

SureTouch Refrigerated Liquid Dispensers

SureShot
intellishot

SureShot
unishot

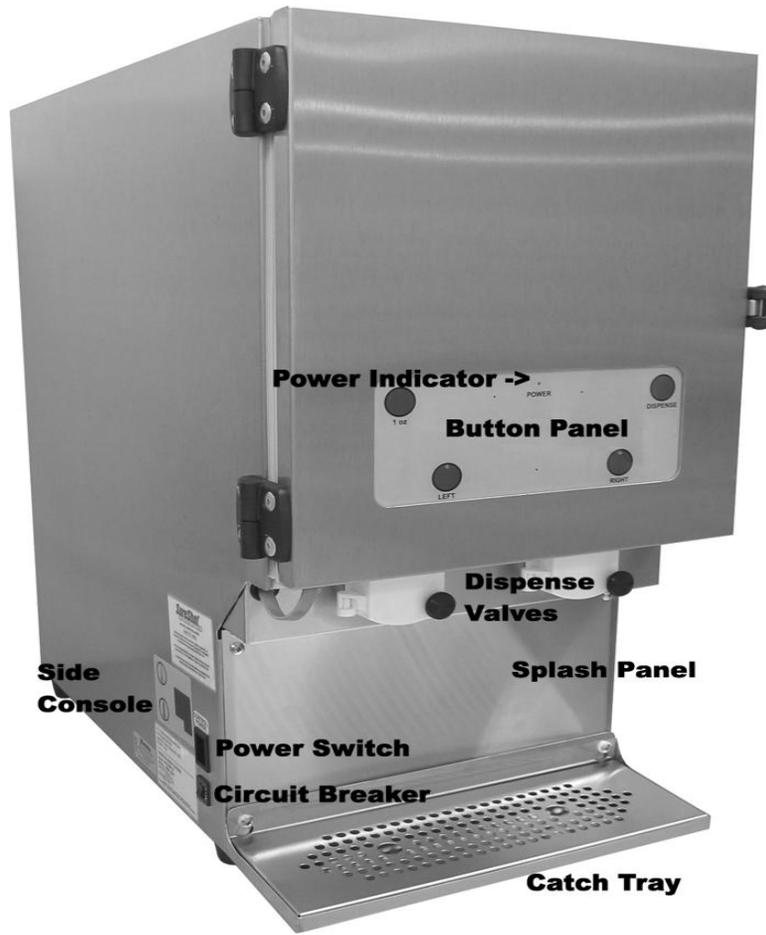
SureShot
flexoshot

Operations Manual

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DISPENSER COMPONENTS



Dispense Button



Dispense Lever



LIQUID DISPENSERS OPERATIONS MANUAL

**Please Read this Manual NOW...
Retain it for Future Reference**

SureShot Dispensing Systems® Liquid Dispensers provide refrigerated liquids such as cream, whole milk, skim milk, juices, liquid egg and concentrates in automatically controlled portions or in manually selected portions. Dispensers may be configured at our factory to deliver pre-set default quantities commonly used in restaurants and coffee shops or to deliver product quantities specified by your company. Product selections are made using touch buttons on the front panel. Each button is pre-set independently to dispense a specified amount of refrigerated product in accurate, portion-controlled quantities using our unique, state-of-the-art microprocessor technology. Self-serve dispensers use a lever to deliver product. The product is stored in a sanitary, refrigerated compartment within the dispenser.

Sure-Touch models feature a side-console which displays the dispenser's refrigeration functions at the lower left side of the dispenser. Refrigeration system monitoring and adjustment can be done easily at this console.

IntelliShot – advanced portion control refrigerated liquid dispensers
UniShot – self-serve portion control refrigerated liquid dispensers
FlexoShot – manual operation refrigerated liquid dispensers

Dispensers are manufactured in a variety of models:

PC - Portion Controlled - to dispense one, two or three products in predetermined quantities
SS - Self-Serve - to dispense one, two or three products by levers to deliver quantity desired
FP - Fill in Place - to dispense two or three products in portion-controlled quantities or self-serve dispensers that may be refilled in place on your counter

Operating the dispenser is a simple two-step process:

For PC and FP Dispensers:

1. Place cup under the product delivery tube.
2. Press buttons for the desired quantity and product.

For SS Dispensers:

1. Place cup under the product delivery tube.
2. Press lever to deliver product quantity you desire.

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.

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 below). 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.

UNCRATING THE DISPENSER

WARNING: Always lift the dispenser from the bottom. Do **not** lift the 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. Always 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.

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.

ELECTRICAL REQUIREMENTS

Be sure the power source receptacle is: 120 VAC, 60 Hz, single phase, and that it can support a 1 Amp current draw.

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

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.

INSTALLATION AND LOCATION OF THE DISPENSER

1. Location of Dispenser:

- This dispenser is not suitable for outdoor use.
- Place the dispenser where it will best serve your operation.
- Counters, platforms, or shelves should be strong enough to support the dispenser and full containers of product.
- Place the dispenser at the appropriate serving height so that people drawing product from the dispenser can operate the buttons as well as easily place and remove cups.
- Leave clear space around the dispenser, approximately 1 inch or 2.5 cm on all sides.
- Do not place the dispenser too close to a source of heat or moisture. Allow a minimum 1 inch (2.5 cm) airspace between machines at all times. The performance and efficiency of the refrigeration system will be reduced if the dispenser is placed too close to a heat-generating machine, such as a coffeemaker.
- 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 over-heating and damage to the system.
- The dispenser **must** be placed on a level surface. Some dispenser models have adjustable legs and these models may be leveled by adjusting the legs. The dispenser must be level to dispense accurate quantities and to ensure proper functioning of the refrigeration system.
- Do not remove the legs from the dispenser or allow the dispenser to sit flat on the counter. Airflow and circulation under the machine are essential for the proper operation of the refrigeration system. Make sure the legs at the four corners of the bottom of the dispenser are in place. If one has loosened during shipping, re-tighten it. Some dispenser models have adjustable legs and these legs are secure even though they may appear to be loose. Removal of the legs automatically voids the Warranty.
- The ambient temperature range for dispenser operation is 50 °F (10 °C) to 90 °F (32 °C).

CLEAN BEFORE FIRST USE OF THE DISPENSER

- Make sure you clean the dispenser thoroughly. See Cleaning Instructions for the Exterior of the Dispenser and the Dispenser Components on pages 15 - 19.

WARNING: 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.

STARTING THE DISPENSER

To start the dispenser:

1. Plug the power cord into the proper electrical outlet.
2. Turn the Power Switch "ON". The power switch is located at the lower left of the dispenser. Make sure the dispenser door is closed. Push one of the product buttons on the front panel and listen to hear the valve open and close. This confirms that the dispenser is operating. Some dispensers have an LED (a Light Emitting Diode, labeled POWER) on the button panel. It glows to indicate the power is on.
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 SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.

LOADING THE DISPENSER

- 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.
- Product being placed inside the refrigerated product compartment should be cooler than 41° F or 5°C. Some jurisdictions require dairy products to be dispensed from original dairy-filled containers in which case product cases or ramps must be used. In other areas, the product may be transferred from the original dairy-filled containers into clean and sanitized tanks to which delivery tubes are attached. The filled tanks, product case or boxes are placed in the refrigerated product compartment.
- Dairy products are to be loaded into the dispenser with the power switch ON.
- Sanitize your hands or wear clean gloves to load the dispenser.

SureShot Dispensing Systems® Liquid Dispensers are manufactured with four delivery systems:

Bags: The product is supplied in sanitary pre-packaged bags with attached delivery tubes. The bags are placed in product cases that are placed within the refrigerated product compartment.

Bag in Box: The product is supplied in sanitary pre-packaged bags with attached delivery tubes in boxes that fit in the refrigerated product compartment.

Tanks: The product may be transferred from the original dairy-filled containers into clean and sanitized plastic tanks to which delivery tubes are attached. The filled tanks are placed in the refrigerated product compartment.

Fill in Place: Sanitized tanks may be refilled without removing them from the dispenser.

LOADING: Product Bags

- Sanitize your hands or wear clean gloves to load the dispenser.
1. Place the bagged product in the product case provided with the dispenser. Make sure the bag fitment is positioned so the product delivery tube is inserted through the opening at the bottom front of the case and is perpendicular to the dispensing valve.
 2. Open the door to the refrigerated product compartment.
 3. Open the valve door by unscrewing the black knob in a counter-clockwise motion to loosen the screw.
 4. Insert the product case in the refrigerated product compartment, with the tube facing out to the front.
 5. Make sure there are no kinks or twists in the product delivery tube.
 6. Remove the plastic film covering the product delivery tube.
 7. Align the product delivery tube in the central vertical groove of the valve.
Do not pull or stretch the product delivery tube.
 8. Close the valve door, making sure the product delivery tube is in the vertical groove and is not kinked or pinched.
 9. While holding the valve door closed with one hand, tighten the knob-screw in a clockwise motion until the door is snug.

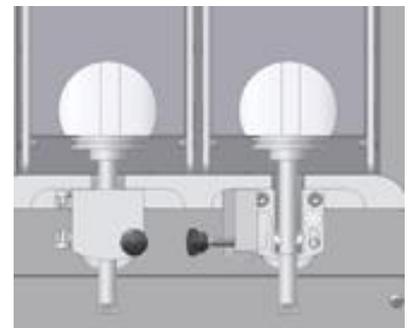
Do not over-tighten the screw.

PC Dispensers: The solenoid will snap open. Wait to hear it snap closed.

10. Close the refrigerated product compartment door.
11. Squeeze the product delivery tube just below the valve with all fingertips and proceed to step 12 on the next page.

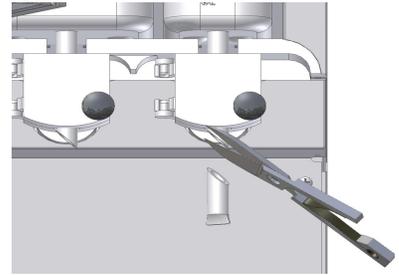


Loading - Product Bag



Loading Product – tube alignment

12. PC Dispensers: While squeezing the tube, press the “small” product quantity button on the button panel **once** only. This will cause the valve to operate once and relieve pressure in the tube.
Wait and listen for the solenoid to close.
SS Dispensers: While squeezing the tube, hold the lever down for a few seconds to relieve pressure in the tube. Release lever.
13. Use sanitized sharp scissors or a sanitized sharp knife to carefully cut the product delivery tube at a 45° angle at a maximum length of 5/8” from the bottom of the valve block. Discard the cut portion of the tube.



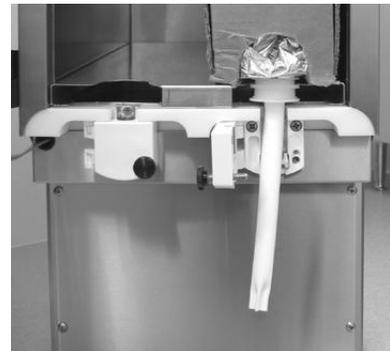
Cut Tube

The dispenser is ready for use.

LOADING: Bag in Box

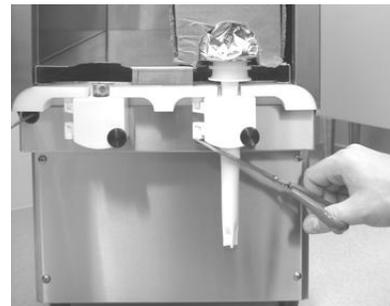
- Product is supplied in a sanitary prepackaged bag in a box that fits into the refrigerated product compartment of the dispenser.
- Dairy bags are to be loaded into the dispenser with the power switch ON.
- Sanitize your hands or wear clean gloves to install the bag in box and delivery tube.

1. Open the door to the refrigerated product compartment.
2. Open the valve door by unscrewing the black knob in a counter-clockwise motion to loosen the screw.
3. Load the bag in box dairy product into the refrigerated product compartment on the Product Box Ramp, with the product delivery tube facing out to the front and centered in the dispensing valve.
4. Make sure there are no kinks or twists in the product delivery tube.
5. Align the product delivery tube in the central vertical groove of the valve.
Do not pull or stretch the product delivery tube.
6. Close the valve door, making sure the product delivery tube is in the vertical groove and is not kinked or pinched.
7. While holding the valve door closed with one hand, tighten the knob-screw in a clockwise motion until the door is snug.



Do not over-tighten the screw.

8. Close the refrigerated product compartment door.
9. Squeeze the product delivery tube just below the valve with all fingertips.
10. PC Dispensers: While squeezing the tube, press the “small” product quantity button on the front door button panel **once** only. This will cause the valve to operate once and relieve pressure in the tube.
Wait and listen for the solenoid to close.
SS Dispensers: While squeezing the tube, hold the lever down for a few seconds to relieve pressure in the tube. Release lever.
11. Use sanitized sharp scissors to carefully cut the product delivery tube at a 45° angle at a maximum length of 5/8” from the bottom of the valve block. Discard the cut portion of the tube.



The dispenser is ready for use.

LOADING: Product Tanks - non Fill-in-Place Dispensers

- All product tanks must be cleaned properly, sanitized with an approved sanitizing solution according to the manufacturer's specifications, and air-dried before they are loaded into dispensers. Follow cleaning instructions on page 18.
- Tanks are to be loaded into the dispenser with the power switch ON.
- Tanks should be filled with chilled product before they are loaded into the dispenser. Fill to the FULL level with product chilled to 41°F (5°C) or less.
- See page 10 for Fill in Place dispensers.
- Sanitize your hands or wear clean gloves to install product tank, tank cover, and delivery tube.

1. Install the dispensing tube onto the tank spout of a cleaned, sanitized tank.

To maintain sanitation, do not cut the tube until you are ready to attach it to the tank.

Remove the plastic film covering the tube.

Cut the tube in half smoothly, with no jagged edges.

Save the other half of the tube for another tank.

Push the cut end of the tube onto the outlet spout at the bottom front of the product tank.

Push the tube all the way to the top of the spout.

- Attach a new dispensing tube every time the tank is cleaned.
2. Fill the **cleaned, sanitized** tank with pre-chilled product. Fill to the FULL level with product chilled to 41 °F (5 °C) or less. Install lid.

3. Open the door to the refrigerated product compartment.

4. Open the valve door by unscrewing the black knob in a counter-clockwise motion to loosen the screw.

5. Place the tank with lid in the dispenser, with the product delivery tube facing to the front.

Install the appropriate tank to correspond to the program for each product valve, e.g., milk on the left, cream on the right.

6. Align the product delivery tube in the central vertical groove of the valve.

Do not pull or stretch the product delivery tube.

7. Close the valve door, making sure the product delivery tube is in the vertical groove and is not kinked or pinched

8. While holding the valve door closed with one hand, tighten the knob-screw in a clockwise motion until the door is snug.

Do not over tighten the screw.

PC Dispensers: The solenoid will snap open. Wait to hear it snap closed.

9. Close the refrigerated product compartment door.

10. Squeeze the product delivery tube just below the valve with all fingertips.

11. PC Dispensers: While squeezing the tube, press the "small" product quantity button on the front door button panel **once** only. This will cause the valve to operate once and relieve pressure in the tube.

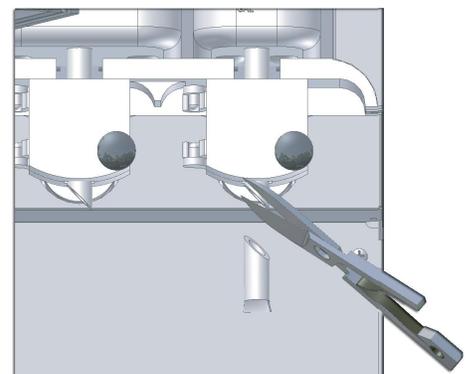
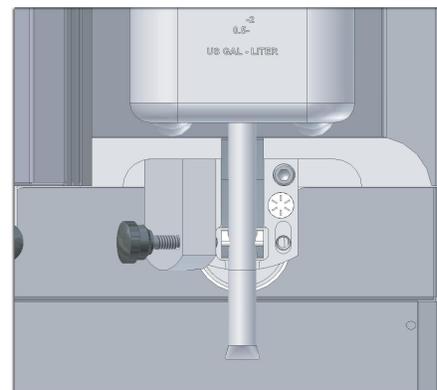
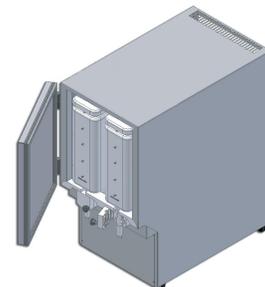
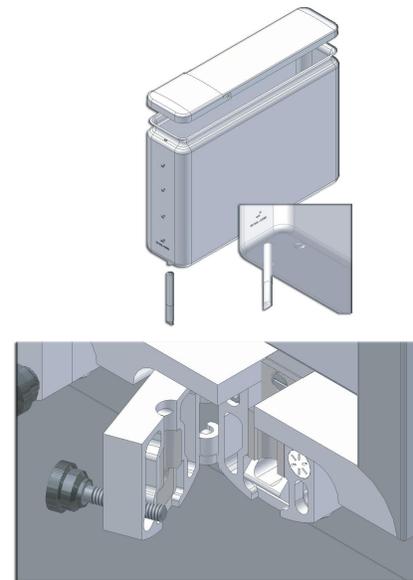
Wait and listen for the solenoid to close.

SS Dispensers: While squeezing the tube, hold the lever down for a few seconds to relieve pressure in the tube. Release lever.

12. Use sanitized sharp scissors to carefully cut the product delivery tube at a 45° angle at a maximum length of 5/8" from the bottom of the valve block.

Discard the cut portion of the tube.

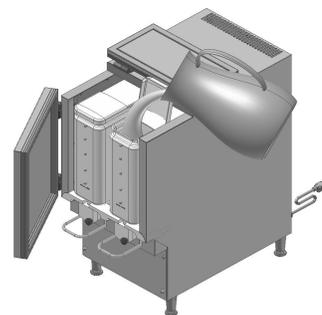
The dispenser is ready for use.



LOADING: Product Tanks - Fill-in-Place Dispensers

To Fill or Refill Tanks in Place:

1. Open the door to the refrigerated product compartment.
2. Flip up the access door on the top of the dispenser to gain access to the tank lid.
3. Open the lid on the tank to be filled.
4. Fill or Refill the tank to any desired level with product chilled to 41°F / 5°C or less.
5. Close tank lid.
6. Close the access door on the top of the dispenser.
7. Close the door to the refrigerated product compartment.
8. Reset: see below



Portion-Control Fill-in-Place Dispensers: RESET after refilling tanks

- See the Job Aid on the Inside Door of the dispenser for further information that may be specific to your dispenser.

To Reset:

1. Select the tank that has been refilled by pressing the product selection button for that tank (e.g. cream) on the button panel.
2. Press the RESET button on the button panel (see Button Panel on p. 11). Some dispenser models use the ▲ in the bottom row of the panel as the Reset button. Refer to Job Aid on the inside door of the dispenser.
Continue to press the RESET (or ▲) button until the LCD Display matches the level to which the Tank has been filled (0.5 gallon increments).

NOTE:

- The reset operation must be completed within 3 seconds of selecting the product button.
- Every press of the RESET button places the timeout feature back to 3 seconds, allowing time to cycle through to the correct level of refill. A beep is heard with each press of the RESET button. By pressing the button repeatedly, the refill level will cycle through the allowable 0.5 gallon increments.
- When the selected product button's LED is extinguished, the new refill level is stored in memory.
- Low tank level is indicated by the slow flashing of the corresponding LED on the button panel. The LED will begin to flash slowly when product is at the 40 oz (1200 ml) level of the tank. Follow the procedure to refill the tank to the desired level. Refilling and resetting the appropriate tank will extinguish the low level light indicator.

The dispenser is now ready to resume operations.

To Remove an Empty Product Bag, Box, or Tank:

1. Place a container under the dispensing valve to catch any residual product and to prevent spills.
2. Open the valve door by unscrewing the black knob in a counter-clockwise motion.
3. Remove the empty bag, box, or tank while pinching the product delivery tube so that it does not drip. Discard the empty product bag or box.
4. Wash, rinse, sanitize and air dry the product tank, using cleaning instructions on page 19.

OPERATING INSTRUCTIONS – Portion-Controlled Dispensers

- Make certain all initial Set-Up instructions have been followed before operating the dispenser.
- The product and volume to be dispensed are selected by pressing buttons on the Button Panel.
- Select buttons as required. The Button Panel shown below represents the panel found on many of our dispensers. Some dispensers will have a middle row of buttons, which is not shown below. The middle row allows the selection for specialty products to you company's specification.

To Dispense Product:

1. Place cup under product delivery tube.
2. Press button on bottom row to select product to be dispensed.
If the dispenser delivers only one product, a bottom row selection is not necessary.
3. Press button on middle row to select an optional volume, if required, e.g. for a specialty drink.
4. Press button on top row to select the product size to be dispensed. Five sizes are shown by increasing cup size in the Button Panel below.

NOTE:

- Most Dairy Dispenser models default to coffee settings.
- Product selections **must** be made in this order:
 1. Bottom Row – Select Product to be dispensed: e.g. milk, cream, skim
If the dispenser delivers only one product, a bottom row selection is not necessary.
 2. Middle Row – Select Specialty Product: these are modifier buttons to dispense optional volumes that make specialty drinks to customer specifications
 3. Top Row – Select Size of portion to be dispensed:
X – extra small, S – small, M – medium, L – large, XL – extra large

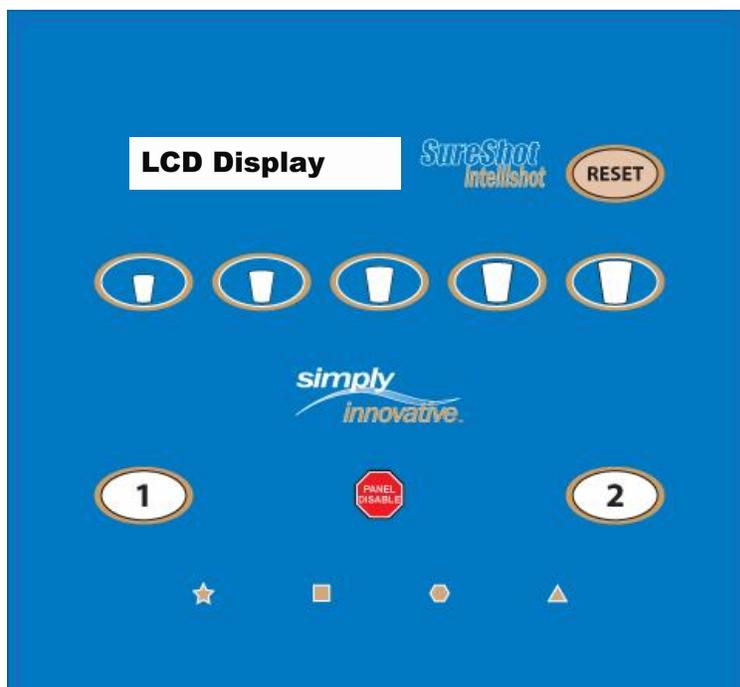
Select Buttons in this order:

1. **Bottom** – Select Product (if required)
2. **Middle** – Select optional specialty volume (if required)
3. **Top** – Select Size

BUTTON PANEL

SureShot Dispensing Systems® dispensers provide product when selection buttons on the front door of the dispenser are pushed.

The button panel pictured is representative of the options available. Your dispenser may differ from this if it is configured at our factory to your company's specifications. Dispensers may not have all of the features shown below.



Reset Button is used only by Fill in Place dispensers

Size Selection Buttons

Modifier Buttons would be here

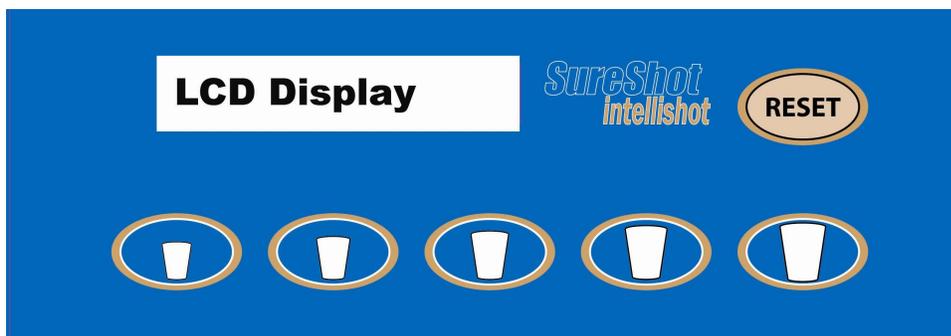
1, 2 Product Selection Buttons

Panel Disable Button

Note: the ★, ■ and ▲ are used by Service personnel to reprogram the dispenser.

Some dispenser models use the ▲ in the bottom row of the panel as the Reset button. Refer to Job Aid on the inside door of the dispenser for details.

LCD DISPLAY



Some SureShot Dispensing Systems® liquid dispensers use a Liquid Crystal Display in the upper left corner of the button panel to show the current operational status of the dispenser function.

Note: not all dispensers have an LCD.

Operation:

Press the button to Select Product. The LCD shows the operational status of that product tank or case:

Display	Operational Status
SureShot	Indicates the dispenser is ready to dispense
Skim 2% Milk Whole Milk 18% Cream	Indicates the product to be dispensed. Displayed after Product Selection button is pressed. NOTE: These are examples. A wide variety of products may be dispensed to your company's specifications.
Modifier 1 Modifier 2 Modifier 3 Modifier 4 Modifier 5	Indicates a modifier – specialty drink – will be dispensed to your company's specifications
Extra Small (XS) Small (S) Medium (M) Large (L) Extra Large (XL)	Press the button to Select Size. The LCD displays the size to be dispensed to your company's specifications: top up/ extra portion, small, medium, large, extra-large
"Reset Level"	Tank reset to pre-set level increments of 0 – 5 (Cycles down from 5 – 0) 0 indicates "no change to level" or "cancel" 5 indicates tank is "full"
ESW-XXXX Vx.x.x	Indicates software number and version installed in the dispenser

NOTES:

- Once the product is dispensed, the LCD returns to SureShot, the default display, after 3 seconds.

POWER INDICATOR LIGHT

The Power Indicator Light is an optional feature on SureTouch dispensers. It is an LED on the button panel which lights to indicate that the dispenser power switch is ON.

RED INDICATOR LIGHT

The red indicator light (LED) at the top of the dispense buttons indicates which product tank you have selected to dispense product.

For dispenser models with Red Indicator Lights, the following options apply:

- When that LED is flashing, the volume in the corresponding product container is getting low and the product will soon need refilling or replacement.
- If that LED is solid red, the corresponding product container is out of product, or is locked out for cleaning, as programmed to your company's specifications. .

NOTE:

- Not all dispensers have LEDs. It is an optional feature.

OPERATING INSTRUCTIONS – Self-Serve Dispensers

- Make certain all initial Set-Up instructions have been followed before operating the dispenser.
- The product and volume to be dispensed are selected by pressing levers on the front of the dispenser.
- Dispensers deliver one, two, or three products.

To Dispense Product:

1. Place cup under product delivery tube for product desired.
2. Press lever down and hold until desired volume is dispensed.

Manually Operated Dispensers (Self-Serve):



One product:

1. Place cup under delivery tube
2. Press lever down and hold for desired volume

Two products:

1. Place cup under desired delivery tube
2. Press lever down and hold for desired volume

Three products:

1. Place cup under desired delivery tube
2. Press lever down and hold for desired volume

TO INSTALL OR CHANGE THE BACKLIT ADVERTISING DISPLAY:

1. Remove the two screws on the side of the outer shell of the door assembly.



2. Gently swing door open to reveal the reverse side of the backlit transparency



3. Remove the transparency by using your finger in the notch at the upper most corners of the display.



4. Gently remove one side by slightly bending the transparency to release from sliders.

5. Install or replace with new transparency and repeat steps in reverse order, taking care not to pinch cable next to hinge



If you need assistance, contact the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.

CLEANING

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

RECOMMENDED CLEANING SCHEDULE:

DISPENSER PART	FREQUENCY	SEE PAGES
Catch Tray	Daily	15
Splash Panel / Exterior	Daily	15
Button Panel	Daily	15
Valve Area	Daily	16
Dispensing valves - PC	Once a month, or as needed	17
Dispensing valves – Self-serve	Once a month, or as needed	18
Product Case	Every time valve is cleaned, or as required	19
Product Tank & Lid	Every time tank is removed	19
Refrigerated Product Compartment	Every time a new product bag or tank is loaded	19
Condenser	Every 6 months	19

CLEANING: Catch Tray

1. Remove the catch tray by lifting it up and off. Note: not all dispensers have a 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 the 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. Air dry.

CLEANING: Exterior of Dispenser

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 lustre 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

1. Disable button panel: Touch and hold the Panel Disable button on the button panel – listen for 1 beep. The LEDs in the panel will flash in sequence during Panel Disable Mode.
2. Clean: Wipe the panel down with warm, soapy water and rinse with warm, clear water.
 - The Panel Disabled mode will last for 20 seconds before the dispenser automatically returns to normal operating conditions.



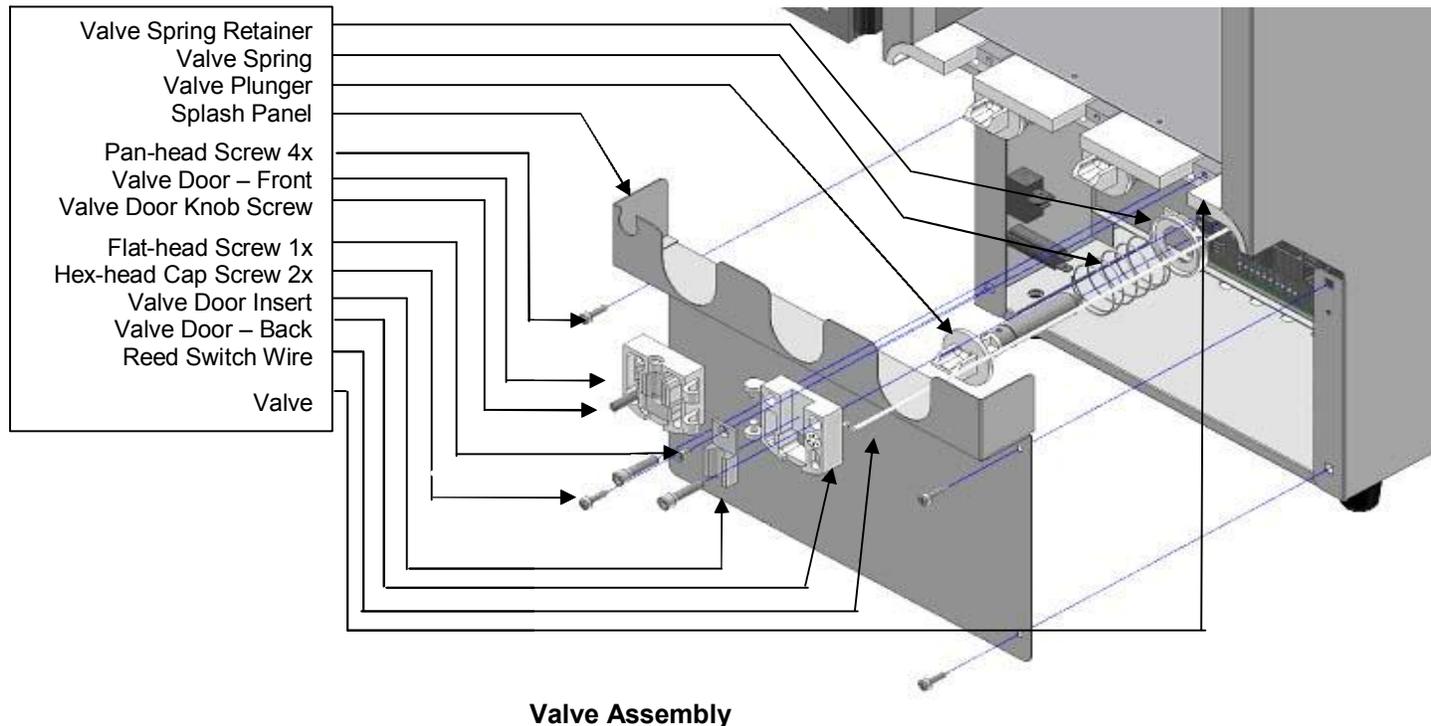
CLEANING: Valve Area

- The area around the product delivery valve must be kept clean, for proper sanitation and for the proper delivery of calibrated product amounts. If the valve area is not clean, the valve may stick and not deliver product accurately, or at all.
1. Open the door to the refrigerated product compartment.
 2. Thoroughly wipe the area around the valve with a warm, soapy cloth or a sanitized handi-wipe to remove any splashes or product build-up.
 - Wipe the valve area clean daily or whenever product is changed.
 3. Wipe the area with a damp cloth to remove any soap residue.
 4. Wipe dry thoroughly.
 5. Close door to refrigerated product compartment.

CLEANING: Valves – Portion-Controlled Dispensers

NOTE: The diagrams show a 3 product dispenser. The procedures apply to 1, 2, and 3 product models.

- It is necessary to remove the valve from the dispenser and take the valve apart to clean it (we recommend once a month or as needed), but it is an easy process if you follow the steps outlined on the following pages.

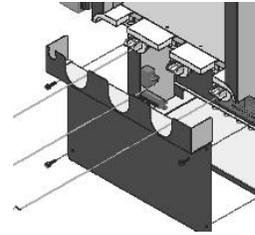


CLEANING: Remove & Clean Dispensing Valve Assembly – Portion Control Dispensers

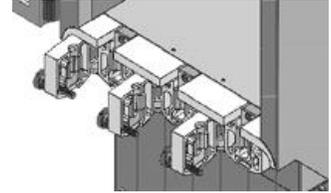
NOTES: Prepare a container of warm, soapy water before taking the valve apart for cleaning.

Be careful not to dislodge the cable during cleaning.

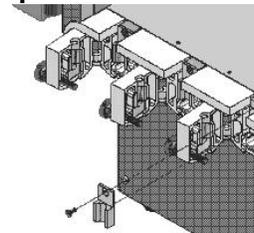
1. Turn the power to the dispenser OFF.
2. Open the dispenser door to the refrigerated product compartment.
3. Drain product tanks:
 - a Place a catch container under the product delivery tube to catch any product remaining in the tanks.
 - b Open the valve door: unscrew the black knob in a counter-clockwise motion.
 - c Allow the product to drain out. Discard the drained product.
4. Remove the product tanks by following the instructions on page 10.
5. Remove the catch tray (if applicable) by lifting it up and off.
6. Remove the 4 screws that secure the splash panel in place and carefully remove the panel. It is located below the white plastic valves that hold the product dispensing tubes. It is held in place by 4 screws. Thoroughly wash the splash panel.
7. Open the valve door: unscrew the black knob in a **counter-clockwise** motion.
8. Remove the screw at the top of the metal valve insert.
Do not misplace the screw.
Wipe clean.
9. Remove the 2 screws at the upper corners of the valve.
Do not misplace the screws.
Wipe clean.
10. Gently remove the white valve body, using an even force.
Hold the valve carefully with one hand so that the thermistor wire will not be broken or damaged.
Do not let the valve dangle freely. Hold it in your hands.
NOTE: The valve body can only be moved the length of the thermistor wire, which is located in the left valve.
11. Remove the plunger and spring.
Wash, rinse, sanitize, and air dry the plunger and the spring
12. SS Dispensers: Wipe the spring cup clean.
13. Clean the white plastic sections of the valve, using a small brush, with warm, soapy water.
Rinse, sanitize, and air dry the white plastic sections of the valve with the plunger and spring. **Air dry thoroughly.**
14. Reassemble the spring, the plunger, and the valve body.
15. Align the valve body with the plunger. Move back into place.
16. Replace the 2 screws. Tighten until snug.
Do not over-tighten the screws.
17. Replace the screw at the top of the metal valve insert.
This screw must fit snugly to ensure proper operation of the refrigeration system.
Do not over-tighten the screw.
18. Close the valve door.
19. Secure the door by tightening the knob-screw in a **clockwise** motion until the door is snug.
Do not over-tighten the screw.
20. Re-install 4 screws to secure the splash panel in place.
21. Wipe the product compartment clean.
22. Close the refrigerated product compartment door.
23. Turn dispenser ON.
24. Push any “product” button, followed by any “size” button.
Listen for the solenoid to open and close to ensure that the valve is operating properly.
25. Load new product and dispense.



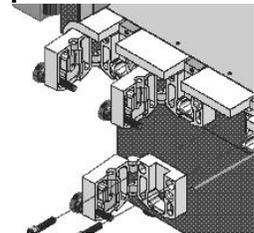
Step 5



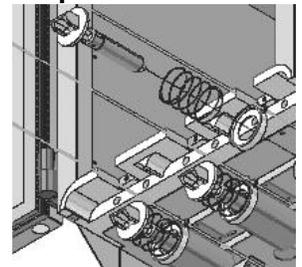
Step 6



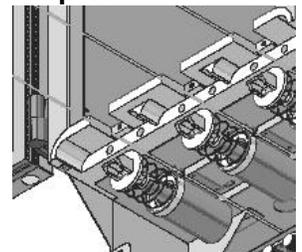
Step 7



Step 9



Step 10



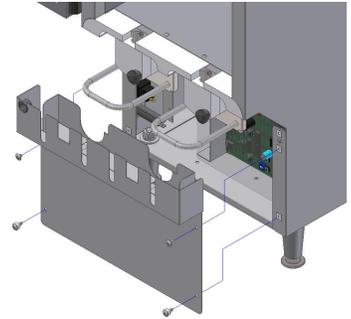
Step 13

CLEANING: Remove & Clean the Dispensing Valve Assembly – Self-Serve Dispensers

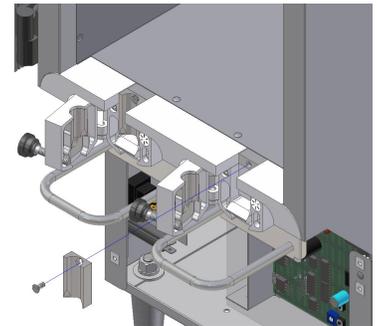
NOTES: Prepare a container of warm, soapy water before you take the valve apart for cleaning.
Be careful not to dislodge the cable during cleaning.

1. Turn the power to the dispenser OFF.
2. Open the door to the refrigerated product compartment.
3. Drain product tanks:
 - a Place a catch container under the product delivery tube to catch any product remaining in the tanks.
 - b Open the valve door: unscrew the black knob in a counter-clockwise motion.
 - c Allow the product to drain out. Discard the drained product.
4. Remove the empty tanks.
5. Remove the catch tray (if applicable) by lifting it up and off.
6. Remove the 4 screws that secure the splash panel in place and carefully remove the splash panel. It is located below the white plastic valves that hold the product tubes. It is held in place by 4 screws. Thoroughly wash the splash panel.
7. Open the valve door: unscrew the black knob in a **counter-clockwise** motion.
8. Remove the screw which retains the aluminum insert. Do not misplace the screw.
Wipe the insert and screw clean.
9. Remove the 2 screws at the upper corners of the valve. Do not misplace the screws.
10. Remove the white valve body. Hold the valve carefully with one hand so that the thermistor wire will not be broken or damaged. The steel handle comes off with the valve body.
NOTE: The valve body can only be moved the length of the thermistor wire, which is located in the left valve.
11. Remove the plunger tip and spring.
12. Wipe the spring cup clean.
13. Wash, rinse, sanitize, and air dry the handle, plunger tip and spring **Dry thoroughly.**
14. Clean the white plastic sections of the valve block, using a small brush with warm, soapy water. **Dry thoroughly.**
15. Clean the valve door front, valve door back, and the insert.
16. Put the spring, plunger tip, and steel handle back together so that you can reassemble the valve body.
17. Align the valve body with plunger. Move back into place.
18. Replace the 2 screws. Tighten until snug.
19. Replace the screw at the top of the metal valve insert. This screw must fit snugly to ensure proper operation of the refrigeration system.
Do not over-tighten the screw.
20. Close the valve door.
21. Secure the door by tightening the knob-screw in a clockwise motion until the door is snug. **Do not over-tighten the screw.**
22. Re-install the 4 screws to secure the front panel in place.
23. Wipe the refrigerated product compartment clean.
24. Close the refrigerated product compartment door.

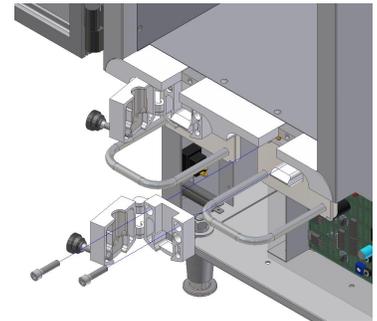
The dispenser is ready to operate. It must be loaded with new, pre-chilled product in clean, sanitized tanks.



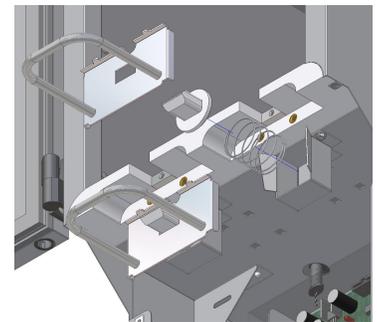
Step 6



Step 8



Step 9



Step 10 & 11

CLEANING: Product Case Product cases are units designed to hold the pre-bagged product. The cases are made of a metal front, back, and bottom, with plastic sides. Cases must be washed by hand according to provincial or state regulations. When washing by hand, a pot brush is recommended.

Make sure the case is cleaned each time the valve is cleaned, or more frequently, if required.

To clean the product case:

1. Remove the product case from the refrigerated product compartment of the dispenser.
2. Wash with hot, soapy water or an approved sanitary cleaning product, according to provincial or state regulations.
3. Rinse with hot, clear water to remove soap residue.
4. Dry thoroughly.

CLEANING: Product Tanks and Lids or Covers

Product tanks and covers are made of either stainless steel or plastic. Tanks and covers may be washed in a dishwasher or by hand according to provincial and state regulations. If washing by hand, a pot brush is recommended.

Product tanks must be washed and sanitized in a dishwasher or by hand every time the tank is removed from the dispenser and placed in the dispenser. Cleaning requirements may be specified by company policy or local regulation. Comply with their specifications.

Tanks for Fill-in-Place dispensers must be cleaned to your company's specifications at regular intervals specified by local authority.

To clean the product tank:

1. Place a container under the dispensing valve to catch any residual product and to prevent spills.
2. Open the valve door by unscrewing the black knob in a counter-clockwise motion.
3. Remove the empty tank with lid while pinching the product delivery tube so that it does not drip.
4. Remove the product delivery tube from the tank.
Discard the tube.
5. Rinse the tank, including the cover, with lukewarm potable water.
6. Place the tank and cover 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 the detergent supplier.Wash thoroughly, using a bottle brush to reach all the corners and crevices.
Wash the outlet spout area, using a small bottle brush.
 - If a dishwasher is available at the location, this step may be carried out by placing the tank and cover in the dishwasher and washing on the full wash cycle.
7. After the tank and cover have been washed, rinse well with lukewarm potable water.
8. Turn the tank and cover upside down. Air dry.
9. Before refilling the tank with product, sanitize the tank and cover with mild sanitizer such as chlorine at 100 ppm, or a product recommended by your detergent supplier.
Let the tank and cover drain before filling with product. Do not rinse.
10. Just before filling the tank, apply a new white dairy tube to the outlet spout of the tank.
11. The tank may be pre-filled before it is required, but the tank and contents must be stored, with the cover on, in a refrigerator until placed in the dispenser.

CLEANING: Refrigerated Product Compartment of Dispenser

Wipe the compartment clean each time a new product bag, box, or tank is loaded. This will remove any condensation that may accumulate within the compartment.

1. Each time a new product bag, box, or tank is loaded, check the refrigerated product compartment for ice build-up. If ice has accumulated in the refrigerated product compartment, gently remove and discard the ice:
 - a Leave the dispenser door open.
 - b Turn the dispenser OFF
 - c Wait 15 minutes for the ice to soften.
 - d Gently remove and discard the ice.
2. Wipe the interior down with a soft cloth
3. Dry thoroughly.

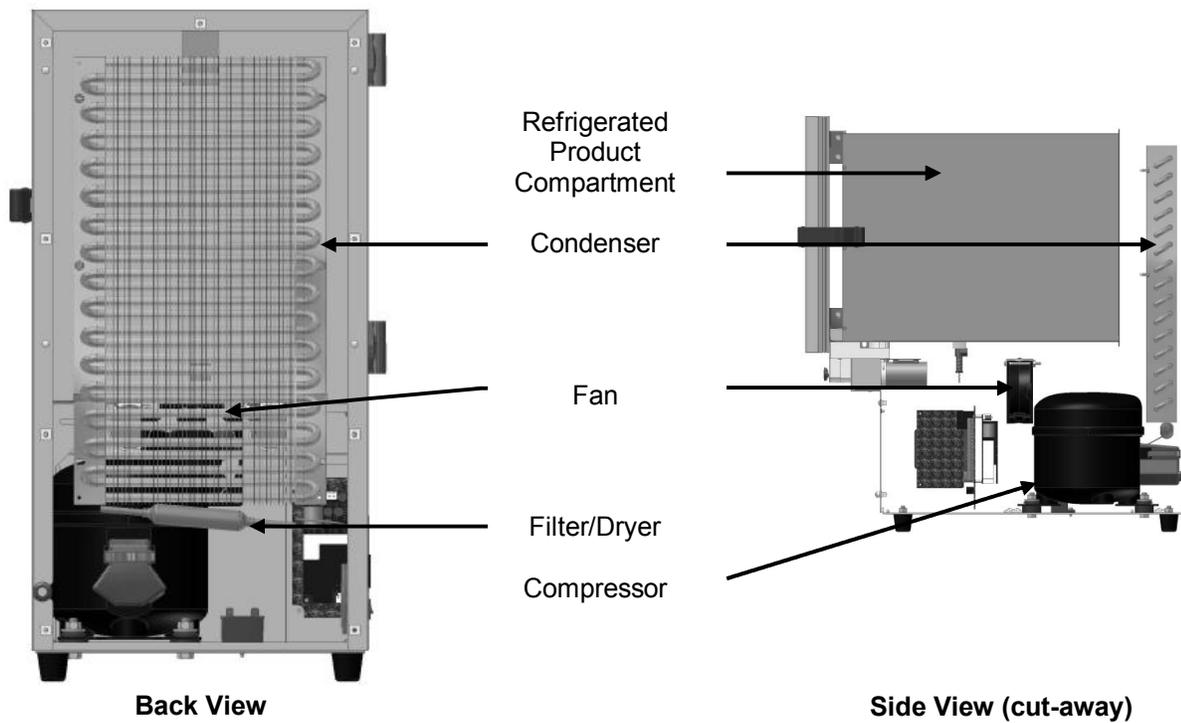
CLEANING: The Condenser

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.



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 will display operating functions of the dispenser's refrigerated product compartment.

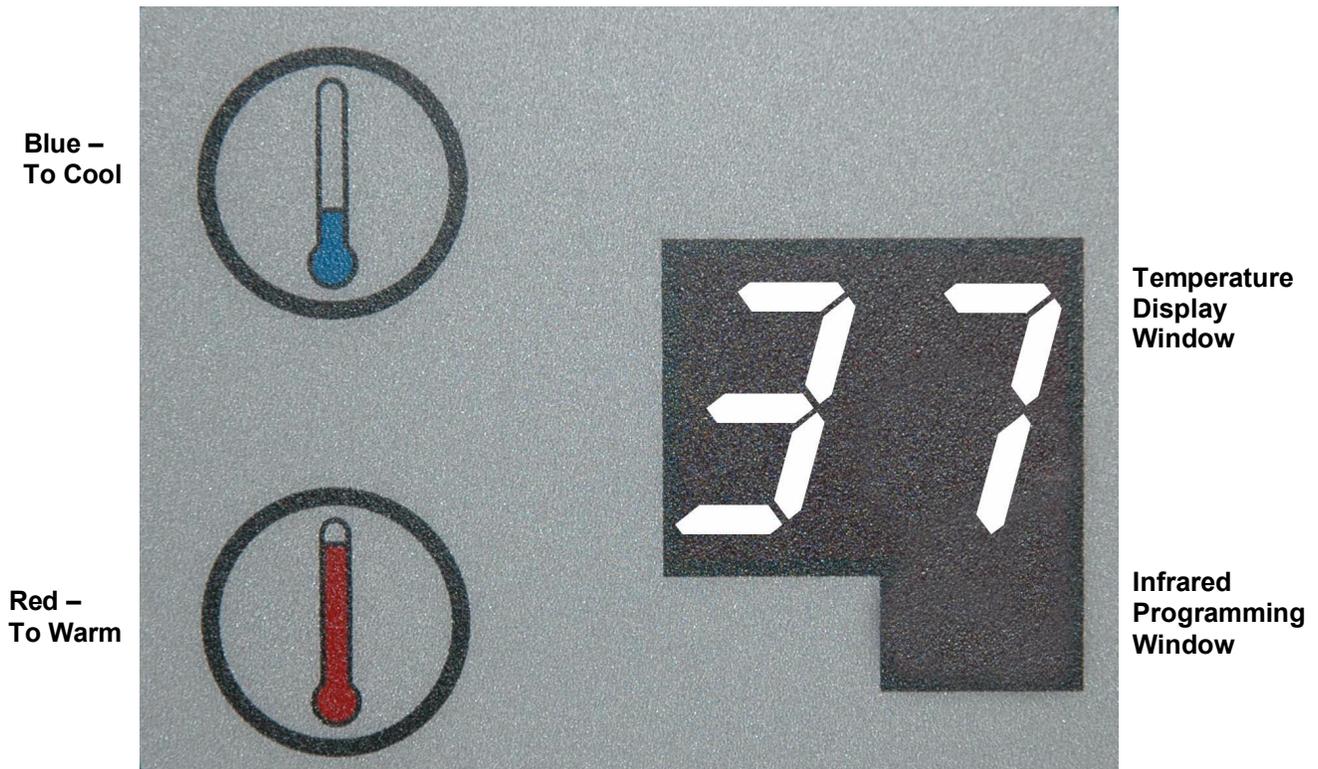
Dispensers are available with one of two types of Side Consoles:

- A. External Side Console** – all functions are displayed and adjusted on the Console at the lower left of the dispenser
- B. Split Side Console** – temperature display and programming windows at lower left; adjustments at internal console

A. EXTERNAL SIDE CONSOLE:

The Side Console consists of

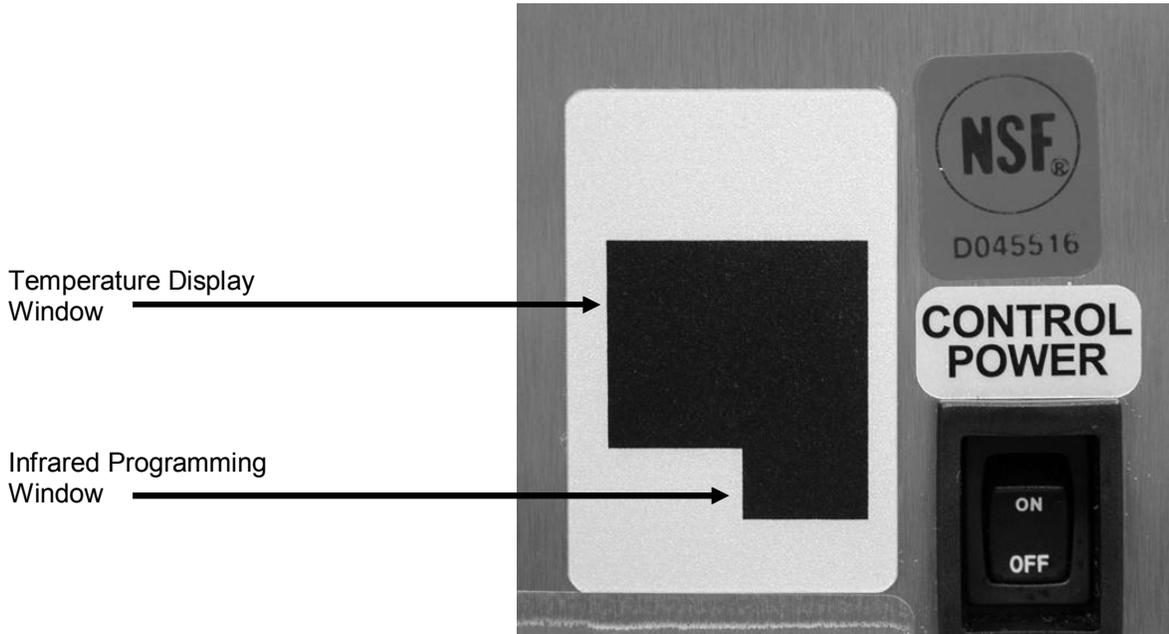
- 2 buttons on the left - used to adjust temperature, if necessary
- 2 windows on the right - used to show current temperature and to reprogram, if necessary



B. SPLIT SIDE CONSOLE:

The Split Side Console has two components: External and Internal.

Split Side Console – External: the Temperature Display Window and the Infrared Programming Window are at the lower left side of the dispenser

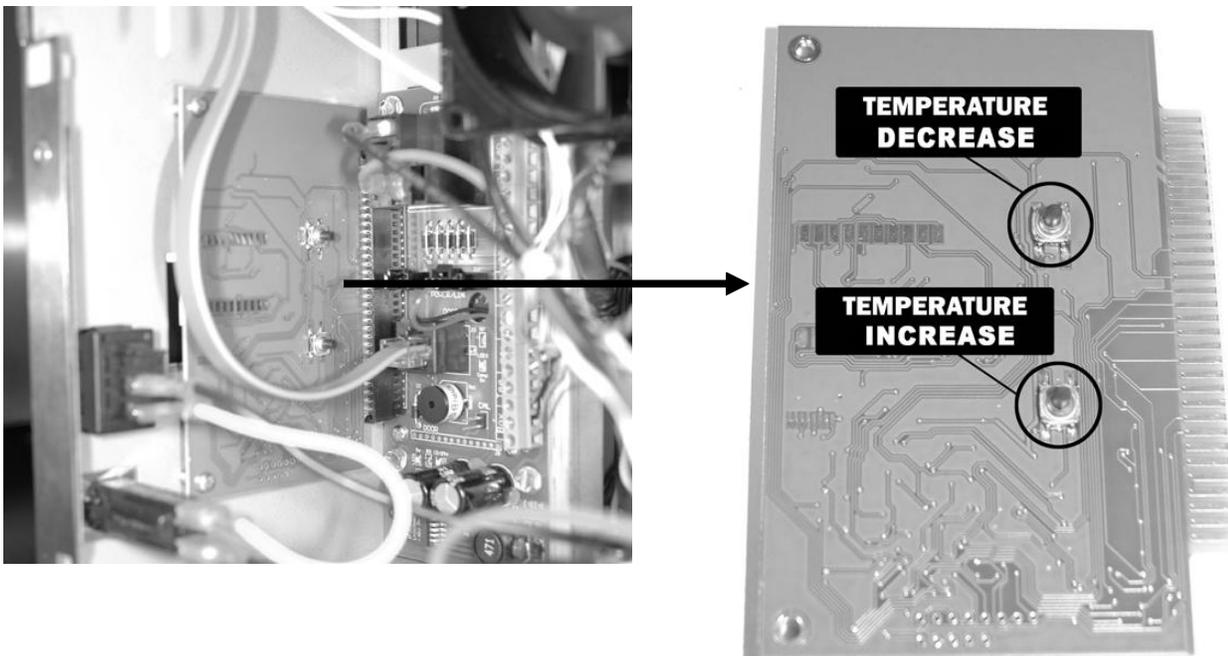


To access the Internal Side Console:

1. remove the catch tray
2. remove the splash panel by removing the 4 screws at each corner
3. set the panel and screws aside, to be re-attached after adjustment is done

Split Side Console – Internal:

2 Temperature adjust buttons are on the Interconnect Circuit Board inside the dispenser at the lower left side of the dispenser



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: An Infrared Programming Device, supplied by the 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 adjustments to the refrigeration setting.

TEMPERATURE ADJUSTMENTS: for dispensers with EXTERNAL TEMPERATURE ADJUST BUTTONS

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 or 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 bottom 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 bottom (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 the SureShot Dispensing Systems® 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 or 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 top 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 bottom (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 the SureShot Dispensing Systems® 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.

TEMPERATURE ADJUSTMENTS: for Split Console dispensers with INTERNAL ADJUST BUTTONS

The Temperature Display Window is shipped to operate in Continuous mode, with factory settings to your company's specifications.

To change temperature settings, the window must be in Continuous Display mode.

If The Dispenser Is Running Too Cold:

To increase the temperature or to make the refrigerated product compartment warmer:

1. Access the Internal Side Console:
 - a. remove the catch tray
 - b. remove the splash panel by removing the 4 screws at each corner
 - c. set the panel and screws aside, to be re-attached after adjustment is done
2. Enter Continuous Mode, if necessary.
3. Press either of the Internal Side Console buttons (Top or Bottom).
The External Side Console Display will show the current refrigeration cycle setting, a value from 0 (OFF) to 12, where 0 = OFF and 1 – 12 indicate typical refrigeration operating conditions.
4. Adjust cycle setting:
To **increase** temperature: Press the bottom 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.
5. After adjustments are completed, reattach the splash panel and the catch tray.

If, after these adjustments are made, your unit is still running too cold, please call the SureShot Dispensing Systems® 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.

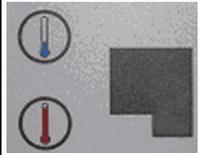
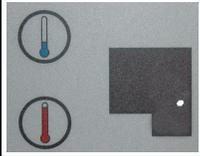
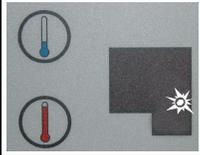
If The Dispenser Is Running Too Warm:

To decrease the temperature or to make the refrigerated product compartment colder:

1. Access the Internal Side Console:
 - a. remove the catch tray
 - b. remove the splash panel by removing the 4 screws at each corner
 - c. set the panel and screws aside, to be re-attached after adjustment is done
2. Enter Continuous Display Mode, if necessary.
3. Press either of the Internal Side Console buttons (Top or Bottom).
The External Side Console 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.
4. Adjust cycle setting:
To **decrease** temperature: Press the top 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.
5. After adjustments are completed, reattach the splash panel and the catch tray.

If, after these adjustments are made, your unit is still running too warm, please call the SureShot Dispensing Systems® 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
	right "period" digit is flashing	defrost cycle is underway

MAINTENANCE

General Maintenance

Remove ice

- Gently remove ice build-up, if any ice forms. Ice build-up could indicate an improper temperature setting or an improperly sealed door.

If the dispenser has accumulated ice or frost at the top of the compartment, it is best to remove it by hand during a defrost cycle, which runs automatically and will be indicated on the LCD display panel. Forming ice does not necessarily mean the temperature of the product is too cold.

Ice may be removed during a product change:

- a Turn OFF the dispenser.
- b Open the dispenser door and leave it open for about 15 minutes to allow the ice to soften.
- c Remove the ice by hand.
- d Wipe the compartment down and dry thoroughly.
- e Turn the dispenser back ON.

If a temperature adjustment is required, follow the instructions on pages 21 – 25.

If further assistance is required, contact the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.

- If you have difficulty closing the door, check for ice buildup and remove to ensure proper operation.

Check door gasket

- Check the door gasket, to ensure there are no cuts or gaps. The door must close tightly to ensure proper refrigeration.

Check fan

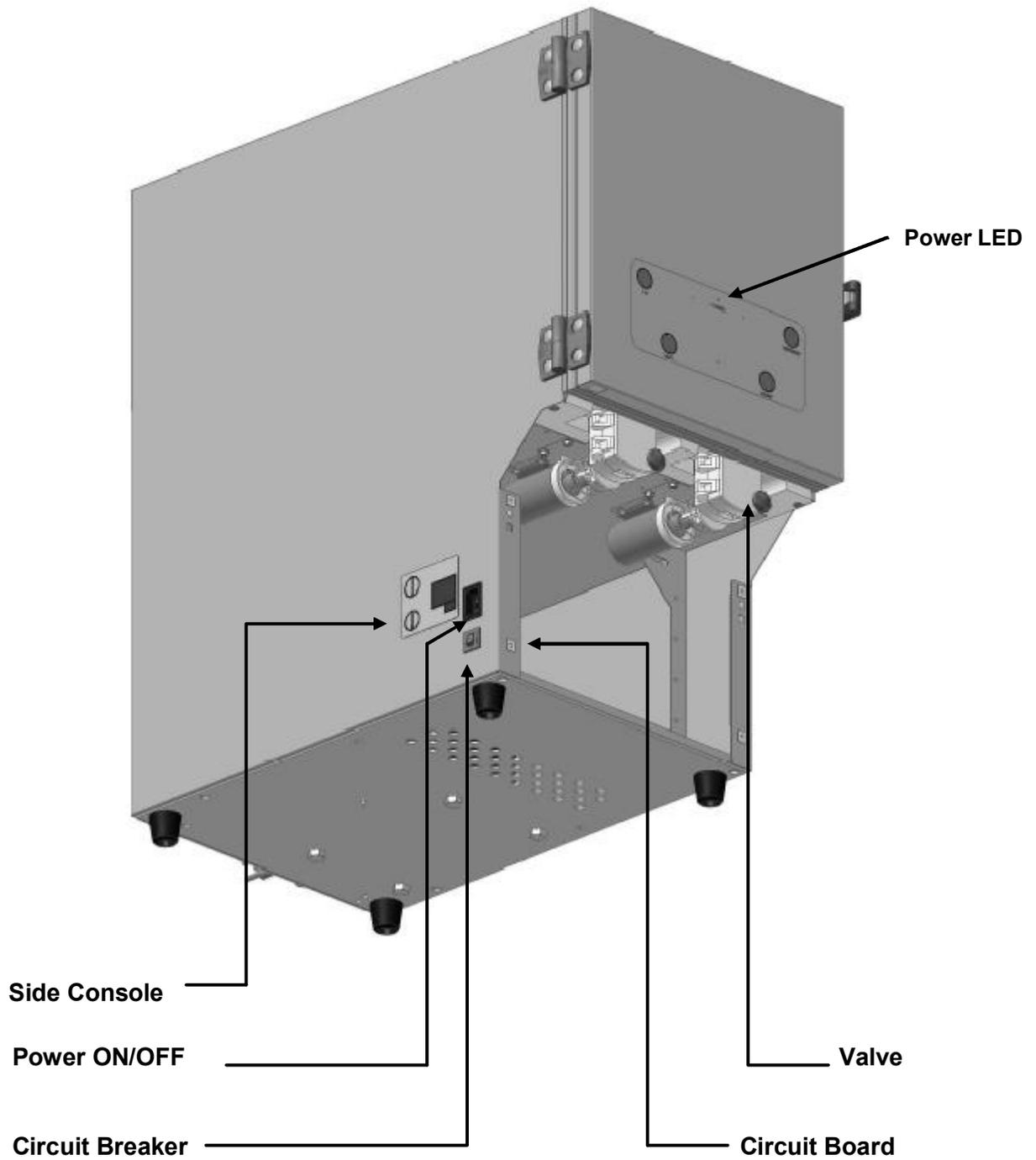
Check the operation of the fan, being careful not to cut or injure fingers. The fan is located on the right side of the dispenser, behind the splash panel (See page 20). If the fan is not operating, call SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602 for assistance.

Warning: 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.
The dispenser must **not** be cleaned by water jet.
The ambient temperature range for dispenser operation is 50 °F (10 °C) to 90 °F (32 °C).

TO RESET THE POWER ON THE DISPENSER:

1. Locate the Power Control ON/OFF switch on the front left of the dispenser.
2. Turn **OFF** the Power Control ON/OFF switch.
3. Locate the 1 Amp circuit breaker above the Power Control on/off switch.
4. Depress the 1 Amp circuit breaker to make sure it has not popped.
 - No white should be showing. If white is showing on the top of the breaker, it is tripped.
 - It will make a clicking noise when depressed.
5. Turn back **ON** the Power Control ON/OFF switch.

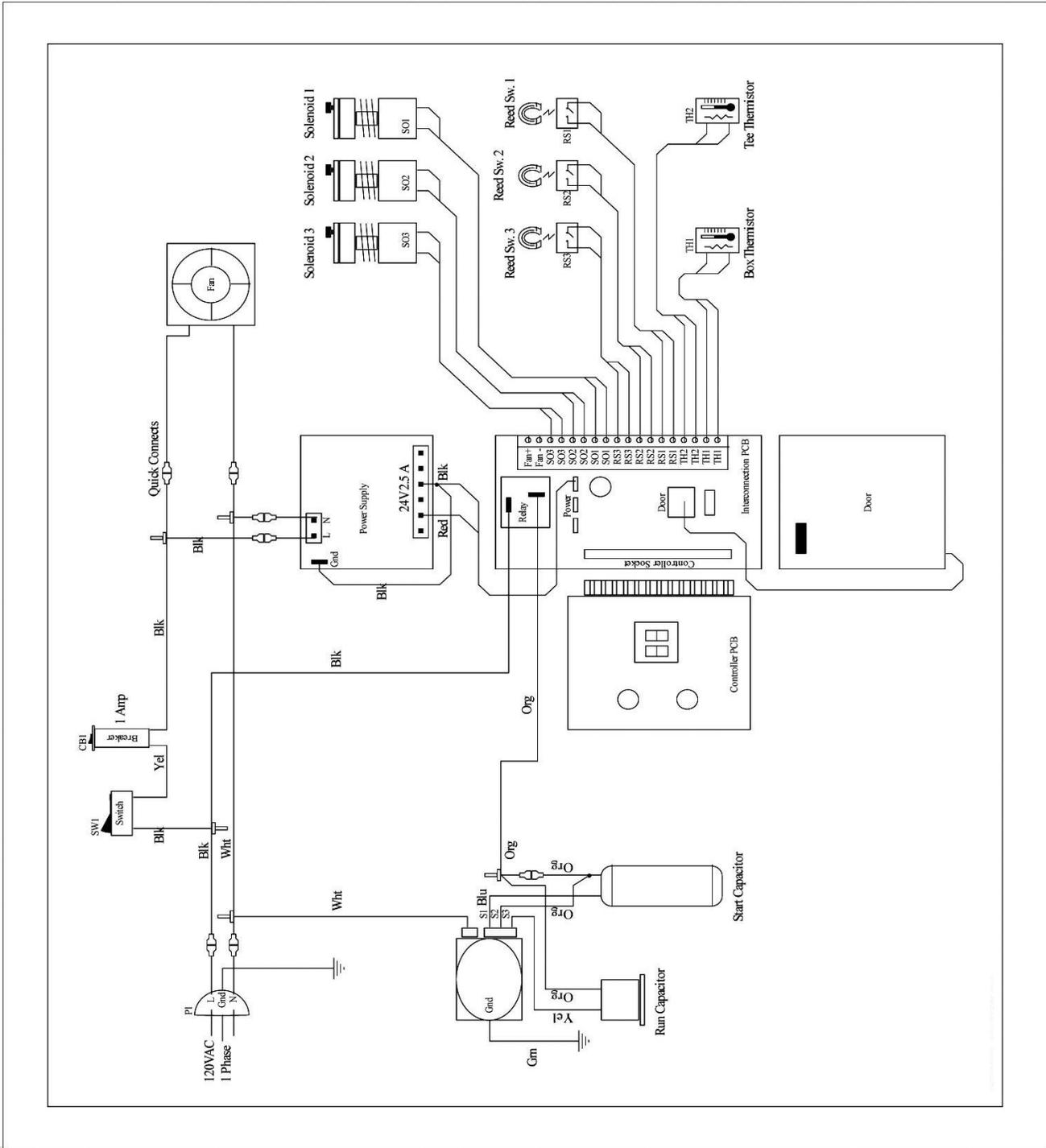
ELECTRICAL SYSTEM: External Side Console



Electrical System

NOTE: The Circuit Board is not shown in this diagram. It is located behind the Circuit Breaker.

WIRING DIAGRAM:



TROUBLESHOOTING (SureTouch Refrigerated Liquid Dispensers)

PROBLEM	ACTION
Side Console - unexpected display	<p>blank display – indicates dispenser is in Selective Mode and compressor is off. To Enter Continuous Display Mode from Selective Mode:</p> <ul style="list-style-type: none"> - 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 <p>To Enter Selective Display Mode from Continuous Display Mode:</p> <ul style="list-style-type: none"> - 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 adjustments to the refrigeration cycles. <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> <p>flashing red right “period” digit – indicates defrost cycle is underway</p> <p>“ _ _ “ – indicates the dispenser temperature is outside the acceptable range. Contact the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</p>
No power at the plug	<ol style="list-style-type: none"> 1. Have a qualified person check the fuse box or circuit breaker to restore power to the circuit. 2. Check AC outlet to make sure it is 120 VAC. 3. Try another working appliance in the outlet to confirm that the problem is in the outlet.
Dispenser will not turn on	<ol style="list-style-type: none"> 1. Make sure the power cord is plugged in to an active power source. 2. Check the ON/OFF switch (see page 28) on the left side of the dispenser to make sure it is ON. 3. 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.
Dispenser will not dispense product	<ol style="list-style-type: none"> 1. Make sure the power cord is plugged in to an active power source. 2. Make sure there is product – milk, cream, etc – in the product compartment. 3. Make sure the product dispensing tube from the product tank is clear of blockage and is properly aligned in the valve with no twists or kinks and is not pinched off. 4. Make sure the end of the product dispensing tube has been cut off. 5. Check the valve area and the valves to make sure they are clean. NOTE: most problems are caused by dirty, sticky valves. To clean, see pages 17 and 18. 6. Turn OFF the dispenser, wait 10 seconds, then turn the dispenser back ON to reset the microcontroller. 7. Check the temperature inside the refrigerated product 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 which may interfere with the flow of product. If a temperature adjustment is required, see pages 21 - 25. If further assistance is required, contact the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602. 8. Check to ensure that the green power indicator light on the button panel is on. If the power indicator light is not on, check the circuit breaker (see page 28). To check the Circuit Breaker: <ul style="list-style-type: none"> - 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

	<p>white is showing. Then, turn the power back ON.</p> <ol style="list-style-type: none"> 9. Make sure the solenoid spring is correctly positioned in the spring retainer. Make sure the plunger is not binding on the valve body. See pages 17, 18. 10. If there is still no product dispensed, call the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.
<p>The dispenser is not dispensing the proper amount of product</p>	<ol style="list-style-type: none"> 1. Wrong dairy product is being dispensed – for example, skim is in the cream slot. Review how the dispenser operates. 2. Check to ensure that the system is reset properly. See page 27. 3. Make sure that the product delivery tube is inserted in the valve correctly since incorrect placement can affect product delivery. See pages 7 - 9. 4. Check to ensure that valve and valve area are clean. 5. Check valve door: <ol style="list-style-type: none"> a Make sure the valve door is not being opened before the product bag or tank is empty. b Make sure the valve door is closed all the way. Do not over-tighten. 6. Make sure product tanks are filled to the required level. 7. Check to see if the refrigeration unit is too cold or too warm. Ice may interfere with product flow. Check the temperature of the product to ensure that it is approximately 38 °F or 3.3 °C. Note: temperature affects the flow of cream and some other liquids. Ice may interfere with flow. 8. Check the refrigeration temperature. Ice may affect product flow. To adjust temperature, see pages 21 – 25. 9. Check to ensure the system is re-setting properly. The volumes to be dispensed are pre-set electronically in our factory and are re-set to the specified amounts automatically each time the front valve door is opened. If your dispenser does not have a reset button (See page 11), follow this procedure to check to ensure the dispenser is re-setting: <ol style="list-style-type: none"> a. make sure no product is spilled during the test by pinching off the product delivery tube with a pinch clip or fork before you begin. b. open the valve door by unscrewing the knob in a counter-clockwise motion. c. product selection button LED will strobe for 1 second when the valve door is opened. A new bag of product must be loaded to ensure proper volumes of product are delivered. <ol style="list-style-type: none"> ii. If the LED does not strobe when the valve door is opened, the reed switch is defective and must be replaced. Call the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602 for assistance. d. ensure the product delivery tube is inserted properly in the valve door (See pages 7 – 9). e. close the valve door securely, by replacing the knob-screw. Do not over-tighten the screw. f. remove the pinch clip or fork. g. push a dispense button on the front door. If the correct amount of product is dispensed, the dispenser has re-set and is working properly. If product is not dispensed, call the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602. 10. If your dispenser has a reset button, follow the reset procedure on page 27.
<p>Valve is sticky</p>	<ol style="list-style-type: none"> 1. A sticky valve is usually caused by product build-up on the valve. The problem is corrected by cleaning the valve. See pages 17, 18. 2. If this doesn't correct the problem, call the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.

Valve door is broken	<p>This indicates the door hinge is broken. The hinge is in two parts: hooks, pins.</p> <ol style="list-style-type: none"> 1. Hooks: If either or both of the plastic “hooked” areas of the hinge are missing, the door section valve assembly is broken and must be replaced. Contact the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602 for replacements. 2. Pins: If either or both plastic “pins” are missing from the hinge area, the body section of the valve is broken and must be replaced. Contact the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602 for replacements.
Dispenser is unusually warm on the exterior	<ol style="list-style-type: none"> 1. Make sure any vents at the top and back of the dispenser are not blocked. 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. 3. Make sure the dispenser is level on the countertop. 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. 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. (See page 20) Do a visual inspection only. Do not injure fingers by sticking them in the fan. If the fan is not running, call SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.
Dispenser is unusually warm on the interior	<ol style="list-style-type: none"> 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. 2. Check to ensure the vents at the top back of the dispenser are not blocked. 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. 4. Check to ensure that the dispenser is level on the countertop. 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. 6. The dispenser may be on defrost cycle. The defrost cycle time is 22 minutes in duration. If, after 22 minutes have passed, the dispenser is not cool, re-set the defrost cycle by turning OFF the dispenser, waiting 10 seconds, and turning it back ON again. It should become cold after approximately 12 minutes. 7. 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. (See page 20) Do a visual inspection only. Do not injure fingers by sticking them in the fan. If the fan is not running, call the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602. 8. If the problem is still not solved, call the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.
Dispenser is too cold (if dairy product is at least 34° or less for longer than an hour)	<ol style="list-style-type: none"> 1. Check product temperature. If temperature adjustment is required, follow instructions on pages 21 – 25. 2. Call the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 902-865-9602.
Frost build up in the refrigeration compartment	<ol style="list-style-type: none"> 1. Check the temperature inside the refrigerated product 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. 2. If the dispenser has accumulated ice or frost at the top of the compartment, it is best to remove it during a defrost cycle, which runs automatically and will be indicated on the LCD display panel. Forming ice does not necessarily mean the temperature of the product is too cold. If excessive ice or frost builds up, it should be removed by hand during that defrost cycle. 3. Ice may be removed during a product change: turn off the dispenser. Leave the door open for about 15 minutes to allow the ice to soften. Remove the ice by hand. 4. If a temperature adjustment is required, follow the instructions on pages 21 – 25. If further assistance is required, contact the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.

Dispenser is leaking product	<ol style="list-style-type: none"> 1. Make sure the valve door is closed securely and its knob-screw is tightened properly. 2. Make sure the product dispensing tube is properly aligned in the center of the delivery valve. 3. Check the tube for cracks or disfiguration. If the tube is cracked or disfigured, replace it. See page 9. 4. Check the valve to make sure that it is not dirty. If required, clean the valve following instructions on pages 17, 18. 5. Check to ensure that the plunger and valve assembly are correct. Ensure that the spring is properly seated in the spring retainer.
Dispenser is not level	<ol style="list-style-type: none"> 1. Check to make sure all four legs at the bottom corners of the dispenser are in place. 2. Tighten any legs that are loose. 3. Make sure the legs are not bent. 4. Replace any bent or missing legs. Replacement legs may be obtained by contacting the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602. 5. Make sure the dispenser is sitting level on the counter. For dispensers with adjustable legs, adjust legs to level dispenser. Use a bubble level to ensure accuracy.
LCD Display on the front door does not come on	<ol style="list-style-type: none"> 1. Check the power indicator light on the button panel. If the power indicator light is lit and the LCD Display is not lit, call the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602 to replace the LCD Display. If both the power indicator light and the LCD Display are not lit, the circuit breaker has tripped out and must be reset. To Reset the circuit breaker: <ol style="list-style-type: none"> 1. Turn the power switch OFF. 2. Check the circuit breaker: <ul style="list-style-type: none"> - Locate the Circuit Breaker on the lower left side of the dispenser. - Gently push the Circuit Breaker in once to reset it – push in at the top of the breaker until no white is showing. Then, turn the power back ON. 3. Turn the power switch ON. 4. If the LCD Display does not come on now, call the SureShot Dispensing Systems® Inc. Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.
Red warning light at the top of the product selection button is flashing	<p>The flashing red light is a warning light to indicate that the volume in the product case or tank is getting low and the product will need to be replaced or refilled soon. The light is an optional feature and may not be found on all dispensers.</p> <ol style="list-style-type: none"> 1. Open the valve door. 2. Replace or refill the product case or tank and Reset: See pages 7 - 10. The light should stop flashing or go out. 3. If the light continues, call the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.
Red warning light at the top of the product selection button is solid red	<p>In models supplied with tanks, the red warning light may go solid. A solid red warning light indicates the product has been locked out and will not dispense. The tank must be cleaned and filled with fresh product. The light is an optional feature and may not be found on all dispensers.</p> <ol style="list-style-type: none"> 1. Open the valve door. 2. Replace or refill the product case or tank and Reset: See pages 7 - 10. The light should stop flashing or go out. 3. If the light continues, call the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.

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

If these instructions do not correct your problem or if you have other problems, contact:

SureShot Dispensing Systems® Technical Assistance Center

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

www.sureshotdispensing.com

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.**

