



# **GEHL'S 2.0 DISPENSER**

Operators Manual



Thank you for leasing the Gehl's 2.0 Dispenser! With a sleek space and energy-efficient design, this is the world's most advanced cheese operating system. Serving warm Gehl's sauces over delicious sandwiches and snacks has never been easier.

You received your dispenser in a cardboard shipping box. Please save the shipping box and label until you have successfully set up your dispenser.

## GEHL'S 2.0 DISPENSER REMOVABLE PARTS:

When unpacking your dispenser, please look for the following items, they are essential for machine operation and merchandising:



### FLAVOR DECAL

All flavor decals are on the top corrugated cap of your new dispenser.

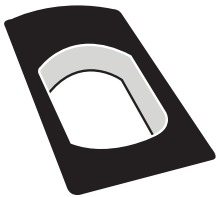
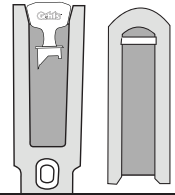
Place on the front panel of the dispenser lid following instructions provided on the back. Save unused decals for future merchandising.



### PIERCING TOOL

Used to slightly puncture the cheese sauce bag prior to inserting valve and loading into the dispenser.

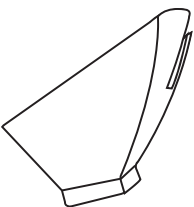
Store piercing tool by hanging inside the back of the dispenser.



### RECEIVING PLATE

This piece is **ESSENTIAL** for operation. It is used to position the bag valve for a perfect pour everytime.

Place receiving plate in the opening at the bottom of the dispenser.

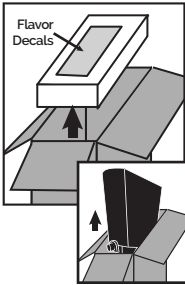


### FUNNEL

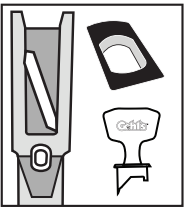
This piece slides onto the tracks below the Gehl's dispensing button, short end first.

The funnel acts as a guide for your customers, so they instantly know where to put their tray.

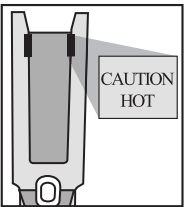
# GEHL'S 2.0 DISPENSER SET UP:



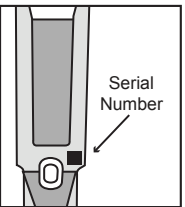
1. Carefully open the top of the box, lift out the corrugated cap and remove the flavor decals.
2. Next, carefully lift the dispenser out of the box and place it on a solid, level surface.



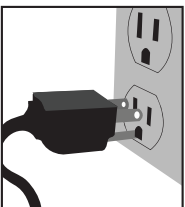
3. Lift the lid off of your dispenser and remove the envelope inside which contains two crucial parts:
  - **Receiving Plate:** This **MUST BE IN PLACE**, in the bottom of the dispenser cavity to dispense sauce.
  - **Piercing Tool:** This is used to puncture the bag before inserting the disposable valve.



4. Inside, you will see an empty cavity, which transfers heat to the bag of cheese sauce.  
**NOTE:** The walls of the cavity get VERY hot and are labeled "Caution Hot"!



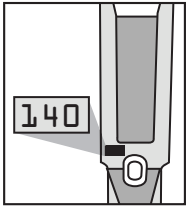
5. The serial number on the front right side will be needed should you need parts or service assistance.



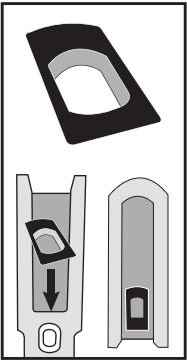
6. Plug machine into 110 volt outlet. The dispenser is now on and preheating.

**TIP:** A light will shine down on the base of the dispenser when it is plugged in.

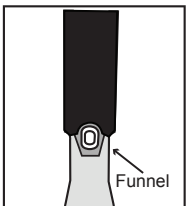
# GEHL'S 2.0 DISPENSER SET UP:



7. When the lid is removed, you will notice a LED temperature display on the lower left side. This displays the temperature (°F) of the cheese sauce. It will read 140 or higher once the sauce is properly heated. Cheese sauce may not flow from the dispenser until it has heated to more than 120°.



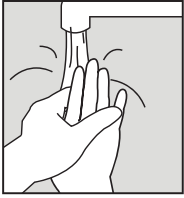
8. Inside the dispenser at the base of the cavity there is a removable black piece called the "receiving plate".
- The machine will not dispense if **RECEIVING PLATE IS NOT IN PLACE**. Please keep track of this piece; it should be removed for cleaning only. The receiving plate can be cleaned and sterilized in a dish sink or in a commercial dishwasher.
  - If the receiving plate comes out of the dispenser when removing a bag, detach it from the bag valve and place in the base of the dispenser before replacing the bag of cheese. Failure to put the receiving plate in before loading can result in the valve sticking open and leaking.



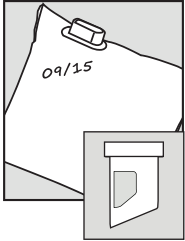
9. Make sure the funnel is installed behind and below the dispensing button. The funnel gives users a visual clue as to where to place their food tray.

The funnel slides onto the machine from the front, short end first. The top of funnel should be aligned with the bottom of the dispensing assembly (no gaps) when properly installed.

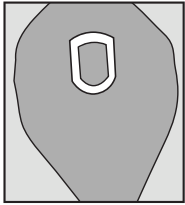
# LOADING PRODUCT INTO YOUR 2.0:



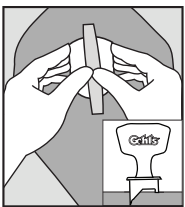
1. Wash hands before handling bag.



2. Remove a bag of sauce from the case, being careful not to touch food contact surfaces. Write the date you are loading it into the dispenser on the front of the bag with a permanent soft tip marker.

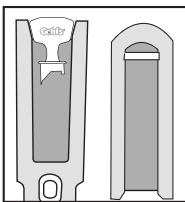


3. To prepare a bag for loading: take one disposable valve from the product case and unwrap it, careful not to expose it to contamination.



4. To puncture the bag, set the bag on a hard surface with spout pointed up.

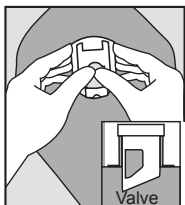
5. Line the rounded end of the piercing tool with the rounded end of the spout.



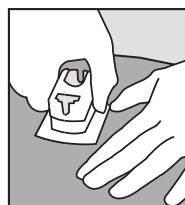
6. Place fingers alongside of piercing tool, using your thumbs to apply pressure to the piercer until it punctures the bag.

7. Remove piercing tool, and store by hanging inside the back of the dispenser. Insert the valve.

# LOADING PRODUCT INTO YOUR 2.0:



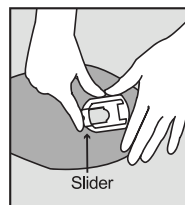
8. Line the curved edge of the valve with the curved edge of the spout. Place fingers alongside of the valve, using your thumbs to apply pressure to the valve until it snaps tightly into place.



9. When installed correctly, valve cannot be removed. Test seal by gently pulling up, if it starts to come out you must put more pressure on it to lock it into place.

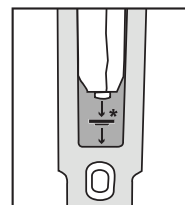
10. Before loading bag into the dispenser, place the bag on a hard surface, open the slider valve and press down gently until all excess air is removed.

A second bag can be preheated when the first bag is two thirds empty.



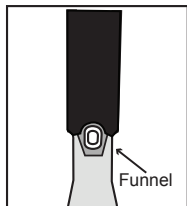
11. Close the valve. Sauce will leak from dispenser if not closed completely.

**Note:** If you removed the black receiving plate for cleaning, make sure it is back in place before loading the bag of sauce.



12. With the fitment end closest to you, and facing downward, lower the full bag into the machine. Feed the valve through the black receiving plate and allow it to settle into the dispenser

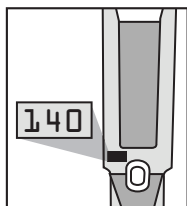
# LOADING PRODUCT INTO YOUR 2.0:



13. When properly seated, cheese will flow out of the dispenser when the dispensing button is pushed. Cheese takes 90 – 120 minutes to heat to dispensing temperature of 140°F, once heated it should flow freely when depressing the button.

14. Place cover on dispenser and check to see that the funnel is in place below the button. If not, slide funnel, short end first, onto the tracks below the Gehl's dispensing button.

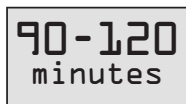
## DISPENSER & PRODUCT CARE



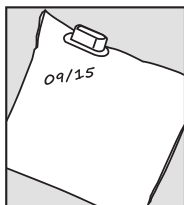
1. Gehl's sauces are packaged aseptically, thus they are commercially sterile, shelf stable, and ready to eat. For the best customer experience, heat the bag to 140°F before serving.

**NOTE:** If leaving product in the unit it must remain plugged in 24 hours/day to maintain food safety.

Preheat for:



2. The preferred method for warming sauce is to heat the bag inside the dispenser for 90-120 minutes.



3. Always date the bag when installing it in the dispenser. Hot holding times are:

- 5 days for yellow Cheese sauces
- 3 days for white Cheese sauces
- 7 days for Chili

• **Note:** The machine must be on and heating the entire time opened sauce bags are being held in it

# DAILY CLEANING & MAINTENANCE

1. Once a day, wipe the underside of the dispenser, the dispensing button and the base of the dispenser with a clean damp cloth.  
**CAUTION:** The silver parts of the machine will be warm to the touch.
2. The receiving plate can be removed for cleaning and sanitizing in a dish sink or commercial dishwasher.  
**NOTE:** The receiving plate must be replaced before loading a bag and dispensing cheese sauce.
3. The funnel can also be removed for cleaning and sanitizing in a dish sink or a commercial dishwasher.
4. If the interior requires cleaning, first UNPLUG the machine and allow it to cool before cleaning. Wipe with a clean damp cloth. Dry thoroughly with a soft towel before plugging the machine back in.

# TROUBLE SHOOTING

If sauce leaks inside the dispenser

The bag may have been punctured when installing the valve into the spout (be careful to keep the bag away from the piercing area). Look for small cuts in the bag where cheese is leaking out.

No Sauce is flowing from the dispenser

Make sure that there is sauce in the bag.

Check to make sure the temperature reading is at or above 140°F. Sauce flows very slowly when it is cold.

Lift up on the front of the bag looking to make sure the valve is seated in the receiving plate when you place it back down.



# TROUBLE SHOOTING

Sauce is leaking from the dispenser when the dispensing button is not engaged.

The slider on the valve may not be returning completely to the closed position, or it may be caught on the receiving plate. Remove the bag from the dispenser. Wipe the exterior of the bag with a clean damp cloth. Hold bag with valve pointed up. Carefully remove the receiving plate from the valve and replace it in the bottom of the dispenser. Make sure the valve slides back and forth easily. Close the valve and replace the bag in the dispenser.

If the bag continues to leak excessively, more than a few drops immediately after sauce has been dispensed, remove the bag, and replace it with a new bag – making sure valve is locked in place in the spout and slider valve is moving freely. Hold onto the faulty bag and call 1-800-521-2873 to discuss the issue, please have your dispenser serial number and the lot code available. Lot codes are found on the side of the sauce bag and begins with INC.

Sauce is turning brown

The product has probably been in the dispenser too long.

Check the date the product was put in the dispenser

- Yellow Cheese sauces have a heated life of 5 days
- White Cheese Sauces have a heated life of 3 days
- Chili Sauce has a heated life of 7 days

Dispose of discolored product and insert a new bag (follow steps above).

If product is discolored prior to putting in the dispenser, **DO NOT USE IT**, you may have a bag with a ruptured seal. Please hold on to the product, have your dispenser serial number and product lot number ready and call our Snack Pro's at 1-800-521-2873. Lot codes are found on the side of the sauce bag and begins with INC.

# GEHL'S 2.0 PRODUCTS & SELLING TIPS

- Consumers love warm, creamy dipping sauces. Maximize your sales by allowing them to put sauce on anything and everything in your store for an additional charge of \$.49 - \$1.00.
- Put the graphic matching the cheese sauce on the front of the machine. The appetizing food shots will help you sell more product. If changing flavors, place the backing from the new flavor label on the old flavor label and save for future use.
- Add pricing to your chip rack. Customers are more comfortable adding cheese to multiple items when they have permission and know the cost. Depending on the type of your operation, prices can vary greatly. Choose a price point that makes sense for you and your customers.
- Be sure to make the most of your FREE promotional materials! Our eye catching materials are a sure way to grab the attention of hungry customers! Put them next to pretzels, sandwiches and roller grills. For more FREE point of sale materials, visit our website at [www.gehls.com](http://www.gehls.com).
- Gehl's products are ready to use, commercially sterile and shelf stable until opened. For best flavor, the product should be stored in the case, below 90°F, do not freeze. Shelf life is one year from the date of manufacture.
- Once opened, the product must either be held heated above 140°F in the dispenser or refrigerated.
  - o If product has been opened, it can be refrigerated for up to 7 days.
  - o According to Food Code which varies by area (please consult your local agency), after refrigerating the opened, non-sterile package, must be heated in a hot water bath to 165°F degrees before placing it in the dispenser.
  - o NOTE: The dispenser alone will not heat a bag hot enough (165°F) and fast enough (under 2 hours) to meet safe handling requirements.
- Once filled with sauce, the dispenser must remain on (plugged into an 110 volt electrical outlet) 24 hours a day to maintain the sauce at a safe serving temperature.
- The unique design of the Gehl's 2.0 dispenser will only accept Gehl's 2.0 Cheese Sauces with the patented 2.0 fitment and valve.
- For other dispenser and product options, visit [www.gehls.com](http://www.gehls.com).
- Gehl's Snack Pro's can be reached 8 a.m. – 5:30 p.m. (CST) Monday through Friday at (800) 521-2873, for faster service please have your dispenser serial number available.