

ACFC-10 FlavorShot Dispenser

Quick-Change Cartridge System

SureShot
flavorshot

Operations Manual



**ACFC-10 FlavorShot Dispenser
Quick-Change Cartridge System**



FEATURES

- Dispenses up to 10 flavors
- Fast, easy, accurate portions
- Easy to load flavor cartridges
- Non-drip system
- Sanitary
- Designed for up to 9" (22 cm) cup height
- Compact countertop design
- Drink count data
- Standard or customized programming of flavor portions
- Infrared programmability
- One year on-site warranty



SureShot Technical Assistance Center
1-888-777-9990 or 902-865-9602

service@sureshotdispensing.com
parts@sureshotdispensing.com
www.sureshotdispensing.com

A.C. Dispensing Equipment Inc.
100 Dispensing Way
Lower Sackville, Nova Scotia
Canada B4C 4H2



TABLE OF CONTENTS

THE DISPENSER 1
 MAIN COMPONENTS 1
 INTERNAL COMPONENTS 2
 SPECIFICATIONS 2
 UNPACKING AND SETUP 3
 Unpacking the Dispenser 3
 Safety Precautions 3
 Electrical Requirements 3
 Locating the Dispenser in Your Facility... 4
 Clean Before First Use of the Dispenser 4
 Cup Guide Installation 4
 Instructional Aid or Advertisement
 Insertion 4
 Optional Setup Adjustments 4
 FLAVOR CARTRIDGES 5
 OPERATING THE DISPENSER 5
 Turning on the Dispenser 5
 Opening the Dispenser 5
 Load a Flavor Cartridge 6
 Prime a Flavor Cartridge 7
 Dispensing Flavor 8
 Remove a Flavor Cartridge 8
 Changing a Flavor 8
 Standard Button Panel 9
 Low Level Indicator (Optional) 9
 Empty Lockout Indicator 9
 LCD Display 10
 PROGRAM FEATURES 11
 Program Mode 11
 Target Adjust 11
 Language 11
 Drink Count 11
 CLEANING AND MAINTENANCE 12
 Recommended Cleaning Schedule 12
 Exterior 12
 Button Panel 12
 Catch Tray, Screen and Cup Guide 12
 Product Dispense Block 13
 Inside Dispenser Drawer 13
 Pump Replacement 13
 TROUBLESHOOTING 14
 SERVICE AND WARRANTY 16
 Reshipment 16
 USA AND CANADA WARRANTY 19



FLAVORSHOT QUICK-CHANGE CARTRIDGE SYSTEM OPERATIONS MANUAL

Important: Read this Manual now and retain it for future reference.

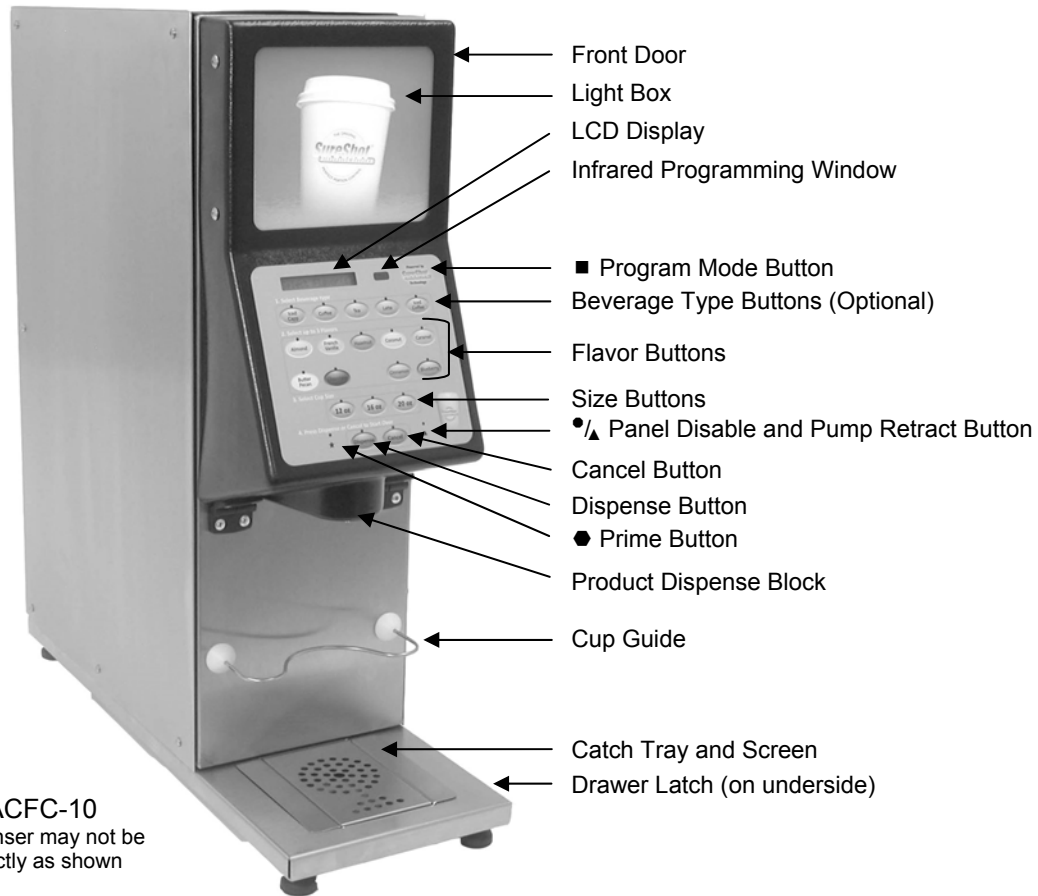
THE DISPENSER

The ACFC-10 SureShot FlavorShot™ Quick-Change Cartridge System provides efficient, accurate, sanitary dispensing of up to ten concentrated flavors for addition to hot coffee, iced coffee and other hot and cold beverages.

The multi-functional button panel enables you to dispense the correct amount of flavor for each of your cup sizes and, optionally, your beverage type.

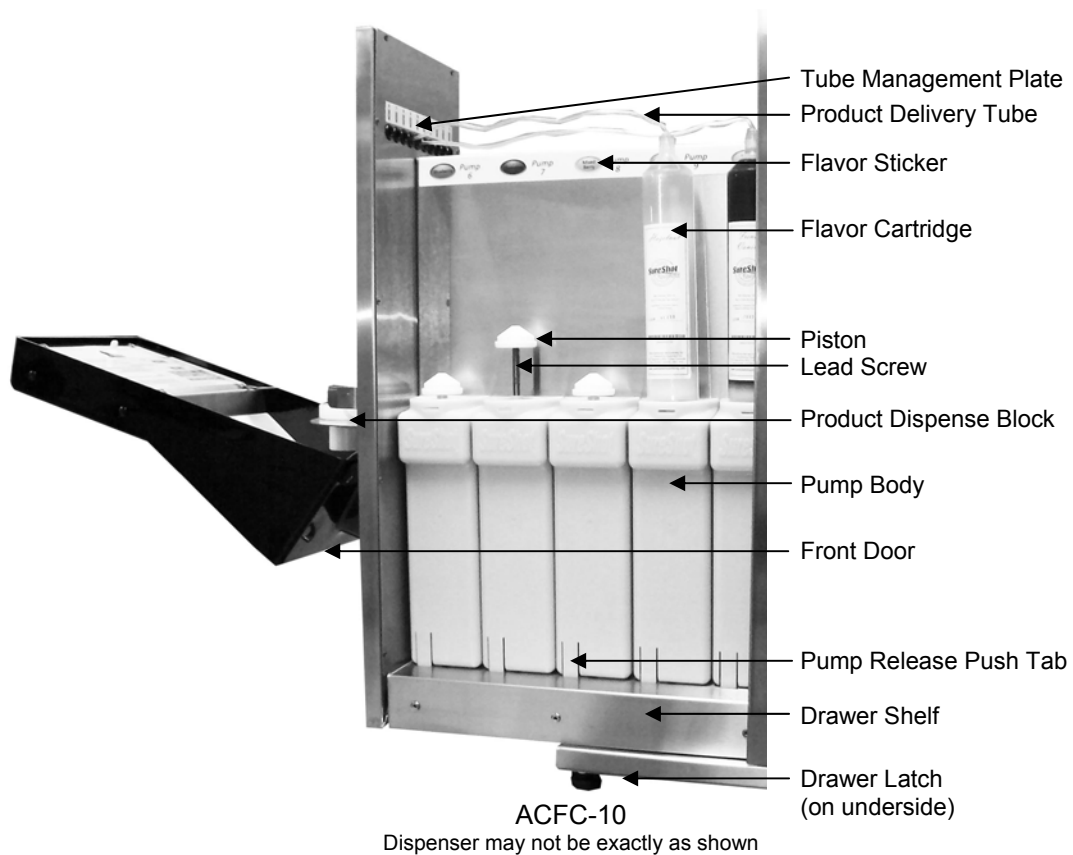
The flavors are stored in sanitary, pre-filled, labelled and easy to load plastic cartridges within the dispenser. Empty cartridges are environmentally friendly and may be recycled or disposed of. Cartridges must be supplied by SureShot Dispensing Systems®.

MAIN COMPONENTS



ACFC-10
Dispenser may not be
exactly as shown

INTERNAL COMPONENTS



SPECIFICATIONS

Weight (empty):	60 lbs/27.2 kg
Dimensions (LxWxH):	22¼" x 8" x 25½" / .55m x .2m x .65m
Capacity:	Up to 10 x 200 ml / 6.76 oz disposable flavor cartridges
Electrical:	120 V AC, 15 amps, 1 ph, 60 Hz
Light Box:	The advertising space in the light box at the top of the door is 6" x 5¼" / 15.24cm x 13.34cm

UNPACKING AND SETUP

Unpacking the Dispenser

1. Position the box with the “This Side Up” arrow pointing upward.
2. Cut the packing straps from the box.
3. Lift the top from the box.
4. Remove the box sleeve by lifting it up and off the dispenser.
5. Lift the dispenser off the bottom of the box and place it on the counter.
Caution: Always lift the dispenser from the bottom.
Do not lift the dispenser by the door as this may damage the dispenser.
6. 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.
7. Remove the tape and plastic protective covering from the catch tray and screen.
8. Prior to use, read the Operations Manual. Store it for future use.

Inspect for Damage

Note: Damages incurred during shipment are not the responsibility of SureShot Dispensing Systems® and are not covered by Warranty.

If you haven't already done so, inspect packaging material for damage. Note any damage in detail.

Unpack the dispenser immediately following the directions below. Examine the dispenser for damage. Report any damage to the transportation company and file a claim for damages within 24 hours. Your immediate inspection and reporting protects you against loss.

Notify SureShot Dispensing Systems® within 24 hours of any damage claims. No returns will be accepted without prior approval. Obtain an authorized return number by contacting the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.

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.

Electrical Requirements

- Power source receptacle: 120 V AC, 1 ph, 60 Hz. Uses a maximum of 1 amp.
- 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.
- The dispenser has an in-line power supply with both AC and DC power cords attached. The DC power cord fits into a receptacle at the back of the dispenser.

Locating the Dispenser in Your Facility

- This dispenser is not suitable for outdoor use.
- Place the dispenser where it will best serve your operation.
- Place the dispenser at an appropriate serving height so that users can operate the dispenser and easily place and remove cups.
- Do not place the dispenser too close to a source of heat or moisture.
- The dispenser should be placed on a level surface or levelled by adjusting the feet.
- Counters, platforms or shelves should be strong enough to support the dispenser and a full product load. The empty dispenser weighs 60 lbs/27.2 kg. Each cartridge weighs .66 lbs/300 g. A full dispenser will weigh 66.6 lbs/30.2 kg.

Clean Before First Use of the Dispenser

Ensure the dispenser is cleaned thoroughly prior to first use. See CLEANING AND MAINTENANCE on page 12.

Cup Guide Installation

The Cup Guide is a stainless steel formed rod with plastic lugs on both ends. It guides positioning of cups under the dispense block and will accommodate a large array of cup sizes. It may be removed from the dispenser for cleaning. See Catch Tray, Screen and Cup Guide on page 12 for cleaning instructions.

To Install:

1. Push the two ends of the guide into the top, larger opening of the keyholes.
2. Push the guide gently down into the narrow part of the keyholes.

To Remove:

1. Move the two ends of the guide up to slightly below the top of the keyholes.
2. Pull the two ends of the guide out of the keyholes. It may be easier to remove one side and then the other.



Instructional Aid or Advertisement Insertion

Customization of the dispenser is an option through an instructional aid or advertisement. It may be inserted into the backlit door window.

1. Open the front door (see page 5).
2. Feed the insert into the slot on the backlit window.
Note: To remove an insert from the backlit window, pull the insert out by the top tab.
3. Close the front door.



Optional Setup Adjustments

- Dispense Amount – The amount of flavor dispensed from each cartridge may be changed following instructions for Target Adjust on page 11.
- Language – The language displayed in the LCD may be changed following instructions for Language on page 11.

FLAVOR CARTRIDGES

Each ACFC-10 SureShot FlavorShot™ dispenser holds up to ten flavor cartridges. Each flavor cartridge contains 200 ml of flavor. These are installed in the flavor pump shelf inside the dispenser.

The center partition of the flavor cartridge drawer has decals to show which flavor cartridge goes in each pump position, e.g. Pump 1 Almond, Pump 5 Caramel.

Be sure to install each flavor cartridge in the correct pump position.

Flavor cartridges are disposable to ensure product sanitation. They come with a pre-sealed flavor delivery tube. Note the heat seal toward the end of the delivery tube.

Do not tamper with the tube connections. Load a Flavor Cartridge following the instructions on page 6.



Flavor cartridge Heat seal

OPERATING THE DISPENSER

Turning on the Dispenser

1. Plug the DC power cord into the receptacle on the back of the dispenser. Turn the threaded nut clockwise to secure connector into plug.
2. Plug the AC power cord into the Power Supply.
3. Plug the AC power cord into a 110/120 V AC electrical wall outlet.
LCD will display text to indicate the power is on.



Power Supply DC Cord AC Cord

Opening the Dispenser

The ACFC-10 SureShot FlavorShot™ dispenser uses flavor cartridges installed on delivery pumps located on a drawer shelf inside the dispenser.

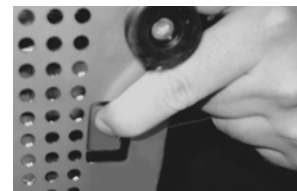
Note: Ensure there is no cup or other container at the front of the dispenser.

Two parts of the dispenser may be opened.

Dispenser Drawer

1. Push up on latch located on the right, front underside (just behind the right, front foot).
2. Grasp the cup guide and gently pull out the dispenser drawer.

Note: Keep hands clear of the dispenser bottom during drawer opening.



Latch on underside used to open the dispenser drawer

Front Door

1. Grasp top and pull. Lower gently to rest on the door tether and hinges.







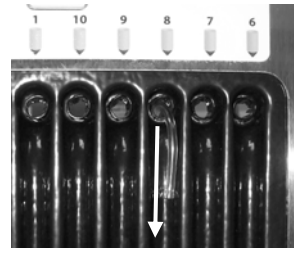
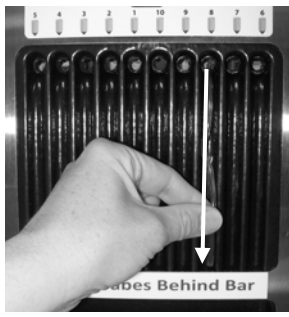

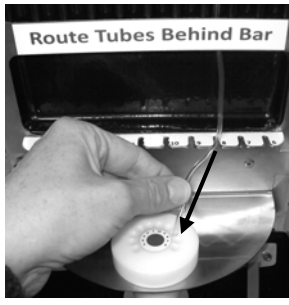
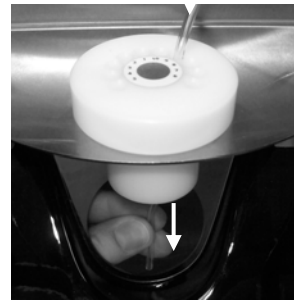
Note: Do not place objects or put weight on the door.



Front door

Load a Flavor Cartridge

Note: Do not pull the tube tight.

<p>1. Open dispenser drawer. Push up on latch located on the right, front underside (just behind the right, front foot) and slowly slide the drawer open.</p>		<p>2. Ensure the piston is all the way to the bottom. To retract, select any Beverage Type button (if applicable), then the corresponding Flavor button, then press  twice.</p>	
<p>3. Open front door. Grasp top and pull. Lower gently to rest on the door tether and hinges. Note: Do not place objects or put weight on the door.</p>		<p>4. Place cartridge on pump. Align notches of cartridge to pump. Press cartridge straight down and turn clockwise to secure to pump.</p>	
<p>5. Direct the flavor delivery tube from the top of the cartridge: a. Through its numbered hole at the top front of the dispenser drawer.</p>		<p>b. Through its numbered groove in the tube management plate.</p>	
<p>c. Behind the tube guide bar.</p>		<p>d. Through its numbered groove in the bottom mounting plate.</p>	
<p>e. Through its numbered hole in the dispense block at the front of the dispenser.</p>		<p>f. Through the opening at the bottom of the door. Lift the door part-way up and direct the tube through the opening.</p>	

Note: Ensure there is not excess tube length inside the dispenser. Do not pull the tube tight. Ensure tubes are not twisted, kinked, pinched off or blocked throughout tube length.

6. Close the front door of the dispenser. Lift door and secure onto latch at top, front of dispenser.



7. Close the dispenser drawer. Slide drawer completely into dispenser until it latches.



8. Place an empty cup on the catch tray under the dispense block to catch any flavor released when the tube is cut.



9. Cut the flavor delivery tube above the heat seal using the round opening in the bottom of the door as a guide for scissors.



Prime a Flavor Cartridge

Prime is required for each newly loaded cartridge.

Note: Ensure the dispenser's front door and drawer are closed.

1. Place an empty cup under the dispense block to catch any flavor released.



2. Select Beverage Type. (Optional. Eg. hot chocolate, latte, etc.) If there are no Beverage Type buttons, skip this step.



3. Select the Flavor button for the loaded cartridge.



4. Press the ● Prime button twice (button is located to the left of the Dispense button). The LCD displays "Pump Prime". Repeat until some flavor is dispensed.



Dispensing Flavor

Note: *Not all selections are available on all models.*

1. Place cup under dispense block.
2. Select Beverage Type. (Optional. Eg. hot chocolate, latte, etc.) If there are no Beverage Type buttons, skip this step.
3. Press Flavor button(s). Up to 3 flavor selections may be made.
4. Select cup size or amount.
5. Press Dispense to dispense flavor or Cancel to cancel selections.

Note: *Once the flavor is dispensed or selections are cancelled, the LCD cycles back to display Select Flavor or Select Beverage.*

Dispenser returns to normal operating conditions after 3 seconds of inactivity.

Remove a Flavor Cartridge

1. Open dispenser drawer.
Push up on latch located on the right, front underside (just behind the right, front foot) and slowly slide the drawer open.
2. Check that the piston is all the way to the bottom.
To retract, select any Beverage Type button (if applicable), then the corresponding Flavor button and then press **•/▲** twice.
3. Open front door.
Grasp top and pull. Lower gently to rest on the door tether and hinges.
Note: *Do not place objects or put weight on the door.*
4. Remove tube from numbered slots starting at dispense block and working towards cartridge.
5. Remove cartridge from pump.
Turn counter-clockwise to align notches of cartridge to pump. Lift to release from pump.

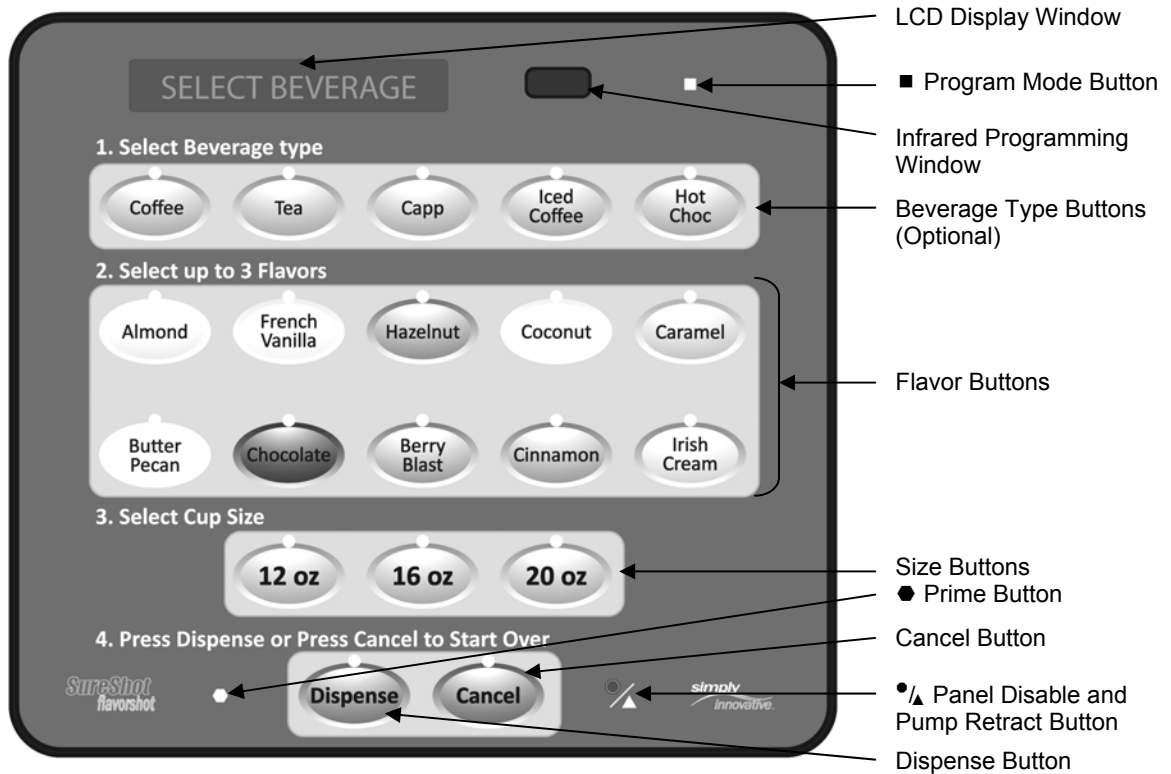
Changing a Flavor

1. Determine the new flavor to be added and the pump position it is to be dispensed from.
2. Perform steps to Remove a Flavor Cartridge on page 8.
3. Place a new flavor decal over the old flavor position on the central partition located in the dispenser drawer. If there is already a decal, peel it off and replace with the new decal.
4. Place a new flavor decal at the correct position on the Button Panel.
5. Perform steps to Load a Flavor Cartridge on page 6 and Prime a Flavor Cartridge on page 7.

Note: *Contact the SureShot Parts Department for availability of Flavor Decals.*

When performing a flavor change; a program update to the dispenser is generally not required. In some cases, however, a program change/update may be required. Contact the SureShot Technical Assistance Center to determine if a program update is necessary.

Standard Button Panel



ACFC-10

Button panel may not be exactly as shown.

Low Level Indicator (Optional)

A red LED embedded in each Flavor selection button starts to flash when 15 ml remains in the flavor cartridge. This is a warning that a new flavor cartridge will need to be loaded soon.

Empty Lockout Indicator

A red LED embedded in each Flavor selection button turns solid red to indicate that the flavor cartridge is empty and must be replaced.

LCD Display

The Liquid Crystal Display (LCD) at the top of the Button Panel shows the current dispenser function.

Note: *Not all selections are available on all models.*

Display	Operational Status
Select Beverage	Dispenser is ready for the Beverage Type that is to be flavored to be selected. Not available on all models.
Select Flavors	Dispenser is ready for a flavor selection. Up to 3 flavors may be selected.
Select Size	Dispenser is ready for selection of cup size of beverage to be flavored.
Press Dispense	Dispenser is ready for confirmation that beverage, flavor(s) and size selected are correct. When Dispense button is pressed, flavor is dispensed.
Dispensing...	Flavor(s) are dispensing.
Not Available	No flavor cartridge is installed for that Flavor button.
Pump # Empty	Flavor cartridge for that pump is empty and another must be loaded.
Pump # Prime	Newly loaded cartridge is being prepared for dispensing.
Pump # Retract	Piston for that pump is retracting (returning to base).
Panel Disabled	Button panel is disabled for 30 seconds.
Program Mode	Not used in daily operation. Press and hold ■ Program Mode button to exit.
Target Adjust	Changes amounts dispensed for each flavor and size.
Drink Counts	Provides number of drinks dispensed for each flavor.
Language	Switches the language displayed in the LCD display window.
Pumps	Used by qualified personnel for servicing the dispenser.
Buttons	Used by qualified personnel for servicing the dispenser.
Service	Used by qualified personnel for servicing the dispenser.

Note: *Once the flavor is dispensed or selections are cancelled, the LCD cycles back to display Select Flavors or Select Beverage.*

Dispenser returns to normal operating conditions after 3 seconds of inactivity.

PROGRAM FEATURES

Program Mode

Note: Program adjustments may be made as described below or the dispenser can be reprogrammed using the Infrared Programming Window with an external device (FOB) provided by SureShot Dispensing Systems®.

Target Adjust

Dispense amounts may be changed for each beverage type (optional), flavor and size, however amounts may have been pre-set to your organizations specifications.

1. Press and hold the ■ Program Mode button until you hear 2 beeps.
2. Press the ■ Program Mode button repeatedly until the LCD displays Target Adjust.
3. Press the Beverage Type button (if applicable), then the Flavor button and then the Size button to be changed.
4. Press the ● Prime button to increase or ●/▲ Panel Disable button to decrease until desired amount is displayed.
5. Repeat for each Beverage Type (if applicable), Flavor and Size as required.
6. Press and hold the ■ Program Mode button until you hear 2 beeps to exit Program Mode.

Language

Text in display can be switched between different languages.

1. Press and hold the ■ Program Mode button until you hear 2 beeps.
2. Press the ■ Program Mode button repeatedly until the LCD displays Language.
3. Press the ● Prime button until desired language is displayed.
4. Press and hold the ■ Program Mode button until you hear 2 beeps to exit Program Mode.

Drink Count

The dispenser stores Drink Count data. It is a record of the number of dispenses for each flavor.

Obtain Drink Count Data

1. Press and hold the ■ Program Mode button until you hear 2 beeps.
2. Press the ■ Program Mode button repeatedly until the LCD displays Drink Count.
3. Press a Flavor button.
LCD shows the number of portions dispensed for this flavor.
4. Continue until you have all the Drink Count Data required.
5. Press and hold the ■ Program Mode button until you hear 2 beeps to exit Program Mode.

Clear Drink Count Data

1. Press and hold the ■ Program Mode button until you hear 2 beeps.
2. Press the ■ Program Mode button repeatedly until the LCD displays Drink Count.
3. Press a Flavor button.
LCD shows the number of portions dispensed for this flavor.
4. To clear current selection, press the ●/▲ Panel Disable button twice.
This sets the Drink Count to 0.
5. Repeat for each flavor as required.
6. Press and hold the ■ Program Mode button until you hear 2 beeps to exit Program Mode.

CLEANING AND MAINTENANCE

- Clean the dispenser prior to first use.
- Do not use any abrasive material or cleaners on the dispenser.
- Dispenser must not be cleaned by water jet.
- Do not spray any liquid or cleaners in or around the inside of the dispenser or dispensing block. Liquid could damage electrical components of the dispenser.


Recommended Cleaning Schedule

Part or Area	Procedure	Frequency
Exterior	See page 12	Daily
Button Panel	See page 12	
Catch Tray, Screen and Cup Guide	See page 12	
Product Dispense Block	See page 13	
Inside Dispenser Drawer	See page 13	As required

Exterior

1. Wipe exterior surfaces using a soft cloth dampened with warm, clean, soapy water.
2. Rinse with warm, clean water. If the water is hard, wipe the dispenser dry with a soft cloth to prevent water spotting.
3. A stainless steel cleaner is recommended. Spray cleaner on the cloth and then use cloth to wipe exterior. Use on stainless steel surfaces only.
Note: Do not allow stainless steel cleaner to come in contact with the dispensing block, button panel, door or any plastic parts.

Button Panel

1. Press and hold the  Panel Disable button until you hear a beep and lights on the button panel flash in sequence.
2. Wipe the panel with a soft cloth dampened with warm, clean, soapy water.
3. Rinse with a soft cloth dampened with warm, clean water.
4. Button panel will automatically enable and return to normal operating mode after 30 seconds.

Catch Tray, Screen and Cup Guide

1. Remove the catch tray, screen and cup guide from the dispenser.
2. Rinse with warm, clean water.
3. Wash in hot water (minimum 140 °F/60 °C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.
If a dishwasher is available, the items may be cleaned on the full wash cycle.
4. Rinse well with warm, clean water.
5. Air dry thoroughly.

Product Dispense Block

1. Using a small brush dipped in warm, clean, soapy water, wash thoroughly to reach all corners and crevices.
2. Wipe dispense block using a soft cloth dampened with warm, clean water.
3. Air dry.

Inside Dispenser Drawer

1. Unplug the dispenser.
2. Open the dispenser drawer.
3. Wipe dispenser interior using a soft cloth dampened slightly with warm, clean water.
Note: Do not get any moisture on the circuit boards behind each pump.
4. Dry thoroughly.
5. Plug in the dispenser.

Pump Replacement

Should the need arise to replace a pump, contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602 to obtain a new one. Replacement is quick and easy and is completed without the use of tools. Simply follow the steps below.

Pump Removal

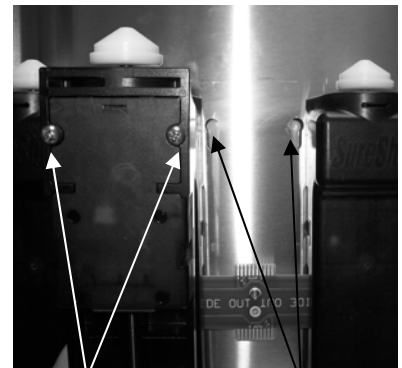
1. Remove flavor cartridge from pump.
Cartridge may be removed completely from dispenser or removed from pump only and placed on top of drawer until new pump installation is complete.
2. Press and hold tab on bottom left of pump.
3. Lift pump up and toward you to remove from dispenser drawer.

Pump Installation

1. Align screw heads on the back of the pump to the tops of the key holes in the dispenser drawer.
2. Align tab on bottom of pump to slot in the floor of the dispenser drawer.
3. Slide cartridge down until tab clicks into slot.



Tab on pump



Screw heads on back of pump

Key holes

TROUBLESHOOTING

Problem	Action
Dispenser does not turn on	<ol style="list-style-type: none"> 1. Check that all power cords are connected. See Turning on the Dispenser on page 5. 2. Ensure dispenser is plugged into an active power source. If power source does not have power, have a qualified person check your facility's fuse box or circuit breaker to restore power. 3. Check that the door cable is connected. <ol style="list-style-type: none"> a. Open the front door. Grasp top and pull. Lower gently to rest on the door tether and hinges. <p>Note: <i>Do not place objects or put weight on the door.</i></p> b. Push cable gently into door connector at bottom, right of door. <p>If dispenser still does not turn on, contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</p>
LCD display is blank	<ol style="list-style-type: none"> 1. Check if pumps are operating by following instructions on page 7. <ol style="list-style-type: none"> a. If pumps do not operate, see "Dispenser does not turn on" above. b. If pumps operate, the LCD may be faulty. <p>If the LCD is still blank, contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</p>
Dispenser does not dispense flavor	<ol style="list-style-type: none"> 1. Ensure all required selections have been made: Beverage Type (optional – depending on model), Flavor Selection, Size and Dispense. See Dispensing Flavor on page 8. 2. Ensure there is flavor in the cartridge. 3. Check that the end of the tube has been cut off above the heat seal. 4. Check that a flavor cartridge is loaded and primed for selected flavor. See Load a Flavor Cartridge on page 6 and Prime a Flavor Cartridge on page 7. 5. Ensure the product delivery tubes are not twisted, kinked, pinched off or blocked. 6. Ensure dispense block is clean. 7. Check that all power cords are connected. See Turning on the Dispenser on page 5 8. Ensure dispenser is plugged into an active power source. If power source does not have power, have a qualified person check your facility's fuse box or circuit breaker to restore power. 9. Unplug the dispenser, wait 10 seconds, then plug the dispenser back in. This resets the microcontroller. <p>If dispenser still does not dispense flavor, contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</p>

Dispenser is leaking	<ol style="list-style-type: none"> 1. Leaking from the dispense tube between the cartridge and the dispense block. <ol style="list-style-type: none"> a. Check if the dispense tube is damaged. If the tube is damaged, a new flavor cartridge must be loaded and primed. 2. Leaking from flavor cartridge. <ol style="list-style-type: none"> a. Remove flavor cartridge. b. Load and prime a new flavor cartridge. 3. Leaking from the front door of the dispenser. <ol style="list-style-type: none"> a. Check that all flavor cartridges are loaded correctly. See Load a Flavor Cartridge on page 6. b. Ensure the product delivery tubes are not twisted, kinked, pinched off or blocked. c. Ensure dispense block is clean. <p>If dispenser continues to leak, contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</p>
Button panel locks up and will not function to dispense flavor	<ol style="list-style-type: none"> 1. Unplug the dispenser, wait 10 seconds, then plug the dispenser back in. This resets the microcontroller.
Dispense amounts are incorrect	<ol style="list-style-type: none"> 1. Check that the flavor cartridge is securely positioned on the pump and loaded correctly. See Load a Flavor Cartridge on page 6. 2. Ensure the product delivery tubes are not twisted, kinked, pinched off or blocked. 3. Ensure dispense block is clean. <p>If dispense amounts are still incorrect, contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</p>
Red light in a Flavor button is flashing	<p>Low Level Indicator (Optional)</p> <p>A red LED embedded in each Flavor selection button starts to flash when 15 ml remains in the flavor cartridge. This is a warning that a new flavor cartridge must be loaded soon.</p>
Red light in a Flavor button remains on	<p>Empty Lockout Indicator</p> <p>A red LED embedded in each Flavor selection button turns solid red to indicate that the flavor cartridge is empty and must be replaced. If the red light remains solid after loading and priming a replacement cartridge, contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</p>

SERVICE AND WARRANTY

Standard warranty is one year, on-site parts and labor.
Access to USA and Canada-wide Technical Service Network.

The Warranty (page 19) will be null and void if the dispenser is serviced by unqualified personnel. Under warranty, service technicians must be approved and dispatched by the SureShot Technical Assistance Center. The customer is responsible for all costs not approved by SureShot Dispensing Systems®.

Contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602 for approval.

If you are within the Warranty Period for your dispenser, please contact:

SureShot Technical Assistance Center
A.C. Dispensing Equipment, Inc.
1-888-777-9990 or 902-865-9602
www.sureshotdispensing.com
service@sureshotdispensing.com

If your Warranty has expired, contact your local Service Technician.

Note: *The Serial Number, Model Number and Option Code of your dispenser are located on the Product Identification Label on the outside of the dispenser. Please refer to these numbers when contacting the SureShot Technical Assistance Center. These numbers are crucial in helping us provide prompt and effective service. This will save you time.*

Reshipment

If packaging is not available, it may be purchased from the SureShot Parts Department by calling 1-888-777-9990 or 902-865-9602.

Ensure pieces which may shift in transit are secured using masking tape.

No returns will be accepted without prior approval. Obtain an authorized return number by contacting the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.

USA AND CANADA WARRANTY

This dispenser is covered by a one (1) 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 caused by installation. This Warranty does not apply to normal preventative maintenance, maintenance or adjustments deemed appropriate by A.C. Dispensing Inc.

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.
- This warranty will only be honoured if A.C. Dispensing Equipment Inc. approved flavors and flavor cartridges are used in the dispenser.
- 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 and must be dispatched by A.C. Dispensing Equipment Inc.

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. 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 Serial Number, Model Number and Option Code from the data label located on the outside of the equipment.
2. Call the number provided on the service label on the dispenser.
3. Our Technical Assistance Center 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 or 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 warranty will only be honoured if SureShot Dispensing Systems-approved flavors and flavor cartridges are used in the dispenser. 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.

A.C. Dispensing Equipment Inc.
100 Dispensing Way
Lower Sackville
Nova Scotia, Canada B4C 4H2
1-888-777-9990 or 1-902-865-9602
www.sureshotdispensing.com



07/10/2009



A.C. Dispensing Equipment Inc.
100 Dispensing Way
Lower Sackville
Nova Scotia, Canada B4C 4H2
1-888-777-9990 or 1-902-865-9602
www.sureshotdispensing.com