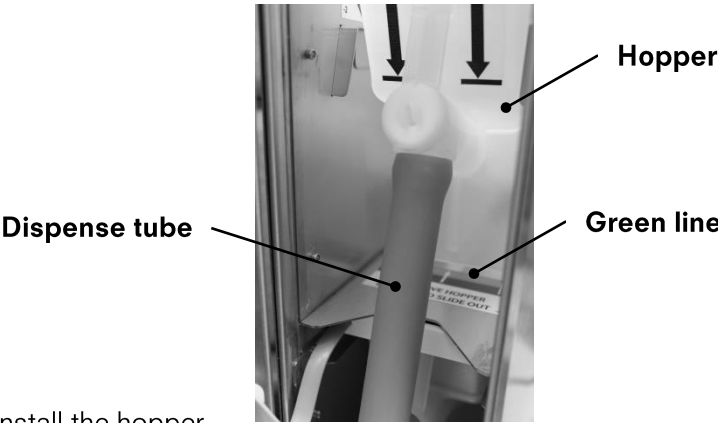
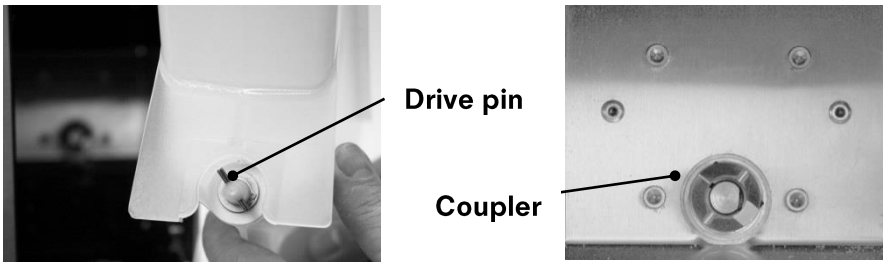


# Troubleshooting Sheet: AC2-GP Multi-Sweetener Dispenser

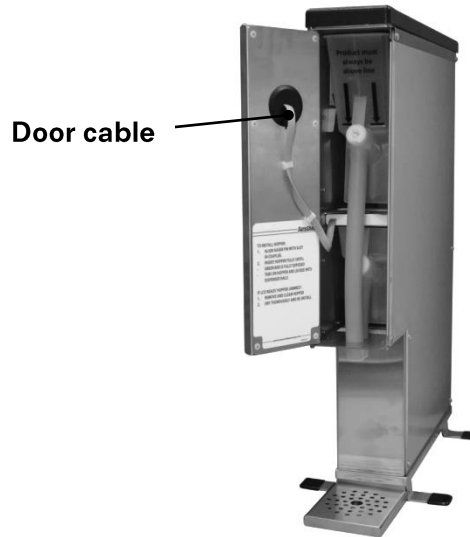
Problem	Solution options
Dispenser will not dispense and display shows Hopper Jammed	<p>Clean and <b>thoroughly dry the hopper and auger</b>. Refer to the instructions in the Clean the Dispenser section of the Operations Manual.</p> <p>Note: <b>Drying the hopper and auger thoroughly</b> before filling with product is vital to prevent the product from dissolving and then hardening, creating a bond between the auger and the hopper. Such a bond will prevent the auger from rotating freely.</p>
<p>Dispenser door does not close fully</p> <p>Dispenser makes a lot of noise when dispensing</p>	<p>This indicates that the product hopper is not loaded correctly.</p> <ol style="list-style-type: none"> <li>1. Open the dispenser door.</li> <li>2. Look for obstructions.</li> <li>3. Make sure that the hopper is installed behind the green line.</li> <li>4. Pull hopper straight out of the dispenser without lifting it to make sure it is loaded properly. If the hopper pulls out without you lifting it, then it is not properly loaded.</li> </ol>  <p>5. Reinstall the hopper.</p> <ol style="list-style-type: none"> <li>a. Remove the lid and hopper insert and pull the hopper out then push it back in again.</li> <li>b. If the hopper doesn't install properly, remove the hopper and try turning the drive pin on the auger at the back of the hopper to a similar angle as the groove on the brass colored coupler inside the back of the dispenser.</li> </ol> 

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](mailto:service@sureshotsolutions.com). Find other helpful instruction sheets and videos on our website: [www.sureshotsolutions.com](http://www.sureshotsolutions.com).

## Troubleshooting Sheet: AC2-GP Multi-Sweetener Dispenser

Dispenser does not have power

1. Make sure the dispenser is plugged into an active power source.
2. If power source does not have power, have a qualified person check your facility's fuse box or circuit breaker to restore power.
3. Make sure the power cord is connected to the dispenser.
4. Make sure the cable is plugged securely into the inside of the door.  
Remove the black round gasket to access the door connector.



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](mailto:service@sureshotsolutions.com). Find other helpful instruction sheets and videos on our website: [www.sureshotsolutions.com](http://www.sureshotsolutions.com).**