

**Please review the steps listed below which are essential for successful calibration and dispense accuracy. The dispenser must be calibrated during initial set up and every 30 days thereafter.**

Please note, for successful calibration and accurate dispense amounts, it is crucial that the bag type loaded in the product case matches the bag type selected in the software. Use the **Bag Select** feature to verify or change the bag type which is categorized by product, bag size, and bag type. Examples:

- a. The default bag size is 5 L. If using a 2.5 G (10 L) cream bag the bag type must be changed in the software to **Cream 2.5 G**.
- b. Restaurants dispensing cream from both sides of a two-product dispenser (AC230-PC-29) must change the bag type from milk to cream.

To verify or change the default bag type in the software, scan the dispenser's QR code and refer to the **Bag Type Selection** instruction sheet.

After verifying the correct bag type is selected in the software, review the following essential steps in the bag loading and calibration process:

1. The dairy valves have been thoroughly cleaned.
2. The product case insert should be used with 5 L dairy bags only. If using 2.5 G (10 L) dairy bags, the product case insert should be removed.
3. Before calibrating, a full pre-chilled dairy bag was loaded and the tube cut at a 45-degree angle, 5/8-inch (1.5 cm) from the bottom of the valve.
4. If using a two-product dispenser, the product cases have been installed above the correct valve within the product compartment (i.e., cream is on the left side and milk is on the right).
5. After loading a full dairy bag, the 3-shot button was pressed 3 times before calibrating.
6. The scale used for calibration is set to grams.
7. After placing an empty cup on the scale, the scale is set to zero.
8. The number on the dispenser's display was adjusted to match the number on the scale.

**If you have any questions or concerns while performing this procedure, please contact the SureShot Solutions Technical Assistance Center by phone (888 777-9990 or +1 902 865 9602) or email ([service@sureshotsolutions.com](mailto:service@sureshotsolutions.com)). Find other helpful instruction sheets and videos on our website at [www.sureshotsolutions.com](http://www.sureshotsolutions.com).**

## Troubleshooting Sheet: Dairy Dispenser QuickCAL Calibration Troubleshooting

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9. Product was discarded after each dispense.
10. If calibration was performed on a partially filled bag (less than three-quarters full) calibration must be repeated after the next full dairy bag is loaded to maintain dispense accuracy.

For additional help, scan the applicable QR code to access a calibration instructional video as well as the **Bag Type Selection** and **QuickCAL – Dairy Calibration Procedure** instruction sheets.

**One Product Dispenser**



<https://sureshotsolutions.com/r/mcdac110pc51>

**Two Product Dispenser**



<https://sureshotsolutions.com/r/mcdac230pc29>

If the issue is not resolved after following these steps, please contact the SureShot Technical Assistance Center (888 777-9990).

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