



# Instruction Manual

## Dual Chili & Cheese Dispenser

Model No. 5301







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



10700 Medallion Drive, Cincinnati, Ohio 45241-4807 USA







## 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. DO NOT immerse any part of this equipment in water. DO NOT use excessive water when cleaning. Keep cord and plug off the ground and away from moisture. Always unplug the equipment before cleaning or servicing. Make sure all machine switches are in the OFF position before plugging the equipment into the receptacle.</p> <p>008_051514</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 heated surfaces. DO NOT place or leave objects in contact with heated surfaces.</p> <p>009_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>



## SAFETY PRECAUTIONS (continued)

	 <b>WARNING</b>
	<p>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.</p> <p>012_010914</p>

	 <b>WARNING</b>
	<p>This machine is NOT to be operated by minors.</p> <p>007_010914</p>

**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.)



# 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.

## Setup

Your new cheese dispenser is completely assembled and tested at the factory. Remove all packing material and tape before starting operation.

## Items Included with this Unit





**Heavy Duty Bag Opener**

## Electrical Requirements

The following power supply must be provided:



**5301:** 120 Volts, 760 Watts, 50/60Hz.

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A certified electrician must furnish sufficient power for proper machine operation and install any supplied receptacle. 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.

## 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.

	 <b>CAUTION</b>
	<p>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.</p> <p>039_080614</p>

# OPERATING INSTRUCTIONS

## Controls and Their Functions

**CHILI BUTTON** - Pushing this button dispenses Chili.

**CHEESE BUTTON** - Pushing this button dispenses Cheese.

**ON/OFF SWITCH** - Turns the unit ON and OFF.

**HEAT CONTROL** - Displays and sets the air temperature inside the cabinet using the controls listed below. (See next page for instructions on Dispensing Temperature Adjustment)

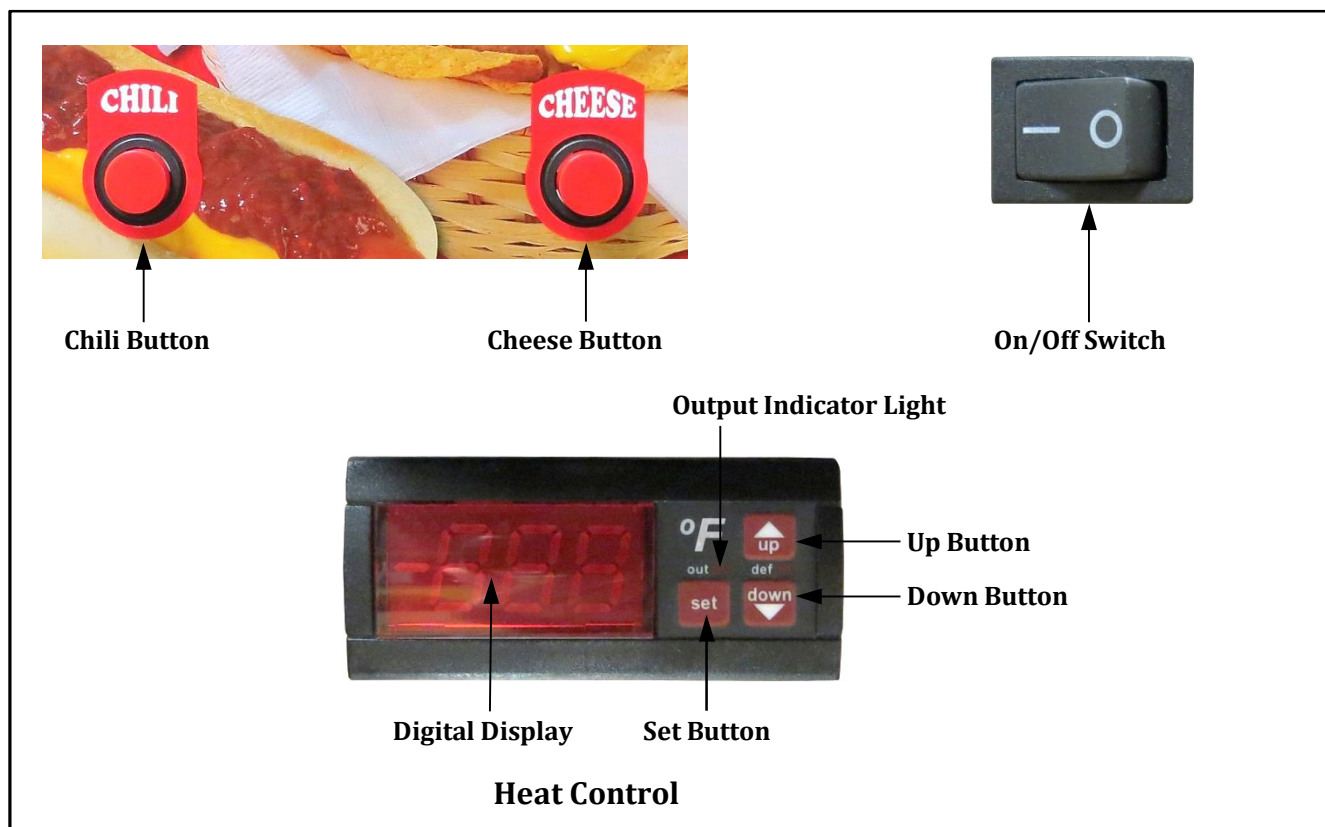
**UP BUTTON** - Increases the set point temperature.

**DOWN BUTTON** - Decreases the set point temperature.

**SET BUTTON** - Sets and holds the desired temperature.

**DIGITAL DISPLAY** - This area displays the desired temperature and real-time temperature of the air inside the cabinet, depending on usage.

**OUTPUT INDICATOR LIGHT** - When Output Light is on, it indicates the heaters are ON.





## Operating Instructions

1. Plug the power cord into a grounded outlet and turn the warmer on.
2. Pre-heat the unit with your product inside for approximately 1 hour to reach operating temperature (see next page for Product Installation). Depending on the starting temperature of the cheese or chili, they may take 2-4 hours to reach the serving temperature of 140°F.

**Note:** The control displays the air temperature in the cabinet; it is factory set to 140°F. The actual product temperature may be lower or higher than the 140°F displayed temperature depending on how long it has been heated.

3. Proper product temperature is between 140°F and 150°F.

## Dispensing Temperature Adjustment

In normal operation, the heat control displays the air temperature in the cabinet. (See additional information above related to product temperatures.)

To adjust the set point from the factory setting of 140°F to between 130°F and 145°F, follow the steps below:

1. Press **SET** to enter the programming mode.
  - Display shows SP
2. Press **SET**
  - Display shows the current set point temperature (between 130°F and 145°F).
3. Press the **UP ▲** or **DOWN ▼** buttons to adjust the set point temperature.
  - Display shows the new set point temperature.
4. Press **SET** to “Lock in” the new set point temperature.
  - Display shows SP
5. Press **SET** and **DOWN ▼** buttons at the same time to exit the Programming Mode.
  - Display shows the current air temperature in cabinet.

**Note:** Display will automatically exit programing mode after one minute.



# Product Installation

## Installing and Removing Food Product

### Product Installation

#### Step 1:

Use the Heavy Duty Bag Opener to remove the cap from the bagged product in the same fashion you would use a bottle opener.



#### Step 2:

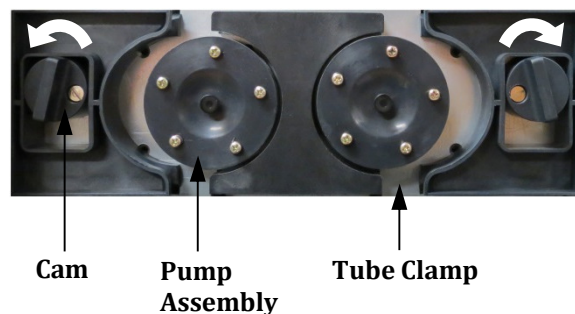
Install a new tube into each bag. Make sure that the tube is securely seated into the bag.

A tube is included with each Gold Medal Cheese and Chili Bag. To order tube separately, use Item No. 5285.



#### Step 3:

Open the front door of the warmer. Open the tube clamps by turning both cams in the direction away from the pump assembly (see image).





## Installing and Removing Food Product (continued)

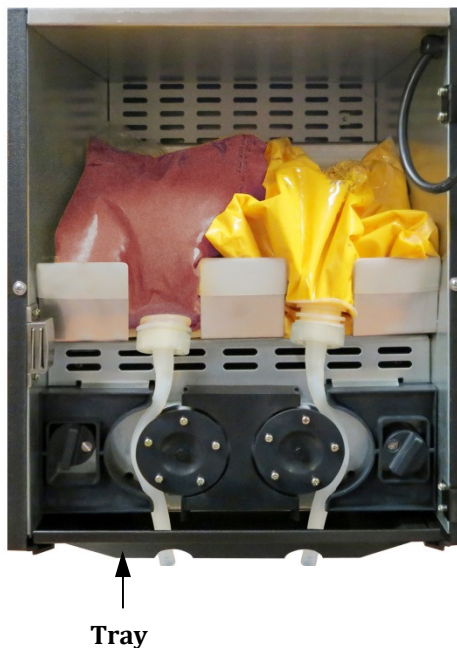
### Step 4:

Place the product on the rack with the spout and tube directed toward the front, and downward through the openings.

### Step 5:

Guide the tubes through the pump slots from top to bottom and pass the tubes through the tray.

**Note:** The tray is required to keep the product in the tubes at the proper temperature. Without the tray, the chili and cheese will not reach the correct temperatures.



### Step 6:

Close the tube clamps by turning the cams towards the pump assembly, and then close the front door of the warmer.



### Product Removal:

1. Open the front door of the warmer.
2. Open tube clamp (see Step 3).
3. Remove tubing from the pump slots by pulling from the bottom up.
4. Remove product bag and tube from the cheese dispenser.





## Troubleshooting

Issue	Possible Cause	Solution
Unit Not Working	A. Power to Unit	A. Make sure the unit is securely plugged into the wall outlet. Check the outlet for power. Check the circuit breaker for the wall outlet.
Door Will Not Close	A. Clamp Open B. Tray not fully inserted	A. Close clamp. B. Install tray correctly.
Product Does Not Dispense	A. Product Empty	A. Replace empty bag.
Product is Leaking	A. Clamp not fully closed B. Tube loose from Spout	A. Close clamp. B. Check tube; be sure it is securely seated into bag.
Tube Not Reaching Bottom of Clamp	A. Spout not seated in Receptacle	A. Seat spout in receptacle.
Product is Cold	A. Dispenser door left open; also see Power to Unit	A. Keep door closed.
Excess Product Remains in Bag	A. Spout not seated in receptacle B. Folds in bag	A. Seat spout in receptacle. B. Lay bag flat in tray.



## Care and Cleaning

	<div data-bbox="803 296 1031 346"> <b>DANGER</b></div> <p>Machine must be properly grounded to prevent electrical shock to personnel. <b>DO NOT immerse in water.</b> Always unplug the equipment before cleaning or servicing.</p> <div data-bbox="1274 451 1372 472">025_020314</div>
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	<div data-bbox="795 522 1039 573"> <b>WARNING</b></div> <p>To avoid burns, DO NOT touch heated surfaces. DO NOT place or leave objects in contact with heated surfaces.</p> <div data-bbox="1274 655 1372 676">009_092414</div>
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Good sanitation practice demands that all food preparation equipment be cleaned regularly (only use non-toxic, food grade cleaners). A clean looking, well-kept machine is one of the best ways of advertising your product.

### Cleaning Guidelines



1. Turn Power Switch OFF, unplug the unit, and allow it to cool before cleaning.
2. Wipe exterior surfaces of the unit to clean, NEVER USE ABRASIVES on this unit.
3. Wipe interior surfaces to clean.
4. Remove the pump head assemblies (by removing the thumb screws) and wipe clean; reattach the pump head assemblies.



### Cleaning Air Intake Weekly



1. Turn Power Switch OFF, unplug the unit, and allow it to cool before cleaning.
2. Use a vacuum cleaner and or a damp cloth to clean the air intake.
3. Position the unit for normal operation and reconnect to power source.





# MAINTENANCE INSTRUCTIONS

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

	 <b>CAUTION</b>
	<p>THE FOLLOWING SECTIONS OF THIS MANUAL ARE INTENDED ONLY FOR QUALIFIED SERVICE PERSONNEL WHO ARE FAMILIAR WITH ELECTRICAL EQUIPMENT. THESE ARE NOT INTENDED FOR THE OPERATOR.</p> <p>027_010914</p>



## ORDERING SPARE PARTS

1. Identify the needed part by checking it against the photos, illustrations, and/or parts list.
2. When ordering, please include part number, part name, and quantity needed.
3. Please include your model number, serial number, and date of manufacture (located on the machine nameplate) with your order.
4. Address all parts orders to:

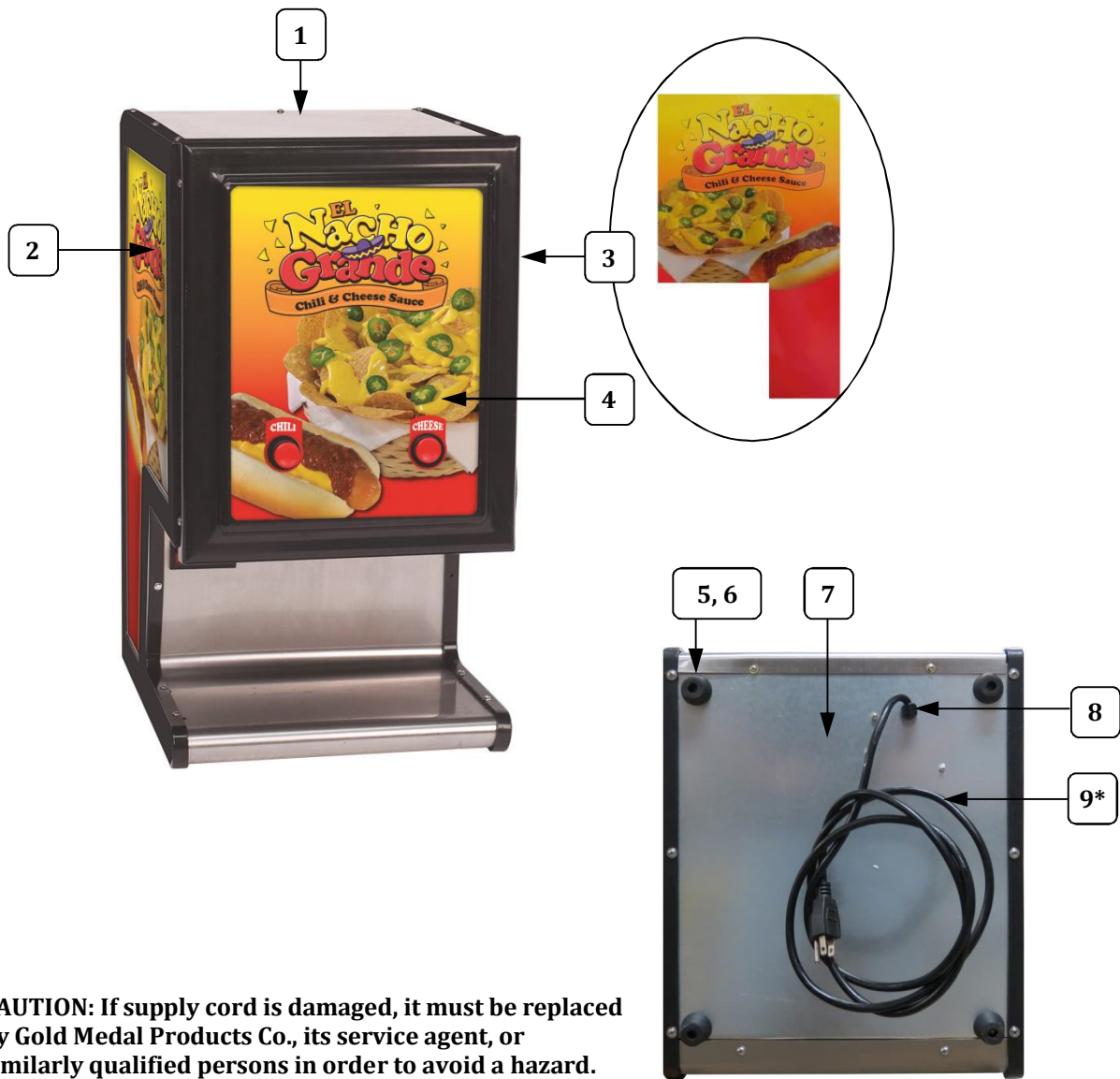
Parts Department  
Gold Medal Products Co.  
10700 Medallion Drive  
Cincinnati, Ohio 45241-4807

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)



Cabinet Exterior – Decals and Bottom View

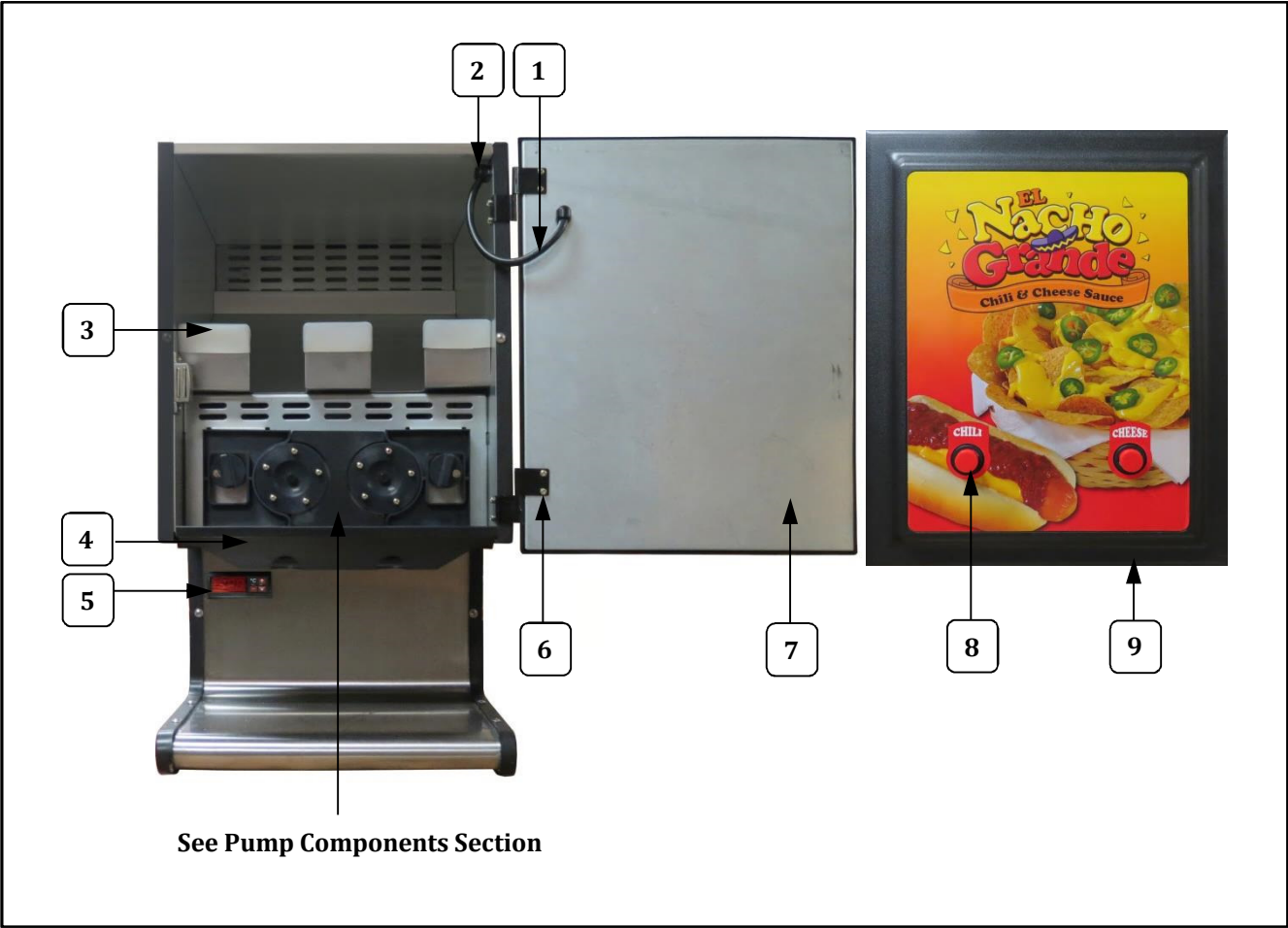


**\*CAUTION:** If supply cord is damaged, it must be replaced by Gold Medal Products Co., its service agent, or similarly qualified persons in order to avoid a hazard.

Item	Part Description	Part No.
		5301
1	TOP COVER PANEL	36090
2	LEFT PANEL DECAL	69002
3	RIGHT PANEL DECAL	69003
4	DOOR DECAL	69004
5	RUBBER BUMPER FOOT	87247
6	10-32 X 7/8 FLAT HD SCREW	69045
7	BASE PLATE	36080
8	SR-6P3-4 STRAIN RELIEF	76026
9	LEAD-IN CORD 15 AMP PLUG	22038



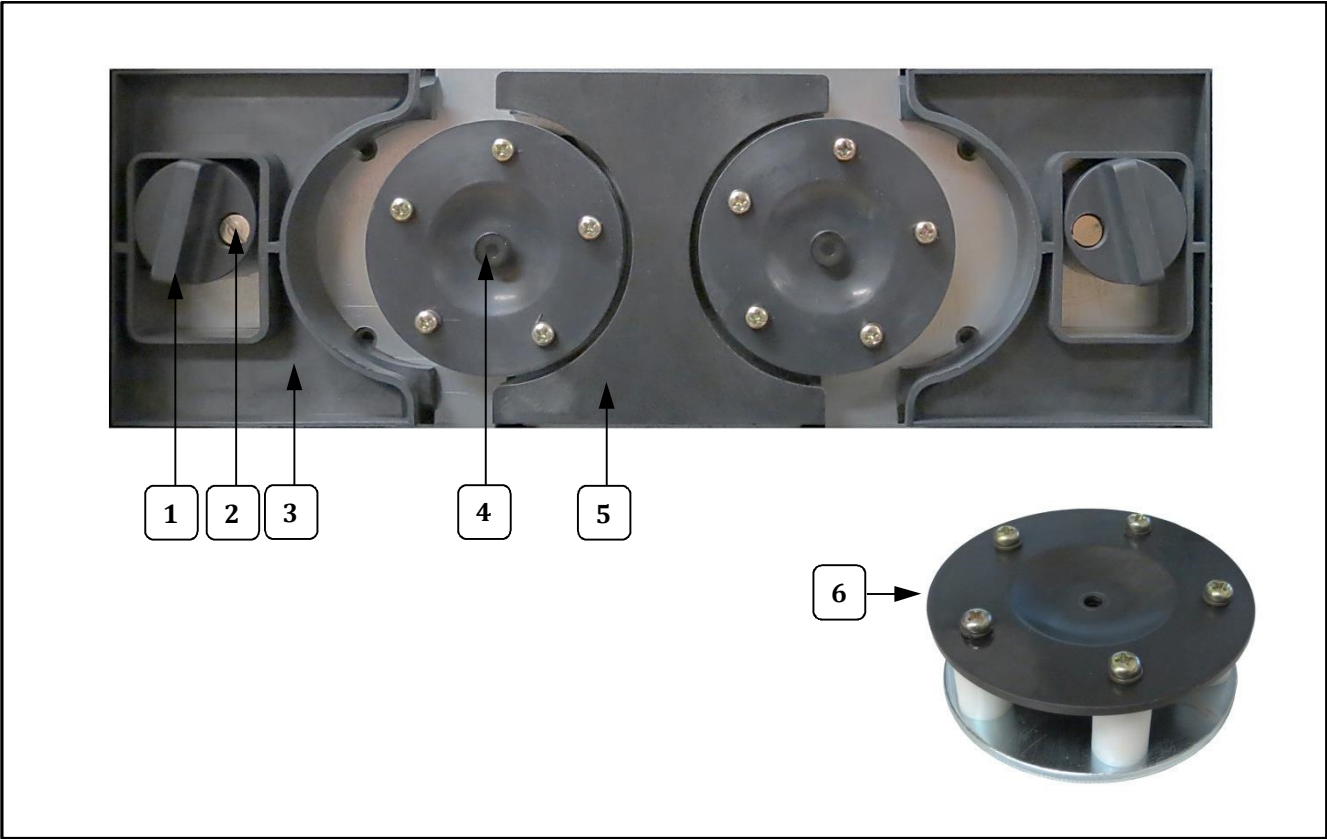
Cabinet Front View - Interior/Exterior



Item	Part Description	Part No.
		5301
1	DOOR POWER CORD	37009
2	SR-6P3-4 STRAIN RELIEF	76026
3	INTERIOR BAG SUPPORT	36085
4	BLACK SLIDE PAN (Tray)	36095
5	HEAT CONTROL	36102
6	HINGE KIT (contains both hinge sets)	69043
7	DOOR BASE PANEL SUPPORT	36097
8	SWITCH	36038
9	BLACK EXTERIOR DOOR PANEL	36098



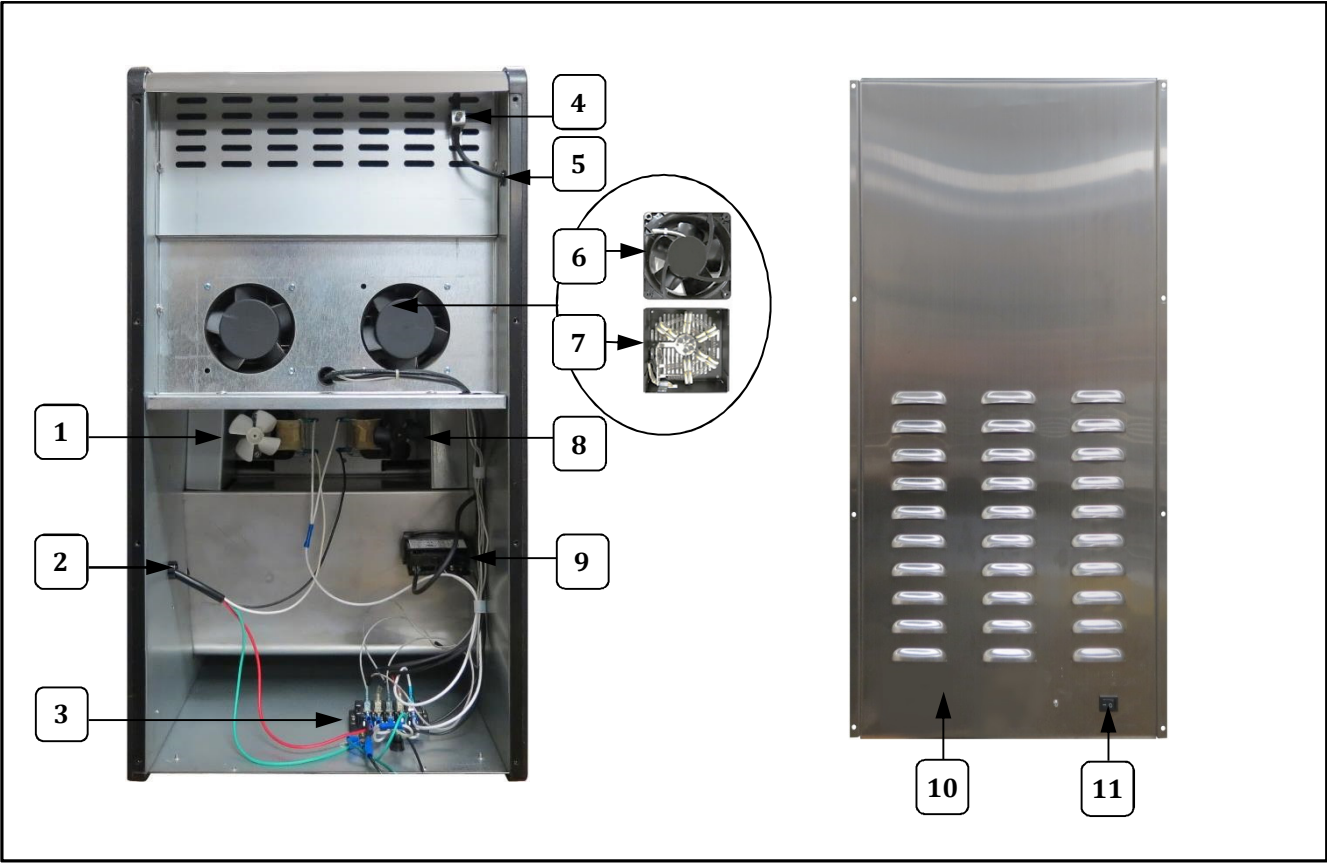
Pump Components



Item	Part Description	Part No.
		5301
1	PUMP CAM LOCK	36032
2	M5 SLOTTED SCREW	77125
3	SLIDING PUMP BLOCK	36031
4	PUMP MOUNT THUMB SCREW	77122
5	BLACK PUMP CENTER	36100
6	5 ROLLER PUMP HEAD ASSEMBLY	36105



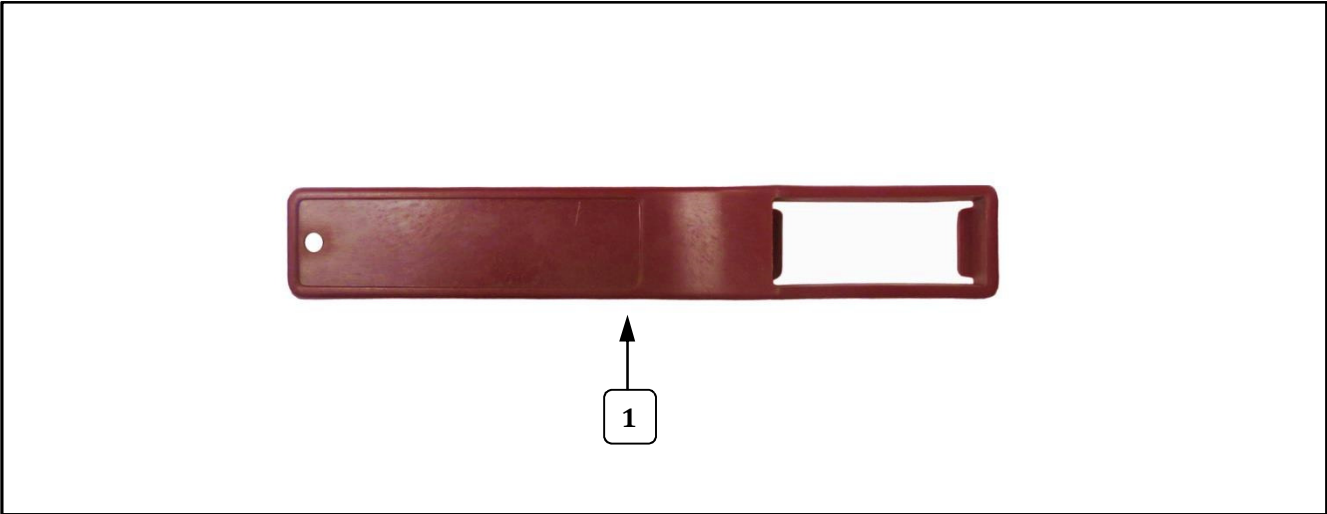
Cabinet Back View – Interior/Exterior



Item	Part Description	Part No.
		5301
1	120 VOLT CW MOTOR (White Fan)	36088R
2	.625" SNAP BUSHING	47282
3	TERMINAL BLOCK	69044
4	HEAT CONTROL SENSOR	36103
5	.500" SNAP BUSHING	47236
6	120 VOLT FAN	36075
7	HEATER ASSEMBLY SQ	36109
8	120 VOLT CCW MOTOR (Black Fan)	36088
9	HEAT CONTROL	36102
10	EXTERIOR REAR PANEL	36092
11	ROCKER SWITCH DPST	42532



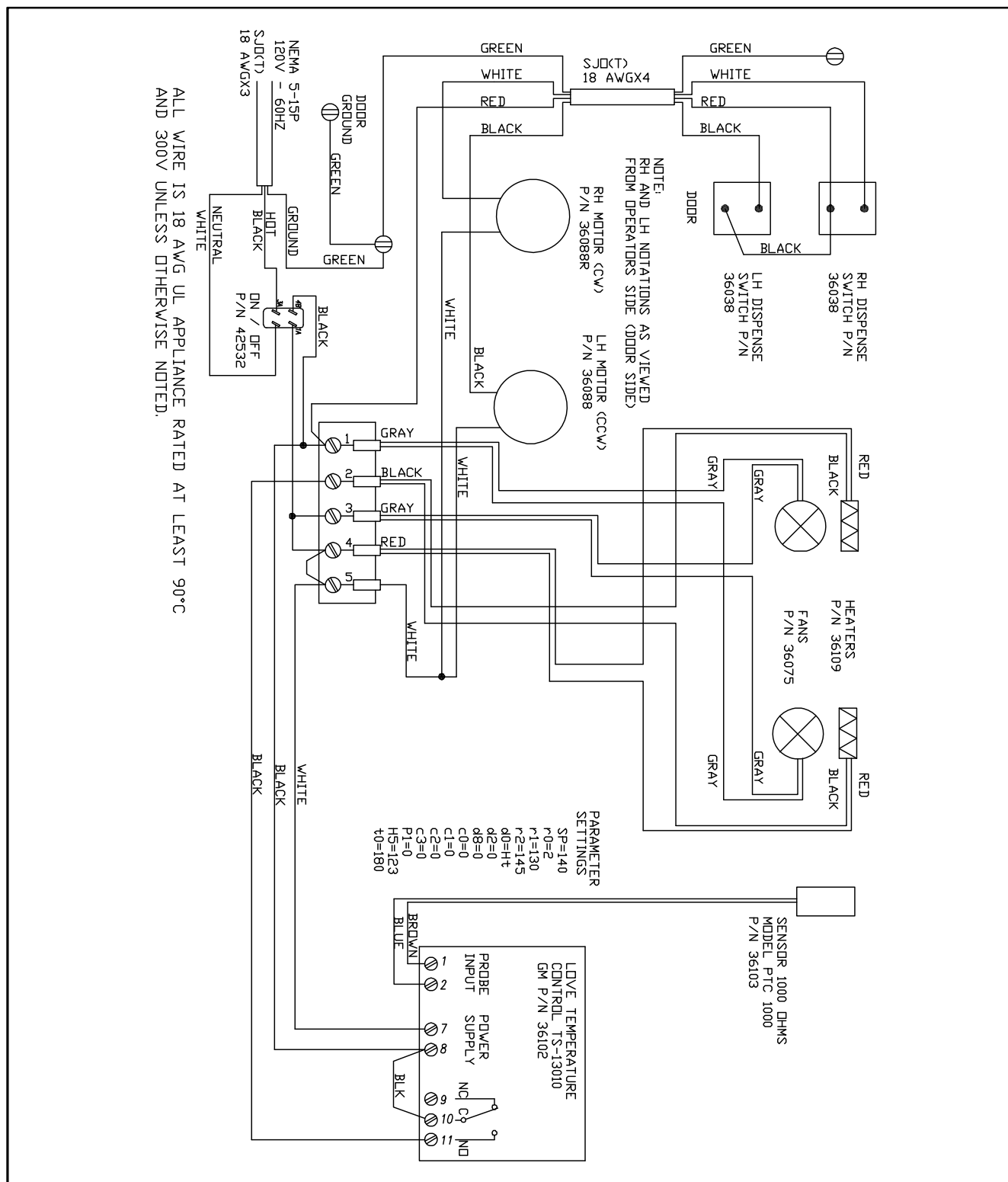
Accessories



Item	Part Description	Part No.
		5301
1	HEAVY DUTY BAG OPENER	5260

## WIRING DIAGRAM

# Model No. 5301





## 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)

Phone: (800) 543-0862      Fax: (800) 542-1496  
(513) 769-7676              (513) 769-8500