

# Instruction Sheet:

## AC2-GP Cleaning the Hopper Insert, Hoppers, Augers, and Tubes

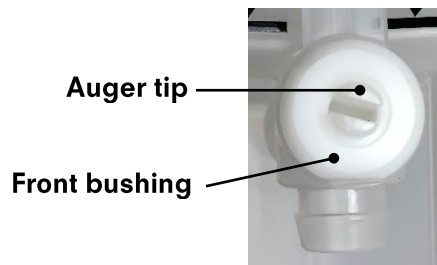
- Do not use any abrasive materials or cleaners.
- After cleaning, the hoppers and components **must be air dried completely** to keep product from clumping. A second set of hoppers is recommended to allow the newly cleaned hopper assemblies to dry.
- Hopper insert, hoppers, augers, and tubes **must be cleaned weekly**.

### Cleaning the Hopper Insert, Hoppers, Augers, and Tubes

1. Press and hold the **panel disable button (●)** for three seconds until `Panel Disabled` appears in the display.
2. Open the dispenser door.
3. Remove the lid and hopper insert by lifting them straight up and off the dispenser.
4. Remove the hoppers.
  - a. Remove the tubes from the guide plate.
  - b. Lift the front of 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 by following option 1 or 2.

#### 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 remove the front bushing from the front of the hopper.



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).



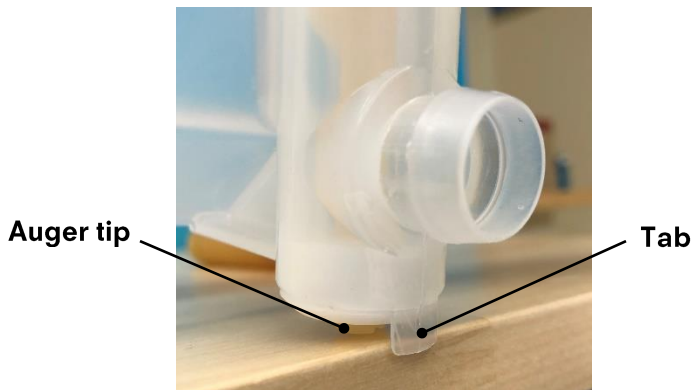
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### OPTION 2

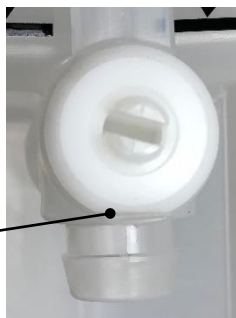
**There is a small tab on the bottom front of the hopper. Do not bend or crush the tab while following option 2 to remove the auger.**

- 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.



- b. Push down firmly until the auger releases. Press in auger tip with your finger if the auger is not released completely.
  - c. Pull the auger out of the back of the hopper and remove the front bushing from the front of the hopper.
7. If a dishwasher is available, the lid, hopper insert, 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. If a dishwasher is not available, the items may be cleaned following these steps:
  - a. Rinse all parts 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 and then sanitize.
8. **Let lid, hopper insert, hoppers, augers and tubes air dry completely.**
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.

**Flat surface on  
front bushing  
and hopper**



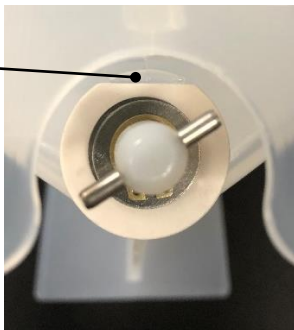
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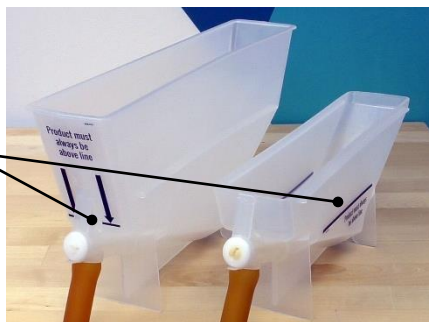
- b. Insert the auger through the back of the hopper.
- c. Turn hopper and place front bushing on the corner of a countertop.
- d. Align the flat surface on the back bushing with the flat surface on the hopper opening at the back of the hopper.

**Flat surface on  
back bushing  
and hopper**



- 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. Fill the hoppers with product. Product must remain above the low-level line at all times for dispense accuracy.

**Low-level line**



12. Install the hoppers in the dispenser.
13. Prime the dispenser.
- a. Place a clean, dry cup under the dispense point.
  - b. To dispense sugar press the **12-shot quantity button**.
  - c. Pour the product back into the top hopper or discard it.
  - d. Press the **Splenda button**. Press the **12-shot quantity button**.
  - e. Pour the product back into the bottom hopper or discard it.

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