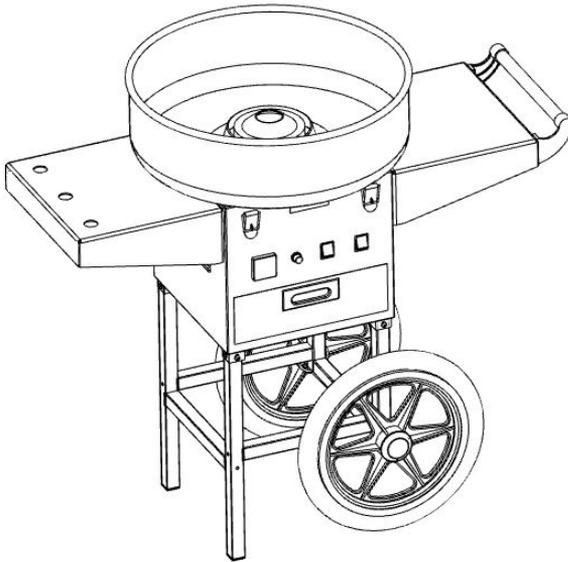


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## Pink Electric Commercial Cotton Candy Machine Instruction Manual



**SKU: CANDY-V002**



Scan the QR code with your mobile device or follow the link for helpful videos and specifications related to this product.

<https://vivo-us.com/products/candy-v002>

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GET IN TOUCH | Monday-Friday from 7:00am-7:00pm CST



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309-278-5303



## **WARNING: IMPORTANT SAFETY INFORMATION**

### **READ AND FOLLOW ALL SAFETY REQUIREMENTS**

#### **KEEP THIS MANUAL IN A SAFE AND DRY PLACE FOR FUTURE REFERENCE**

If you do not understand these directions, or if you have any doubts about the safety of the installation, please call a qualified technician. Check carefully to make sure there are no missing or defective parts. Improper installation may cause damage or serious injury. Do not use this product for any purpose that is not explicitly specified in this manual and do not exceed weight capacity. We cannot be liable for damage or injury caused by improper mounting, incorrect assembly or inappropriate use.

- ENSURE THAT SERVICING IS DONE BY PROFESSIONAL SERVICE PERSONNEL, IF APPLICABLE, TO MINIMIZE PRODUCT DAMAGE OR SAFETY ISSUES.
- ALL MINORS MUST BE SUPERVISED WHILE MACHINE IS IN OPERATION.
- THIS APPLIANCE IS NOT INTENDED FOR USE BY PERSONS (INCLUDING CHILDREN) WHOSE PHYSICAL, SENSORY OR MENTAL CAPABILITIES MAY BE DIFFERENT OR REDUCED, OR WHO LACK EXPERIENCE OR KNOWLEDGE, UNLESS SUCH PERSONS RECEIVE SUPERVISION OR TRAINING TO OPERATE THE APPLIANCE BY A PERSON RESPONSIBLE FOR THEIR SAFETY.
- PLUG THE MACHINE INTO AN ELECTRICAL OUTLET WITH A GROUND LINE.



**WARNING:** DO NOT USE IF THE CABLE, ELECTRICAL OUTLET OR PLUG IS BROKEN.



**WARNING:** TO AVOID ELECTRIC SHOCK, DO NOT TOUCH THE PLUG OR ELECTRIC CABLE IF THEY ARE WET. KEEP THE CABLE AWAY FROM HEAT. DON'T IMMERSE THE CABLE, ELECTRICAL PLUG OR THE MACHINE INTO WATER OR OTHER LIQUIDS.



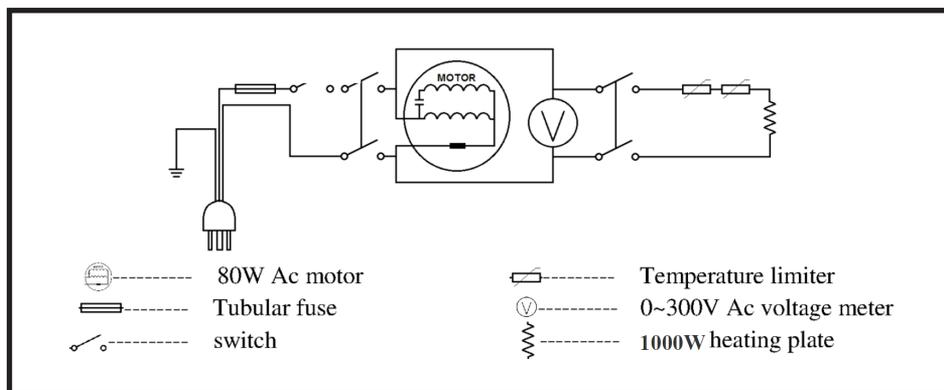
**WARNING:** DO NOT USE DETERGENT WHEN CLEANING. ANY REMAINING DETERGENT RESIDUE WILL POLLUTE THE CANDY FLOSS. DO NOT LET MACHINE SOAK IN WATER, AS THIS WILL DAMAGE THE ELECTRICAL COMPONENTS.



**CAUTION:** FOLLOW INSTRUCTIONS TO PREVENT BURNS.

- DO NOT TOUCH THE SURFACE OF THE HEATING HEAD WHILE THE MACHINE IS ON.
- DO NOT PLACE HAND INTO THE PAN TO REMOVE THE SUGAR WHILE THE MACHINE IS ON.
- DO NOT MOVE THE MACHINE WHILE IT IS ON.
- ALLOW THE MACHINE TO COOL BEFORE MOVING IT OR REMOVING EXCESS SUGAR.

## ELECTRICAL DATA



## PRODUCT SPECIFICATIONS

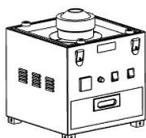
MODEL	CANDY-V002
DIMENSION	520 x 520 x 415mm
HEATING POWER	1000 W
MOTOR POWER	80 W
ELECTRIC VOLTAGE	110 V
FREQUENCY	60 Hz
YIELD	1 PER 30 SEC
FUSE	15A 250V (F15)

## PREPARATION

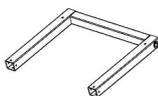
1. After carefully removing the machine from the packing carton, clean the heating head and the stainless steel pan with warm, soapy water (do NOT use detergent type cleaners). When the head is turned on, it will clear the water from the machine. Make sure to dry the pan completely.
2. The cotton candy machine should be placed on a dry, flat stable surface.
3. Make sure all parts are properly installed before plugging in the machine.

**NOTE:** Due to the operation testings of the machine prior to shipping, some sugar residue may be remaining.

# PACKAGE CONTENTS



**A** (x1)  
Candy Machine



**B** (x1)  
Wheel Leg



**C** (x2)  
Post Leg



**D** (x3)  
Frame Support



**E** (x2)  
Wheel



**F** (x2)  
Wheel Cover



**G** (x2)  
Handle Bracket



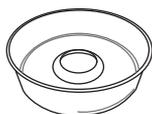
**H** (x1)  
Handle



**I** (x1)  
Shelf



**J** (x1)  
Cone Shelf



**K** (x1)  
Bowl



**L** (x1)  
Power Cable



**M** (x1)  
Sugar Scoop



**N** (x1)  
Spare Belt



**S-A** (x2)  
M12x70 Screw



**S-B** (x2)  
Washer



**S-C** (x8)  
M4x12 Screw



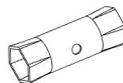
**S-D** (x8)  
M5x8 Screw



**S-E** (x4)  
M5x10 Bolt



**S-F** (x4)  
M5 Nut



**T-A** (x1)  
Socket Wrench

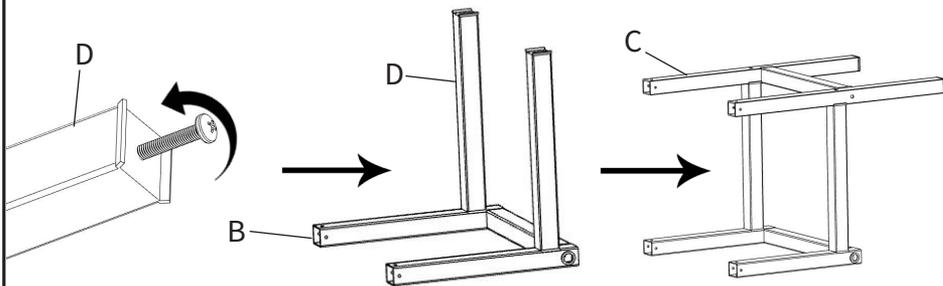


**WARNING: KEEP HANDS CLEAR OF MOVING PARTS TO REDUCE RISK OF INJURY**



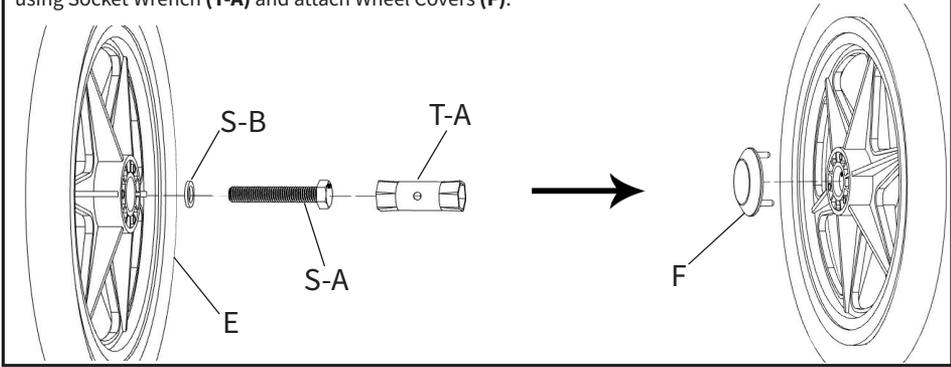
## STEP 1

Using a Phillips screwdriver, remove x6 M5x30 Screws from the Frame Supports (**D**). Assemble one Frame Support (**D**) to each side of Wheel Leg (**B**) using x2 previously removed M5x30 Screws. Connect Post Legs (**C**) to assembly using x2 M5x30 Screws through the upper holes. Finish the assembly as shown by mounting remaining Frame Support (**D**) to lower holes in Post Legs (**C**) using x2 M5x30 Screws.



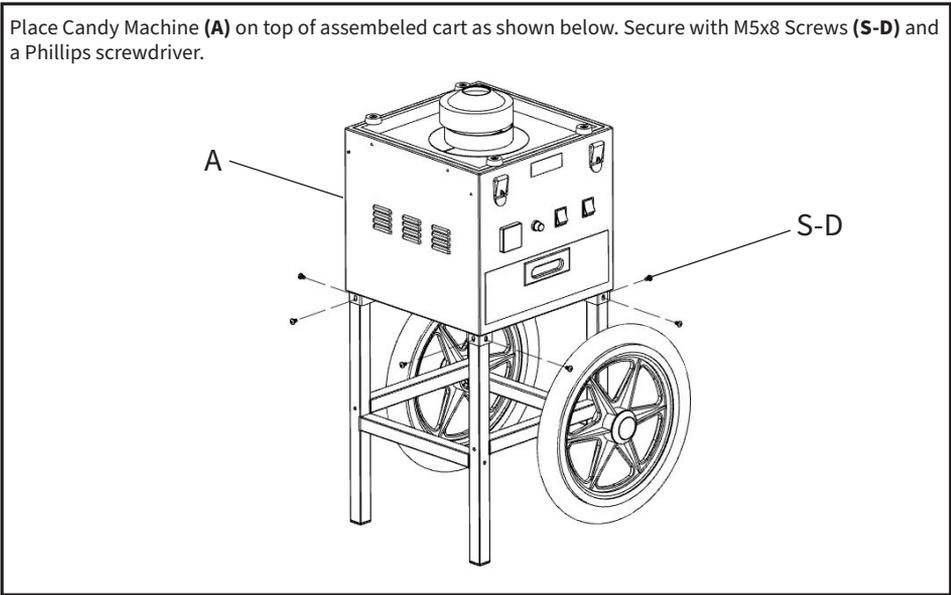
## STEP 2

Mount both Wheels (**E**) to assembly using M12x70 Screws (**S-A**) and Washers (**S-B**). Tighten by hand using Socket Wrench (**T-A**) and attach Wheel Covers (**F**).



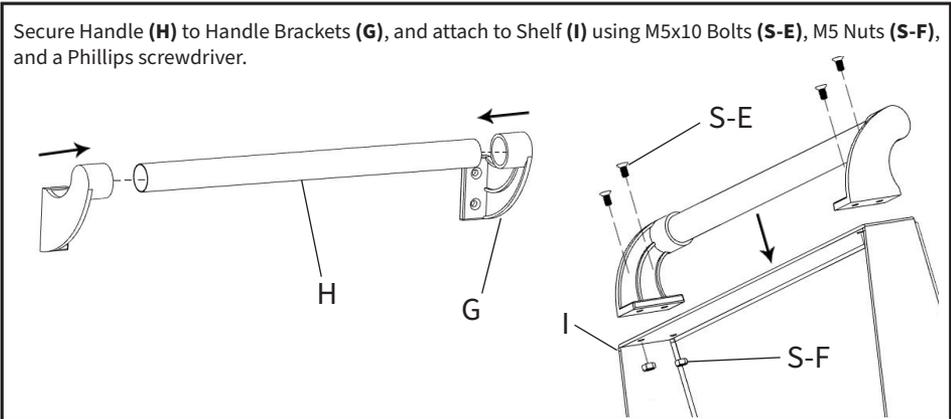
## STEP 3

Place Candy Machine (**A**) on top of assembled cart as shown below. Secure with M5x8 Screws (**S-D**) and a Phillips screwdriver.



## STEP 4

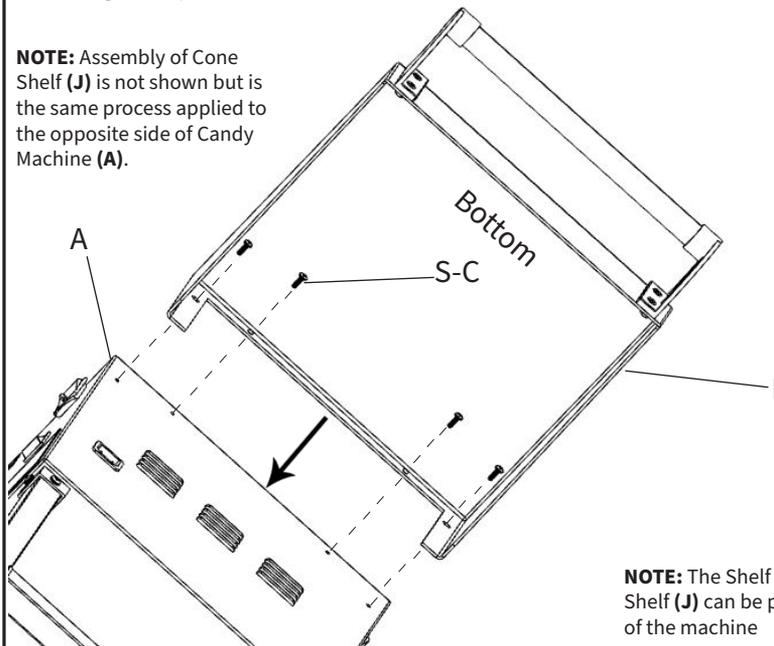
Secure Handle (**H**) to Handle Brackets (**G**), and attach to Shelf (**I**) using M5x10 Bolts (**S-E**), M5 Nuts (**S-F**), and a Phillips screwdriver.



## STEP 5

Attach Shelf (I) and Cone Shelf (J) (Not pictured below) to Candy Machine (A) using M4x12 Screws (S-C) using a Phillips screwdriver.

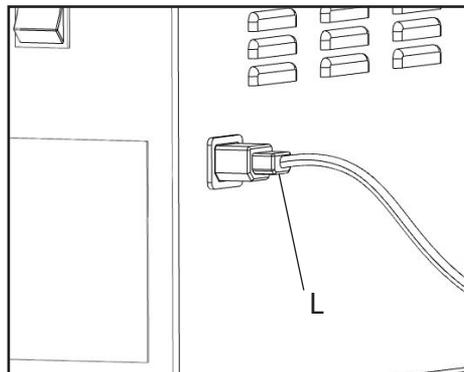
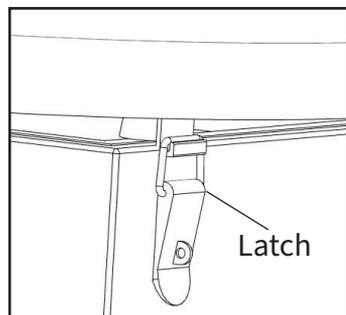
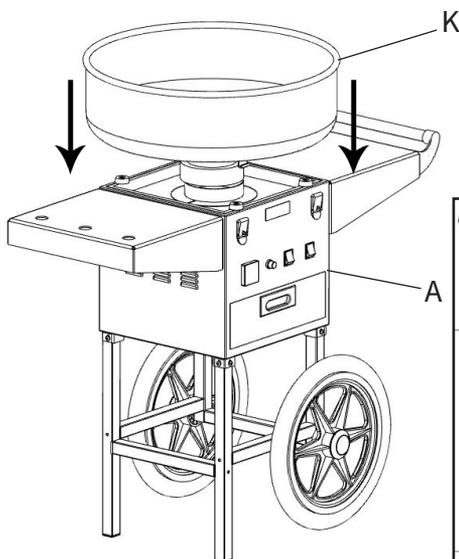
**NOTE:** Assembly of Cone Shelf (J) is not shown but is the same process applied to the opposite side of Candy Machine (A).



**NOTE:** The Shelf (I) and the Cone Shelf (J) can be placed on either side of the machine

## STEP 6

Place Bowl (K) on top of Candy Machine (A) and secure all four latches on Candy Machine (A) to Bowl (K). Once Bowl (K) is secured, connect Power Cable (L) to Candy Machine (A). Your Cotton Candy Machine (A) is now ready for use!



# CLEANING

**NOTE:** Cleaning the machine after every 20 minutes of use is required for proper function. Failure to do so may cause burning of floss and will also void the spinner head warranty.

When finished making candy floss, keep machine hot and running while cleaning the heating head by slowly pouring a small amount of water into the center.

**⚠ USE WITH CAUTION:** Water will immediately become steam.

Keep water spinning through until color inside is closer to the bare aluminum again. Allow machine to cool, and wipe down head with a damp cloth to clean off excess sugar. Stainless steel pan may be cleaned with warm soapy water.

If the inside of the head needs to be cleaned, remove the four screws on top, then remove top plate. If screws are difficult to remove, turn on the machine and heater for 15-20 seconds to free up the screws. Allow machine to heat back up for one minute before making more candy floss. This will help the machine run well and require only minimal cleaning after each use.

## REMOVING BURNT SUGAR

Due to the nature of sugar, it is normal for a small amount to burn inside even with periodic cleanings. This will not harm the machine or candy floss produced.

Remove burnt sugar by removing top plate from heating head and allowing machine to soak in vinegar and then scrubbing clean. An abrasive cleaning pad (such as a Scotch-Brite pad) may be used for especially hard burns.

## CHANGING THE BELT

This package includes a Spare Belt (**E**) in case the belt currently installed in the machine fails.

To access belt: Remove shields from underneath heating head. Each shield is held in place by three screws. Remove the top cover, which is held in place by a screw on each side.

# TROUBLESHOOTING

## WARRANTY

We offer a ONE YEAR warranty for this product. If you have any problems with the machine, please contact us directly. We have a 30 Day Return Policy. Please note, not following proper cleaning instructions will result in a voided warranty.

PROBLEM	POSSIBLE CAUSE & SOLUTION
Heating head spins but does not heat up.	Ensure wires underneath heating head are not cut or frayed. If wires are not damaged then the temperature sensor may be out.
Machine has no power.	Bowl may not be secured to machine (all four latches should activate the safety switch). If safety switch is pressed and switches are on, check if red light is illuminating from switches. Contact us for further assistance if it is still not working.
Electric cord for machine is lost.	Standard cord used for computers, printers, etc. must be rated 20 AMPS. Cotton candy machine is designed to run on US 110V power.
Machine constantly vibrates.	Head/spinner is off balance. Contact us so that we may send you a part replacement.
Heating head not turning, motor running.	Ensure belt inside machine has not come loose. If belt has come loose, reinstall in machine and adjust the belt tension by loosening the 4 motor screws and repositioning the motor slightly. Replace belt if broken.



Open **Monday - Friday 7:00am - 7:00pm** CST,  
our dedicated support team can offer immediate assistance with rapid response times. If any parts are received damaged or defective, please contact us. We are happy to replace parts to ensure you have a fully functioning product.

 [help@vivo-us.com](mailto:help@vivo-us.com)

**AVG. RESPONSE TIME** (*within office hrs*): **1HR 8M**

- 23% within < 15m
- 38% within < 30m
- 61% within < 1hr
- 83% within < 2hr
- 92% within < 3hr

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**AVG. RESOLUTION TIME** (*within office hrs*): **< 15 M**

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**AVG. RESOLUTION TIME** (*within office hrs*): **5M 4S**