



# Instruction Manual

## Cheese Warmer with Pump

Model No. 2197NS



**GOLD MEDAL® PRODUCTS CO.**

10700 Medallion Drive, Cincinnati, Ohio 45241-4807 USA















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## SAFETY PRECAUTIONS

	<div data-bbox="824 306 1071 348"> <b>DANGER</b></div> <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> <div data-bbox="1317 611 1409 627">008_051514</div>
	<div data-bbox="824 684 1071 726"> <b>DANGER</b></div> <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> <div data-bbox="1317 968 1409 984">014_020416</div>
	<div data-bbox="816 1041 1081 1083"> <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="1317 1178 1409 1194">009_092414</div>
	<div data-bbox="816 1251 1081 1293"> <b>WARNING</b></div> <p>ALWAYS wear safety glasses when servicing this equipment.</p> <div data-bbox="1317 1383 1409 1400">010_010914</div>
	<div data-bbox="816 1461 1081 1503"> <b>WARNING</b></div> <p>No user serviceable parts inside. Refer servicing to qualified service personnel.</p> <div data-bbox="1317 1587 1409 1604">011_051514</div>
	<div data-bbox="816 1661 1081 1703"> <b>WARNING</b></div> <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> <div data-bbox="1317 1848 1409 1864">022_060215</div>



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

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

**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.) General images may be used in manual for reference only.



# 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 (reference warranty in back of manual).

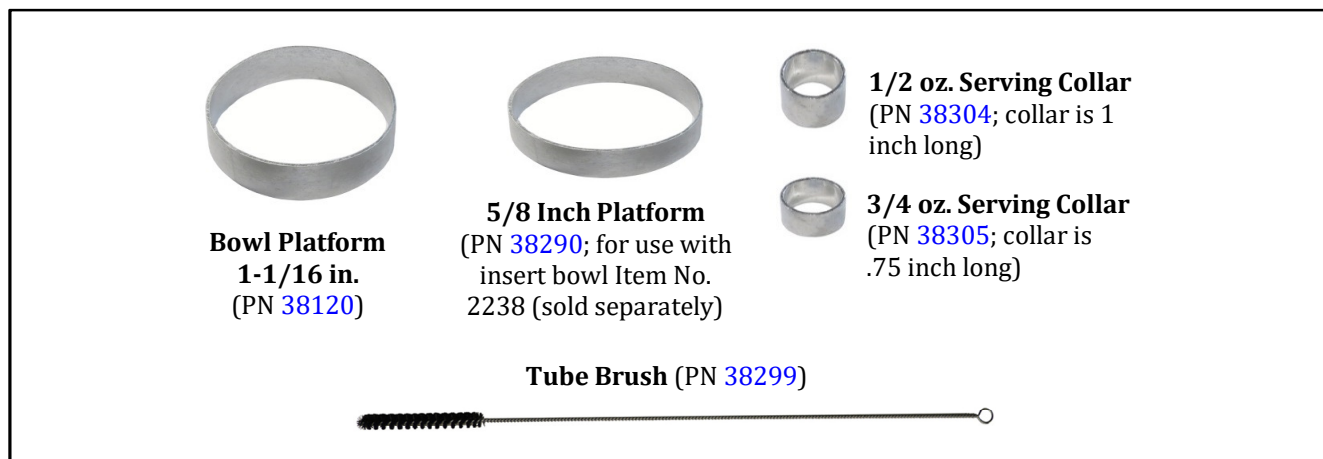
## Manual

Read and understand the operator's manual and all other safety instructions before using this equipment. To order copies of the operator's manual go to [gmpopcorn.com](http://gmpopcorn.com) or write to Gold Medal Products Co., 10700 Medallion Drive, Cincinnati, OH 45241 USA 1-(800)-543-0862.

## Model Description

**2197NS:** Cheese Warmer with Pump

## Items Included with this Unit





## Setup

1. Remove all packaging and tape prior to operation.
2. Place unit on a sturdy, level base for use.
3. The unit is designed to use a standard No. 10 tin that your product came in as the insert Bowl. An optional stainless steel insert bowl is available, Gold Medal Part No. 2238 (sold separately).
4. After setup, the unit should be cleaned prior to use (see Care and Cleaning section).

## Electrical Requirements

The following power supply must be provided (reference unit Data Plate):

**120 V~, 60 Hz**

	 <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>

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

### POWER SWITCH

Two position rocker switch - supplies power to the well and spout heat elements, and to the lighted sign.

### HEAT CONTROL KNOB

The Heat Control adjusts the temperature of the well heat element.

Power Switch

Heat Control



## Adjusting Pump Serving Size

This pump is designed to serve approximately 1 ounce (30 ml) of cheese per pump stroke. To adjust the serving size of each pump stroke, install one of the serving collars shipped with the unit.

1. To install a serving collar, unscrew the pump knob and slide on the appropriate serving collar, then replace the knob (be sure knob is fastened tight).
2. To serve approximately 1/2 ounce (15 ml) of cheese per pump stroke, install the longer collar (1 inch long/25,4 mm).
3. To serve approximately 3/4 ounce (22 ml) of cheese per pump stroke, install the shorter collar (.75 inch long/19 mm).

## Operating Instructions

This cheese warmer should **NOT** be operated without water in the well. Prior to operating this unit, completely wash all interior parts and pump (see Care and Cleaning Section of this manual).

1. Plug the unit into the proper receptacle (see Electrical Requirements Section of this manual).
2. Place platform ring in well. Use 1-1/16 inch platform for heating #10 can, or use 5/8 inch platform for heating insert bowl (Item No. 2238, sold separately).



3. Fill water well with 5 cups (1,18 L) of water (starting with hot water helps shorten warming time). **DO NOT operate the warmer without water in the well.**
4. Turn the Power Switch ON.
5. If pre-heating the water is desired, set the Heat Control Knob to HI ("D" setting) for 15 minutes.

**Note:** With the warmer set on HI, water will completely evaporate in approximately two hours.

6. Carefully insert a can or bowl of cheese into the well and lower pump assembly with lid into the cheese.
7. Set the Heat Control on HI ("D" setting). Once cheese is hot, reduce the heat. Keep the Heat Control setting at least 150°F (66°C) to hold a safe cheese product temperature.

For specific product safe food holding temperature, reference your local code and/or instructions from food product manufacturer.

**Caution:** Prolonged heating on HI could result in overcooking.

8. Let the cheese heat for 1 to 1-1/2 hours (stirring every 15 minutes) before serving. The pump works best when the cheese is hot.
9. Turn the Power Switch OFF when the unit is not in use.

# Cheese Pump Assembly

## Cheese Pump Assembly Steps

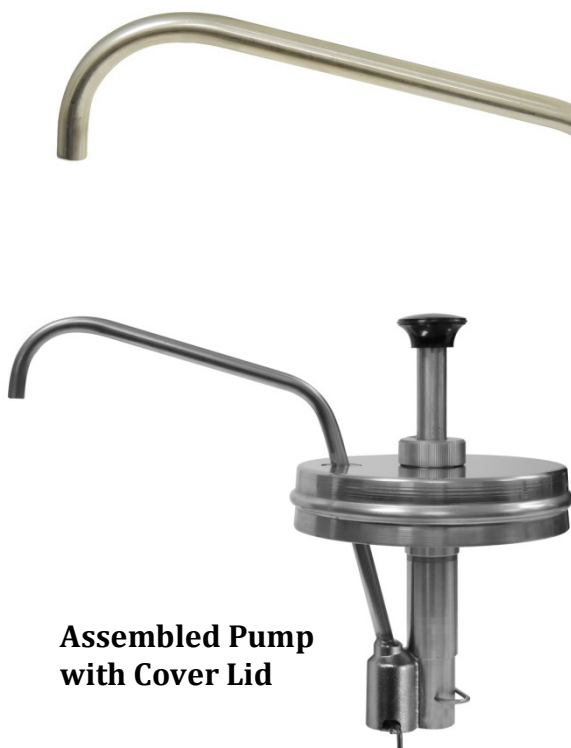
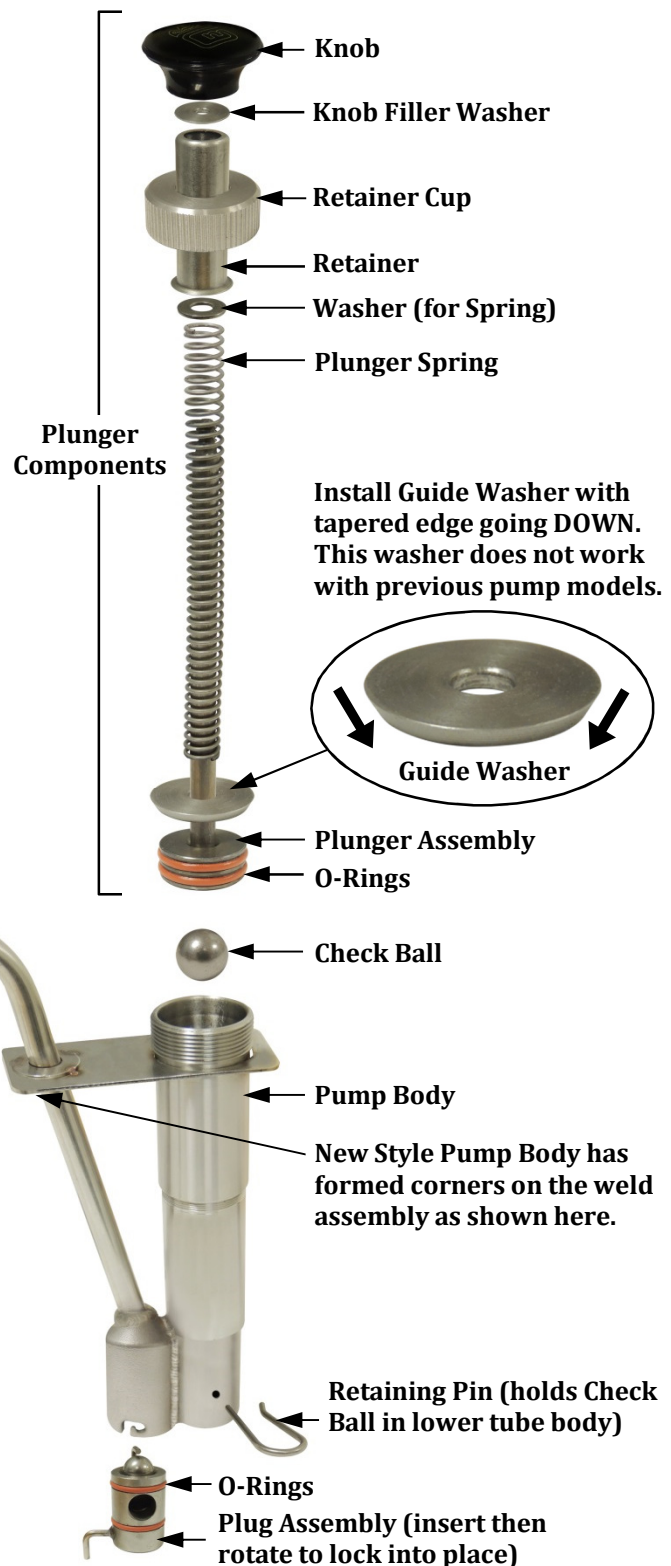
**Step 1:** Assemble plunger components in the order shown. See Guide Washer note for installing in correct orientation.

**Step 2:** Place check ball into pump body then insert retaining pin to keep it in place.

**Step 3:** Insert plug assembly and rotate to lock into place.

**Step 4:** Place cover lid on pump assembly.

**Step 5:** Insert assembled plunger components; then screw on retainer cup to fasten lid and plunger assembly in place.




**Assembled Pump  
with Cover Lid**



## Care and Cleaning

	<div data-bbox="824 310 1071 352"> <b>DANGER</b></div> <p>Machine must be properly grounded to prevent electrical shock to personnel. <b>DO NOT immerse in water.</b> DO NOT clean appliance with a water jet. Always unplug the equipment before cleaning or servicing.</p> <p data-bbox="1317 457 1409 474">025_111616</p>
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	<div data-bbox="813 543 1081 585"> <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> <p data-bbox="1317 665 1409 682">009_092414</p>
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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.

Follow the instructions below to clean and sanitize the unit after use.

### Clean and Sanitize the Pump Assembly

1. With the machine OFF, unplug the unit and allow it to cool before attempting to clean.
2. Raise the pump assembly and lid out of the can or bowl of cheese; then operate the pump to remove any remaining cheese.
3. Place the lower end of the pump assembly in a bucket containing a mixture of hot water and liquid dish detergent.
4. Operate the pump until all cheese product is expelled and water flows from the discharge tube. **DO NOT RECIRCULATE DIRTY WATER INTO BUCKET!**
5. Disassemble lid and pump components (see Cheese Pump Assembly Section for pump components breakdown).
6. Wash the lid and all surfaces of the pump using warm soapy water. Use the supplied tube brush to clean the pump body and discharge tube interior.  
**NOTE:** To avoid losing small parts, wash them separately in a bucket of warm soapy water, not in a sink.
7. Rinse all parts with clean hot water.
8. Using a bucket, sanitize all parts with sanitizing solution, Gold Medal's Chlor-Tech (Item No. [1109](#)) is recommended.
9. Reassemble the pump and place the lower end into sanitizing solution. Pump sanitizing solution through the pump, and out of the container for a minimum of 15 to 20 strokes. **DO NOT RECIRCULATE USED SOLUTION INTO THE CONTAINER!**



10. Disassemble pump components and allow them to air dry.
11. Once dry, reassemble the plunger components and apply Petro Gel (Gold Medal Item No. 1110) or a food safe lubricant, to the plunger assembly/o-rings before inserting into the pump body.
12. Finish reassembling pump and lid for use.

## Cleaning the Unit

1. With the machine OFF, unplug the unit and allow it to cool before attempting to clean.
2. Empty the well contents and make sure to clean all pans/accessories in order to sanitize them before each use.
3. Wipe the outside of the unit with a soft, damp cloth and mild soap, then wipe with a clean damp cloth.

Wipe the stainless steel parts with a clean cloth and cleaner designed for stainless steel, such as Gold Medal Watchdog Stainless Cleaner (Item No. 2088).









**DO NOT** use oven cleaners or abrasive materials as they will damage parts of machine.

4. Clean glass/plastic panels with glass cleaner. Gold Medal Watchdog Glass Cleaner (Item No. 2588) is recommended.

Ammonia cleaners will damage plastic doors/panels. Use only non-ammonia cleaners, such as Gold Medal Watchdog Glass Cleaner (Item No. 2588).



# MAINTENANCE INSTRUCTIONS

	<div data-bbox="824 306 1073 348"> <b>DANGER</b></div> <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> <div data-bbox="1317 611 1409 627">008_051514</div>
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	<div data-bbox="813 1047 1084 1089"> <b>WARNING</b></div> <p>No user serviceable parts inside. Refer servicing to qualified service personnel.</p> <div data-bbox="1317 1171 1409 1188">011_051514</div>
	<div data-bbox="820 1247 1078 1289"> <b>CAUTION</b></div> <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> <div data-bbox="1317 1432 1409 1449">027_010914</div>



## ORDERING SPARE PARTS

1. Identify the needed part by checking it against the photos, illustrations, and/or parts list. (General images may be used in manual for reference only.)
2. Use only approved replacement parts when servicing this unit.
3. When ordering, please include part number, part name, and quantity needed.
4. Please include your model number, serial number, and date of manufacture (located on the machine nameplate/data plate) with your order.
5. 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:

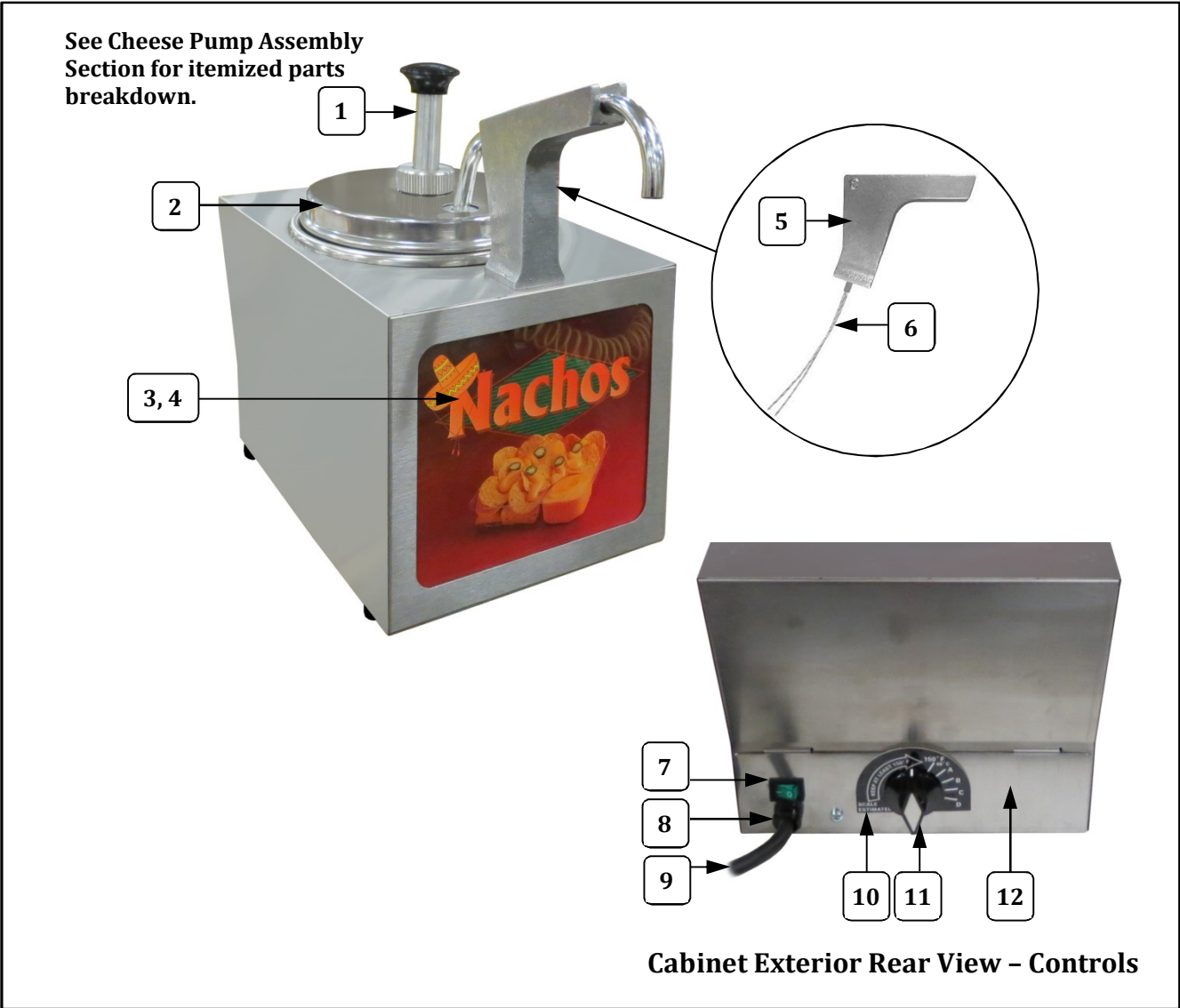
Phone: (800) 543-0862  
(513) 769-7676

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 – Front and Rear View



Item	Part Description	Part Number
		2197NS
1	CHEESE PUMP ASSEMBLY	106039
2	TANK COVER (Lid)	38269
3	SIGN COVER (one used on each side of sign)	38284
4	NACHO CHEESE SIGN	38285
5	HEATED SPOUT	87500
6	120 VOLT 12 WATT HEAT ELEMENT	38073
7	SWITCH, DPST ROCKER	42532
8	STRAIN RELIEF #SR-6P3-4	76026
9	LEAD-IN CORD 15 AMP PLUG	22038
10	TEMPERATURE SCALE	38303
11	KNOB, HEAT CONTROL	87049
12	CONTROL PANEL	38419



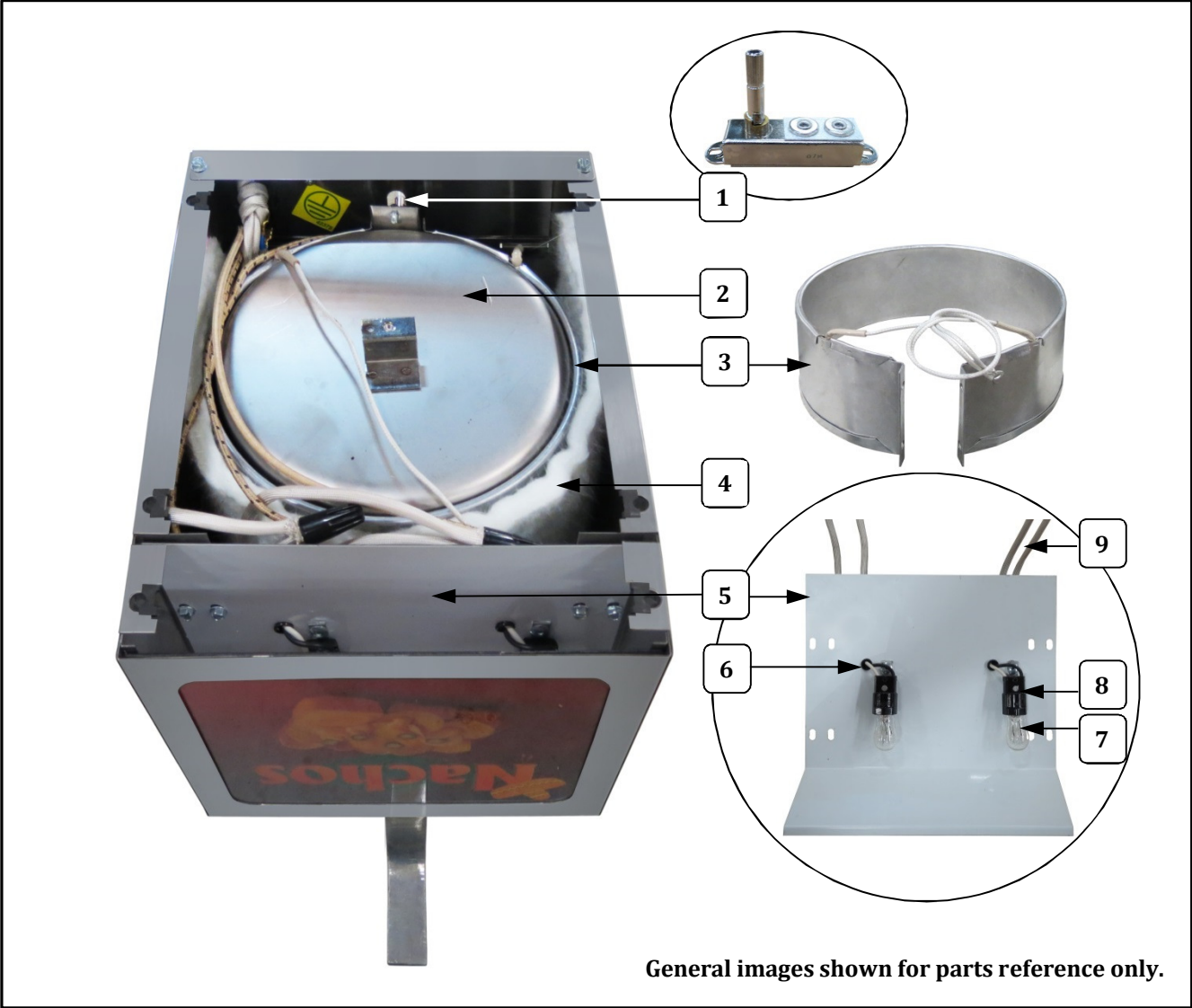
Cabinet Bottom View



Item	Part Description	Part Number
		2197NS
1	RUBBER BUMPER/FOOT	87247
2	8-32 SERRATED FLANGE NUT	61151
3	BOTTOM COVER	38423
4	RETAINING ANGLE	38297
5	INSULATION BOTTOM	38295
6	#8-32 TINNEMAN FASTENER	47300

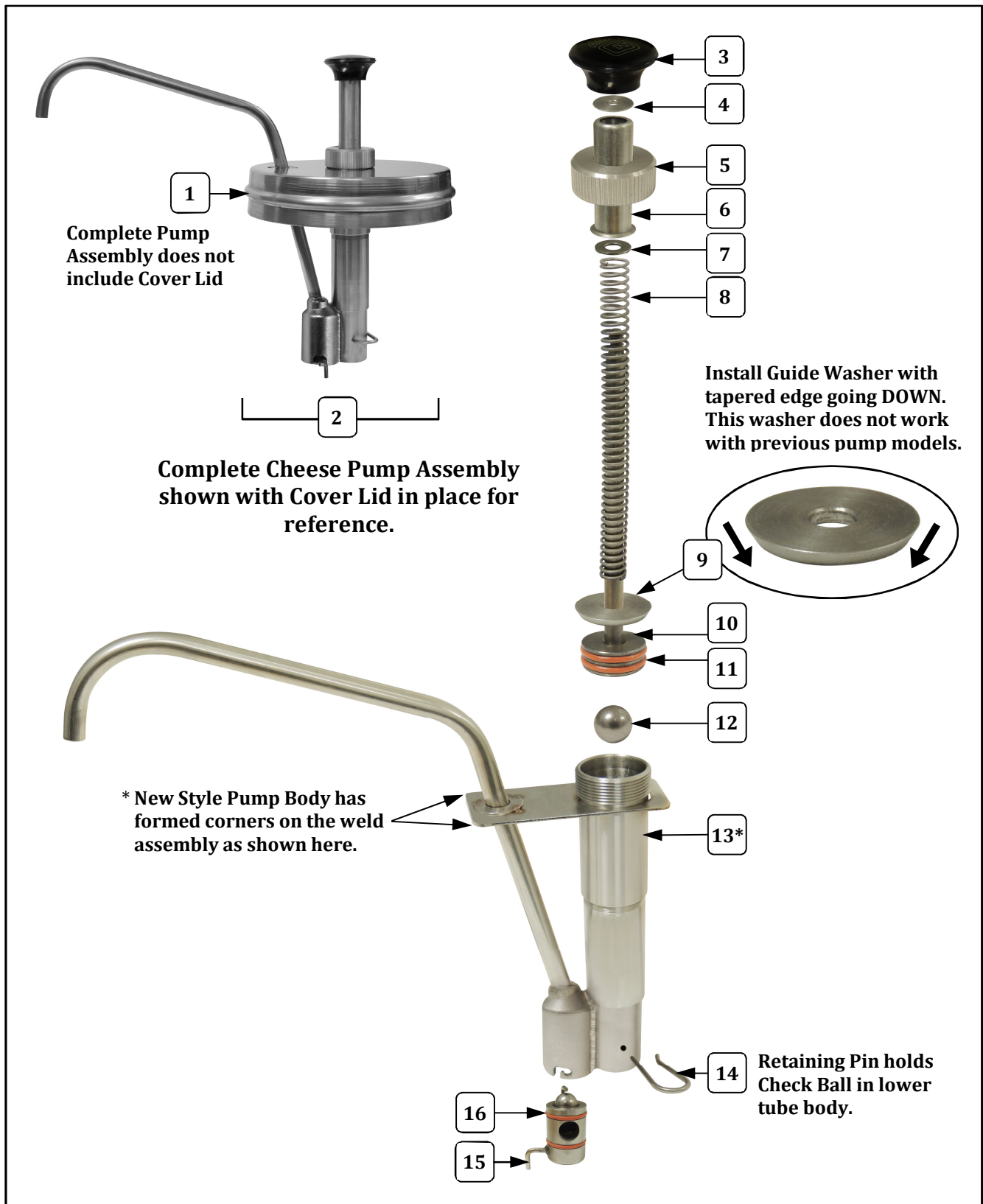


Cabinet Interior



Item	Part Description	Part Number
		2197NS
1	THERMOSTAT, 210F	<a href="#">38227</a>
2	WELL ASSEMBLY	<a href="#">38275</a>
3	ELEMENT, 120V, 300W	<a href="#">38279</a>
4	INSULATION WRAP	<a href="#">38294</a>
5	LIGHT BAFFLE	<a href="#">38272</a>
6	BUSHING, SNAP .312 IN	<a href="#">75328</a>
7	LAMP, 6W, WHITE	<a href="#">38291</a>
8	LAMP HOLDER ASSEMBLY	<a href="#">103070</a>
9	SLEEVING,FIBERGLASS NO.7 (sold by the foot)	<a href="#">87223</a>

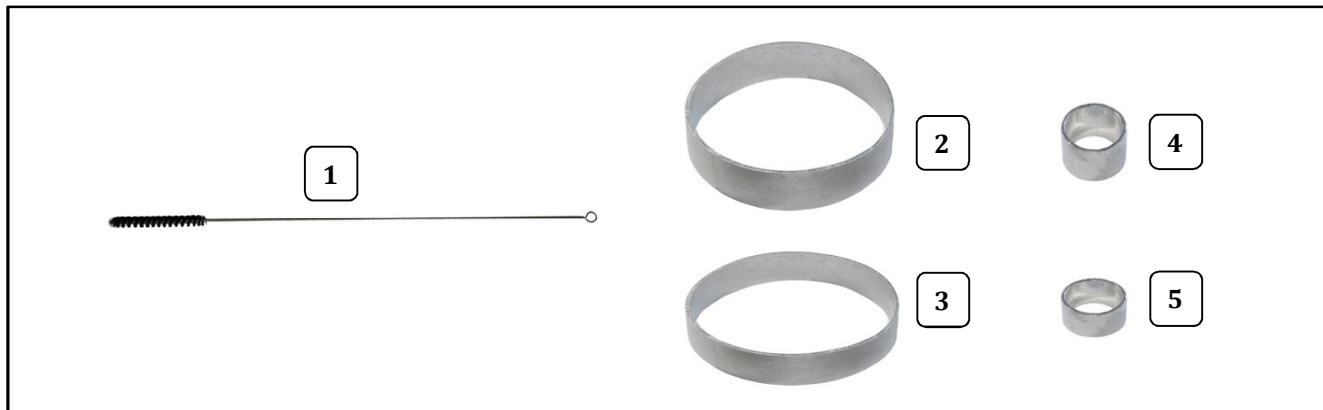
## Cheese Pump Assembly (Part No. 106039) – Parts Breakdown



## Cheese Pump Assembly (Part No. **106039**) – Parts List

Item	Part Description	Part Number
1	TANK COVER (Lid not included with the pump assembly)	38269
2	CHEESE PUMP ASSEMBLY (Complete assembly includes itemized parts listed below.)	106039
3	KNOB	38262
4	KNOB FILLER WASHER	38280
5	RETAINER CUP	38265
6	PLUNGER RETAINER	38238
7	1/4 IN FLAT WASHER	87261
8	SHORT PLUNGER SPRING	37146
9	GUIDE WASHER	106027
10	PLUNGER ASSEMBLY	38599
11	O-RING PISTON PLUNGER	82765
12	CHECK BALL	38250
13	PUMP WELD ASSEMBLY (Pump Body)	106025
14	HAIR PIN (Retaining Pin)	38241
15	PLUG ASSEMBLY	38601
16	PLUG O-RING	82766

## Accessories

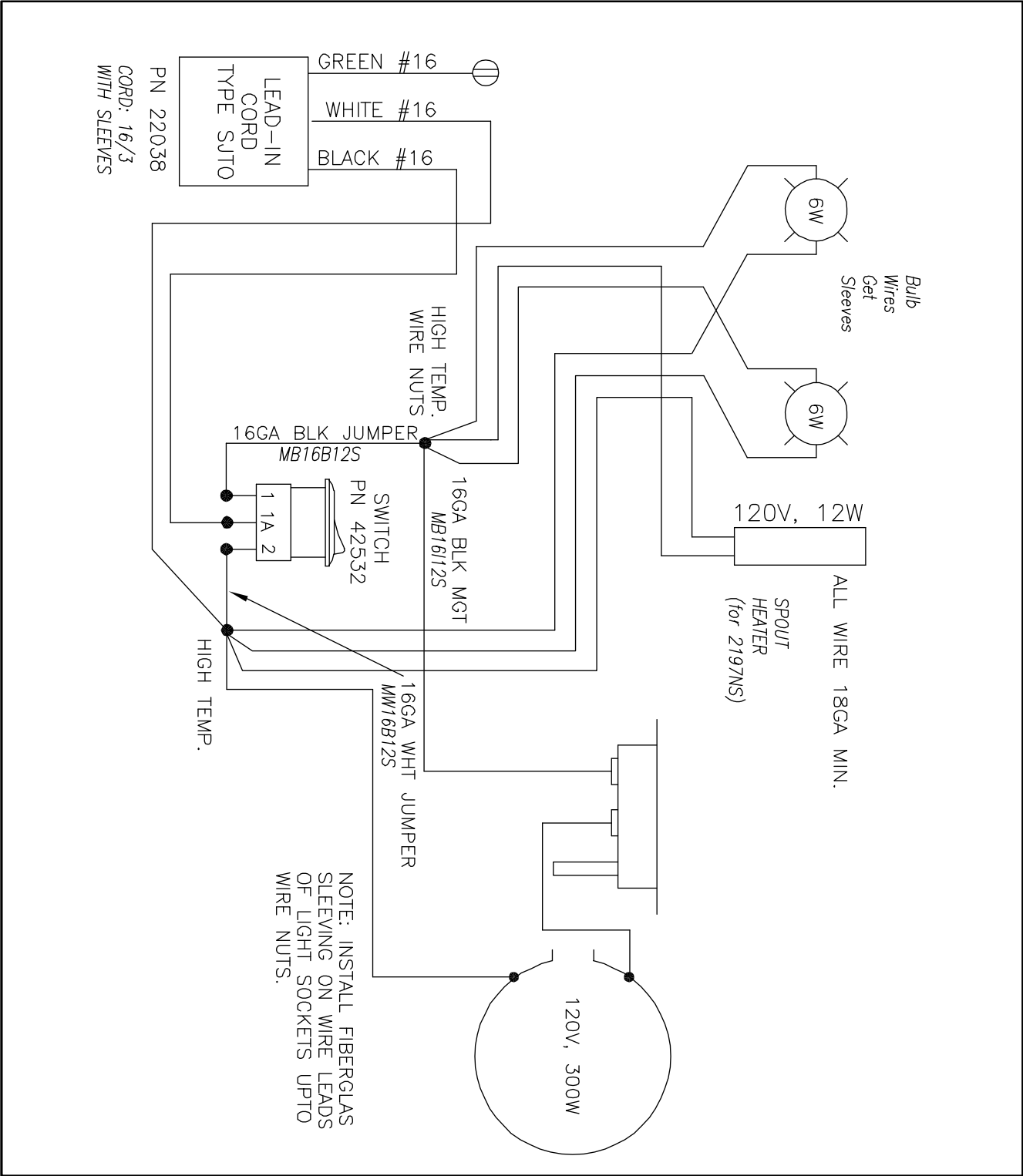


Item	Part Description	Part Number
1	TUBE BRUSH	38299
2	BOWL PLATFORM 1 1/16 IN	38120
3	PLATFORM 5/8IN	38290
4	.50 OZ SERVING COLLAR	38304
5	.75 OZ SERVING COLLAR	38305



# Wiring Diagram

## Model No. 2197NS





## 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