

- **Clean the Valve Assembly.**

Remember, this has to be done every month. Product can build up here and become a sanitary issue. Watch the "Cleaning the Valve Assembly" video.

- **Properly load the dairy bag into the product case, with the tube exiting pencil straight.**

This is very important and will allow for smoother and more consistent dispensing of product. Please note the valve should only be opened when replacing a full bag of product. Loading a partial product bag will result in improper dispense amounts. Watch the "Proper Dairy Bag Loading" video.

- **What is the condition of the tube?**

The tube should be cut at a 45 degree angle not more than 5/8" below the bottom of the valve. If present, remove the plastic sleeve from the outside of the tube. Make sure there are no flat spots or kinks in the tube. This will reduce dripping/splashing for a better customer experience.

- **Is the product at the correct temperature (34 °F - 40 °F)?**

Proper temperature is crucial to ensure safe delivery of the dairy product. The product should be pre-chilled to proper temperature before it is placed in the dispenser. Allow at least an inch of space around the dispenser for ventilation. Do not place the dispenser too close to other heat generating equipment. If the product is too warm or too cold, adjust the temperature to bring it into the correct temperature range.

- **Is ice build-up excessive?**

Some ice build-up is normal.

Forming ice does not necessarily mean the temperature of the dispenser is too cold. Excessive ice build-up could indicate that there is a problem with the door seal or the door is being left open for extended periods of time.

To remove ice:

Turn OFF the dispenser.

Open the dispenser door and leave it open for about 15 minutes to allow the ice to melt.

Remove the ice by hand.

Wipe the interior down with a soft cloth. Dry thoroughly.

- **Clean the condenser.**

Every 6 months, remove the back panel of the dispenser and inspect the condenser. If necessary, clean the condenser using a vacuum. (We suggest a vacuum be used to prevent any damage to the condenser coil.)

- **Make the perfect beverage.**

Always dispense the dairy and sugar products first and then the beverage, such as coffee, into the cup.

- **Don't forget: Ask, Ask, Tell.**

Ensure you make it perfectly.



Training Videos:
<http://sureshotsolutions.com/r/mcdvideos>