavor)

  Empty Container to hold 2L (Per flavor) of sanitizer/cleaner solution

  Empty Container to catch flushed sanitizer/cleaner solution

- 1L of rinse sanitizer (per flavor) if cleaning with detergent
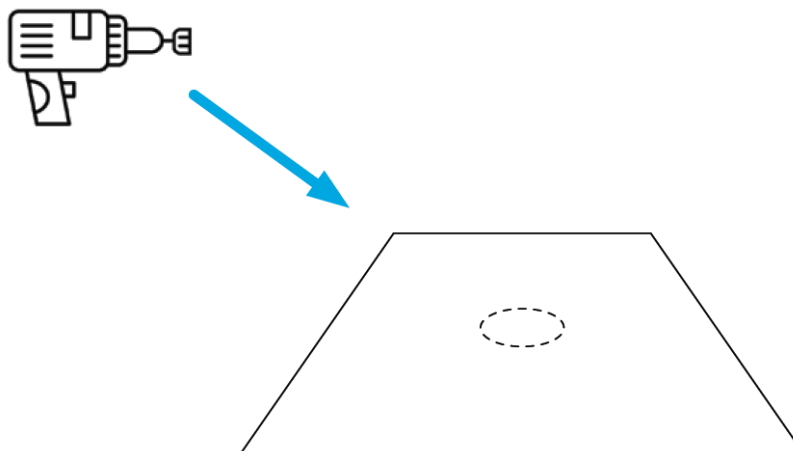
- Clean, dry towels

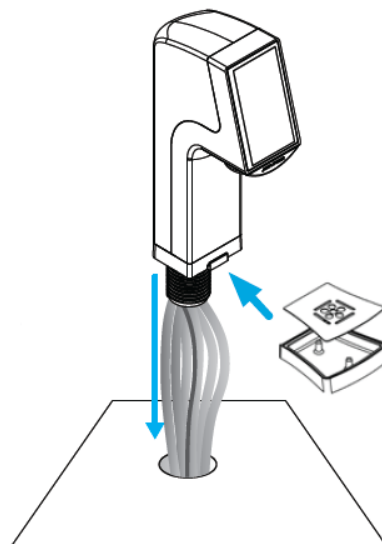- Condiment of Choice

Dry Erase Marker

Assembly

1. Unbox components. For Direct Pour models, prewash bin and lid (101681) and dispensing cap (101645).
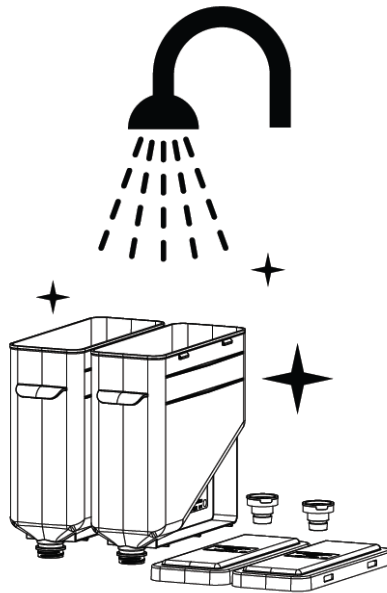
2. Drill a 3″ hole into counter. Drill not included.

3. With the locking ring removed from the bottom of the dispensing head threads, guide the tubes and USB cord through the hole and position the head into place on the counter.


4. Slide the locking ring over the bottom of the tubes and USB cord and fasten to the head threads through the hole in the counter. (See WARNING)

    1. **WARNING:**

        There should be no resistance when turning the locking ring. If there is, stop and reposition the ring. Also make sure the flat surface of the ring is facing the countertop
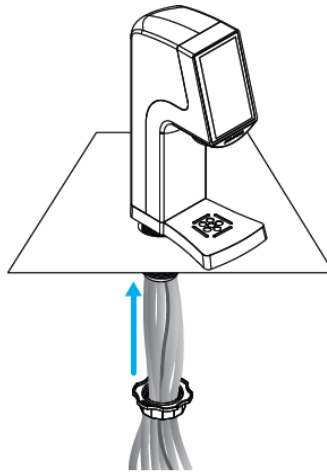
5. Place primary motor (101793) in bottom of the WireWise rack. If putting a (4) or (6) condiment model together, put secondary motor(s) (101794) in bottom of rack(s). For (6) condiment model, keep primary motor in the middle.=

101794   101793   101794
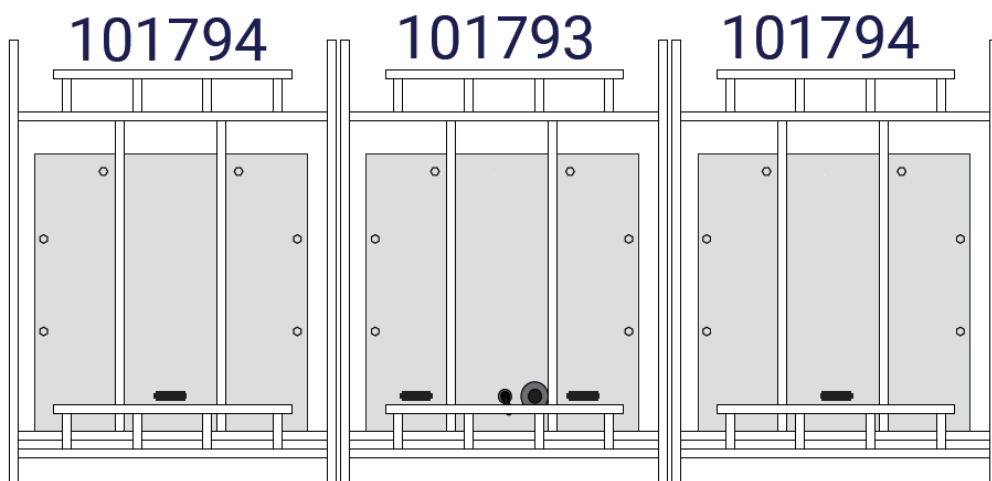
6. Plug one end of the USB-C cable into the back of the primary motor (101793). Plug the power cord into the back of the motor and then plug into outlet. (See WARNING)
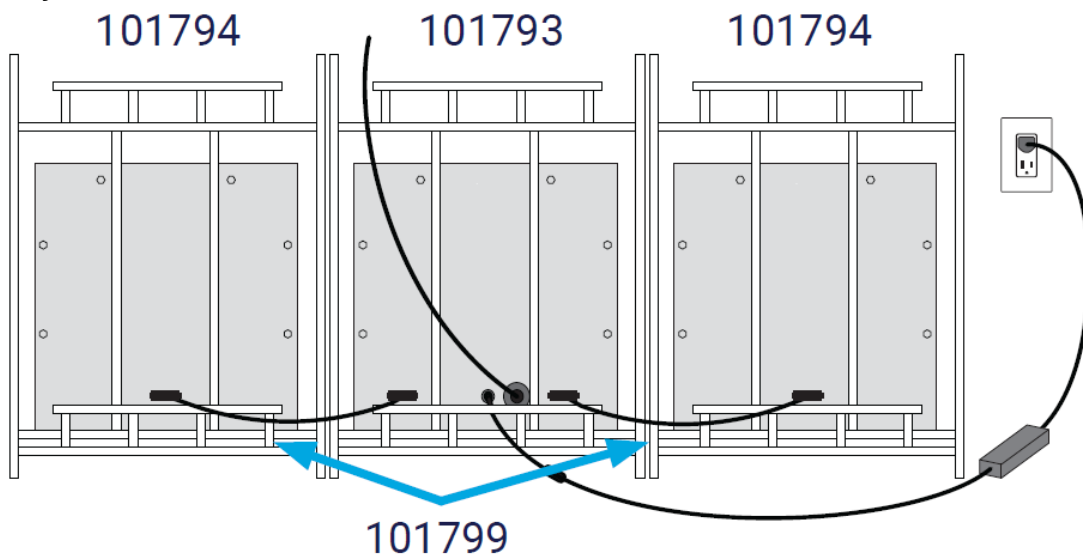

Remove one red plug for each pump you connect to.
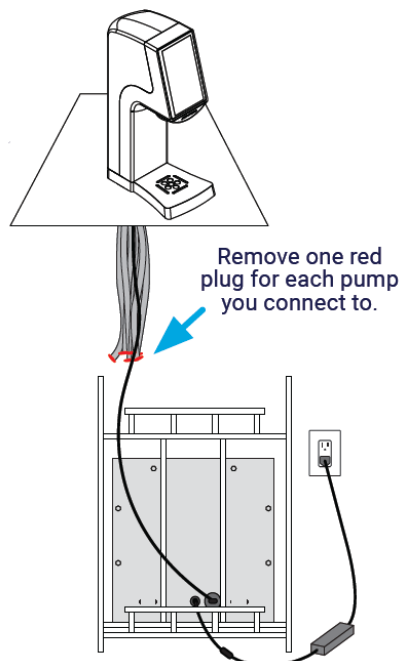
7. For models with multiple motors, connect the secondary motor(s) (101794) to the primary motor (101793) with the jumper cable(s) (101799).
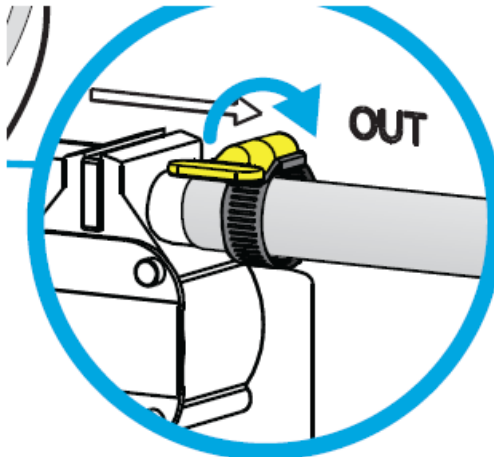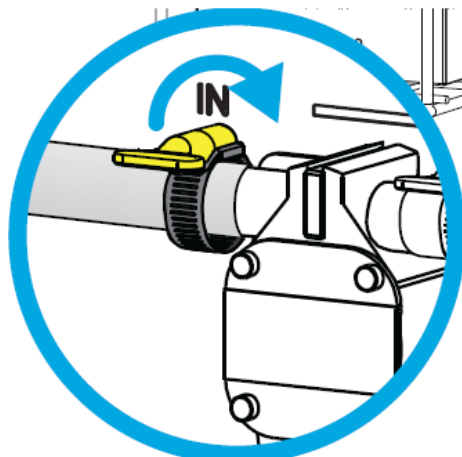
101799

Full Assembly – Back

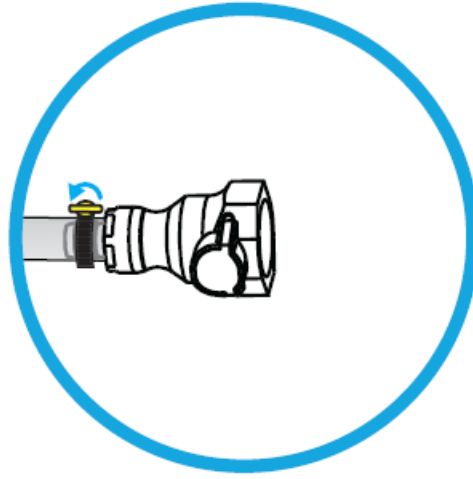### 101794   101793   101794

101799
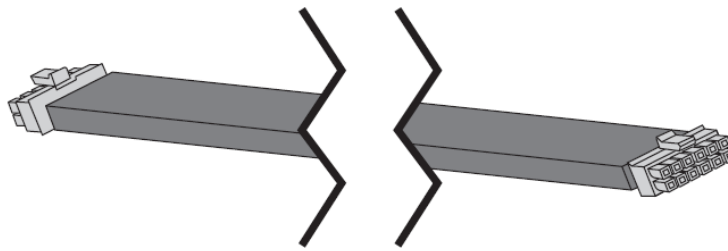
8. For each pump, using a turn-key clamp, put the long 48″ tube from the head on the "OUT" prong of the pump.
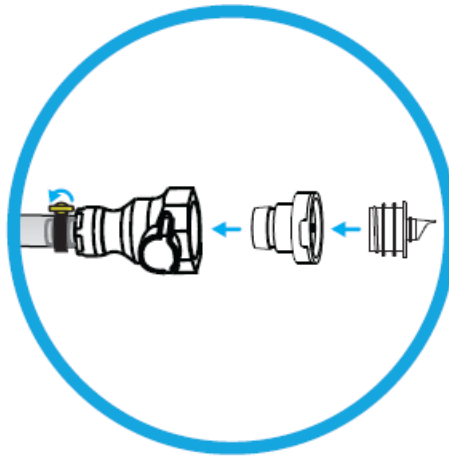

9. For each pump, using a turn-key clamp, put the shorter 24″ tube on the "IN" prong on the motors.

10. On other end of 11 each short 24″ tube, use a turnkey clamp and insert the hose barb (101050).

11. For pouch models, put dispensing cap (101465) into the hose barb, and then the connector adapter (85264) into the cap.

12. For direct pour models, put dispensing cap (101465) onto the bottom of the direct pour vessel and then push hose barb onto dispensing cap.

IMPORTANT WARNING:
Cord must be plugged into the unit first, before plugging into an outlet. Note that the AC plug cable is plugged into the power supply brick and then the cord coming from the brick is plugged into the back of the primary motor.

Temperature Management:
Store and serve foods at recommended temperatures to prevent hazards. Refer to local food safety regulations for guidelines.

Cleaning Instructions:
After each use, clean, rinse, sanitize, and dry all parts according to local sanitization requirements for safe operation.

Capacity and Models:
The product comes in various models with different capacities and configurations. Choose the appropriate model based on your needs.

Setup

1. When you initially plugged the unit in, it powered up the dispensing head. Follow the startup screen prompts.
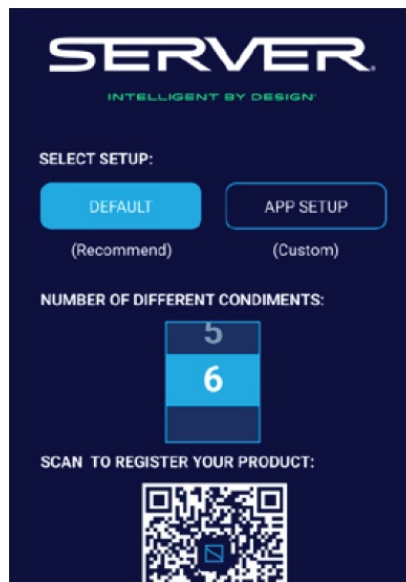
2. Select the connection type, choose the network and add the password.

3. You'll be prompted to set the date and time and type of measurement.

4. Select the default setup.

5. You'll then be prompted to start the cleaning process.
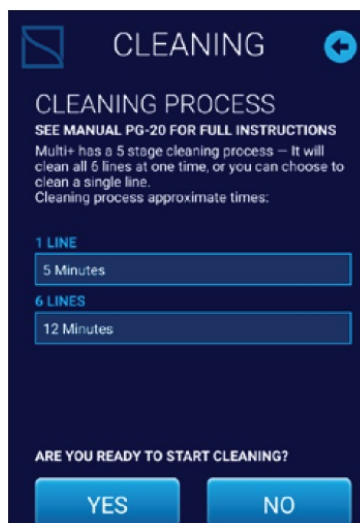
6. Prior to starting the cleaning process, mix a packet of Kay-5 sanitizer with water between 75° and 90° F following the instructions on the packet. Have at least 2L of solution per sauce. For pouch models, Insert the bottom of the tubing into the container with solution.

7. For direct pour models, 8 pour sanitizing solution directly into the direct pour vessels. In step 12 of assembly, we had already connected the tubing to the vessels.

8. Be sure to place a container underneath the dispense point to catch flushed solution on top of the counter.
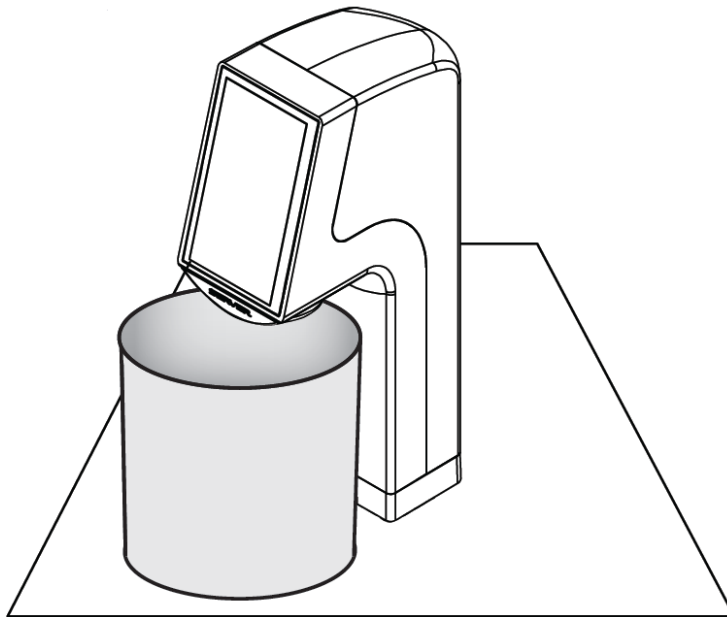
9. Start the cleaning process. Follow the on-screen prompts. There will be a step to put tubes into rinse water for pouch models or put rinse water in vessels for direct pour models if detergent is used. Step not needed if standard food safe sanitizer is used.

10. There is also a step to pull tubes out of the solution for a drying stage. For pouch models, let the tubes hang free. For direct pour models, the vessels will be empty so just let the sytem run dry. The unit can clean up to (2) lines per cleaning cycle. Repeat the cleaning cycle for additional lines.

11. When cleaning is complete, autoforward to the next screen. Follow the screen to select product details or customize.
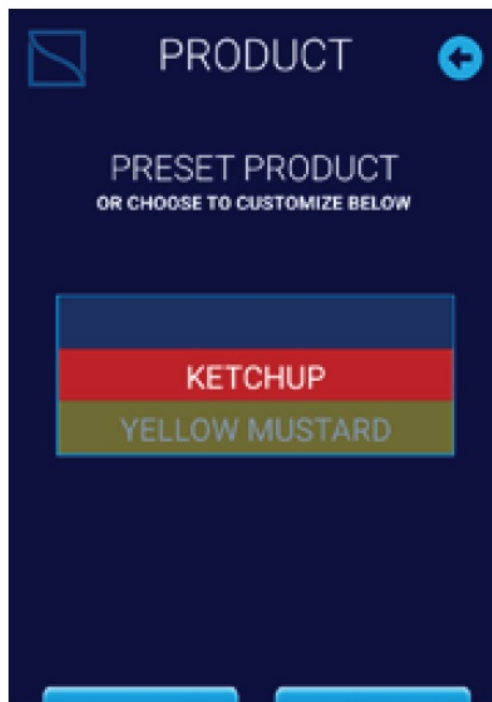
12. There are default flavors to choose from or you can add your own flavor by pushing the "Custom" button and follow the instructions.
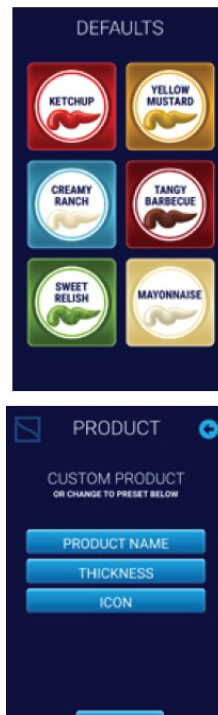
13. After product details are submitted, you'll be asked to load the food product by connecting the tubes to the food product pouches or to the filled direct pour vessels and then prime.

PRIMING

PRODUCT LOADING
PLEASE LOAD ALL OF YOUR PRODUCTS
load products racks following
the default positions in the quick start guide.
Loading non-default condiments?
Change the condiment icon through setup
later.(User manual - pg 17)

Loading diagram of steps
for a push and direct pour
(animated Image
Sequence)

1. Connect Pouch
2. Connect Direct Pour Bin

**YES. MY CONDIMENTS
ARE ALL LOADED.**

14. Write sauce type on pump sticker with dry erase marker.

write sauce type here
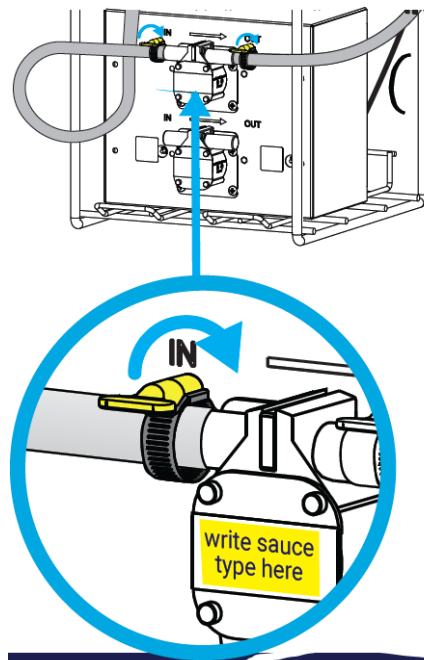
15. Place a container underneath the dispense point to catch product during the priming process.
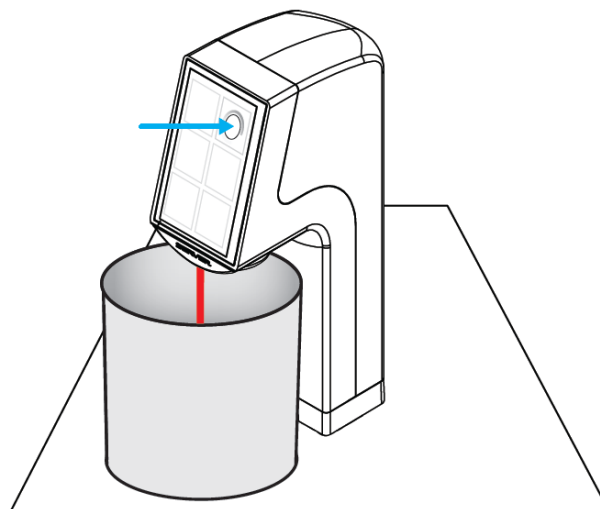
16. You'll be asked to select and prime each sauce separately. After priming is complete, press and hold the icon for three seconds to leave the priming screen.

How to use

1. To operate, place portion cup or food item under dispense head and push the desired sauce.

2. Pushing the icon at the bottom of the screen will take you to the menu. "About" has all the information on the unit. "Cleaning" starts the cleaning process. "Settings" takes you to a screen to adjust various settings.
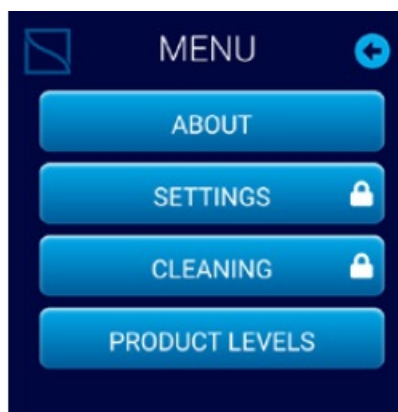
3. If you'd like to change the sauce type, it is recommended to clean the unit first by going to the menu screen by pushing the icon in the upper left hand corner for three seconds and select "Cleaning" and follow the cleaning steps. Then, to change the sauce type, go to the Menu screen and press the "Settings" button and then select

"Sauce Details" and follow the steps which is essentially steps 10 – 16 from the setup instructions.

Cleaning

1. Disconnect tubes from pouches or remove from direct pour containers.
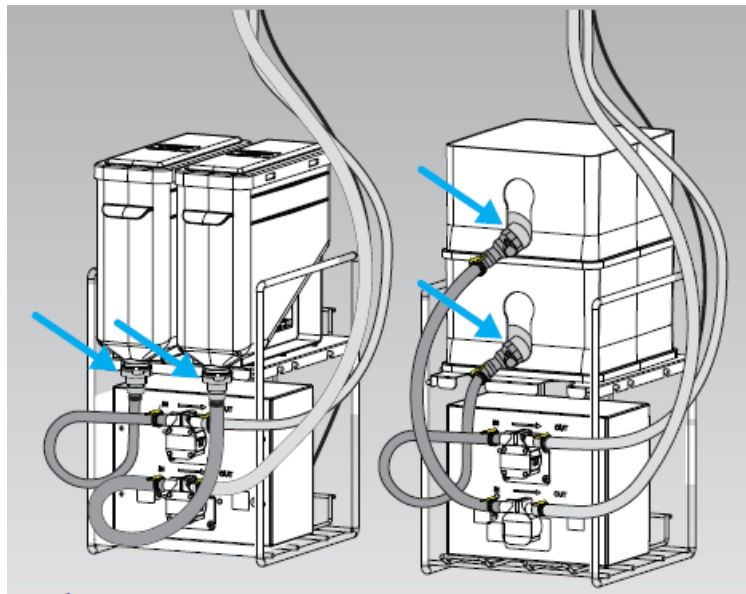
2. If applicable, rinse out containers, lids and dipsensing caps and wash, rinse, and sanitize to local sanitization standards.
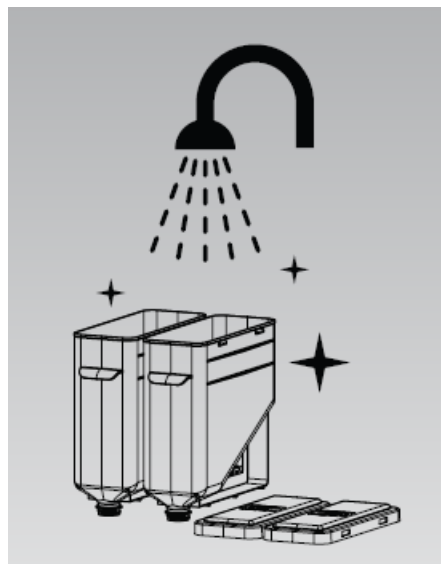
3. Mix a packet of Kay-5 sanitizer in water between 75° and 90° F following the instructions on the packet.

4. For pouch models, place bottom of tubes into container of at least 2L of sanitizing solution per tube.
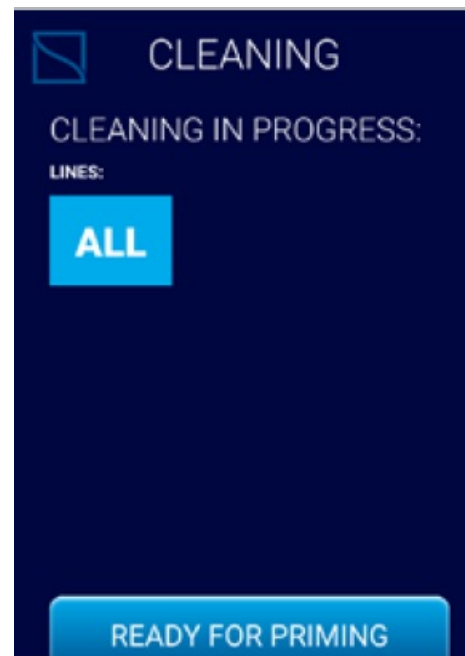
5. For direct pour models, after sanitizing the bins, lids, and dispensing caps, reconnect tubing and pour sanitizing solution directly into direct pour bins.
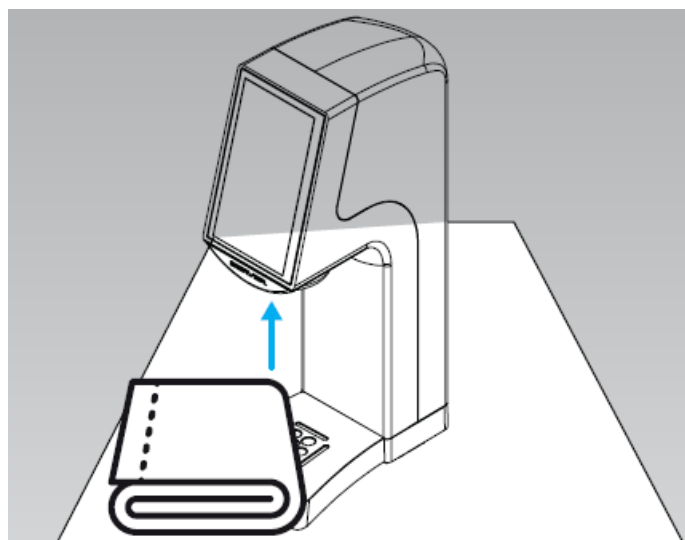
6. Press and hold the icon at the bottom of the screen to get to the menu. This may be a 5 second press and hold.
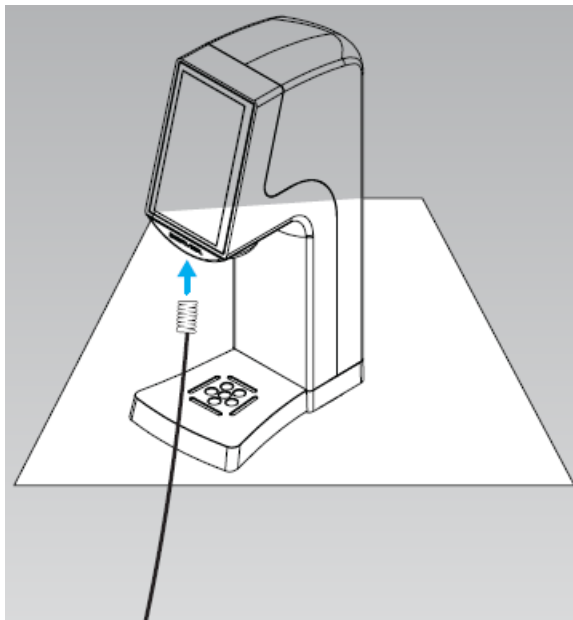
7. Push "Cleaning" in the menu screen.
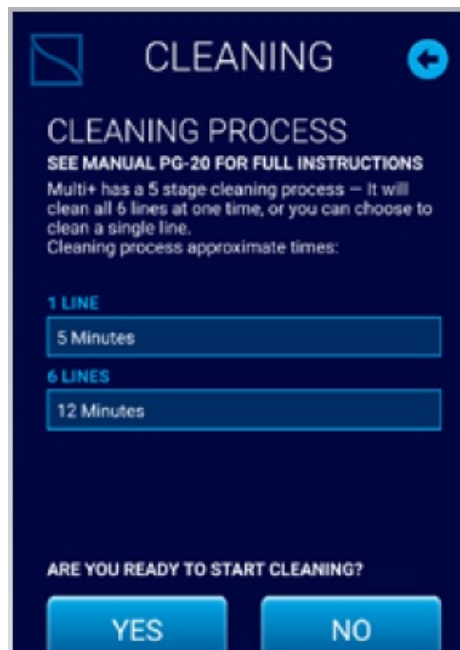
8. Be sure to put a container underneath the dispense point to catch flushed sanitization solution. Press "Yes" to start cleaning.
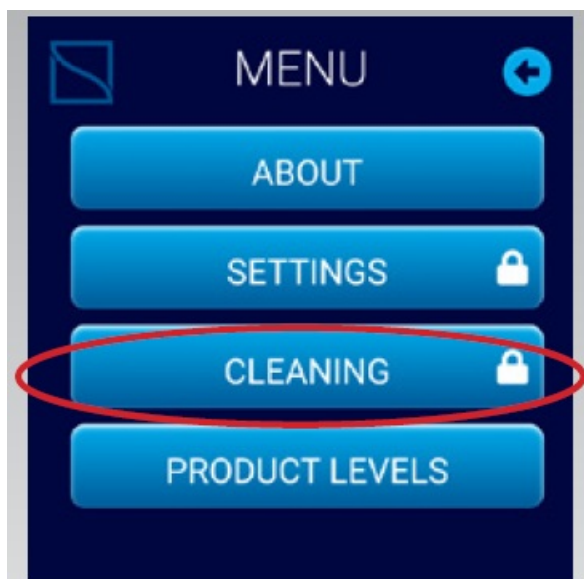
9. Cleaning will run the stages of the process. There is a stage to run rinse water through the system if detergent is used. Not necessary if food safe sanitizer is used. There is also a step to run the system dry for a drying

stage. The unit will clean up to (2) lines per cleaning cycle. Repeat cleaning cycles for additional lines.

10. After the cleaning process is complete, with the small cleaning brush (82526) soaked in sanitizing solution, scrub the inside of the dispense point inlets.
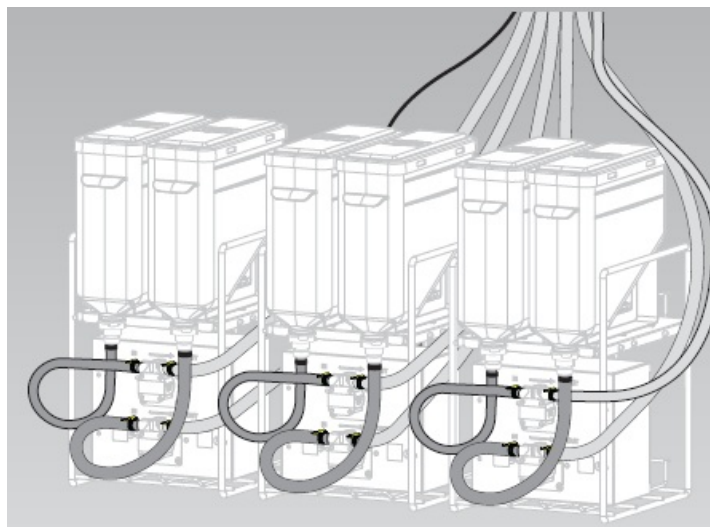
11. With a soaked sanitizing solution cloth, wipe down underneath the dispense points.
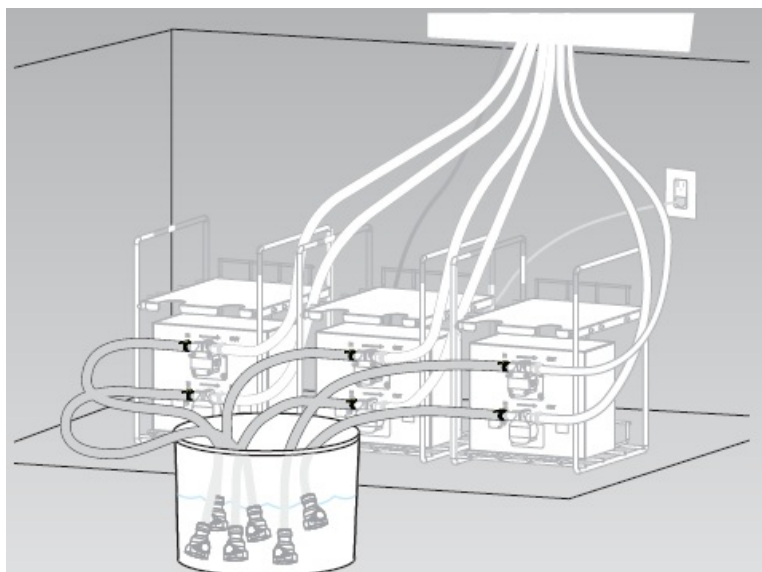
12. Connect bottom of tubes to pouches of product or load product into cleaned direct pour bins.

13. Place a container under the dispense point to catch product during priming. Push each flavor until product comes out with a continuous flow.

14. Unit is now ready for operation.

Clean exterior of unit with a clean damp cloth and dry with a clean dry cloth.

Troubleshooting

Problem	Problem Cause	Solution
	Power supply is not plugged into power outlet that has electrical power to it.	Plug power supply into power outlet that has electrical power to it.
	When using a power strip, it's not plugged into a power outlet that has electrical power to it or it isn't turned on.	Plug power strip into a power outlet that has electrical power to it and turn it on.

Dispenser display will not power up.	The under counter dispenser power supply isn't plugged into the correct motor control power inlet jack.	Plug the under counter dispenser power supply into the correct motor control power inlet jack located on the back of the encloser.
	Under the counter, the USB-C cord jack from the dispenser head isn't plugged into the correct motor control inlet jack.	Plug the USB-C cord jack from the dispenser head into the correct motor control inlet jack located on the back of the encloser.
	Under the counter, the USB-C cord is plugged into the incorrect jack from motor control enclosure to motor control enclosure	Plug the USB-C cord into the correct jack from motor control enclosure to motor control enclosure.
Dispenser head will not prime.	There is no product in the supply pouch or direct pour bin.	Use a pouch that is filled with food product or fill direct pour bin with food product.
	Connectors are not securely attached to the product pouch, direct pour bin, or pump.	Securely attach connectors to the product pouch, direct pour bin, and pump.
	The tubing is not connected properly to the pump outlet port.	Securely connect the tubing to the pump outlet port which is labeled on the front of the motor control enclosure next to the pump.
	The direct pour vessel/pouch fitment tubing is not securely connected to the pump inlet port.	Securely connect the direct pour vessel/pouch fitment tubing to the pump inlet port which is labeled on the front of the motor control enclo- sure next to the pump.
	Pump is not operating when activated by the dispenser head unit.	Ensure the USB-C cable that goes from the head assembly to the below counter assembly is plugged in.
	Product tubing is pinched blocking product flow through the tubing.	Straighten out product tubing so its not pinched.
	Product discharge opening is clogged, unclean, or has dry product that is blocking the flow.	Clean product discharge opening to clear out any blockage.
	Tubing clamps aren't installed properly or secure.	Install and tighten tubing clamps to prevent any air leaks in the system.
	The buttons on the display head trigger the wrong motor (condiment) below the counter.	Disconnect the tubing and attach to the proper motor so the correct condiment dispenses.
Dispenser not working in peak perfor- mance.	Components of the system are not cleaned and sanitized.	Set up a cleaning regimen that meets all regula- tory requirements and is done on a consistent basis.

Problem	Problem Cause	Solution
Dispenser head not providing desired portion.	There is no product in the supply pouch or direct pour bin.	Use a full supply pouch or fill the direct pour bin.
	Connectors aren't securely attached to the prod- uct pouch/direct pour bin or pump.	Securely attach connectors to the product pouch/ direct pour bin or pump.
	Tubing is not properly connected to the pump outlet port.	Connect tubing to the pump outlet port which is labeled on the front of the motor control enclosure next to the pump.
	Direct pour vessel/pouch fitment tubing is not connected to the pump inlet port.	Connect direct pour vessel/pouch fitment tubing to the pump inlet port which is labeled on the front of the motor control enclosure next to the pump.
	Tubing clamps aren't installed properly or secure.	Install and tighten tubing clamps to prevent any air leaks in the system.
	Product tubing is pinched blocking product flow through the tubing.	Straighten out product tubing so its not pinched.
	Product discharge opening is clogged, unclean, or has dry product that is blocking the flow.	Clean product discharge opening to clear out any blockage.
	Portions aren't set properly.	Press and hold the digital display icon to get to the desired portion for front-of-house use.
	Portions aren't set properly.	Pre-program portion size at unit setup time to get the same portion size each time – for back-of- house.
	Not enough product in pouch or direct pour vessel.	Monitor product use throughout the day to make sure a constant supply of product is available.
	Supply tubing and the product tubing collapsed due to product completely being evacuated and a vacuum is created in the tubing.	Remove the cap off of the supply end of the tubing to release the vacuum.

Support Videos

- **Setup Video**
  - **http://server-products.com/multi-pouched-setupvideo.htm**
  - **http://server-products.com/multi-directpour-setupvideo.htm**
- **How to Use Video**
  - **http://server-products.com/multi-pouched-howtousevideo.htm**
  - **http://server-products.com/multi-directpour-howtousevideo.htm**

- **How to Clean Video**
    - http://server-products.com/multi-pouched-howtocleanvideo.htm
    - http://server-products.com/multi-directpour-howtocleanvideo.htm

Server Products limited warranty
This Server product is backed by a one-year limited warranty against defects in materials and workmanship. See
Server-Products.com for details.

General service, repair or returns
Before sending an item to Server Products, contact Customer Care to request a Return Authorization Number and receive instructions on how to process the return through Parts Town. The RA Number ensures proper processing and a prompt turnaround of a replacement unit.

Need help?

Server Products Inc.
3601 Pleasant Hill Road
Richfield, WI 53076 USA

Chat with us!
spsales@server-products.com
262.628.5600
800.558.8722

Please be prepared with your Model, P/N and Series located on the lid or base of the unit.

FAQ:

Q: How many condiments can be dispensed at once?
A: The unit can dispense up to six condiments simultaneously with a simple push of a button.

Q: Is the unit easy to clean?
A: Yes, the unit is clean-in-place certified, making it easy to clean and maintain after each use.

Q: What should I do if I encounter an electrical issue?
A: If you experience any electrical issues, ensure the unit is properly earthed or grounded and contact a qualified technician for assistance.

Documents / Resources

[SERVER 101297 Multi Condiment Dispenser](#) [pdf] Instruction Manual
101297 Multi Condiment Dispenser, 101297, Multi Condiment Dispenser, Condiment Dispenser, Dispenser

References

- 🌐 **products.com**
- ⬚ **Server Products**
- **User Manual**