

OPERATION MANUAL



Manual for GW2 (2-port), GW2/GW3 Tap Handle and GW3 (3-port) Dispensers

Java Creation® Cold Brew & Iced Coffee
Java Works® Creamery Classics dispensers

***Please call 1-800-948-1922 at any time during installation**

Please refer to our website for a training video on how to set up the dispenser:

(revised 11.2.21)

<http://goodwest.com/CustomerService.html>

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Unpacking and Inspection of Dispenser

- Carefully inspect the exterior carton upon receipt for obvious damage. Damages should be noted on the freight carrier's shipping record or notified to us immediately at **1-800-948-1922**.
- Place the package on a suitable surface and unpack the unit. Open one end of the carton and slide the unit out while holding the box in place. The unit weight is approximately 65 pounds.
- Inspect the outer unit cabinet for hidden freight damage and note on carrier's shipping record or call **1-800-948-1922**.
- Open the unit by releasing the two front cover latches (if applicable) and swinging the door up and back. The top hinges have a detent feature that will hold the door open once it has passed vertical.
- After you open the lid, you will find the unit's legs, which need to be screwed into the bottom of the unit. CAUTION – legs must be placed on this unit for proper airflow. Failure to place legs on the unit will cause the unit not to refrigerate properly. These legs can be adjusted to allow for proper leveling of the unit on the counter.
- Allow the unit to set upright for several hours to allow for the compressor oil to return to the compressor pump.

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Installation and Power Connections

- **Allow the dispenser to stand for 2 hours before applying power; this ensures proper oil return to the compressor after shipment.**
- Locate the unit in an appropriate place at your coffee counter. The unit requires 115Vac power at about 2 amps maximum. Refer to the unit rating plate for your dispenser.
- Note: Enclosed in your dispenser are the following accessories which will need to be installed on your dispenser: 8' power cord, drip tray, drip tray lid, drip tray holder and magnetic product ID labels.
- Uncoil the 8' IEC power cord (located inside your dispenser with the other accessories) and connect to a suitable power outlet. Be certain the outlet you select is not controlled by a switch or other device. The dispenser unit requires an uninterrupted power source.
- Apply power to the unit and ascertain that the power indicator light mounted to the front panel is on. The unit will take about 30 minutes to cool down and stabilize.
- You are now ready to load the dispenser with the product.

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Product Loading Instructions

Loading Instructions with picture illustrations are located on the inside of the dispenser as soon as you lift the lid, and on our website, <http://goodwest.com/CustomerService.html>

Note: Shake bag well before loading



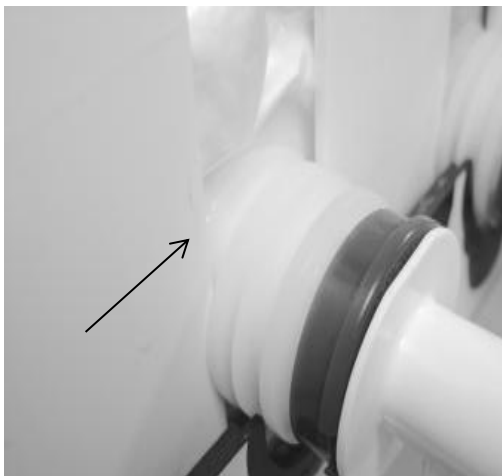
Step 1 - Take a product bag out of the case and pop open the blue or red flip tab. Twist off and discard.



Step 2 – Take out one of the dispensing nozzles (2 provided with each case). Placing the bag on a flat surface, push the dispensing nozzle firmly in as far as it will go (you should hear a click). Now the bag is ready to install into the dispenser.

- Open the two cover latches (if applicable) on the dispenser door and lift it. The door hinges have detents that will hold the door open when lifted just past the vertical position. A rubber bumper keeps the door from falling back. Lift off the top black plastic valve retainer face plate and set it aside.

- Grasp the bag and the bag valve and engage the inner ring (see picture insert at left) of the valve with the slot in the bottom black plastic face plate of the dispenser. Use the ring closest to the bag. Lower the bag into the dispenser being careful not to pinch the plastic bag material between the valve and the unit's lower valve plate. Apply slight pressure on the valve plate. Repeat the same procedure with the second and/or third bag. **Note: For a 3-port dispenser, load the center bag first.**



to the bag. Lower the bag into the dispenser being careful not to pinch the plastic bag material between the valve and the unit's lower valve plate. Apply slight pressure on the valve plate. Repeat the same procedure with the second and/or third bag. **Note: For a 3-port dispenser, load the center bag first.**

- Slide the black plastic valve retainer over the top of the valves. The plastic valve plates fit together with an interlocking notch. Be sure the top valve plate is installed properly to nest with the lower valve plate.
- Close the top cover and close the two draw latches (if applicable) to hold the cover closed and lock the valve plates together.

Cleaning and Maintenance

- Cleaning of the dispenser should be carried out on a periodic basis. The nozzles are disposable and should not be re-used but may need cleaning during periods of little use.
- The interior of the dispenser should be wiped out when changing product bags. Use a mild detergent and soft cloth to remove any moisture and clean out any product residue caused by spillage.
- The external surfaces can be cleaned with any mild detergent or window cleaning product and a soft cloth. Do not use harsh solvents or petroleum products on the painted surfaces or the plastic parts as damage may result.
- The front mounted spill tray and tray cover should be cleaned in hot water and soap. When reinstalling tray and tray cover ensure it is level.
- Under normal operating conditions, the unit will require no defrosting as the cooling system design precludes the formation of frost.
- It is the responsibility of the customer to ensure the machine is in good condition and all parts are working. If new parts are needed the customer will need to call GoodWest Customer Service to request parts – **1-800-948-1922**. The 800 number is also located on the side of the dispenser.

Warranty

This machine has a one-year warranty on all parts and labor excluding damage due to negligence. This includes all shipping cost (via UPS Ground) to and from our factory to your location. Extended warranty is available.

Troubleshooting Guide

- **Is the dispenser freezing the product or is the machine just forming ice?**
 - If it is covered with a light frost or lots of ice, it means the lid was not closed all the way and air was allowed to get inside the machine and form the frost or ice. **The lid MUST be closed completely forming a tight seal.**
 - To solve this problem: Simply unplug the unit and leave open for about 30-60 minutes. Place paper towels or napkins inside the machine to absorb the water that melts off. **DO NOT use any tool to “chip the ice”.** When the ice is all melted off, simply plug it back in. Your unit should be back in good temperature range once again.
 - If the machine is freezing the product, contact us immediately and we will ship you another machine and arrange for the pickup of your current machine.
- **Temperature does not read between 32° and 40°F.**
 - Be sure the unit is plugged in and has power. Check the front panel indicator light to be sure power is applied.
 - Check that the front upper valve plate has been installed properly; it should interlock with the lower plate forming a seal. Also check that the two door latches (if applicable) have been closed and locked.
 - Be sure the product is pre-chilled before loading into dispenser. Product bags should be chilled between 32° and 40°F before loading into the dispenser.
 - Check the calibration of the thermometer. Dispense some product into an insulated cup and check the temperature with a known-accurate thermometer.
 - Be sure there is room behind the unit for air circulation. The unit should have an inch or two clearance in back and on each side for proper air circulation. Ensure that the unit has the legs installed. Be certain the clearance is at least 20 inches at the top, 2 inches at the rear and 1 inch on each side.
 - Check for compressor operation. The compressor is very quiet and normally cannot be heard, but operation can be ascertained by feeling the back condenser cover – it should feel warm.
- **Product does not drain completely from bag**
 - Check that the bag is installed properly and that there is no twisting or bunching of the bag in the valve area.

Spare Parts List

Call for shipping and pricing information: 1-800-948-1922.

Label – Front Panel

Label – (2 pieces) around upper and lower valve plates

Thermometer

Drip Tray

Drip Tray Screen

Mounting Legs

Door Latches (set)

Door Hinges (set)

Valve Plate Upper Dual Triple

Valve Plate Lower Dual Triple

Center Divider

Tap Handle