

ProWhip™

BY **RICH'S**®



ProWhip by Rich's™ Topping Dispenser Operation Manual

10342 REV A



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



CAUTION: Important Safety Precautions

1. To avoid unit damage and personal injury, stop using the equipment if the unit is defective or damaged.
2. To avoid unit damage and personal injury, keep out of reach of infants and children.
3. To avoid unit damage or personal injury, use only for food products, such as beverages and desserts.
4. To avoid unit damage or personal finger or hand injury, carefully connect all parts and components.
5. To avoid unit 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 (frequency depends on use) for any problems related to liquid flow and equipment assembly.
7. **PLEASE NOTE:** Liquid may flow out of the equipment with improper use or with improper assembly.
8. This unit 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 unit in a safe way and understand the hazards involved.
9. Children shall not play with the unit.
10. Cleaning and user maintenance shall not be done by children without supervision.
11. This unit is not suitable for installation in an area where a water jet could be used.
12. Fully assemble the whipping assembly before use.

Intended Use Conditions

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

- Minimum air temperature: 10°C
- Maximum air temperature: 32°C
- Maximum air relative humidity: 85%
- Whipping assembly and bottle (with liquid) specifications: When the unit is not in use, the bottle and whipping assembly should be stored in the refrigerator to ensure liquid maintains optimal temperature. When placing the bottle back onto the unit after refrigeration, ensure the connection to the main body is dry (no condensation or liquid is present) before use to avoid unit damage or malfunction.



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 unit may induce an electric shock. Extreme care should be taken to protect from electric shock. Contact prowhipsupport@rich.com with any equipment issues.



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.

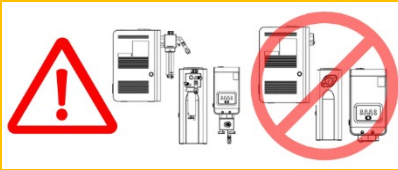


Requires a 100-240V, 50-60Hz, 10-15A circuit in compliance with local electrical code.

WARNING: *The use of an extension cord, power strip or adapter plug is prohibited, presents a serious risk of danger including equipment damage, injury, fire, and/or electrical shock, and may void the limited warranty due to improper supply of power.*



WARNING: RISK OF BODILY INJURY



To prevent serious injury or death, do not attach the pump base assembly to the main body without first attaching to the top cap using the screws provided. Fully assemble the whipping assembly before use.

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

Unit Installation and Preparation



Before use, ensure the unit is properly cleaned.



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



WARNING: *DO NOT INSTALL NEAR FLAMMABLE LIQUIDS OR PRODUCTS, AND PRODUCTS THAT CONTAIN CHLORINE BLEACH TO PROTECT AGAINST FIRE AND CHEMICAL HAZARDS.*

1. Ensure at least 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.



CAUTION: Bottle and Mixing Rods.

Do not operate the unit if the bottle is empty of liquid as it may cause damage or malfunction to the unit.

During use the bottle will empty. When this occurs, the unit will shut off and the check light will illuminate. Remove bottle from Whipping Assembly, fill with desired liquid (Do not overfill), install the bottle back onto the Whipping Head and resume dispensing.

Do not operate the unit without the mixing rods installed in the Whipping Assembly. The unit will not perform properly and could cause damage.

Failure to adhere to the instructions in this manual may limit or void this limited 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, this limited warranty does not apply. This limited warranty applies for one year from the date of purchase of this unit. To activate this limited warranty, you must register the unit's unique serial number and basic information through the official [ProWhip by Rich's website](#) after purchase.

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 “**Unit**”). 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 Unit 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 Unit. 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 Unit: (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 I 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 Unit and/or can be found online at [ProWhip by Rich's website](#).

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY: If the Unit 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

UNIT. ALL IMPLIED WARRANTIES ARE STRICTLY LIMITED TO THE DURATION OF THE LIMITED WARRANTY APPLICABLE TO THE UNIT 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 UNIT. 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 [ProWhip by Rich's website](#) or in the documentation that accompanied Your Unit. To obtain more information regarding the Unit 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



Parts Breakdown



Spare Parts and Accessories included in Box.

- A) 2 cleaning brushes (1 Large and 1 Small)
- B) Grey Air Adjustor Knob (Low Flow)
- C) 1 Pump Vane (Small White Part)
- D) 2 Pump Base O-rings (Large Red)
- E) 2 Nozzle Adaptor O-rings (Blue)
- F) 6 Mixing Rod O-rings (Small Red)
- G) Nozzle Assembly
- H) Bottle Sleeve



Bag with Spare



Bottle

Assembly Instructions



WARNING: PUMP ASSEMBLY AND MAIN BODY

Do not place the pump assembly solely onto the main body. The pump assembly must be attached to the Top cap with provided screws, creating the full whipping assembly, before being locked into place on the main body for use. Failure to connect the pump base assembly to the full whipping assembly can cause serious personal injury or death and damage to the unit that may void the limited warranty.

1. Ensure the O-ring is properly attached to the Nozzle Adaptor then insert Nozzle Assembly into Top Cap. The nozzle adaptor assembly will be fully inserted once you feel/hear distinctive "click" and can no longer see the O-ring.



2. Add liquid to the bottle filling to the fill line on the ProWhip bottle. Do not fill to the top as doing so will result in liquid overflow. Screw the quick-connect collar completely onto bottle. Attach the collar to the whipping assembly using twist-lock. **NOTE: Bottle is not capable of being pressurized and cannot be used under pressure applications. Do not use with pressure or under pressurized conditions.**



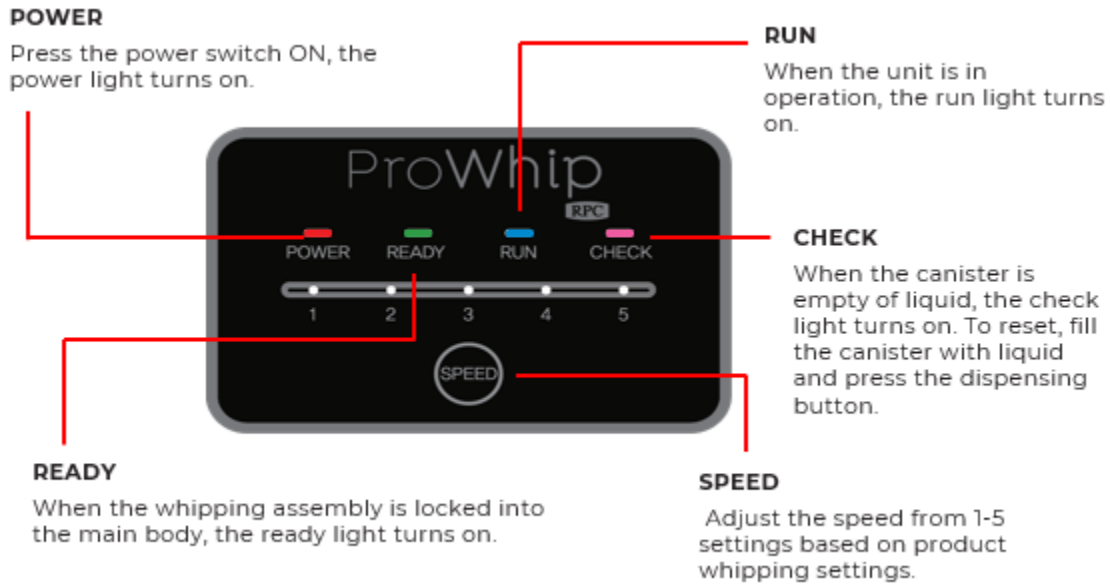
3. The Whipping Assembly is now ready to mount to the main body. Fit Whipping Assembly by engaging the star-shaped feature of the rotor with the main body and completely insert dual retaining lock pin assembly into holes in top of main body to engage, and retain, Whipping Assembly.



4. 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). The unit is switched to 'on' when the switch is in the 'I' position and switched to 'off' in the 'O' position.



Display and Button Description (Top Control Panel):



Air Adjustor (Air Knob):

Turn the dial of the air adjustor to adjust the amount of air incorporated into liquids. 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 to the fill line. **Do not fill to the top.**
3. Attach the bottle to the Whipping Assembly and twist to lock in place. The bottle should not be loose.
4. Attach the Whipping Assembly, with bottle, to the main body and lock it into place by inserting the lock pin handle.
5. Turn on the unit using the power switch on the back (power light will turn red). If using the foot pedal, ensure the foot pedal is connected.
6. On the top control panel, press the speed control button to the desired speed setting required for whipping the product in the bottle.
7. Set the Air Adjustor knob to the desired setting required for whipping the liquid in the bottle.
8. Check the top control panel to make sure the "Ready" light is on (shows green) and the "Check" light is not on.
9. Begin dispensing by either pressing the dispense button, on the left side of the unit, or by using the foot pedal. Both the dispense button and the foot pedal can control the dispensing of the liquid.
10. Begin topping food products of your choice. When you release the dispense button or foot pedal, dispensing will stop.



Dispense Button



Foot Pedal
(Optional, not
included in box)



CAUTION: *Bottle Storage and Re-Use.*

When a unit is not in use, but liquid remains in the bottle, the bottle should be stored upright in the refrigerator to prevent leakage and we recommend using the optional closure. (See image below on right)

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

The whipping head with bottle still attached with liquid inside, is capable of storage in the refrigerator. Ensure it is upright in refrigerator to avoid liquid spillage.



Maintenance

- O-rings, the vane, and pump base may become worn over time. Replace them with new parts immediately when wear occurs. Inspect unit at least weekly for wear.

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. Brushes should be replaced if they become worn after extended use.

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



CAUTION: *Allergens and Cross-Contamination.*

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



CAUTION: *Cleaning and Water Temperature.*

To clean topping dispenser parts, only use mild, food safe detergents and cleaners. Some chemicals, including Chlorine, Bleach, Peracetic Acid and Hydrogen Peroxide may cause equipment discoloration, damage, or malfunction.

Use hot water (50C *or greater*) when cleaning and to ensure the water does not cause burns, please use the bottle sleeve.

Disassembly and Cleaning Steps:

1. Turn the power switch to "Off" on the back of the main body. The unit is switched to 'Off' in the 'O' position.
2. Lift the lock pin and separate the whipping assembly from the main body. *The main body should never be disassembled.*
3. Twist the bottle and collar off the whipping assembly and remove any remaining liquid from the bottle.
4. Rinse the bottle with hot water (50C *or greater*) to remove any remaining product from the bottle. We recommend using the bottle sleeve when using hot water in 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 remove remaining, excess liquid. 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 food safe detergent. Follow the detergent manufacturer's instructions for proper dilution.
9. In a second, additional container, prepare a sanitization 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 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 in solution.
12. Using brushes provided, brush all parts with hot water (50C *or greater*) and food safe detergent solution until visibly clean.
13. When cleaning the Top cap, ensure that the brush is used to clean the following areas with hot water (50C *or greater*) and food safe 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 in solution.
16. Remove all parts from sanitize solution. If required by manufacturer's instructions, rinse all parts to remove residual sanitizer.
17. Air dry all parts, preferably overnight, before reassembling.

Dishwasher Cleaning of the Whipping Assembly

The ProWhip whipping head assembly is capable of dishwasher cleaning. It is the only part of the unit that is dishwasher capable (See diagram in #10 above). Care must be taken though:

1. Do not use cleaning agents that contain Chlorine or Bleach, Peracetic Acid or Hydrogen Peroxide, all of which may cause equipment discoloration, damage, or malfunction.
2. The mixing rods must be constrained so that they do not come loose during the wash cycle. It is highly recommended to use the flatware tray/holder for the mixing rods, keeping them separate. Not following these guidelines will damage the mixing rods and the performance will suffer.
3. There is no need to remove the O-rings from the mixing rods and nozzle adaptor.
4. For the small, loose parts, use a dishwasher net bag or a dishwasher container to prevent the parts from flying around during the wash cycle.

EQUIPMENT SPECIFICATION



Model	RPCPWP2B
Use	Food Dispenser
Function	Aerates and dispenses creams and emulsions
Speed Control	5 levels
Bottle Capacities	500mL and 1L
Rated	100-240VAC 50/60Hz
Maximum Power Consumption	425W
North America/Canada Standards	UL763, CSA C22.2
International Standards	IEC60335-1, IEC60335-2-75
Materials	Stainless Steel, Polyacetal, Polyketone, ABS, Polypropylene, Silicone
Dimensions	135x385x245mm
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
Whipped Product is 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 to 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
Whipped Product is 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. 	<ul style="list-style-type: none"> A) Ensure the equipment is plugged into an electrical outlet, switched 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.

Issue	Cause	Solution
	<p>E) Pump base assembly.</p> <p>F) O-rings installed correctly.</p> <p>G) Nozzle adaptor and dispensing nozzle clogged.</p> <p>I) Product viscosity too high.</p>	<p>E) Check the pump base assembly, ensuring the rotary shaft seal, vane and large O-ring are in the 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>
<p>Product leakage is observed</p>	<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 the Top cap and pump base are in direct contact. Do NOT overtighten. Ensure there is no gap between the Top cap and pump base.</p> <p>B) Ensure all O-rings are in place as described in the user manual and are 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>
<p>O-Ring tearing</p>	<p>Wear of the equipment over time.</p>	<p>If O-Ring tearing or damage to the O-Ring(s) is observed, exchange for new O-Ring(s).</p> <p><i>Removal of O-Rings with sharp tools may result in tearing, damage, and poor sealing performance.</i></p>
<p>Cleaning Issues</p>	<p>No-flow of water through equipment.</p>	<p>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.</p>

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 the next steps.

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

WEEE: *This symbol on the unit(s) and / or accompanying documents means that used electrical and electronic equipment should not be mixed with general household waste. For proper treatment, recovery, and recycling, please take this unit to designated collection points where it will be accepted free of charge. Alternatively, in some countries, you may be able to return your unit(s) to your local retailer upon purchase of an equivalent new product.*



Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling.













Please contact your local authority for further details of your nearest designated collection point.

Penalties may be applicable for incorrect disposal of this waste, in accordance with you national legislation.

UNIT HANDLING

Although this topping dispenser is optimized for liquid product produced and supplied by Rich Products Corporation, use of a Rich's liquid product is not required. Be sure, however, to check the ingredient list on any liquid 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 limited warranty. Addition of powder-type materials may cause abrasion within the unit leading to potential malfunction or damage and may also void the unit's limited warranty.

		Rich Products Corp. 1 Robert Rich Way Buffalo, NY 14213 USA www.richs.com	
RICH PRODUCTS PROWHIP BY RICH'S TOPPING DISPENSER			
MODEL/MODELO/模型	RPCWP2B		
POWER/ENERGÍA/力量/POTÊNCIA	100-240VAC, 50/60Hz, 425W		
WEIGHT/ PESO/重量	12kg		
DIMENSIONS/ DIMENSIONES/方面/ DIMENSÕES	135x385x245mm		
CONFORMS TO UL STD 763 CERTIFIED TO CSA STD C22.2 #195			
CAUTION:  READ ALL INSTRUCTIONS BEFORE USE DO NOT IMMERSE UNIT IN WATER			
Please visit our website www.richs.com/prowhip or scan the QR code for additional information.			
Assembled in USA			
		         	

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