



## **FREQUENTLY ASKED QUESTIONS**

### **Is the fountain difficult to Assemble?**

No. The Chocolate Fountain comes in a few basic parts and is very easy to setup. We will provide a demonstration and also printed instructions how to put the fountain together.

### **Can I get you to deliver and install for me?**

Yes, a Paramount Event Hire team member can deliver and install in the local Newcastle area. If you live outside this area a delivery fee applies, please contact our office as to the fee for your area. If you require us to return same night and pickup the fountain, an additional fee will be charged. Otherwise to ensure that you get the most value from your chocolate fountain, we would recommend that you clean it at the end of the night, and return it the next business day. We will then thoroughly sterilise the fountain. We are sure you would hate to see your fountain disappear half way through your function!

### **Is the Chocolate Fountain hard to clean?**

No. The top part of the Fountain will completely dismantle into separate parts. Then wash and dry thoroughly with a towel. The base has the motor and the electrical cords so you cannot immerse the base into water. You will have to scoop or pour out all the excess chocolate into an empty container. You can then pour clean water into the base to clean the bowl and then clean the remaining outer base with wet towels. It is quick and easy.

### **What kind of chocolate do you use in the Chocolate Fountain?**

We use the highest grade Belgian couverture chocolate. This selection ensures that not only is the taste delicious, but also that the consistency of the chocolate is smooth so you get a flawless flowing fountain. Couverture is a chocolate that has more cocoa butter than regular chocolate, anywhere from 33% to 44%. This type of chocolate is used as a coating for things like truffles ("couverture" is French for "covering").

### **Can I put my own Chocolate into the fountain?**

Unfortunately no, as the regular chocolate will not have enough cocoa butter to ensure smooth consistency, and if you do you may be liable for any damage to the machine.

**How do I melt the chocolate?**

Easy, place the chocolate in a microwave for a few minutes to soften it. Please note that you may need to add chocolate during your evening to the fountain. The fountain has a heating element to ensure that the chocolate is kept at the required temperature to completely 'robo' the fountain during the function.

**What can you dip in the Chocolate Fountain?**

You can use marshmallows, wafer sticks, strawberries and other fruits, hard cookies, and anything edible that goes with chocolate. However, we strongly advise against anything crumbly (i.e. cake, brownies, etc.) or that may easily slide off the skewers. Crumbs can clog the holes and block the constant flow of chocolate through the Fountain.

**Can we keep any remaining chocolate left at the end of the night?**

If you have a container handy, yes the remaining chocolate can be poured into it

**What sort of table does it need to go on?**

Handy access to a standard 240V power point is required. Plus a table that is sturdy, and on even ground.

**Can you provide an operator for me?**

Yes we can, a fee of \$50 an hour would be applicable.