SURESHOT
SOLUTIONS

MULTI-SWEETENER
SUGAR AND SWEETENER DISPENSER
MODEL AC2-GP

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INTRODUCTION

MAIN COMPONENTS

Familiarize yourself with the names and locations of the Multi-Sweetener dispenser components.
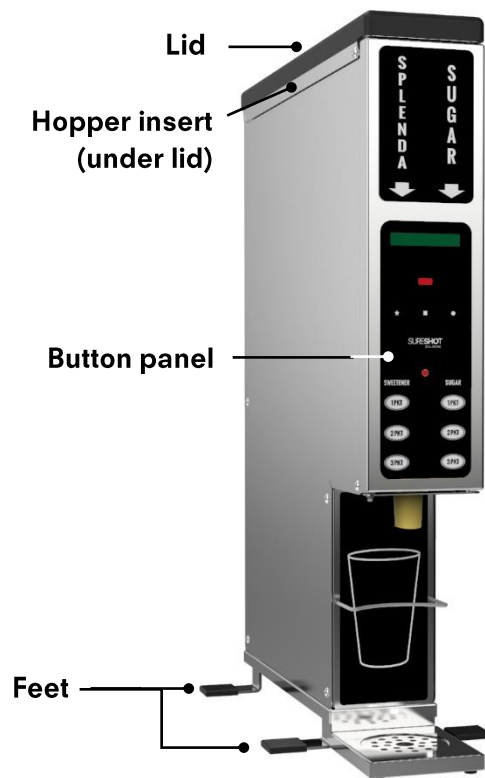
Figure 1: Main exterior components of the Multi-Sweetener dispenser
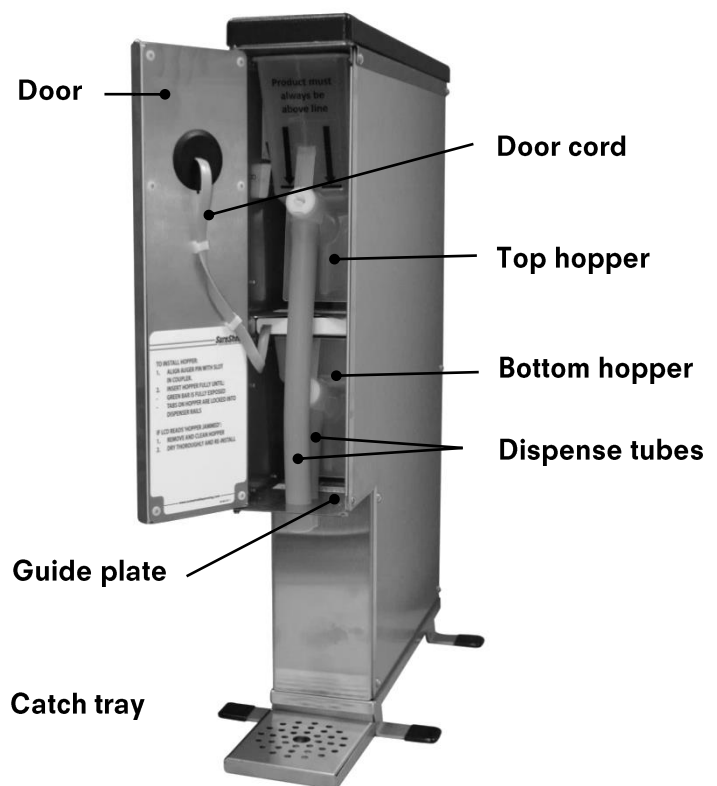
Figure 2: Main interior components of the Multi-Sweetener dispenser

Note: Your dispenser may differ from the images shown here.

SPECIFICATIONS

Model:	AC2-GP
Weight (empty):	32 lb. (14.5 kg)
Weight (full):	39.75 lb. (18 kg)
Dimensions (LxWxH):	17.75" x 4.0" x 25.5" (45.1 cm x 10.2 cm x 64.8 cm) (without feet)
Power requirement:	As indicated on the product identification label, 120V AC, 60Hz, 0.6A, 1ph
Hopper capacity	Top hopper: 6.0 lb. (2.7 kg) (granular sugar)
	Bottom hopper: 1.75 lb. (0.8 kg) (granular sugar)
Certifications:	

LEGEND
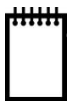
Note icon
Used for explanations and reminders.

Tip icon
Used for information that will help the dispenser perform better.

Caution icon
Used for actions or functions that could cause damage to the dispenser or to users.

RECEIVING THE DISPENSER

INSPECT FOR DAMAGE

Do not accept shipment if damage is extensive. Always note damage in detail with the carrier whether shipment is accepted or refused as proof for damage claims.

If damage is found after accepting shipment:
1. Immediately contact A.C. Dispensing Equipment Inc. (SureShot Solutions®) at 888 777-9990 or +1 902 865 9602 for a Return Material Authorization (RMA) number. No returns will be accepted without prior approval.
2. A.C. Dispensing Equipment Inc. (SureShot Solutions) will then contact the shipping company to retrieve and return the damaged goods to our facility.
3. Hold damaged goods with the packing materials until the shipping company returns to make an inspection and pick up the damaged goods.
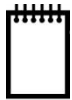
If shipment has been sent using the customer's preferred carrier and charged on customer's account, the customer is responsible for any and all damages that may occur during shipment as these are not covered by warranty.

REGISTERING THE DISPENSER'S WARRANTY

You must register your dispenser's warranty within 60 days of purchase.

Register online

sureshotsolutions.com/r/wreg

Register by phone

888 777-9990 (USA & Canada)
+1 902 865 9602

Prior to registering your warranty, note the model, part and serial numbers that are located on the product identification label of your dispenser. For more information on where to find these numbers, please refer to the SERVICE AND WARRANTY section of this manual. You will need this information when registering your product warranty.

SETTING UP THE DISPENSER

WHERE TO PLACE THE DISPENSER

- The dispenser must be placed on a level surface.
- Place the dispenser where it will best serve your operation at an appropriate usage and filling height so that users can operate the dispenser without obstructions. The surface must be strong enough to support the dispenser full of product.
- Do not place the dispenser too close to a source of heat or moisture.
- The dispenser is intended for indoor use only.

Ensure the feet are tightened in place at the four corners on the bottom of the dispenser. Do not remove the feet from the dispenser or allow the dispenser to sit directly on the counter otherwise the dispenser could become unstable.

SAFETY PRECAUTIONS

Always follow these safety precautions. Failure to do so will void the warranty.

- Always plug the dispenser into an approved, grounded electrical outlet.
- Unplug the dispenser from its power source before servicing.
- Do not immerse the dispenser in water.
- This dispenser must not be cleaned using a water jet or installed in an area where a water jet may be used.
- This dispenser is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, and it is not intended for use by those with a lack of experience and knowledge, unless they are supervised or given instruction concerning the use of the dispenser by a person responsible for their safety.
- Children should be supervised when in the vicinity of the dispenser to ensure that they do not play with it.
- Observe all safety precautions with this dispenser that you would with any electrical appliance.

The auger is powered by a motor with a turning shaft located inside the hopper. To avoid possible injury or equipment damage, keep hands and objects clear of the auger and shaft when dispenser is plugged in.

POWER REQUIREMENTS

This dispenser requires a power source receptacle with specifications as indicated on the product identification label. For more information on this, please refer to the specifications listed within the INTRODUCTION section of this manual.

⚠ The power cord has a 3-prong attachment plug. This plug is designed to fit a receptacle with provisions for a grounding stud. The dispenser must be operated on grounded electrical wiring at all times. Failure to do so will void the warranty.

TOOLS NEEDED FOR SETUP AND MAINTENANCE

You will need these tools for setup and maintenance:
- Small (#2) Phillips screwdriver
- Flat-head screwdriver

REPOSITIONING FEET (OPTIONAL)

The feet are installed at the front and back of the dispenser base. To make it easier to put the dispenser next to other appliances, the feet can be repositioned to provide clearance for adjacent appliances.

1. Decide which foot to reposition (front or back).
2. Remove the two screws securing the foot to be moved. Retain the screws.

Front feet   **Back feet**

Figure 3: Dispenser feet

3. Move the foot to the appropriate set of holes.
4. Reattach the foot, using the screws removed in step 2.
5. Repeat as required.

TURNING ON THE DISPENSER

The dispenser has a 3-prong, detachable AC power cord. There is no on/off switch on the dispenser. When you plug the dispenser into an active electrical outlet, the dispenser will turn on.

Follow these steps to turn on the dispenser:
1. Plug the power cord into the receptacle at the back of the dispenser.
2. Plug the other end of the cord into a 3-prong, grounded electrical outlet.

When the dispenser is plugged in, you may see various lights on the button panel turn on and off. When it is ready to dispense, the display will show, for example, `Make Selection`.

SETTING THE LANGUAGE

The default display language is English, but it can be changed to other languages if they are available. For information on how to change the language, please refer to the instructions for language in the SOFTWARE FEATURES section of this manual.

CLEANING THE DISPENSER

Before using the dispenser for the first time, it must be thoroughly cleaned and dried. The dispenser also needs to be cleaned on a regular basis to keep it operating efficiently. For cleaning instructions, please refer to the CLEANING THE DISPENSER section of this manual.

OPERATING THE DISPENSER

There are two hoppers in the dispenser. The larger, top hopper is intended for granular sugar, the bulkiest product and one that has larger dispense sizes. The smaller, bottom hopper is intended for artificial sweetener, which is less bulky and has smaller dispense sizes. However, both hoppers can dispense the same product. For information on how to change the default product type for a hopper, please refer to the instructions for products in the SOFTWARE FEATURES section of this manual.

Thoroughly clean and dry the hoppers and tubes before installing them in the dispenser. Wash and sanitize your hands or wear clean gloves before handling the hoppers, tubes, or the sugar and sweetener products.

The dispense auger is powered by a motor with a turning shaft. To avoid possible injury or equipment damage, keep hands and objects clear of the auger and shaft when dispenser is plugged in.

INSTALLING THE HOPPERS
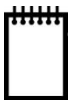
The bottom hopper must be filled before installing it in the dispenser.

1. Press and hold the **panel disable button (●)** for three seconds until you hear two beeps and lights on the button panel flash in sequence. The display will show `Panel Disabled`. Locking the button panel will prevent accidentally dispensing product while opening the door. Panel disable will automatically cancel after three minutes.
2. Open the door.
3. Remove the lid and hopper insert by lifting them straight up and off the dispenser. Skip this step if you are installing the bottom hopper, or the top hopper of a dispenser that is not fill-in-place.
4. Install hopper into the appropriate product compartment. Small hopper goes into the bottom compartment, typically used for lower volume products such as sweetener. Large hopper goes into the top compartment, typically used for higher volume products such as sugar.
   a. Hold the hopper upright and level. Place the back of the hopper inside the dispenser. Make sure to line up the hopper rails with the rails inside the dispenser.

Dispenser rails
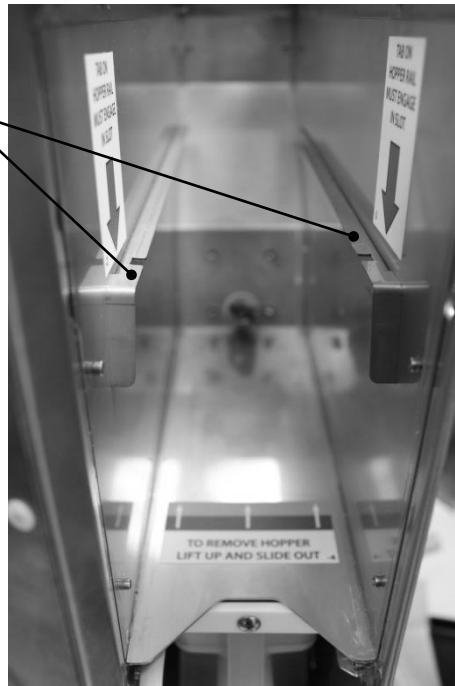
Figure 4: Rails for top hopper

    b.   Slide the hopper straight in, all the way until you feel the hopper connect with the coupler inside the back of the dispenser. Make sure the locking tabs on the hopper rails are locked into the slots along the dispenser rails.
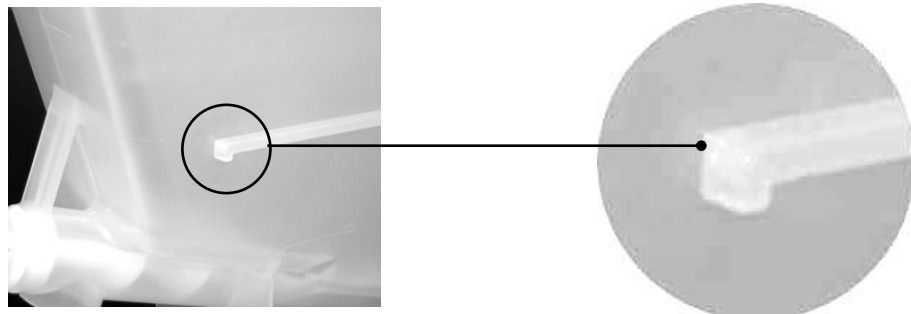
Figure 5: Locking tab on the hopper rails

    c.   Put the dispensing tube through the appropriate slot in the guide plate.

To ensure the hopper is installed correctly, try to pull the hopper straight out of the dispenser without lifting it. If the hopper pulls out without you lifting it, then it is not properly installed. If replacing the hopper still doesn't install it properly, try these troubleshooting tips:

- Check for obstructions inside the dispenser.
- Turn the drive pin at the back of the hopper (Figure 6) so it lines up with the groove on the coupler inside the back of the dispenser (Figure 7).

Figure 6: Drive pin on the auger assembly at the back of the hopper
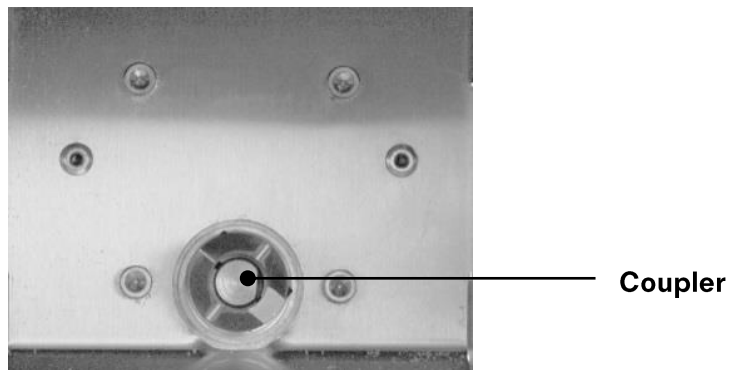
Figure 7: Coupler inside the back of the dispenser

5. If removed in step 3, replace the hopper insert and lid.
6. Close the door.
7. If the button panel is still locked, press and hold the **panel disable button (●)** for three seconds until you hear beeps to resume dispensing.

FILLING THE HOPPERS

Store sugar and sweetener products in a sealed container away from moisture to prevent product clumping. Do not add product with clumps to the hopper. Sift the product to remove any clumps.

To maintain dispense accuracy, always keep product filled above the low-level line on the hopper. Do not shake or tap the sides of the hopper or dispenser after filling in an effort to settle the product. In both cases, the product will compact and may cause dispensing issues.

Top hopper

If you have a fill-in-place dispenser, you can fill the top hopper with it already installed in the dispenser. Otherwise, remove the top hopper from the dispenser to fill it with product. To fill the top hopper when it is not in the dispenser, please refer to the instructions for filling the bottom hopper.

To fill the top hopper with product when it is installed in a fill-in-place dispenser, follow these instructions.

1. Remove the lid from the dispenser and set it on a clean, dry surface so it can be replaced without adding moisture or other contamination to the product.
2. Make sure there are no product clumps. Sift the product to remove any clumps. Carefully pour product into the hopper.

Figure 8: Add product

3. Make sure the hopper is filled over the low-level line. Do not over-fill it above the top edge of the hopper.
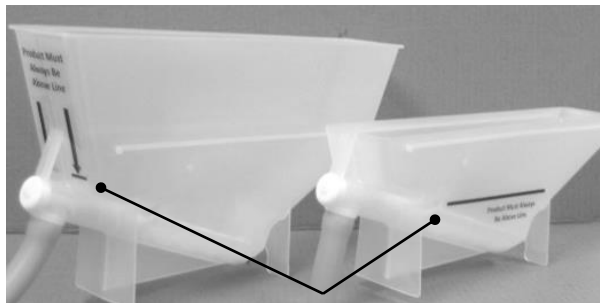
Figure 9: Low-level lines on the hoppers

4. Prime the dispenser.
   a. Place a clean, dry cup under the dispense point.
   b. Dispense the largest portion of product available to your dispenser from the product hopper you just filled.
   c. Pour the product back into the hopper or discard it.
5. Reinstall the lid onto the dispenser.

Bottom hopper

1. Press and hold the **panel disable button (●)** for three seconds until you hear two beeps and lights on the button panel flash in sequence. The display will show `Panel Disabled`. Locking the button panel will prevent accidentally dispensing product while opening the door. Panel disable will automatically cancel after three minutes.
2. Open the door.
3. Remove both tubes from the guide plate.
4. Lift the bottom hopper up slightly, pull it out of the dispenser, and place it on a solid surface.
5. Carefully pour product into the hopper. Make sure the hopper is filled over the low-level line, but not above the top edge of the hopper.
6. Reinstall the hopper in the dispenser.
7. Replace both tubes in the guide plate.
8. Close the door.
9. If the button panel is still locked, press and hold the **panel disable button (●)** for three seconds until you hear beeps to resume dispensing.
10. Prime the dispenser.
    a. Place a clean, dry cup under the dispense point.
    b. Dispense the largest portion of product available to your dispenser from the product hopper you just filled.
    c. Pour the product back into the hopper or discard it. To pour product back into the hopper, follow steps 1 to 9.

BUTTON PANEL

Display —

Programming window —

Program/Maintenance mode button —

Adjust up button —

★

■

⬡ — Adjust down button

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⬢ — Panel disable button

SWEETENER SUGAR

1 PKT   1 PKT

Shot quantity buttons (Some models may have shot quantity and cup size buttons.)

2 PKT   2 PKT

Shot quantity buttons (Some models may have shot quantity and cup size buttons.)

3 PKT   3 PKT
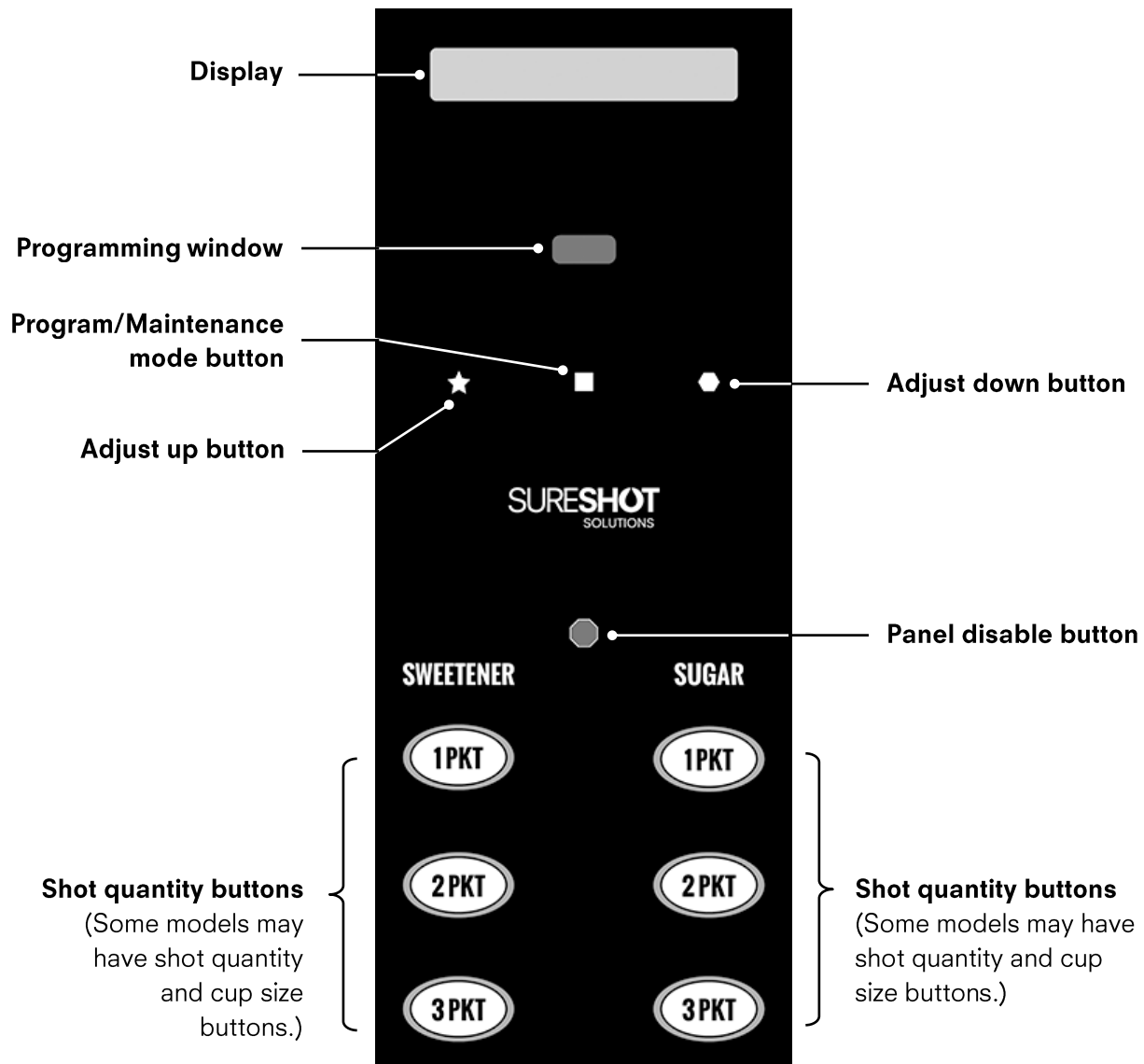
Figure 10: Button panel for a one-touch dispenser

Note: Your button panel may differ from the image shown here.

Programming window: This is where the dispenser's software can be updated using a programming device called a fob.

Program/Maintenance mode button: This button is used to access various software features.

Adjust up and adjust down buttons: These buttons are used to adjust the various software features in both program and maintenance mode.

Panel disable button: This button is used to disable the button panel for cleaning the dispenser. It is also used as an initial step to enter program mode.

Shot quantity buttons: These buttons multiply the amount of servings dispensed. For example, if you press the **2 button** for sugar, it will multiply the dispense amount by two so that a double serving of sugar will be dispensed.

Cup size buttons: If your model has cup size buttons, each button is programmed to dispense a different amount of product according to the recipe (target adjustment software feature).

Display: The display shows the current operational status of the dispenser. In normal operating mode, the display will show, for example, `Make Selection`. Some commonly displayed messages are described in table 1, below.

Display	Operational Status
Make Selection	Dispenser is ready to dispense.
P1S1, P2S1, etc.	Product and size selected. Briefly appears just before product starts to dispense.
Dispensing…	Dispenser is dispensing the selection(s) made.
Maintenance Mode	Displays momentarily when entering maintenance mode.
Drink Count	Provides number of drinks dispensed for each product/size.
Volume Adjust	Percentage change to dispense amounts across all sizes for selected product.
Program Mode	Displays momentarily when entering program mode.
Target Adjust	Changes target dispense amount for each product and size.
Product	Changes dispense parameters to accommodate different dispensed product.
Language	Changes the language displayed in the display.
Service	Used by authorized personnel for servicing the dispenser.
Panel Disabled (or Panel Enabled)	Appears when the panel disable feature has been activated (or de-activated).
Hopper Jammed	The dispenser does not dispense properly because auger is unable to rotate freely.
ESW_xxxxVy.y.y	Indicates controlling program number (xxxx) and version (y.y.y). Displayed when the dispenser is first plugged in.

Table 1: Display messages

DISPENSING PRODUCT

Depending on your model, you will have either a one-touch or a multi-touch dispenser.
- For one-touch dispensers, pressing any button will result in product dispensing.
- For multi-touch dispensers, you may be required to press more than one button to dispense product, depending on the selections that need to be made.

1. Place an empty cup under the dispense point. An empty cup is recommended to avoid steam from a hot beverage entering the dispense tube and causing product to clump. Product clumping in the tube will cause dispense inaccuracy.
2. Select the appropriate button(s) as needed for the beverage you are preparing and product will dispense.
3. Wait until the dispense is complete before removing the cup. While the product is dispensing, the display will show `Dispensing…` When the dispense is finished, the display will return to, for example, `Make Selection`.

Examples for one-touch dispensers:

For dispensers with cup size and shot quantity buttons:
- To prepare a medium beverage with sugar, press the **medium cup size button** for sugar. When this button is pressed, product will dispense.
- To prepare a medium beverage with two sweetener servings, press the **2 shot quantity button** for sweetener. When this button is pressed, product will dispense.

For dispensers with shot quantity buttons only:
- To prepare a medium beverage with two sugar servings, press the **2 shot quantity button** for sugar. When this button is pressed, product will dispense.
- To prepare a medium beverage with one serving of sweetener, press the **1 shot quantity button** for sweetener. When this button is pressed, product will dispense.

Examples for multi-touch dispensers:
To prepare a medium beverage with two sweetener servings, press the **medium cup size button** and then the **2 shot quantity button** for sweetener. When this button is pressed, product will dispense.

SOFTWARE FEATURES

MAINTENANCE MODE

The maintenance mode is used in daily operations to adjust the product dispense amounts or to access the drink count data.
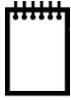
For some models, the drink count data and volume adjustment features are accessible in program mode, rather than maintenance mode. If this is the case for your dispenser, please refer to instructions for entering program mode in the SOFTWARE FEATURES section of this manual.

Enter and Exit Maintenance Mode
- Press and hold the **program mode button** (∎) until you hear two beeps. Release the button. The display will briefly show `Maintenance Mode` before entering the first maintenance page, which is `M1: Drink Count.`
- To exit maintenance mode, press and hold the **program mode button** (∎) until you hear two beeps. The display will show, for example, `Make Selection` when you release the button.

Drink Count Data

This shows the total number of product dispenses for each size.

1. Press and hold the **program mode button** (∎) until you hear two beeps to enter maintenance mode. Release the button. The display will briefly show `Maintenance Mode` before entering the first maintenance page, which is `M1: Drink Count.`
2. If the display does not already show `M1: Drink Count`, press the **program mode button** (∎) repeatedly until it does.
3. Press a **size button**. The display shows the number of dispenses for the selected product and size, for example, `P1S1  5`. P1 represents product one, S1 represents size 1, and the number 5 represents the number of dispenses for the selected product and size combination.
4. To reset the drink count back to zero for a selected size, press the **adjust down button** (⬤) twice.
5. Press each **size button** until you have all the drink count data required.
6. Press and hold the **program mode button** (∎) until you hear two beeps to exit maintenance mode. The display will show, for example, `Make Selection,` when you release the button.
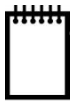
Drink counts will increase until you reset the drink count data for a size to zero. If you need to check daily drink count, for instance, reset the count to zero after you have noted the drink counts for the day.

Volume Adjustment (Volume Adj)

In some circumstances, the actual amount of dispensed product may be slightly different from the recipe amount. In this case, the volume adjustment function can be used to correct the dispense amount. The volume adjustment value is expressed as a percentage, and the default value is zero, meaning no adjustment has been made. Always make sure the adjustment value is set to zero before you begin the process of making a volume adjustment.

A volume adjustment affects all cup sizes related to the selected product. This function should only be used in circumstances in which the actual dispensed amount is consistently different from the recipe amount set within the target adjustment function. Before a volume adjustment is made, make sure the recipe amount is set correctly. For more information on this, please refer to the target adjustment instructions within the SOFTWARE FEATURES section of this manual.

Follow these steps to change the volume adjustment value:
1. Reset the volume adjustment percentage value to zero, if needed.
   a. Press and hold the **program mode button (■)** until you hear two beeps to enter maintenance mode. Release the button. The display will briefly show `Maintenance Mode` before entering the first maintenance page `M1: Drink Count.`
   b. Press the **program mode button (■)** repeatedly until the display shows `M2: Volume Adjust.`
   c. Press any **size button** for the product you wish to make adjustments for.
   d. If not already set to zero, press the **adjust up (★) or adjust down (●) button** until the display shows 0% to set the volume adjustment value to zero.
   e. Press and hold the **program mode button (■)** until you hear two beeps to exit maintenance mode. The display will show, for example, `Make Selection` when you release the button.
2. Calculate what the volume adjustment value should be.
   a. Place an empty cup under the dispense point and press any **size button** for the product you wish to adjust.
   b. Measure and record, in grams, the amount that was actually dispensed.
   c. The formula to calculate the adjustment value is [(Target – Actual) ÷ Target] x 100%.
      E.g., If the target (recipe amount) is 8 and the actual dispense amount is 6, the equation is [(8 – 6)/8] x 100% = 25%. In this example, you would adjust the number to 25. This represents a 25% volume adjustment.
   d. Record the calculated percentage change.
3. Change the volume adjustment value.
   a. Press and hold the **program mode button (■)** until you hear two beeps to enter maintenance mode. Release the button. The display will briefly show `Maintenance Mode` before entering the first maintenance page `M1: Drink Count.`
   b. Press the **program mode button (■)** repeatedly until the display shows `M2: Volume Adjust.`
   c. Press any **size button** for the product you wish to make adjustments for.

d. Press the **adjust up (★) or adjust down (●) button** until the display shows the calculated volume adjustment value. The number displayed represents the percentage change that will be made to all dispenses for the selected product. Available adjustment range is -33% to +33%.

e. Press and hold the **program mode button (■)** until you hear two beeps to exit maintenance mode. The display will show, for example, `Make Selection` when you release the button.

PROGRAM MODE

Program mode is not used in daily operations but can be used to change the dispense amounts, dispensed products, displayed language, and various service functions. For some older models, program mode also includes both drink count data and volume adjustment functions. Follow these instructions to access program mode.

Enter and Exit Program Mode

To enter program mode, follow these instructions:
1. Press and hold the **panel disable button (●)** until you hear a second beep.
2. Press and hold the **program mode button (■)** until you hear a second beep. The display will briefly show `Program Mode` before entering the first program mode page, which is `P1: Target Adj`.

To exit program mode, press and hold the **program mode button (■)** until you hear beeps and the display shows, for example, `Make Selection` when you release the button.

Target Adjustment (Target Adj)

The recipe is the preprogrammed amount that is dispensed for each size button. Dispense amounts can be changed for each size and product. To check or change the amount of product dispensed for any size, follow these instructions.

1. Enter program mode.
    a. Press and hold the **panel disable button (●)** until you hear a second beep.
    b. Press and hold the **program mode button (■)** until you hear a second beep. The display will briefly show `Program Mode` before entering the first program mode page, which is `P1: Target Adj`.
2. If the display does not already show `P1: Target Adj`, press the **program mode button (■)** repeatedly until it does.
3. Press the button for the size and product you want to change. The display will show for example, `P2S1   1`, which means the product 2 and size 1 amount is 1.0 gram. If you wish to make a change, proceed to step 4. Otherwise, proceed to step 6.
4. Press the **adjust up (★) or adjust down (●) button** to adjust the dispense amount in 0.5 gram increments.
5. Repeat steps 3 and 4 for any other size you want to adjust.

6. To exit program mode, press and hold the **program mode button (■)** until you hear beeps and the display shows, for example, `Make Selection.`

Products

Use this function to select the type of product for each hopper.

1. Enter program mode.
   a. Press and hold the **panel disable button (●)** until you hear a second beep.
   b. Press and hold the **program mode button (■)** until you hear a second beep. The display will briefly show `Program Mode` before entering the first program mode page, which is `P1: Target Adj.`
2. Press the **program mode button (■)** repeatedly until the display shows `P2: Product.`
3. Select any size button for the hopper you want to change the default product for. The display will show the current product, for example, `P1 Sugar.`
4. Press the **adjust up (★) or adjust down (●) button** repeatedly until the desired product is displayed, for example, `P1 SweetNLow.`
5. To exit program mode, press and hold the **program mode button (■)** until you hear beeps and the display shows, for example, `Make Selection.`

Language

1. Enter program mode.
   a. Press and hold the **panel disable button (●)** until you hear a second beep.
   b. Press and hold the **program mode button (■)** until you hear a second beep. The display will briefly show `Program Mode` before entering the first program mode page, which is `P1: Target Adj.`
2. Press the **program mode button (■)** repeatedly until the display shows `P3: Language.`
3. If other languages are available, press the **adjust up (★) or adjust down (●) button** repeatedly until the language you wish to select is displayed, for example, `English.`
4. To exit program mode, press and hold the **program mode button (■)** until you hear beeps and the display shows, for example, `Make Selection.`

Service

Functions in this mode are typically used by service technicians. However, there may be special cases in which you are instructed to enter this function.

Software Updates

When an update is available, you can reprogram your dispenser by downloading the new software using a handheld program transfer device called a fob. A fob is available from

SureShot Solutions. When you reprogram the dispenser, all previous functions and data are over-written.

To reprogram the dispenser using a fob, follow these steps:

1. Press and hold the **panel disable button (●)** for three seconds until you hear two beeps and lights on the button panel flash in sequence. The display will show `Panel Disabled`.
2. Point and hold the fob about 1 inch (2.5 cm) from the programming window.

Left light on the fob ⎯⎯

Activation button on the fob ⎯⎯

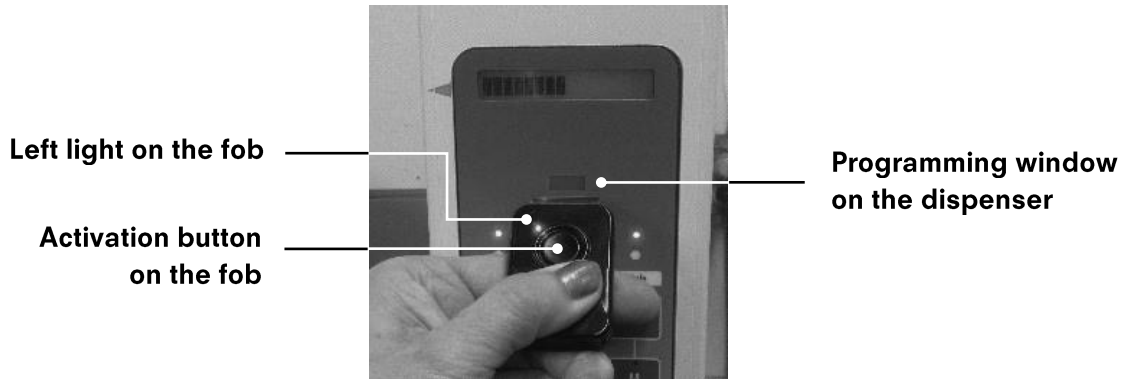**Programming window on the dispenser**

Figure 11: Reprogramming the dispenser

3. Press and release the activation button on the fob. The display will show `IR` when the download starts and lights on the button panel will also flash on and off. The left light on the fob should be on for the duration of the programming sequence.

   If the right light comes on during the programming sequence, the fob may be too far away or not in front of the programming window. If this happens, move it closer to the programming window.

4. Hold the fob in place for approximately one minute. When the left light on the fob flashes 5 times in a row and then turns off, the program has been successfully downloaded and you can now remove the fob. This process takes at least one minute.
5. Wait for approximately one minute for the initializing process to finish and for the display to show, for example, `Make Selection`.

CLEANING THE DISPENSER

- **The dispenser must be air dried completely to keep products from clumping.**
- Do not use any abrasive materials or cleaners on the dispenser.
- Do not clean the dispenser in the vicinity of a water jet.
- Do not spray any liquid or cleaners in or around the dispense point or inside the dispenser. Liquid will contaminate the product and cause the product to clump in the tube. This could damage electrical components of the dispenser.

RECOMMENDED CLEANING SCHEDULE

Descriptions of the cleaning procedures follow the table.

Part or area	Frequency
• Exterior and button panel • Catch tray	Daily
• Lid and hopper insert (fill-in-place models only) • Interior compartment • Hoppers, augers and tubes	Weekly

Table 2: Recommended cleaning schedule

CLEANING INSTRUCTIONS

Exterior and Button Panel

1. Press and hold the **panel disable button (●)** until you hear two beeps and lights on the button panel flash in sequence. Locking the button panel will prevent accidentally dispensing product while you're cleaning the exterior. Panel disable will automatically cancel after three minutes.
2. Wipe plastic exterior surfaces using a soft cloth dampened with warm, clean, and soapy water.
3. Wipe using a soft cloth dampened with warm, clean water.
4. Dry with a soft cloth to prevent water spotting.
5. A stainless-steel cleaner is recommended for the metal surfaces. Spray cleaner on a cloth and then use cloth to wipe the exterior. Use on stainless-steel surfaces only.
6. If the button panel is still locked, press and hold the **panel disable button (●)** for three seconds until you hear beeps to resume dispensing.

Do not allow stainless-steel cleaner to come into contact with the button panel or any plastic parts. Do not use any ammonia-based cleaners, such as a window cleaner.

Catch Tray

1. Remove the catch tray by tilting the front of the catch tray up toward the dispenser and pulling it away.
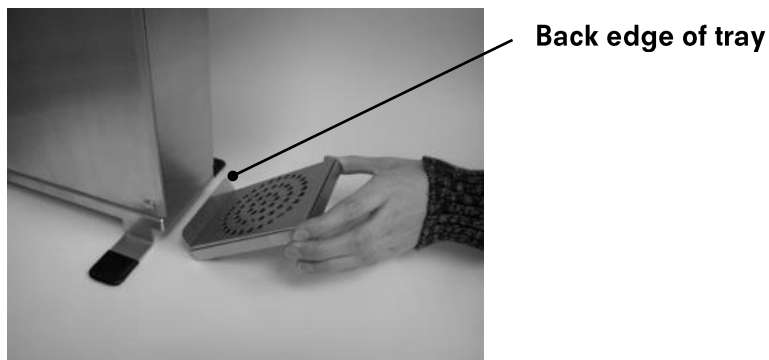

Back edge of tray

Figure 12: Removing the catch tray

2. Separate the two parts (screen and tray).
3. If a dishwasher is available, the two parts of the catch tray can be cleaned on the full wash cycle. Should a dishwasher not be available, they can be cleaned following these steps.
   a. Rinse thoroughly with warm, clean water.
   b. Wash in hot water (minimum 140°F/60°C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.
   c. Rinse well with warm, clean water.
4. Air-dry thoroughly.
5. Put the two parts (screen and tray) back together.
6. Replace the catch tray by positioning it so that the back edge of the tray can fit up under the front edge of the dispenser.

Lid and Hopper Insert (fill-in-place models only)

1. Remove the lid and hopper insert by lifting them straight up and off the dispenser.
2. If a dishwasher is available, the two parts can be cleaned on the full wash cycle. Should a dishwasher not be available, they can be cleaned following these steps.
   a. Rinse thoroughly with warm, clean water.
   b. Wash in hot water (minimum 140°F/60°C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.
   c. Rinse well with warm, clean water.
3. Air-dry thoroughly.
4. Reinstall the hopper insert and lid by placing them back on the top of the dispenser.

Interior Compartment

1. Unplug the dispenser.
2. Open the door.
3. For fill-in-place models, remove the lid and hopper insert by lifting them straight up and off the dispenser. Skip this step if your dispenser is not fill-in-place.

4. Remove the hoppers:
    a. Remove the tubes from the guide plate.
    b. Lift the hoppers up slightly to remove them from the dispenser.
5. Wipe the interior compartment and the guide plate using a soft cloth dampened with warm, clean, and soapy water.
6. Wipe using a soft cloth dampened with warm, clean water.
7. Dry thoroughly with a soft cloth.
8. Refill the hoppers, if necessary.
9. Reinstall the hoppers.
10. For fill-in-place models, reinstall the hopper insert and lid by placing them back on the top of the dispenser. Skip this step if your dispenser is not fill-in-place.
11. Close the door.
12. Plug the dispenser into an active power source.

Hoppers, Augers, and Tubes

1. Press and hold the **panel disable button (⬤)** for three seconds until you hear two beeps and lights on the button panel flash in sequence.
2. Open the door.
3. For fill-in-place models, remove the lid and hopper insert by lifting them straight up and off the dispenser. Skip this step if your dispenser is not fill-in-place.
4. Remove the hoppers.
    a. Remove the tubes from the guide plate.
    b. Lift the hoppers up slightly to remove them from the dispenser.
    c. Pour any product into clean, sanitized containers for temporary storage while the hoppers are being cleaned.
5. Remove the tubes.
    a. Pull the tube off the barbed fitting on each of the hoppers.
    b. Inspect the tubes for damage and replace if damaged.
6. Remove the auger from each hopper.

    Option 1
    a. Pinch the two sides of the auger tip together and push it into the front bushing.
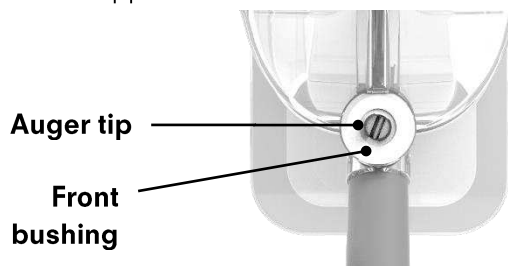   b. Pull the auger out of the back of the hopper and the front bushing out of the front of the hopper.

Figure 13: Remove the auger (option 1)

Option 2

There is a small tab on the bottom front of the auger. Make sure it is not bent or crushed if you use this method to remove the auger.

a. Hold the hopper so that the exposed tip of the auger at the front of the hopper (i.e., the auger tip) is on the countertop with the small tab hanging over the edge of the counter.
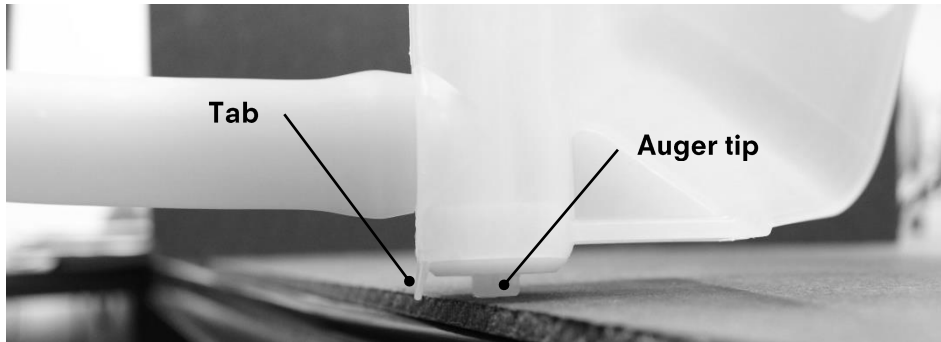

Figure 14: Remove the auger (option 2)

b. Push down firmly until the auger releases. Press auger tip in with your finger if the auger is not released completely.
c. Pull the auger out of the back of the hopper and the front busing out of the front of the hopper.

Figure 15: Pull the auger out of the back of the hopper

7. If a dishwasher is available, the hoppers, augers, and tubes can be cleaned on the full wash cycle. Make sure the tubes are upright to allow for a thorough clean and drain. Should a dishwasher not be available, the items may be cleaned following these steps:
    a. Rinse all parts (hoppers, augers, and tubes) thoroughly with warm, clean water.
    b. Wash in hot water (minimum 140°F/60°C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.
    c. Rinse well with warm, clean water.

8. **Let hoppers, augers and tubes air-dry thoroughly.**

⚠️ Make sure all parts are completely dry before reinstalling. It is a good idea to have spare hopper assemblies (hoppers, augers, and tubes) on hand to use while the newly cleaned hopper assemblies are drying. Using a damp hopper assembly will cause dispensing issues.

9. Reinstall the tubes by pushing one end of the tube over the barbed fitting on the front of the hopper.
10. Reinstall the augers.
    a. Align the flat surface on the front bushing with the flat surface on the hopper opening at the front of the hopper. Push the bushing in until it is fully seated. For some older models, there is a small notch on the front bushing that needs to be aligned with the pin at the top of the opening.
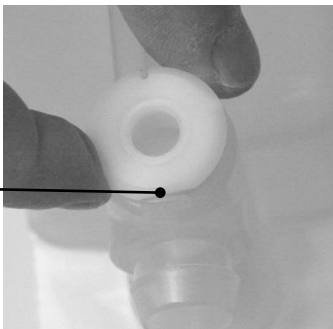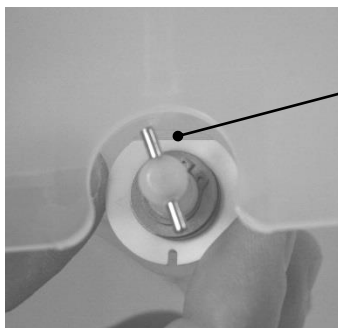

Flat surface on front bushing

Figure 16: Install front bushing

    b. Insert the auger through the back of the hopper.
    c. Turn hopper to place front bushing on the corner of a countertop.
    d. Align the flat surface on the back bushing with the flat surface on the hopper opening at the back of the hopper. For some older models, there is a small notch on the back bushing that needs to be aligned with the pin at the top of the opening.

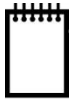**Flat surface on back bushing**

Figure 17: Align back bushing

    e. Press firmly on the back bushing until it clicks into place.
    f. Make sure the auger is installed firmly.
    g. Inspect the auger for excessive movement, looseness or wear.

If the back auger bushing is loose or worn, product may build up or spill from that end. If this is the case, the hopper assembly must be replaced with a new one.

11. Refill the hoppers with product.
12. Reinstall the hoppers.
13. For fill-in-place models, reinstall the hopper insert and lid by placing them back on the top of the dispenser. Skip this step if your dispenser is not fill-in-place.
14. Close the door.
15. If the button panel is still locked, press and hold the **panel disable button (●)** for three seconds until you hear beeps to resume dispensing.

Anytime you fill a hopper after it has been completely emptied (during weekly cleaning or initial setup), prime the dispenser. To prime the dispenser, please refer to the instructions for filling the hoppers in the OPERATING THE DISPENSER section of this manual.

TROUBLESHOOTING

If the troubleshooting instructions do not correct the problem, contact the SureShot Solutions Technical Assistance Center at 888 777-9990 (USA & Canada) or +1 902 865 9602.

Problem	Action
Dispenser does not turn on	1. Make sure the dispenser is plugged into an active power source. If the power source does not have power, have a qualified person check your facility's fuse box or circuit breaker to restore power. 2. Make sure the power cord is connected to the dispenser.
Display on the front door is blank	1. Make sure the power cord is plugged into an active electrical outlet and the dispenser. 2. Make sure the outlet is active. If the power source does not have power, have a qualified person check your facility's fuse box or circuit breaker to restore power. 3. Make sure the door cord is not cut or broken. 4. Make sure the door cord is not disconnected.
Dispenser does not dispense product	1. Make sure the power cord is plugged into an active electrical outlet and the dispenser. 2. Make sure the outlet is active. 3. Make sure the door cord is not disconnected. 4. Unplug the dispenser, wait 10 seconds, and then plug the dispenser back in. 5. Make sure there is product in the hopper. 6. Make sure the tube is clear of any blockages. 7. Make sure the hopper is properly installed in the dispenser. Pull the hopper straight out of the dispenser without lifting it. If the hopper pulls out without lifting, then it is **not** properly installed. To ensure the hopper is installed properly, please refer to the instructions for installing the hopper in the OPERATING THE DISPENSER section of this manual. 8. If dispenser beeps once but will not dispense, this may indicate that product has jammed the auger, which prevents it from rotating. a. Place a cup under the dispense point. b. Open the door and place a flathead screwdriver tip into the slot on the front of the auger tip. Apply pressure in a clockwise direction. c. Follow the instructions for dispensing product located in the OPERATING THE DISPENSER section of this manual. The auger should release. 9. Remove the hopper from the dispenser. Check to see if the product is clumping inside the hopper. If it is: a. Make sure that no moisture is getting into the hopper. b. Make sure that the dispenser was thoroughly dried after cleaning. c. Make sure the product is stored in an air-tight container so that no clumps are added to the hopper.

Problem	Action
	10. If the product is still clumping, empty the product hopper and fill it with fresh product. Please refer to the instructions for filling the hoppers in the OPERATING THE DISPENSER section of this manual.
Dispenser will not dispense and display shows `Hopper Jammed`	1. Clean and thoroughly dry the hopper and auger. Please refer to the instructions for hoppers, augers, and tubes in the CLEANING THE DISPENSER section of this manual. 2. If thoroughly cleaning and drying the hopper and auger does not resolve the problem, there may be an issue with the motor assembly. Air-drying the hopper and auger thoroughly before filling with product is vital to prevent product from dissolving in any remaining water and creating a bond between the auger and hopper. Such a bond will prevent the auger from rotating freely.
Inconsistent amounts of product are being dispensed	1. Make sure the hopper is filled above the low-level line. Fill the hopper, if necessary. Please refer to the instructions for filling the hoppers in the OPERATING THE DISPENSER section of this manual. 2. Remove any product clumps or foreign material from the hopper and/or auger channel. 3. Make sure the tube is clear of any blockages and is not torn or damaged. If necessary, clean the tube. Please refer to the instructions for hoppers, augers, and tubes in the CLEANING THE DISPENSER section of this manual, or replace with a new tube. 4. Make sure the product is of good consistency, that it does not have any clumps and is not damp.

There is product on interior floor of the dispenser	1. Make sure the hopper has not been overfilled.
	2. Make sure the tube is attached correctly and there are no cuts or holes in the tube.
	3. Inspect the auger.
	  a. Examine the end of the auger for excessive movement, looseness or wear.
	  b. If loose or worn, product may build up or spill from that end. If this is the case, the auger assembly in the hopper must be replaced with a new one.

Dispenser door does not close fully	This indicates that a product hopper is not loaded correctly. 1. Open the dispenser door. 2. Look for obstructions. 3. Pull hopper straight out of the dispenser without lifting it to make sure it is loaded properly. If the hopper pulls out without you lifting it, then it is **not** properly loaded. To ensure the hopper is installed properly, please refer to the instructions for installing the hoppers in the OPERATING THE DISPENSER section of this manual.
Door will not latch	Make sure the screw on the top of the door, opposite the hinge, is engaging with the hole in the metal tab on the dispenser, directly above the door when closed. The metal tab may require adjusting up or down by bending slightly.

SERVICE AND WARRANTY

The warranty on this product is for one year (unless otherwise specified) for on-site parts and labor, and it includes access to the USA- and Canada-wide Technical Service Network.

The warranty 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 Solutions Technical Assistance Center. The customer is responsible for all costs not approved by SureShot Solutions.

Contact the SureShot Solutions Technical Assistance Center at 888 777-9990 (USA & Canada) or +1 902 865 9602 for approval.

If you are within the warranty period for your dispenser, please contact:
SureShot Solutions Technical Assistance Center
A.C. Dispensing Equipment Inc.
888 777-9990 (USA & Canada) or +1 902 865 9602
www.sureshotsolutions.com
service@sureshotsolutions.com

If your warranty has expired, feel free to contact the SureShot Solutions Technical Assistance Center for telephone support. If you require on-site repairs, please contact your local Service Technician.

Parts can be ordered through the SureShot Solutions website:
www.sureshotsolutions.com.

The serial number and model number of your dispenser are located on the product identification label on the back of the dispenser. Please refer to these numbers when contacting the SureShot Solutions Technical Assistance Center. These numbers are crucial in helping us provide prompt and effective service. This will save you time.

Service label

Product identification label

Figure 18: Product identification label

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 Equipment Inc.

THIS WARRANTY WILL BE NULL AND VOID IF THE DISPENSER'S WARRANTY HAS NOT BEEN REGISTERED WITH 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 and must be dispatched by A.C. Dispensing Equipment Inc.

TIME PERIOD
One year on parts and labor, 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 with a return telephone call by the next business day.

WARRANTY PROCEDURE
1. Find and write down the serial and model number from the product identification label. If a part or option code number is also listed, write down this number too.
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 assistance 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 procedures and 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 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 property which may result from the use of the equipment thereafter.
- Any and all adjustments deemed appropriate for the customer to perform will not be covered under warranty (i.e., temperature adjustment, leveling of the unit by its leg extensors, adjustments to portion control, resetting of the circuit breaker found on the unit, tube positioning, temperature offset adjustment, or any other adjustment that can be performed by the operator of the unit deemed necessary by A.C. Dispensing Equipment Inc.).
- All warranty calls will be strictly monitored. Any parts that are used may be required to be returned to the manufacturer for examination with the signed field report outlining all work performed on the unit. For any part replaced that is found not to be defective, A.C. Dispensing Equipment Inc. reserves the right to refuse payment for the associated replacement part(s).
- All preventative maintenance and cleaning requirements will not be covered under warranty.

This warranty does not cover services performed at overtime or premium labor rates. Should service be required at times which normally involve overtime or premium labor 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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