



COMMERCIAL COTTON CANDY MACHINE

Operating Instruction Manual



CCM-28C, sold separately

CCM-28



Model	Voltage	Power	Amperage	Base with Bowl Dimensions		
				Width	Depth	Height
CCM-28	120V ~ 60Hz	1080 W	9A	25.5"	25.5"	19"
				Optional Clear Lid - CCM-28C		

BEFORE OPERATING ANY EQUIPMENT, READ AND FAMILIARIZE YOURSELF WITH THESE USE AND SAFETY INSTRUCTIONS

*Congratulations on your purchase of this WINCO® commercial cotton candy machine. WINCO takes pride in the quality of its products. When used as intended and with proper care and maintenance, you will experience years of reliable operation from this equipment. To ensure best results, it is important that you read and follow the instructions in this manual carefully. **It's important to save these instructions for future reference.***

Commercial Cotton Candy Machine

Important For Future Reference

Please complete this information and retain this manual for the life of the product. For Warranty Service and/or parts, this information is required. Please see Page 8 for More information on your Warranty and how to register.

CCM-28

Model Number

CCM-2806

Serial Number

Date Purchased



WARNING: IMPROPER INSTALLATION, ADJUSTMENT, ALTERATION, SERVICE OR MAINTENANCE CAN CAUSE PROPERTY DAMAGE, INJURY, OR DEATH. READ THE INSTALLATION, OPERATION, AND MAINTENANCE INSTRUCTIONS THOROUGHLY BEFORE INSTALLING OR SERVICING THIS EQUIPMENT.

AVERTISSEMENT: TOUTE INSTALLATION, RÉGLAGE, MODIFICATION, RÉPARATION OU ENTRETIEN INCORRECT PEUT OCCASIONNER DES DOMMAGES MATÉRIELS, DES BLESSURES GRAVES OU LA MORT. LIRE LES INTRUCTIONS D'INSTALLATION, D'UTILISATION ET D'ENTRETIEN ATTENTIVEMENT AVANT D'INSTALLER OU DE RÉPARER CET APPAREIL.



CAUTION: THESE MODELS ARE DESIGNED, BUILT, AND SOLD FOR COMMERCIAL USE ONLY. IF THESE MODELS ARE POSITIONED SO THE GENERAL PUBLIC CAN USE THE EQUIPMENT, MAKE SURE THAT CAUTION SIGNS, WARNINGS, AND OPERATING INSTRUCTIONS ARE CLEARLY POSTED NEAR EACH UNIT SO THAT ANYONE USING THE EQUIPMENT WILL USE IT CORRECTLY AND NOT INJURE THEMSELVES OR HARM THE EQUIPMENT.

ATTENTION: CES MODÈLES SONT CONÇUS, FABRIQUÉS, ET VENDUS POUR UN USAGE COMMERCIAL SEULEMENT. SI CES MODÈLES SONT PLACÉS POUR QUE LE GRAND PUBLIC PUISSE LES UTILISER, ASSUREZ-VOUS QUE LES CONSIGNES D'ATTENTION, D'AVERTISSEMENT, ET LES INSTRUCTIONS D'UTILISATION SOIENT CLAIEMENT AFFICHÉES PRÈS DE CHAQUE UNITÉ DE SORTE QUE N'IMPORTE QUEL UTILISATEUR DE L'APPAREIL L'EMPLOIE CORRECTEMENT ET NE SE BLESSE PAS OU N'ENDOMMAGE PAS L'APPAREIL.



WARNING: A FACTORY AUTHORIZED SERVICE PROVIDER SHOULD HANDLE ALL MAINTENANCE AND REPAIR. BEFORE DOING ANY MAINTENANCE OR REPAIR, FOLLOW SERVICE SET UP ARRANGEMENT ON PAGE 8.

AVERTISSEMENT: UN TECHNICIEN AUTORISÉ PAR L'USINE DEVRA EFFECTUER TOUT L'ENTRETIEN ET LES RÉPARATIONS. AVANT DE FAIRE TOUT ENTRETIEN OU RÉPARATION, VEUILLEZ CONTACTER WINCO.



Introduction

Congratulations on the purchase of your WINCO® machine. Please take the time to carefully read through this manual to ensure the machine is operated and maintained properly, to ensure the best possible performance from this product for many years.

WINCO will not accept liability if:

- The instructions in this manual have not been followed correctly.
- Non-authorized personnel have tampered with the machine.
- Non-original spare parts are used.
- The machine has not been handled and cleaned correctly.
- There is any use damage to the unit.

Commercial Cotton Candy Machine

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Package Contents

All units come with an Operating Instruction Manual and the following:

- CCM-28 Commercial Cotton Candy Machine
- Sugar Scooper

WINCO prides itself on quality and service, ensuring that at the time of packing, all products are supplied fully functional and free of damage. Should you find any damage as result of freight, please contact your WINCO dealer immediately.

Function and Purpose

This unit is intended to be used for use in commercial food-service operations only. It is not intended for household, industrial or laboratory use.

NOTE

Please remember that this manual and the warning labels do not replace the need to be alert, to properly train and supervise operators, and to use common sense when using this equipment.

Unpacking the Equipment

DISPOSE OF ALL PACKAGING MATERIALS IN AN ENVIRONMENTALLY RESPONSIBLE MANNER.

1. Remove all packing materials and tape, as well as any protective plastic and cardboard, from the unit.
2. Clean any glue residue left over from the plastic or tape.
3. Place the unit in the desired position and height.

SAVE THE ORIGINAL BOX AND PACKAGING FOR USE IN PACKAGING AND SHIPPING THE EQUIPMENT IF SERVICES ARE NEEDED.

Important Safeguards

To ensure safe installation and operation, please carefully read and understand the following statements.

Unless the operator is adequately trained and supervised there is a possibility of serious injury. Owners of this equipment bear the responsibility to make certain that this equipment is used properly and safely, and to strictly follow all of the instructions contained in this manual and the requirements of local, state or federal law.



Owners should not permit anyone to touch this equipment unless they are over 18 years old, are adequately trained and supervised, and have read and understood this manual.

Owners should also ensure that no customers, visitors or other unauthorized personnel come in contact with this equipment. It is the responsibility of the owner and the operator to remain alert to any hazards posed by the function of this equipment.

If there is ever uncertainty about a particular task or the proper method of operating this equipment, ask an experienced supervisor.

Warnings

This manual contains a number of precautions to follow to help promote safe use of this equipment.

 HOT	WARNING  AVERTISSEMENT
	USE CAUTION WHEN TOUCHING THE UNIT. Ne touchez pas le liquide chaud ou les surfaces de chauffage lorsque l'appareil chauffe ou en fonctionnement.



Power must be disconnected at the power source prior to cleaning, or performing any service procedure or repairs.

FOR YOUR SAFETY

Do not store or use gasoline, or other flammable vapors and liquids in the vicinity of this or any other appliance.

ESURE DE SECURITE

Ne pas entreposer ni utiliser d'essence ni autres vapeurs ou liquides inflammables a proximite de cet appareil ou de tout autre appareil!

WARNING

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death.
Read these installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

AVERTISSEMENT

L'installation, le réglage, la modification, la réparation ou l'entretien incorrect de cet appareil peut causer des dommages matériels, des blessures ou la mort. Lire attentivement les instructions d'installation, de fonctionnement et d'entretien avant de procéder a son installation ou entretien.

TO PURCHASER

Immediately contact your local gas supplier in the event the user smells gas or suspects a leak!
This information should be posted in a prominent location.

À L'ACHETEUR

Communiquez avec votre distributeur de gaz et informez vous quant aux procédés a suivre si vous détectez une odeur de gaz. Cette information doit être affichée a un endroit facile d'accès et très visible.

Warning

Improper installation, adjustment, alteration, service, or maintenance can cause property damage, injury, or death. Read the installation, operation, and maintenance instructions thoroughly before installing or servicing this equipment.

Caution Before Using Appliance

1. Read all instructions carefully. Do not use this appliance for anything other than the intended use.
2. Do not touch surfaces that may be hot - be sure to always use handles or knobs.
3. Unplug from outlet when not in use, prior to installing or removing parts, and before cleaning. Allow for the device to cool first.
4. To protect against the risk of electrical shock, do not immerse the appliance, cord or plug in water or other liquids.
5. Avoid contact with moving parts.

	WARNING ⚠️ AVERTISSEMENT	
	Electrical Shock Hazard Keep water and other liquids from entering the inside of the unit. Liquid inside the unit could cause an electrical shock.	Risque de choc électrique Conserver l'eau et d'autres liquides de pénétrer à l'intérieur de l'appareil. Liquide à l'intérieur de l'appareil pourrait provoquer un choc électrique.
Do not spray water or cleaning products. Liquid could contact the electrical components and cause a short circuit or an electrical shock. Do not use unit if power cord is damaged or has been modified.	Ne pas pulvériser de l'eau ou des produits de nettoyage. Le liquide pourrait contacter avec les composants électriques et causer un court-circuit ou un choc électrique. Ne pas utiliser l'appareil si le cordon d'alimentation est endommagé, ou a été modifié.	

6. Do not use an adapter.
7. Do not use an extension cord.
8. Do not remove ground.

Proper Grounding

This machine is provided with a three-pronged grounding plug. The outlet to which this plug is connected must be properly grounded. If the receptacle is not the proper grounding type, contact an electrician. DO NOT, under any circumstances, cut or remove the third ground prong from the power cord or use any adapter plug.



	WARNING ⚠️ AVERTISSEMENT	
	Fire Hazard. Correct installation precautions, procedures and regulations must be followed. Operation and safety training is necessary for all users of this equipment.	Risque d'incendie La surchauffe des vapeurs d'huile ou de l'huile peut s'enflammer et provoquer un incendie. Surveillez la température, la qualité et le niveau d'huile. Utilisez et entretenez le système d'élimination des vapeurs d'huile.

9. Do not operate this device or any other electrical equipment with a damaged cord or plug, or after the unit malfunctions or is dropped or damaged in any manner. Return to the nearest WINCO Authorized Service Center for examination, repair, and / or adjustment.
10. The use of accessory attachments not recommended by WINCO may cause fire, electric shock, or injury.
11. Not intended for outdoor installation.
12. Do not let the cord hang over the edge of a table or counter, or touch hot surfaces.
13. Do not place in a heated oven, or on/near a hot gas or electric burner.
14. This appliance should always be on a stable and steady countertop or table.
15. This appliance is not intended for use by individuals (including children) with reduced or impaired physical, sensory, or mental capabilities, or lack of experience or knowledge, unless they have been given proper supervision or instruction concerning the use of this appliance by a person responsible for their safety.
16. Children should be supervised at all times to avoid injuring themselves or damaging the appliance in any way.
17. Clean the heated candy floss spinner with caution – if a wet sponge or cloth is used to wipe spills on a hot cooking surface, exercise caution to avoid steam burns. Some cleaners may produce noxious flames when applied to a hot surface.
18. Do not place metal objects such as knives, forks or spoons in the candy floss spinner as they can break the motor, get hot and/or cause injury.
19. Do not store any item on top of this unit when in operation.
20. Never place materials such as paper, cardboard, plastic, etc. on or under this unit.

Operation

1. If using the unit with a generator or long extension cord, check the Voltmeter on the unit after turning on the power switch prior to use. If the voltage is below 110V, it may not operate ideally. If the voltage is greater than 125V, it is not recommended to use this unit.
2. Place the metal collection bowl on the center of the unit. Make sure the center rim is not touching the candy floss spinner, and lock down the 4 clamps located on the sides. If the machine shakes or vibrates, try adjusting the clamps or place the machine on a vibration-resistant surface, such as a rubber mat.
3. If you have a candy floss shield (*Optional*), you can place it on at this time.
4. Turn the Power and Heat switches on and wait 15 minutes to heat up.
5. Fill the sugar scooper with candy floss sugar, and pour directly into the center of the candy floss spinner. Do not overfill.
6. Cotton candy will accumulate around the edge of the metal collection bowl, as well as come out of the top of the candy floss spinner.
7. Collect the candy floss with cotton candy paper tubes or sticks as desired.
8. After an hour or so of continuous use, allow the unit to cool for 15-20 minutes. This will help keep sugar from burning in the spinner head. Some cleaning of spinner head or hardened sugar on the collecting bowl walls may be done at this time.

Cleaning & Maintenance

Before using this equipment it must be cleaned and dried thoroughly. Clean all surfaces before use. Failure to clean surfaces before using the unit could cause food contamination.

Always unplug the unit after every use and before cleaning. Unplug the unit when not in operation.

Stainless Steel Collection Bowl:

Some hardened sugar build up along the sides of the steel container is normal. This can be broken away and/or dissolved away with warm water. A sanitizing solution and damp cloth is recommended for cleaning. For presentation purposes, to keep the bowl looking new, it is also recommended to use stainless steel cleaner.

Warning: The Candy Floss Spinner will be hot after use. Exercise caution when handling cooking utensils and cookware. Wait for unit to cool before attempting to clean.

Candy Floss Spinner:

After use, it is recommended to use a tougher cleaner, such as a decarbonizer/degreaser solution. To fully remove all the cleaning solution from the spinning head, the spinner can be turned on without the heat. Repeat with water to rinse the cleaning solution through. After rinsing, stop the motor and then wipe with a damp cloth. This is important for food safety and extending the life of the unit.

Do not immerse the device completely in water to clean. The appliance should also NOT be cleaned with a water jet.

NOTE:

Proper cleaning instructions must be followed; otherwise, operation of the unit may be seriously impaired. Do not wash parts in an automatic dishwasher.

WINCO authorized service personnel must perform any other servicing.

Safety

A WINCO® Approved Service Technician should carry out repairs if necessary. Do not remove any components or service panels on this product.

If the power cord is damaged, it must be replaced by a WINCO Approved Service Technician in order to avoid a hazard.

Service and Repair

There are no user serviceable parts within this appliance. To avoid serious injury or damage, **NEVER** attempt to repair the unit yourself.

To initiate warranty service contact: support@wincous.com or call: 973-295-3899.

DO NOT send unit to WINCO without first contacting our customer service department.

See "Limited Warranty" section on page 8 for details.

Troubleshooting

If your WINCO® Cotton Candy Machine does not operate, please check the following prior to placing a service call.

PROBLEM	POSSIBLE CAUSE	RECOMMENDED SOLUTION
The unit is not turning on	Power supply	Check power supply cord is correctly plugged in and outlet is working
	Fuse has blown	Unscrew the fuse on the front and check if the fuse is intact. Replace if necessary.
	Power switch is off	Check that the unit is plugged in and turned on
	Plug/cord or external wiring damage	Call WINCO to make service arrangements through their service provider network
	Internal wiring fault	
The switch light is on, motor is running, but spinner is not heating up	Internal wiring fault	Call WINCO to make service arrangements through their service provider network
Motor is not spinning	Motor/power switch not on	If provided with motor switch, make sure this is turned on
	Belt may have slipped off or broken	Check that the Belt is on the motor pulley. If it has fallen off or is broken, replace and restart unit
	Internal wiring fault	Call WINCO to make service arrangements through their service provider network
Unit is vibrating too much	Unit is NOT on stable surface	Place unit on a stable surface or place on top of a vibration-resistant surface, such as a rubber mat
	Collection bowl or clear lid is not on properly	Adjust the collection bowl or clear lid to fit tight and centered, not touching the center spinner
	Loose hardware	Tighten any loose screws, nut or bolts that may be vibrating

Limited Warranty

WINCO® warrants to the original purchaser of new equipment that said equipment, when installed in accordance with our instructions within North America and subjected to normal use, is free from defects in material or workmanship for a period of 1 year. The labor warranty is one year from original installation or 18 months from actual factory shipment date, whichever date occurs first.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED. WINCO EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR EXPRESSED OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

WINCO'S OBLIGATION AND LIABILITY UNDER THIS WARRANTY IS EXPRESSLY LIMITED TO REPAIRING AND REPLACING EQUIPMENT THAT PROVES TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP WITHIN THE APPLICABLE WARRANTY PERIOD.

IN NO EVENT SHALL WINCO BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO BUYER OR ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, LOSS OF PROPERTY, PERSONAL INJURY, LOSS OF BUSINESS OR PROFITS OR OTHER ECONOMIC LOSSES, OR STATUTORY OR EXEMPLARY DAMAGES, WHETHER IN NEGLIGENCE, WARRANTY, STRICT LIABILITY, OR OTHERWISE.

This warranty is given only to the first purchaser from a retail dealer. No warranty is given to subsequent transferees.

Warranty does not cover product failures caused by: failure to maintain, neglect, abuse, damage due to excess water, fire, normal wear, improper set up and use. Periodic maintenance is not covered.

This warranty is not in force until such time as a properly completed and digitally signed Installation/Warranty Registration has been received by WINCO within 30 days from the date of installation.

WARRANTY SERVICE

To initiate warranty service contact: support@wincous.com
or call: 973-295-3899

DO NOT send unit to WINCO without first contacting our customer service department.

REGISTER ONLINE AT:

<http://support.wincous.com>

Proof of purchase is required to extend warranty more than 1 year from date of shipment from the factory.

THE FOREGOING WARRANTY PROVISIONS ARE A COMPLETE AND EXCLUSIVE STATEMENT BETWEEN THE BUYER AND SELLER. WINCO NEITHER ASSUMES NOR AUTHORIZES ANY PERSONS TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SAID EQUIPMENT.

Examples of items not covered under warranty, but not limited to just these items:

1. Acts of God, fire, water damage, burglary, accident, theft.
2. Freight damage.
3. Improper installation or alteration of equipment.
4. Use of generic or after market parts.
5. Repairs made by anyone other than a WINCO designated service provider.
6. Lubrication.
7. Expendable wear parts, adjustable feet, blown fuses, lamps, etc.
8. Cleaning of equipment.
9. Misuse or abuse.

WARRANTY REGISTRATION

SCAN THE QR CODE WITH YOUR MOBILE DEVICE



or go to

<http://support.wincous.com>

TO FILL OUT AND SUBMIT YOUR WARRANTY REGISTRATION.

Please keep this manual in a safe place for future use!