

# *Fontana per Cioccolato* *Chocolate Fountain*



## **Chocobig** EVOLUTION

mod. **CHOCOBIGEV** rev10

*Manuale d'uso e manutenzione*  
*Hand book of use and maintenance*  
*Notice technique*  
*Manual de uso y mantenimiento*



# Chocolate Fountain

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Requirements and precautions to read and follow before using the fountain.  
Keep this manual safely and at disposal.

## I.0 PRODUCT DESCRIPTION

Mod.	Capacity [l]	Power [W]
CHOCOBIGEVS	About min 3,5 - max 8	370

The charm of the chocolate in motion also stimulates the most hidden desires to consume a chocolate sip with friends, along with fruit or pastries.



The chocolate fountain is mainly considered as an attractive element giving a touch of originality and style to your buffets and display cases.

The ease of use and easy maintenance make the item suitable for use and adaptable to various occasions. However, Martellato advises to read this manual of use in its entirety.



## 2.0 SAFETY WARNINGS

Before using the fountain, you are required to read the operating instructions carefully, especially parts highlighted with symbols:

	Information you must read
	Warning

Before carrying out any operation on the Martellato appliance of chocolate fountain mod. CHOCOBIGEVS read the instructions and follow them.

Martellato srl assumes no responsibility for misuse of the fountain and for any change made by personnel not expressly authorized by the supplier.

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## GENERAL WARNINGS

THE FOUNTAIN IS NOT AN APPLIANCE FOR THE PREPARATION OF HOT DRINKS OR FOODS AND THEREFORE FOODS USED (CHOCOLATE OR SUBSTITUTES) ARE NOT INTENDED FOR HUMAN CONSUMPTION.

THE FOUNTAIN IS AN APPLIANCE FOR PURPOSES OF ATTRACTION

THE MARTELLATO CHOCOBIGEV FOUNTAIN IS NOT A TOY AND MUST NOT BE REACHABLE BY CHILDREN.

WE ASSUME NO LIABILITY ARISING FROM FAILURE TO FOLLOW THESE INSTRUCTIONS OR MISUSE OR INCORRECT USE.

- The Martellato CHOCOBIGEV fountain is intended for professional use only (shops, exhibitions, etc..)
- Use the appliance only and exclusively within the envisaged limits of use.
- Do not use substances or preparations other than those prescribed.
- Before each use check the integrity of the appliance.
- If any parts are damaged or in case of malfunction contact the dealer directly.
- Use original spare parts only.
- Do not leave the appliance unattended, if it can be reached from children.
- Do not use the appliance outdoors.
- Keep the appliance and the power cord away from hot surfaces
- Do not leave the appliance unattended while in operation.
- Do not touch the auger when the appliance is in operation
- During use be careful not to drop foreign objects in the pan to avoid clogging of the tower through which the chocolate is brought up.
- Insert the plug into the power socket only after you have completed and checked the mounting of the tower and of the auger.
- The appliance is provided with a cord of adequate length for easy connection to an electrical socket, but short enough to avoid harmful kinks or stumbling a person.
- The appliance must be placed on a horizontal plane to be able to work properly.
- Never use abrasive pads or sponges to clean the appliance
- Do not clean with abrasive detergents or solvents.
- Never wash its parts in a dishwasher.
- Switch off the appliance and always unplug from the mains when the CHOCOBIGEV fountain:
  - Is not used
  - Should be cleaned
  - Various components must be installed
  - Shows failures or malfunctions

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## Temperature hazard precautions



During heating without chocolate the concave surface of the base and pan reach high temperatures.  
Do not touch and prevent accidental contact during this preparatory phase.  
During operation, the parts inside the motor base and steel tank can become dangerously hot.

Use protective gloves for the thermal contact  
During all activities carried out with **CHOCOBIGEV**

- Cool all parts before disassembling.
- Pay attention to overturning dangers and to temperature of the fountain and chocolate surfaces.
- In case of accidental overturning, operate wearing thermal gloves as a precautionary measure.

The thermal risk plate is applied on the surface side of the base



Thermal risk plate in relation to the temperatures reached by the heating surface in the absence of the chocolate load

Keeping the nameplates described above in good condition is essential for product safety. If they have deteriorated or become illegible, please order new ones from the fountain manufacturer.

Attached hereto is a copy of the EC declaration of conformity.

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## Electrical hazard precautions



Check daily that the power cord:  
- is in good condition and the insulation is not damaged.  
- the insulating outer housing has not suffered physical or heat damage.

- Before plugging the appliance into the mains, check that the mains voltage is the same as that laid down for the fountain and that the connection to the protective conductor (earthing) is efficient and reliable
- Do not use the appliance with a damaged cord or plug or in case of failures or breakage.
- Never immerse the appliance, the cord or the plug in water or other liquids to avoid electrical hazards.
- Remove the power supply plug without pulling the cord when the unit is not in use or before dismantling the various parts for cleaning.
- Do not use near water.

**If you require parts repaired or replaced, please contact  
the Martellato srl customer support department**

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### 3.0 STRUCTURE AND OPERATING PRINCIPLES

The appliance comprises a tank designed to accommodate the steel container.

The bottom is heated and the heat is transmitted to the metal container.

The desired temperature that the chocolate is to be heated to is set using the potentiometer's graduated knob, which transmits the setpoint to the analogue thermostat.

**N.B.:** You should use a suitable food thermometer (not part of the appliance's standard equipment) to check the actual product temperature.

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### 4.0 TECHNICAL SPECIFICATIONS

Fountain	CHOCOBIGEV
Dimensions [cm]	Ø38 cm - h 80 cm
Tank capacity [l]	5
Rated voltage [V]	230
Power [W]	370
Rated current [A]	1,6
Rated frequency [Hz]	50/60
Protection rating	IP20
Weight [kg]	10,00
Electrical insulation class	Category I EN 60335-1
Range of temperature	30°C / 80°C
Fluid substance recirculation	Coaxial auger with electric motor
Materials	Engine base, tower, outflow dishes and stainless steel auger.

## 5.0 MAIN PARTS





MAIN PARTS	
A	overall view
B	stainless steel auger
C	tower with outflow dishes
D	stainless steel tank for fluid chocolate
E	full base of heater and motor

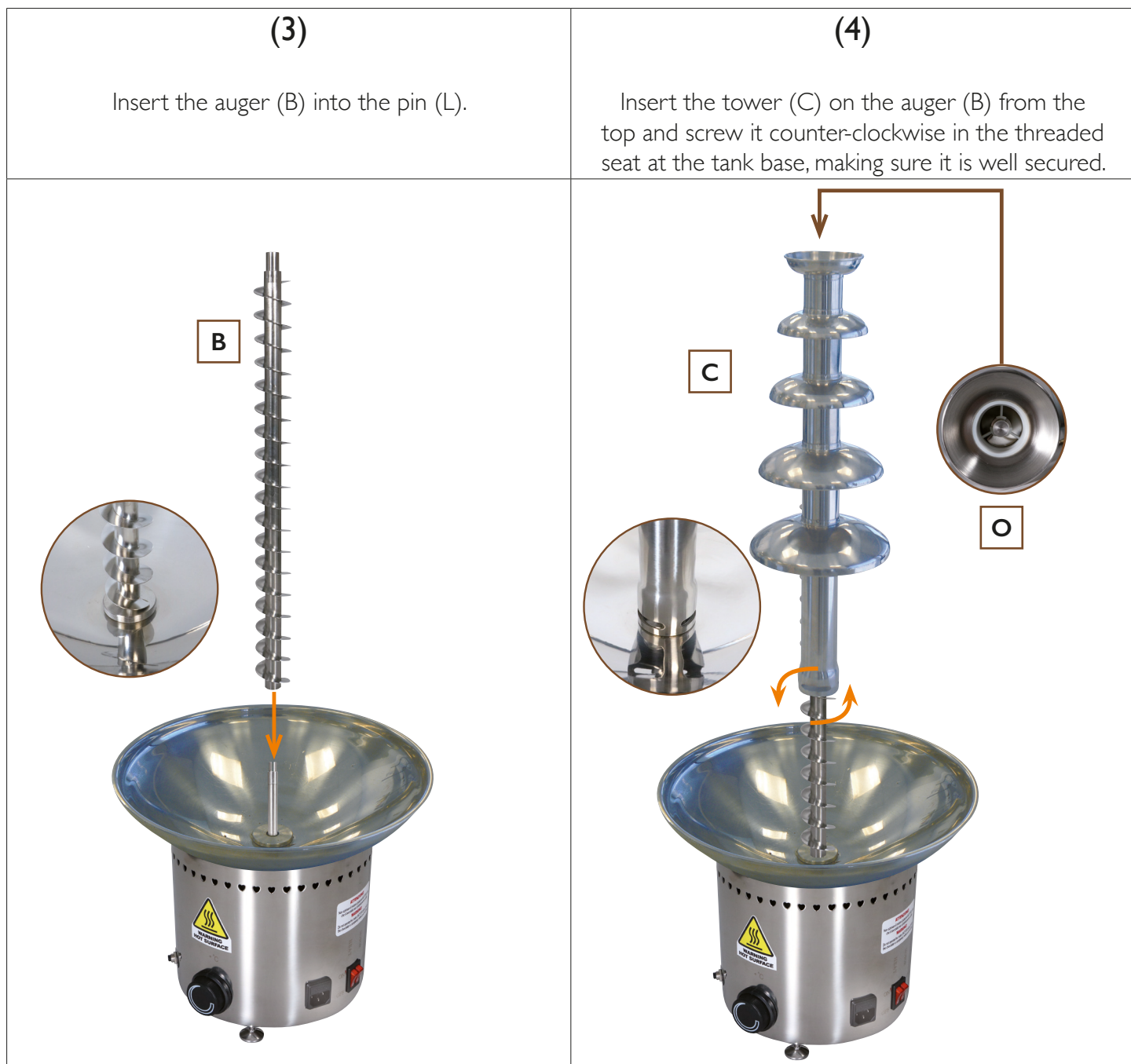
MAIN PARTS	
F	Power supply plug + general fuse 5x20 2A F
G	thermostat knob
H1	breaker and indicator light switching on the heater
H2	breaker and indicator light turning on the motor
I	Circuit breaker

## 5.1 INSTALLATION INSTRUCTIONS MOUNTING AND PARTS

The CHOCOBIGEV fountain is easy to use by just following these simple instructions. This appliance is supplied partially disassembled, therefore some elements need to be mounted before use. Follow the sequence of operations as shown in the following table:

Remove the appliance from its packaging.	
Wash the tank, auger and tower with warm water, using a liquid non-abrasive detergent, rinse and dry.	
	<p>(1)</p> <p>Screw the tank (D) clockwise to the motor base (E). While screwing be very careful so that the threads match perfectly with each-other.</p>
	<p>(2)</p> <p>Screw the pin (L), which transmits rotation from the motor to the auger, counter-clockwise. While screwing be very careful so that the threads match perfectly with each-other.</p>





**(5)**

Make sure that the auger (B) is perfectly embedded in the guide (O).

NB: Do not install or remove the tower and the auger when the appliance is running or connected to a power socket.

	DESCRIZIONE	CODICE
L	Transmission extension	<b>CHOCOBIG09EV</b>
D	Stainless steel tank	<b>CHOCOVA</b>
E	Engine base	<b>CHOCOPA</b>
B	Stainless steel auger	<b>CHOCOBIG07EV</b>
C	tower with outflow dishes	<b>CHOCOST</b>
O	auger guide	<b>CHOCOBIG08</b>
P	mains fuse (5x20 2A F)	<b>CHOCOFU</b>





Every 150~ working hours replace the motor oil seal (N) supplied with the fountain.  
Contact the supplier on anything needed.

	DESCRIPTION	CODE
N	Engine oil seal	CHOCOGM
Q	Perimeter seal	CHOCOGV



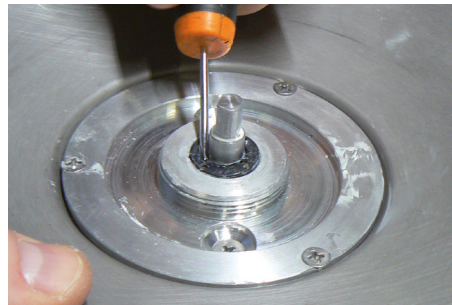
N



Q



Remove the first oil seal.



Raise the oil seal to be replaced with a screwdriver



Position the second oil seal.  
**Paying attention to the orientation**



Take a new oil seal  
**Paying attention to the orientation**



Place the new oil seal using the flat end of a screwdriver to fix it perfectly



Make sure the black perimeter seal (Q) is correctly inserted before screwing the fountain bowl.

For other electrical or mechanical parts contact the Martellato commercial network or your supplier.

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## 6.0 APPLICATION

The fountain with continuous flow of fluid chocolate for purposes of promotional attraction in shops, showcases and fair stands in the confectionery sector.

Type of preparations or substances that can be used: Chocolate, substitutes and the like that are compatible with the softening temperature reachable.

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## OPERATING LIMITS

Electricity supply [AC]	230V - 50/60 Hz
Room temperature range during operation	0 / 40°C
Room temperature range when not in use	-10°C to 40 °C
Relative humidity	max. 75%
Operator qualifications	general, following training and reading of this manual.
Operating environment	closed, or shielded from humidity and rainfall
Atmospheric salinity	Unprotected
Direct exposure to sun	Not influential in allowed temperature ranges
Fire reaction	Combustible parts in plastic (electrical components)
Food process	Liquefaction of food preparation
Substances and food preparations treatable	Mainly chocolate, chocolate substitutes and the like, all the solid edible substances liquefied due to heating in the temperature range 30°C / 80°C
Excluded substances and food preparations	All the substances or preparations and/or additives capable of developing vapours or gases with the flash-point in the normal operating temperature range (30°C / 80°C) or lower. Always check the information provided by the manufacturer or supplier of the food product used, as regards the field of use and any risks from heating.

## 7.0 DIRECTIONS FOR USE


Operations to be performed for the operation of the CHOCOBIGEV and to prepare the fluid chocolate


### IMPORTANT!

The thermostat adjusts the temperature of the heating unit and not that of the chocolate. Turn the thermostat knob to maximum temperature and when needed, if the chocolate is too fluid, lower the temperature until reaching the desired consistency.



The chocolate temperature should be checked with a thermometer (not part of the appliance's standard equipment) and adjusted according to the type of chocolate and environmental conditions in which the fountain operates.




It is important to consider that the chocolate is subjected to a strong cooling when flowing out from the top downwards.

1	Place the appliance on a stable plane close to a power socket. Make sure that the bearing surface is horizontal and stable, otherwise the auger does not effectively lift the chocolate and/or the downward flow of the fluid chocolate does not occur in a uniform manner for the best aesthetic effect	
2	Do not start the motor immediately with the button (H2)	
3	Set the switch (H1) to ON and let the appliance heat up for about 5 minutes before adding the melted chocolate.	
		<p>THERMAL RISK</p> <p>During heating without chocolate the surface of the tank and motor base reach high temperatures. Do not touch and prevent accidental contact during this preparatory phase.</p>
4	<p>Chocolate preparation</p> <ul style="list-style-type: none"> <li>• You can use the microwave oven to melt the chocolate in a short time.</li> <li>• Pour into a bowl the chocolate and part of the kitchen seeds oil (you can add more oil if the chocolate is not very fluid).</li> <li>• You can add other liquids in this phase.</li> <li>• Put the mixture in the oven and let it melt for about 2.5 minutes.</li> <li>• Once the mixture is ready, stir it.</li> </ul> <p>If necessary, store it in the microwave until it melts completely (other 2 minutes approximately).</p> <p>For proper operation of the appliance, the chocolate needs to be completely melted (if the chocolate is not very fluid, add more oil; use a spoon to check its consistency).</p>	

5		<p>Never add any cold liquids to the chocolate to avoid operating difficulties or appliance failures</p> <p>DO NOT USE SUBSTANCES OR PREPARATIONS AND/OR ADDITIVES CAPABLE OF DEVELOPING VAPOURS OR GASES with a flash-point lower than or within the fountain operating range (30°C / 80°C), since the heating can cause flames or fire of the preparation used, damaging the CHOCOBIGEV fountain and/or propagating burning to the surrounding environment.</p> <p>Always check the information provided by the manufacturer or supplier of the food product used, as regards the field of use and any risks from heating.</p> <p>Set the switch (H2) to the ON position so that the motor and the heater are both operational.</p>
6	<p><b>Fountain effect:</b></p> <p>Pour with care the melted chocolate in the pan at the tower base; the chocolate, sent by the auger to the tower top, starts to flow downwards evenly creating the fountain effect.</p> <p>NB:</p> <p>Avoid spills of substances or dropping of foreign objects in the pan, such as to block or hamper the upward passage of the smooth chocolate</p>	
7	<p>For best results, the chocolate must contain up to 60% of cocoa; a higher percentage necessitates additional oil to get the optimum density and viscosity</p>	
8	<p>DO NOT ADD COLD LIQUIDS TO CHOCOLATE DURING USE</p> <p>This would make the chocolate too thick, making it difficult or preventing the flow through the tower and favouring the possibility of faults in the appliance</p>	

## 8.0 TROUBLESHOOTING

	FAULT	POSSIBLE CAUSE	REMEDY
1	The fountain will not turn on, the motor will not run and the tank will not warm up	Check the general fuse (F)	Replace it if necessary.
2	The fountain is turned on and the tank heats up but the motor does not spin even when the tank is very hot. NB: the motor starts only after the tank is heated up	Likely motor block due to the circuit breaker intervention.	Reset the circuit breaker. (See point 8)
3	Chocolate drips	Chocolate is not very fluid,	Dilute with vegetable oil.
4	Chocolate does not run smoothly	The appliance is not positioned on a flat surface.	Find a stable plane.
5	Chocolate flows intermittently	The appliance is not positioned on a flat surface.	Find a stable base so that chocolate is evenly distributed around the tower base
6	The flow is intermittent	Make sure there are no obstacles to the smooth chocolate flow into the pan and to the tower. Even the air presence may cause an irregular flow	Stop the auger, wait until the chocolate flows out completely into the pan and then restart it. Possibly add chocolate if necessary.
7	Chocolate does not become fluid	Adjust the knob until reaching the desired consistency.	
		Check that the heater is turned on: the switch light bulb (HI) must be on with the switch pressed to the ON position	
		The light bulb is not turned on.	Check the connection to the electrical socket and that the fuse is not interrupted, if necessary, replace it with an identical original model.
	Note: The light bulb (HI) off does not necessarily indicate that the heater is not working, the bulb itself may be faulty;	Check the heating through the increasing temperature of the tank, preferably without content (chocolate).	

8	The heater will not switch on		Contact Martellato technical support or the seller of the appliance
		In case of motor block reset the circuit breaker after several minutes	
9	Chocolate does not remain fluid	Check the thermostat setting as in point (7)	
10	Chocolate does not descend from the top	<p>Check that the motor is turned on. The switch (H2) must be set to ON and the light bulb should be lit.</p>	
		<p>Note: the light bulb (H2) off does not necessarily indicate that the motor does not spin, the light bulb itself may be faulty; check that the auger rotation or empty the tank of chocolate, remove the outflow dishes and the auger and check the actual rotation of the spindle protruding from the motor.</p>	
		<p>Make sure the chocolate is sufficiently fluid and check provisions specified in paragraph (7)</p>	
11	The motor will not turn on.		Contact Martellato technical support or the seller of the appliance.

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## 8.1 CIRCUIT BREAKER ALARM EXPLANATION OF OPERATION - RESET

**The circuit breaker is a thermal protection acting on the current absorbed by the motor.**

The circuit breaker is a component able to guarantee the motor integrity in case of over absorption/short circuit, due to excessive effort in the rotation step of the motor shaft putting the auger in motion.

**The activation of the circuit breaker must still put in alarm the user because it is the signal that the fountain is not working properly,** this may be due to various causes whose result is an excessive effort of the motor such as for example too dense chocolate, formation of dry chocolate layers in the turret where the auger turns, too cold external temperature

### **What to do if the circuit breaker comes into action?**

The user merely has to wait for a short time and reset the circuit breaker button, then wait a few minutes and press this button so it can be reset and allow the motor to operate.

NB: If the circuit breaker would again intervene, refer to the troubleshooting and/or contact the assistance of Martellato srl.



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## 9.0 CLEANING

To maintain the efficiency of CHOCOBIGEV fountain over time, follow carefully the cleaning instructions after each use, making sure to remove any chocolate incrustation during washing.  
Do not use abrasive pads or sponges on the appliance in order to safeguard its original finishings.



**Before cleaning the appliance, follow the steps below in the order given:**

1. Switch the appliance off with the main switch;
2. Unplug the unit from the 230V power socket;
3. Make sure that none of the parts are still hot: if they are, allow the unit to cool.

1	Make sure the appliance is switched off and the plug is disconnected.
2	Allow appliance components to cool down before cleaning. The tower, auger and motor base become hot during use.
3	Before first use and after each subsequent use carefully wash the tower, auger and tank. NB: Do not wash in the dishwasher.
4	To facilitate the cleaning of the appliance, carefully remove the tower and the auger (after they are cooled down), and then: <ul style="list-style-type: none"><li>• remove the remaining chocolate with paper towels</li><li>• Immerse in simmering water for 5 minutes.</li><li>• Wash with non-abrasive detergent for dishes</li><li>• Rinse and dry</li></ul>
5	Remove as much chocolate as possible from the pan of the motor base. Use a damp pad or sponge to clean the outside of the appliance, dry with a soft pad.
6	Collect the excess chocolate and dispose of it as a wet residue according to local regulations

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## 10.0 PACKAGING, STORAGE AND TRANSPORT

The appliance comes packed as follows:



- cardboard box
- protective polystyrene
- operating instructions booklet
- EC declaration of conformity

### Storage conditions

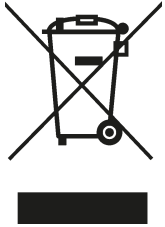
In its full original packaging, CHOCOBIGEV can be stored in:

- a dry place
- with temperatures in the -5° to 40 °C range.

## 11.0 TAKING OUT OF SERVICE / DISPOSAL

	<p><b>The product contains the following main kinds of material:</b></p>
	<ul style="list-style-type: none"> <li>• plastic</li> <li>• steel</li> <li>• electrical components</li> </ul> <p>These materials must be disposed of in full compliance with current environmental regulations.</p> <p>As shown in the EC declaration of conformity, CHOCOBIGEV is compliant with the European RoHS Directive 2011/65/EC and Delegated Directive (EU) 2015/863 of the Commission of 31 March 2015, amending Annex II of Directive 2011/65/EU. It is hereby declared that, in accordance with the requirements of the Directive, the hazardous substances listed in Annex II, which may be present among the constituent materials of the machine, are below the limits imposed in the annex.</p>

CHOCOBIGEV falls within the products of Category 2 as listed in Annex I and II to European Directive 2012/19/EU of the European Parliament and of the Council of 4 July 2012 on waste of electrical and electronic equipment (WEEE). As required by the EN 50419 standard, it is marked with a specific symbol, as per Annex IX to European Directive 2012/19/EU and, as such, is marked with the symbol:



It must be disposed of according to specific provisions concerning its class

You should therefore seek relevant information from the competent authorities.

Martellato is registered in the Italian Register as a manufacturer and the registration number is IT08020000001597

## 12.0 PRODUCT COMPLIANCE AND MARKING



Keeping the nameplates described above in good condition is essential for product safety. If they have deteriorated or become illegible, please order new ones from the manufacturer. Attached hereto is a copy of the EC declaration of conformity.

Materials and items due to come into contact with foodstuffs meet the requirements of European regulation 1935/2004.

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# CE DECLARATION OF CONFORMITY

(Annex IIA DIR. 2006/42/EC)

Martellato Srl - Via Rovigo, 1/B - 35010 Vigonza PD - Italy  
States that the products:

Chocolate fountain  
Machine Model CHOCOBIG - CHOCOBIGEV

Trade name: Chocolate fountain  
Intended use: Display and promotional purposes

complies with the following European directives:

Directive 2014/35/EU of the European Parliament and of the Council of 26 February 2014 on the harmonization of the laws of Member States relating to making available on the market of electrical equipment designed for use within certain voltage limits - LVD

Directive 2014/30/EU of the European Parliament and of the Council of 26 February 2014 on the harmonization of the laws of Member States relating to electromagnetic compatibility - EMC

## OTHER DIRECTIVES:

Directive 2011/65/EU of the European Parliament and of the Council of 8 June 2011 (RoHS) on the restriction of certain hazardous substances in electrical and electronic equipment.

Delegated Directive (EU) 2015/863 of the Commission of 31 March 2015 amending Annex II of Directive 2011/65/EU

Directive 2012/19/EU of the European Parliament and of the Council of 4 July 2012 on waste electrical and electronic equipment (WEEE)

Harmonised standards reference:

EN 60335-1  
EN 61000-6-2  
EN 61000-6-3

## Place and date of document

Vigonza (PD), 18/06/2019



Alessandro Martellato  
Legal representative



**Martellato**

Martellato Srl - Via Rovigo, 1/B - 35010 Vigonza PD - Italy  
tel. +39 049 7800155 - fax +39 049 8087744  
**[martellato@martellato.com](mailto:martellato@martellato.com) - [www.martellato.com](http://www.martellato.com)**