

# Super Floss

## Instruction Manual

### Export Model #3038EDX







 **GOLD MEDAL**®



**FUNFOOD EQUIPMENT & SUPPLIES**



Cincinnati, OH 45241-4807 USA



# Safety Precautions



	 <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.</p> <p>DO NOT immerse any part of this equipment in water.</p> <p>DO NOT use excessive water when cleaning.</p> <p>Keep cord and plug off the ground and away from moisture.</p> <p>Always unplug the equipment before cleaning or servicing.</p> <p>Make sure all machine switches are in the OFF position before plugging the equipment into the receptacle.</p> <p style="text-align: right; font-size: small;">008_051514</p>

	 <b>DANGER</b>
	<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. NEVER make alterations to this equipment. Read the Installation, Operating, and Maintenance Instructions thoroughly before installing, servicing, or operating this equipment.</p> <p style="text-align: right; font-size: small;">014_051514</p>


	 <b>WARNING</b>
	<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.</p> <p style="text-align: right; font-size: small;">015_062714</p>

	 <b>WARNING</b>
	<p>Keep all foreign objects out of floss head. To avoid eye injury, DO NOT fill floss head with sugar while the head is on and rotating.</p> <p style="text-align: right; font-size: small;">016_010914</p>

	 <b>WARNING</b>
	<p>Burn Hazard. DO NOT touch spinner head. Allow to cool before cleaning or servicing. Avoid contact with molten sugar.</p> <p style="text-align: right; font-size: small;">006_092414</p>

	 <b>WARNING</b>
	<p>ALWAYS wear safety glasses when servicing this equipment.</p> <p style="text-align: right; font-size: small;">010_010914</p>



## Safety Precautions (continued)

	 <b>WARNING</b>
	No user serviceable parts inside. Refer servicing to qualified service personnel.



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	 <b>WARNING</b>
	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

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	 <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.

012\_010914

	 <b>WARNING</b>
	This machine is NOT to be operated by minors.

007\_010914

**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.)

# Installation Instructions

## **Inspection of Shipment**

After unpacking, check thoroughly for any damage which may have occurred in transit. Claims should be filed immediately with the transportation company. The warranty does not cover damage that occurs in transit, or damage caused by abuse, or consequential damage due to the operation of this machine, since it is beyond our control (reference warranty in back of manual).

## **Manual**

Read and understand the operator's manual and all other safety instructions before using this equipment. To order copies of the operator's manual go to [gmpopcorn.com](http://gmpopcorn.com) or write to Gold Medal Products Co., 10700 Medallion Drive, Cincinnati, OH 45241 USA 1-(800)-543-0862.

## **Setup:**



Your new floss machine unit is completely assembled and tested at the factory.

1. Remove all packing material and tape before starting operation.
2. You **MUST** remove the 4 shipping brackets placed around the motor mount casting before operation. To do so, remove the bolts that hold the brackets in; this can be done with any wrench or socket. Failing to do so may result in damage to your floss machine or in personal injury.

## Electrical Requirements:

The following power supply must be provided:



**Model No. 3038EDX:** 230 VAC, 3100 Watts 50 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.</p> <p>DO NOT immerse any part of this equipment in water.</p> <p>DO NOT use excessive water when cleaning.</p> <p>Keep cord and plug off the ground and away from moisture.</p> <p>Always unplug the equipment before cleaning or servicing.</p> <p>Make sure all machine switches are in the OFF position before plugging the equipment into the receptacle.</p> <p style="text-align: right;">008_051514</p>

A certified electrician must furnish sufficient power for proper machine operation and install any supplied receptacle. 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.

## Before You Plug In Machine

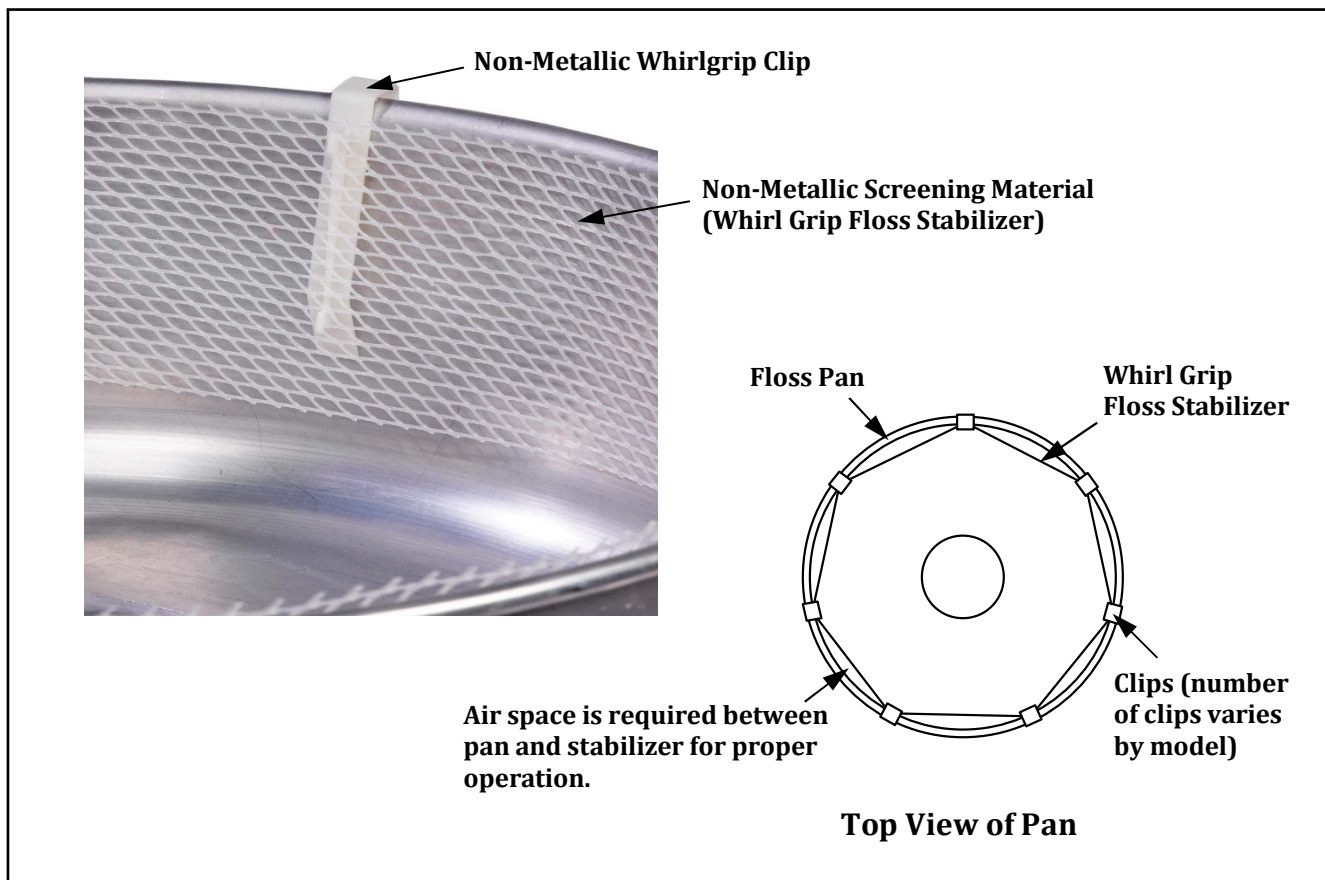
1. Make sure all machine switches are in the OFF position before plugging the equipment into the receptacle.
2. Make sure the wall outlet can accept the grounded plugs (where applicable) on the power supply cord.
3. The wall outlet must have the proper polarity. If in doubt, have a competent electrician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

	 <b>CAUTION</b>
	<p>If the supply cord is damaged, it must be replaced by Gold Medal Products Co., its service agent or similarly qualified persons in order to avoid a hazard.</p> <p style="text-align: right;">039_080614</p>

# Installation of Floss Stabilizer

Place Floss Machine Pan on unit and install Whirl Grip Floss Stabilizer as shown below.

1. Place a Non-Metallic Whirl Clip over the rim of the Floss Pan. The out facing hooks go to the inside of the Floss Pan.
2. Hang the Non-Metallic screening material onto the up facing hook with the screening approximately flush with the top of the pan. Gently pull the screening down and attach to the down facing hook on the clip to secure screen in place.
3. Check the clip spacing for proper operation.
4. Continue this process with all clips, keeping equal spacing around the pan.



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# Operating Instructions

## Controls and Functions

**Main Switch** - Turns motor "on" or "off" and supplies current to the heat switch.

**Heat Switch** - Turns current to the heating element "on" or "off."

**Heat Control** - Increases or decreases voltage percentage to the tubular wire heating element.

## Sugar for Your Candy

### Ready to Use Flossugar

Our ready to use Flossugar is the preferred sugar for your new cotton candy machine; however 100% pure cane or beet sugar will do just fine. Our Flossugar gives you good rich colors, and great flavors, too. It is packed in handy half-gallon sealed cartons, with an E-Z pour spout for filling your machine. Flossugar comes in many flavors, and you can easily change flavors for greatest variety, and best sales.



### Mix Your Own

If you want to mix your own, use our Flossine<sup>®</sup>, and please follow our directions. If you want a deeper color, slightly dampen the mixed sugar. Use a tablespoon of water per five pounds of sugar, sprinkle water over sugar, and mix well. **DO NOT USE EXCESS COLOR!** Too much color will ruin the element on your machine and could create a bitter taste to the candy. There is a limit as to how dark you can make cotton candy. That's because cotton candy is 98% air, and we cannot color the air.



### Sugar Considerations

Today 99% of the sugar manufactured is extra fine granulated, which does have some small particles which can slip thru the ribbons without being melted. If this becomes objectionable, you can seek out medium coarse or sanding sugars. The larger crystal size will require a little more heat to melt. Read the label on the bag of sugar, today we see some free flowing sugars for restaurants. Free flowing sugars contain cornstarch which will burn onto your element/band clogging them rapidly. We have also seen some off-brand sugars that are a blend of sugar and dextrose or corn syrup. This product makes very poor cotton candy. Please make sure you get good sugar for your cotton candy machine.



# Machine Operation

	 <b>WARNING</b>
	<p>Floss head rotates at high speeds. Operator <b>MUST</b> 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.</p> <p style="text-align: right; font-size: small;">015_062714</p>

1. Follow the guidelines described in the Electrical Requirements Section for supplying power to machine.
2. The Heat Switch and the Motor & Master Switch should be in the OFF position.
3. With the spinner head stopped, pour flossugar into the spinner head. Always fill it 90% full with sugar. This 90% level is necessary to obtain a balanced condition in the floss head. **DO NOT OVERFILL!**  
**IMPORTANT: NEVER add sugar when motor is running.**
4. Turn MAIN SWITCH and HEAT SWITCH "ON."
5. Turn heat control knob clockwise to maximum setting to initiate the fastest possible warm up.
6. The machine should start making floss in 45-50 seconds. When the unit starts making floss, you must reduce the heat setting. Turn the heat control knob counter clockwise to eliminate smoking.

	 <b>CAUTION</b>
	<p>Never operate the equipment for a prolonged period of time with the HEAT CONTROL in a position that causes the sugar to smoke. This will result in excessive carbonization of the heat element. If you smell burning sugar or see smoke, reduce the heat.</p> <p style="text-align: right; font-size: small;">030_070914</p>

7. Once you find the ideal setting for the HEAT CONTROL, operate with the setting near this position each time. If the incoming line voltage changes during the day, the control will automatically adjust the power to the head to keep the power at the same level as the selected percent power number.


	 <b>CAUTION</b>
	<p><b>BEFORE TURNING MACHINE OFF, LET THE MOTOR SPIN ABOUT 30 TO 45 SECONDS WITH THE HEAT SWITCH TURNED OFF. OTHERWISE THE ELEMENT HEAT WILL CAUSE THE SUGAR TO SMOKE.</b></p>

When completing operation for the day (or any prolonged period), follow the instructions in the Shutdown Procedure/Cleaning and Care section of this manual.



# Making Floss

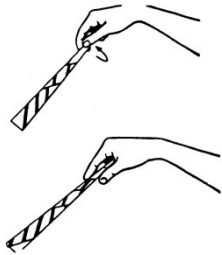






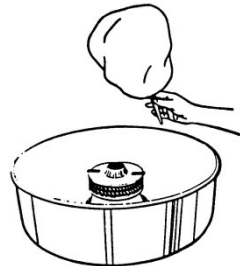
Pick a cone, if it sticks in the stack of cones, twist it off the stack.


	⚠ CAUTION
	Keep hands away from spinning head!

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Hold an inch or two of the pointed end of the cone between two fingers and a thumb. With a light flicking action, roll cone in the web of floss building up in the pan. Lift the cone up with the ring of floss attached and rotate the cone to wrap the floss. **DO NOT** roll floss while the cone is inside the pan. This will pack the floss too tightly. See steps 1 thru 8 shown below.

If the floss fails to stick to the cone, pass the cone near the spinner head to pick up a "starter" of melted sugar. Lift the cone out of the pan and wrap the floss with a "figure eight" movement of the hand. This leaves giant pockets and makes the final product appear larger. Make sure room humidity is not too high, or product will be "heavy".

<p>1. Grip cone as shown.</p> 	<p>2. Break into web of floss with the cone.</p> 	<p>3. Wind the sugar onto the cone.</p> 	<p>4. Lift web of floss from the pan and roll onto the cone.</p> 
<p>5.</p> 	<p>6.</p> 	<p>7.</p> 	<p>8.</p> 

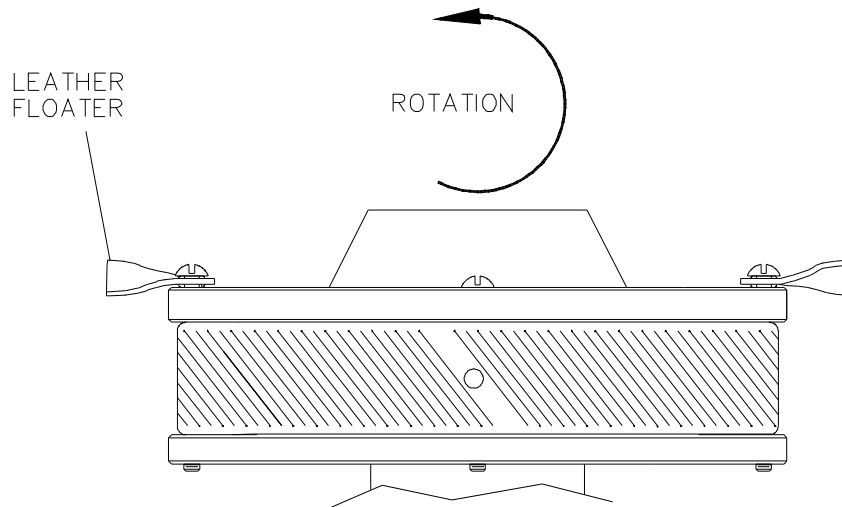
	⚠ WARNING
	<ul style="list-style-type: none"> <li>• DO NOT PUT HANDS OR OBJECTS IN ROTATING SPINNER HEAD.</li> <li>• DO NOT FILL SPINNER HEAD WITH SUGAR WHILE IT IS ROTATING.</li> <li>• WEAR EYE PROTECTION.</li> <li>• DO NOT PUT HANDS NEAR ROTATING SPINNER HEAD.</li> <li>• USE FLOSS CONE TO COLLECT COTTON CANDY.</li> </ul>

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# Floater Adjustment

In operation, the floss will collect on the FLOSS STABILIZER. If the floss collects “low” on the stabilizer, twist the front (leading) edge of the leather floaters down. You get more lift and the floss will collect higher.

Form leather floaters as shown. This creates a lifting action to float the floss higher on the outside wall of the floss pan.







# Shut Down Procedure/ Care and Cleaning

## Shut Down Procedure

When completing operation for the day (or any prolonged period), run all the sugar out of the floss head. When empty, turn the heat to highest position for approximately one to two minutes to clean the band by baking off remaining sugar. **NEVER put water in the floss head.** Turn off the heat switch and let the motor only run for 30-45 seconds before turning off the Master switch.

## Care and Cleaning

	 <b>DANGER</b>
	Machine must be properly grounded to prevent electrical shock to personnel. <b>DO NOT immerse in water.</b> Always unplug the equipment before cleaning or servicing. <span style="float: right;">025_020314</span>

	 <b>WARNING</b>
	Burn Hazard. DO NOT touch spinner head. Allow to cool before cleaning or servicing. Avoid contact with molten sugar. <span style="float: right;">006_092414</span>

Good sanitation practice demands that all food preparation equipment be cleaned regularly (only use non-toxic, food grade cleaners). A clean looking, well-kept machine is one of the best ways of advertising your product.

Follow the directions below to clean and sanitize the unit each day after use.

1. Unplug the machine and wait for the floss head to cool down to room temperature.
2. Make sure to clean all pans/accessories in order to sanitize them before each use.
3. Wipe all surfaces with a clean, damp cloth.
4. Wipe the stainless steel parts with a clean cloth and cleaner designed for stainless steel, such as Gold Medal Watchdog Stainless Cleaner (Item No. 2088).

**DO NOT** use oven cleaners or abrasive materials as they will damage parts of the machine.

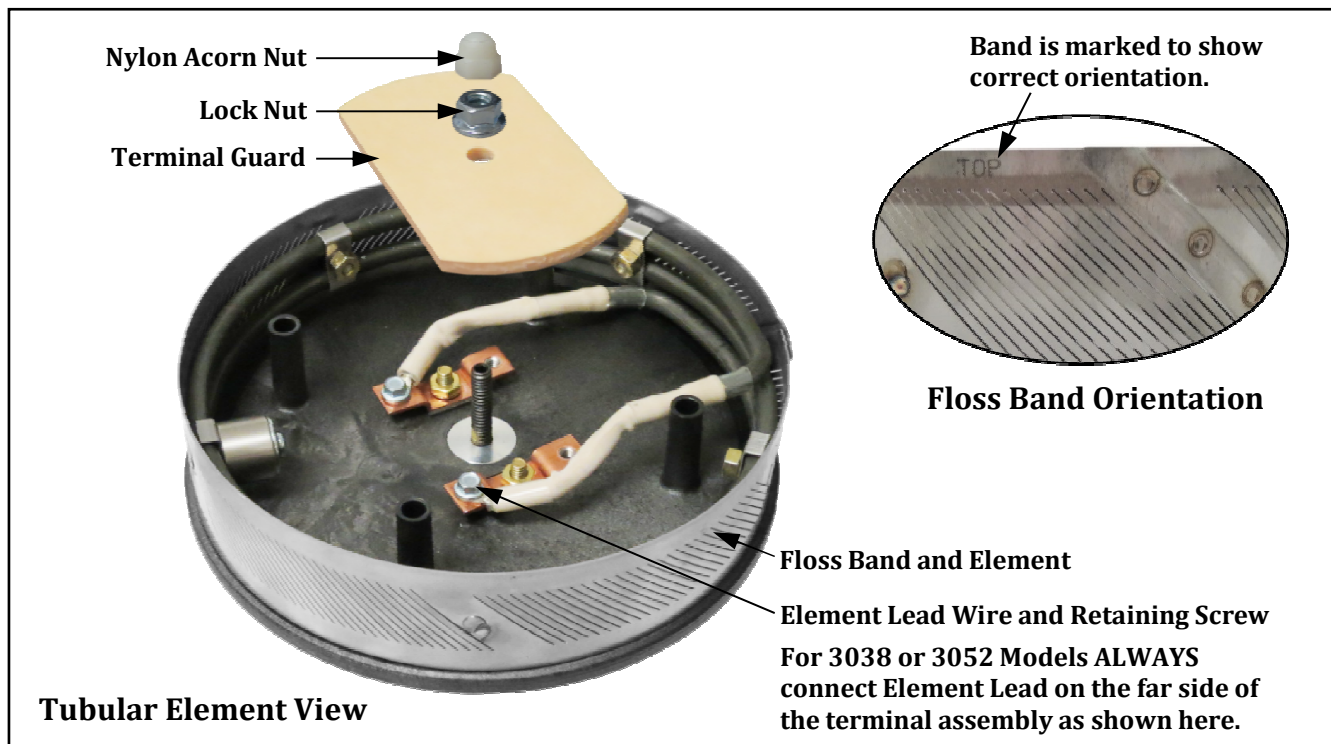
# Floss Band and Element

## Disassembly and Removal of Floss Band



1. Unplug the machine from the power source and allow floss head to cool completely.
2. Remove all sugar from the head of the machine before disassembling. If needed, carefully turn the machine on its side and shake the sugar out.
3. Remove the four spinner cap retainer screws and spinner cap. In some cases, the sugar has caused the cap and band to stick together. Applying gentle pressure with the heel of the hand should free the parts for removal.
4. Remove the nylon acorn nut, lock nut, and terminal guard.
5. Remove the element lead wire retaining screws (using a 1/4" (9.5mm) nut driver), which fasten the element lead wires to the terminals. This will allow the band and element to be removed. (When reconnecting element leads, reference image below.)
6. If there is excessive sugar build-up, run hot water over band and element until the sugar dissolves (be careful to keep element leads dry). When the sugar has been removed, allow the band and element to air dry overnight.



**Note:** For models with separate heat and motor switches, the best way to dry the floss head after reassembly is to spin it dry for 10 minutes **WITHOUT HEAT** (use motor switch only).



7. Re-assemble the floss head components in reverse order using the steps above for reference. The band is marked to show correct orientation for installation. Always attach element leads to the far connection on the terminal (see image below).





# Maintenance Instructions

	 <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.</p> <p>DO NOT immerse any part of this equipment in water.</p> <p>DO NOT use excessive water when cleaning.</p> <p>Keep cord and plug off the ground and away from moisture.</p> <p>Always unplug the equipment before cleaning or servicing.</p> <p>Make sure all machine switches are in the OFF position before plugging the equipment into the receptacle.</p> <p style="text-align: right;">008_051514</p>

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	 <b>WARNING</b>
	<p>No user serviceable parts inside. Refer servicing to qualified service personnel.</p> <p style="text-align: right;">011_051514</p>

	 <b>CAUTION</b>
	<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> <p style="text-align: right;">027_010914</p>

# Troubleshooting

## **Excessive Smoke**

1. Check heat control setting. After warm up, equipment should make good floss at a reduced setting. Never let the machine operate with the heat so high it produces smoke or if you can smell burned sugar.
2. Check the product mixture being used. For best results, use nothing with a cornstarch base.
3. Run machine with the heat switch off for 30-45 seconds. Then turn off the main motor switch.

## **Excessive Vibration**

If the equipment is new, verify that the four shipping brackets have been removed from the machine.

When adding sugar to the floss head, always fill it 90% full to obtain a balanced condition in the head and eliminate vibration. DO NOT add sugar with motor running!

Check for stretched or uneven suspension springs.

Run the sugar completely out, then check for foreign objects or sugar lumps in the head assembly.

# Ordering Spare Parts

1. Identify the needed part by checking it against the photos, illustrations, and/or parts list.
2. Use only approved replacement parts when servicing this unit.
3. When ordering, please include part number, part name, and quantity needed.
4. Please include your model number, serial number, and date of manufacture (located on the machine nameplate/data plate) with your order.
5. 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:

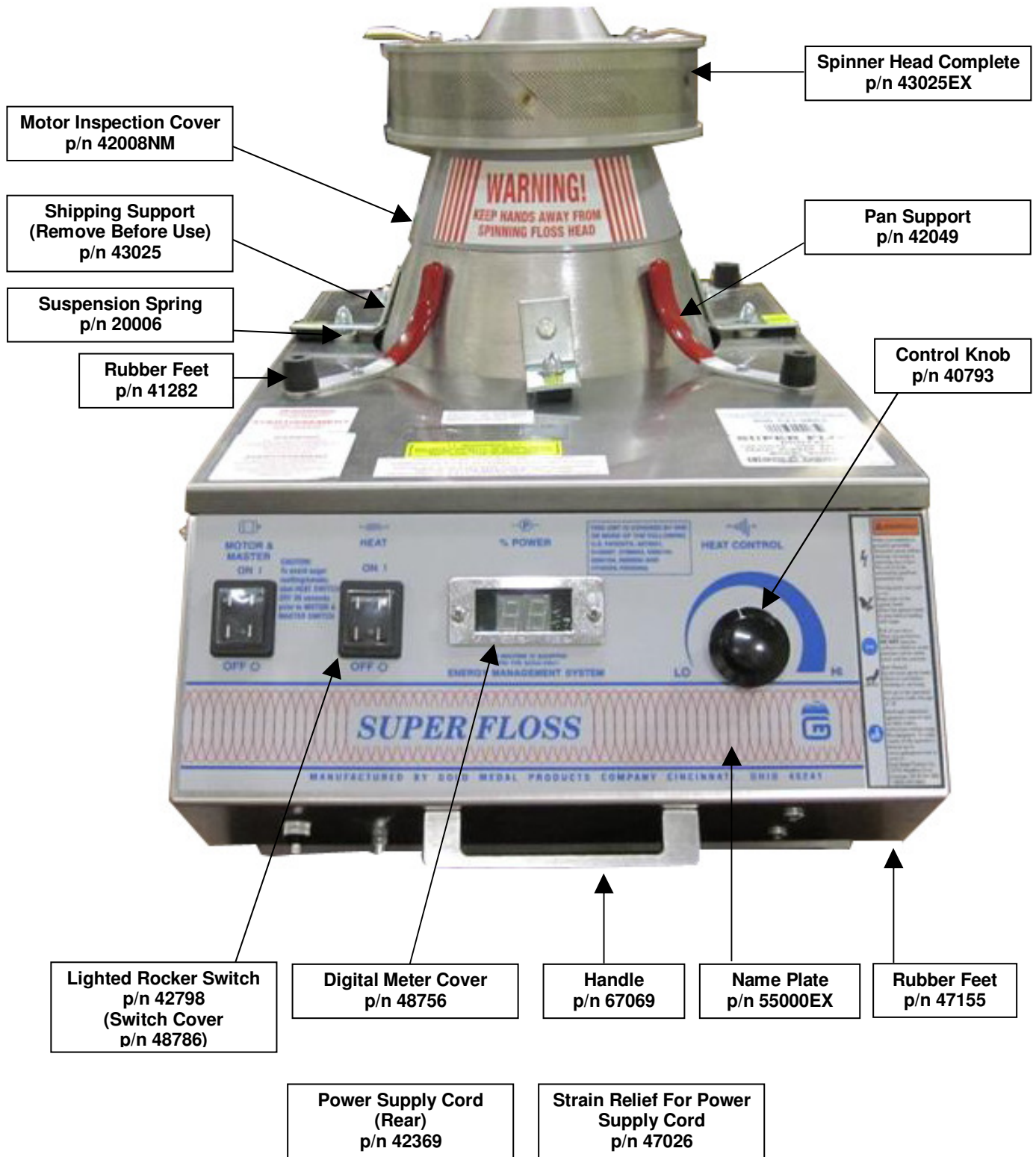
Phone: (800) 543-0862  
(513) 769-7676

Fax: (800) 542-1496  
(513) 769-8500

E-mail: [info@gmpopcorn.com](mailto:info@gmpopcorn.com)

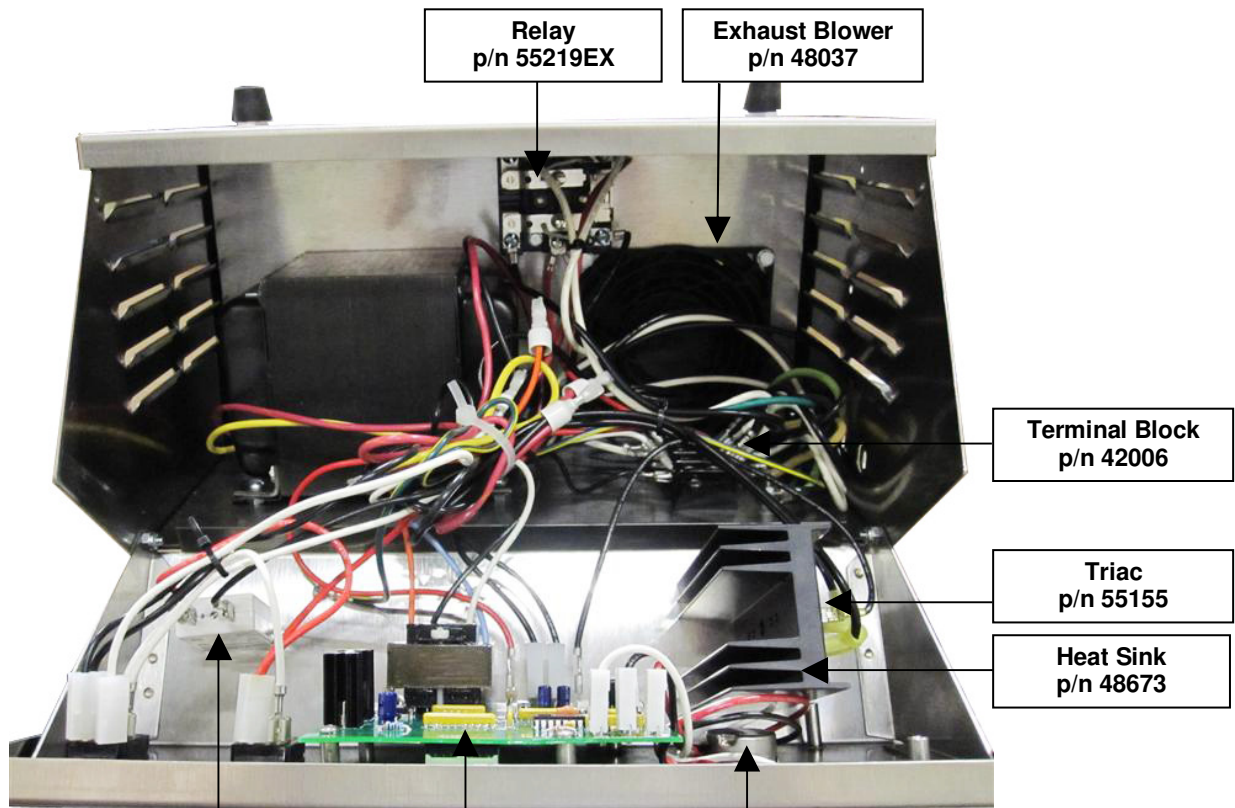
Web Page: [gmpopcorn.com](http://gmpopcorn.com)

# CABINET ASSEMBLY





# INSIDE CABINET AND SPINNER HEAD ASSEMBLY



Circuit Breaker  
p/n 48714EX

Heat Control Display  
p/n 55267EX

1000 Ohm Pot Assy.  
p/n 55332

Terminal Block  
p/n 42006

Triac  
p/n 55155

Heat Sink  
p/n 48673

Note: All phenolic parts, including stud insulators, can be ordered in one kit. p/n 42225

3 1/2" Head Stud  
p/n 42032

1/4"-20 X 2" Set Screw  
p/n 42311

Terminal Assy.  
p/n 42305

Spinner Head Casting  
p/n 43423

Center Phenolic Washer  
p/n 42026

1/4"-20 X 3/8" Set Screw  
p/n 74125

10-32 Brass Hex Nuts (4)  
p/n 74143

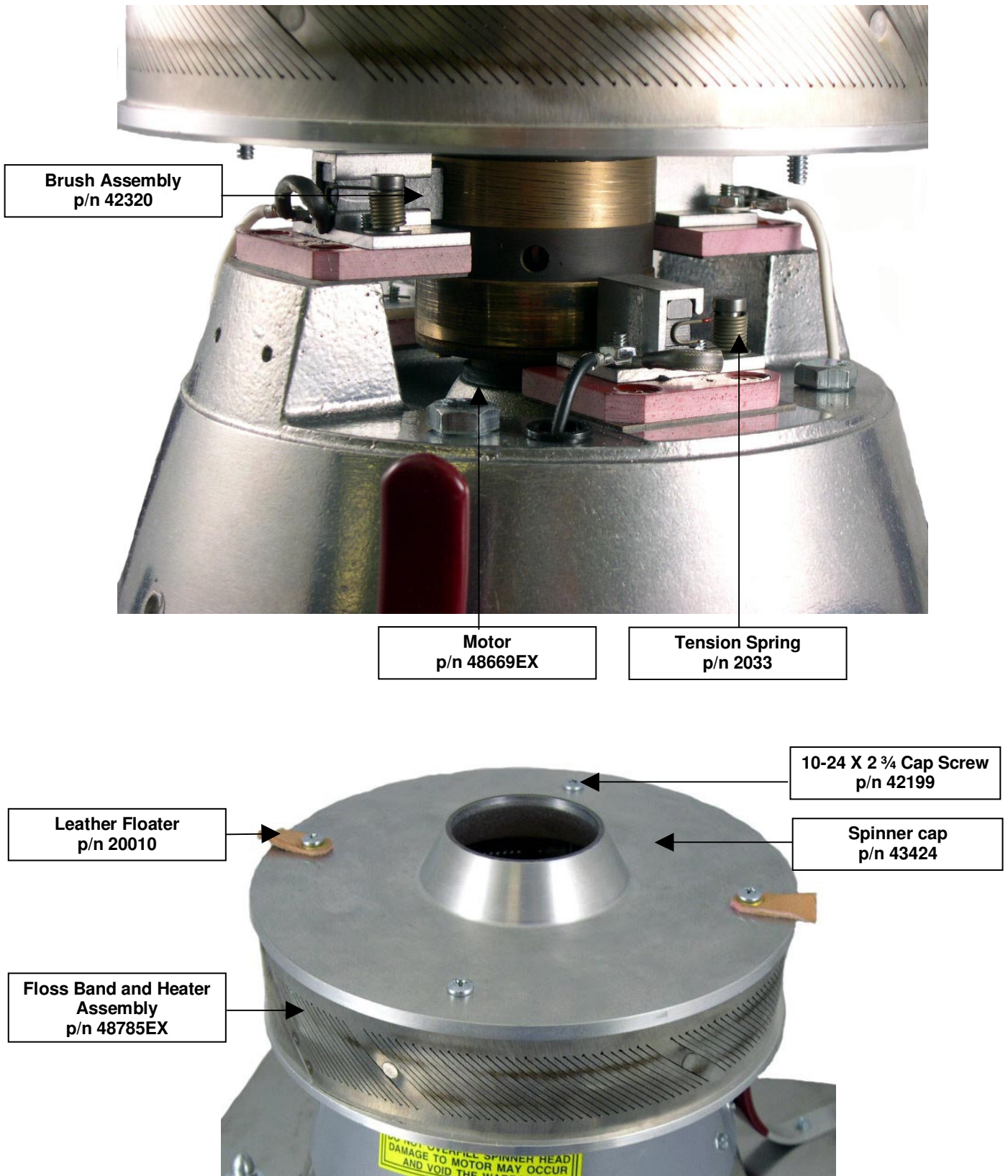
Insulator Sleeve  
p/n 42028

Top Phenolic Washer  
p/n 42024

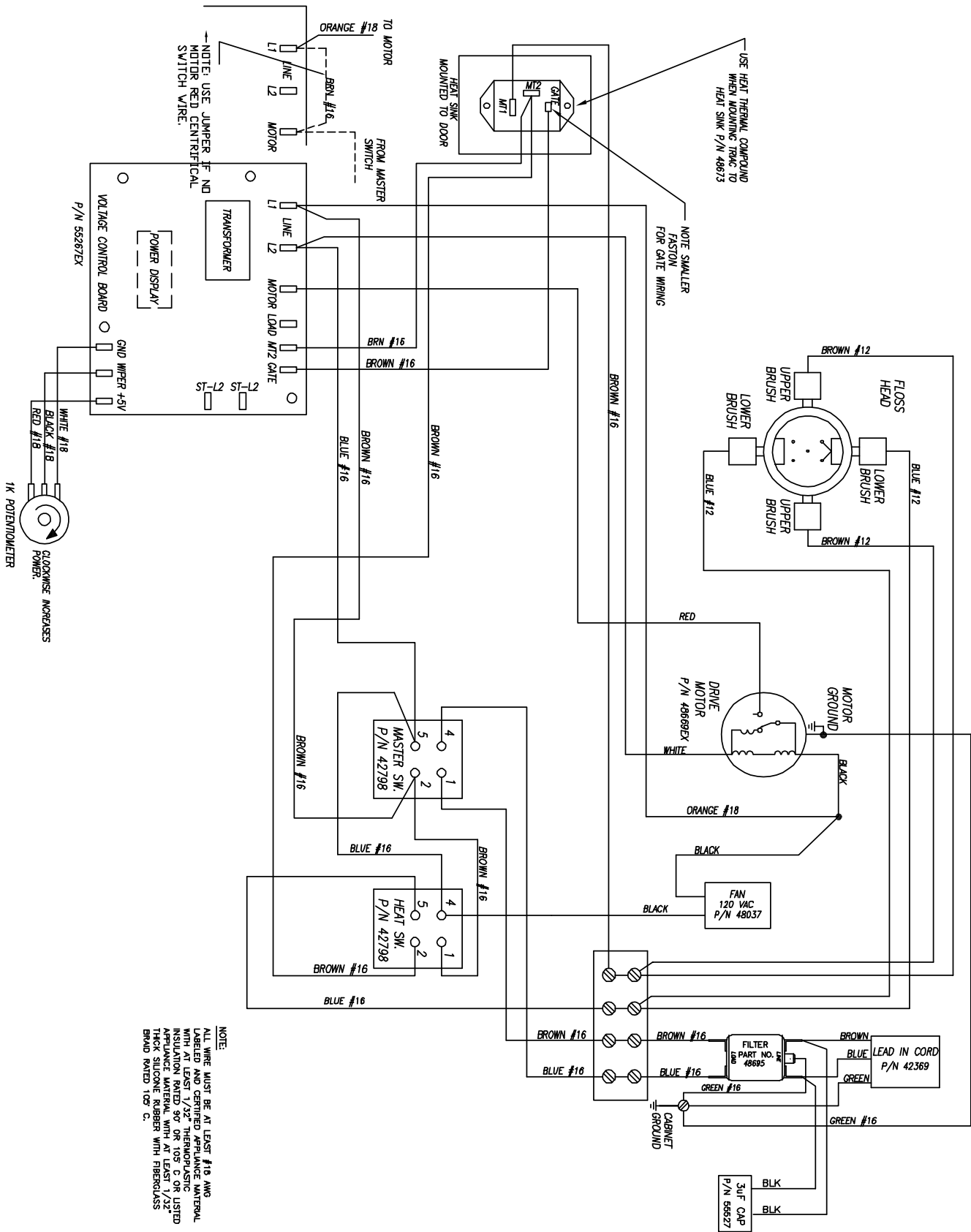
Brass Slip Rings (2)  
p/n 20020HD

Bottom Phenolic Washer  
p/n 20054

## Inspection Cover and Floss Head Assembly (Spinner Head 43025EX)



# ELECTRICAL SCHEMATIC



## WARRANTY

Gold Medal Products Co. warrants to the original purchaser each item of its manufacture to be free of defects in workmanship and material under normal use and service. Gold Medal Products Co.'s obligation under this warranty is limited solely to repairing or replacing parts, f.o.b. Cincinnati, Ohio, which in its judgment are defective in workmanship or material and which are returned, freight prepaid, to its Cincinnati, Ohio factory or other designated point. Except for "Perishable Parts" on specific machines, the above warranty applies for a period of two (2) years from the date of original sale to the original purchaser of equipment when recommended operating instructions and maintenance procedures have been followed. These are packed with the machine. Parts warranty is two (2) years, labor is six (6) months.

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. In no event shall Gold Medal Products Co. be liable for special, incidental or consequential damages. No claim under this warranty will be honored if the equipment covered has been misused, neglected, damaged in transit, or has been tampered with or changed in any way. No claim under this warranty shall be honored in the event that components in the unit at the time of the claim were not supplied or approved by Gold Medal Products Co. This warranty is effective only when electrical items have been properly attached to city utility lines only at proper voltages. This warranty is not transferable without the written consent of Gold Medal Products Co.

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 CO., or their authorized distributor for the equipment.

THIS WARRANTY HAS NO EFFECT AND IS VOID UNLESS THE ORIGINAL PURCHASER FIRST CALLS GOLD MEDAL PRODUCTS CO. 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<sup>®</sup> PRODUCTS CO.**

10700 Medallion Drive, Cincinnati, Ohio 45241-4807 USA

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

Phone: (800) 543-0862      Fax: (800) 542-1496  
 (513) 769-7676              (513) 769-8500

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