

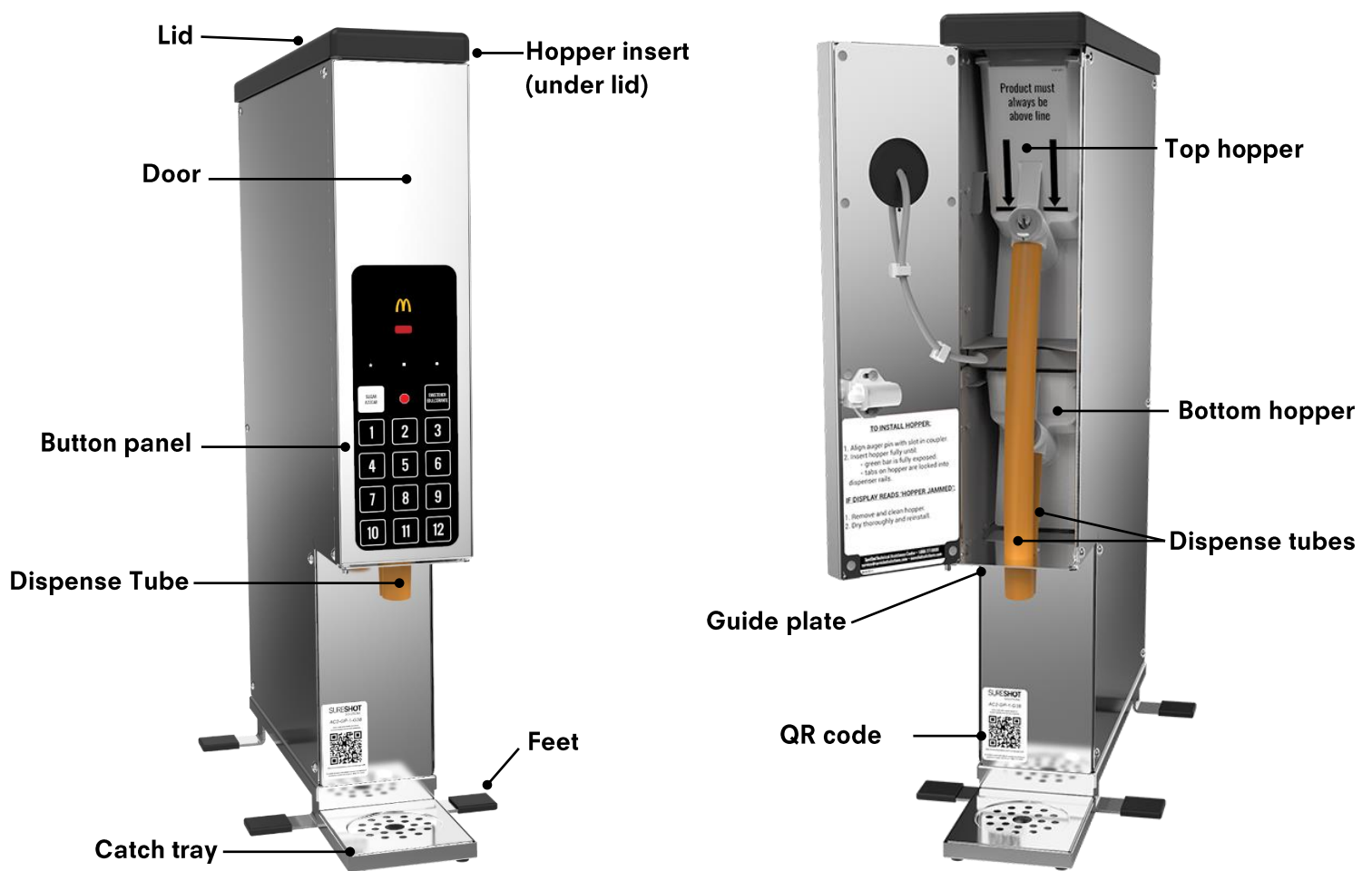
Quick Start Guide: Multi-Sweetener Dispenser (Model AC2-GP-1-G38)

SURESHOT
SOLUTIONS

BEFORE FIRST USE

- Carefully review the installation and operations instructions in this guide.
- Thoroughly clean and dry the dispenser. For cleaning instructions, refer to the cleaning instructions in this guide.
- The hoppers must be primed for dispense accuracy every time the hoppers are cleaned and filled with product. Refer to the filling the top and bottom hopper sections in this guide for instructions.

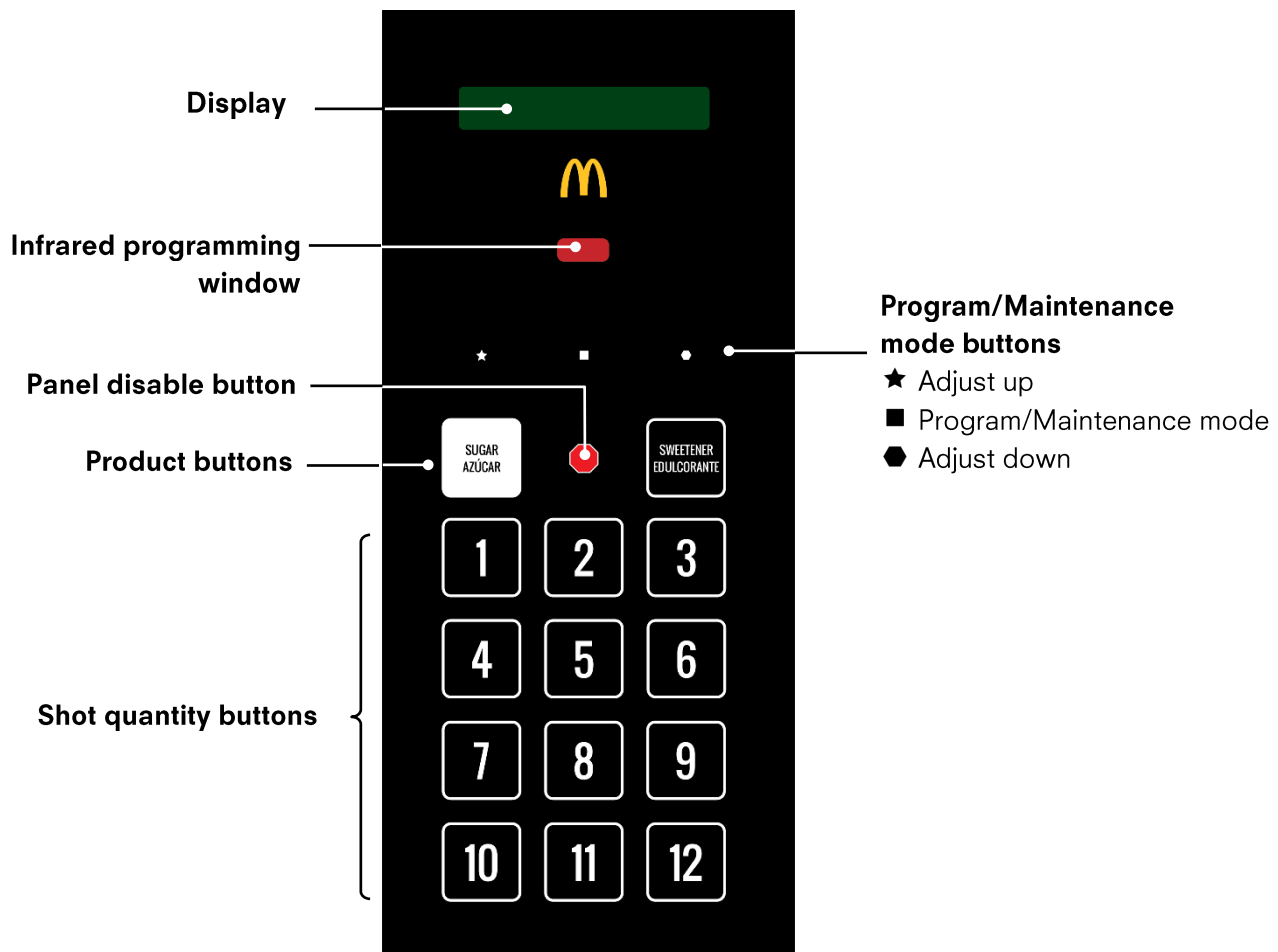
MAIN COMPONENTS



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BUTTON PANEL



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 the electrical outlet 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.
- Observe all safety precautions with this dispenser that you would with any electrical appliance.



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

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OPERATING THE DISPENSER

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. Various lights on the button panel will turn on and off. When it is ready to dispense, the display will show *Select Size*.

Filling the Hoppers

Sugar and sweeteners should be stored in a sealed container away from moisture to prevent product clumping. Do not add clumps of product to the hoppers.

The top hopper can be filled before or after it has been installed in the dispenser. The bottom hopper must be filled with product before installing it in the dispenser.



To maintain dispense accuracy, product must remain above the low-level line at all times. 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.

Filling the Top Hopper

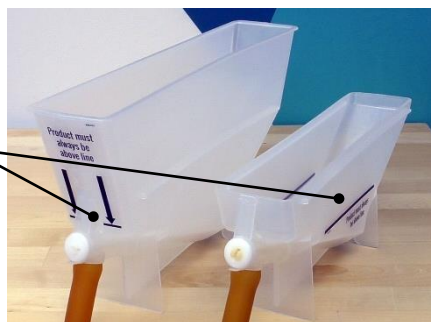
To fill the top hopper after it has been installed in the dispenser, follow these instructions.

1. Remove the lid from the top of 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. Ensure there are no clumps in the bulk sugar. Carefully pour the sugar into the hopper.



3. Product must remain above the low-level line at all times for dispense accuracy. Do not over-fill the hopper.

Low-level line



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4. Prime the hopper for dispense accuracy.
 - a. Place a clean, dry cup under the dispense point.
 - b. Press the **12-shot quantity button**.
 - c. Pour the product back into the top hopper or discard it.
5. Reinstall the lid onto the dispenser.

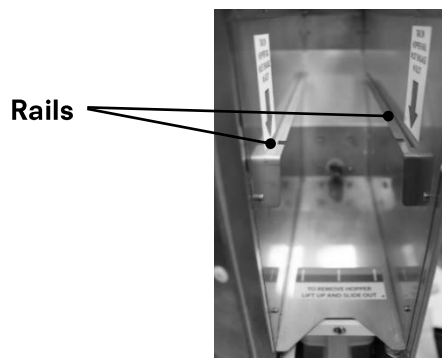
Filling the Bottom Hopper

1. Press and hold the **panel disable button (●)** for three seconds until `Panel Disabled` appears in the display. Locking the button panel will prevent accidentally dispensing product while opening the door. Panel disable will automatically cancel after three minutes.
2. Open the dispenser 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 the sweetener into the hopper. Product must remain above the low-level line at all times. Do not overfill the hopper.
6. Reinstall the hopper in the dispenser. Refer to the installing the hoppers section in this guide for instructions.
7. If the button panel is still locked, press and hold the **panel disable button (●)** for three seconds until `Select Size` appears in the display.
8. Prime the hopper for dispense accuracy.
 - a. Place a clean, dry cup under the dispense point.
 - b. Press the **sweetener button**. Press the **12-shot quantity button**.
 - c. Save the product in a sealed container or discard it.

Installing the Hoppers

To install the hoppers, follow these instructions.

1. Open the dispenser door.
2. Remove the lid and hopper insert.
3. The bottom (small) sweetener hopper should be installed before the top (large) sugar hopper.
 - a. Hold the hopper upright and level. Place the back of the hopper inside the dispenser and line up the hopper rails with the rails inside the dispenser.



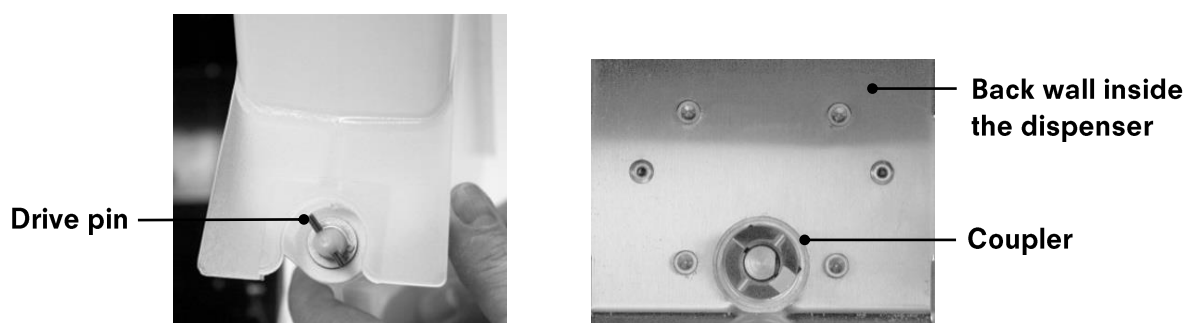
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- b. Slide the hopper straight in until the hopper connects with the coupler inside the back of the dispenser.
- c. Guide the dispense tube through the appropriate opening in the guide plate. The bottom dispense tube must be installed through the back opening of the guide plate and the top dispense tube through the front opening.

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** any lifting, it is not installed correctly. Reinstall the hopper. If the hopper is not installed correctly the second time:

- Verify there are no obstructions inside the dispenser.
- Turn the drive pin at the back of the hopper so it lines up with the groove on the coupler inside the dispenser.



4. Replace the hopper insert and lid.
5. Close the dispenser door.

Dispensing Product

1. Place a cup under the dispense point.
2. The default product is sugar. To dispense sugar, press the desired **shot quantity button**. The product will dispense.
3. To dispense sweetener, press the **sweetener button** followed by the desired **shot quantity button**. The product will dispense.

RECOMMENDED CLEANING SCHEDULE

Part or area	Frequency
<ul style="list-style-type: none">Exterior and button panelCatch tray	Daily
<ul style="list-style-type: none">Lid and hopper insertInterior compartmentHoppers, augers and tubes	Weekly



Dispenser must be cleaned according to the recommended cleaning schedule to maintain operational efficiency.

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CLEANING INSTRUCTIONS

Daily: Exterior and Button Panel

1. Press and hold the **panel disable button (●)** on the button panel until `Panel Disabled` appears in the display. This will prevent accidentally dispensing product while cleaning the exterior.
2. Wipe exterior surfaces, using a soft cloth dampened with warm, clean, 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 wipe the exterior stainless steel surfaces. 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.
6. Press and hold the **panel disable button (●)** on the button panel for several seconds until the display shows `Select Size`.

Daily: Catch Tray

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



2. Separate the screen from the catch tray.
3. If a dishwasher is available, the two parts of the catch tray can be separated and cleaned on the full wash cycle. If a dishwasher is not available:
 - a. Rinse both 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 sanitize.
4. Air-dry thoroughly.
5. Put the two parts back together.
6. Replace the catch tray by tilting the front of the catch tray up towards the dispenser and then pushing it under the front edge of the dispenser.

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Weekly: Lid and Hopper Insert

1. Remove the lid by lifting it straight up and off the dispenser.
2. Remove the hopper insert by lifting it up and off the dispenser.
3. If a dishwasher is available, the lid and hopper insert can be separated and cleaned on the full wash cycle. If a dishwasher is not available:
 - a. Rinse the lid and hopper insert 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 sanitize.
4. Air-dry thoroughly.
5. Reinstall the lid and hopper insert on the dispenser.

Weekly: Interior Compartment

1. Press and hold the **panel disable button** (●) for three seconds until `Panel Disabled` appears in the display.
2. Open the door of the dispenser.
3. Remove the hoppers.
4. Wipe dispenser interior and guide plate using a soft cloth dampened with warm, clean, soapy water.
5. Wipe with warm, clean rinse water.
6. Dry thoroughly.
7. Reinstall the hoppers.
8. Close the door of the dispenser.
9. Press and hold the **panel disable button** (●) for several seconds until the display shows `Select Size`.

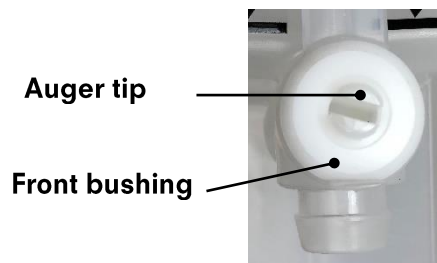
Weekly: Hoppers, Augers and Tubes

1. Press and hold the **panel disable button** (●) for three seconds until `Panel Disabled` appears in the display.
2. Open the door of the dispenser.
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. Pull the tubes from the barbed fitting on each of the hoppers.
6. Inspect the tubes for damage and replace if damaged.
7. Remove the auger from each hopper by following option 1 or 2.

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OPTION 1

- a. Pinch the two sides of the auger tip together and push it into the front bushing.



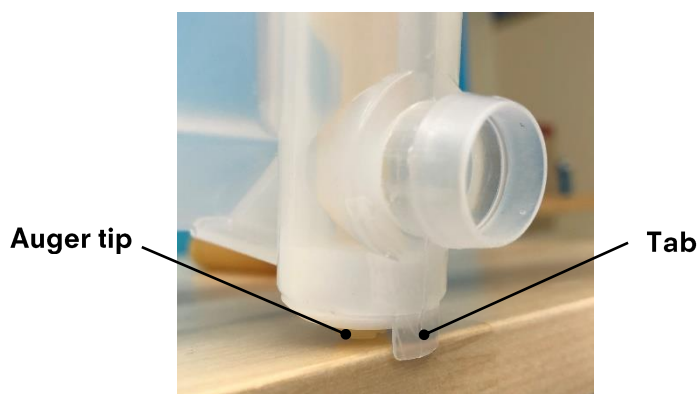
- b. Pull the auger out of the back of the hopper and remove the front bushing from the front of the hopper.



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.

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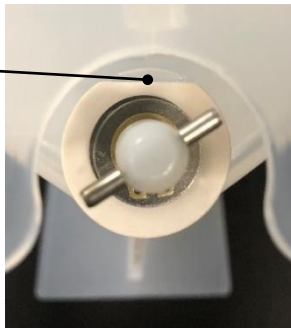
8. If a dishwasher is available, the lid, hopper insert, hoppers, augers, and tubes can be cleaned on the full wash cycle. Make sure the tubes are upright to allow for a thorough clean and drain. If a dishwasher is not available:
 - a. Rinse all parts thoroughly with warm, clean water.
 - b. Wash in 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.
9. **Let the lid, hopper insert, hoppers, augers and tubes air dry completely.**
10. Reinstall the tubes by pushing one end of the tube over the barbed fitting on the front of the hopper.
11. 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**



- 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**

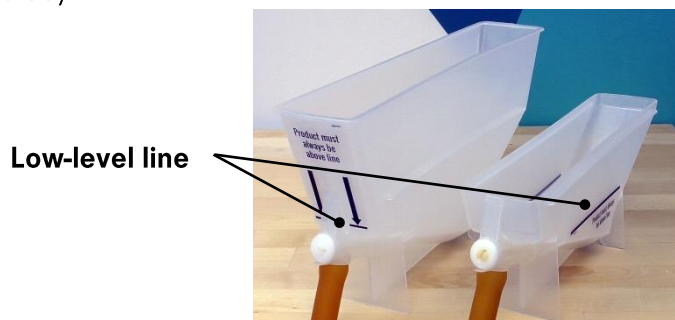


- e. Press firmly on the back bushing until it clicks into place.
- f. Make sure the auger is installed firmly.
- g. Inspect the auger for excessive movement, looseness or wear. If the back auger bushing is loose or worn, product may build up or spill from that end. If this is the case, the hopper assembly must be replaced with a new one.

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



13. Install the hoppers in the dispenser.
14. 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. Place a clean, dry cup under the dispense point.
 - e. Press the **sweetener button**. Press the **12-shot quantity button**.
 - f. Save the product in a sealed container or discard it.

During initial set up and after weekly hopper assembly cleaning, the hoppers must be primed after they've been filled with product for dispense accuracy.



Scan QR Code with mobile device to access an electronic copy of the Multi-Sweetener Dispenser Operations Manual along with additional training materials including instructional videos.

<https://sureshotsolutions.com/r/mcdac2gp1g38>

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