

Chocolate Fountain Instructions and Frequently Asked Questions

Renting a chocolate fountain can be an extremely FUN and PROFITABLE experience. However, there are important things to know when you are considering renting a Chocolate Fountain. Below you will find lots of information about the Chocolate Fountains in general as well as specific questions about Chocolate Fountain Operation, Chocolate Use, and other useful information.

Ask us your Chocolate Fountain Questions!

At Sun Rental, customer service is always our top priority. If you have a questions about the Sephra Chocolate Fondue Fountains, or Chocolate Fountains in general, please contact us! We have a very knowledgeable team who can help you with everything from setting your fondue fountain up, to ideas that can help promote your Event!

Q2. Is the fountain difficult to clean?

Q3. Can I use any chocolate in the Sephra™ fountain?

Q4. What is the difference between Our Premium Fondue Chocolate and other chocolates?

Q5. How do I melt the chocolate?

Q6. Can I use the Sephra™ Fountain to melt the chocolate?

Q7. How much chocolate do I put in the fountains?

Q8. What can I dip in the chocolate?

Q9. What do I do if the chocolate has hardened in the fountain?

Q10. Can I re-use the chocolate?

Q11. How many people do the Sephra™ Fountains serve?

Q12. Can I use the Sephra™ Fountain outside?

Q13. My fountain is not working, How do I fix it?

Q2. Is the fountain difficult to clean?

Not at all. Once your event has concluded, simply use a rubber spatula to remove the chocolate on the fountain cylinder and tiers. The chocolate can then be scooped or poured into a separate container. Paper towels or a damp cloth can then be used to wipe the fountain relatively clean. Once the majority of the chocolate is removed, you can place the individual parts (except the basin) of the fountain into a dishwasher to be cleaned (Caution! Never place the fountain basin in water! This will cause permanent damage to the electrical components.)

***Note: Chocolate must be disposed of into a trash receptacle. Chocolate disposed of into sinks will harden and cause damage to the drainage pipes.**

Q3. Can I use any chocolate in the Sephra™ Fountains?

For complete satisfaction, we highly recommend the use of our Premium Fondue Chocolate, specially formulated and ready to use in the fountain by simply pre-melting the chocolate in a microwave on HALF-power as instructed on our chocolate bags. It requires no messy mixing of extra oil into the chocolate; saving you time, money and producing the perfect chocolate fondue every time.

You can use other chocolate, but we do not recommend it. In order for normal chocolate to flow consistently and smoothly over the fountain tiers, it must be altered to create a specific consistency. This is done by adding varying amounts of oil to the melted chocolate in a cumbersome and messy mixing process. This process may vary from chocolate to chocolate and a mistake in the mixing process can result in 20 pounds of ruined chocolate, and may also result in improper functioning of the fountain, causing costly damage to the fountain's motor. Besides, we can't imagine your guests would be happy if they knew you added literally cups of oil into their chocolate! Wouldn't you and your guests rather have the convenience and flavor of the finest, richest belgian chocolate? For complete satisfaction and convenience, use our PREMIUM FONDUE CHOCOLATE.

Q4. What is the difference between our Premium Fondue Chocolate and other chocolates?

In order to use other couverture chocolate with the fountains, a light, non-tasting vegetable oil must be mixed with the melted chocolate in a messy and cumbersome process. The amount of oil needed varies for each chocolate, and if not mixed properly may result in ruined chocolate, or inconsistent chocolate flow from the fountain.

Our Premium Fondue Chocolate has been specially formulated for use in the Chocolate Fountains. It can be used directly out of the bag without adding and mixing oil into the chocolate. Our Premium Fondue Chocolate is rich, Belgian chocolate at its finest!

Q5. How do I melt the chocolate?

The process of melting chocolate is called "tempering". Our Premium Fondue Chocolate can be "tempered" by the following method: (1) Place one bag of our Premium Fondue Chocolate in the microwave. Heat on half power for 3-5 minutes as instructed on the package. It is important to gently massage the chocolate bag every 2-3 minutes, so that the chocolate will not burn. When the chocolate is melted, simply cut the top corner of the bag off, and pour the chocolate into the fountain. You can also temper the chocolate by pouring the chips directly into the basin. Melting the chocolate using this process takes about 1 hour.

Q6. Can I use the Sefhra™ Fountains to melt the chocolate?

Yes. The Sefhra™ Fountain acts as a tempering machine to keep the chocolate at the correct temperature and consistency. To use the fountain to melt the chocolate, place the chocolate inside the basin, and turn the control knob to "Heat Only" and set the temperature to the highest setting. The chocolate should be stirred occasionally as it is melting. Using the fountain to melt the chocolate takes considerably longer (about one 1 hour).

Q7. How much chocolate do I put into the fountains?

Typically you can run the fountains with 15 pounds of chocolate, however each fountain holds approximately 20 pounds of melted chocolate (If there is not enough chocolate in the basin, gaps will appear as the chocolate flows over the tiers). The basin should be full to within ½" of the basin rim. As chocolate is consumed by guests, more melted chocolate may be added to the basin of the fountain. Be careful not to add too much additional chocolate. When the fountain is turned off the chocolate settles into the basin. If too much chocolate has been added it will overflow.

Q8. What foods can I dip in the chocolate?

This is up to your imagination! Typically fruits such as strawberries and bananas work well. Other popular items are pineapple, marshmallows, grapes, blueberries, mangos, papaya, apple slices, dried apricots, and pretzels, and of course maraschino cherries. Things that are not recommended are foods that produce crumbs, such as cakes, blackberries, raspberries, and some cookies. Fingers are not recommended either and can result in some very unhappy guests. We recommend providing an ample supply of skewers, plenty of napkins, and small plates for your guests to use.

Q9. What do I do if the chocolate has hardened in the fountain?

Once the chocolate has hardened in the fountain and the auger within the fountain tower was not previously removed, DO NOT turn the fountain motor on! This will harm the motor and result in PERMANENT DAMAGE! Simply turn the fountain control knob to HEAT ONLY. This will gradually melt the remaining chocolate allowing you to clean the fountain as normal.

***Note: It is always easier to clean the fountain when the chocolate is melted. At a minimum, always remove the auger from the fountain tower immediately after use, if cleaning will be delayed.**

Q10. Can I re-use the chocolate?

We do not recommend re-using the chocolate due to health concerns and safety.

Q11. How many people do the Sephra™ Fountains serve?

Both the tall fountain (Sephra's™ Fountain) and medium fountain (Montezuma's Tower) will serve the same amount of people and will continue to serve an infinite amount of people if additional chocolate is periodically added. As a guideline, 20 pounds of chocolate (one case of Our Premium Fondue Chocolate) will serve approximately 200-250 guests; unless of course they become choco-holics due the exquisite flavor of our Chocolate!

Q12. Can I use the Sephra™ fountains outside?

In certain instances the fountains will not function correctly outside. In order for the chocolate to flow smoothly over the tiers it must maintain a certain temperature. In areas where there are cool breezes or the temperature is somewhat cold, the fountain functionality may be affected. A good rule of thumb is this: "If the temperature is low enough for guests to wear jackets or coats, it's not a good idea to use the fountain outside." Another deterrent to outside fountain use may be the presence of chocolate craving insects - which dramatically decrease guest satisfaction! Wind and even slight breezes can also cause disasters when the chocolate fountain is run outside. Because of the thin, flowing curtain of chocolate, even a small breeze can cover more than just the strawberries in chocolate!

Q13. If fountain is not working, how do I fix it?

Sephra Chocolate Fountains have set the industry standards for reliability and you should never encounter a problem. If for some reason your fountain is not working correctly, refer to the troubleshooting section of the Sephra™ Chocolate Fountain Operating Guide. If the problem cannot be resolved, please contact Sun Rental customer support staff immediately for additional trouble shooting assistance. We are dedicated to taking care of our customer's needs as quickly as possible. This is just one of the ways Sun Rental provides our customers with superior quality service