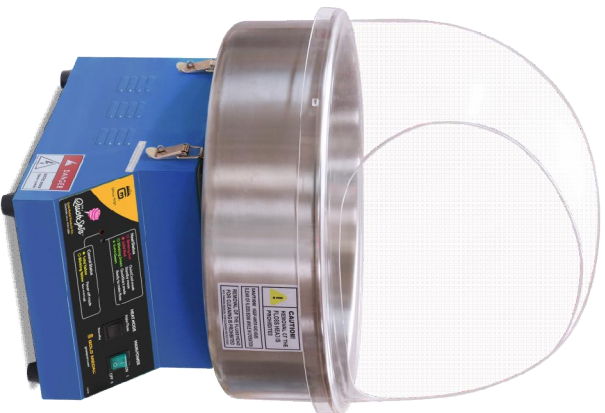




# Instruction Manual

## The QuickSpin®

Model Series: 3001 (000)



**GOLD MEDAL® PRODUCTS CO.**  
10700 Medallion Drive, Cincinnati, Ohio 45241-4807 USA

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Part No. 110324

The QuickSpin®

Model Series: 3001 (000)



### SAFETY PRECAUTIONS

	<p><b>⚠ DANGER</b></p> <p>Machine must be properly grounded to prevent electrical shock to personnel. Failure to do so could result in serious injury, or death.</p> <p>Make sure all machine switches are in the OFF position before plugging the equipment into the receptacle. Keep cord and plug off the ground and away from moisture. Always unplug the equipment before cleaning or servicing. DO NOT immerse any part of this equipment in water.</p> <p>DO NOT use a water jet or excessive water when cleaning.</p> <p>008_012224</p>
	<p><b>⚠ DANGER</b></p> <p>Improper installation, adjustment, alteration, service, or maintenance can cause property damage, injury, or death. Any alterations to this equipment will void the warranty and may cause a dangerous condition. This appliance is not intended to be operated by means of an external timer or separate remote-control system. NEVER make alterations to this equipment. Read the Installation, Operating, and Maintenance Instructions thoroughly before installing, servicing, or operating this equipment.</p> <p>014_020416</p>
	<p><b>⚠ WARNING</b></p> <p>Floss head rotates at high speeds. Operator MUST keep hands and face clear of the floss head to avoid injury. Operator must wear eye protection. Keep all spectators at a reasonable distance, and use a Floss Bubble for added customer protection. Keep all foreign objects out of floss head.</p> <p>015_020724</p>
	<p><b>⚠ WARNING</b></p> <p>Burn Hazard. DO NOT touch spinner head. Allow to cool before cleaning or servicing. Avoid contact with molten sugar.</p> <p>008_022414</p>
	<p><b>⚠ WARNING</b></p> <p>ALWAYS wear safety glasses when servicing this equipment.</p> <p>010_010914</p>
	<p><b>⚠ WARNING</b></p> <p>No user serviceable parts inside. Refer servicing to qualified service personnel.</p> <p>011_051514</p>
	<p><b>⚠ WARNING</b></p> <p>Read and understand operator's manual and all other safety instructions before using this equipment. To order copies of the operator's manual go to <a href="http://gmpopcorn.com">gmpopcorn.com</a> or write to Gold Medal Products Co., 10700 Medallion Drive, Cincinnati, OH 45241 USA 1-(800)-543-0862</p> <p>022_002915</p>



	<b>⚠ WARNING</b>
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. Carefully read all instructions before operation.	
<small>0102_010814</small>	

	<b>⚠ WARNING</b>
This machine is NOT to be operated by minors.	
<small>007_010814</small>	

	<b>⚠ CAUTION</b>
If the supply cord is damaged, it must be replaced by a special cord or assembly available from Gold Medal Products Co. or its service agent.	
<small>038_092714</small>	

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

DO NOT install equipment in an area where a water jet is used.

Unit to be installed in locations where ambient temperatures are between a minimum of 5°C (41°F) and a maximum of 55°C (131°F).

Unit to be installed in locations where it can be overseen by trained personnel.

Install unit on a level surface.

Unit is for cotton candy.

**Note:** Improvements are always being made to Gold Medal's equipment. This information may not be the latest available for your purposes. It is critical that you call Gold Medal's Technical Service Department at 1-800-543-0862 for any questions about your machine operations, replacement parts, or any service questions. (Gold Medal Products Co. does not assume any liability for injury due to careless handling and/or reckless operation of this equipment.) General images may be used in manual for reference only.



## Setup for Use

General images shown for reference purposes only.

1. Make sure Power Switch is OFF. Set unit on level surface; install pan.
2. Latch pan in (4) places. Interlock must be engaged for unit to operate.
3. Make sure cap screws are tight.
4. Lock tab under rim at least 2 places.
5. Fully insert IEC Plug into unit.
6. Plug unit into a proper power source, reference Electrical Requirements section.

**Unit should be cleaned prior to use** (reference Care and Cleaning section of this manual).



## Electrical Requirements

The following power supply must be provided (reference unit Data Plate for Wattage requirement):

120 V~, 60 Hz  
220-230 V~, 50/60 Hz

	<b>⚠ DANGER</b>
<p>Machine must be properly grounded to prevent electrical shock to personnel. Failure to do so could result in serious injury, or death. Make sure all machine switches are in the OFF position before plugging the equipment into the receptacle. Keep cord and plug off the ground and away from moisture. Always unplug the equipment before cleaning or servicing. <b>DO NOT</b> immerse any part of this equipment in water. <b>DO NOT</b> use a water jet or excessive water when cleaning.</p>	
<small>008_072221</small>	

A certified electrician must furnish sufficient power for proper machine operation and install any supplied receptacle (reference unit Data Plate for model specific Volts AC, Hertz, and Wattage requirements). We recommend this equipment 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 Co.'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. Make sure cord is located to prevent a trip hazard or unit upset. Units with an IEC Power Cord - make sure the IEC cord is properly seated into the IEC receptacle before powering up the machine.

### Before You Plug In Machine

1. Make sure all machine switches are OFF before plugging equipment into receptacle.
2. Make sure wall outlet can accept the grounded plugs (where applicable) on the power supply cord.
3. The wall outlet must have the proper polarity. If in doubt, have a competent electrician inspect the outlet and correct if necessary.
4. **DO NOT** use a grounded to un-grounded receptacle adapter (where applicable).
5. Install unit in a level position.

	<b>⚠ CAUTION</b>
<p>If the supply cord is damaged, it must be replaced by a special cord or assembly available from Gold Medal Products Co. or its service agent. <small>038_062714</small></p>	



## OPERATING INSTRUCTIONS

### Controls and Their Functions

#### MAIN POWER SWITCH

ON/OFF lighted rocker switch - supplies power to the control.

#### HEAT MODE Switch (2 positions); HEAT STATUS Indicator Light

**Make Floss:** Controls the floss head motor and heating element.

- **Blinking Green** QuickStart mode: Unit heating up to floss making temp. *Restarting from Standby, decreases reheat time by up to 50%*
- **Solid Green** Ready to make floss.

**Standby:** The control QuickCools the head, then maintains a low standby temp. for 1 hour.

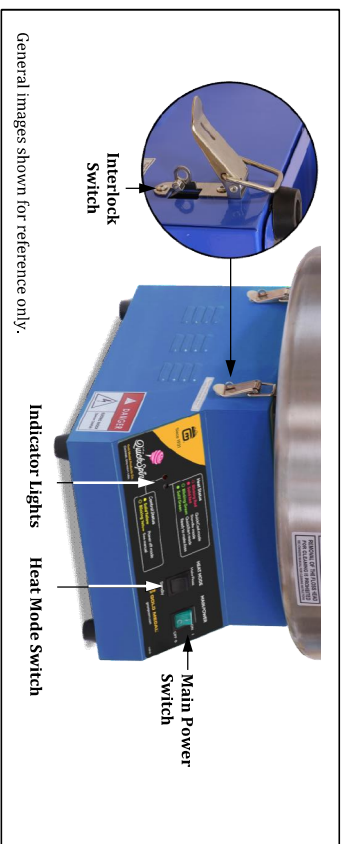
- **Blinking Red** QuickCool mode: Auto-cools cap and head (*motor spins 2 min, no head*) to help prevent carbon buildup.
- **Solid Red** Standby mode: Floss making paused (*no motor*); a low heat temp. is maintained for 1 hr. (*allows for a quick restart*).

#### CONTROL STATUS Indicator Light

- **Solid Yellow** Power off mode: 1 hr. Standby mode has expired, unit auto-shuts OFF. *Turn power OFF or toggle power OFF/ON to restart*
- **Blinking Yellow** Reference Troubleshooting section of this manual.

#### INTERLOCK SWITCH

Safety switch to prevent machine operation without floss pan being locked down, reference Setup section of manual for proper pan installation.



### Selecting Sugar



## Operating Instructions

### Selecting Sugar

For best results, use Gold Medal Flossugar® in this machine (available in many flavors/colors). 100% pure cane sugar will work fine, but **other sugars can burn and cause the head to clog**—always read the label on the bag when selecting sugar.

### To Make Floss

Floss should float **upwards** to be gathered, for issues see Troubleshooting section. (Images shown are for general reference only—see Setup section to prepare unit for use.)

- Power ON (switch light is green).
- Set Heat to Make Floss (QuickStart begins, LED blinking (••) green).
- LED turns solid (—) green (unit ready to make floss).

- Fill scoop.
- Pour into head.
- Twist cone to gather floss. To make another batch, add more sugar.
- Approx. every 20 batches, add 5–6 squirts of water. **CAUTION: Head is hot; water will steam and may spin out.**

- To pause or power OFF the unit, **QuickCool the head**, see steps below. **CAUTION:** Powering unit OFF without using QuickCool causes excessive burning in head and cap; unit damage can occur.

### Standby Mode—QuickCool

Auto-cool head to pause floss making or to turn unit OFF.

- Set Heat to Standby. QuickCool runs for 2 min, LED blinking (•••) red.
- While head spins, add 5–6 squirts of water to head.
- After 2 min, LED solid (—) red. For solid (—) yellow LED, toggle power OFF/ON or turn unit OFF.



## Shut Down Procedure/ Care and Cleaning

**DANGER**

Machine must be properly grounded to prevent electrical shock to personnel. **DO NOT immerse in water.** DO NOT clean appliance with a water jet or steam cleaner. Always unplug the equipment before cleaning or servicing. 025\_051524

**WARNING**

Burn Hazard. DO NOT touch spinner head. Allow to cool before cleaning or servicing. Avoid contact with molten sugar. 008\_052214

Good sanitation practice demands that all food preparation equipment be cleaned regularly (only use non-toxic, food grade cleaners).

For any cleaning products used, follow the manufacturer's instructions on the product. **DO NOT use oven cleaners or abrasive materials** as they will damage parts of machine.

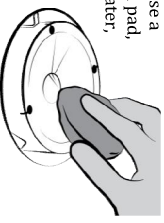
### Shutdown and Clean Head

**CAUTION: Spinner head is hot.** Water used on a hot spinner head will steam and may spin out. Never touch hot spinner head, cap, or screws without using protective gear.

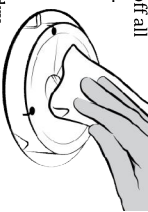
- Set Heat to Standby. QuickCool runs for 2 min, LED blinking (•••) red.
- While head spins, add 5–6 squirts of water to head.
- After QuickCool (head stops spinning), turn Power Switch OFF.
- Loosen cap screws. **CAUTION: Head is still hot; unit parts are hot; never touch without using protective gear.**
- Let head cool, then remove cap and screws. If cap sticks, tap cap slightly to unstick.
- Wash cap at sink.
- Clean threaded holes (if needed). Slots help prevent sugar build-up in the holes; if needed, clean as follows:
  - Briefly, reheat head without cap.
  - Turn unit OFF.
  - Spray 1–2 squirts of water in each hole.
  - Spin excess water out.
  - Repeat as needed.



8. After head cools, use a fine grit steel wool pad, dampened with water, to remove carbon. (S.O.S.® type pad is acceptable.)



9. Wipe, to clean off all soap or residue.




10. When head is dry, reinstall cap and screws.

### Clean Unit Cabinet




1. Unplug the machine and wait for it to cool completely.
2. Remove the floss bubble and pan—take them to the sink to clean with a soft cloth, dish soap and water; then rinse and dry.
3. Wipe cabinet exterior clean with a soft cloth, SLIGHTLY dampened with soap and hot water, then wipe again to remove any remaining cleaner.

## Troubleshooting

Troubleshooting light conditions are shown below, for general Indicator Light descriptions, reference Controls and Their Functions section in the Operating Instructions.

Issue	Possible Cause	Solution
<b>No Power to the Unit</b> (Power switch light is OFF; no indicator lights are on)	A. Unit not plugged in. B. Possible switch issue.	A. Make sure the IEC cord is properly seated into the IEC receptacle; make sure unit is plugged into a proper power supply, see Electrical Requirements section. B. Have a qualified service person check for a switch issue, reference Maintenance section to access unit interior.
<b>Power Switch is ON, but no indicator lights are ON.</b>	A. Indicator light issue	A. Contact a qualified service person to inspect/repair the unit.
<b>Sugar burning/clogging head</b> (unit not making floss correctly)	B. Wrong sugar used to make floss	B.  <b>Selecting Sugar</b> For best results, use Gold Medal Flosssugar™ in this machine (available in many flavors/colors). 100% pure cane sugar will work fine, but <b>other sugars can burn and cause the head to clog</b> —always read the label on the bag when selecting sugar.
<b>Low production</b>	A. Low line voltage	A. The QuickSpin control is designed to provide constant power despite inconsistent wall voltage and extension cord use, but in extreme conditions check for low line voltage. Reference the Electrical Requirements section.



Issue	Possible Cause	Solution
<b>Error Detection: Indicator light is Blinking Yellow</b> Two blinks repeating Three blinks repeating	A. Shorted triac error. B. Open triac error (or thermostat is open).	A. Control malfunction - unit is heating despite board current being turned off. Turn unit OFF; <b>do not</b> use the machine. Contact a qualified service person to inspect/repair the unit. B. Control malfunction - despite unit switches being ON for making floss, the board does not send current to the heater or motor. Turn unit OFF; <b>do not</b> use the machine. Contact a qualified service person to inspect/repair the unit.
<b>Power Switch ON, but head not spinning.</b>	A. Check indicator lights. B. Interlock switch. C. Broken (or loose) belt. D. Motor/capacitor issue.	A.  <b>Solid Red</b> - unit in Standby mode ( <i>minimal heat maintained for a quick restart; head does not spin</i> )—put Heat Mode switch in Make Floss position to restart.  <b>Solid Yellow</b> - unit in Power off mode ( <i>unit auto-shuts off after 1 hour in Standby</i> ); toggle Power switch OFF/ON to resume steps for unit operation or turn Power switch OFF. B. Unit will not operate without floss pan locked into place to engage the interlock switch. Reference Setup section for pan installation. C. When in Make Floss mode - if head is heating and <b>motor runs</b> , but head does not spin, the belt may be broken or loose. Contact a qualified service person to inspect/repair the unit. D. When in Make Floss mode - if head is heating, but <b>motor is not running</b> , the motor/capacitor may be the issue - contact a qualified service person to inspect/repair the unit.
<b>Heat Mode switch in Make Floss—head is spinning, but not heating properly.</b>	A. Element issue or thermostat open	A. If indicator lights show normal (see Operating Instructions section), but head does not get hot enough to make floss, contact a qualified service person to inspect/repair the unit.
<b>Floss not floating upwards.</b>	A. Bent floss head winglets	A. <b>Check each winglet</b> for bent edges. The winglet surfaces should be straight; see below. 

**Carefully** straighten the winglet. **DO NOT** use the unit if the winglet becomes loose or is missing; contact a qualified service person to inspect/repair the unit.