



Chill-X™ Twin Bowl Frozen Beverage Machine



READ AND SAVE THESE INSTRUCTIONS

NOTICE TO INSTALLER: Please leave this booklet with the machine.

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Error CodesEC14

Product Warranty.....PW2

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Due to continued product improvement, the products illustrated/photographed in this guide may vary slightly from the actual product.

Key Features

- Patented Ergonomically Designed Push and Pull Handles - Pull the top handle or push the bottom handle to easily dispense beverages.
- Large Capacity - 3.0 gallon bowls merchandise popular frozen beverages such as frozen cappuccino and frozen fruit flavors.
- Zero Clearance Required on Sides and in Back - Vertical ventilation allows the unit to be installed in locations with limited countertop space.
- Standby Mode - Keeps product cool/refrigerated for overnight storage.
- Defrost Mode - Defrosts the bowl contents up to 70% faster than competing units.
- Digital Control Board - Monitors and provides more precise control of machine operation than competing units.
- Built-in Timer - Can be set to freeze product at specific times.
- Electronic Voltage Protection - Shuts down the unit if the supply voltage is out of range, protecting the components.
- Lighted Cover - Equipped with a flip-up lid and safety lock system.
- Separate Drip Trays - Drip trays with pop up indicator signal when they need to be emptied.
- Condensation Drain System - Channels condensation from the unit into the drip trays, reducing the chance of water build-up on the countertop.
- Easy to Clean - No tools required. Air filter is easily accessible from the front of the unit.

Specifications

Electrical Supply Requirements

MODEL #	DESCRIPTION	PHASE	VOLTS	AMPS	MIN. CIRCUIT	WIRE	WATTS	HERTZ
CFBX2	Twin Bowl Frozen Beverage Machine	1 PH	115 V	12.0 A	15 A	2W + G	1380 W	60 Hz

Dimensions - Weight

Operating Temperature

MODEL #	HEIGHT	WIDTH	DEPTH	CUP CLEARANCE	BOWL CAPACITY	SHIP CUBE	SHIP WEIGHT	MINIMUM	MAXIMUM
CFBX2	35.0" [88.9 cm] 43.5" [110.5 cm]*	17.92" [44.5 cm]	23.73" [60.3 cm]	11.06" [28.1 cm]	3 gal. [12 l] each	10.69 cu. ft. [0.30 m ³]	132.0 lbs [59.9 kg]	68°F/20°C	109°F/43°C

Refrigerant**

MODEL #	TYPE	AMOUNT	HIGH DESIGN PRESSURE	LOW DESIGN PRESSURE
CFBX2	R404A	11.29 ounces [0.320 kg]	418 psig [2882 kPag]	174 psig [1200 kPag]

* With bowl lid(s) open.

** For reference only. Check the serial number label on the product for the specifications for the unit being serviced.

Symbols



This is the safety alert symbol. It is used to alert you to potential physical injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.



DANGER - Indicates a hazardous situation which, if not avoided, will result in death or serious injury.



WARNING - Indicates a hazardous situation which, if not avoided, could result in death or serious injury.



CAUTION - Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.



NOTICE - Indicates a situation which, if not avoided, could result in property damage.



IMPORTANT - Provides information and tips for proper operation.



SANITATION REQUIREMENTS



WARNING - This product can expose you to chemicals including Acrylamide and Bisphenol A (BPA), which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information visit www.P65Warnings.ca.gov.

Important Safeguards/Conventions



WARNING:






- In the event of an emergency, turn OFF the main power switch located under the machine and disconnect the power cord.
- Avoid spillage onto the power (mains) connector. Do not handle the power cord with wet or damp hands. Do not modify the power cord or plug. Do not use an extension cord. Do not use the power cord to move the machine.
- Make sure that this appliance is installed and grounded according to the *INSTALLATION INSTRUCTIONS* by qualified personnel before attempting to use it. Failure to follow the *INSTALLATION INSTRUCTIONS* could result in personal injury or void the warranty. Do not use a damaged unit or a unit with a damaged power cord.
- This appliance is designed for commercial use. Any service other than cleaning should be performed by an authorized Wilbur Curtis service technician. Do not modify the appliance in any manner or install parts not recommended by the manufacturer.
- To reduce the risk of fire or electric shock, DO NOT open the service panels. There are no user serviceable parts inside.
- Do not put hands, arms or other items inside the mixing bowl when the main power switch is ON. Keep the main power switch OFF, whenever the lid is open or removed.
- Clean the appliance completely before using it for the first time according to the *CLEANING INSTRUCTIONS*. Perform cleaning and have preventive maintenance performed regularly as specified in the *CLEANING INSTRUCTIONS* section.

Important Safeguards/Conventions (cont.)

- Use this appliance only for its intended use, preparing and dispensing frozen beverages.
- 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. Children should be supervised to ensure that they do not play with the appliance.

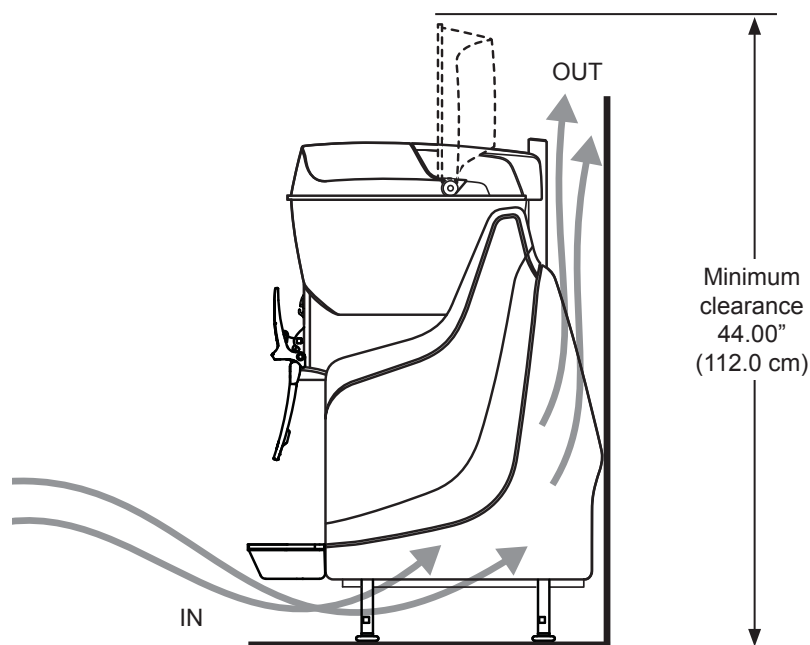
CE Requirements

- This appliance must be installed in locations where it can be overseen by trained personnel.
- For proper operation, this appliance must be installed where the temperature is between 20°C to 43°C (68°F to 109°F). This appliance is not suitable for outdoor use.
- This appliance shall not be tilted more than 10° for safe operation.
- An electrician must provide electrical service as specified in conformance with all local and national codes. For safe use, an all-pole disconnection must be incorporated into the fixed wiring in accordance with the wiring rules outlined in clause 7.12.2 of IEC 60335 for meeting the minimum electrical safety of this standard.
- This appliance must not be cleaned by water jet. Do not install this appliance in areas where it may be exposed to water jets.
- This appliance can be used by persons aged from 18 years and above if they have been given supervision or instruction concerning use of the appliance in a safe way and if they understand the hazards involved.
- Appliances can be used by persons 18 years and above 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 appliance in a safe way and understand the hazards involved.
- Keep the appliance and its cord out of reach of children aged less than 18 years.
- Children under the age of 18 years should be supervised to ensure they do not play with the appliance.
- If the power cord is ever damaged, it must be replaced by the manufacturer or authorized service personnel with a special cord available from the manufacturer or its authorized service personnel in order to avoid a hazard.
- This machine must not be immersed for cleaning.
- Cleaning and user maintenance shall not be made by children unless they are older than 18 years and supervised.
- This appliance is intended to be used in household and similar applications such as:
 - staff kitchen areas in shops, offices and other working environments;
 - by clients in hotels, motels and other residential type environments;
 - bed and breakfast type environments.
- This appliance is not intended to be used in applications such as:
 - farm houses
- Access to the service areas permitted by authorized service personnel only.
- The A-Weighted sound pressure level is below 70 dBA.

-  **WARNING:** Installation is to be performed only by a qualified installer.
-  **WARNING:** Improper electrical connection may result in an electric shock hazard. This appliance must be properly grounded. Do not install a damaged unit or a unit with a damaged power cord.
-  **EXCESSIVE WEIGHT WARNING:** Due to weight, this appliance requires a minimum of two people to lift or reposition.
-  **NOTICE:** Dispose of refrigeration equipment and refrigerants in accordance with current local environmental protection regulations and laws. This applies to an appliance that is being replaced and to this unit, when it has reached the end of its service life. DO NOT dispose of refrigeration equipment in a landfill or urban waste. Contact your local governing authorities for information on disposal requirements.
-  **IMPORTANT:** Observe all governing codes and ordinances.

Installation Requirements

- Install this appliance on a secure, level surface capable of supporting the specified weight (see *SPECIFICATIONS* section). The unit must be installed indoors, away from sources of moisture and heat. Install it so that it can be easily removed if service is needed.
- The overhead clearance shown below must be maintained to allow for access to the bowls and to provide for open airflow from the exhaust vents located on the back of the appliance. The area in front of and below the unit must also be unobstructed to allow airflow into the air intake on the bottom of the unit (see diagram below). Due to the innovative design of the Chill-X™ frozen beverage dispenser, the back and sides of the unit can be flush to walls or other (non-heating) appliances.
- The electrical outlet must be in a location that allows the unit to be easily disconnected for service or cleaning. A grounded electrical connection to an electrical circuit that meets the electrical specifications of the appliance is required (see *SPECIFICATIONS*). The circuit must be protected by the appropriate sized circuit breaker. If you are not certain that the existing circuit meets the requirements for your unit, consult a licensed electrician.

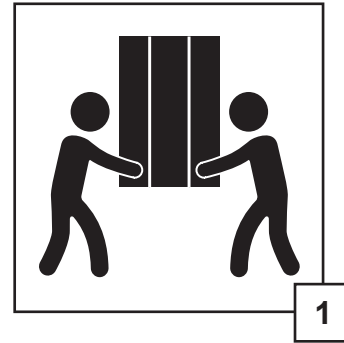


Chill-X Airflow (Side View)

Installation

Move Unit to Operating Location

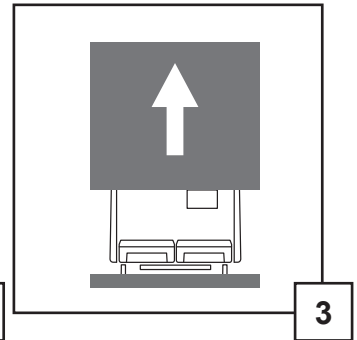
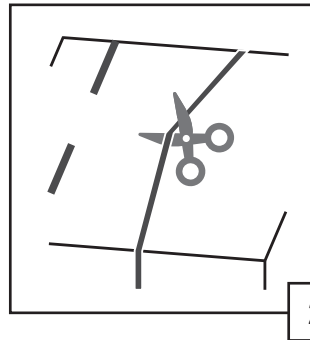
- 1 Before moving the unit to the operating location, make sure that the path to the location is free of obstructions and people that could interfere with the unit being moved safely into place.



WARNING: Do not install this appliance above another appliance. Do not install this appliance in an environment where it could be exposed to flammable, explosive or oily substances and gases or other airborne contaminants.

Unpack Unit

- 2 Cut the straps that hold the packaging in place. Do not cut the packaging itself.
- 3 Lift the packaging off of the unit. When unpacking the unit, keep the original packaging materials in the event the unit needs to be returned to the manufacturer. Locate the filter and set it aside.



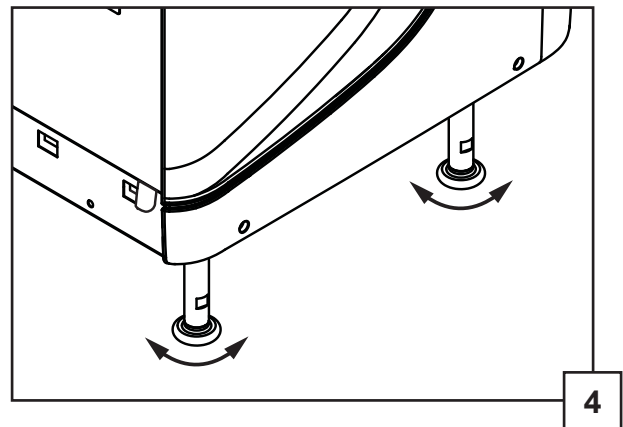
IMPORTANT: RMAs will not be accepted unless the unit is packaged in the original packaging material.

Leveling

- 4 Position the machine on the countertop. Level it left to right and front to back by turning the bottom of the legs.

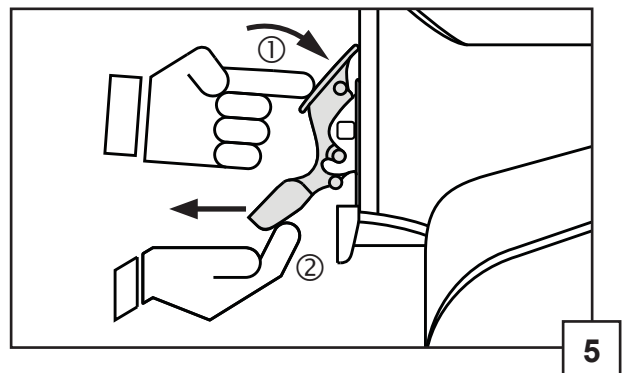


WARNING: Use the leveling legs to level the machine only. Do not use them to adjust the height of the unit. Do not extend them higher than necessary.



Attach ADA Lever Assembly

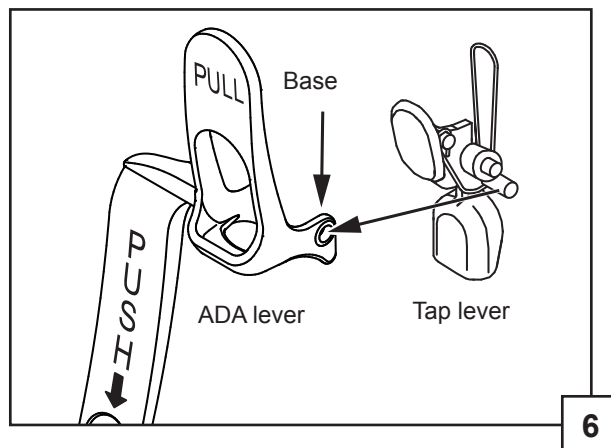
- 5 Remove the tap levers from the bowls. Push in on the top of the tap lever with your thumb while pulling up on the bottom with your index finger.



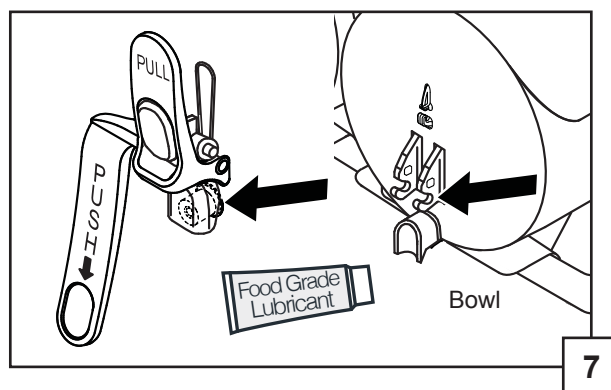
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Attach ADA Lever Assembly (cont.)

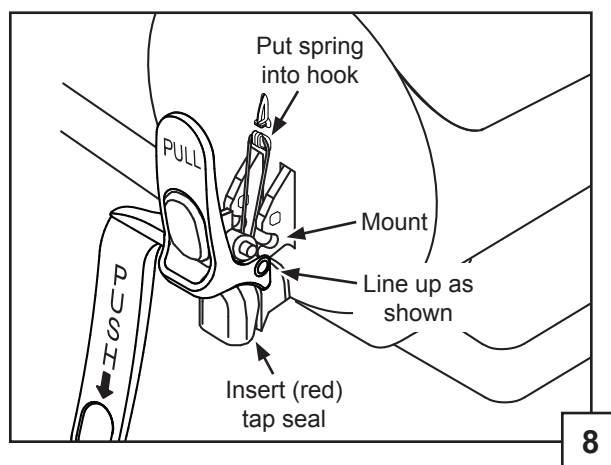
6 Locate the ADA levers, packaged inside the bowls. Install them on the tap levers. While pulling outward on both sides of the base of the ADA lever, insert the pins on the bottom of the tap lever into the base holes on the ADA lever.



7 Lubricate the red rubber seal on the back of the tap lever and the handle mounting slots using the supplied tube of food grade lubricant.

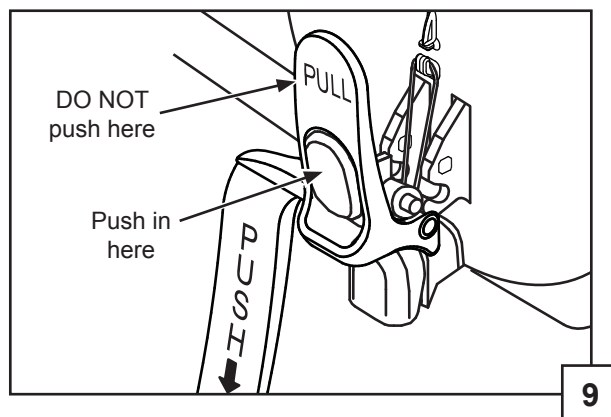


8 Prepare the tap assembly for attachment. Insert the top of the spring into the hook on the bowl, as shown. Insert the red rubber seal on the back of the tap lever into the tap hole on the bottom of the bowl. Line up the middle pins on the tap lever with the mounting slots. Insert (red) tap seal



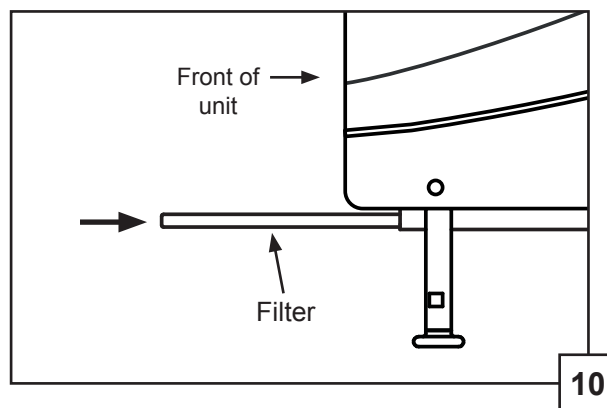
9 Attach the tap handle assembly. Push in with your thumb on the center of the tap lever handle until the assembly pops into place.

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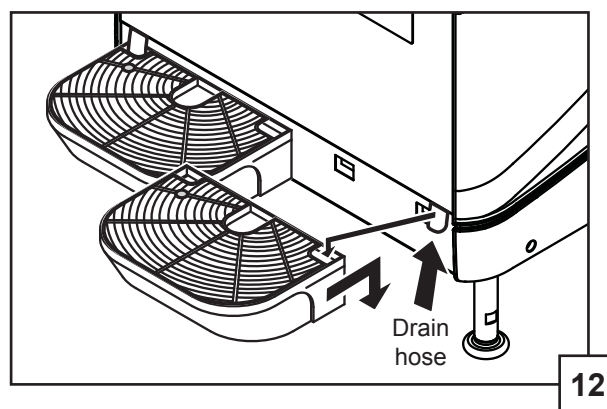
Install Filter

- 10 Locate the filter, that was set aside during step 3. Insert it into the slot, on the bottom of the chassis, in the front. Slide it all the way in until it stops.



Attach Drip Trays

- 11 Locate the drip trays, packaged inside the bowls.
- 12 Position the drain hose in the opening in the top of each tray. Then, insert the tabs on the back of the drip tray into the holes on the front of the chassis. Push down gently to secure in place.

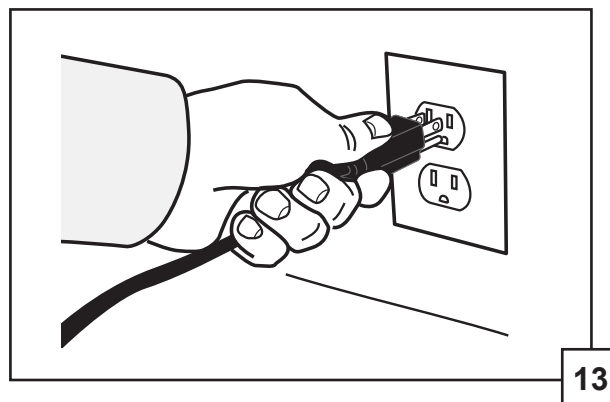


Power Up Unit

- 13 Connect the power cord to the appropriate type of electrical outlet. Uncoil the power cord completely before and during use.



WARNING: Connect the power cord to the appropriate type and size electrical outlet. If the electrical outlet is not compatible with the power cord, have it upgraded by a licensed electrician.

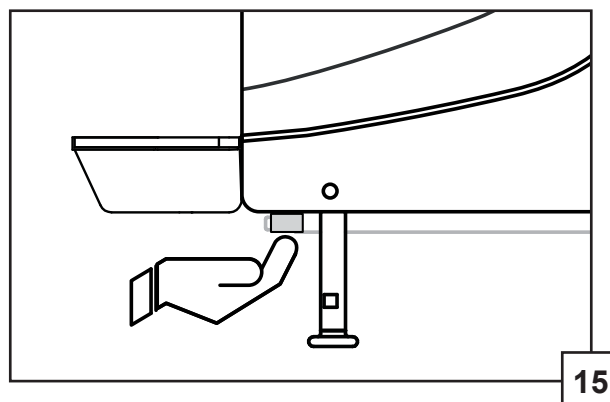


- 14 Make sure that the circuit breaker supplying power to the unit is on.
- 15 Turn the main power switch, located on the under side of the unit, to the ON position.
- 16 Set the clock for the current time and date. See the *PROGRAMMING GUIDE* section.



IMPORTANT: The date and time must be entered correctly for the unit to function properly.

- 17 Clean and sanitize the unit before use as instructed in the *CLEANING INSTRUCTIONS* section.



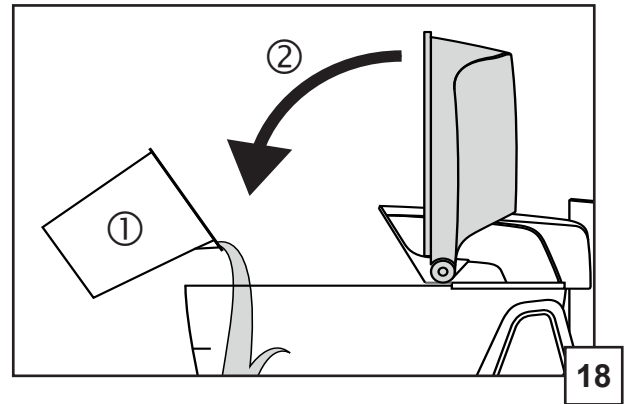
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Set Up Control Panel

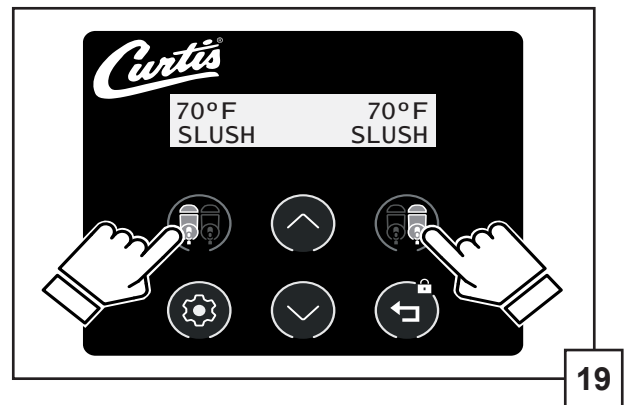
- 18 Open the bowl lids. Following steps 1 to 3 of the *Freezing Instructions* in the **OPERATING INSTRUCTIONS** section, pour mix into both bowls on the unit. Close the lids.

- 19 Push the operating mode buttons for both bowls repeatedly until SLUSH appears on both sides of the display.

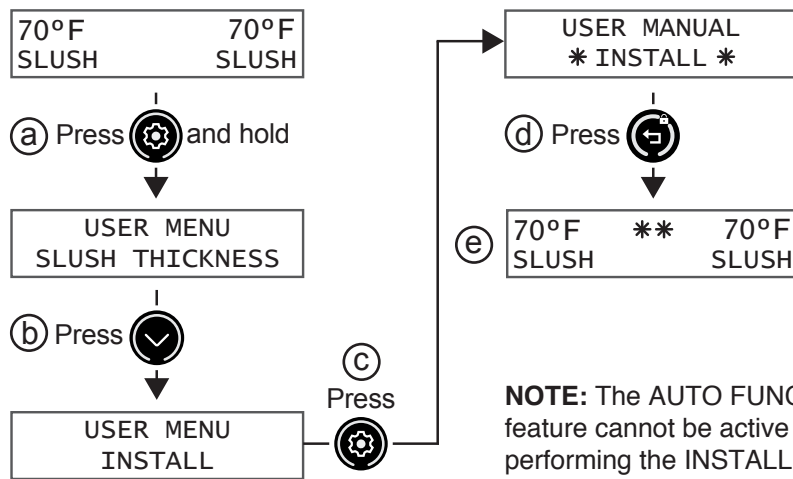
- 20 Perform the INSTALL procedure.
 - a Press and hold the User Menu Button.
 - b Press the down arrow button.
 - c Press the User Menu Button to enable INSTALL. Two asterisks (**) appear on the display.
 - d Press the back button.
 - e The main display will return with two asterisks (**) indicating that the INSTALL procedure is running. In 20 to 40 minutes, the asterisks will disappear, indicating that the INSTALL procedure is complete.



18



19



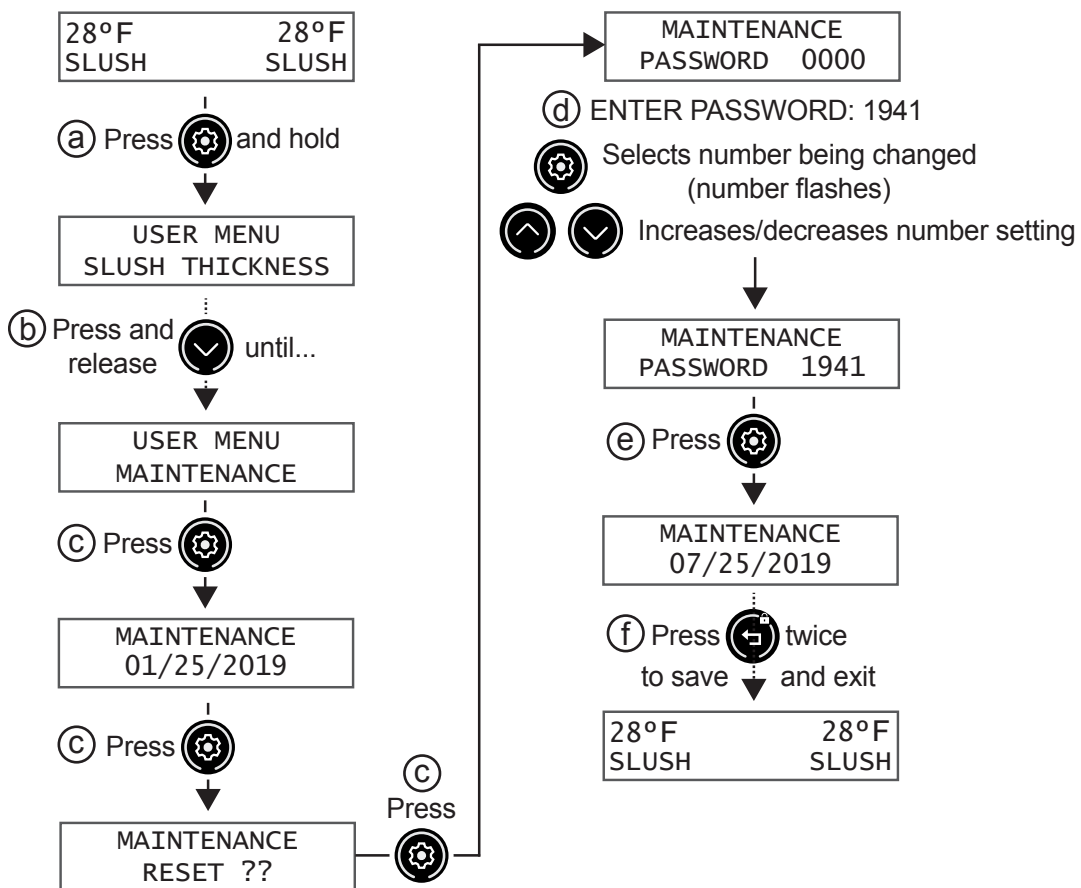
NOTE: The AUTO FUNCTIONS feature cannot be active when performing the INSTALL procedure.

20

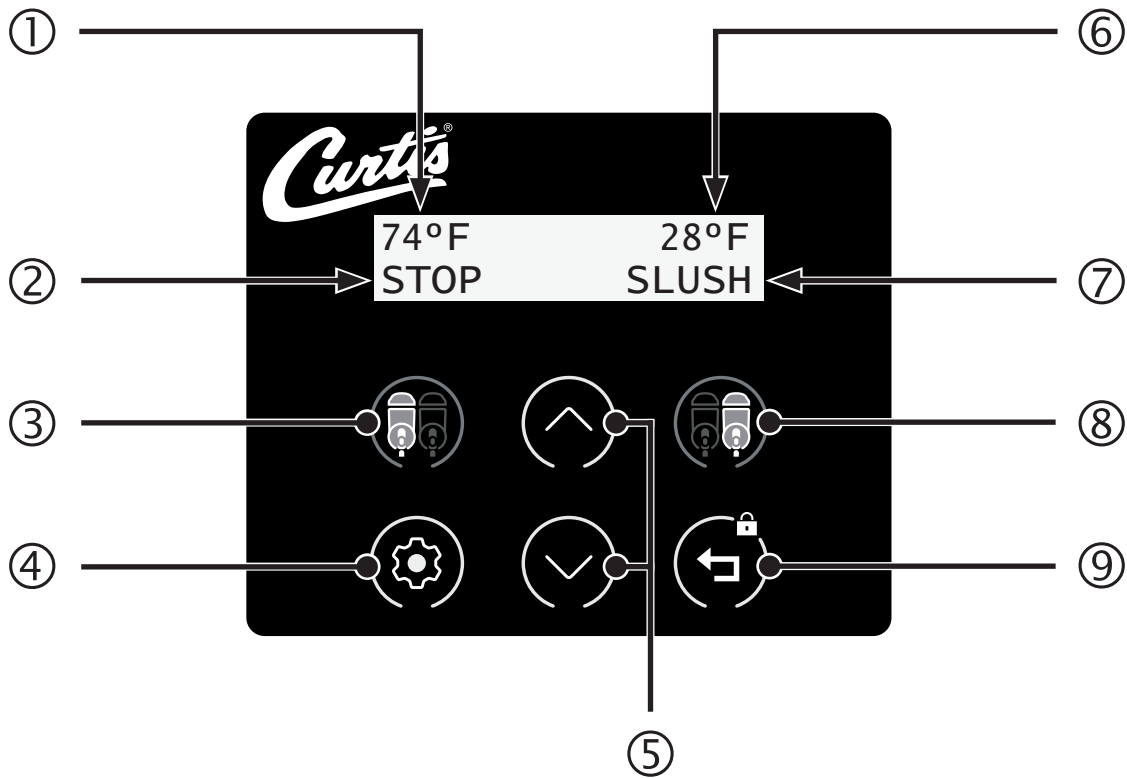
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Set Up Control Panel (cont.)

- 21 Reset the MAINTENANCE reminder.
 - a Press and hold the User Menu Button.
 - b Press and release the down arrow button until MAINTENANCE appears on the display.
 - c Press the User Menu Button three (3) times, until the PASSWORD screen appears.
 - d Enter the password, as shown.
 - e Press the User Menu Button.
 - f Press the Back button twice to return to the main display.



Control Panel Layout



1	Temperature, Left Bowl	Indicates current temperature measured in the left bowl.
2	Operating Mode, Left Bowl	Indicates current mode setting for the left bowl.
3	Operating Mode Selection Button, Left Bowl	Used to select the operating mode for the left bowl. See the following pages for instructions and descriptions of the various operating modes.
4	User Menu Button	Used to access the user menu during programming. See the <i>PROGRAMMING GUIDE</i> section.
5	Up/Down Buttons	Used when programming the control panel, see the <i>PROGRAMMING GUIDE</i> section.
6	Temperature, Right Bowl	Indicates the current temperature measured in the right bowl.
7	Operating Mode, Right Bowl	Indicates the current mode setting for the right bowl.
8	Operating Mode Selection Button, Right Bowl	Used to select the operating mode for the right bowl. See the following pages for instructions and descriptions of the various operating modes.
9	Clock/Lock/Back Button	Press briefly and release to view the current date and time setting. To lock the control panel, press and hold until LOCKED KEYBOARD appears on the display. Press and hold again to unlock. The BACK function is used when programming the control panel. See the <i>PROGRAMMING GUIDE</i> section.

Types of Products That Can Be Used With This Appliance



Liquid concentrate and water



Powdered concentrate and water



Dairy based mixes



Alcohol based mixes



Fruit based mixes



WARNING - If the tank is filled with a dairy based mix, dispense a small amount of the product from the tap into a separate container before dispensing the serving for the customer.



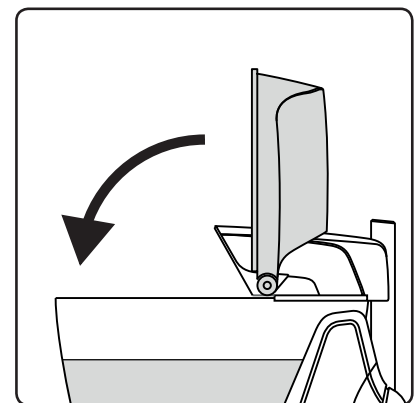
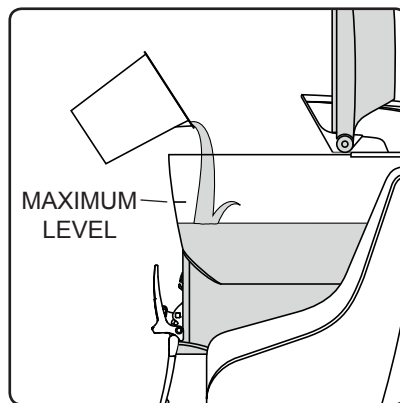
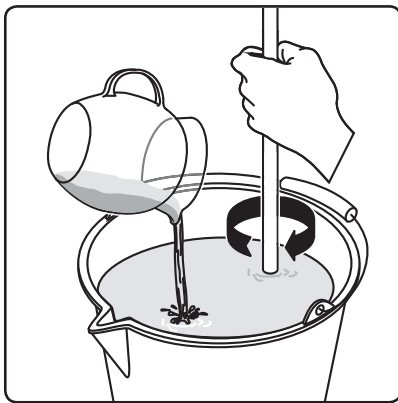
NOTICE

- To prevent damage, never freeze water alone.
- Never pour hot liquids (above 77°F/25°C) into the mixing bowl.
- Do not fill the mixing bowl higher than the MAX LEVEL indicator.



IMPORTANT: All products used in this machine **MUST** have a sugar content between 11°Bx and 22°Bx (11% to 22% sugar by weight). Mixtures with a lower sugar content tend to freeze more quickly. The machine comes from the factory set to a slush thickness level of “9”, which works best with simple slush mixtures having a sugar content of 13 - 14°Bx. Higher Bx levels and/or dairy, alcohol and fruit based mixes may require a higher slush thickness setting for proper freezing (see the *PROGRAMMING GUIDE* section).

Freezing Instructions

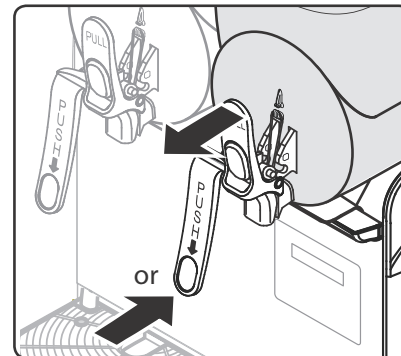
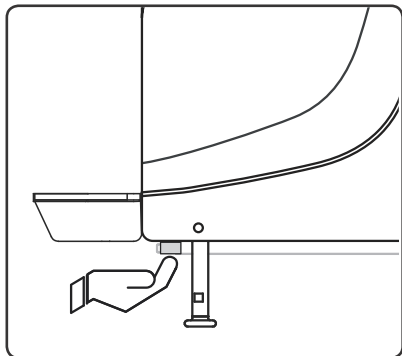


- 1 For slush type frozen beverages, mix slush concentrate with water in a clean container, according to the manufacturer's directions.* Each mixing bowl has a 3 gallon (12 liter) capacity. For dairy, fruit and alcohol based mixes, use them according to the instructions on the package.*
- 2 With the main power switch OFF, flip open the mixing bowl lid and pour the mix in until it is up to, or below the MAXIMUM LEVEL line. The minimum level is just above the plastic mixing auger.
- 3 Close the lid.

continued...

*Making sure that the sugar content is between 11% to 22% sugar by weight.

Freezing Instructions (cont.)



- 4 Turn the main power switch, located on the under side of the unit, to the ON position.
- 5 Push the operating mode button repeatedly for the bowl being used, until SLUSH appears on the display.
- 6 Once the mixture is frozen (40 to 90 minutes), pull out on the top of the lever or push the bottom of the lever to dispense.

i NOTE: If you turn the main power switch OFF and back ON again (immediately) when in SLUSH mode, and all bowls have reached freezing, it may take up to 5 minutes for the internal system components to reinitialize.

Other Operating Modes (push operating mode button repeatedly to activate)

- **STOP** - Deactivates all functions for the desired bowl while allowing the other bowls to remain active (turning off the main power switch deactivates all bowls at once).
- **STANDBY** - Maintains the product at a refrigerated temperature (approximately 37°F/3°C). without freezing. Good for periods when the establishment is closed, to save energy while avoiding spoilage.
- **MIX** - Activates the mixing auger without turning on the refrigeration system. Use it to empty the bowl. To empty, place a container under the tap and pull/push the dispenser lever with MIX mode activated.
- **DEFROST** - Defrosts the product quickly and then starts and maintains STANDBY mode. Recommended when you want to defrost the contents of the bowl quickly. You can also use DEFROST to melt ice crystals in the product to get a homogeneous mixture (defrost then refreeze). The unit will remain in STANDBY until you press the operating mode button.



Operating Mode Button Right Bowl



Operating Mode Button Left Bowl

i IMPORTANT: When DEFROST is in use for only one bowl, SLUSH and STANDBY modes for the other bowl will be temporarily disabled (STANDBY/SLUSH will flash) until defrosting is complete. Other modes (MIX and STOP) will not be affected.

Additional Features (see PROGRAMMING GUIDE section for detailed instructions)

- **AUTO FUNCTIONS** - Allows you to automatically defrost and refreeze the mixture at the time(s) you set. For example, you can set the unit to automatically defrost and go into STANDBY mode overnight and refreeze (SLUSH) just before opening. The unit must be in SLUSH mode for AUTO FUNCTIONS to operate. Changing to any mode other than SLUSH using the operating mode button overrides AUTO FUNCTIONS.
- **SLUSH THICKNESS** - Use this function to adjust slush thickness for a particular bowl.



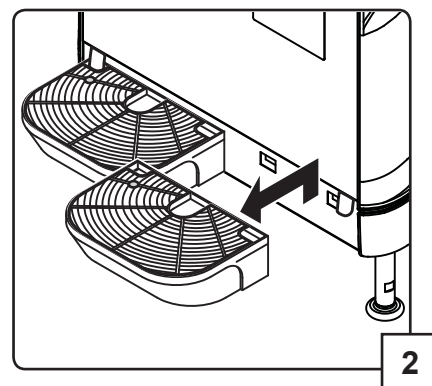
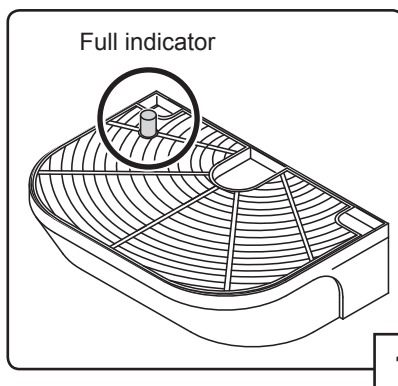
- WARNING**
- Turn OFF the main power switch before cleaning.
 - Wear protective glasses and gloves. Never spray water on the unit to clean it. Do not use cleaning liquids, compounds or powders containing chlorine (bleach), solvents, scouring powder, flammable materials or corrosives. Do not use abrasive sponges or metallic cleaning pads. These products promote corrosion and will damage the surfaces. USE OF THESE PRODUCTS WILL VOID THE WARRANTY.
 - DO NOT immerse the unit or parts in water or any other liquid, unless specifically instructed to do so. Do not wash any of the components in a dishwasher. Hand or air dry parts only.

Daily Cleaning

Clean and sanitize all of the bowl assemblies at least once a day according to the following steps. The following operations may need to be performed more frequently based on the mix used. Contact the concentrate/mix supplier for more details. If the machine is not used continuously throughout the day, wipe the tap areas with a clean cloth and sanitizing fluid. If it has not been used for a long period of time, clean the unit completely before returning it to use. **IMPORTANT:** If the machine is equipped with an auto-fill system, clean the auto-fill system regularly according to the *CLEANING INSTRUCTIONS* in the *Auto-Fill System User Guide*.

Empty the Drip Trays

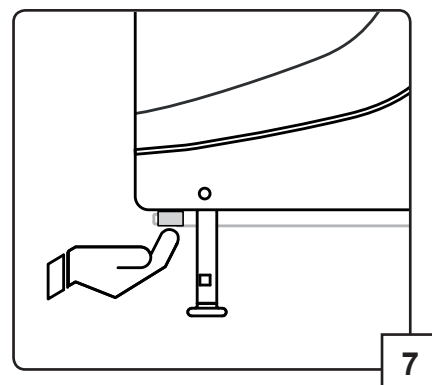
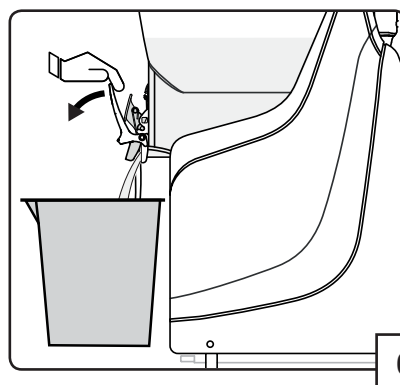
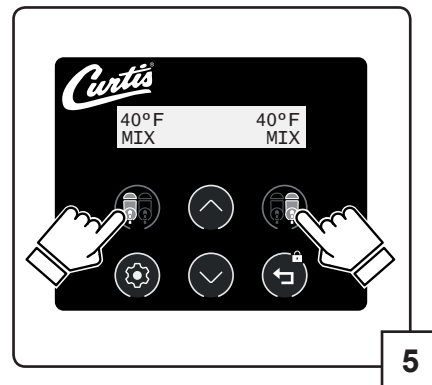
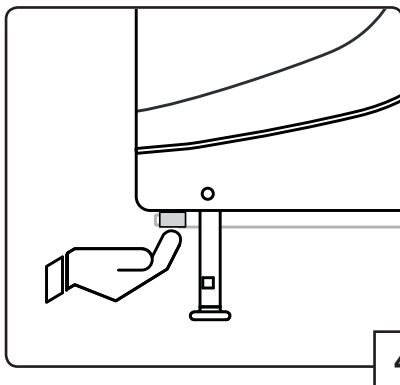
- 1 Drain the drip trays daily or every time the red “full” indicator pops up.
- 2 Remove the drip trays by lifting them up and out.
- 3 Wash the trays and grills with a mild solution of dishwashing detergent and warm water. Hand dry all of the pieces, then reinstall the grills.



Empty the Bowls

Skip to step 8 if the bowls are empty.

- 4 Make sure that the main power switch is ON.
- 5 Push the operating mode buttons repeatedly for each bowl until MIX appears on the display.
- 6 Place a large empty container under each dispenser tap. Drain the contents out of each bowl. Hold the container up to the tap to reduce splashing.
- 7 Once the bowls are empty, turn OFF the main power switch.



continued...

Daily Cleaning (cont.)

Remove the Mixing Bowls and Lids

8 Remove the tap lever assemblies from the bowl taps by pushing in on the top of the tap lever with your thumb while pulling up on the bottom with your index finger.

9 Lift off the bowl lids.


10 Remove the bowl by pushing the front up and pulling outward on the trim on the bottom.

11 Pull the bowl seal off of the back of each bowl. **NOTE:** Sometimes the seal comes loose and sticks to the auger when the bowl is removed.

12 Pull forward on each auger to remove it from the drum.

13 *If the unit was used to freeze dairy products, remove the auger seal from each drum.

14 Inspect all auger, bowl and tap seals. Replace all worn seals with new ones. Replace the auger seals every 6 months, regardless of condition.

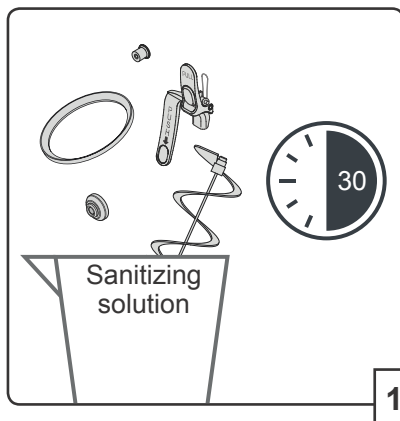
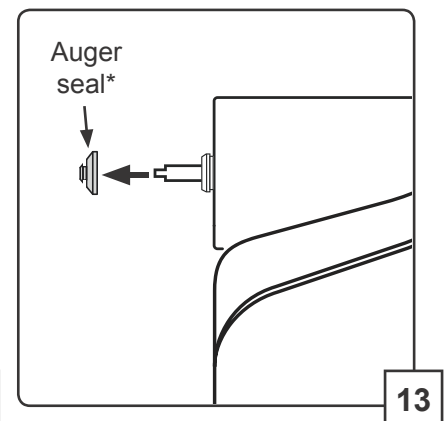
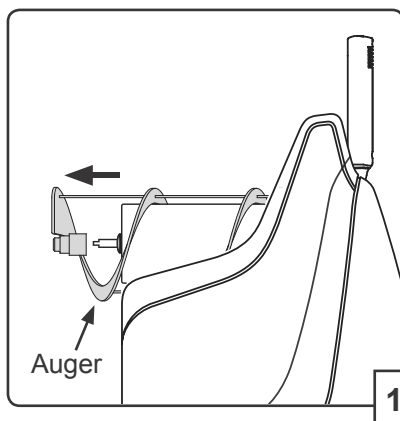
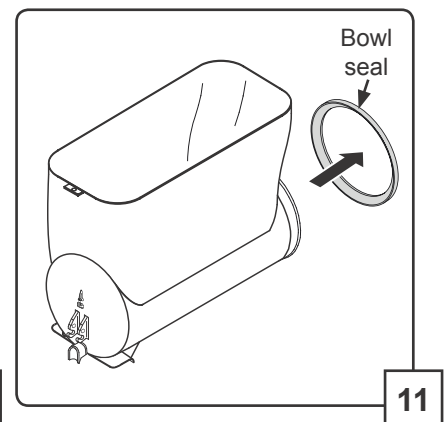
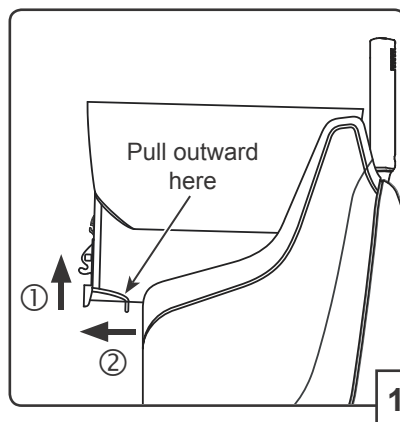
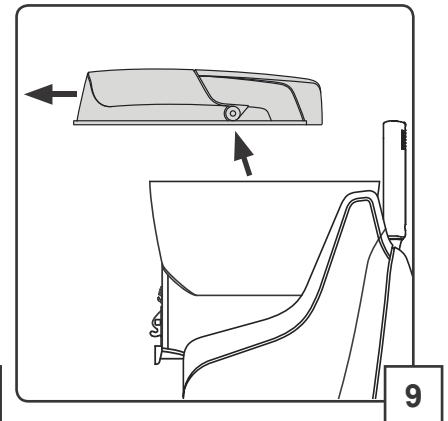
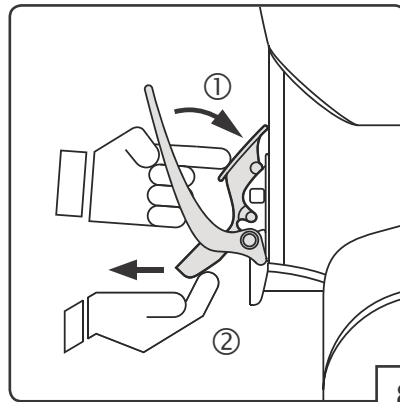
 **NOTICE:** Failure to replace worn seals may result in leaks.

Clean and Sanitize the Mixing Bowl Parts

15 Fill a container with a sanitizing solution mixed in water (2% of sodium hypochlorite mixed in water). Soak the tap parts, auger and seals in the sanitizing solution. Scrub with a soft cloth. Allow 30 minutes for the solution to act. Rinse thoroughly with clean water, then air dry.

16 Using a sponge dipped in sanitizing solution, clean the lids, bowls and drums. Clean the underside of the lid using a brush soaked in sanitizing solution. Allow 30 minutes for the solution to act. Rinse thoroughly with clean water, then air dry.

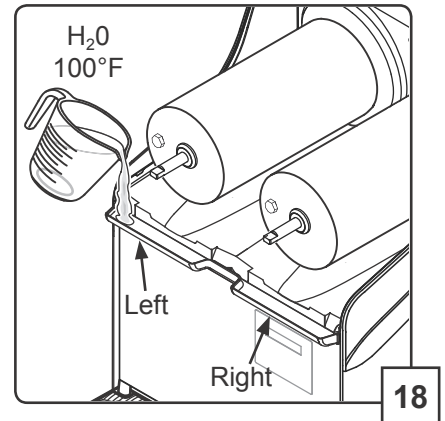
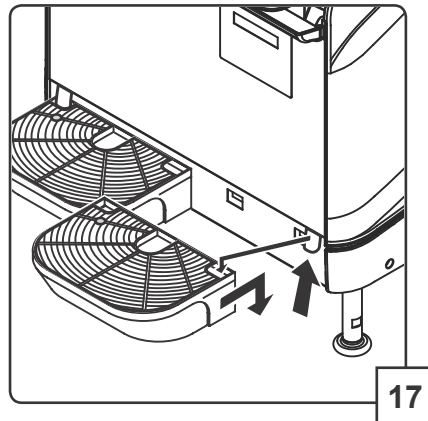
continued...



Daily Cleaning (cont.)

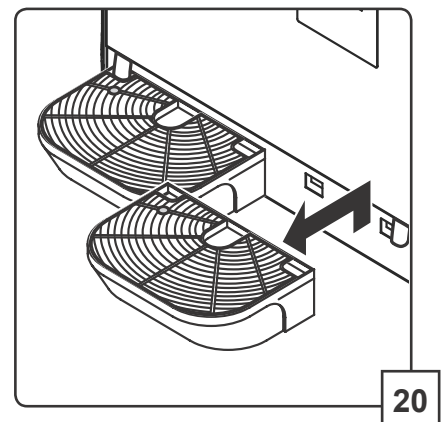
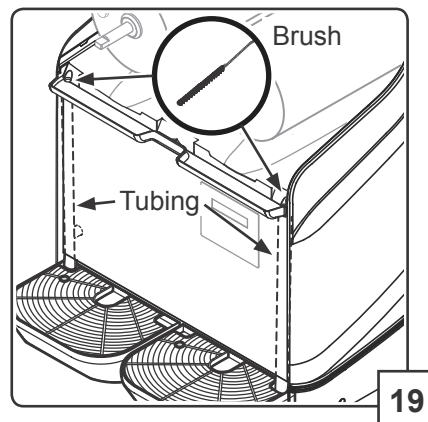
Rinse Out the Drain Tubing

17 Reinstall the drip trays. Position the drain hose in the opening in the top of each drip tray. Then, insert the tabs on the back of the tray into the holes on the front of the chassis. Push down gently to secure in place.



18 With the empty drip trays in place, pour 16 oz./500 ml of warm water (100-120°F/40-50°C) into the front of the evaporator drip pan, first on the left side, then the right side.

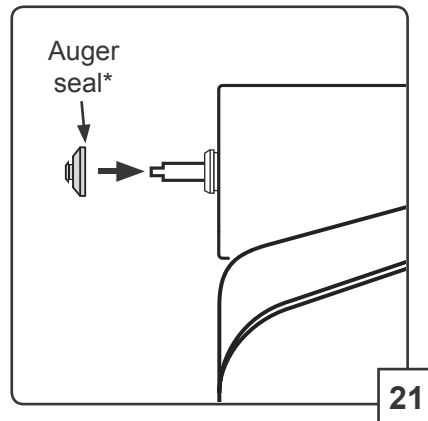
19 If the water does not flow freely, insert the brush included with the unit into the (2) holes in the top of the evaporator drip pan to clear any clogs in the tubing that runs down to the drip trays.



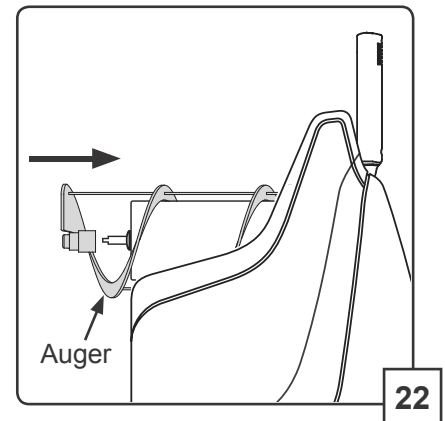
20 Allow the water to finish draining. Remove and empty the drip trays.

Reassemble the Unit

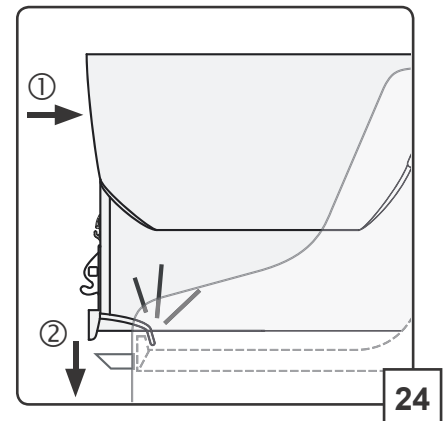
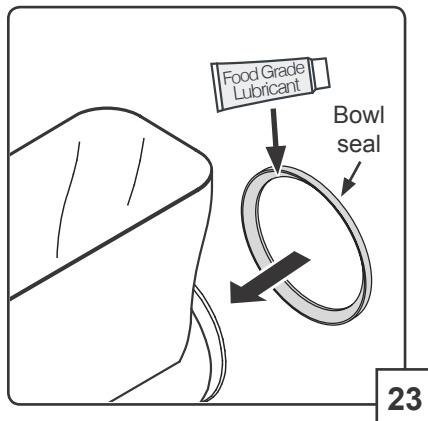
21 *If removed, install an auger seal on each drum.



22 Reinstall the augers. Rotate each auger until it engages completely.



23 Lubricate the inner surface on each bowl seal with food grade lubricant (Curtis Part # WC-4916). Install a bowl seal on the back of each bowl.



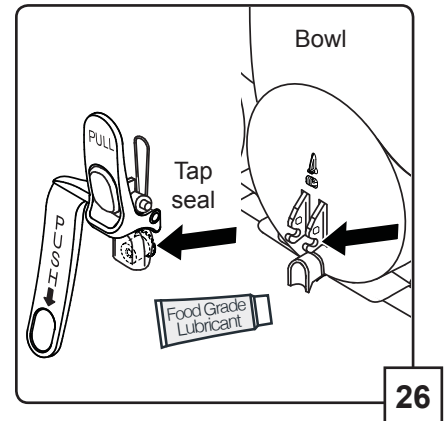
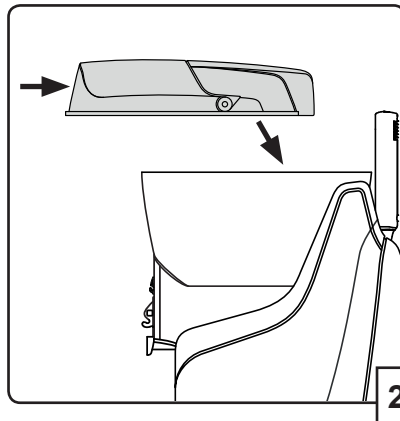
NOTICE: Failure to lubricate seals may result in leaks.

24 Set the mixing bowls back in place. Make sure that the lip on the bottom of each bowl rests inside the front trim on the top of the chassis.

continued...

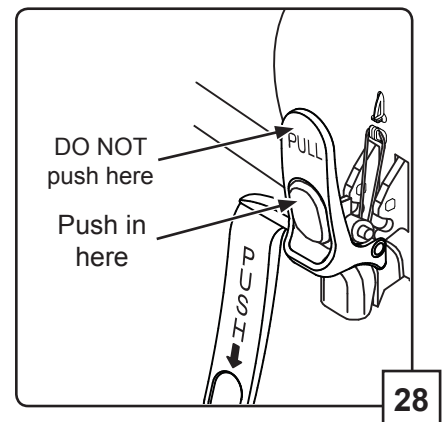
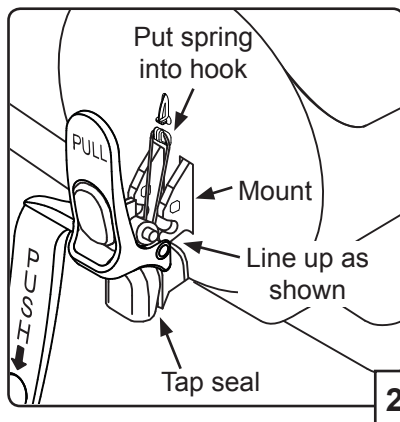
Daily Cleaning (cont.)

25 Reassemble/reinstall each bowl lid.



26 Lubricate the red rubber (tap) seal on the back of the tap lever and the handle mounting slots using food grade lubricant (Curtis Part # WC-4916).

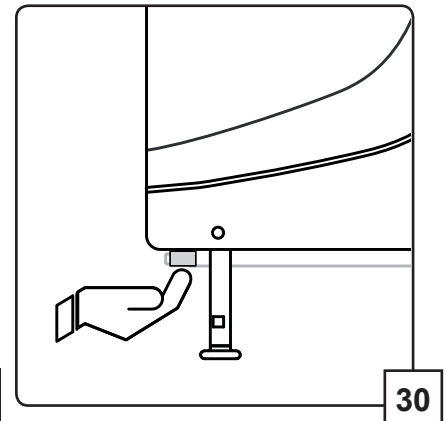
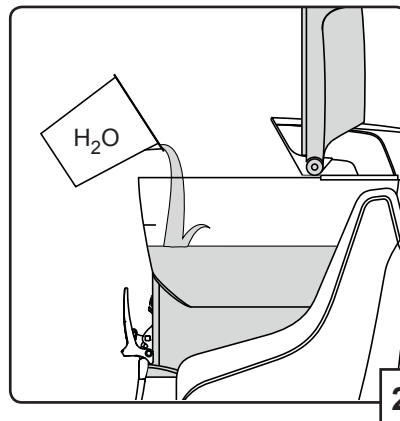
27 Prepare the tap assembly for attachment. Insert the top of the spring into the hook on the bowl, as shown. Insert the red rubber seal on the back of the tap lever into the tap hole on the bottom of the bowl. Line up the middle pins on the tap lever with the mounting slots.



28 Attach the tap handle assemblies. Push in with your thumb on the center of each tap lever handle until the assembly pops into place.

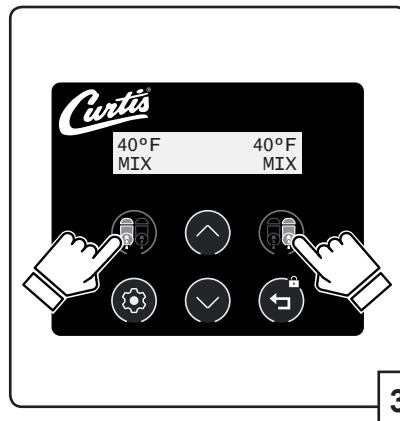
Before starting up the unit again after cleaning, rinse it out as follows:

29 Open the lids and fill the mixing bowls with clean water.

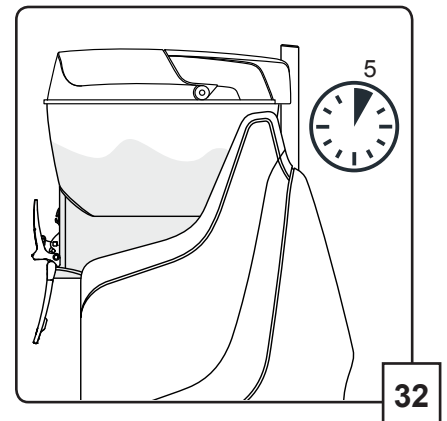


30 Turn ON the main power switch.

31 Push the operating mode buttons for each bowl repeatedly until MIX appears on the display.



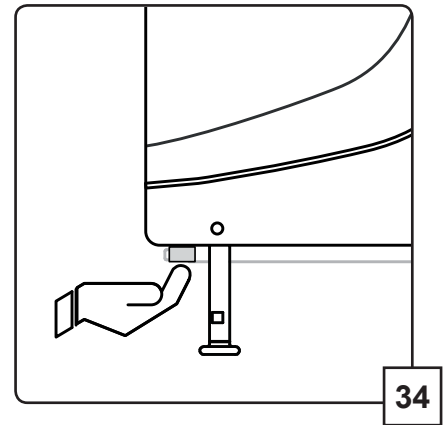
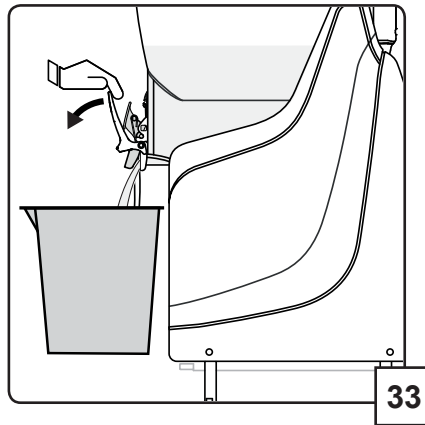
32 Leave the unit on for 5 minutes.



continued...

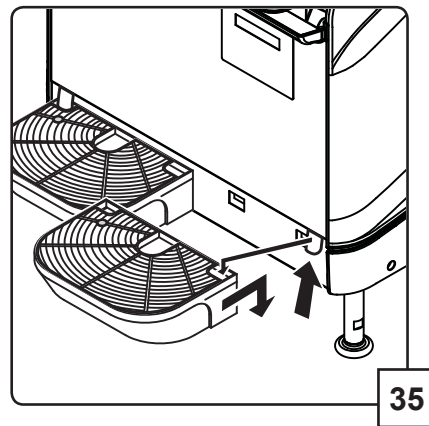
Daily Cleaning (cont.)

- 33 Drain the water from each of the mixing bowls by placing a container under the tap and pulling the lever.
- 34 Turn OFF the main power switch.



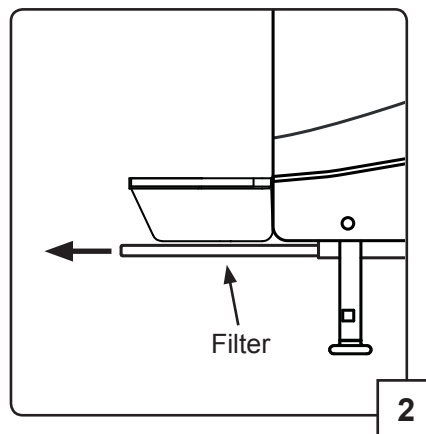
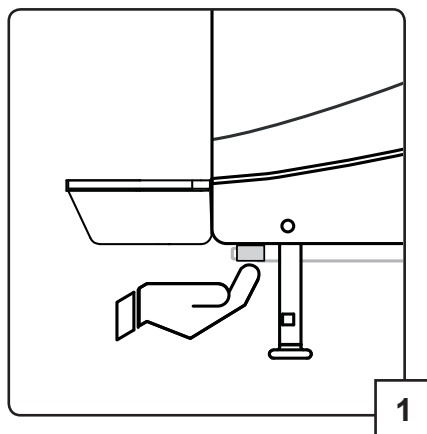
Reinstall the Drip Trays and Wipe Up

- 35 Position the drain hose in the opening in the top of each drip tray. Then, insert the tabs on the back of the tray into the holes on the front of the chassis. Push down gently to secure in place.
- 36 Wipe any dust or debris from the exterior surfaces of the unit with a damp cloth. Wipe up any spills/liquids in the surrounding area.



Clean the Filter (Weekly)

- 1 Make sure that the main power switch is OFF.
- 2 Pull the filter out of the slot on the bottom of the unit.
- 3 Clean the ventilation louvers on the back of the unit and the filter with a vacuum or soft bristled brush.
- 4 Reinstall the filter.



Preventive Maintenance - (Perform Every Six Months)

MAINTENANCE appears on the display every 6 months to remind you to call a qualified service technician to perform seal and bushing replacement. Press any button on the control panel to temporarily clear the display. The technician will reset the MAINTENANCE reminder during the procedure.



- WARNING**
- Failure to perform preventive maintenance as required, may result in leaks and/or damage to the unit. Damage and/or leaks resulting from failure to perform required maintenance is not covered by the warranty.
 - The following procedure is to be performed only by a qualified service technician.
 - To avoid personal injury, disconnect the power cord before performing preventive maintenance.

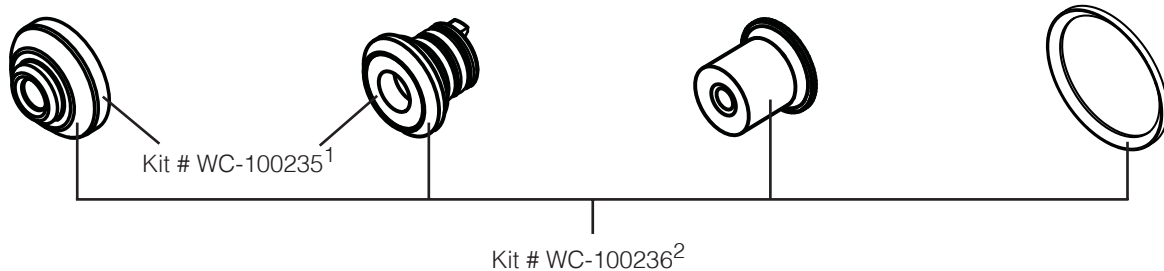
Seal and Bushing Replacement Procedure (All Kits and Parts Sold Separately)

WC-100216 - Auger seal

WC-100234 - Drum bushing

WC-100010 - Tap seal

WC-100253 - Bowl seal



¹ Replace every 6 months, or as needed. Use kit # WC-100235 (2 sets per kit).

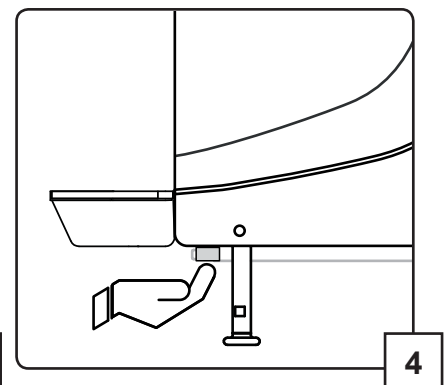
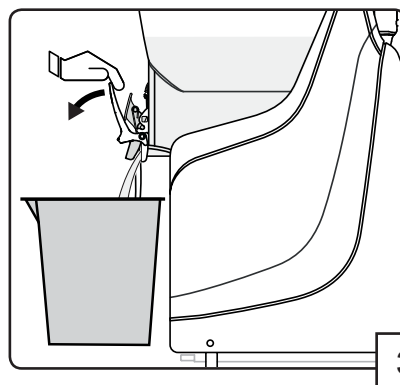
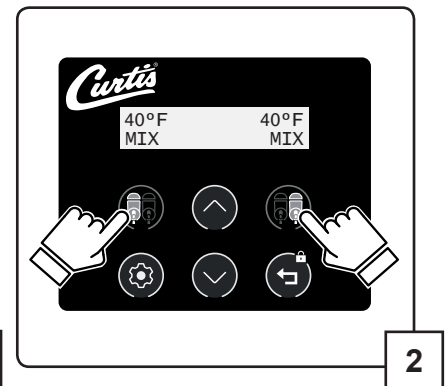
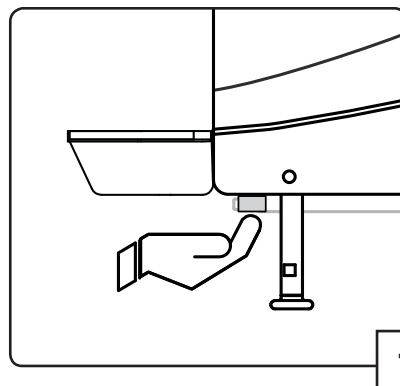
² Replace once a year, or as needed. Use kit # WC-100236 (2 sets per kit).

Also required: Curtis Part # WC-4916, food grade lubricant.

Empty the Bowls

Skip to step 5 if the bowls are empty.

- 1 Make sure that the main power switch is ON.
- 2 Push the operating mode buttons repeatedly for each bowl until MIX appears on the display.
- 3 Place a large empty container under each dispenser tap. Drain the contents out of each bowl. Hold the container up to the tap to reduce splashing.
- 4 Once the bowls are empty, turn OFF the main power switch.

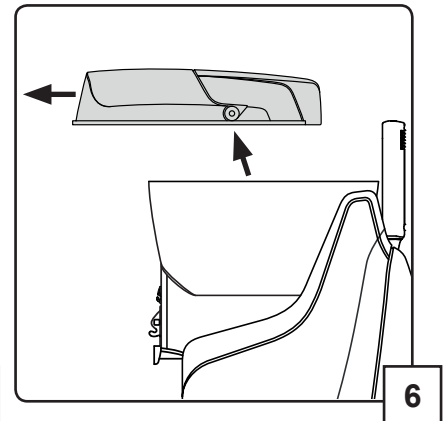
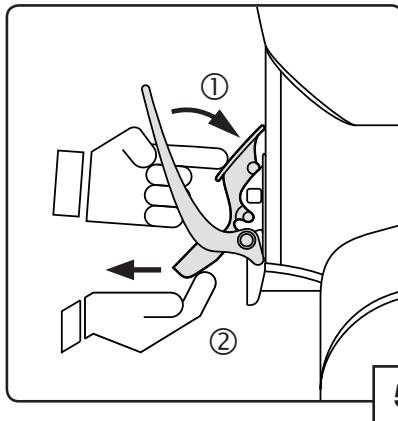


Preventive Maintenance (cont.)

Remove the Mixing Bowls and Lids

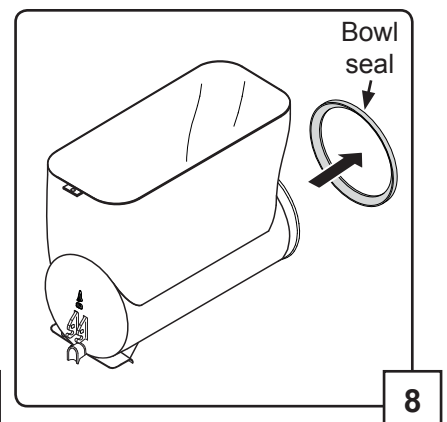
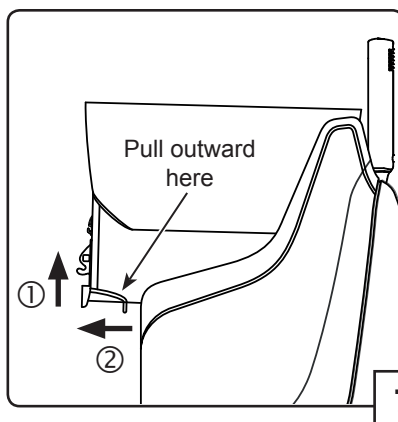
5 Remove the handle assemblies from the bowl taps by pushing in on the top of the handle with your thumb while pulling up on the bottom with your index finger.

6 Lift off the lids.



7 Remove the bowl by pushing the front up and pulling outward on the trim on the bottom.

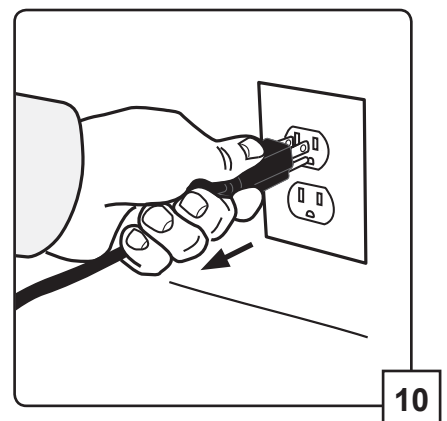
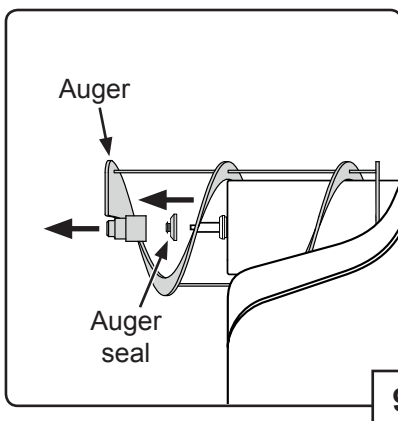
8 Pull the bowl seal off of the back of each bowl.



9 Pull forward on each auger to remove it from the drum. Remove and discard the auger seals from the front of each drum.

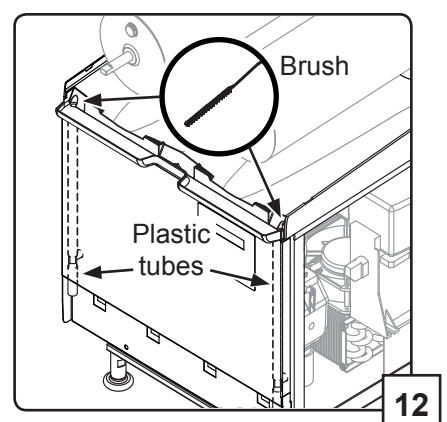
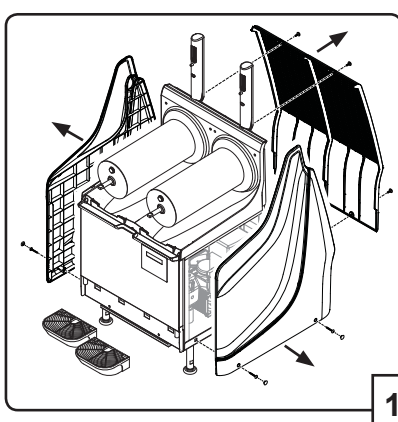
Inspect the Drain Tubing

10 Disconnect the power cord from the electrical outlet.



11 Remove both side panels, the rear panel and the drip trays from the unit.

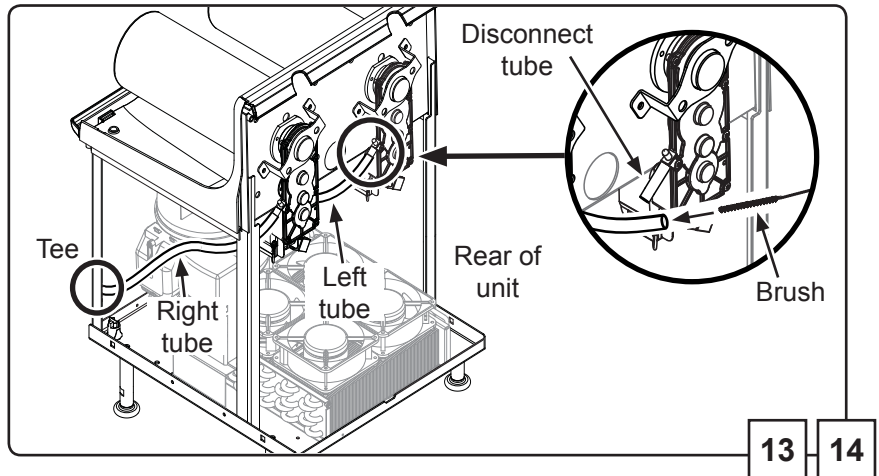
12 Inspect the two plastic tubes behind the front panel for clogs. They run from the evaporator drip pan down to the drip trays. Insert the brush included with the unit into the (2) holes in the top of the evaporator drip pan to clear any clogs.



continued...

Preventive Maintenance (cont.)

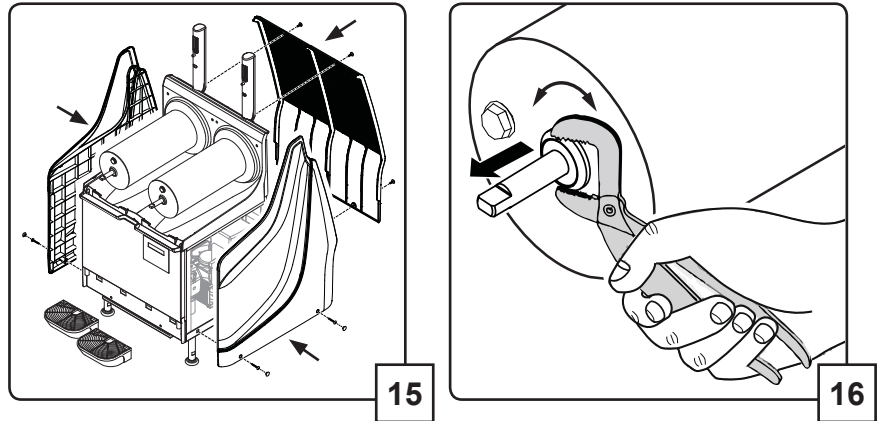
- 13 Inspect the two plastic tubes that run from the gear motors at the back of the unit to the front for clogs.
- 14 Use the brush included with the unit to clear any clogs that are found. Remove the end of the tube from the gear motor and insert the brush into the end of the tube. Gently push the brush in until it reaches the tee at the front of the unit. When done, reinstall the end of the tube and repeat the procedure for the other tube, if necessary.



- 15 Reinstall the panels.

Replace Seals/Reassemble

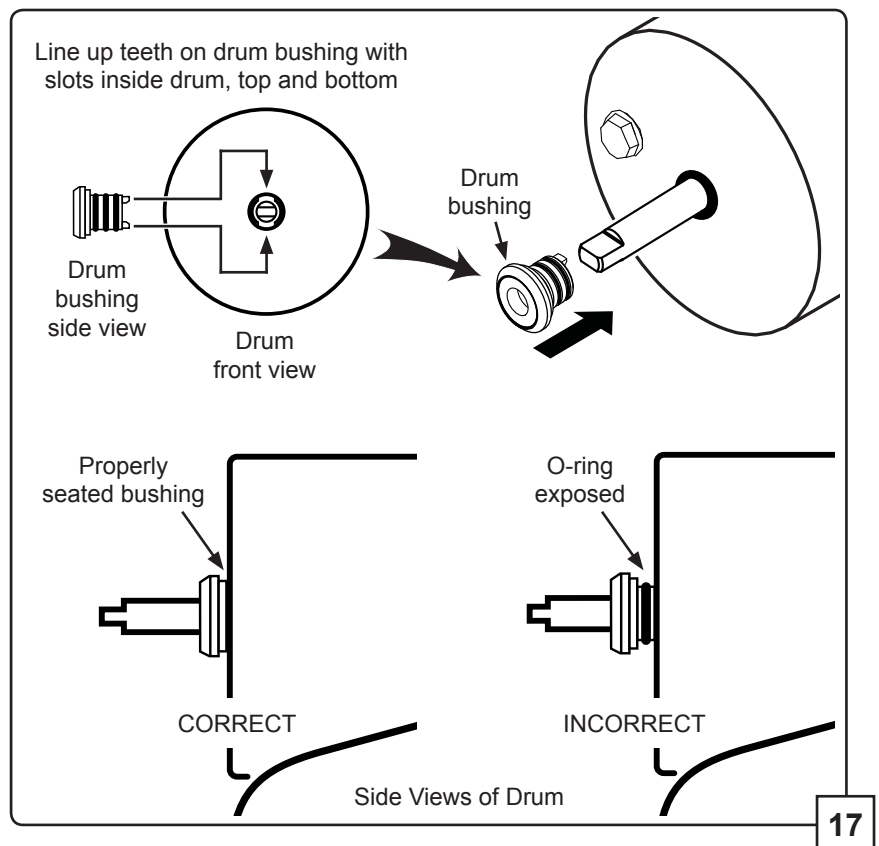
- 16 Using a pair of pliers, grasp the outside of each drum bushing. While rocking it back and forth, pull out on the bushing, until it comes free from the drum. Discard the bushings.



- 17 Install the new bushings in place of the old ones removed in step 16.

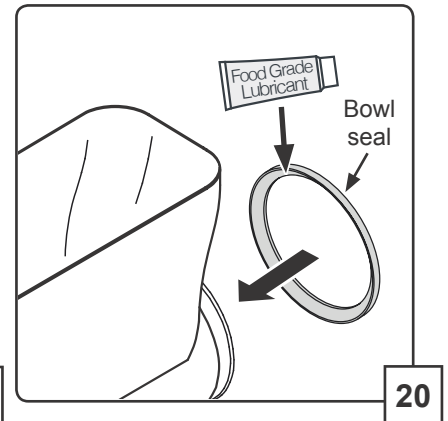
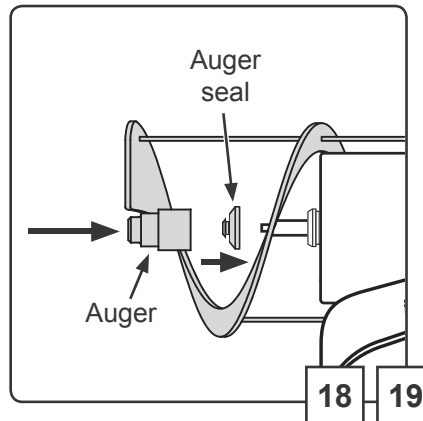
NOTICE: When installing the new bushings, the teeth on the back of each bushing must line up with the slots inside the hole on the front of the drum. When a bushing is not seated properly, one of the O-rings on the bushing will be exposed when viewed from the side.

continued...

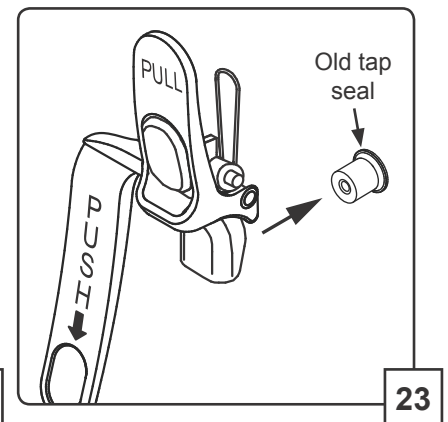
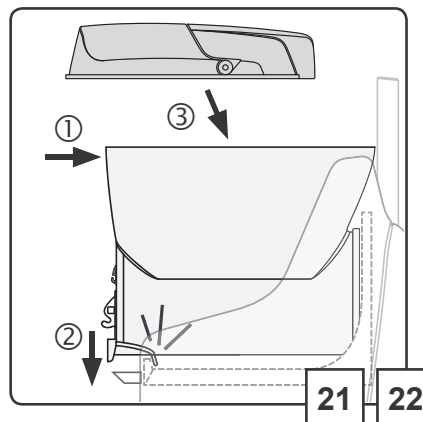


Preventive Maintenance (cont.)

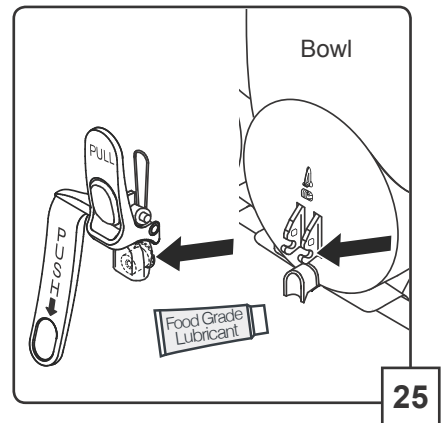
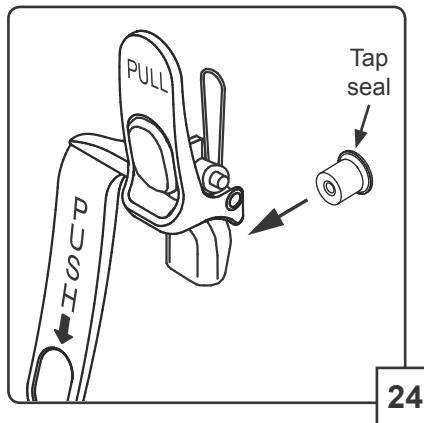
- 18 Install new auger seals on the front of each drum.
- 19 Reinstall the augers. Rotate each auger until it engages completely.
- 20 Lubricate the inner surface on each bowl seal with food grade lubricant (Curtis Part # WC-4916). Install a bowl seal on the back of each bowl.



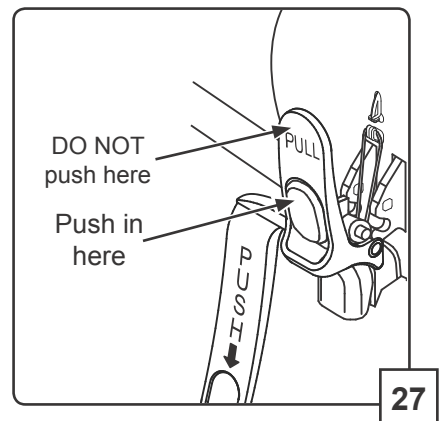
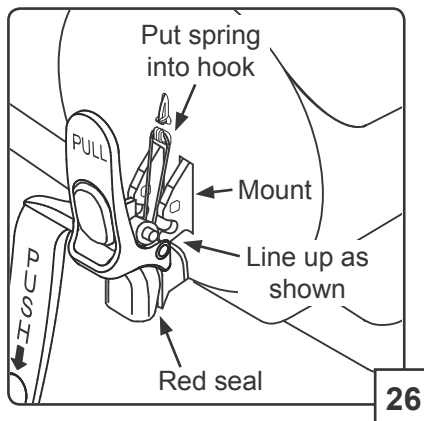
- 21 Set the mixing bowls back in place. Make sure that the lip on the bottom of each bowl rests inside the front trim on the top of the chassis.
- 22 Replace the lids.
- 23 Remove and discard the existing tap seals from the tap handle assemblies.



- 24 Install the new tap seals.
- 25 Lubricate the tap seal and the handle mounting slots using food grade lubricant.



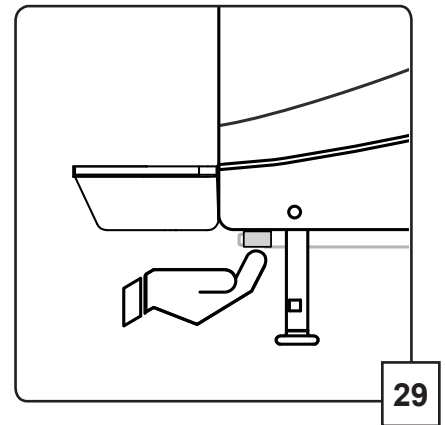
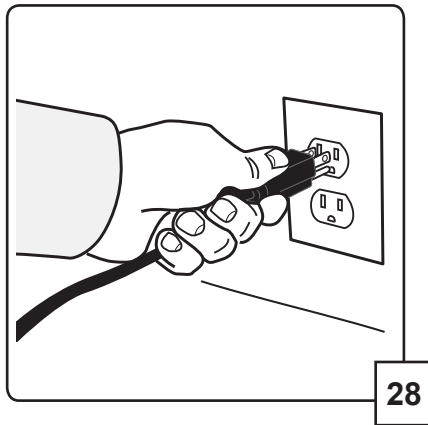
- 26 Prepare the tap assembly for attachment. Insert the top of the spring into the hook on the bowl, as shown. Insert the red rubber seal on the back of the tap lever into the tap hole on the bottom of the bowl. Line up the middle pins on the tap lever with the mounting slots.
- 27 Attach the tap handle assemblies. Push in with your thumb on the center of each tap lever handle until the assembly pops into place.



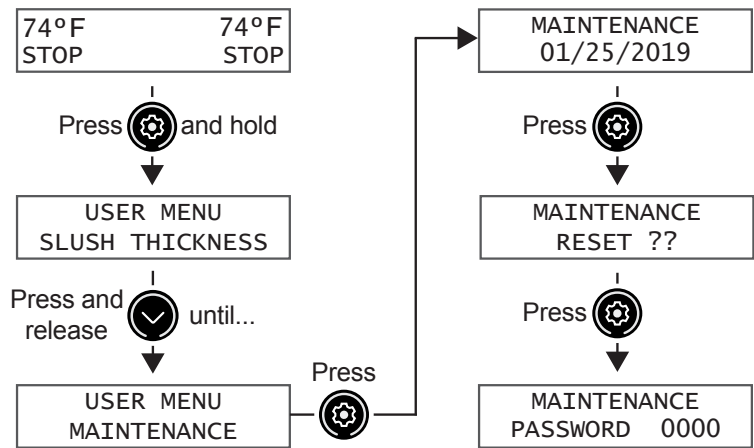
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Preventive Maintenance (cont.)

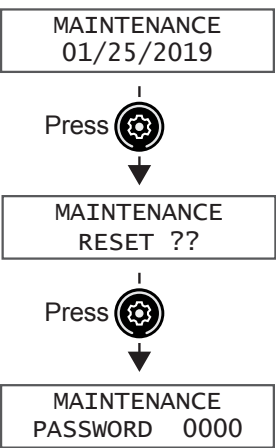
- 28 Reconnect the power cord.
- 29 Turn ON the main power switch.



- 30 Reset the MAINTENANCE reminder using the control panel.



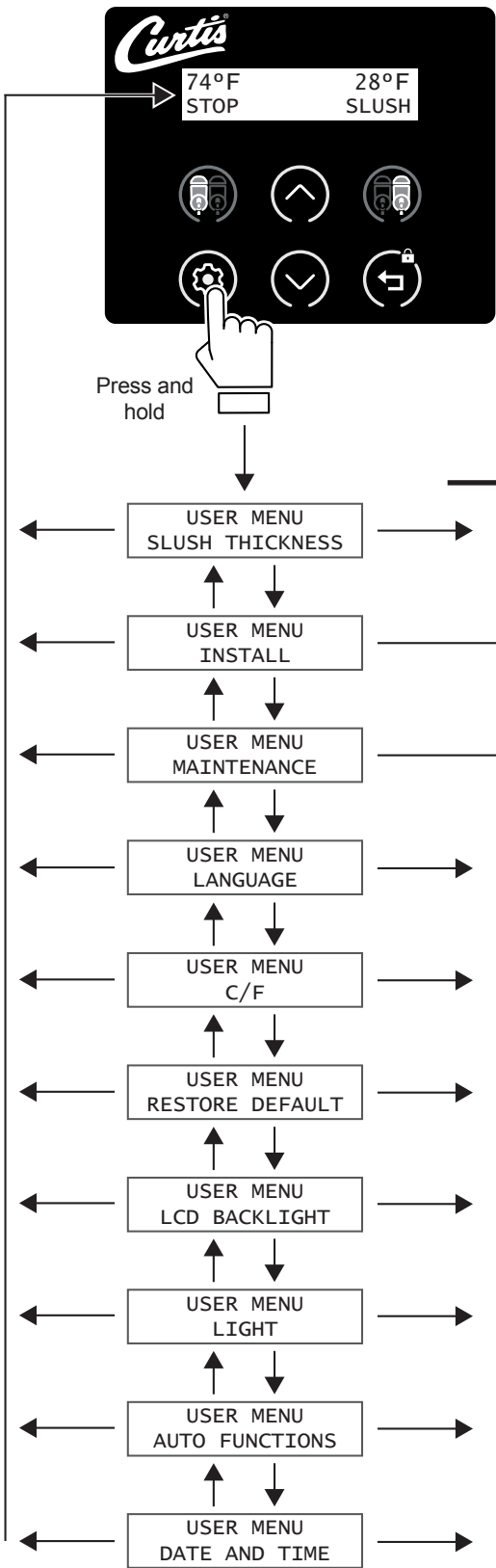
Date on which MAINTENANCE reminder is currently set to appear. Steps below will set to next maintenance date (six months ahead). System DATE AND TIME must be properly set for proper operation (see *PROGRAMMING GUIDE* section).



ENTER PASSWORD: 1941





- Selects number being changed (number flashes)
- Increases/decreases number setting
- Sets MAINTENANCE reminder ahead six months when correct password is entered
- Press twice to return to main screen


Entering/Navigating the User Menu



Press and hold  to enter USER MENU

To navigate user menu, press:

-  to scroll down to next menu item ↓
-  to scroll up to previous menu item ↑
-  to select the menu item shown for adjustment →
-  to save changes and exit the selected menu item and/or exit the user menu ←

 **NOTE:** In the event of a power failure, all settings programmed into the control panel will remain the same.

The INSTALL menu is used to set up the unit during installation. See the *INSTALLATION INSTRUCTIONS* section.

The MAINTENANCE menu is to be accessed only by qualified service technicians and is password protected.

See the following pages for programming options for these individual menu items.

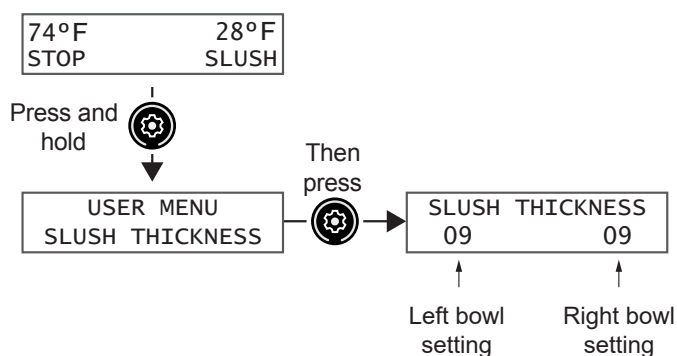
Available Settings

User Parameter	Min.	Default	Max.
SLUSH THICKNESS	1	9	18
INSTALL	NA	NA	NA
MAINTENANCE	NA	NA	NA
LANGUAGE	-	English	-
C/F	C	F	F
RESTORE DEFAULTS	NA	NA	NA
LCD BACKLIGHT	0	100	100
LIGHT	OFF	ON	ON
AUTO FUNCTIONS	OFF	OFF	ON
DATE AND TIME	-	-	-

Programming Options

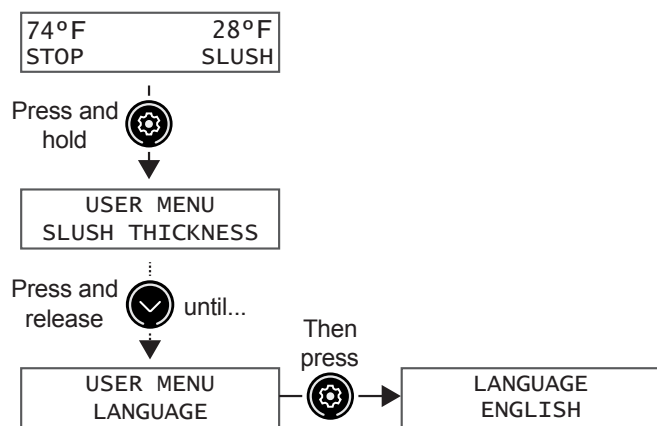
SLUSH THICKNESS - Use the slush thickness setting to increase slush thickness AND to compensate for mixes that have a higher sugar content or are more dense (fruit, alcohol and dairy based mixes). Increasing the slush thickness setting does not reduce freezing time. The range is 1 to 18. The factory default setting of "9" works best with simple slush mixtures having a sugar content of 13 - 14°Bx. Higher Bx levels or more dense mixes may require a higher slush thickness setting for proper freezing.

IMPORTANT: At higher slush thicknesses, the lid should be fastened to prevent it from opening during operation.



- Changes bowl selection (thickness setting flashes)
- Increases/decreases consistency number
- Saves changes and exits (press twice to exit user menu)

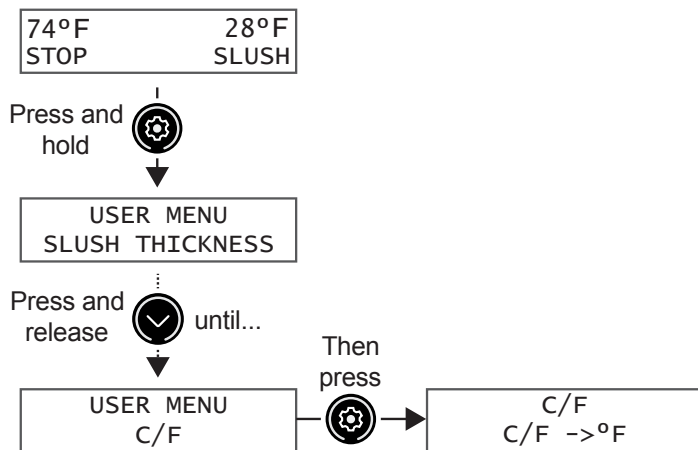
LANGUAGE - The default language is English. Other languages available are French, German, Italian, Portuguese and Spanish.





- Scrolls through language selections
- Saves changes and exits (press twice to exit user menu)

Programming Options (cont.)

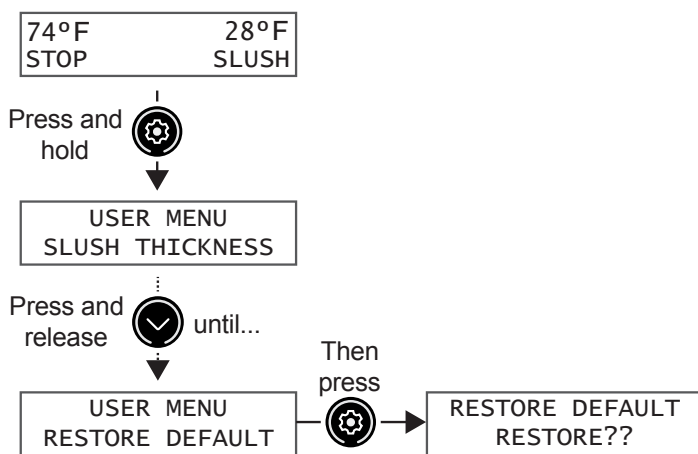
Temperature Scale - Allows the unit to display the temperature in Celsius (C) or Fahrenheit (F). The default is F.






-  Toggles between C and F
-  Saves changes and exits (press twice to exit user menu)

RESTORE DEFAULT - Resets the control panel to the factory default settings.

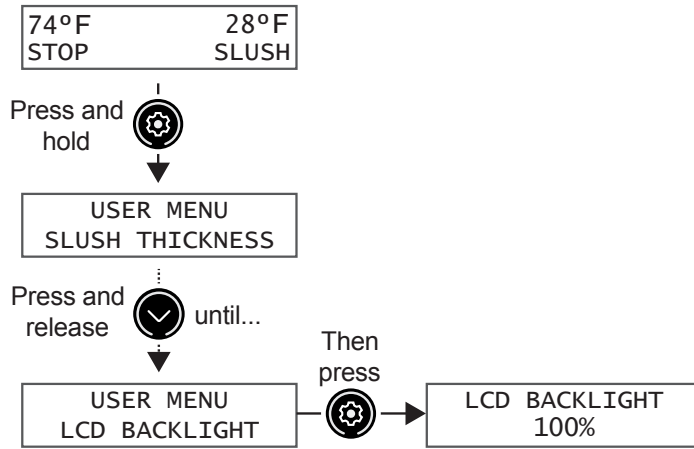
i NOTE: Resetting the defaults does not change the DATE AND TIME settings.



-   Restores control panel to factory defaults
-  Exits to user menu with no changes

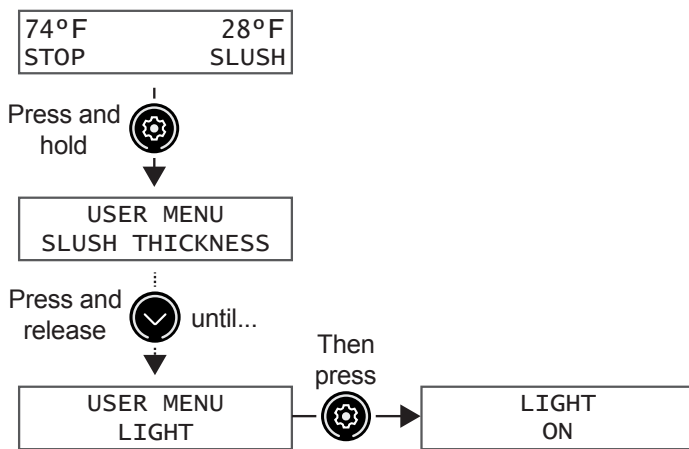
Programming Options (cont.)

LCD BACKLIGHT - Adjusts the intensity of the LCD display backlight. The default setting is 100%.



- Increases/decreases intensity level
- Saves changes and exits (press twice to exit user menu)

LIGHT - Turns the bowl lights ON and OFF. The default setting is ON.



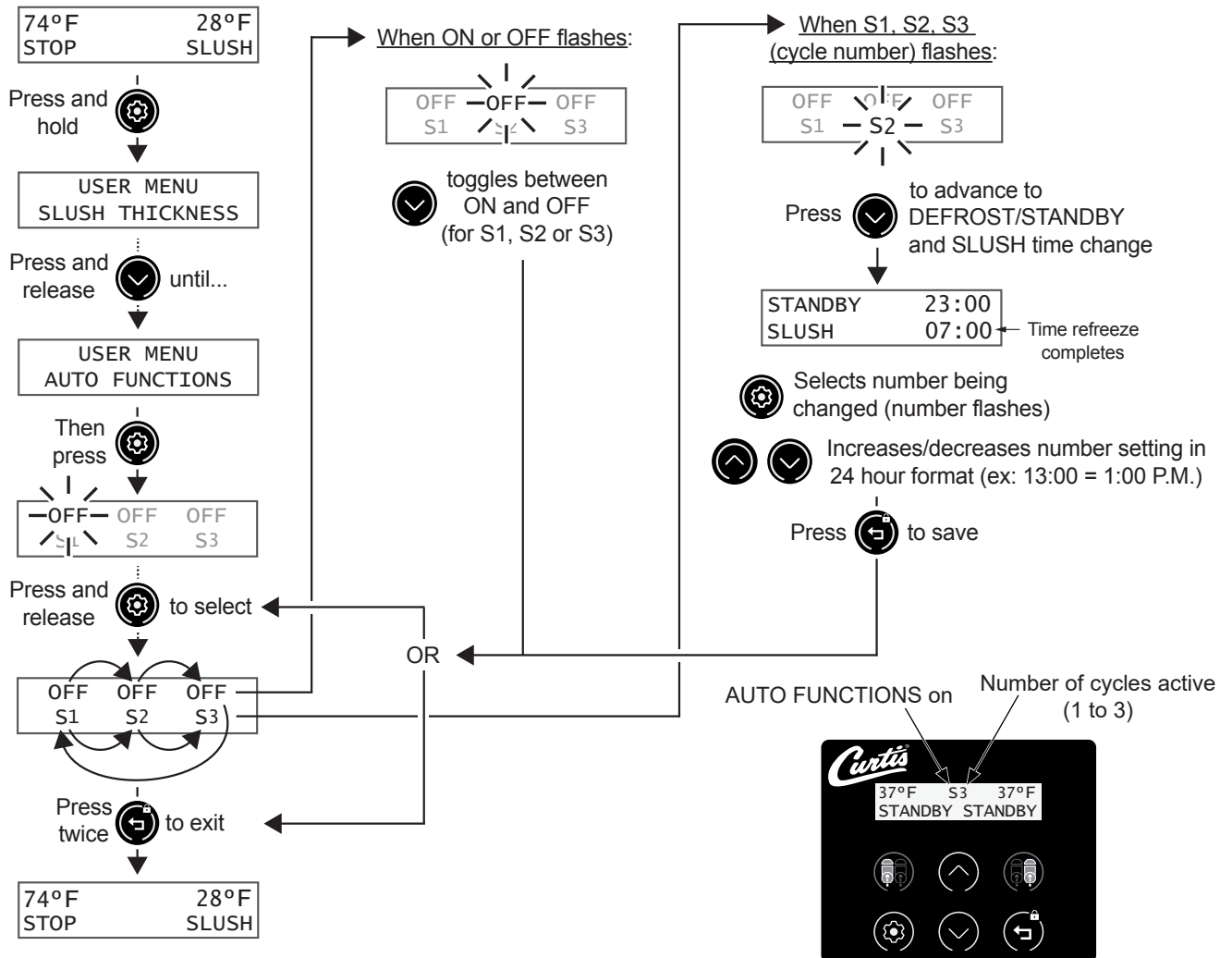
- Toggles between ON and OFF
- Saves changes and exits (press twice to exit user menu)

Programming Options (cont.)

AUTO FUNCTIONS - The default setting is OFF. Allows you to program the unit to defrost and go into STANDBY mode automatically, then refreeze again at a later time. AUTO FUNCTIONS is ideal for refrigerating the product overnight and refreezing it automatically in the morning.

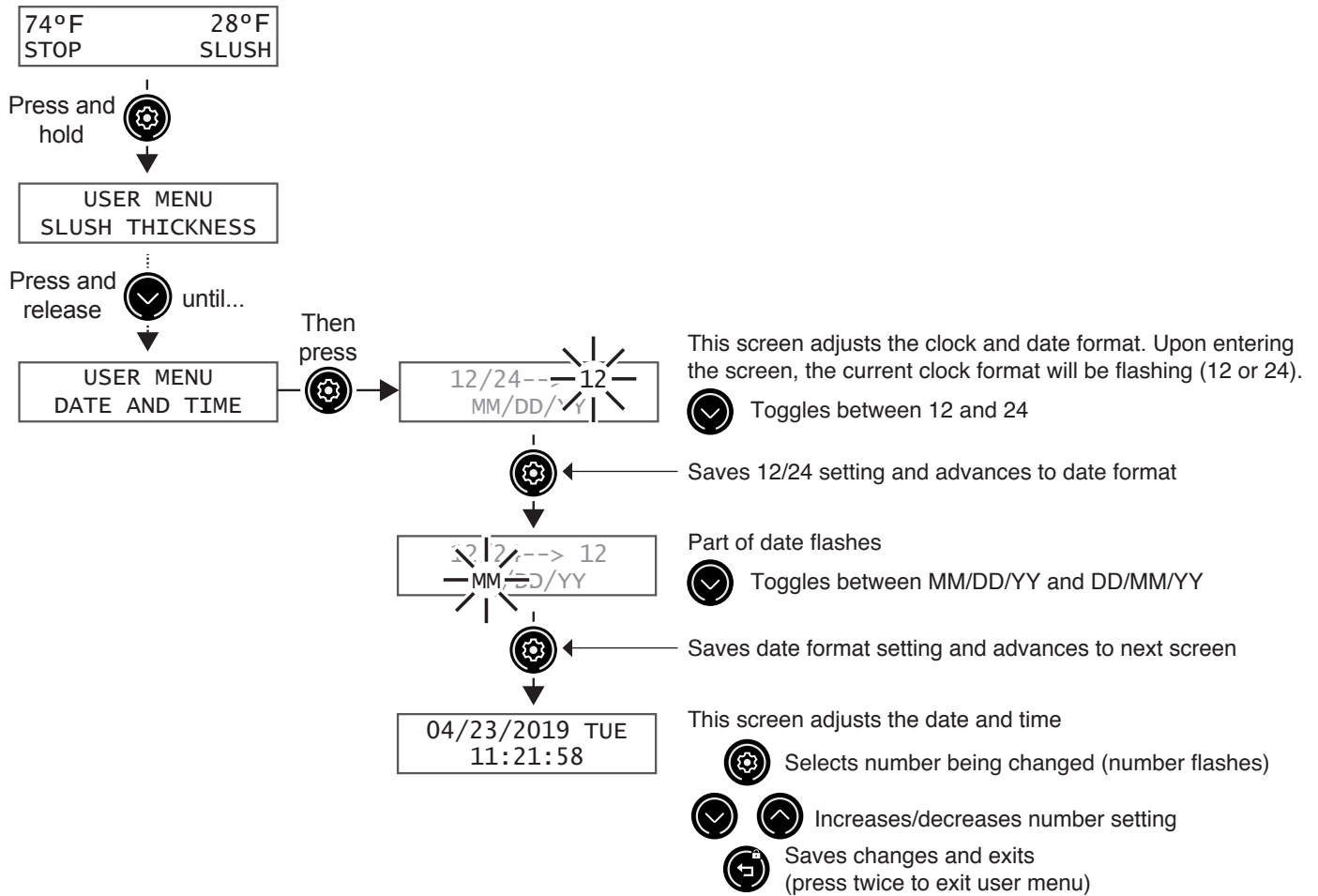
Important Things to Know About AUTO FUNCTIONS:

- You can program up to three (3) separate defrost and refreeze cycles (S1, S2, and S3). Each cycle may be activated and deactivated independently. NOTE: If a cycle overlaps the previous one, it extends the STANDBY time of the previous one.
- Each bowl must be set to SLUSH mode using the operating mode button for AUTO FUNCTIONS to operate. To temporarily override AUTO FUNCTIONS for a particular bowl, set that bowl to any mode other than SLUSH. Changes made to an AUTO FUNCTIONS cycle while it is in process will not take effect until the next day, unless you use the operating mode button to override it.
- The AUTO FUNCTIONS feature will not operate properly if the control panel time is not set correctly. See **DATE AND TIME** on the following page.
- Two characters appear at the top of the display when AUTO FUNCTIONS is active (see diagram below, right).

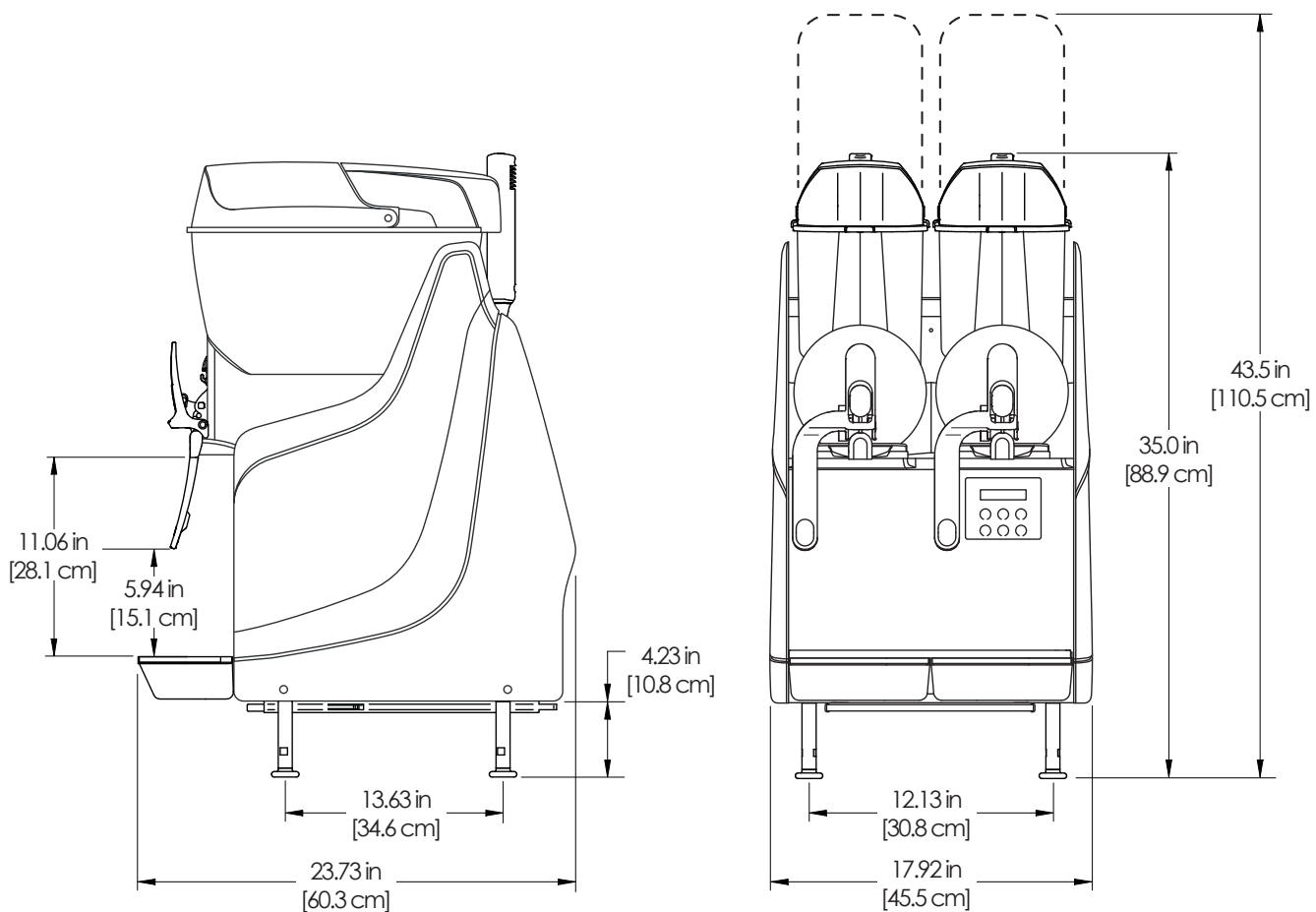


Programming Options (cont.)

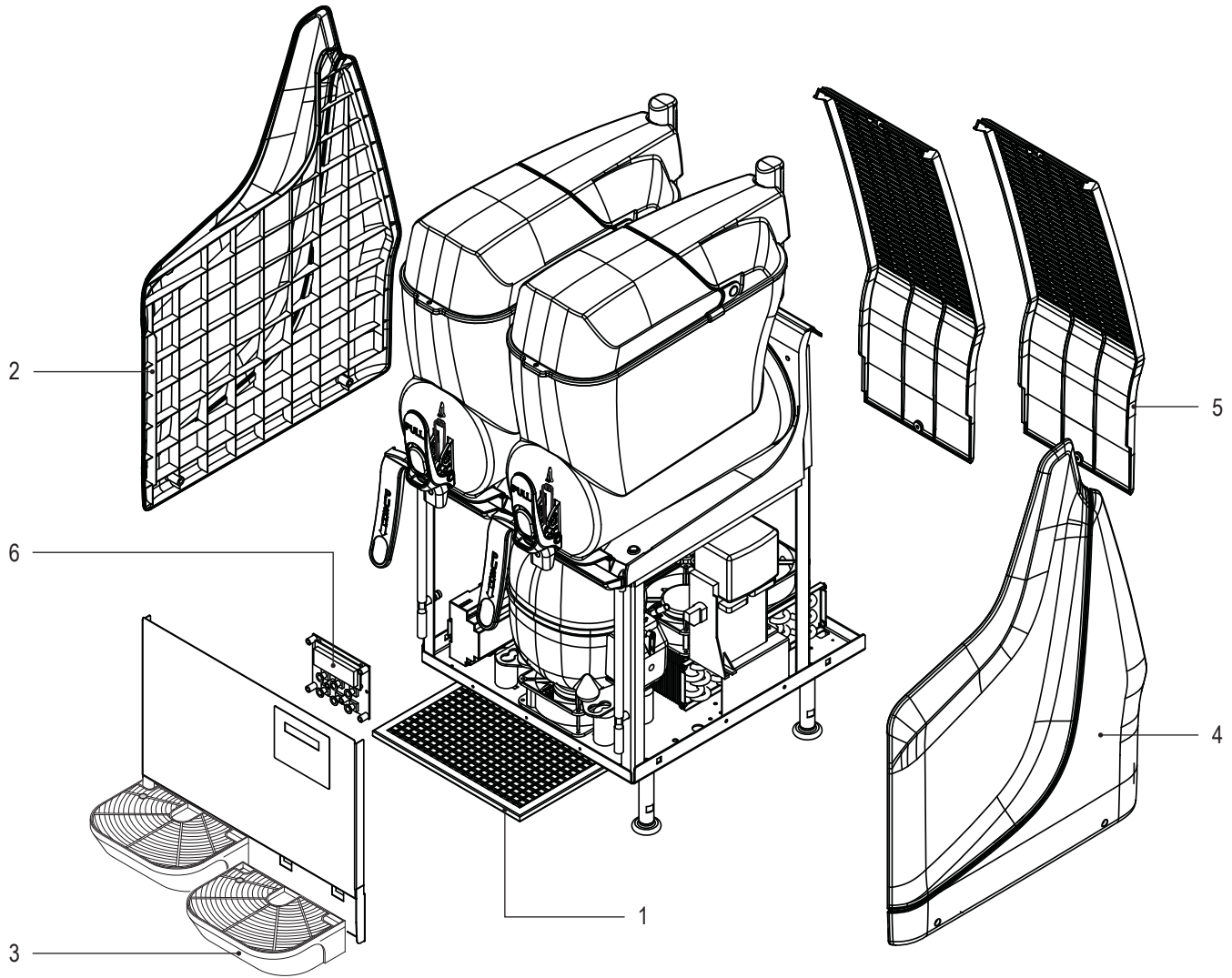
Date and Time - Use to set the current date and time for the control panel. Also adjusts the clock format (12HR/24HR) and date format (MM/DD/YYYY or DD/MM/YYYY). The defaults are 12HR and MM/DD/YYYY.



CFBX2 - Twin Bowl Frozen Beverage Machine



CFBX2 - Exterior - Exploded View



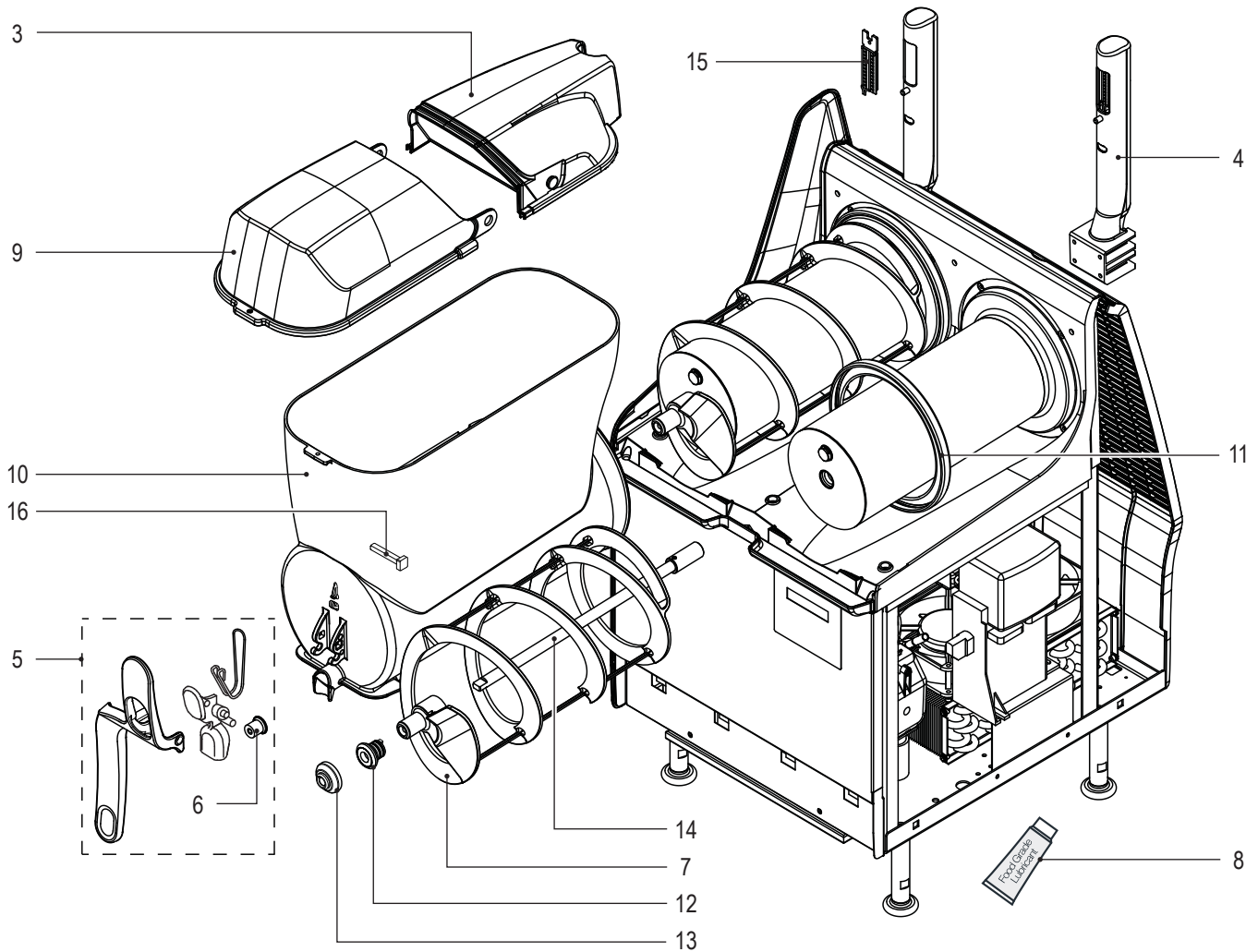
CFBX2 - Exterior - Parts List

ITEM #	PART #	DESCRIPTION
1	WC-100211	AIR FILTER
2	WC-100231	LEFT SIDE PANEL
3	WC-100018*	DRIP TRAY KIT

ITEM #	PART #	DESCRIPTION
4	WC-100232	RIGHT SIDE PANEL
5	WC-100233	REAR PANEL
6	WC-100210	DISPLAY BOARD

* Recommended parts to stock

CFBX2 - Bowl Assembly - Exploded View



CFBX2 - Bowl Assembly - Parts List

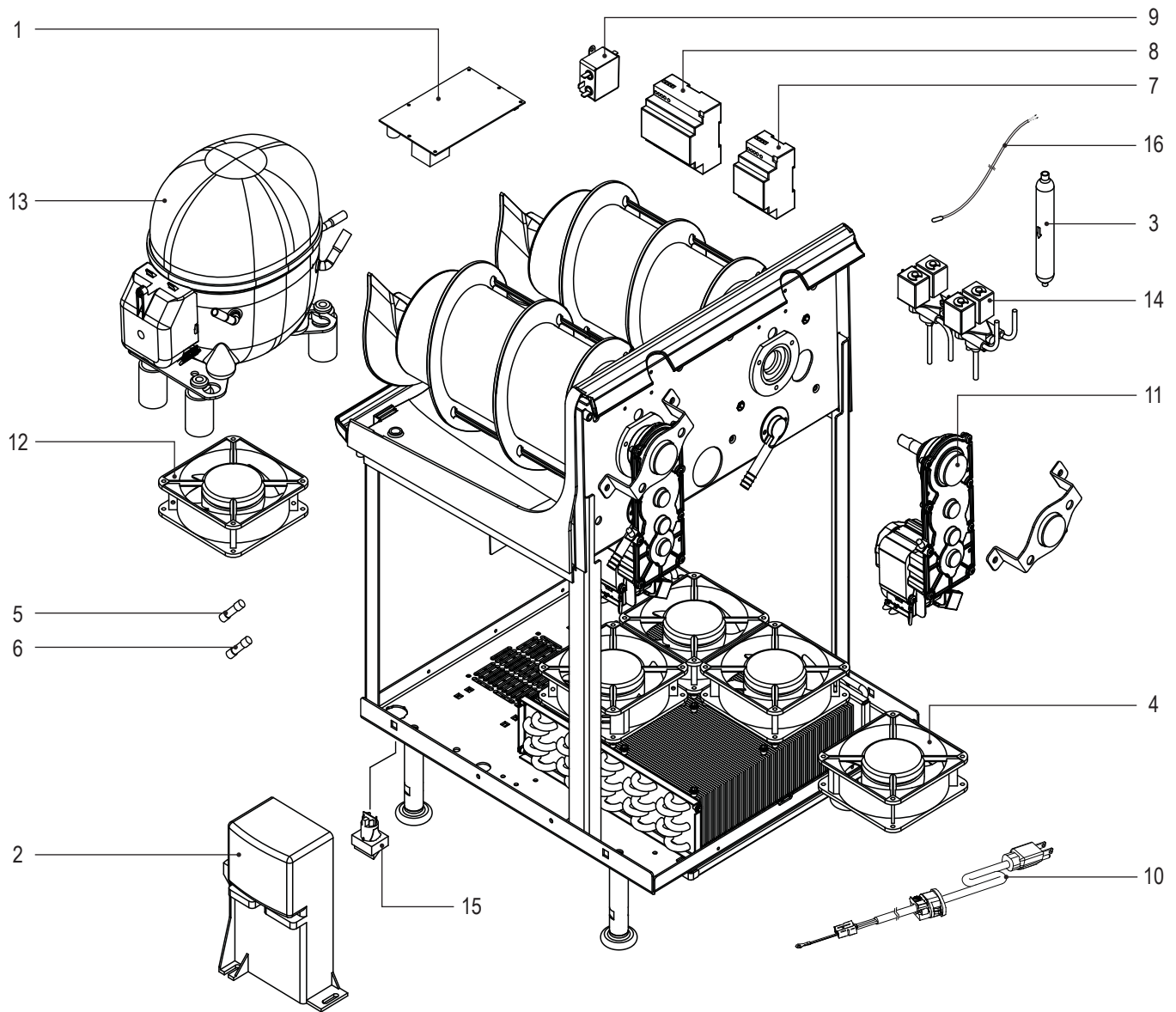
ITEM #	PART #	DESCRIPTION
1	WC-100236*	PREVENTIVE MAINTENANCE KIT 2 BOWLS 1 YEAR (NOT SHOWN, INCLUDES ITEMS 6, 11, 12 AND 13)
2	WC-100235*	PREVENTIVE MAINTENANCE KIT 2 BOWLS, 6 MO. (NOT SHOWN, INCLUDES ITEMS 12 AND 13)
3	WC-100214	BACK LID (STANDARD)
4	WC-100215	LIGHT TUBE (INCLUDES ITEM 17)
5	WC-100001**	TAP SET GNW - BLACK (ADA-LONG HANDLE)
6	WC-100010**	TAP SEAL (RED)
7	WC-100257**	AUGER
8	WC-4916	LUBRICANT, GREASE HEAVY DUTY PC'S 4oz

ITEM #	PART #	DESCRIPTION
9	WC-100213	FRONT LID
10	WC-100218	BOWL
11	WC-100253	BOWL SEAL
12	WC-100234	DRUM BUSHING
13	WC-100216	AUGER SEAL
14	WC-100217	AUGER SHAFT
15	WC-100258	LED MODULE
16	WC-100013	TAP LOCK ROD - BLACK

* Preventive maintenance kits are not included with the unit and must be purchased separately.

** Recommended parts to stock

CFBX2 - Electro-mechanical Components - Exploded View



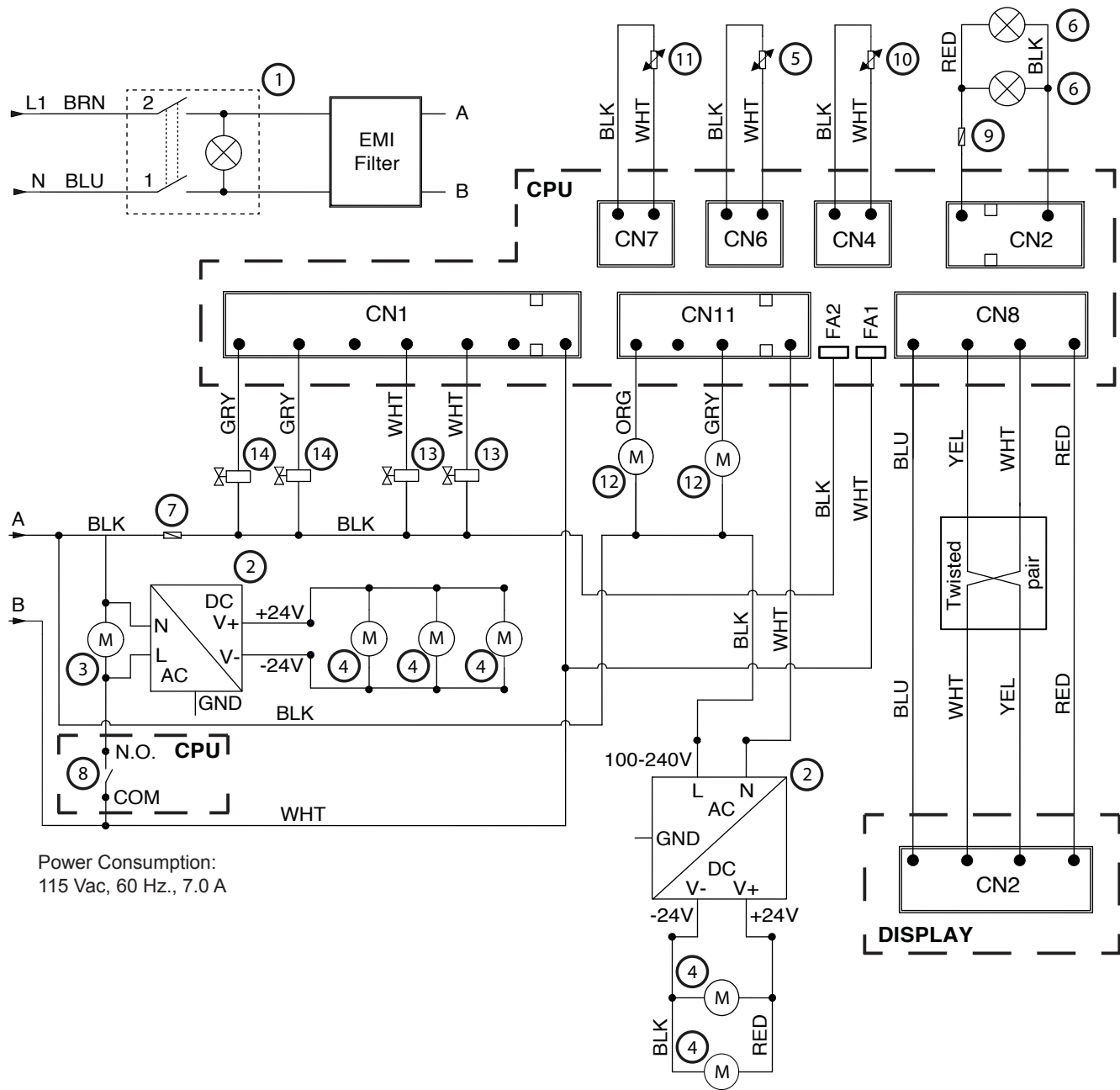
CFBX2 - Electro-Mechanical Components - Parts List

ITEM #	PART #	DESCRIPTION
1	WC-100229	ELECTRONIC CONTROL BOARD
2	WC-100220	COMPRESSOR OPERATION BOX
3	WC-100221	DRYER FILTER
4	WC-100222	CONDENSER FAN
5	WC-100225	FUSE 3.15 A
6	WC-100226	FUSE 1.6 A
7	WC-100228	POWER SUPPLY 60 W
8	WC-100227	POWER SUPPLY 100 W

ITEM #	PART #	DESCRIPTION
9	WC-100230	NOISE FILTER
10	WC-100075	POWER CABLE
11	WC-100040*	GEAR MOTOR ELCO MONO 115V/60HZ
12	WC-100224	COMPRESSOR FAN
13	WC-100219	COMPRESSOR
14	WC-100223	DOUBLE SOLENOID VALVE 115V/60HZ
15	WC-100212	MAIN POWER SWITCH
16	WC-100188	TEMPERATURE PROBE

* Recommended parts to stock

CFBX2 - Twin Bowl Frozen Beverage Machine



Power Consumption:
115 Vac, 60 Hz., 7.0 A

N°	Description
1	Main power switch (PWS)
2	Power supply (PS)
3	Compressor motor (CM)
4	Fan motor (FM)
5	Temperature condenser
6	LED
7	Fuse T1, 6A delayed (F1)

N°	Description
8	Relay (part of CPU)
9	Fuse T3, 15A fast (F2)
10	Left temperature sensor (TS1)
11	Right temperature sensor (TS2)
12	Auger motor (AM)
13	Heating solenoid valve (HSV)
14	Cooling solenoid valve (CSV)

This troubleshooting guide identifies some, but not all, of the possible causes for common problems that can occur. If any problems occur that cannot be resolved by performing the steps on the following pages, turn OFF the main power switch, disconnect the power cord and call for service.

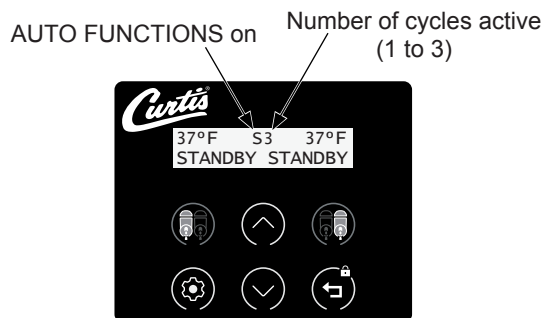
Unit Does Not Turn ON

- 1 Make sure that the circuit breaker for the electrical outlet is not tripped and is turned on.
- 2 Make sure that the power cord is properly connected to the electrical outlet.
- 3 Make sure that the main power switch is ON.

Mixture Does Not Freeze

NOTE: If you turn the main power switch OFF and back ON again (immediately) when in SLUSH mode, and all bowls have reached freezing, it may take up to 5 minutes for the internal system components to reinitialize.

- 1 Make sure that the temperature of the operating environment is within the minimum and maximum specified in the **SPECIFICATIONS** section.
- 2 See **Checking for Proper Ventilation** later in this section.
- 3 Make sure that the operating mode is set to SLUSH.
- 4 If using a slush mixture, make sure that it is properly diluted. Proper sugar content is between 11°Bx and 22°Bx (11% - 22% by weight).
- 5 Make sure that the SLUSH THICKNESS is not set too low. The slush thickness setting increases slush thickness AND to compensates for mixes that have a higher sugar content or are more dense (such as fruit, alcohol and dairy based mixes). The factory default setting of "5" works best with simple slush mixtures having a sugar content of 13 - 14°Bx. In general, higher sugar contents and densities, require a higher slush thickness setting to freeze properly. See the **PROGRAMMING GUIDE** section for instructions.
- 6 If using the timer (AUTO FUNCTIONS is set to ON), make sure that the clock is set to the current time and that the timer is set to freeze (SLUSH) at the desired time (not STANDBY or DEFROST). See the **PROGRAMMING GUIDE** section. **NOTE:** S1, S2 or S3 appears at the top of the display to indicate that AUTO FUNCTIONS is on and is controlling the operation of the machine. If you wish to control the operation of the machine manually, set AUTO FUNCTIONS to OFF.
- 7 Check to see if the other bowl is set to DEFROST. SLUSH is temporarily disabled (SLUSH flashes on the display) when the other bowl is in DEFROST mode. The unit cannot refrigerate one bowl and defrost the other at the same time.



SLUSH or STANDBY flashes on the display

Check to see if the other bowl is set to DEFROST. When DEFROST is in use for one bowl, SLUSH and STANDBY modes for the other bowl are temporarily disabled (STANDBY/SLUSH will flash). The unit cannot refrigerate one bowl and defrost the other at the same time.

Beverage Does Not Come Out of Tap/Ice Chunks in Mixture

This problem is usually caused by a mixture that is too thick or ice chunks forming in the bowl.

- 1 If using a slush mixture, make sure that it is properly diluted. Proper sugar content is 11% - 22% by weight.
- 2 Make sure that the SLUSH THICKNESS is not set too high. See the **PROGRAMMING GUIDE** section.
- 3 If the slush mixture and SLUSH THICKNESS setting are correct and small chunks appear in the mixture, try running a defrost cycle (see **Additional Features** in the **OPERATING INSTRUCTIONS** section).

Leak at Back of Mixing Bowl

- 1 Make sure that the bowl seal is properly lubricated and is not worn out.
- 2 Make sure that the bowl is properly seated.

Auger Does Not Turn or is Noisy

- 1 Bowl is nearly empty. Add more product to the bowl.
- 2 If using a slush mixture, make sure that it is properly diluted. Proper sugar content is 11% - 22% by weight. An improperly diluted slush mixture can cause ice chunks that can interfere with auger rotation. If necessary, defrost the bowl contents, drain and refill with a mixture that has the correct sugar content.
- 3 Make sure the auger seal is properly installed.

“Mound” of Slush Builds Up in Center or Front of Bowl

It is normal for a mound of slush to build up inside the bowl during operation. Due to the motion of the auger, all of the contents of the bowl, including any mounding, are circulated completely every 15 to 20 minutes.

Tap Leaks

- 1 Make sure that the (red) tap gasket is properly lubricated and is not worn out.
- 2 Make sure that the tap handle assembly is properly lubricated and seated.

Tank Lid Lights Flash

Indicates that an error code has been sent to the control panel display. Read the error code on the display and consult the *ERROR CODES* section of this guide.

Error Message on Display

See *ERROR CODES* section.

Bowls are Not Lit

Check to make sure that the LIGHT function is turned on. See the *PROGRAMMING GUIDE* section.

Cannot Read Display/Display Not Lit

Check to make sure that the LCD BACKLIGHT function is set high enough. See the *PROGRAMMING GUIDE* section.

LOCKED KEYBOARD Appears When Any Button is Pushed on the Control Panel

The keyboard is locked. Press and hold the button with the lock symbol until the keyboard unlocks.

**Checking for Proper Ventilation**

- 1 Make sure that the filter is clean. See the *CLEANING INSTRUCTIONS* section.
- 2 Check for air flow obstructions. The area underneath and in front of the unit (under the drip trays) must be totally clear of objects, paper or plastic that could interfere with airflow into the air intake (filter) on the bottom of the unit. Make sure that there is nothing obstructing the air flow out of the exhaust vents located behind the mixing bowls.
- 3 Make sure that the unit is not close to sources of heat that could affect proper operation (heaters, cooking grills, etc.)

INSTALL Function Does Not Work

- 1 Check to see if AUTO FUNCTIONS is active. The AUTO FUNCTIONS feature cannot be active when performing the INSTALL procedure.

See the list below to determine possible problems when an error code appears on the display.

ERROR CODE	PROBLEM	REMEDY
HIGH TEMPERATURE CLEAN FILTER	The system has detected a higher than normal operating temperature.	Clean the air filter. If error code remains on display, call for service.
VOLTAGE ERROR	The system has detected an incorrect operating voltage supplied to the unit.	Call a licensed electrician to check the electrical circuit supplying power to the unit.
LEFT PROBE ERROR	The system has detected a malfunction in the temperature probe for the left bowl.	Call for service.
RIGHT PROBE ERROR	The system has detected a malfunction in the temperature probe for the right bowl.	Call for service.
COND. PROBE ERROR	The system has detected a malfunction in the condenser output probe.	Call for service.
LIGHT ERROR	The system has detected a malfunction in the lighting circuit.	Go to the light menu (see <i>PROGRAMMING GUIDE</i>) and turn on the lights. If the error returns, call for service.

Wilbur Curtis Co., Inc. certifies that its products are free from defects in material and workmanship under normal use. The following limited warranties and conditions apply:

- 5 years, parts and 1 year labor, from the original date of purchase on compressors on refrigeration equipment
- 3 years, parts and labor, from original date of purchase on digital control boards
- 2 years, parts, from original date of purchase on all other electrical components, fittings and tubing
- 1 year, labor, from original date of purchase on all other electrical components, fittings and tubing

Additionally, stainless steel components are warranted for two (2) years from the date of purchase against leaking or pitting. Replacement parts are warranted for ninety (90) days from the date of purchase or for the remainder of the limited warranty period of the equipment in which the component is installed.

All in-warranty service calls must have prior authorization. For authorization, call the Technical Support Department at 800-995-0417. Additional conditions may apply. Go to www.wilburcurtis.com to view the full product warranty information.

CONDITIONS & EXCEPTIONS

The warranty covers original equipment at time of purchase only. Wilbur Curtis Co., Inc., assumes no responsibility for substitute replacement parts installed on Curtis equipment that have not been purchased from Wilbur Curtis Co., Inc. Wilbur Curtis Co., Inc. will not accept any responsibility if the following conditions are not met. The warranty does not cover:

- **Adjustments and cleaning:** *The resetting of safety thermostats and circuit breakers, programming and temperature adjustments are the responsibility of the equipment owner. The owner is responsible for proper cleaning and regular maintenance of this equipment.*
- **Replacement of items subject to normal use and wear:** *This shall include, but is not limited to, faucets, light bulbs, "O" rings, gaskets, silicone tubing, silicone elbows, mixing bowls and agitation assemblies.*

The warranty is void under the following circumstances:

- **Improper operation of equipment:** *The equipment must be used for its designed and intended purpose and function.*
- **Improper installation of equipment:** *This equipment must be installed by a professional technician and must comply with all local electrical, mechanical and plumbing codes.*
- **Improper voltage:** *Equipment must be installed at the voltage stated on the serial plate supplied with this equipment.*
- **Improper water supply:** *This includes, but is not limited to, excessive or low water pressure and inadequate or fluctuating water flow rate.*
- **Damaged in transit:** *Equipment damaged in transit is the responsibility of the freight company and a claim should be made with the carrier.*
- **Abuse or neglect (including failure to periodically clean or remove lime accumulations):** *The manufacturer is not responsible for variation in equipment operation due to excessive lime or local water conditions. The equipment must be maintained according to the manufacturer's recommendations.*
- **Unauthorized repair or modification:** *This equipment must be serviced only by qualified service technicians, using factory specified parts to factory specifications.*
- **Modified/Missing Serial Tag:** *The serial number label (tag) must not be defaced or removed.*

Repairs and/or Replacements are subject to Curtis' decision that the workmanship or parts were faulty and the defects showed up under normal use. All labor shall be performed during regular working hours. Overtime charges are the responsibility of the owner. Charges incurred by delays, waiting time, or operating restrictions that hinder the service technician's ability to perform service is the responsibility of the owner of the equipment. This includes institutional and correctional facilities. Wilbur Curtis Co., Inc. will allow up to 100 miles, round trip, per in-warranty service call.

Return Merchandise Authorization (RMA): All claims under this warranty must be submitted to the Wilbur Curtis Technical Support Department prior to performing any repair work or return of this equipment to the factory. **All returned equipment must be properly re-packaged in the original carton and received by Curtis within 45 days following the issuance of a RMA.** No units will be accepted if they are damaged in transit due to improper packaging. **NO UNITS OR PARTS WILL BE ACCEPTED WITHOUT A RETURN MERCHANDISE AUTHORIZATION (RMA). THE RMA NUMBER MUST BE MARKED ON THE CARTON OR SHIPPING LABEL. All warranty claims must be submitted within 60 days of service. Invoices will not be processed or accepted without a RMA number. Any defective parts must be returned in order for warranty invoices to be processed and approved.** All in-warranty service calls must be performed by an authorized service agent. Call the Wilbur Curtis Technical Support Department to find an agent near you.