

**5300, 5300CH,  
5300EX , 5300FN**

**Nacho Cheese Dispenser  
And Warmer  
Instruction Manual**



# SAFETY PRECAUTIONS

|                                                                                                                                                                                                                                                                                                                                                                                                                   |                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>⚠ CAUTION</b> |
| <p>This equipment is designed and sold for commercial use only. This equipment is not to be used by the consumer in home use. 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.<br/>Carefully read all installation instructions before operating the equipment.</p> |                  |

|                                                                  |                  |
|------------------------------------------------------------------|------------------|
|                                                                  | <b>⚠ WARNING</b> |
| <p>Always wear safety glasses when servicing this equipment.</p> |                  |

|                                                                                                                                               |                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------|
|                                                                                                                                               | <b>⚠ WARNING</b> |
| <p>Any alterations to this equipment will void the warranty and may cause a dangerous situation. NEVER make alterations to the equipment.</p> |                  |

|                                                                                                                                                                                             |                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
|                                                                                                                                                                                             | <b>⚠ DANGER</b> |
| <p>Machine must be properly grounded to prevent electrical shock to personnel.<br/>Do NOT immerse the equipment in water.<br/>Always unplug the equipment before cleaning or servicing.</p> |                 |

## NOTE

The information, specifications and illustrations contained in this manual represent the latest data available at time of publication. Right is reserved to make changes as required at the discretion of Gold Medal Products Company without notice.

## Installation Instructions

### Inspection of Shipment:

Unpack all cartons and check thoroughly for any damage that may have occurred during transit. Damage claims should be filed immediately with the transportation company. Gold Medal Products is not responsible for damage that occurs in transit.

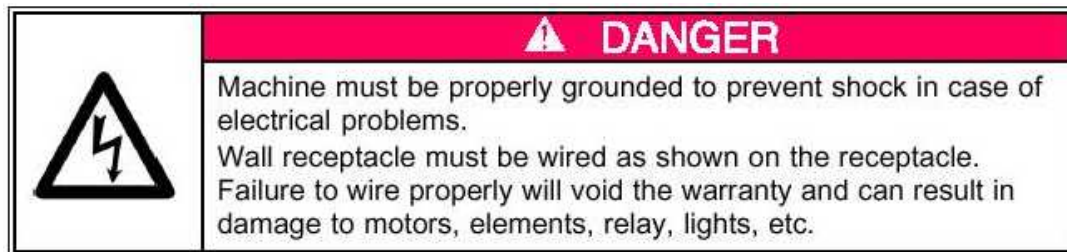
### Setup:

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

### Electrical Requirements:

The following power supply must be provided:

5300, CH, FN: 15 amp, 60 Hz, 120VAC.  
5300EX: 15 amp, 50 Hz, 220VAC.



Your electrician must furnish sufficient power for proper machine operation. We recommend this warmer 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 Company'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.

### Before You Plug In Machine:

1. Make sure the wall outlet can accept the grounded plugs (where applicable) on the power supply cord.
2. The wall outlet must have the proper polarity. If in doubt, have a competent electrician inspect the outlet and correct if necessary.
3. **DO NOT** use a grounded to un-grounded receptacle adapter.

### Product Installation

1. Remove cap from bagged cheese. Install new tube. Make sure tube is securely seated into new bag of cheese.



2. Open door by pulling on the left side of the cabinet. Open tube clamp by rotating Cam Counterclockwise.
3. Place product on rack with spout and tube directed toward the front and downward through the opening.



4. Guide the tube through the pump slot from top to bottom.
5. Close tube clamp by rotating cam clockwise.



6. Close door.

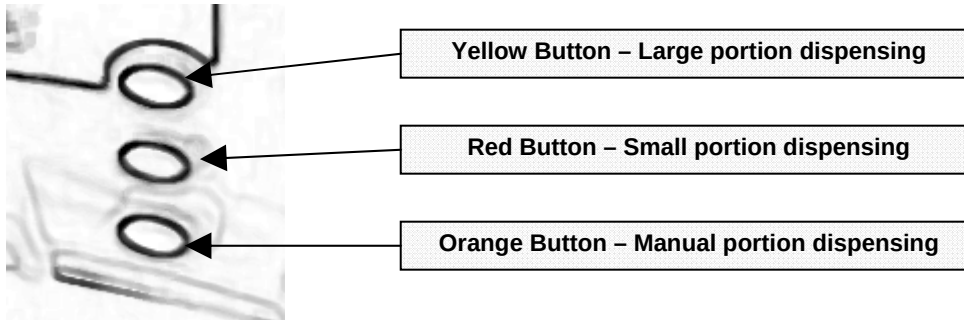
### Product Removal

1. Open Door
2. Open Tube Clamp
3. Remove Tubing, by pulling from bottom up.
4. Remove empty product bag and tube from the bag cheese dispenser.

# Operating Instructions

## Controls and Their Functions

### Button Functions (Top to Bottom)



### Initial Set-Up for Portion Control\*

#### Pre-Heating

Pre-heat the unit with product in it for approximately ONE hour. Dispensing temperature for cheese is between 140 deg. F and 155 Deg. F.

#### Dispensing Volume

The dispenser is set with pre-set dispensing volumes levels, (Large, Small, Manual). The yellow button is set for small portion cups, the red button is set for large portion cups, and the orange button is set to free-flow (manual) - as long as button is activated, unit will dispense product.

#### Dispensing Temperature

We have set this dispenser from the factory to a default temperature level for warming the product. If this setting needs changed to fit your application, the main circuit board has a temperature setting potentiometer that can be adjusted accordingly.

\*See maintenance instructions for details on changing dispensing volume and temperature to suit your application

### CAUTION

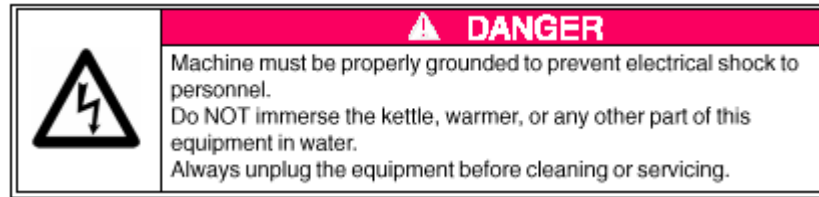
**Surfaces on this unit are EXTREMELY HOT during operation, care should be taken when operating this unit.**

#### Powering Off Machine

With the switch set to the OFF position, disconnect power to unit at the end of each day. Do not leave unit operating unattended.



## CARE AND CLEANING



### Cleaning Guidelines.

- Turn power switch to the OFF position. Disconnect the unit from power source.
- After unit cools slide out the tray, and clean. Replace tray.
- Wipe exterior surface of unit.
- Wipe interior areas of the unit, confirm the unit is cool and unplugged.

### WARNING

- Do NOT immerse unit in water!
- Do NOT hose down the counter when the unit is on!
- Keep away from running water!

### Cleaning Air Intake (weekly)

1. With the switch set to the OFF position, disconnect Unit from Power supply
2. Position unit onto back panel.
3. Use a vacuum cleaner and or a damp cloth to clean air intake.
4. Position unit for normal operation and reconnect to power source.

## MAINTENANCE INSTRUCTIONS

|                                                                                   |                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p style="text-align: center;"><b>⚠ DANGER</b></p> <p>Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury, or death. Read the Installation, Operating, and Maintenance Instructions thoroughly. Installation should be performed by a certified electrician.</p> |
|  | <p style="text-align: center;"><b>⚠ WARNING</b></p> <p>Adequate eye protection must be used when servicing this equipment to prevent the possibility of injury.</p>                                                                                                                                                  |
|  | <p style="text-align: center;"><b>⚠ CAUTION</b></p> <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>                                                                              |

## ORDERING SPARE PARTS

**\*Always speak to a Gold Medal Products Technical Service Advisor before ordering any parts to help ensure accuracy for your product. Included diagrams may not be the latest information.**

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 name, 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:

(800) 543-0862  
(513) 769-7676  
Fax: (513) 769-8500  
E-mail: [info@gmpopcorn.com](mailto:info@gmpopcorn.com):  
Web Page: [www.gmpopcorn.com](http://www.gmpopcorn.com)

## To Change Dispensing Settings:

Cheese/Chili Dispenser has three buttons for dispensing pre-set amounts of product.

You can change each button's dispense amount by following the instructions below.

Step 1 – Dispense the product into the serving container or measuring cup using the bottom (Orange) Button. This button is set at the factory for manual operation.

*Take note of the dispense time in seconds.*

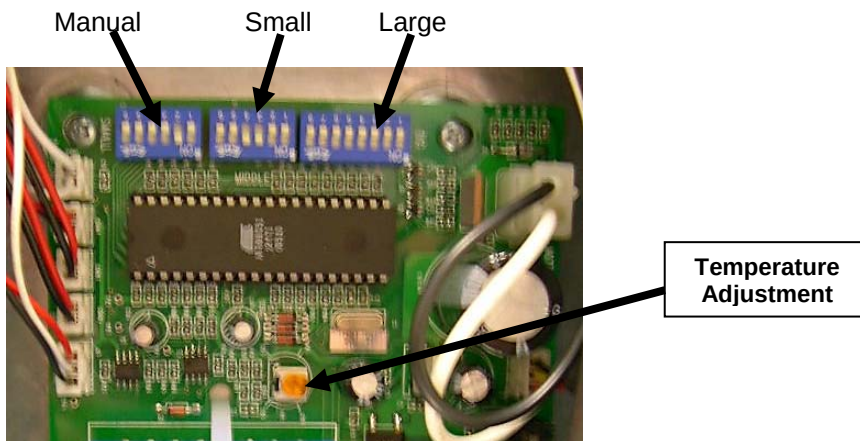
Repeat this step for up to three different serving amounts.

Step 2 – With Power Switch set to off position, unplug the warmer.

Step 3 - Remove the back panel (6 screws.)

Locate the circuit board. You will see three switch banks:

- Right Switch Bank (Large, w/eight switch settings) controls the yellow button
- Middle bank (Small, w/six switch settings) controls the red button
- Left switch bank (Manual, w/six switch settings) controls the orange button



Step 4 – Push the switches down, one bank at a time, to the on position according to the chart below:

| Switch (NUMBER) | Dispense Time (SECONDS) |
|-----------------|-------------------------|
| 1               | $\frac{1}{2}$           |
| 2               | 1                       |
| 3               | 2                       |
| 4               | 4                       |
| 5               | 8                       |
| 6               | 16                      |
| 7 (YELLOW ONLY) | 32                      |
| 8 (YELLOW ONLY) | 64                      |

*Example – for 9 seconds dispense time for red button, on the middle bank of switches, turn on switches #2 and #5.*

**NOTE:** For manual operation (push/hold to dispense) put all switches in the off (up) position.

Step 5 – Replace the back panel. Do NOT over tighten the screws.

### To change Dispensing Temperature

1. With power switch set to OFF position, Un-plug unit.
2. Remove – the 6 rear cover screws, and the cover.
3. Locate the circuit board in the bottom of the machine.
4. Locate the 140-155 deg, control in the center of the circuit board.
5. Rotate the pot, clockwise to increase the temperature, or counter clockwise to decrease the temperature.

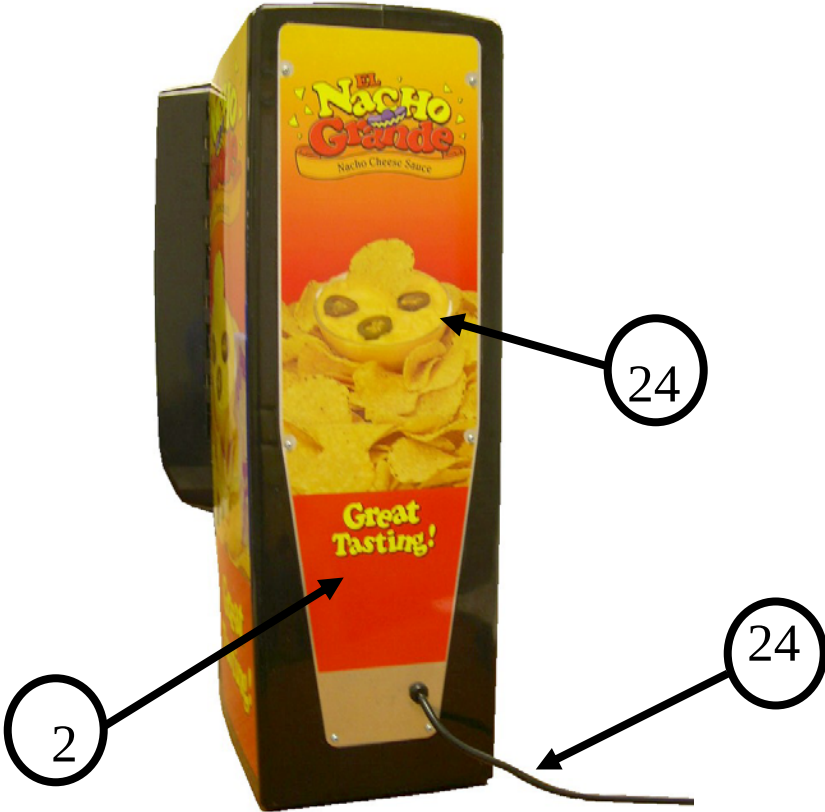
### Trouble Shooting Guide

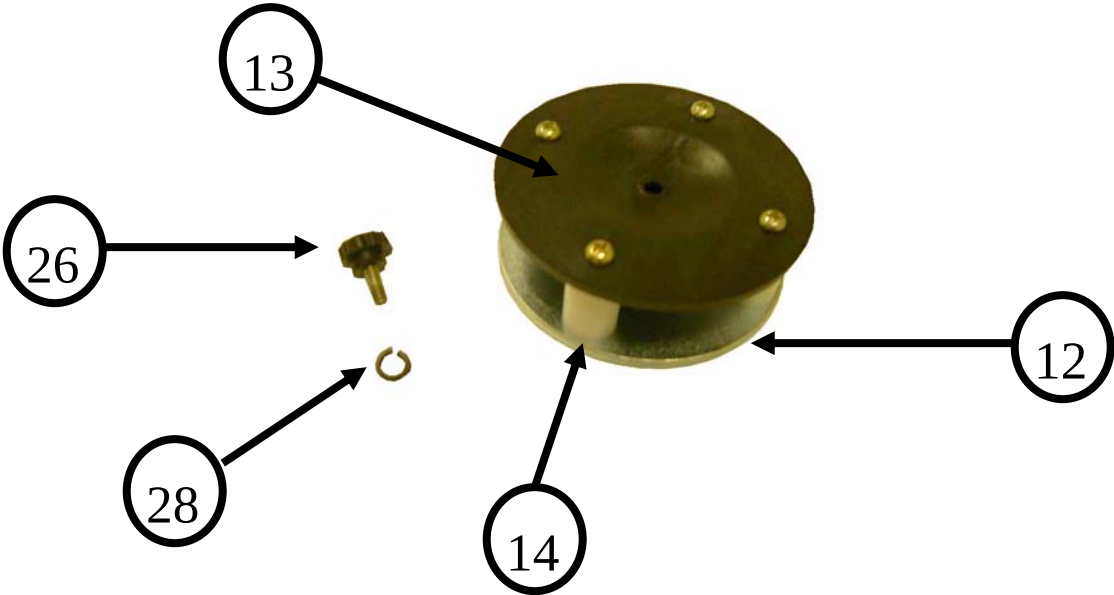
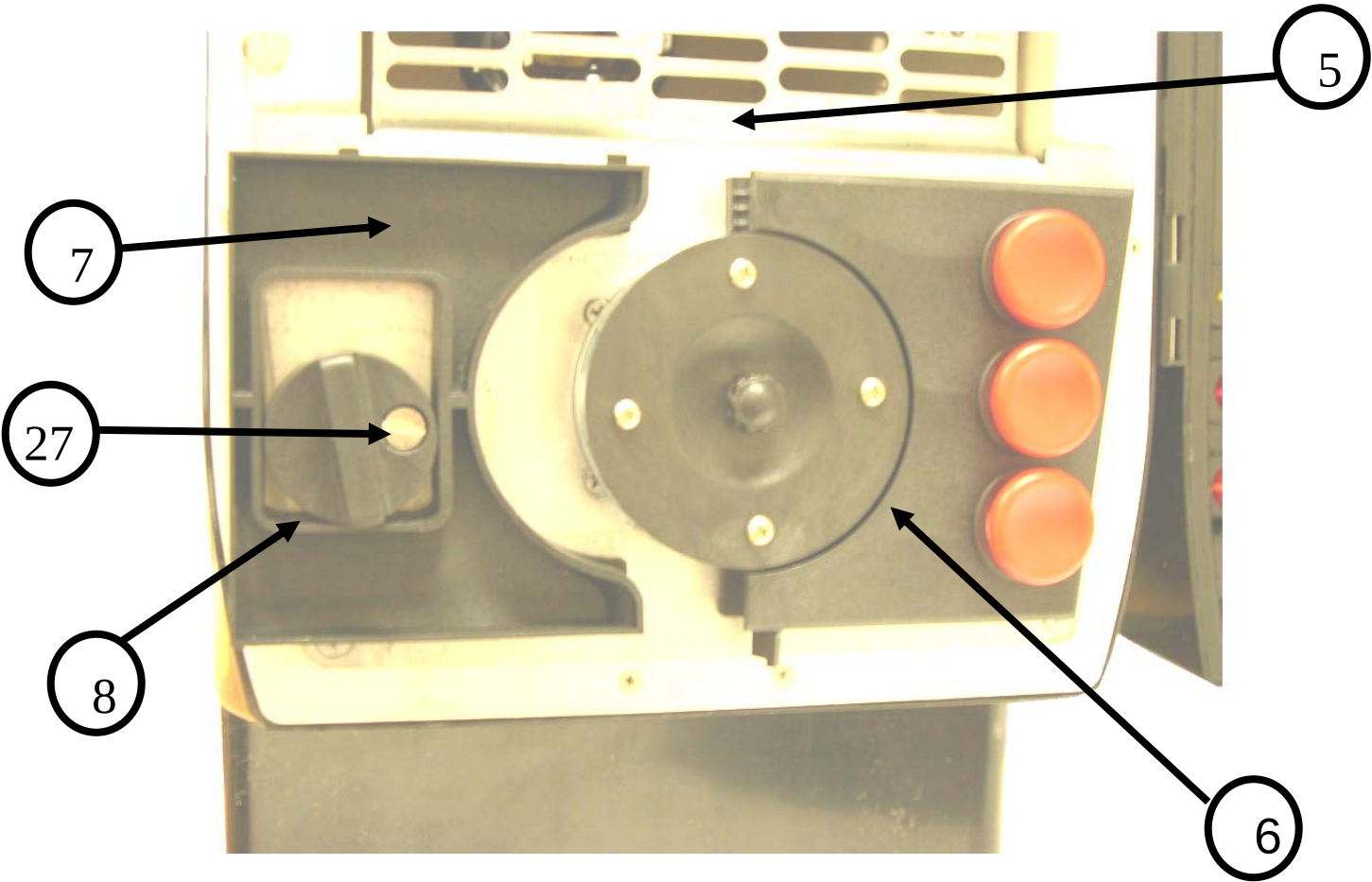
| Problem                           | Cause                                           | Solution                                                                            |
|-----------------------------------|-------------------------------------------------|-------------------------------------------------------------------------------------|
| Nothing is working                | Electrical Failure                              | Check plug is secure in outlet<br>Check outlet for power.<br>Check Circuit Breakers |
| Door will not close               | Clamp Open<br>Tray not fully inserted           | Close Clamp<br>Install tray correctly                                               |
| No Product Dispensing             | Out of product                                  | Replace empty bag                                                                   |
| Product is leaking                | Clamp not fully closed<br>Tube loose from spout | Close Clamp<br>Check tube                                                           |
| Tube not reaching bottom of clamp | Spout not seated in receptacle                  | Seat spout in receptacle                                                            |
| Product is cold                   | Dispenser door left open<br>No Electricity      | Close Door<br>Check Power                                                           |
| Excess product remain in bag      | Spout not seated in receptacle<br>Folds in Bag  | Seat Spout<br>Lay bag flat in tray                                                  |

## PARTS LIST – 5300 NACHO CHEESE DISPENSER

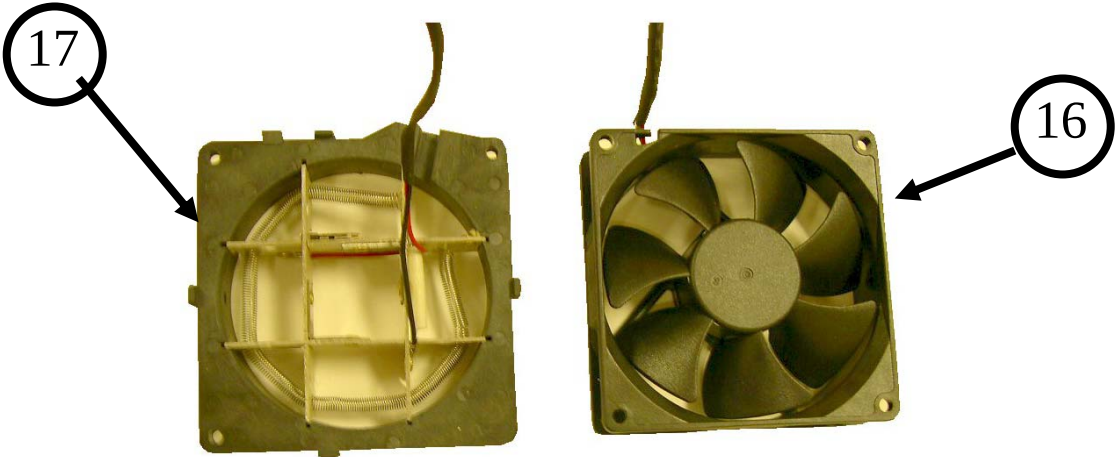
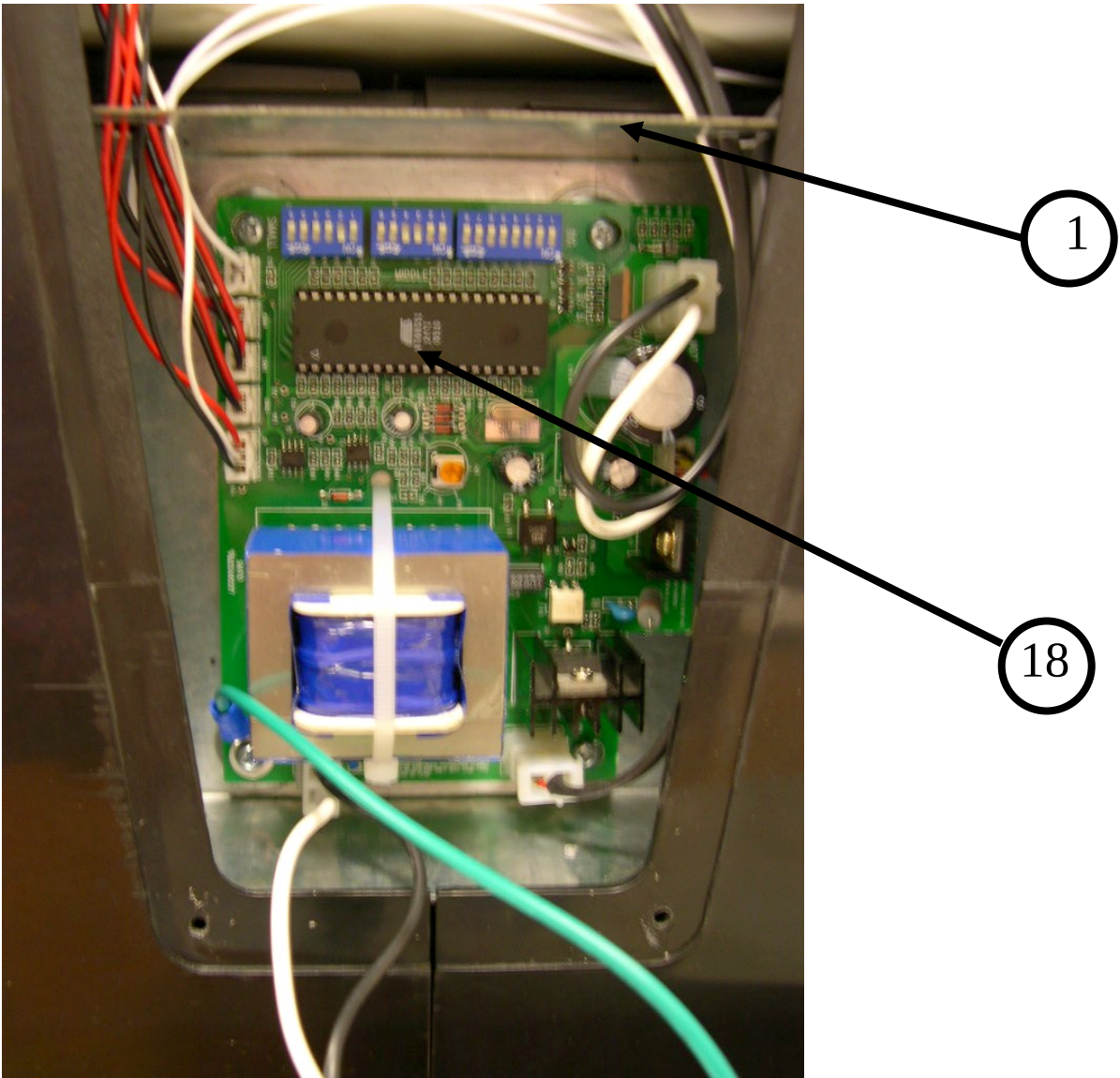
### Model # 5300

| Item | Part    |                                       |          |
|------|---------|---------------------------------------|----------|
| No.  | No.     | Description                           | Quantity |
| 1    | 36025   | PCBA MOUNT BOX                        | 1        |
| 2    | 36026   | REAR ACCESS PANEL                     | 1        |
| 3    | 36028   | BAG CHEESE TRAY                       | 1        |
| 4    | 36027   | BAG SUPPORT                           | 1        |
| 5    | 36029   | SWITCH MOUNT PANEL                    | 1        |
| 6    | 36030   | PUMP BLOCK RIGHT SWITCH               | 1        |
| 7    | 36031   | PUMP BLOCK LEFT                       | 1        |
| 8    | 36032   | PUMP CAM LOCK                         | 1        |
| 9    | 36033OR | BUTTON - ORANGE                       | 1        |
| 10   | 36033RD | BUTTON - RED                          | 1        |
| 11   | 36033YL | BUTTON - YELLOW                       | 1        |
| 12   | 36034   | PUMP DRIVE PLATE METAL                | 1        |
| 13   | 36036   | PUMP FRONT COVER PLATE                | 1        |
| 14   | 36037   | PUMP ROLLER                           | 4        |
|      | 36038   | SWITCH                                | 3        |
|      | 36040   | RUBBER FEET                           | 4        |
| 15   | 36043   | MOTOR                                 | 1        |
|      | 36045   | MOTOR WIRE HARNESS                    | 1        |
| 16   | 36046   | BLOWER - FAN                          | 1        |
| 17   | 36047   | HEATER ASSEMBLY                       | 1        |
| 18   | 36048   | PCBA MASTER BOARD 36048EX FOR 5300EX  | 1        |
| 19   | 36049   | PCBA TEMPERATURE SENSOR (NOT SHOWN)   | 1        |
| 20   | 36051   | DECAL HOUSING LEFT (NOT SHOWN)        | 1        |
| 21   | 36052   | DECAL HOUSING RIGHT                   | 1        |
| 22   | 36053   | DECAL BOTTOM PANEL                    | 1        |
| 23   | 36054   | DECAL DOOR                            | 1        |
| 24   | 36055   | DECAL REAR PANEL                      | 1        |
|      | 36056   | DECAL NAME PLATE AND UL               | 1        |
|      | 36057   | DECAL CAUTION                         | 1        |
| 25   | N/A     | N/A                                   | 1        |
|      | 36060   | MANUAL 5300 NACHO CHEESE              | 1        |
|      | 42373   | IEC SNAP IN RECEPTICAL (230V ONLY)    | 1        |
|      | 42386   | IEC POWER CORD 2 PRG W GR (230V ONLY) | 1        |
| 26   | 77122   | THUMB SCREW NACHO PUMP                | 1        |
| 27   | 77125   | SLOTTED CAM SCREW                     | 1        |
| 28   | 77130   | WASHER - SPRING - M3                  | 2        |
| 29   | 36042   | MAGNET DOOR                           | 2        |
| 30   | 23038   | POWER CORD W/PCBA CONNECT             | 1        |

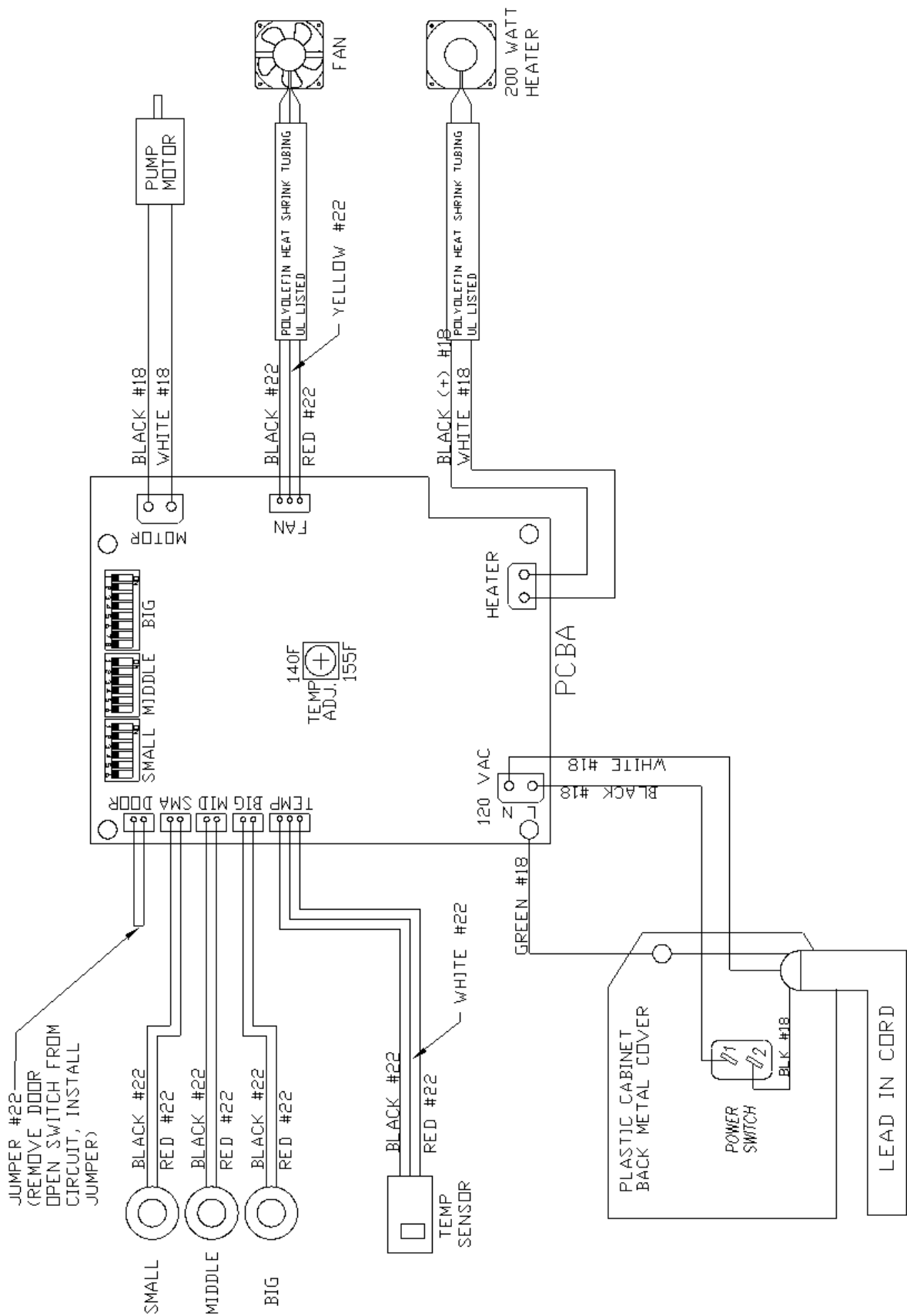








Electrical Schematic



## WARRANTY

WE WARRANT to the original purchaser the Gold Medal equipment sold by us to be free from defects in material or workmanship under normal use and service. Our obligation under this warranty shall be limited to the repair or replacement of any defective part for a period of six (6) months from the date of sale to the Original Purchaser with regard to labor and two (2) years with regard to parts and does not cover damage to the equipment caused by accident, alteration, improper use, voltage, abuse, or failure to follow instructions.

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. We neither assume, nor authorize any other person to assume for us, any other obligation or liability in connection with the sale of said GOLD MEDAL equipment or any part thereof.

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 COMPANY, or their authorized distributor for the equipment.

THIS WARRANTY HAS NO EFFECT AND IS VOID UNLESS THE ORIGINAL PURCHASER FIRST CALLS GOLD MEDAL PRODUCTS COMPANY 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 PRODUCTS COMPANY**

**10700 Medallion Drive**

**Cincinnati, Ohio 45241-4807 USA**

**[www.gmpopcorn.com](http://www.gmpopcorn.com)**

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**Fax: 1-800-542-1496**