



*real
ice cream
real
easy.*



Operating Guide

Version 1 August 2016

Table of Contents

Introduction	3
1. Important Safety Information	4
Riva Dispensing System	5
2.1 Dispensing System Components	6
2.1.1 Operator Control Panel	6
2.1.2 Electronic Temperature Controller	7
2.1.3 Speed Control Dial	7
2.1.4 Ram Plate	7
2.1.5 Stainless Steel Base Plate	7
2.1.6 Stainless Steel Dispensing Nozzle	8
2.1.7 Container Cutter	8
2.1.8 Dispensing Button	8
2.1.9 Dispensing System Door Seals	8
2.2 Location/Installation	9
2.3 Setting Up	10
2.4 Installation of Container	12
Tempering Cabinet	13
3.1 Model 4C	14
3.2 Model 6C and 8C	14
3.3 Location/Setting Up	15
3.4 Product Rotation	15
Cleaning/Maintenance	16
4.1 General Hygiene – Daily/Weekly	17
4.2 The Dispensing Nozzle - Weekly	18
4.3 Monthly Routine Maintenance	19
4.4 The Dispensing System - Condenser	19
4.5 The Tempering Cabinet - Air Exhaust	19
4.6 The Tempering Cabinet	19
4.7 Electronic Controller	19
4.8 Ram Plate	20
4.9 Stainless Steel Container Base Plate	20
5.0 Riva Door Seals	20
Trouble Shooting Guide	21
5.1 Further Assistance/Technical Help	22



A promotional graphic for Riva featuring a close-up of a vanilla soft-serve ice cream cone on the right, topped with a swirl of white cream and a drizzle of dark chocolate. On the left, a chocolate ice cream cone is partially visible. In the background, a cup of chocolate milkshake with a red and white striped straw and a topping of crushed nuts is shown. The text 'Riva' is written in a white script font, and 'Introduction' is in a white sans-serif font, both centered against a dark background.

Riva[®]

Introduction

Welcome and thank you for choosing the Riva Dispensing System. This patented Australian invention is designed to provide you with many years of reliable, safe and trouble free operation provided that you follow some simple steps.

Important Safety Information

Refer to the specifications for the loaded weight of the model that you are installing.

Be sure to provide a level, stable and sound bench on which to install your Dispenser.

Ensure the Dispensing System is located in an area with clear ventilation of at least 200mm.

DO NOT store any items on top of the Dispensing System as this is where the Condenser is located.

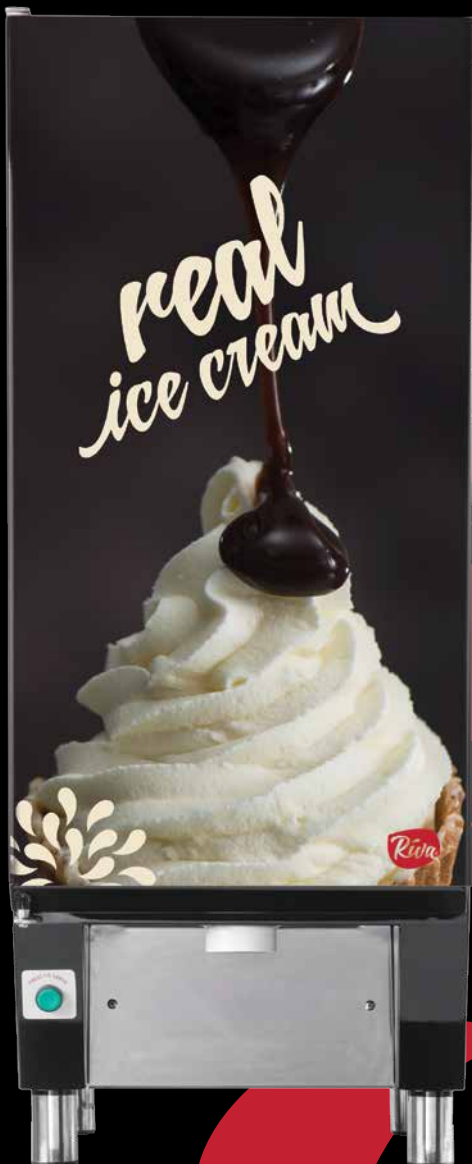
Always provide a dedicated 240V 10amp general power outlet for each of the Dispensing System and the Tempering Cabinet.

DO NOT operate either your Dispenser or Tempering Cabinet on a "Piggy Back" power adapter or multiple outlet power board. They are unreliable and prone to failure. Any extended loss of power can result in spoiled product.



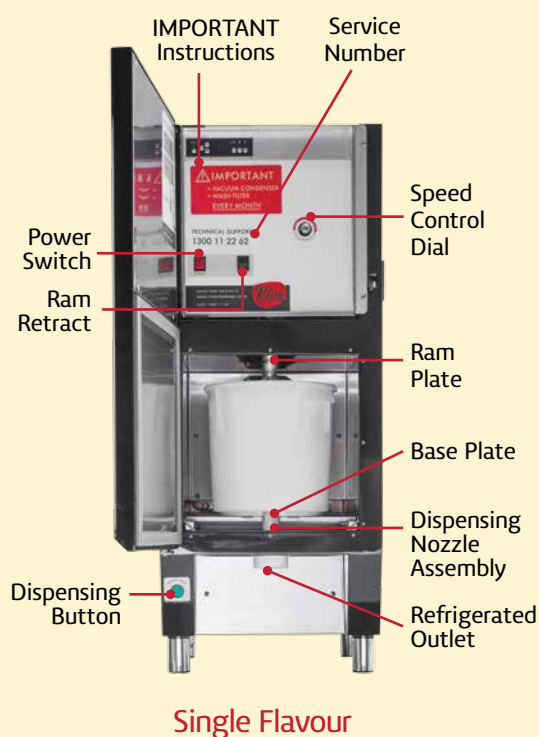
Riva®

Riva Dispensing Systems

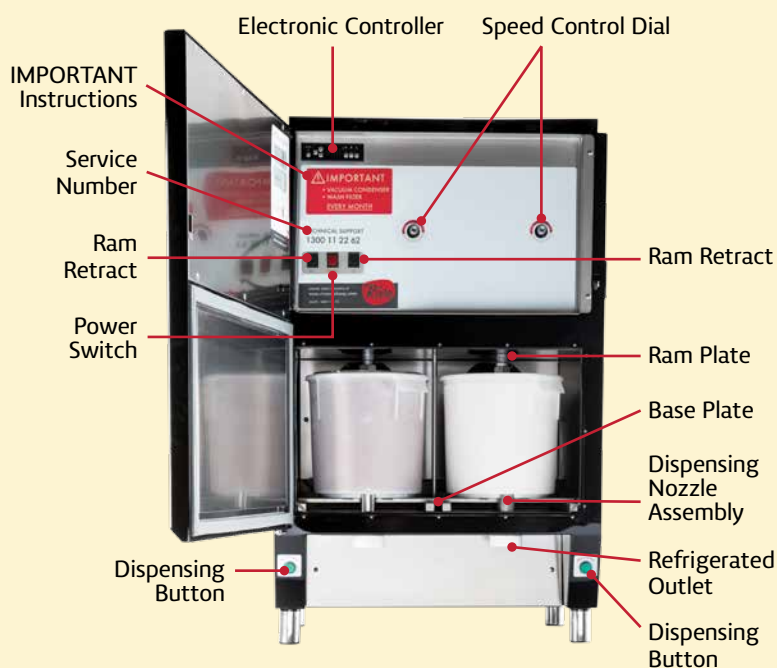


2.1 Dispensing System Components

Riva ice cream Components



Single Flavour



Two Flavour

2.1.1 Operator Control Panel

Single Flavour



- The Power Switch turns the power on and off to the Dispenser.
- The Up Switch retracts the hydraulic ram plate for removal of the used container.

Two Flavour



- On a two flavour model there are separate switches to control left and right ram plates.

2.1.2 Electronic Temperature Controller



The electronic controller is factory set to control the temperature and defrost cycles of the Riva Dispensing System. This component has no serviceable parts and should not be tampered with unless instructed by a Riva Technician.

2.1.3 Speed Control Dial



The speed control dial adjusts the serving/flow speed of the product. This can be adjusted by turning clockwise to increase the speed, or anti clockwise to decrease the speed.

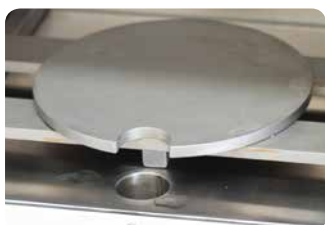
Never use any tool to adjust the speed - hand adjust only..

2.1.4 Ram Plate



This is the stainless steel plate that pushes the plunger cap inside the Riva containers. It also moves down when the dispensing button is pressed to dispense the product.

2.1.5 Stainless Steel Base Plate

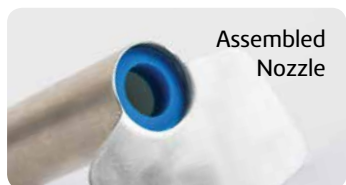


The Ice Cream Container sits on top of the Base Plate which is positioned behind the locating lugs at the bottom of the Riva Dispensing System.

2.1.6 Stainless Steel Dispensing Nozzle



The dispensing nozzle is positioned in the Base Plate which is placed in the Riva Dispensing System. The product is dispensed through this nozzle assembly.



The parts are assembled in the following order:

- The silicone cut off seal (blue circular star)
- The PVC Nozzle Insert
- The silicone donut seal

2.1.7 Container Cutter



The container cutter is used to open the product container. A recessed blade is safely positioned inside the metal tube which when inserted over the container and pushed down and rotated will remove the perforation to allow for the product to be dispensed.

2.1.8 Dispensing Button



This button is located on the side of the Dispensing System and operates the hydraulic ram which pushes the container plunger cap down and allows the product to be dispensed. Simply push this button to dispense and release the button to stop dispensing product.

There are two dispensing buttons on a two flavour dispenser for independent operation of each side.

2.1.9 Dispensing System Door Seals



The Riva Dispensing System door seals are a push in door seal. Firmly press around the edge of the seal to ensure the seal is properly in place. This component is self-replaceable and can be ordered from Riva if a replacement is required.

2.2 Location/Installation

When installing your Riva Dispensing System be certain that you follow the guidelines below.

- Select a sturdy, level bench for the equipment location. This bench must be capable of holding the appropriate loaded weight of the equipment as follows;

- ✔ **Model 1F1P Single Flavour Dispensing System**
(150 kg when loaded with ice cream)
- ✔ **Model 2F2P Two Flavour Dispensing System**
(220 kg when loaded with ice cream)



- The recommended bench height is between 800 – 1010 mm*
- Allow enough front clearance for the easy opening of the door for installing and replacing the ice cream containers, and always maintain a clear walk space in front of the equipment.
- Provide a minimum 50mm clearance on both sides and the back of the unit for air circulation.
- Provide at least 200 mm minimum** clearance above the unit for air circulation.
- Never place any object on top of the equipment. This area houses the air intake condenser and hot air exchange vent which are vital to the reliability of the cooling system.
- Do not install the Dispensing System next to a heat source such as a deep fryer, steam oven or any hot air exhaust system or place it inside a cupboard*** or under a hot light source.

* the operating height is recommended only. It can be tailored to your specific environment.

** While the minimum height is 200mm above the Dispensing System for air exchange, your environment's air flow circulation will determine whether or not additional venting in the area is required.

*** Failure to adhere to these requirements will void warranty.

2.3 Setting Up

Once you have located this unit having followed the manufacture's guidelines it is now ready to connect to and turn on power to bring the cabinet to the factory pre-set operating temperature.

- Remove all packing materials if applicable
- Open the Dispensing System door
- Remove all loose objects inside the Dispensing System.
- Remove desiccant bag and discard.

Riva ice cream Equipment

You will find a package inside the Dispensing System which has the following items:

1. Silicone Donut Seal
2. PVC Nozzle Insert
3. Silicone Cut off Seal
4. Stainless Steel Dispensing Nozzle
5. Container Cutter
6. Hygiene Cover
7. Drip Tray

Items 1 to 6 must be thoroughly cleaned using a food grade sanitization liquid and then rinsed in clean warm water.

DO NOT PLACE IN DISHWASHER



2.3 Setting Up

Riva ice cream Equipment Setup Guide

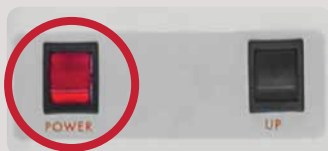
1.

Plug the Dispensing System and Tempering Cabinet into standard 240 volt 10amp power and turn on. The Tempering Cabinet will turn on automatically.



2.

The Dispensing System requires the red power button inside the Dispensing System door to be turned on.



3.

Press the black button labelled "Up" as far as it will go. This will raise the ram plate to allow for the insertion of a container and the nozzle assembly once the Dispensing System has reached optimum temperature.



4.

Place the cleansed Dispensing Nozzle Assembly (See page 11-4.2 for cleaning instructions)



5.

Close the Dispensing System door to allow the temperature to reach the factory set temperature of minus 14 degrees.



Let the Ice Cream reach optimal temperature for a minimum of 24 hours.



Real ice cream, real easy.

Service Free Call 1300 112 262

rivarealeasy.com

2.4 Installation of Container

Riva ice cream Product Preparation

1.

Remove the top Transport Lid.



Do not remove the Inner lid (Plunger Cap)

This must remain on at ALL times.



2.

Turn the Container upside down and insert the Container Cutter blade facing down.



Using firm pressure turn the Container Cutter clockwise and remove the seal.



3.

You are now ready to insert the Container into the Dispensing System.

Ensure you line up the two holes as per the picture below.



Remove the black Hygiene Cover.



Press the green Button to pour.



4.

You can adjust the Speed Control as required.



You are now ready to go...



Real ice cream, real easy.

Service Free Call 1300 112 262

rivarealeasy.com

Riva®

Riva Tempering Cabinets



The Riva Dispensing System incorporates a Tempering Cabinet and a Dispensing Unit.

There are currently 3 models in the Riva Tempering Cabinet range. The Model 4C holds 4 containers of Riva Product backup stock, the Model 6C holds 6 containers and the 8C holds 8 containers.

Each cabinet is factory set to maintain product at the same temperature as the accompanying dispenser to ensure that there is always stock ready to go as backup when your dispenser requires reloading.

The Cabinet temperature should not need to be adjusted under normal operating conditions.

3.1 Model 4C and 6C

The Model 4C cabinet has been specifically designed to provide a safe holding cabinet for the Model 1F1P Riva Single Flavour Dispensing System if required.

The Model 6C Tempering Cabinet is designed to provide a safe holding cabinet for the Model 2F2P Riva Two Flavour Dispensing System.

When installing the Dispenser model onto the appropriate Tempering Cabinet, it is recommended that holding lugs be affixed to provide extra stability. Lugs are fixed to the top of the Tempering Cabinet and back legs of the Dispenser centrally locking them in position. This is best pre-installed in the factory at time of order.

Important:

- When locating the 1F1P onto the 4C, this unit becomes a fixed non-movable installation. The wheels on the 4C cabinet must be locked in position.
- The Tempering Cabinet is not designed to be a general freezer. Holding anything other than Riva Real Easy products in this cabinet should be avoided.

3.2 Model 8C

Model 8C is the smallest footprint and is usually located in the back of the premises close to the dispenser for convenience of product change over. It is the standard Tempering Cabinet supplied with the Model 2F2P two flavour Dispenser.



3.3 Location/Setting Up

When installing your Riva Tempering Cabinet be certain that you follow the guidelines below.

- Select a sturdy, level and dry floor zone for the equipment location.
- Allow enough front clearance for the easy opening of the door, loading, unloading and rotation of the containers, and always maintain a clear walk space in front of the equipment.
- Never block the front air intake vent which is located at the bottom front panel on the equipment. Refer to the image of 4C, 6C and 8C on page 14.
- Provide a minimum 50 mm clearance on both sides and the back of the unit for air circulation.

Once you have located this unit having followed the manufacture's guidelines it is now ready to connect to and turn on power to bring the cabinet to the factory pre-set operating temperature.

3.4 Product Rotation

Whether you have a 4C, 6C OR 8C Tempering Cabinet it is extremely important to ensure that your product is rotated on a regular basis.

When your product is delivered by your frozen food distributor to your location it will have been transported at minus 18 degrees below.

The tempering cabinet will reduce the temperature of your product to minus 14 degrees which is the ideal temperature for your Riva Dispenser.

Rotation is important as it allows you to select the product that has reached the desired temperature.



Riva®

Cleaning & Maintenance



The Riva Dispensing System has been designed to require a minimal amount of user involvement to maintain peak performance.

There are only a couple of routine requirements which must be completed on a regular cycle to keep the equipment in reliable working order and to maintain safe food hygiene practices.

4.1 General Hygiene – Daily/Weekly

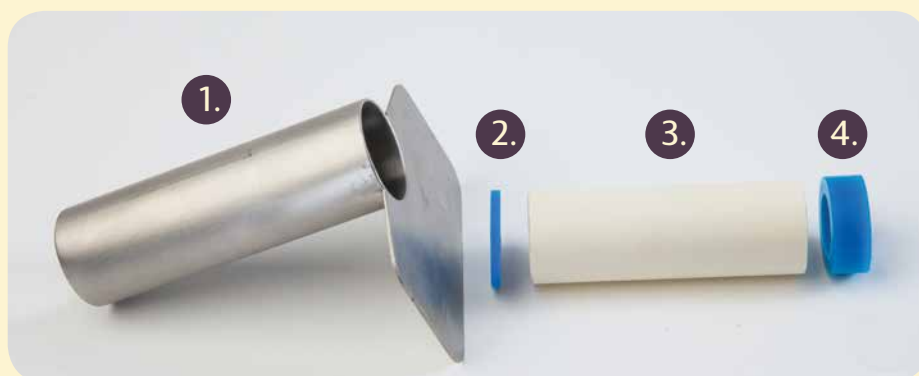
1. Clean and sanitize the Dispensing Nozzle Assembly at least once each week as described on the following page
2. When not in use for extended periods (e.g. overnight) install hygiene cover on the refrigerated outlet gently - DO NOT use excessive force to install this cover (Item 6 page 10).
3. Located behind the main front door, the freezer section of both the Dispenser and Tempering Cabinet is stainless steel lined and requires minimal attention. Be sure to clean this area with warm soapy water when necessary to maintain optimal food hygiene.
4. Remove and clean Base Plate when required. This item is dishwasher safe (Image 2.1.5 Page 7).
5. Regularly inspect and clean door seals with an appropriate cleaner. Warm water with dish liquid is best to maintain long lasting seals (Image 2.1.9 page 8).
6. Make sure the Container is contaminant free prior to installing into the dispenser. Wipe over if necessary.
7. Wipe over the outside of the dispenser and tempering cabinet surfaces with warm water and dish liquid regularly for a professional image.

4.2 The Dispensing Nozzle - Weekly

The Dispensing Nozzle is the only part of the Dispenser that has direct contact with the ice cream. This 4 part assembly will require cleaning and sanitising at least once each week as follows:

- 1.** Remove Ice Cream container from the dispenser and relocate into the tempering cabinet.
- 2.** Remove the stainless steel dispensing nozzle from the dispenser and take to a wash zone.
- 3.** Disassemble the components and wash, using the standard food equipment hygiene process
 - Wash in warm soapy water
 - Rinse in clean warm water
 - Immerse in a food grade sanitizer then pat dry
- 4.** Reassemble parts in the correct order as shown on right.

Order of parts assembly



1. Stainless Steel Nozzle
2. Silicone Cut Off Seal on bottom

3. PVC Nozzle Insert in the middle
4. Silicone Donut Seal on the top



There are no parts of this assembly that are suitable for cleaning in a dishwasher

4.3 Monthly Routine Maintenance

Both the Riva Dispenser and the Tempering Cabinet have condensers which require regular 4 weekly cleaning cycles. We have covered these extensively on the following pages.

Failure to adhere to these regular simple maintenance tasks will result in reduced performance of the equipment and eventually in costly repairs.

4.4 The Dispensing System - Condenser

The freezer section of the Dispenser is stainless steel lined and requires minimal attention. Be sure to clean this area with warm soapy water when necessary to maintain optimal food hygiene. Clean door seals and remove the Base Plate for cleaning when required.

The Dispenser incorporates a condensing unit which is housed at the top back of the unit. Be sure to follow safe working guide lines when accessing the top of the Dispenser for cleaning this area. It is important to keep this clean by washing the removable filter and vacuuming the radiator to keep it free from blockages.

4.5 The Dispensing System - Air Exhaust

Be certain to reinstall the Air Exhaust Vent so that the open chute faces the front of the dispenser. Photo below.



4.6 The Tempering Cabinet

The freezer section of the Tempering Cabinet is stainless steel lined and requires minimal attention. Be sure to clean this unit with warm soapy water when necessary to maintain optimal food hygiene.

The Tempering Cabinet incorporates a condensing unit which is housed behind the grilled panel located at the bottom front of the cabinet. It is important to keep this clean by washing the removable filter and vacuuming the radiator to keep it free from blockages.

On early models you will need to remove the 4 screws at the side of the cabinet to remove the grill.

4.7 Electronic Controller

The electronic controller is used in both the Riva Dispenser and the Tempering Cabinet. This is factory pre-set to maintain all programmed events inside the equipment including Temperature and Defrost cycles as well as Diagnostic and Error codes. This controller has no serviceable parts. Refer to troubleshooting guide should you have any concern.

4.8 Ram Plate

The RAM Plate is a stainless steel disk which attaches to the hydraulic power plant by way of a right hand threaded nut. This is engineered to sit flush into the Plunger Cap which is installed during manufacture on top of every container. After installing product into the dispenser, this plate must be lowered into position over the Plunger Cap by using the dispensing button.

Important:

- Always check that this is tightly screwed into position on the hydraulic shaft.
- Always check that the aluminium spacer washer is installed on the threaded shaft above the Ram Plate nut.

4.9 Stainless Steel Base Plate

The Container Base Plate has a half circle cut-out on the round disc which is used to locate the container into position. This cut-out must be at the front of the dispenser when the rack is installed into the bottom of the dispenser. The cut out marries with the refrigerated dispensing outlet in the cabinet.

5.0 Riva Door Seals

All Riva Dispensing System Components use easy to replace door seals. Check that they are correctly located into the housing channel and if not, firmly press around the edges to ensure the seal is housed into position. These seals are self-replaceable and can be ordered from Riva if required. Simply provide the model number 1F1P, 2F2P, 4C, 6C or 8C when you call for a replacement.

Riva®

Trouble Shooting



5.1 Problem Solving

Temperature Changes

It is normal to see the digital temperature readout fluctuate during the course of a day. This is as a result of automatic defrosting cycles, door openings to install or remove containers and standard refrigeration programs. You should not be concerned by this if your product remains at the correct consistency.

Nozzle Freezing

This can occur if your condenser is blocked. Check the top of your Riva Dispenser where the condenser is located and ensure the area is free from dust and dirt.

Ram Plate not moving

Check the speed control dial has not been turned all the way to the left.

Product is not dispensing correctly

Check the nozzle assembly has been inserted correctly and in the correct order. Ensure the Silicone Cut off Seal is in place .

5.1 Further Assistance/Technical Help

If you require further assistance or technical help please visit our web site training videos in the customer support section or contact us on 1300 112 262.

Discover real ice cream, real easy.

Service Free Call 1300 112 262 Sales Free Call 1800 111 123

rivarealeasy.com

Disclaimer: Manufacturer retains the right to change specifications without notice.

