

ProWhip[™]

BY **RICH'S**[®]

Topping Dispenser



ProWhip by Rich's[™] Topping Dispenser (Phase 2)

Operation Manual

Rev. D

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IMPORTANT INFORMATION



Carefully read this Operation Manual before installing and using this equipment. Follow all notices on the equipment. All labels on the equipment should be kept in good condition.



CAUTION: Important Safety Instructions

1. To avoid product damage and personal injury, stop using the equipment if the product is defective or damaged.
2. To avoid product damage and personal injury, keep out of reach of infants and children.
3. To avoid product damage or personal injury, use only for food products, such as beverages and desserts.
4. To avoid product damage or personal finger or hand injury, carefully connect all parts and components.
5. To avoid product damage or personal injury, observe the safety measures indicated on the cleaning agent label.
6. To avoid personal injury or slipping, check the equipment regularly to observe for any problems related to liquid food product flow and equipment assembly.
7. **PLEASE NOTE:** Liquid product may flow out of the equipment with improper use or during an assembly error.
8. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
9. Children shall not play with the appliance
10. Cleaning and user maintenance shall not be made by children without supervision.

Intended Use Conditions

Main Body Storage Specifications (main body must be stored within each specification):

- Minimum air temperature: 10C
- Maximum air temperature: 32C
- Maximum air relative humidity: 85%

- Whipping assembly and bottle (with product) specifications: When the unit is not in use, the bottle and whipping assembly should be stored in the refrigerator to ensure product maintains optimal temperature.



WARNING: RISK OF ELECTRICAL SHOCK!



To prevent serious injury or death, do not open the equipment drive assembly main body under any circumstances as the product may induce an electric shock. Extreme care should be taken to protect from electric shock.

To prevent serious injury or death, do not break or crimp the power cable. Discontinue use if the power cable is damaged, peeling, or crimped.



Requires a 220-240V, 50/60Hz, 10A or 110-120V, 50/60Hz, 15A circuit in compliance with local electrical code.

WARNING: *The use of an extension cord or power strip is unacceptable, presents a serious risk of danger, and may void the warranty due to improper power supply.*

Failure to comply with the above Safety Precautions may lead to equipment damage, injury, fire or shock hazard and warranty nullification.

Preparing the Unit



Before use, ensure the unit is properly cleaned.



CAUTION: *Install the unit on a flat surface to ensure the unit does not fall or fall over leading to potential damage or malfunction.*



WARNING: *DO NOT INSTALL NEAR CHEMICAL SUBSTANCES TO PROTECT AGAINST FIRE HAZARD.*

1. Ensure 8 cm (>3 inches) of space is maintained for air flow on all sides.
2. The unit comes with many parts pre-assembled. Follow steps below for initial assembly which differs from every day-use assembly.



WARNING: *Plug in and turn on the unit when ready to use.*

USE OF EXTENSION CORDS

Because of potential safety hazards under certain conditions, we prohibit the use of an extension cord.



CAUTION: *Bottle and mixing rods.*

If the bottle is empty, do not start the motor with the whipping assembly connected. It may cause damage or malfunction to the unit. When the bottle empties, stop the unit and fill the bottle with additional liquid and then return to whipping/dispensing. The unit will shut off and the check light will illuminate if there is not sufficient product in the bottle.

While the unit is in use, do not disconnect the mixing rods. This may lead to unit damage or malfunction.

Failure to adhere to the instructions in this manual may limit or void the warranty.

The manufacturer of this unit guarantees that the unit meets the requirements and relevant regulations of the Electric Appliances and Household Goods Safety Management Act and is consistent with the content specified in this manual. If the unit is modified without agreement from the manufacturer, the warranty does not apply. The warranty applies for one year from the date of purchase of this unit and specific warranty-related matters follow the product warranty attached to the back of the body of the unit. To activate the manufacturer's warranty, register the unit's unique serial number and basic information through the official ProWhip by Rich's website after purchase for warranty against product defects.

PROWHIP 1-YEAR LIMITED WARRANTY

Rich Products Corporation (“**We**” or “**Us**”) extends the following one (1) year limited warranty (“**Limited Warranty**”) to the original purchaser (“**You**” or “**Your**”) of a ProWhip by Rich's™ Topping Dispenser (the “**Product**”). Unless restrictions on assignment are prohibited by applicable law, You may not assign or transfer this Limited Warranty.

WHAT DOES THIS LIMITED WARRANTY COVER? Subject to the exclusions and limitations set forth in this Limited Warranty, We warrant to You that each Product will be free from defects in material and workmanship, under normal use, for a period of one (1) year from the date of Your purchase of the Product. This warranty gives You specific legal rights, and You may have other rights which vary depending upon the applicable jurisdiction.

WHAT THIS LIMITED WARRANTY DOES NOT COVER (EXCLUSIONS): This Limited Warranty does not cover or apply to any Product: (a) exhibiting normal wear and tear; (b) used for any purpose for which it is not designed or intended; (c) which has been subjected to misuse, abuse, neglect or unauthorized modifications; (d) which has been subjected to harsh, corrosive or abrasive chemicals or materials; and/or (e) has been damaged by fire, flood, accident, acts of God or other external causes beyond our control. Further, this Limited Warranty does not apply to any claim, loss, damage or injury arising from the failure to follow the instructions in our Operation Manual, which accompanied Your Product and/or can be found online at www.rich.com/prowhip.

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY: If the Product does not conform with the Limited Warranty provided by Us as described above, We will, at our option, provide You with one of the following exclusive remedies: repair or replacement of the defective Product; provided, if it is not commercially feasible to repair or replace a defective Product, We may refund the original price paid by You for the defective Product.

DISCLAIMER OF OTHER WARRANTIES: THIS LIMITED WARRANTY CONTAINS OUR SOLE AND EXCLUSIVE REPRESENTATIONS AND WARRANTIES WITH RESPECT TO THE PRODUCT. ALL IMPLIED WARRANTIES ARE STRICTLY LIMITED TO THE DURATION OF THE LIMITED WARRANTY APPLICABLE TO THE PRODUCT AS STATED ABOVE, INCLUDING BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some jurisdictions

do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to You.

LIMITATION OF LIABILITY: THE TOTAL LIABILITY WE HAVE UNDER THIS LIMITED WARRANTY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT. FURTHER, WE SHALL NOT UNDER ANY CIRCUMSTANCES BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL, SPECIAL, ENHANCED, EXEMPLARY, OR PUNITIVE DAMAGES OR LOSSES (INCLUDING LOST PROFITS OR OTHER ECONOMIC LOSSES OR DAMAGES), EVEN IF THIS LIMITED WARRANTY IS DEEMED TO HAVE FAILED OF ITS ESSENTIAL PURPOSE. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation of liability may not apply to You.

HOW DO YOU OBTAIN WARRANTY SERVICE? This Limited Warranty can be found online at www.richs.com/prowhip or in the documentation that accompanied Your Product. To obtain more information regarding the Product or to make a claim under this Limited Warranty, contact Us using the information provided below. A dated sales receipt as proof of purchase may be required to obtain benefits under this Limited Warranty.

Contact Us:

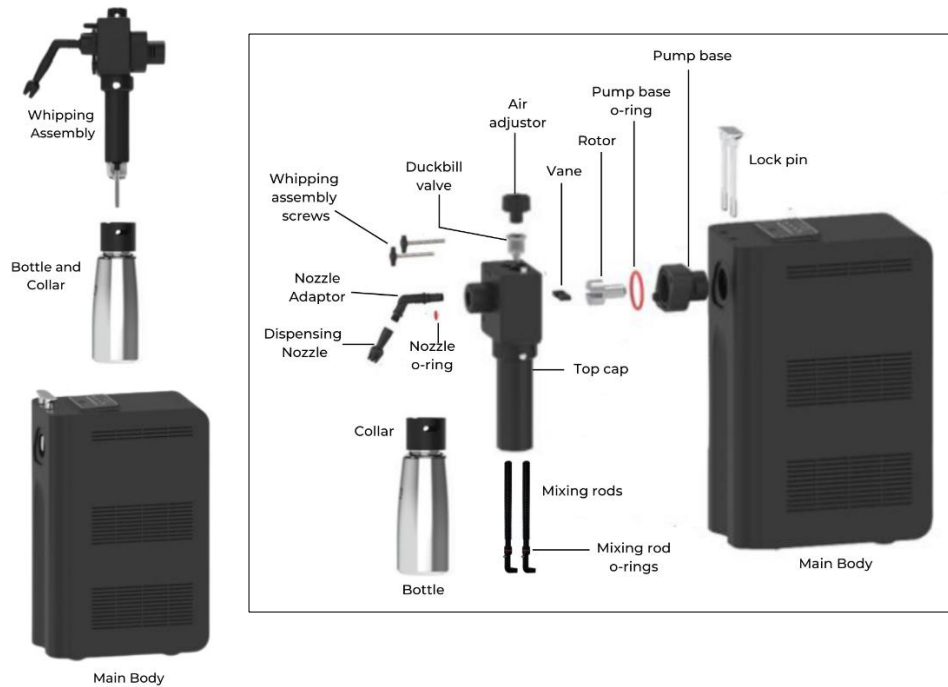
prowhipsupport@rich.com

1 Robert Rich Way

Buffalo, NY 14213 USA

EQUIPMENT OVERVIEW

Parts Overview



Spare Parts

Spare parts included in box include:

- A) 2 cleaning brushes
- B) 1 grey air adjustor
- C) 1 Product inlet tube (if receiving original ProWhip bottle)
- D) 1 vane
- 1. 2 O-ring replacement for pump base (assembly step 1)
- 2. 2 O-ring replacement for nozzle adaptor (blue)
- 3. 6 O-ring replacement for mixing rods (red)

Initial Set Up - Out of the Box Assembly

1. Open shipping box carefully. Remove all pieces from the protective covering. Some parts will be partially assembled (pictured below – **NOTE** for Phase 2, the parts and packaging overall may look slightly different from those pictured).
 - a. Check all packaging to ensure all parts are removed before disposal. The whipping assembly will be partially assembled.
 - b. **It is recommended that the pre-assembled parts are cleaned before initial use or assembly. Cleaning and Sanitizing instructions can also be found on page 17 of the operating manual.**



2. If using the original ProWhip Bottle: Insert the product inlet tube onto the bottom of the whipping assembly (only if using original ProWhip bottle). **Do not insert product inlet tube if using new ProWhip bottle – skip this step.**



3. Screw the bottle onto the whipping assembly.



4. Insert the nozzle and adaptor (should come already connected, connect if not connected) onto the whipping assembly. The part will lock into place and o-ring will not be visible. Whipping assembly is complete.



5. Connect the whipping assembly to the main body and insert locking pin to lock into place. The unit is now ready to use.



6. Connect the power cord and foot pedal (optional) at the back of the unit. Ensure the unit is connected to a power source. Switch the power button to 'on' to begin using (back of the unit, shown below).



Assembly Instructions

1. Insert the large, red o-ring into groove in the pump base.



2. Insert the rotor into the pump base with groove facing up



3. Insert vane into rotor slot with the single groove facing up.



4. Attach pump base to top cap using the whipping assembly screws provided, tightening evenly on both sides (screws for may look different). Ensure that there is no space between the pump base and the top cap after screws are in place. The pump base only aligns one way. Do not overtighten.



5. Insert duckbill valve using alignment features as reference. Ensure that duckbill valve is fully inserted and aligned with the alignment feature. The top of the duckbill valve should be flush with the top of the top cap (no space observed).



6. Insert the air adjustor on top of the duckbill valve. **Note:** the pin shows which air setting the unit is set to. Ensure the air adjustor is flush with the pin (shown below).



7. Install o-rings on mixing rods, one at bottom of each rod, and insert the mixing rod into mixing rod holes (2) by lining up pin and twisting the mixing rods into place. The mixing rods will not twist into place until the mixing rods are inserted fully. The unit will now function properly if mixing rods are not locked into place.



8. **FOR ORIGINAL PROWHIP BOTTLE:** Insert the product inlet tube onto the bottom of the top cap onto the product inlet pin. (**NOTE:** Do not remove the product inlet pin from the whipping assembly). The product inlet tube is not to be used with the new ProWhip bottle (shorter height).



9. Add product to the bottle. Fill only up to the fill line, approximately 2/3 full. Do not fill to the top. Filling to the top will result in product overflow. Screw quick-connect collar completely onto bottle. Attach collar to whipping assembly using twist-lock. For original ProWhip bottle, ensure that the product inlet tube is inserted into the bottle. **NOTE: Bottle cannot be pressurized and cannot be used under pressure applications. Do not use with pressure or under pressurized conditions.**



10. Screw dispensing nozzle tip onto nozzle adaptor and insert into top cap. Ensure o-ring is properly attached to the nozzle adaptor. The nozzle adaptor will be fully inserted once you can no longer see the o-ring.



11. The whipping assembly is now ready to mount to the main body. Fit whipping assembly by engaging the star-shaped feature of the rotor with the main body and completely insert dual retaining pin into holes in top of main body and engage whipping assembly. Insert the lock pin at the top of the main body to lock into place.

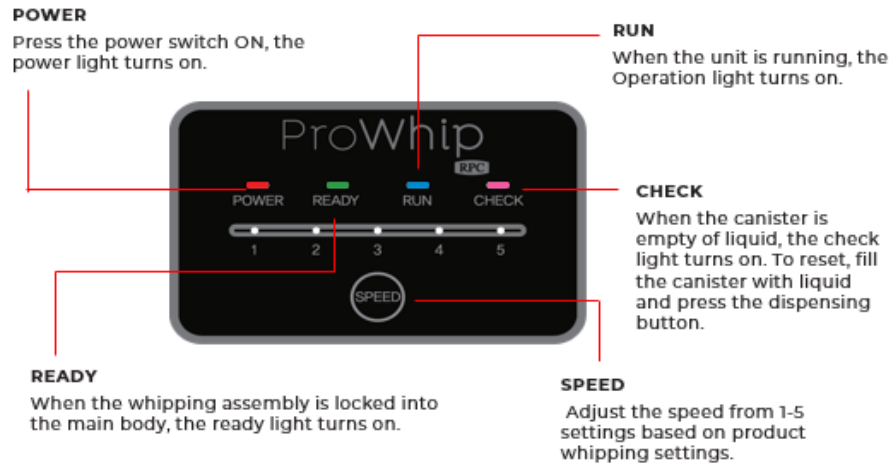


12. Connect the power cord and foot pedal (optional) at the back of the unit. Ensure the unit is connected to a power source. Switch the power button to 'on' to begin using (back of the unit, shown below).



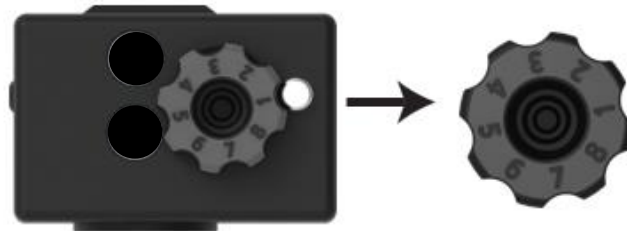
HOW TO USE

Display and Button Description:



Air Adjustor (Air Cell):

Turn the dial of the air adjustor to adjust the amount of air incorporated into products. The higher the number, the more air will be incorporated.



How to use

1. Ensure the bottle is clean before filling and use.
2. Fill the bottle with liquid product, about 2/3 full, to the fill line. Attach the whipping assembly. **Do not fill to the top.**
3. Attach the bottle to the main body and lock into place by inserting the lock pin. The bottle should not move.
4. Turn on the unit using the power switch on the back side (power light will turn red). If using the foot pedal, ensure the foot pedal is connected.
5. Place the duckbill valve in the unit. The valve will line up based on shape.
6. On the top control panel, press the speed control button to set the speed setting required for whipping the product in the bottle.

7. Set the Air Adjustor dial to the correct setting required for whipping the product in the bottle. Click the dial down and into place. Ensure the air adjustor is flush with the top of the whipping assembly.
8. Check the control panel to make sure the “Ready” light is on (shows green).
9. Begin dispensing by either pressing the dispense button on the left side of the unit or by using the foot pedal. The foot pedal can control the dispensing speed of the product.
10. Begin topping products of your choice. When you release from the dispensing button or foot pedal, dispensing will stop.



CAUTION: *Bottle storage and re-use.*

When unit is not in use, but product remains in the bottle, the bottle should be stored in the refrigerator. Bottle should be stored upright to prevent leakage.

When placing the bottle back onto the unit after refrigeration, ensure the connection to the main body is dry (no condensation or liquid) before use to avoid unit damage or malfunction.

Maintenance

- O-rings, vane, and rotor may wear over time. Replace with new parts immediately when wear occurs. Inspect unit at least weekly for wear.

DISASSEMBLY AND CLEANING

Disassembly and Cleaning Instructions

Begin cleaning process after disassembly. Two cleaning brushes have been provided with the unit and can be found with the spare parts.

The unit should be cleaned daily (every 24 hours).



CAUTION: Allergens and cross-contamination.

Take extra care when cleaning after using products that may contain food allergens to prevent possible allergen cross contamination. Equipment manufacturer and distributors are not responsible for hygiene problems caused by lack of cleaning or not following cleaning steps detailed below.

Disassembly and Routine Cleaning Steps – used for daily cleaning

1. Turn the power switch to “off” on the back of the main body.
2. Lift the lock pin and separate the whipping assembly from the main body. *The main body should not be disassembled.*
3. Twist the bottle and collar off the whipping assembly and remove any remaining product from the bottle.



CAUTION: Cleaning and water temperature.

To clean topping dispenser parts, only use mild, food safe detergents and cleaners. Some chemicals, including bleach, may cause equipment discoloration or malfunction.

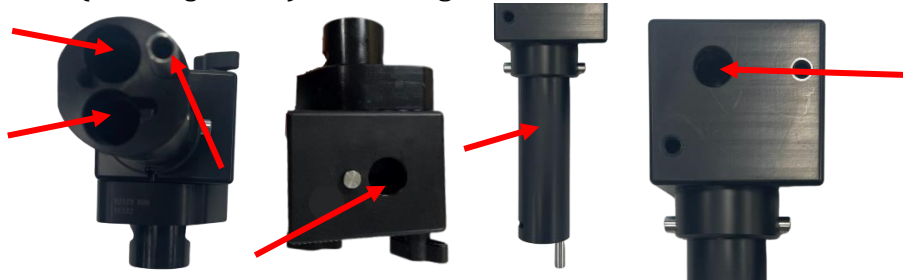
When cleaning with hot water, ensure the water temperature does not cause burns.

4. Rinse the bottle with hot water (50C or greater) to remove any remaining product from the bottle.
5. Add hot water into the bottle, fill to the fill line (do not overfill), reattach the bottle and collar to the whipping assembly and connect both parts to the main body, locking in place using the lock pin.
6. Once successfully attached, turn the unit back to “on”, set speed to 3 and air 3, and press the operation button to begin flushing the system with water and removing remaining, excess product. Contents should be captured in a collection container and should be disposed of once the bottle is empty.

7. Once the bottle is empty of water, lift the lock pin to remove the whipping assembly and bottle.
8. In a separate container, prepare a solution of hot water (50C or greater) and detergent. Follow manufacturer's instructions for proper dilution.
9. In a second, additional container, prepare a sanitize solution of Quaternary Ammonium. Follow manufacturer's instructions for preparation.
10. Disassemble all whipping assembly parts (top cap, screws (2), mixing rods (2), nozzle adaptor, dispensing nozzle, air adjustor (1), duckbill valve, pump base, vane, rotor, bottle, collar, if using original bottle - product inlet tube) and rinse under hot running water (50C or greater).



11. Place all parts in solution of hot water (50C or greater) and detergent. Let sit for 5 minutes.
12. Using brushes provided, brush all parts with hot water (50C or greater) and detergent solution until visibly clean.
13. When cleaning top cap, ensure that the brush is used to clean the following areas with hot water (50C or greater) and detergent solution.



14. Rinse all parts under cool running water.
15. Place all parts in the container of sanitize solution. Let sit for 5 minutes.
16. Remove all parts from sanitize solution. If required by manufacturer's instructions, rinse all parts to remove residual sanitizer.
17. Dry all parts before reassembling. Reassemble following assembly instructions located on page 11.

Deep Clean and Inspection Steps – used for weekly tear down and clean

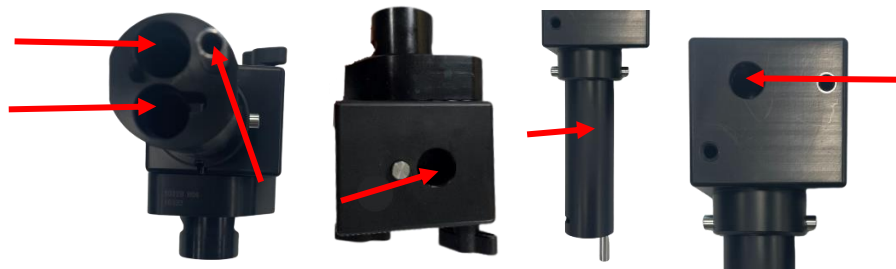
1. Turn the power switch to “off” on the back of the main body.
2. Lift the lock pin and separate the whipping assembly from the main body. *The main body should not be disassembled.*
3. Twist the bottle and collar off the whipping assembly and remove any remaining product from the bottle.
4. Rinse the bottle with hot water (50C or greater) to remove any remaining product from the bottle.

5. Add hot water into the bottle, fill to the fill line (do not overflow), reattach the bottle and collar to the whipping assembly and connect both parts to the main body, locking in place using the lock pin.
6. Once successfully attached, turn the unit back to “on”, set speed to 3 and air 3, and press the operation button to begin flushing the system with water and removing remaining, excess product. Contents should be captured in a collection container and should be disposed of once the bottle is empty.
7. Once the bottle is empty of water, lift the lock pin to remove the whipping assembly and bottle.
8. In a separate container, prepare a solution of hot water (50C or greater) and detergent. Follow manufacturer’s instructions for proper dilution.
9. In a second, additional container, prepare a sanitize solution of Quaternary Ammonium. Follow manufacturer’s instructions for preparation.
10. Disassemble all whipping assembly parts *including all o-rings* (top cap, screws (2), mixing rods (2), mixing rod o-rings (2), nozzle adaptor, nozzle adaptor o-ring, dispensing nozzle, air adjustor (1), duckbill valve, pump base, pump base o-ring, vane, rotor, bottle, collar, if using original bottle - product inlet tube) and rinse under hot running water (50C or greater).



NOTE: the product inlet tube is not needed for the new ProWhip bottle.

11. Place all parts in solution of hot water (50C or greater) and detergent. Let sit for 5 minutes.
12. Using brushes provided, brush all parts with hot water (50C or greater) and detergent solution until visibly clean.
13. When cleaning top cap, ensure that the brush is used to clean the following areas with hot water (50C or greater) and detergent solution.



14. Rinse all parts under cool running water.
15. Place all parts in the container of sanitize solution. Let sit for 5 minutes.
16. Remove all parts from sanitize solution. If required by manufacturer’s instructions, rinse all parts to remove residual sanitizer.
17. Dry all parts before reassembling. Reassemble following assembly instructions located on page 11.

EQUIPMENT SPECIFICATIONS



Model	RPCPWP2B
Use	Food Dispenser
Function	Aerates and dispenses creams and emulsions
Speed Control	5 levels
Bottle Capacity	500 mL
Rated	115/230V, 50/60Hz
Maximum Power Consumption	425W
Materials	Stainless steel, polyacetal, polyketone, ABS, polypropylene, silicone rubber
Dimensions	13x25x40cm
HTS Code	8438.80.0000

TROUBLESHOOTING

Most issues can be quickly resolved. If an issue persists, please contact [Rich's Customer Service Center](#).

For each potential issue, check each step and if the first step does not solve the problem, proceed to the subsequent step(s).

Issue	Cause	Solution
Product too firm = high overrun = too much airflow	<ul style="list-style-type: none"> A) Whipping settings B) Duckbill valve/air adjustor alignment C) Speed Setting D) Product temperature 	<ul style="list-style-type: none"> A) Ensure equipment settings match the product whipping settings provided by Rich's. B) Check the duckbill valve and air adjustor alignment and ensure proper insertion into top cap. Improper insertion of DBV/Air Adjustor may lead excessive air being drawn into whipping assembly. Check to ensure the duckbill valve is not torn. If torn, replace the duckbill valve. C) Increasing speed setting in many cases will reduce product firmness. D) Product too warm and may result in firm product. Recommended product temperature is 3-5 °C
Product too soft = low overrun = not enough airflow	<ul style="list-style-type: none"> A) Whipping settings B) Duckbill valve/air adjustor alignment C) Product temperature 	<ul style="list-style-type: none"> A) Ensure equipment settings match the product whipping settings provided by Rich's B) Check the duckbill valve and air adjustor alignment and ensure proper insertion into top cap. Lack of alignment can lead to blockage of air flow and low overrun/soft texture. Check to ensure the duckbill valve is not torn. If torn, replace the duckbill valve. C) Recommended product temperature is 3-5 °C. Soft product may result from product that is too cold.
"Check" mode occurs with minimal to no product flow and/or the motor stops	<ul style="list-style-type: none"> A) Power on and foot pedal attached B) Product level in bottle C) Whipping assembly screws D) Duckbill valve/air adjustor alignment E) Pump base assembly 	<ul style="list-style-type: none"> A) Ensure the equipment is plugged into an electrical outlet, switched to on and if using the foot pedal, ensure it is properly plugged into unit for use. B) Ensure there is enough product in the bottle to whip C) Ensure whipping assembly screws are sufficiently tightened and there is no gap between top cap and pump base D) Check the duckbill valve and air adjustor alignment and ensure proper insertion into top cap. Check to ensure the duckbill valve is not torn. If torn, replace the duckbill valve. Ensure the duckbill valve slit is open by lightly squeezing the bottom opening of the duckbill valve to ensure a small opening. E) Check the pump base assembly, ensuring the rotary shaft seal, vane and large o-ring are in the

Issue	Cause	Solution
	<p>F) O-rings installed correctly</p> <p>G) Nozzle adaptor and dispensing nozzle clogged</p> <p>H) Product viscosity too high</p>	<p>correct positions. Check the pump base for damage.</p> <p>F) Check to ensure all o-rings are installed correctly on mixing rods and nozzle adaptor. Check for damage to the parts.</p> <p>G) Check the nozzle adaptor and dispensing nozzle assembly. Rinse under warm water to clear any potential blockage.</p> <p>H) Ensure that product viscosity is suitable for topping dispenser; consult Rich's for product recommendation</p>
Product leakage is observed	<p>A) Whipping assembly screws not correctly tightened</p> <p>B) Check o-rings</p> <p>C) Rotary shaft seal</p>	<p>A) Tighten screws until top cap and pump base are in direct contact. Do NOT overtighten. Ensure there is no gap between top cap and pump base.</p> <p>B) Ensure all o-rings are in place as described in the user manual and not worn or deteriorated. Check to ensure the large o-ring on the pump base is properly inserted and not damaged.</p> <p>C) Ensure rotary shaft seal is inserted in pump base with groove facing up. Replace if worn.</p>
O-ring tearing	Wear of the equipment over time	If o-ring tearing or damage to the o-ring(s) is observed, exchange for new o-ring(s). <i>Removal of o-rings with sharp tools may result in tearing, damage and poor sealing performance.</i>
Cleaning Issues	No-flow of water through equipment	If water is not flowing through the unit during the rinse step, manually disassemble parts and follow the cleaning procedure to clean parts individually. Clear all ports with the brush provided. Product may have hardened in the equipment or around the mixing rods and parts will need to be disassembled and manually cleaned to remove any blockage

If obvious physical damage is observed to the outside of the main body or whipping assembly upon unboxing, please reach out to prowhipsupport@rich.com to determine next steps.

For any other issues encountered not listed here, please contact Rich's for further support at prowhipsupport@rich.com.

PRODUCT HANDLING

Although this topping dispenser is optimized for liquid product produced and supplied by Rich Products Corporation, use of a Rich's product is not required. Be sure, however, to check the ingredient list on any products to ensure compatibility with this equipment.

Powder-type raw materials diluted with water or milk may need adjustments to the mixing ratio. Any problems caused by mixing unconfirmed powder-type raw materials (such as equipment failure) are not covered under the equipment warranty. Addition of powder-type materials may cause abrasion within the unit leading to potential malfunction or damage and may also void the unit warranty. When the unit is not in use, the bottle and whipping assembly should be stored in the refrigerator to ensure product maintains optimal temperature.



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