

# AC-VP1

## Whipped Topping Dispenser



# Operations Manual

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## DISPENSER COMPONENTS



### Specifications

- Capacity:** up to 20 oz. bag of whipped topping  
**Weight:** 73 lbs / 33 Kg (empty dispenser)  
**Dimensions:** L x W x H: 17<sup>3</sup>/<sub>4</sub>" x 9<sup>1</sup>/<sub>2</sub>" x 24<sup>1</sup>/<sub>4</sub>"  
**Note:** height measured with 1" support feet installed.  
Cup sizes up to 4<sup>1</sup>/<sub>4</sub>" in diameter and 7<sup>3</sup>/<sub>4</sub>" high may be used.



## THE DISPENSER

The AC-VP1 Refrigerated Whipped Topping Dispenser is designed by SureShot Dispensing Systems® to dispense Whipped Topping on coffees, teas, hot chocolate and other specialty drinks.

Pre-packaged whipped topping is stored within the dispenser's refrigeration compartment and dispensed by a microprocessor-controlled roller system using a touch button on the front of the dispenser. Our factory has configured the dispenser to deliver whipped topping as long as the push and hold button is pressed.

### Operating the dispenser

1. Place cup under the dispense tip
2. Press and hold the dispense button until the desired quantity is dispensed

Indicator Lights at the bottom left front of the dispenser drawer show the status of the dispenser operation: Ready, Product Low, Product Empty, Out of Service.

The dispensers feature a Side Console which shows refrigeration functions for easy monitoring and adjustment of the refrigeration system.

The dispenser is preconfigured at our factory to dispense the whipped topping to your company's specifications. It should not require adjustment. If you think adjustment may be necessary, contact the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602) and a Service Technician will guide you through the process.

### SAFETY PRECAUTIONS

- Always plug the dispenser into an approved electrical outlet.
- The dispenser includes a microcontroller and must be operated on grounded electrical wiring at all times.
- Unplug the dispenser from its electrical source before servicing.
- Do not immerse the dispenser in water.
- Observe all safety precautions with this dispenser that you would with any electrical appliance.
- The dispense roller is powered by a motor. To avoid possible injury, keep hands clear of the roller assembly during operation.

## **ELECTRICAL REQUIREMENTS**

Make sure the current at the power source receptacle is: 120 VAC, 1 ph, 3 Amp, 60 Hz.

The power cord is furnished with a UL-approved 3-prong attachment plug. This plug is designed to fit a receptacle with provisions for a grounding stud. The dispenser includes a microcontroller and must be operated on grounded electrical wiring at all times. Failure to do so will void the Warranty.

## **SERVICING - ELECTRICAL**

Electrical servicing must be carried out by a qualified technician.

The Warranty will be null and void if the dispenser is serviced by unqualified personnel. Service under Warranty must be approved and dispatched by A. C. Dispensing Equipment Inc. before the service technician is dispatched. If you need assistance, call the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.

## **SERVICING - REFRIGERATION**

The temperature is set at the factory to maintain products within the range of 32°F to 40°F (0°C to 4.4°C).

Any servicing of the refrigeration system must be carried out by a qualified technician.

The Warranty will be null and void if the refrigeration system is serviced by unqualified personnel. Service under Warranty must be approved and dispatched by A. C. Dispensing Equipment Inc. before the service technician is dispatched. If you need assistance, call the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.

## **INSPECTION FOR DAMAGE**

When you receive the dispenser, inspect the exterior of the shipping container for damage. Note any damage in detail.

Uncrate the dispenser at once. See instructions on page 6. Examine the dispenser for damage. Report any damage to the transportation company immediately. File a claim for damages promptly.

Your immediate inspection protects you against loss since A. C. Dispensing Equipment Inc. is not responsible for damages incurred during shipment. Notify A.C. Dispensing Equipment Inc. No returns will be accepted without prior approval. Obtain an authorized return number by contacting SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.

## **RESHIPMENT**

Packaging for re-shipment is done in the reverse order of uncrating. If packaging is not available, it can be purchased locally, or from our factory by request.

Any damage occurring in transit of the returned goods caused by improper packaging is not considered a defect covered by Warranty.

## UNCRATING THE DISPENSER

**CAUTION:** Always lift the dispenser from the bottom. Do **not** lift dispenser by the door.

To uncrate:

1. Make sure the box is positioned with the arrow pointing upward.
2. Cut the packing straps at the top of the box.
3. Lift the top tray off the box.
4. Lift the center sleeve off the box.
5. Remove the protective corner inserts from the bottom tray.
6. Lift the dispenser by its bottom out of the tray. Use two people to lift the dispenser.
7. Remove the plastic protective covering from the stainless steel exterior of the dispenser, by peeling it off. To peel, hold the dispenser firmly at the top and peel from top to bottom.
8. Prior to use, read the Operations Manual. Store it for future use.

NOTE: The carton top, sleeve, and bottom tray may be stored for future shipping.

## THE CUP GUIDE:

The Cup Guide is a stainless steel formed rod with plastic lugs on both ends.

It guides positioning of cups under the dispense nozzle and will accommodate a large array of cup sizes. The dispenser is shipped with the Cup Guide attached.

## INSERT THE CATCH TRAY

The Catch Tray is used to catch any whipped topping that is inadvertently spilled during use of the dispenser. Its use helps keep the work area clean and sanitary. The Catch Tray consists of a stainless steel screen and a stainless steel body. The Catch Tray must be cleaned regularly, at least once daily. For Cleaning Instructions, see page 17.

To Insert the Catch Tray:

1. Remove the white plastic covering from the stainless steel screen.
2. Place the screen in the stainless steel body.
3. Place the assembled tray in the opening at the front of the dispenser.

NOTE: The Catch Tray may be removed by lifting it up and out of the opening.



2



3

## INSTALLATION AND LOCATION OF THE DISPENSER

### Location of Dispenser:

- This dispenser is not suitable for outdoor use.
- The ambient temperature range for dispenser operation is 50 °F to 90 °F (10 °C to 32 °C).
- Place the dispenser where it will best serve your operation.
- Leave clear space around the dispenser, approximately 1 inch (2.5 cm) on all sides.
- Do not block the vents at the top rear of the dispenser. The vents **must** be free and open to ensure proper operation of the ventilation system and to prevent overheating and damage to the system.
- Make sure that counters, platforms, or shelves are strong enough to support the dispenser with a full bag of whipped topping. The weight of the empty dispenser is 73 pounds.
- Place the dispenser at the appropriate serving height so that people drawing whipped topping from the dispenser can operate the button as well as easily place and remove cups.
- The dispenser **must** be placed on a level surface. The dispenser must be level to ensure proper functioning of the refrigeration system.
  - Use a bubble level to ensure accuracy.
- Do not remove the feet from the dispenser or allow the dispenser to sit flat on the counter. Airflow and circulation under the dispenser are essential for the proper operation of the refrigeration system. Make sure the four feet at the bottom of the dispenser are in place. If one has loosened during shipping, re-tighten it. Removal of the feet automatically voids the Warranty.

### CLEAN BEFORE FIRST USE OF THE DISPENSER

Make sure you clean the dispenser thoroughly. See Cleaning Instructions on pages 17-20.

- The dispenser must **not** be cleaned by water jet.

## STARTING THE DISPENSER

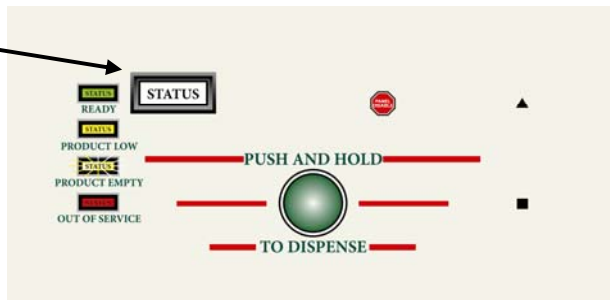
### NOTE:

- Before starting the dispenser, make certain that all Installation instructions have been followed and that the dispenser has been sitting upright for a minimum of 3 hours.

To start the dispenser:

1. Plug the power cord into the proper electrical outlet.
2. With the dispenser drawer closed, turn the Power Switch "ON".
  - The power switch is located at the lower left side of the dispenser. For location of the switch, see page 3.
  - The Status Indicator Light on the front of the dispenser is an LED which glows green when the dispenser is on and has reached operating temperature.

Green = ON and Ready



3. Allow the dispenser to run empty for one hour to achieve a cold temperature before placing product containers in the dispenser. The temperature control has been pre-set at the factory. You can feel the cold temperature by placing your hand on the top or back wall of the refrigeration compartment.
4. If the dispenser does not appear to be getting cold, check to make sure that it is plugged in and that the power source is active. If the dispenser still does not operate, immediately call the A. C. Dispensing Equipment Inc. Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.

## OPEN THE DISPENSER DRAWER

1. Grasp the bottom front of the dispenser drawer.
2. Pull the drawer out.

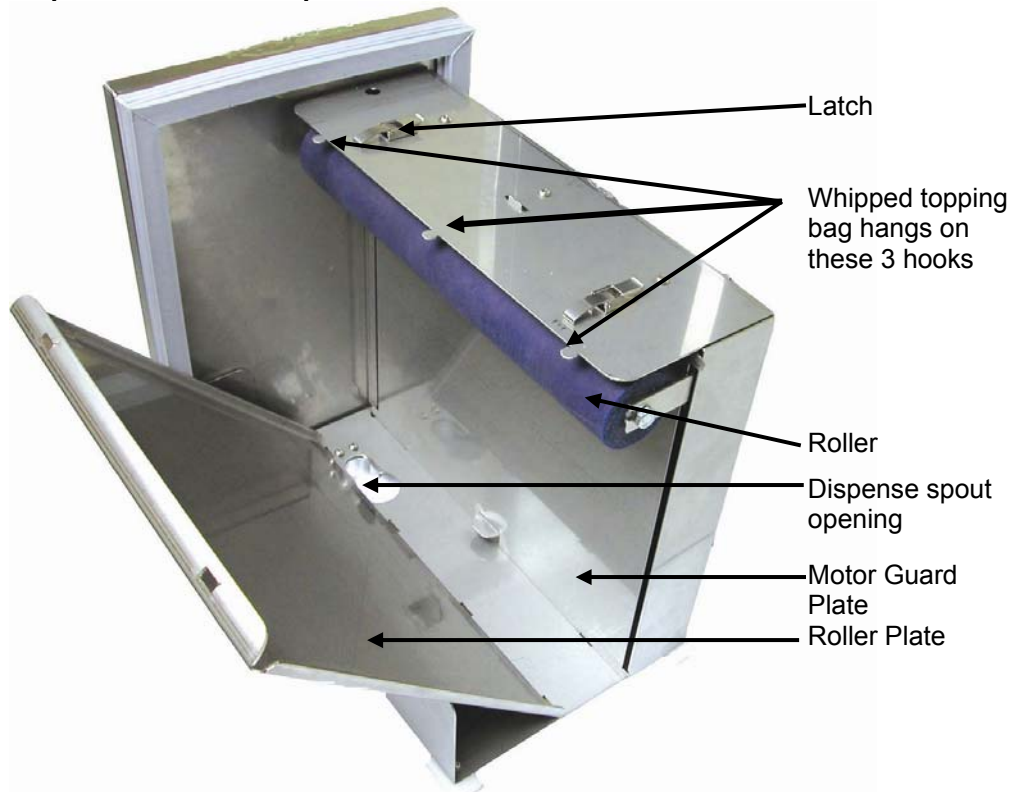




## LOADING THE DISPENSER

- Ensure the dispenser has achieved proper operating temperature by running empty for one hour before loading product to be dispensed.
- Product being placed inside the refrigerated product compartment must be between 32 °F and 40° F (0 °C and 4.4°C).
- Whipped topping is supplied in prepackaged sanitary bags. Ensure they are the proper temperature before being loaded into the dispenser. The product bag is disposable and must **not** be reused.
- Product bags of up to 20 oz may be used in the dispenser.
- When the dispenser microprocessor determines that a bag of whipped topping is empty, it will return the roller to the original loading position.
- Sanitize your hands or wear clean gloves to load the dispenser.

### Dispenser Drawer Components



## TO LOAD WHIPPED TOPPING BAGS

1. Open the dispenser: pull the drawer out from the refrigerated compartment.
2. Remove the roller plate:
  - a. Undo the 2 latches that hold the plate in place
  - b. Move the plate forward.
  - c. Remove the plate by lifting it up and out
  - d. Set the plate aside for later re-installation
3. Remove the roller, if required:
  - a. Grasp the roller and slide it out of the end slots.
4. Clean the dispenser drawer interior, if required.  
For cleaning instructions, see page 18.
5. Reinsert the roller, if it was removed in Step 3.
6. Remove a prepackaged bag of whipped topping from the storage refrigerator.  
Make sure the product temperature is 32 °F – 40° F (0 °C – 4.4°C), with no sign of ice crystals.  
If ice crystals are present in the bag whipped topping, return that bag to the storage refrigerator to thaw.
7. Prepare the bag for loading (Instructions on bag)
  - a. Move the coupler in the bag down to the spout portion.
  - b. Tear the seal off the spout.
  - c. Thread the dispense tip onto the nozzle.
  - d. Ensure that the plastic of the bag is trapped in the threads of the two mating parts.



8. Load the bag into the dispenser drawer:
  - a. Move the Coupler/Tip into the opening at the drawer bottom.
  - b. Slide the Coupler/Tip over into the groove.
  - c. Snap the Coupler/Tip assembly into place.



8a

- d. Hang the bag of whipped topping over the 3 hooks at the top of the drawer.



8d

9. Re-insert the roller plate removed in Step 2:
  - a. Fit the 4 tabs on the bottom of the plate into the 4 slots in the bottom of the drawer.
  - b. Tilt the enclosure plate up toward the roller to close the dispense unit/housing.
    - Verify that the bag is hanging straight.
    - Make sure the dispense tip has not popped out and that it has no twists in it.
  - c. Fasten the two latches to secure the enclosure plate.



9b

10. Close the dispenser: slide the drawer into the refrigerated compartment.  
Verify installation:
  - a. Place a catch container under the dispense nozzle.
  - b. Press the dispense button until product is released.

**NOTE:**

When a bag of whipped topping is emptied, the dispenser will reset automatically and the roller will return to the top, to the full bag position, ready to have a full bag loaded into the dispenser.

**RESET – not normally required.**

Reset the dispenser before a new bag of whipped topping is loaded. To be used when roller did not automatically Reset, or for premature bag replacement.

To Reset: push and hold the Triangle Reset Button ▲ (in the top right corner of the Button Panel) for 3 seconds. This ensures the roller returns to the top and allows the dispenser to sense when the bag is empty.

## OPERATING INSTRUCTIONS

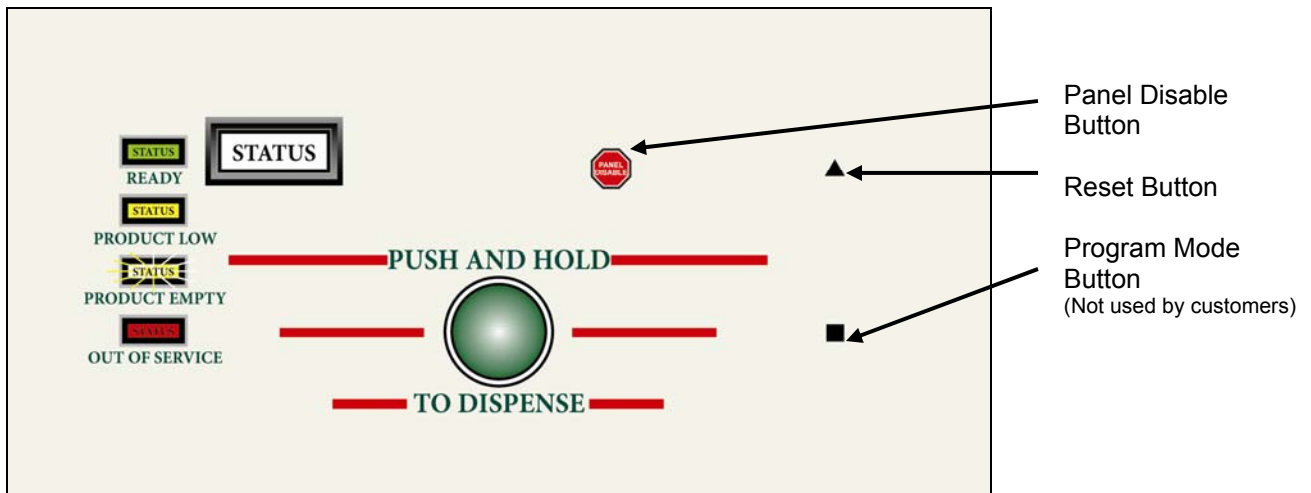
- Make certain all initial Set-Up instructions have been followed before operating the dispenser. See page 7.

## TO DISPENSE WHIPPED TOPPING

1. Place cup in front of “Place Cup Here” decal, under the product dispense tip and within the cup guide.
2. Press the dispense button and hold until the desired amount of topping is dispensed.



## BUTTON PANEL & INDICATOR LIGHTS



The STATUS indicator light (LED) on the dispenser drawer shows the operating status:

Indicator Light - color	Indicator Light – Indication	Dispenser Status
Green	Ready	dispenser is ready to operate
Solid yellow	Product Low	whipped topping is low and a new bag must be loaded soon. The light glows after $\frac{3}{4}$ of the bag has been dispensed.
Flashing yellow	Product Empty	product bag is empty and must be replaced
Red	Out of Service	dispenser is out of service, i.e. topping is too warm. See page 24 to adjust temperature.

### Panel Disable:

To prevent any unwanted dispenses during cleaning, the Button Panel can be disabled before cleaning is started.

The Stop Sign button on the Button Panel initiates the panel disable period. It is not used by customers and is intended for use during Button Panel cleaning.

### To Disable Button Panel:

Press the Stop Sign for 3 seconds.

- The LED's flash and the panel is disabled for 10 seconds to allow staff to wipe down the Button Panel.
- If additional time is required, repeat this sequence.

### REMOVE EMPTY BAG OF WHIPPED TOPPING

1. Open the dispenser drawer: pull the drawer out from the refrigerated compartment.
2. Remove Roller Plate.
3. Slide the dispense tip out of its groove at the bottom of the drawer.
4. Unhook the top of the bag from the 3 hooks at the top of the drawer.
5. Lift the bag up and out of the drawer.
5. Discard the empty bag.

### REMOVE THE DISPENSER DRAWER

The dispenser drawer may be removed for cleaning and servicing.

1. Release the door cord from the lower left corner of the drawer. Press the connector tab to release, through the access hole, then remove the cord. The connector is similar to a telephone jack.
2. Grasp the bottom front of the dispenser drawer – the handle with the down arrow.
3. Pull the drawer out.
4. Grasp the drawer on both sides and lift it up from the post that connects the drawer to the drawer slides.
5. Remove the drawer from the dispenser.



### REPLACE THE DISPENSER DRAWER

1. Grasp the drawer on both sides and move it into the dispenser, resting the back sliders on the dispenser body.
2. a. Move the drawer slide into position so that the drawer fits onto the center post.  
b. Lower the drawer onto the center post.
3. Replace the power cord (removed in step 1 of the remove drawer procedure above) by inserting it into the tab at the lower left corner of the drawer.
4. Push the drawer in to close it.



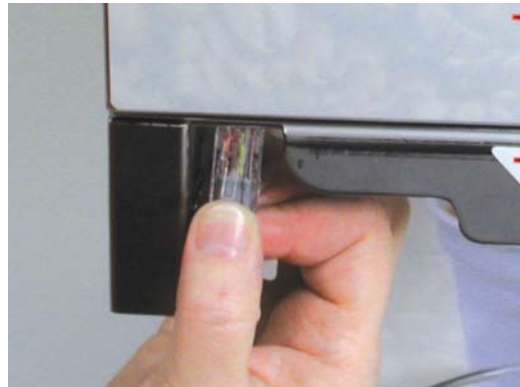
1



2a



2b



3

### CLOSE THE DISPENSER DRAWER

1. Grasp the bottom front of the dispenser drawer – the handle with the down arrow.
2. Push the drawer in.

## REMOVE THE MOTOR GUARD PLATE

The motor guard plate is a stainless steel plate behind the whipped topping bag that shields the dispenser motors (see page 9). The motor guard plate should not be removed during normal operations but, if necessary, the plate may be removed for cleaning.

To remove the motor guard plate:

- Lift it up by the lip at the bottom of the plate
  - Swing the plate out from the bottom.
  - Lower the plate from the top slots.
  - Remove the plate.
  - Set the plate aside to go in the dishwasher or to be washed by hand.
- Do not touch the internal rods behind the motor guard plate.



## REPLACE THE MOTOR GUARD PLATE

Follow the reverse order of removal steps:

- Move the plate into position in the drawer.
- Insert the plate into the top slots.
- Swing the plate into position at the bottom.
- Use the lip at the bottom of the plate to move it securely into position.



## CLEANING

**Do not spray any liquid, such as a cleaner, in or around the motor area.**  
Liquid could damage electrical components located in that area.  
The dispenser must **not** be cleaned by water jet.

### RECOMMENDED CLEANING SCHEDULE:

DISPENSER PART	FREQUENCY	SEE PAGE
Catch Tray	Daily or as needed	17
Splash Panel / Exterior / Cup Guide	Daily or as needed	17
Button Panel	Daily or as needed	18
Dispenser Drawer	Daily or as needed	18
Roller Plate / Motor Guard Plate	Daily or as needed	19
Dispense Tip Area	Daily or as needed	20
Roller	Every time a new product bag is loaded	19
Roller Bracket	As needed	20
Refrigerated Compartment	Every time a new product bag is loaded	20
Condenser	Every 6 months	20

#### CLEANING: Catch Tray

1. Remove the catch tray.
2. Rinse the tray with lukewarm potable water.
3. Place the tray in a hot water wash at a minimum water temperature of 140°F or 60°C.
  - A good quality general cleaner should be added to the hot wash water at the concentrations recommended by your detergent supplier.
4. Wash thoroughly, using a bottle brush to reach all the corners and crevices.
  - If a dishwasher is available, this step may be carried out by placing the tray in the dishwasher and washing on the full wash cycle.
5. After washing, rinse the tray well with lukewarm potable water.
6. Turn the tray upside down. Drain thoroughly. Air dry thoroughly.

#### CLEANING: Splash Panel, Exterior of Dispenser, and Cup Guide

**NOTE: Do not use any abrasive materials.**

1. Use a soft, dry cloth to wipe down the exterior surfaces of the dispenser to maintain the luster of the stainless steel finish.
2. Wash the stainless steel exterior surfaces of the dispenser with warm, soapy water.
3. Rinse with warm clear water.
  - If the water is hard, wipe the dispenser dry with a soft cloth to prevent water spotting.
  - Stainless steel polish may be used if it is sprayed on a cloth before the cloth is used to wipe down the exterior surfaces of the dispenser.
  - The front of the dispenser should be wiped clean **daily**.

### **CLEANING: Button Panel**

- The Button Panel can be disabled before cleaning to ensure no topping is dispensed during the cleaning of the panel.
  - The Panel Disabled mode will last for 10 seconds before the dispenser automatically returns to normal operating conditions.
1. Disable button panel:
    - a. Press the Stop Sign on the button panel for 3 seconds.
    - b. Immediately release your finger. All LED's embedded in the panel will flash in sequence while the panel is disabled to allow cleaning.
  2. Clean: Wipe the panel down with a cloth using warm, soapy water
  3. Rinse: Rinse by wiping the panel down with a cloth using warm, clear water.

Do Not Submerge Door or Button Panel.

### **CLEANING: Dispenser Drawer**

- The dispenser drawer may be removed from the dispenser for ease of cleaning: For removal instructions, see page 14.
  - Do not run loose water into the dispenser drawer or compartment.
  - Do not immerse Dispenser drawer in water.
1. Clean any whipped topping that may have dropped into the drawer.
    - Spilled topping may be cleaned easily with a damp warm or hot cloth.
    - Make sure **no** whipped topping is left in the dispenser.
    - Clean each time a new bag of whipped topping is loaded.
    - Remove the enclosure plate and roller, as required, to clean spilled topping. To clean the enclosure plate, see page 19.
    - If it appears that product has spilled behind the motor guard plate, it can be lifted up and swung out, after the roller has been removed. Clean the area behind the motor guard plate carefully, using a damp cloth but no suds. To clean the motor guard plate, see page 19.
    - Do not wipe the internal rods and threads behind the motor guard plate. They are lubricated with an NSF grade food lubricant. If you do wipe down the rods and threads, they **must** be re-lubricated with a product similar to NSF H1 approved food grade lubricant.
  2. Wipe down the sides of the dispenser drawer with a clean cloth dipped in warm water.
  3. Wipe down the sides of the dispenser drawer with a clean cloth dipped in hot, soapy water.
  4. Wipe down the sides of the dispenser drawer with a clean cloth dipped in warm water.
  5. Wipe down the sides of the dispenser drawer with a clean cloth dipped in sanitizing solution.
  6. Drain thoroughly.
  7. Air dry thoroughly.

**CLEANING: Roller Plate, Motor Guard Plate**

1. Remove the enclosure plate:
  - a. Undo the 2 latches that hold the plate in place.
  - b. Remove the plate by lifting it up and out from the 4 bottom slots.
  - c. Set the plate aside to go in dishwasher or to be washed by hand.
2. Remove the empty product bag (if one is still in dispenser):
  - a. Slide the dispense tip out of its groove at the bottom of the drawer.
  - b. Unhook the top of the bag from the 3 hooks at the top of the drawer.
  - c. Lift the bag up and out of the drawer.
  - d. Discard the empty bag.
3. Remove the roller:
  - a. Grasp the roller.
  - b. Slide the roller out of the end slots.
  - c. Set the roller aside to wash by hand. See Instructions below.
4. Remove the motor guard plate, if necessary:
  - a. Lift it up by the lip at the bottom of the plate.
  - b. Swing the plate out from the bottom.
  - c. Lower the plate from the top slots.
  - d. Remove the plate.
  - e. Set the plate aside to go in the dishwasher or to be washed by hand.
  - Do not touch the rods behind the motor guard plate, if no product is spilled on them.
5. Clean:
  - The roller plate and the motor guard plate may be washed in a commercial dishwasher on the full wash cycle.
  - If your location does not have a dishwasher, the roller plate and the motor guard plate must be washed and sanitized by hand (see below).
6. Drain thoroughly.
7. Air dry thoroughly.

Hand Wash: To wash the roller plate and the motor guard plate by hand:

1. Rinse with lukewarm water.
2. Wash thoroughly in a hot water wash at a minimum temperature of 140 °F or 60 °C. Add a good quality general cleaner at concentrations recommended by the detergent supplier.
3. Rinse well with lukewarm potable water.
4. Sanitize with a mild sanitizer recommended by your detergent supplier.
5. Drain thoroughly.
6. Air dry thoroughly.

**CLEANING: Dispense Tip Area**

NOTE: Do not use any abrasive cleaning materials.

When the drawer is removed, inspect the dispense tip area and clean if required. Spilled topping may be removed easily with a damp warm or hot cloth.

1. Use a clean cloth dipped in warm water to wipe up the area around the dispense tip.
2. Use a clean cloth dipped in hot, soapy water to clean the area.
3. Use a clean cloth dipped in warm water to rinse the area.
4. Use a clean cloth dipped in an approved sanitizing solution to wipe down the area.
5. Air dry thoroughly.

**CLEANING: Roller**

- Do **not** use abrasive cleaners on the roller.
  - The roller **must** be washed by hand.
  - To remove the roller, grasp it and slide it out of the end slots.
1. Rinse the roller with lukewarm water.
  2. Wash thoroughly in a hot water wash at a minimum temperature of 140 °F or 60 °C. Add a good quality general cleaner at concentrations recommended by the detergent supplier.
  3. Rinse well with lukewarm potable water.
  4. Sanitize with a mild sanitizer recommended by your detergent supplier.
  5. Drain thoroughly.
  6. Air dry thoroughly.

**CLEANING: Roller Brackets**

1. Wipe the roller brackets with a damp cloth dipped in warm, soapy water.
2. Rinse with a damp cloth dipped in warm, clear water.
3. Dry thoroughly.

**CLEANING: Refrigerated Compartment**

- Wipe the compartment clean each time a new whipped topping bag is loaded. This will remove any condensation that may accumulate within the compartment.
1. Turn the dispenser OFF.
  2. Remove the dispenser drawer. For removal instructions, see page 14. Set the drawer aside to replace later.
  3. Check for ice: Each time a new product bag is loaded, check the refrigerated product compartment for ice build-up.  
If ice has accumulated in the refrigerated product compartment:  
Wait 10 minutes for the ice to soften.  
Gently remove and discard the ice.
  4. Wipe the interior down with a soft cloth.
  5. Dry thoroughly.
  6. Replace the dispenser drawer removed in Step 3. For replacement instructions, see page 15.
  7. Turn the dispenser back ON.

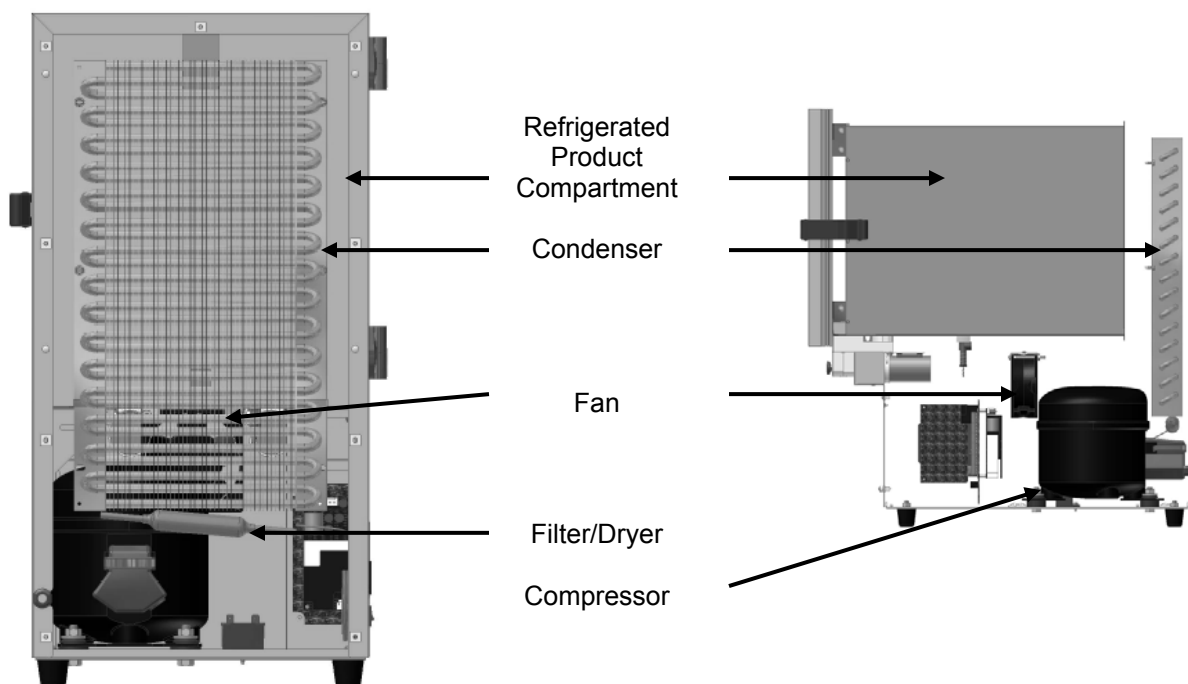
**CLEANING: Condenser**

Every 6 months, remove the back panel of the dispenser and inspect the condenser. If necessary, clean the condenser using a vacuum. We suggest a vacuum be used to prevent any damage to the condenser coil.

## REFRIGERATION SYSTEM AND TEMPERATURE ADJUSTMENT

### REFRIGERATION SYSTEM

- The refrigeration system is a hermetically sealed system which uses **R134-A refrigerant**.
- If recharging of the system is required, the refrigeration technician should refer to the A. C. Dispensing Equipment Inc. Machine Identification Label located on the left side of the dispenser for details on the quantity of refrigerant used.
- The condenser is located at the rear of the dispenser behind the back panel.
- The evaporator is incorporated within the stainless steel walls of the refrigerated product compartment, i.e. cold-wall evaporation system.
- The compressor is located below the refrigerated product compartment and is accessible through the back panel.
- The ambient temperature range for dispenser operation is 50 °F to 90 °F (10 °C to 32 °C).



## Refrigeration System

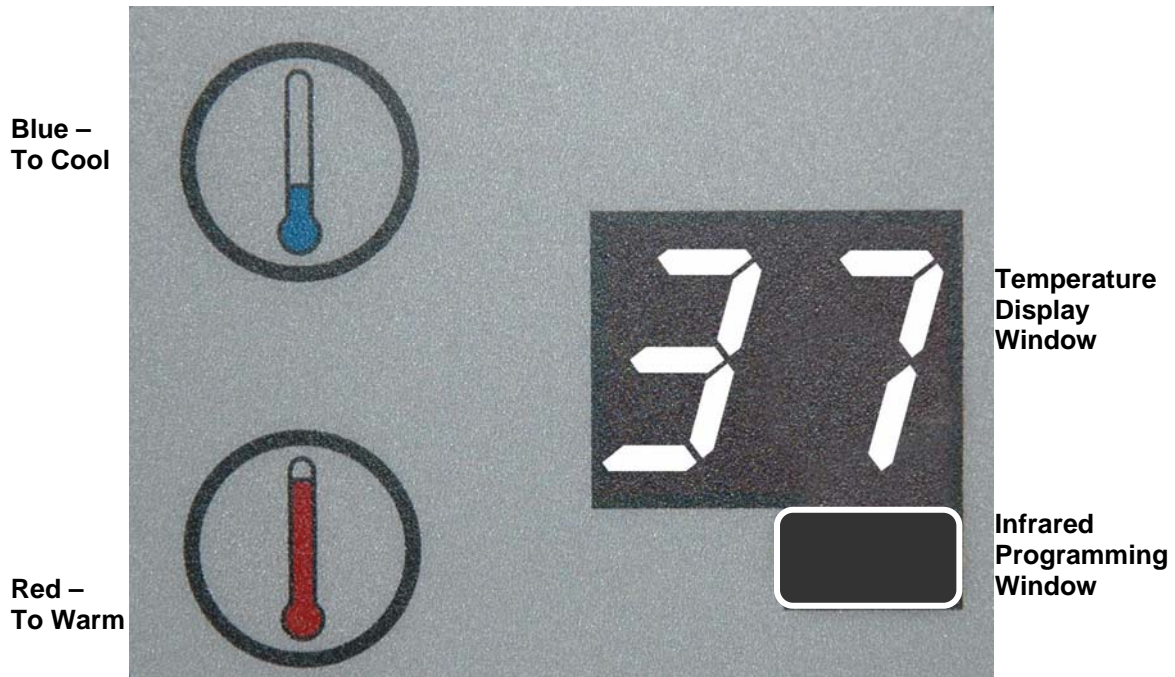
### TEMPERATURE CONTROL ADJUSTMENT

Each SureShot Dispensing Systems® dispenser is pre-set at our factory to meet your operating standards. These settings should not require adjustment.

The temperature in the refrigerated product compartment is set at our factory for normal use in the North American food service industry. The temperature is set to maintain the product within the range of 32 °F to 40 °F (0 °C to 4.4 °C). The temperature is controlled by an electronic controller.

The temperature controller may be adjusted at the side console panel on the lower left side of the dispenser.

### SIDE CONSOLE:



The Side Console displays operating functions of the refrigerated product compartment.

The Side Console consists of

- 2 buttons on the left: used to adjust temperature, if necessary
- 2 windows on the right: used to show current temperature and to reprogram, if necessary

Temperature Display Window:

– shows current temperature of the refrigerated product compartment in °F

This window operates in two modes:

Continuous Display Mode – shows current temperature & allows adjustment to refrigeration cycle

Selective Mode – used to temporarily display temperature when selected or required.

If temperature adjustments are needed, go to Continuous Display Mode

– adjustments cannot be made in Selective Mode

– dispensers are shipped from our factory in Selective Mode

Infrared Programming Window:

– used by approved Service Technicians to reprogram dispenser.

An Infrared Programming Device, supplied by SureShot Dispensing Systems® Technical Assistance Center, is used to update dispenser programs.

Temperature Adjust buttons:

Blue – Cool – to cue up Selective temperature display

– to decrease refrigerated product compartment temperature

Red – Warm – to cue up Selective temperature display

– to increase refrigerated product compartment temperature

In Selective Mode: Each time either of these buttons is pressed, the Temperature Display Window will display the temperature in the refrigerated product compartment for 3 seconds.

In Continuous Display Mode: Temperature Display Window shows internal temperature of the refrigerated product compartment continuously.

At first press of either Warm or Cool button, the Window shows refrigeration setting. These settings range from 0 to 12.

0 = off

1 = warmest

12 = coldest

- Each press of the Temperature Adjust buttons will decrease (Warm) or increase (Cool) the value by 1.
- The press must be done within 3 seconds of the first press.
- Further presses will increase or decrease the setting by 1.

To determine dispenser mode:

Continuous Display Mode: if the temperature is showing all of the time

Selective Mode: if the display is blank, showing only the refrigeration dot, when compressor is on

To Enter Continuous Display Mode from Selective Mode:

– press and hold the bottom (Warm) Side Console button for approximately 3 seconds, until an audible beep is heard. **d1** will be displayed for 3 seconds.

– this will return the Temperature Display Window to continuous display mode

To Enter Selective Display Mode from Continuous Display Mode:

– press and hold the bottom (Warm) Side Console button for approximately 3 seconds, until an audible beep is heard. **d2** will be displayed for 3 seconds.

– this mode also locks out any further refrigeration adjustments.

## **ADJUSTMENTS:**

The Temperature Display Window is shipped to operate in Selective mode, with factory settings to your company's specifications and to leave the temperature adjustment settings tamper-proof. To change temperature settings, the window must be adjusted to Continuous Display mode.

### **If The Dispenser Is Running Too Cold:**

To increase the temperature (to make the refrigerated product compartment warmer):

1. Enter Continuous Mode, if necessary.
2. Press either of the Side Console buttons (Warm or Cool).  
The Display will show your current refrigeration cycle setting, a value from 0 (OFF) to 12, where 0 = OFF and 1 – 12 indicate typical refrigeration operating conditions.
3. Adjust cycle setting:  
To increase temperature: Press the Warm button once to decrease the setting value by 1.  
Wait 4 to 6 hours for the new temperature to stabilize.  
If necessary, repeat this procedure, including the wait time.  
Do not adjust more than 3 times.
4. After adjustments are completed, return to Selective mode: press and hold the Warm Side Console button for approximately 3 seconds, until an audible beep is heard and **d2** is displayed for 3 seconds.

NOTE: refrigeration adjustments are locked out in Selective mode

If, after these adjustments are made, your unit is still running too cold, please call A. C. Dispensing Equipment Inc. Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602 during your 1-year warranty period or a qualified Refrigeration Technician after your warranty period has expired.

### **If The Dispenser Is Running Too Warm:**

To decrease the temperature (to make the refrigerated product compartment colder):


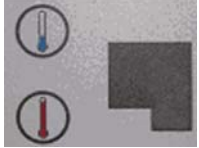


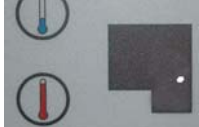
1. Enter Continuous Display Mode, if necessary.
2. Press either of the Side Console buttons (Warm or Cool).  
The Display will show your current refrigeration cycle setting, a value from 0 (OFF) to 12, where 0 = OFF and 1 – 12 indicate typical refrigeration operating conditions.
3. Adjust cycle setting:  
To decrease temperature: Press the Cool button once to increase the setting value by 1.  
Wait 4 to 6 hours for the new temperature to stabilize.  
If necessary, repeat this procedure, including the wait time.  
Do not adjust more than 3 times.
4. After adjustments are completed, return to Selective mode: press and hold the Warm Side Console button for approximately 3 seconds, until an audible beep is heard and **d2** is displayed for 3 seconds.

NOTE: refrigeration adjustments are locked out in Selective mode

If, after these adjustments are made, your unit is still running too warm, please call A. C. Dispensing Equipment Inc. Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602 during your 1-year warranty period or a qualified Refrigeration Technician after your warranty period has expired.



**SIDE CONSOLE DISPLAYS:**

ILLUSTRATION	DISPLAY	INDICATION
	37 (displays continuously)	Dispenser is in Continuous Display Mode and the current temperature is 37° F
	Blank	Dispenser is in Selective Mode Compressor is off
	d1	Temporary display – confirms dispenser is in Continuous Mode
	d2	Temporary display – confirms dispenser is in Selective Mode
	right “period” digit is lit solid	compressor is on

## MAINTENANCE

### General Maintenance

- This dispenser must **not** be cleaned by water jet.
- The ambient temperature range for dispenser operation is 50 °F to 90 °F (10 °C to 32 °C).
- This dispenser is not suitable for outdoor use.

### Remove Ice Buildup

Ice build-up in the refrigeration compartment could indicate an improper temperature setting or an improperly sealed door. Forming ice does not necessarily mean the temperature of the product is too cold. Ice may be removed during a product change:

#### To remove ice:

1. Turn OFF the dispenser.
2. Remove the dispenser drawer. For removal instructions, see page 14.  
Set the drawer aside to replace later.
3. Wait 10 minutes to allow the ice to soften.
4. Gently remove the ice by hand and discard it.
5. Wipe the interior down with a soft cloth.
6. Dry thoroughly.
7. Replace the dispenser drawer removed in Step 2. For replacement instructions, see page 15.
8. Turn the power back ON.

If a temperature adjustment is required, follow the instructions on page 24. If further assistance is required, contact the A. C. Dispensing Equipment Inc. Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.

### Drawer Difficult to Close

If you have difficulty closing the drawer, check for ice buildup in the refrigerated compartment and remove any ice to ensure proper operation. See instructions above.

Check the drawer gasket on the inside of the drawer front, to ensure there are no cuts or gaps. The drawer must close tightly to ensure proper refrigeration.

### Fan

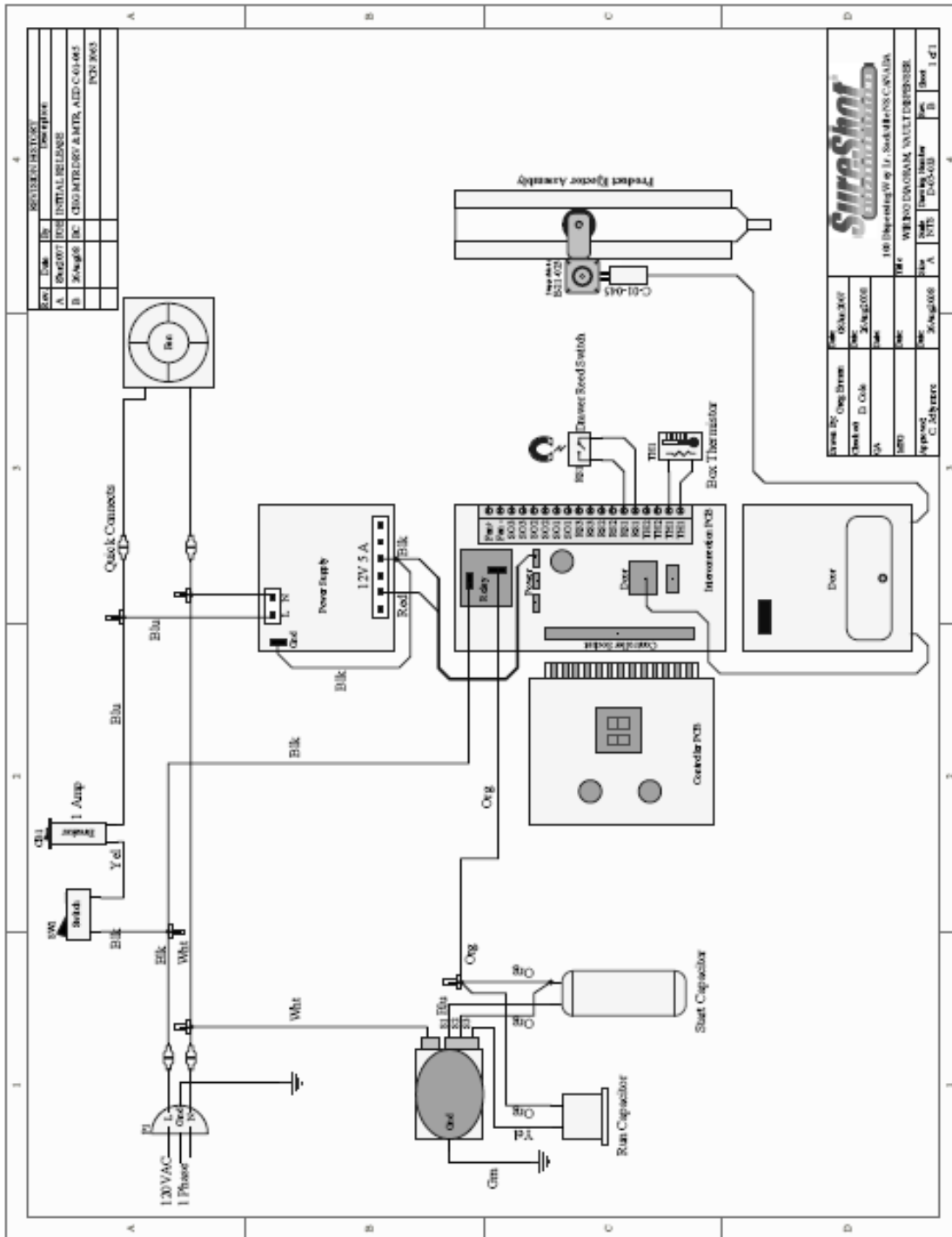
Check the operation of the fan, being careful not to cut or injure fingers. The fan is located on the right side of the dispenser, behind the front panel. For location, see page 21.

If the fan is not operating, call A. C. Dispensing Equipment Inc. Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602 for assistance.

### Caution:

- **Keep the dispenser level at all times.** Do not tip the dispenser while it is operating. Tipping will damage the compressor and prevent proper operation of the refrigeration system.

# WIRING DIAGRAM



## TROUBLESHOOTING

PROBLEM	ACTION
Side Console - unexpected display	<p>blank display – indicates dispenser is in Selective Mode and compressor is off.</p> <p>To Enter Continuous Display Mode from Selective Mode:</p> <ul style="list-style-type: none"> <li>– press and hold the bottom (Warm) Side Console button for approximately 3 seconds, until an audible beep is heard. <b>d1</b> will be displayed for 3 seconds.</li> <li>– this will return the Temperature Display Window to continuous display mode</li> </ul> <p>To Enter Selective Display Mode from Continuous Display Mode:</p> <ul style="list-style-type: none"> <li>– press and hold the bottom (Warm) Side Console button for approximately 3 seconds, until an audible beep is heard. <b>d2</b> will be displayed for 3 seconds.</li> <li>– this mode also locks out any further adjustments to the refrigeration cycles.</li> </ul> <p>d1 – a temporary display which confirms the dispenser is in Continuous Mode</p> <p>d2 – a temporary display which confirms the dispenser is in Selective Mode</p> <p>solid red right “period” digit – indicates compressor is on</p>
Indicator light flashing	Flashing yellow light indicates whipped topping bag is empty and must be replaced.
Indicator light solid	<p>Solid green – indicates power is on and dispenser is ready to operate</p> <p>Solid yellow – indicates product bag is low and must be replaced soon The light glows after <math>\frac{3}{4}</math> of the bag has been dispensed.</p> <p>Solid red – indicates dispenser is out of service, i.e. the topping is too warm. To adjust temperature, see page 24.</p>
No power at the plug	<ol style="list-style-type: none"> <li>1. Have a qualified person check the fuse box or circuit breaker to restore power to the circuit.</li> <li>2. Check AC outlet to make sure it is 120V AC.</li> <li>3. Try another working appliance in the outlet to confirm that the problem is in the outlet.</li> </ol>
Dispenser will not turn on	<ol style="list-style-type: none"> <li>1. Verify that the status light is green.</li> <li>2. Make sure the power cord is plugged in to an active power source.</li> <li>3. Check the ON/OFF switch on the left side of the dispenser to make sure it is ON. For location of switch, see page 3.</li> <li>4. Check to make sure the circuit breaker on the left side of the dispenser has not tripped out. If it has, turn the power switch OFF, reset the circuit breaker by gently pushing it in once to reset it – push in at the top of the breaker until no white is showing. Then, turn the power back ON.</li> </ol>
Dispenser is leaking product	<ol style="list-style-type: none"> <li>1. Make sure the product dispensing tip is properly aligned in the delivery groove.</li> <li>2. Check the product bag and dispensing tip for cracks or tears. Replace if required.</li> <li>3. Check product temperature.</li> </ol>

<p>Dispenser will not dispense product</p>	<ol style="list-style-type: none"> <li>1. Make sure the power cord is plugged in to an active power source.</li> <li>2. Make sure the end of the whipped topping bag was pulled off before the bag was installed.</li> <li>3. Make sure the whipped topping bag is loaded properly, with no folds in the bag, and that the top of the product is below the roller.</li> <li>4. Check the whipped topping bag for punctures or leaks. If the bag is torn or leaking, it must be removed and discarded.</li> <li>5. Make sure the product dispensing tip from the whipped topping bag is clear of blockage and is properly aligned in the groove with no twists or kinks and is not pinched off.</li> <li>6. Check to ensure that product delivery tip area is clean.</li> <li>7. Turn OFF the dispenser, wait 10 seconds, then turn the dispenser back ON to reset the microcontroller.</li> <li>8. Check the temperature inside the refrigerated compartment, to make sure it is within the temperature range of 32 °F to 40 °F (0 °C to 4.4 °C). If the dispenser is running cold, the whipped topping could form ice crystals which may interfere with the flow of product. If a temperature adjustment is required, see page 24. If further assistance is required, contact A. C. Dispensing Equipment Inc. Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</li> <li>9. Check to ensure that the green indicator light on the dispenser drawer is on. If the green indicator light is not on, check the circuit breaker. For the location of the circuit breaker, see page 3. To check the Circuit Breaker: <ul style="list-style-type: none"> <li>– Confirm that the Circuit Breaker on the lower left front side of the dispenser has not tripped out. If it has, turn OFF the dispenser, re-set the circuit breaker by gently pushing it in once to reset it – push in at the top of the breaker until no white is showing. Then, turn the power back ON.</li> </ul> </li> <li>10. If there is still no product dispensed, call the A. C. Dispensing Equipment Inc. Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</li> </ol>
<p>Dispenser is unusually warm on the exterior</p>	<ol style="list-style-type: none"> <li>1. Make sure any vents at the back of the dispenser are not blocked.</li> <li>2. Make sure the dispenser is not too close to a heat-generating machine, such as a coffeemaker. Allow a minimum 1-inch airspace between machines at all times.</li> <li>3. Make sure the dispenser is level on the countertop.</li> <li>4. Make sure the condenser is not dirty. Remove the back panel to examine the condenser. If it is dusty or dirty, use a vacuum to clean it.</li> <li>5. Make sure the fan is operating. Remove the front panel and observe the fan on the right side of the dispenser, in front of the compressor. For location of the fan, see page 21. Do a visual inspection only. Be careful not to injure fingers by sticking them in the fan. If the fan is not running, call A.C. Dispensing Equipment Inc. Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</li> </ol>
<p>Dispenser is unusually warm on the interior</p>	<ol style="list-style-type: none"> <li>1. Check the product temperature, to ensure that the product is properly cooled to approximately 38 °F or 3.3 °C before it is loaded into the dispenser.</li> </ol>

	<ol style="list-style-type: none"> <li>2. Check to ensure the vents at the top back of the dispenser are not blocked.</li> <li>3. Check to make sure the dispenser is not too close to a heat-generating machine, such as a coffeemaker. Allow a minimum 1-inch airspace between machines.</li> <li>4. Check to ensure that the dispenser is level on the countertop.</li> <li>5. Check to ensure the condenser is not dirty. Remove the back panel to examine the condenser. If it is dusty or dirty, use a vacuum to clean it.</li> <li>6. Check to ensure the fan is operating. Remove the front panel and observe the fan on the right side of the dispenser, in front of the compressor. For location of the fan, see page 21. Do a visual inspection only. Be careful not to injure fingers by sticking them in the fan. If the fan is not running, call the A. C. Dispensing Equipment Inc. Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</li> <li>7. If the problem is still not solved, call the A. C. Dispensing Equipment Inc. Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</li> </ol>
<p>Dispenser is too cold (if dairy product is at least 34° or less for longer than an hour)</p>	<ol style="list-style-type: none"> <li>1. Check product temperature. If temperature adjustment is required, see instructions on page 24.</li> <li>2. Call the A. C. Dispensing Equipment Inc. Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</li> </ol>
<p>Frost build up in the refrigerated compartment</p>	<ol style="list-style-type: none"> <li>1. Check the temperature inside the refrigerated compartment, to make sure it is within the temperature range of 32 °F to 40 °F (0 °C to 4.4 °C). If the dispenser is running cold, it could form ice.</li> <li>2. Check to see if the dispenser has accumulated ice or frost at the top of the refrigerated compartment. Forming ice does not necessarily mean the temperature of the product is too cold. Ice may be removed during a product change: <u>To remove ice:</u> <ol style="list-style-type: none"> <li>a. Turn OFF the dispenser.</li> <li>b. Remove the dispenser drawer. For removal instructions, see page 14. Set the drawer aside to replace later.</li> <li>c. Wait 10 minutes to allow the ice to soften.</li> <li>d. Gently remove the ice by hand and discard it.</li> <li>e. Wipe the interior down with a soft cloth.</li> <li>f. Dry thoroughly.</li> <li>g. Replace the dispenser drawer removed in Step b. For replacement instructions, see page 15.</li> <li>h. Turn the power back ON.</li> </ol> </li> <li>3. If the roller does not move, check behind the motor guard plate.</li> <li>4. If a temperature adjustment is required, follow the instructions on page 24. If further assistance is required, contact the A. C. Dispensing Equipment Inc. Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</li> </ol>
<p>Dispenser is not level</p>	<ol style="list-style-type: none"> <li>1. Make sure all four legs at the bottom corners of the dispenser are in place. Replace any damaged or missing legs. Replacement legs may be obtained from the A. C. Dispensing Equipment Inc. Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</li> <li>2. Make sure the dispenser is sitting level on the counter. Use a bubble level to ensure accuracy.</li> </ol>

For service, if you are within the Warranty Period for your dispenser, please contact:

**A. C. Dispensing Equipment Inc. Technical Assistance Center**

**1-888-777-9990 or 1-902-865-9602**

**[www.sureshotdispensing.com](http://www.sureshotdispensing.com)**

**E-mail: [service@sureshotdispensing.com](mailto:service@sureshotdispensing.com)**

If your Warranty has expired, contact your Service Technician.

**NOTE:** The Product Identification Label on the left side of each dispenser includes the contact telephone number for A. C. Dispensing Equipment Inc. Refer to the Serial Number and the Model Number on the label when calling A. C. Dispensing Equipment Inc. These numbers are crucial to helping us provide prompt and effective service. **This will save you time.**

## NORTH AMERICAN WARRANTY

**This dispenser is covered by a one year on-site warranty, unless otherwise specified.**

All dispensing equipment manufactured by A.C. Dispensing Equipment Inc. is warranted against defects in materials and workmanship for a period of one (1) year from the date of purchase.

A. C. Dispensing Equipment Inc.'s obligation under this warranty is limited to the repair of defects as outlined by an A. C. Dispensing Equipment Inc. factory-authorized service agency or one of its sub-service agencies.

This Warranty does not apply to installation or problems because of installation. This Warranty does not apply to normal preventative maintenance, maintenance or adjustment.

**THIS WARRANTY WILL BE NULL AND VOID IF THE WARRANTY REGISTRATION CARD IS NOT RETURNED TO A. C. DISPENSING EQUIPMENT INC. WITHIN 60 DAYS OF PURCHASE.**

This warranty is subject to the following conditions:

- This warranty applies to the original owner only and is not assignable.
- Only pre-authorized service agencies directed by A.C. Dispensing Equipment Inc. are to be utilized.
- Should any product fail to function in its intended manner under normal use within the limits defined in this warranty, at the option of A. C. Dispensing Equipment Inc. such product will be repaired or replaced by A.C. Dispensing Equipment Inc. or its Authorized Service Agency. A. C. Dispensing Equipment Inc. will be responsible only for charges incurred or service performed by its Authorized Service Agencies. The use of other than A. C. Dispensing Equipment Inc. Authorized Service Agencies will void this warranty and A. C. Dispensing Equipment Inc. will not be responsible for such work or any charges associated with such work. The closest A. C. Dispensing Equipment Inc. Authorized Service Agency must be used.

### TIME PERIOD:

One year on parts and labour, effective from the date of purchase. The Authorized Service Agency may, at its option, require proof of purchase. Parts replaced under this Warranty are warranted for the unexpired portion of the original product warranty only.

24-hour Toll-Free Service is available at **1-888-777-9990 or 1-902-865-9602**

A service consultant is available to assist you during our normal business hours. All service-related issues will be addressed by a return telephone call the next business day.

### WARRANTY PROCEDURE:

1. Secure the model and serial number from the data tag on the lower left side of the dispenser.
2. Call the number provided on the service label on the dispenser.
3. Our technical support staff will discuss the issue with you and, if necessary, dispatch a technician to your location for repairs. If after-hours or emergency service is required, A.C. Dispensing Equipment Inc. will not be responsible for any additional charges.
4. To order parts, call the service center and the appropriate parts will be sent to your location or that of the servicing agency.

The following conditions are not covered by this Warranty:

- Equipment failure related to improper installation, improper utility connection or supply, and problems due to ventilation.
- Equipment that has not been properly maintained, calibration of controls, adjustments, damage from improper cleaning, and water damage to controls.
- Equipment that has not been used in an appropriate manner, or has been subject to misuse or misapplication, neglect, abuse, accident, alteration, negligence, damage during transit, delivery or installation, fire, flood, riot, or act of God.
- Equipment on which the model number or serial number has been removed or altered.

If the equipment has been changed, altered, modified or repaired by other than a qualified service technician during or after the warranty period, then the manufacturer shall not be liable for any damages to any person or to any property, which may result from the use of the equipment thereafter.

This Warranty does not cover services performed at overtime or premium labour rates. Should service be required at times which normally involve overtime or premium labour rates, the owner shall be charged for the difference between normal service rates and such premium rates. A. C. Dispensing Equipment Inc. does not assume any liability for extended delays in replacing or repairing any items beyond its control.

In all cases, the use of other than A. C. Dispensing Equipment Inc. authorized OEM replacement parts will void this Warranty.

This equipment is intended for commercial use only. Warranty is void if equipment is installed in other than commercial applications.

**THE FOREGOING WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS AND CONSTITUTES THE ENTIRE LIABILITY OF A. C. DISPENSING EQUIPMENT INC. IN NO EVENT DOES THE LIMITED WARRANTY EXTEND BEYOND THE TERMS STATED HEREIN.**

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**SureShot®**  
DISPENSING SYSTEMS  
[www.sureshotdispensing.com](http://www.sureshotdispensing.com)

9/24/2008