Troubleshooting Sheet:
Dairy Dispenser

SURESHOT
SOLUTIONS

Problem	Solution options
Dispense quantities are incorrect	1. Make sure that the valve door is closed securely and the thumbscrew is tight. 2. Make sure that the product tube is properly aligned in the center of the valve and is not twisted, kinked, pinched or blocked. 3. Make sure that the dairy bag does not have a fold that obstructs product flow to the tube. 4. Make sure that the product is not frozen in the tube. 5. Make sure that the product temperature is between 34 °F and 40 °F (1.1 °C and 4.4 °C). Temperature affects the flow of dairy. 6. Make sure that the valve assembly is clean. 7. Make sure that the valve assembly is installed correctly. 8. Make sure that the valve door was not opened and then closed with a partial dairy bag in the product compartment. Each time that the valve door is opened and then closed, the dispenser assumes a full dairy bag has been loaded. If the dispenser incorrectly assumes a full bag was loaded, the amounts dispensed will be inaccurate for the rest of the bag. 9. Make sure that the target amounts are configured correctly and are not set to zero. 10. Make sure that the correct bag type is selected for the type you are using (corner or center spout, white or yellow tubing). (Bag selection is a software feature, and is not available on all models.)
Dispenser is not cooling properly	1. Make sure that the product temperature is between 34 °F and 40 °F (1.1 °C and 4.4 °C) before loading it into the dispenser. If the temperature isn't within that range, check the temperature of the fridge where the dairy bags are stored. 2. Make sure that the dispenser is not too close to a heat-generating source, such as a coffee maker, heat lamp or direct sunlight. 3. Make sure that there is a 1-inch (2.5 cm) air space on all sides of the dispenser. 4. Make sure that the vents at the back of the dispenser are not blocked. 5. Make sure that the condenser is not dirty. 6. Make sure that the dispenser is level. Adjust legs as required. The dispenser must be level for the refrigeration system to operate properly. 7. Make sure that the fan is operating. 8. Make sure that nothing is obstructing the intake holes on the underside of dispenser. 9. Adjust the temperature. A temperature setting of "00" means the dispenser's refrigeration system is turned off. Too warm: If the "dot" is flashing on the side console display, the dispenser's defrost cycle is on and it is not currently cooling. If the defrost cycle time extends past 22 minutes and the dispenser is not cool, reset the defrost cycle by turning the dispenser off, wait 10 seconds, then turn it back on. The inside walls of the product compartment should become cold after approximately 12 minutes. Too cold: Excess ice may have formed inside the product compartment. Defrost the compartment and wipe out any ice or water with a clean, soft cloth.

TARGET ADJUSTMENT
1. Enter Program mode. Press and hold the **Program Mode** button (■) until the display shows `Target Adj`.
2. If the display does not show `Target Adj`, press the **Program Mode** button (■) until the display shows `Target Adj`. (For some models, you may see `Recipe` in place of `Target Adj`.)
3. Press the product button (if applicable) and then the size button you want to change.
4. Press the **Adjust Up** (★) or **Adjust Down** (●) button until you see the desired amount (measured in grams). Adjustments are made in 0.5-gram increments.
5. Repeat for each size button requiring change.
6. Exit Program mode. Press and hold the **Program Mode** button (■) until the display shows `Select Size`.

TEMPERATURE ADJUSTMENT

Side console display modes
To switch from Selective mode to Continuous Display mode, press and hold the **Warm** (bottom) side console button for a few seconds until you hear a beep. The display will show `d1` for a few seconds and the dispenser will be in Continuous Display mode.

To switch from Continuous Display mode to Selective mode, press and hold the **Warm** (bottom) side console button for a few seconds until you hear a beep. The display will show `d2` for a few seconds and the dispenser will be in Selective mode.

Increasing the temperature
1. Make sure the dispenser is in Continuous Display mode.
2. Press the **Warm** (bottom) button once to display the current refrigeration setting. Press it a second time to decrease the setting by 1 to make it warmer.
3. Wait four to six hours for the new temperature to stabilize. If necessary, repeat the procedure, including the wait time.
4. When the adjustment is complete, switch the dispenser to Selective mode.

Decreasing the temperature
1. Make sure the dispenser is in Continuous Display mode.
2. Press the **Cool** (top) button once to display the current refrigeration setting. Press it a second time to increase the setting by 1 to make it cooler.
3. Wait four to six hours for the new temperature to stabilize. If necessary, repeat the procedure, including the wait time.
4. When the adjustment is complete, switch the dispenser to Selective mode.

Refrigeration settings
These settings range from 0 (off) to 12 (coldest). A refrigeration setting of 07 equals 36 °F, for example.

Refer to the Operations Manual for more troubleshooting instructions.

If you have any questions or concerns while performing this procedure, please contact the SureShot Solutions Technical Assistance Center by phone at 1-888-777-9990 or e-mail at service@sureshotsolutions.com. Find other helpful instruction sheets and videos on our website: www.sureshotsolutions.com.