

FlavorShot-10 Dispensers

ACFS-10

Operations Manual

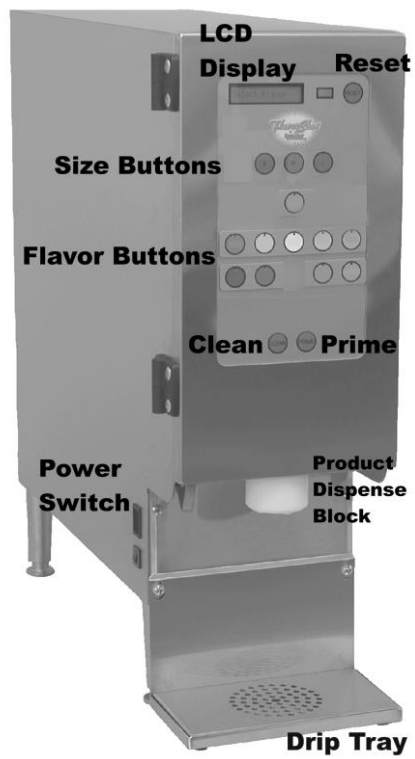
FlavorShot-10 Dispenser

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Identification of Dispenser Components



FLAVORSHOT DISPENSER

Safety Precautions

- Always plug the dispenser into an approved electrical outlet.
- The dispenser includes a microcontroller and must be operated on grounded electrical wiring at all times.
- Unplug the dispenser from its electrical source before servicing.
- Do not immerse the dispenser in water.
- Observe all safety precautions with this dispenser that you would with any electrical appliance.

Overview

FlavorShot dispensers deliver automatically controlled portions of liquid sugar and flavors for addition to coffee and other beverages. The dispensers deliver flavors in pre-set, portion-controlled quantities. These dispensers are not to be used for products needing refrigeration.

Specifications

Capacity:
8 tanks x 950 ml

Weight:
65 lbs

Dimensions:
L x W x H

Electrical Requirements

Be sure the current at the power source receptacle is: 120 V AC, 15 amp, single phase, 60 Hz.

The power cord is furnished with a UL-approved 3-prong attachment plug. This plug is designed to fit a receptacle with provisions for a grounding stud. The dispenser includes a microcontroller and must be operated on grounded electrical wiring at all times. Failure to do so will void the warranty.

Electrical Servicing

Electrical servicing must be done by a qualified technician. The warranty will be null and void if the dispenser is serviced by unqualified personnel.

INSPECTION FOR DAMAGE

When you receive the dispenser, inspect the exterior of the shipping container for damage. Note any damage in detail.

Uncrate the dispenser at once (see instructions below). Examine the dispenser for damage. Report any damage to the transportation company immediately. File a claim for damages promptly. Your immediate inspection protects you against loss since A.C. Dispensing Equipment Inc. is not responsible for damages incurred during shipment.

UNCRATING THE DISPENSER

WARNING: Always lift the dispenser from the bottom. Do **not** lift the dispenser by the door – that may damage the dispenser.

To uncrate:

Step	Action
1	Position the box with the “This Side Up” arrow pointing upward.
2	Turn the dispenser box on its side.
3	Remove the packaging material at the bottom.
4	Install legs by screwing each leg into the bottom of the dispenser. Tighten by hand until snug.
5	Turn the dispenser box to the upright position.
6	Remove the cardboard box by lifting it up and off. Remember not to lift the dispenser by the door.
7	Remove the plastic protective covering from the stainless steel exterior of the dispenser, by peeling it off. To peel, hold the dispenser firmly at the top and peel from top to bottom.
8	Attach the catch tray to the dispenser.
9	Prior to use, read the Operations Manual. Store it for future use.

NOTE: The box may be stored for future shipping.

RESHIPMENT

Packaging for re-shipment is done in the reverse order of uncrating. If packaging is not available, it can be purchased locally, or from our factory by request. Any damage occurring in transit of the returned goods caused by improper packaging is not considered a defect covered by warranty.

INSTALLING THE FLAVORSHOT DISPENSER

Step	Action
1	Place the dispenser where it will best serve your operation.
2	Make sure that counters, platforms, or shelves are strong enough to support the weight of the dispenser and full containers of product. The empty dispenser weighs 65 pounds.
3	Place the dispenser at a serving height so that staff drawing product from the dispenser can operate the buttons as well as easily place and remove cups.
4	Do not block the vents at the back of the dispenser. The vents must be free and open to ensure proper operation of the ventilation system and to prevent over-heating and damage to the system. Maintain an air space on all sides of the dispenser.
5	Do not place the dispenser too close to a source of heat or moisture.
6	The dispenser should be placed on a level surface or leveled by adjusting the legs. Use a bubble level to ensure the dispenser is level.
7	Do not remove the legs from the dispenser or allow the dispenser to sit flat on the counter. Make sure the adjustable 4-inch legs are in place at the four corners of the bottom of the dispenser. Note that these legs are adjustable and they are secure even though they may appear to be loose. Removal of the legs automatically voids the warranty.

STARTING THE FLAVORSHOT DISPENSER

WARNING: Before starting the dispenser, make certain that all Installation instructions have been followed.

Step	Action
1	Plug the power cord into a 110/120 V AC electrical outlet.
2	Turn the Power Switch “ON”. The power switch is recessed on the front lower left side of the dispenser. The LCD window will display “Wait” and a series of 10 dots will appear. This indicates that all 10 tank pumps are operating. If the symbol ^ appears anywhere in the row of dots, it indicates that pump has failed to register. For example, “Wait^...” Indicates the pump for tank 6 is not registered and pump 6 will not dispense flavor. See Troubleshooting. Otherwise, “Wait” indicates all nine pumps are operating.
3	Make sure the dispenser door is closed. Push one of the flavor buttons and then a size button on the front panel and listen to hear the pump cycle. This confirms that the dispenser is operating.

CLEAN BEFORE USE

BEFORE FIRST USE OF THE DISPENSER

- Make sure you clean the dispenser thoroughly. See Cleaning Instructions for the Exterior of the Dispenser and for Dispenser Components.
- All flavor tanks, caps, and pumps must be cleaned before use.

INSTALL & FILL A FLAVOR TANK

Step	Action
1	Ensure the tank and cap are cleaned and sanitized before the tank is placed in the dispenser.
2	Open the dispenser door.
3	Slide the tank shelf forward. The top shelf holds Tanks 1, 2, 3, 4, 5. The bottom shelf holds Tanks 6, 7, 8, 9.
4	Install tanks: 1. Before installing tank, apply a small amount of food-grade lubricant to the O-ring on the outlet at the bottom of the tank. 2. Place the flavor tank(s) into the appropriate dispenser flavor pump(s). NOTE: Twist the tank sideways slightly to fit it properly in the pump. Do not force the tank into the pump. When the tank fits properly, it will not lift easily out of the pump.
5	Remove the tank cap and fill the tank with the appropriate flavor. Fill the flavor tank to the “ Full ” line on the tank. Press the Flavor button for the tank filled Press the Reset button. The LCD will display “Reset - Full” or “Reset - Low Fill”. Press the Reset button until “Reset - Full” is displayed. WARNING: The accuracy of the low-level indicator and lockout depend on filling the tank to the level indicated in the LCD message.
6	Place a cleaned, sanitized cap on the flavor tank.
7	Repeat Steps 1 – 5 to fill other tanks as necessary.
8	Check to ensure the flavor delivery tube from the pump is clear and attached to the product dispensing block, with no kinks or pinches. Do not pull or stretch the flavor delivery tube. (continued next page)

9	Prime the pump. As the pumps are being primed, the dispenser will automatically track the flavor removed from the tank. The prime feature can be used for individual tanks. To prime individual tank: 1. place empty cup or container under the product dispense block 2. press the individual flavor button 3. press the PRIME button and hold for 2 seconds. The PRIME button is located at the bottom right of the button panel. NOTE: The PRIME function automatically tracks the amount of product removed from the tank. There is no need to refill the tank after priming it. If you choose to refill the tank, you must reset the level, following the procedure in the “Reset” section.
10	Close the dispenser door. The dispenser is now ready to operate.

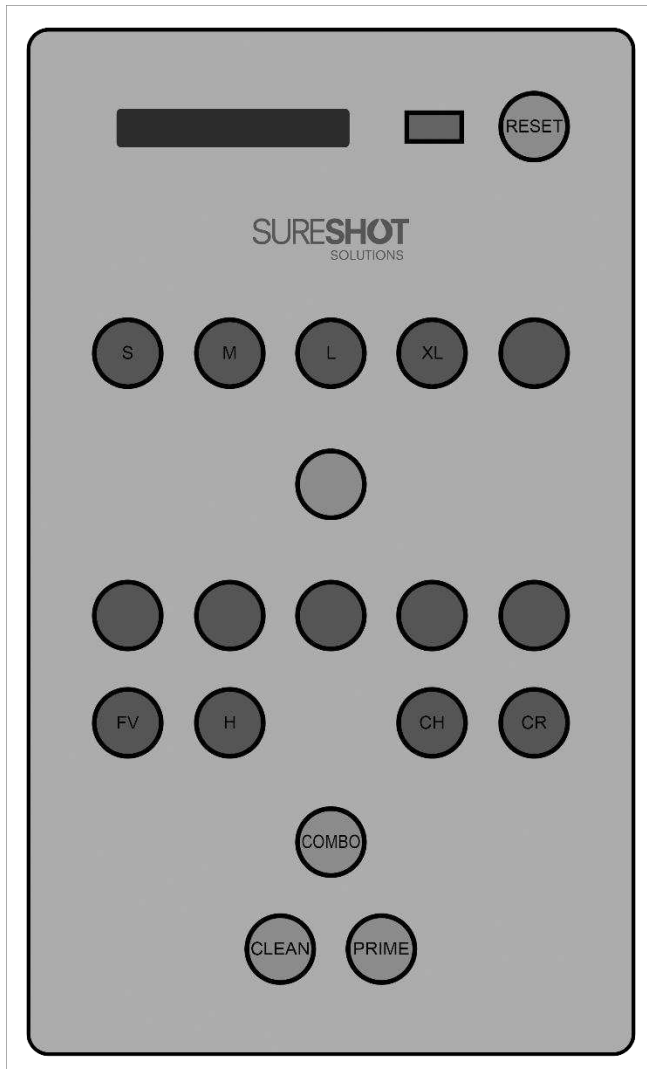
REMOVE AN EMPTY FLAVOR TANK

Step	Action
1	Place a container under the product dispensing block to catch any residual flavor and to prevent spills.
2	Press the Flavor button for the tank to be removed. Before the red light on the Flavor button goes out, press and hold the Clean button for 2 seconds. Allow the pump system to empty all residual product. The Clean button is located on the bottom left of the button panel on the dispenser door.
3	When the tank and pump are empty, press the Clean button again to cancel the remainder of the clean cycle.
4	Open the dispenser door and slide the tank shelf forward.
5	Lift up the empty flavor tank out of the pump body and remove it.
6	Rinse, wash, rinse, and sanitize the flavor tank, following the instructions in “Cleaning flavor tanks and caps”. NOTE: Always clean empty tanks before re-using or storing them. Follow the “Install & Fill a Flavor Tank” instructions on page 9 when you place an empty tank in the dispenser.

REFILL & RESET FLAVOR TANKS

Step	Action
1	Open the dispenser door.
2	Slide the tank shelf forward.
3	Remove the tank cap and refill the tank with the appropriate flavor to the “Full” or “Low” line on the tank. If you refill the tank to the “Full” level: 1. Press the Flavor button for the tank filled. 2. Press the Reset button. The LCD will display “Reset - Full” or “Reset - Low Fill”. Press the Reset button until “Reset - Full” is displayed. If you refill the tank to the “Low” level: 1. Press the Flavor button for the tank filled. 2. Press the Reset button. The LCD will display “Reset - Full” or “Reset - Low Fill”. Press the Reset button until “Low Fill” is displayed. WARNING: The accuracy of the low-level indicator and subsequent lockout depend on filling the tank to the level indicated in the LCD message.
4	Replace the tank cap.
5	Slide the tank shelf back into place.
6	Close the dispenser door.

SELECTION BUTTONS



LCD Display
Infrared Programming
Window
Reset button

S – small
M – medium
L – large
XL - xlarge

modifier

Flavors
1, 2, 3, 4, 5

Flavors
6, 7, 8, 9

Combo button

Clean button
Prime button

Note: Infrared Programming Window – used to reprogram dispense operations

For Hot Coffee Selection:

1. Press Flavor button
2. Press Size button

DRINK COUNT DATA

The FlavorShot dispenser provides drink count data. This shows the number of drinks dispensed since that flavor tank was last reset.

To check drink count data for flavored coffee:

1. Press Prime button and hold for 2 seconds. Release the Prime button.
2. Press Clean button and hold for 2 seconds.
3. Press the Flavor button for the flavor you want the drink count data on, e.g., French Vanilla.
4. The LCD window will display the total number of those drinks dispensed.
5. To Exit: a. Press the Prime button and hold for 2 seconds.
b. Press the Clean button and hold for 2 seconds.

To check drink count data for a specialty drink:

1. Press Prime button and hold for 2 seconds. Release the Prime button.
2. Press Clean button and hold for 2 seconds.
3. Press the Flavor button for the flavor you want the drink count data on, e.g., French Vanilla.
4. Press the Modifier button for the specialty drink you want the drink count data on,
5. The LCD window will display the total number of those drinks dispensed.
6. To Exit: a. Press the Prime button and hold for 2 seconds.
b. Press the Clean button and hold for 2 seconds.

To reset drink count data:

1. Press Prime button and hold for 2 seconds. Release the Prime button.
2. Press Clean button and hold for 2 seconds.
3. Press Flavor OR Flavor + Modifier buttons
4. Press Reset button to reset drink count for that drink combination

LOW-LEVEL INDICATOR

The low-level indicator is the red indicator light at the top of each flavor selection button. This indicator light will **flash** after 750 ml have been dispensed from the tank. Note that approximately 200 ml of flavor is left to be dispensed from the tank when the light begins to flash.

Once the indicator light begins to flash, the tank can be refilled with a 750 ml bottle of flavor.

LOW-LEVEL LOCKOUT

After the low-level indicator begins to flash and when approximately 100 ml remain in the tank, the indicator light will **stay on solid** red. Once solid red, the tank must be refilled and reset before dispensing can continue.

RED LED

- flashing on flavor selection button – indicates low level.
- solid red on flavor selection button – indicates tank locked out for low level

TO DISPENSE FLAVORSHOTS

Step	Action
1	Place a cup below the product dispensing block.
2	Press the appropriate buttons to select the product desired: To make a coffee: 1. choose a flavor 2. choose a size To make a specialty drink: 1. choose a flavor 2. press modifier (e.g., Latté) 3. choose a size
3	The dispenser is pre-set at the factory to customer specifications and should not require adjustments.

TO CHANGE FLAVOR FOR A FLAVOR TANK

Step	Action
1	Obtain a Flavor Change Kit – including a new dispense tube, a new flavor decal for the button panel, and a new flavor decal for the flavor tank.
2	Drain the flavor from the tank in the dispenser. • Place a catch container under the product dispensing block to catch the flavor. • Press the Flavor button for the flavor to be changed. • Press the Clean button to drain the tank. Discard the drained liquid.
3	Clean the tank. Make sure you rinse, clean, rinse and sanitize.
4	Remove the tube for the old flavor: Pull both ends of the tube off the product dispensing block and the discharge barbs.
5	Replace with the new tube Attach both ends of the tube to the product dispensing block and the discharge barbs.
6	Place the new flavor decals on the Flavor button on the front button panel and on the flavor tank.
7	Load new flavor into the tank.
8	Reset the tank: • Close the dispenser door. • Press the Flavor button for the tank that was filled. • Press the Reset button on the upper front door of the dispenser.
9	Prime the pump. • Place empty cup or container under the product dispense block • Press the individual flavor button • Press the PRIME button and hold for 2 seconds.

LCD DISPLAYS

The Liquid Crystal Display (LCD) at the top left of the button panel (See page 4) on the front of the dispenser shows the current dispenser function. Press a button to select product. The LCD shows the operational status of that flavor tank.

Display	Message
Select Flavor	indicates dispenser ready for a flavor selection
Flavor 1, 2, 3, 4, 5 6, 7, 8, 9	indicates flavor selected
Modifier 1	indicates the modifier selected
Small (S) Medium (M) Large (L)	indicates size selected
Refill Tank	Indicates tank must be filled to the “Full” line
Reset - Full	indicates tank level is resetting to “Full”
Reset - Low Fill	Indicates tank level is resetting to “Low Fill” quantity
Prime	indicates tank priming
Clean	indicates tank cleaning underway
Program Mode	indicates dispenser is in Program mode and the Modifier buttons may be used to adjust delivery amounts
Wait	appears for 1 second as dispenser powers up

NOTES:

- Once the flavor is dispensed, the LCD cycles back to Select Flavor.
- Display returns to normal operating conditions after 3 seconds.

CLEANING

- Do not spray any liquid, such as a cleaner, in or around the dispensing tubes. Liquid may damage electrical components located behind the product dispensing block.
- Brushes have been provided with your dispenser to be used in the cleaning of the tanks and the dispense nozzle.

CLEANING: Exterior of Dispenser

- Do not use any abrasive materials.
- Use a soft, dry cloth to wipe down the exterior surfaces of the dispenser to maintain the luster of the stainless steel finish.
- Wash the stainless steel exterior surfaces of the dispenser with warm, soapy water. Rinse with warm, clear water. If the water is hard, wipe the dispenser dry with a soft cloth to prevent water spotting.
- Stainless steel polish may be used if it is sprayed on a cloth before the cloth is used to wipe down the exterior surfaces of the dispenser.

CLEANING: Dispenser Components

- Tanks and caps must be washed by hand or other means according to state regulations.
- Flavor tanks and caps must be washed and sanitized by hand every 60 days or as otherwise required. Use a sanitizing agent approved by your regulatory authority.
- All tanks and caps must be cleaned using the instructions below before they are loaded into the dispenser and at least once every 60 days during use.
- At any time during the cleaning operation, or if the Clean button is selected accidentally, the cleaning cycle may be ended by selecting the Clean button a second time.

NOTE: Cleaning is a 4-stage process: **Rinse, Wash, Rinse, Sanitize**. All 4 stages must be followed, in sequence, to complete cleaning.

After cleaning flavor tanks and before installing tanks, apply a small amount of food-grade lubricant to the O-ring on the outlet at the bottom of the tank.

CLEANING: Flavor Tanks (not in the dispenser)

Step	Action
1	<u>For new tanks and used tanks not in the dispenser</u>, proceed to Step 2. <u>If the tank is still in the dispenser</u>, place a catch container under the product dispensing block and drain any residual flavor from the tank(s) and pump(s) by 1. press the Flavor button for individual tank and 2. before the red light on the Flavor button goes out, press and hold the Clean button for 2 seconds. When the flavor has run out, press the Clean button a second time to stop the cycle. Discard the flavor. Slide out the flavor tank shelf, and lift the tank(s) vertically to remove them from the pump(s).
2	RINSE: Rinse the tank(s), including the cap(s), with lukewarm water.
3	WASH: Place the tank(s) and cap(s) in a hot water wash at a minimum water temperature of 140° F or 60° C. Add a good quality cleaner to the hot water. Wash thoroughly, using a long-handled brush to reach all crevices. Wash the product dispensing block area, using a small brush.
4	RINSE: Rinse the washed tank(s) and cap(s) well with lukewarm water. Turn the tank and cap upside down. Air dry.
5	SANITIZE: Before refilling the tank(s) with flavor, sanitize the tank(s) and cap(s) with mild sanitizer such as chlorine at 100 ppm. Let the tank(s) and cap(s) drain before filling with flavor. Do not rinse. Air dry. NOTE: Before installing tanks, apply a small amount of food-grade lubricant to the O-ring on the outlet at the bottom of the tank.

CLEANING: FlavorShot tanks, caps, and pump systems

Step	Action
1	<u>To clean an individual tank and pump system:</u> a. Place a catch container under the product dispensing block to catch any residual flavor from the tank and pump. b. Press the Flavor button for the tank you wish to clean c. Before the red light on the Flavor button goes out, press and hold the Clean button for two seconds. The Clean button is at the bottom of the button panel. d. Allow the product in the tank and pump system to drain. When draining is complete, press the Clean button again to stop the cycle. Discard the flavor. e. Slide the tank shelf forward and lift the tank vertically to remove it from the pump. f. Clean the tank and the tank cap. g. Place the cleaned tank in the appropriate location on the tank pump shelf. Before installing the tank, apply a small amount of food-grade lubricant to the O-ring on the outlet at the bottom of the tank. h. RINSE: Fill the tank with lukewarm water. Press the Flavor button for the tank to be cleaned. Before the red light on the Flavor button goes out, press and hold the Clean button for two seconds. Allow the water in the tank and pump to run out. i. WASH: Fill the tank with a general purpose cleaning solution at 150° F (65° C). Always fill to the “Full” line on the tank. Never wash with less than a full tank of cleaner. Do not over-fill. Press the Flavor button for the tank to be cleaned. Before the red light on the Flavor button goes out, press and hold the Clean button for two seconds and allow the cleaning solution in the tank and pump system to run out. Make sure that all of the cleaning solution runs out.

	During the wash cycle, use a small brush to clean the product dispensing block. j. RINSE: Fill the tank with lukewarm water. Press the Flavor button for the tank to be rinsed. Before the red light on the Flavor button goes out, press and hold the Clean button for two seconds and allow the water in the tank and pump system to run out. k. SANITIZE: Fill the tank with sanitizer. Press the Flavor button for the tank to be sanitized. Before the red light on the Flavor button goes out, press and hold the Clean button for two seconds and allow the sanitizer to run out. Make sure all of the sanitizer has drained. Do not rinse. l. When complete, refill the tank and prime the pump following the Loading and Priming Instructions on pages 9 and 10. NOTE: The cleaning cycle may be ended at any time (e.g., during the cleaning cycle or if it is activated accidentally) by pressing the Clean button a second time.
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CLEANING: Catch Tray

Step	Action
1	Remove the catch tray by lifting it up and off.
2	RINSE: Rinse the tray with lukewarm potable water.
3	WASH: Place the tray in a hot water wash at a minimum water temperature of 140°F or 60°C. A good quality general cleaner should be added to the hot wash water at the concentrations recommended by the detergent supplier. Wash thoroughly, using a brush to reach all the crevices. If a dishwasher is available at the location, this step may be carried out by placing the tray in the dishwasher and washing on the pot cycle.
4	RINSE: After washing, rinse the tray well with lukewarm water.
5	SANITIZE: Sanitize the tray using a mild sanitizer such as chlorine at 100 ppm, or a product recommended by your detergent supplier. Turn the tray upside down. Drain. Air dry. Do not rinse.

CLEANING: Product dispensing block and surrounding area

- The area around the product dispensing block must be kept clean for proper sanitation.
- The area around the product dispensing block should be brushed with a sanitized brush and wiped clean daily with a clean, sanitized towel.

CLEANING SCHEDULE

Daily	– wipe the dispenser exterior with a clean, sanitized towel – clean product dispensing block: brush with a sanitized brush and wipe clean with a clean, sanitized towel – clean catch tray: rinse, wash, rinse, sanitize, and air dry
Every 60 days	– clean all flavor tanks, caps, and pumps, using the procedures above – clean check valves. Check valves are automatically cleaned during tank cleaning. Disassemble a check valve only if a problem is suspected.

GENERAL MAINTENANCE

- Do not block the vents at the back of the dispenser. The vents **must** be free and open to ensure proper ventilation and to prevent over-heating and damage to the system. Maintain air space on all sides of the dispenser.

TUBE MAINTENANCE

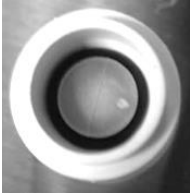
Check the dispense tubes periodically to ensure they are not blocked, cut, cracked or disfigured. Damaged tubes must be replaced.

To replace the tube:

Step	Action
1	Remove the tube from the barbed fittings at both ends – at the pump outlet and at the product dispensing block.
2	Cut replacement tube to the length of the tube you are replacing. Replacement tubes are available from the SureShot Solutions Parts Department at 1-888-777-9990 or 1-902-865-9602.
3	Attach new tube to the barbed fittings at each end – at the pump outlet and at the product dispensing block.

CHECK VALVE MAINTENANCE

To replace a check valve, if leaking:

Step	Action	Illustration
1	Turn the front half of the valve housing in a counterclockwise direction by ¼ rotation and pull to remove.	
2	Remove the check valve from the valve housing. Do not remove the O-rings from either side of the valve housing.	
3	Insert a new check valve in the proper orientation to direct flow, with the input end facing the flavor tank and the output end facing the product dispensing block. Replacement check valves are available from the SureShot Solutions Parts Department at 1-888-777-9990 or 1-902-865-9602.	 Input  Output
4	Reattach the check valve housing, making sure both O-rings are still in place. Turn ¼ rotation clockwise while pushing into the housing to secure the fitting.	

TROUBLESHOOTING GUIDE

Problem	Action
No power at the plug	1. Check AC outlet for 120 V AC. 2. Have a qualified person check the fuse box or circuit breaker to restore power to the circuit.
Dispenser will not turn on	1. Make sure the power cord is plugged in to an active power source. 2. Check the ON/OFF switch on the left side of the dispenser to make sure it is ON. 3. Check to make sure the circuit breaker on the lower left side of the dispenser has not tripped out. If it has, turn the power switch OFF, reset the circuit breaker by gently pushing it in once to reset it - push in at the top of the breaker until no white is showing. Then, turn the power back ON.
Dispenser will not dispense flavor	1. Make sure the power cord is plugged in to an active power source. 2. Make sure there is flavor product in the tanks. 3. Make sure the dispensing tubes from the flavor tanks are clear of blockage, with no twists or kinks and are not pinched off. 4. Make sure the dispensing tube block is clean. 5. Prime the tank pump. 6. Turn OFF the dispenser, wait 10 seconds, then turn the dispenser back ON. (This resets the microcontroller.) 7. Check to ensure the LCD window displays "Wait". If the symbol ^ appears anywhere in this row of dots, it indicates that pump has failed to register. For example, "Wait^..." indicates pump 6 has not registered and pump 6 will not dispense flavor. If a ^ appears, then remove the back of the dispenser and verify the connections to the pumps are seated properly on the center bottom of the pump circuit board. 8. If the motor is working but the plunger does not advance, contact the SureShot Solutions Technical Assistance Center at 1-888-777-9990 or 1- 902-865-9602. 9. Check to ensure that the LCD Display shows "Select flavor".

	If the LCD is not on, check the circuit breaker: Confirm that the Circuit Breaker on the lower left side of the dispenser has not tripped out. If it has, turn OFF the dispenser, re-set the circuit breaker by gently pushing it in once to reset it – push in at the top of the breaker until no white is showing. Then, turn the power back ON. 10. Read the LCD window to see if the dispenser is indicating action required, such as filling the tank. 11. If there still is no product dispensed, contact the SureShot Solutions Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.
Dispenser is not dispensing the proper amounts of product	1. Make sure the flavor delivery tubes are inserted in the product dispensing block correctly since kinks or blockages can affect delivery amounts. 2. Check to ensure that the product dispensing block is clean. 3. Product may have run dry before refilling. Complete a prime cycle. (See Step 9, page 10) 4. Inlet check valve in the pump body below the tank spout may be bypassing and need to be replaced. Replacement check valves are available from the SureShot Solutions Parts Department at 1-888-777-9990 or 1-902-865-9602. 5. Check filter washer and clean as necessary. <u>To replace inlet check valve:</u> a. Empty flavor tank by pressing the desired flavor button, then pressing and holding the Clean button for two seconds and allowing the flavor to drain out. b. Lift flavor tank out. c. Loosen the plastic check valve retainer with a wrench and unscrew to remove. d. Remove the filter washer and inlet check valve. e. Replace with a new inlet check valve. Ensure correct placement of the valve: inlet at the top facing the tank and outlet at the bottom toward the valve block. f. Replace the filter washer. g. Tighten the retainer until the flat sides are parallel, left and right, so that the block fits into the tank shelf. h. Replace the tank. i. Fill the tank and prime the pump. (Page 9, 10)

Dispensing tube block is sticky	1. A sticky block is usually caused by product build-up on the block. The problem is corrected by cleaning the block with the brush provided and wiping it down with a warm, soapy solution.
Dispenser is unusually warm on the exterior	1. Ensure the vents at the back of the dispenser are not blocked. 2. Make sure the dispenser is not too close to a heat-generating machine, such as a coffeemaker. Allow a minimum 1-inch airspace between machines. 3. If the problem still is not solved, call the SureShot Solutions Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.
Dispenser is leaking product from the tank	1. Make sure the flavor tank is securely positioned in the pump. 2. Check the O-ring seal on the tank outlet to ensure that it is not damaged. Replace if damaged. NOTE: Before installing an O-ring, apply a small amount of food-grade lubricant to the O-ring at the outlet at the bottom of the flavor tank. Replacement O-rings are available from the SureShot Solutions Parts Department at 1-888-777-9990 or 1-902-865-9602.
Dispenser is leaking product from the tube or product dispensing block	1. Make sure the flavor dispensing tube is not cracked or disfigured. If the tube is cracked or disfigured, replace it. <u>To replace the tube:</u> a. remove the tube from the barbed fittings at both ends b. cut replacement tube to the length of the tube you are replacing c. attach tube to the barbed fittings at each end Replacement tubes are available from the SureShot Solutions Parts Department at 1-888-777-9990 or 1-902-865-9602.

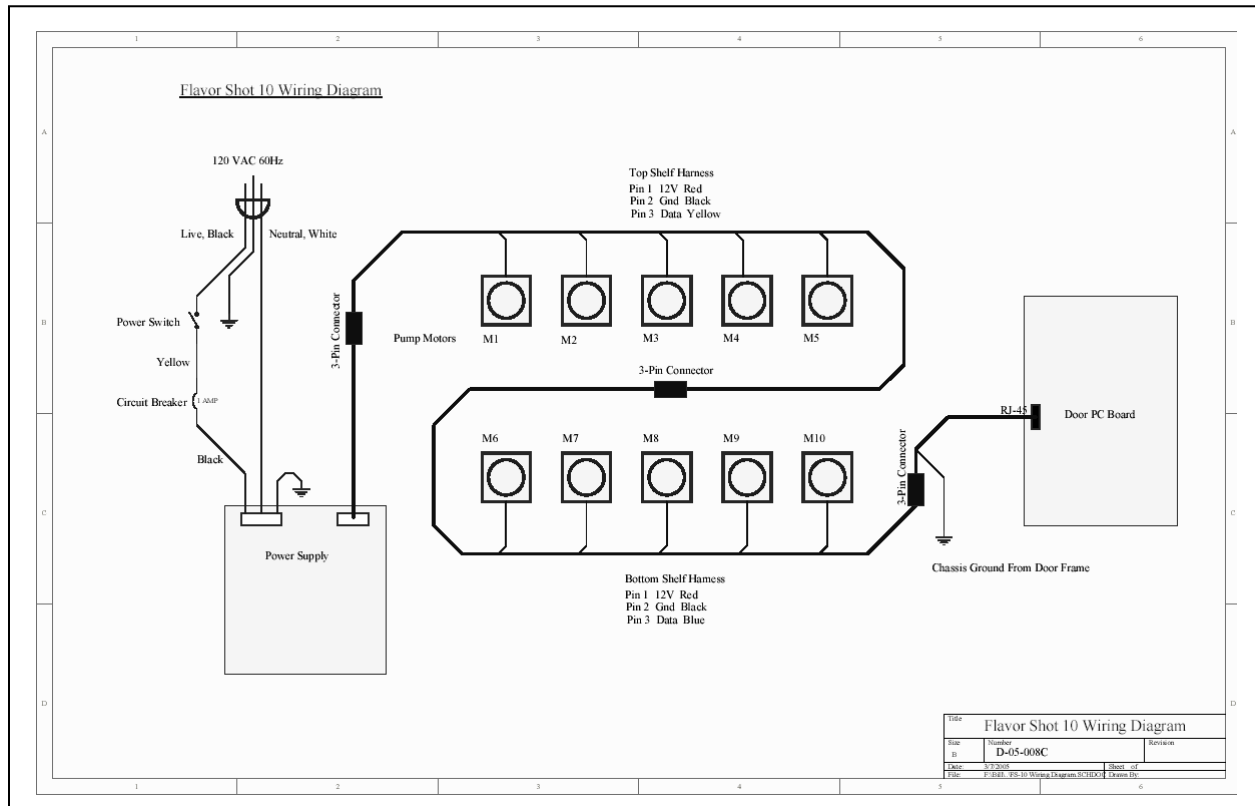
	2. Make sure the flavor dispensing tube is securely fitted at both ends – to the check valve at the pump outlet and to the dispensing block input fitment. 3. Inspect the check-valve at the pump outlet to make sure there is no dirt or other material in or on the valve that prevents proper positioning. Keep the valve area clean to allow for proper mechanical operation. <u>To replace a check-valve if it is leaking:</u> a. turn the front half of the valve housing in a counter-clockwise direction by ¼ rotation and pull to remove b. remove the check-valve from the valve housing Do not remove the O-rings from either side of the valve housing. c. insert a new check-valve in the proper orientation to direct flow, with the input end facing the flavor tank and the output end facing the dispense head. d. reattach the check-valve housing, making sure both O-rings are still in place, and turn the housing ¼ rotation to secure the fitting. 4. Ensure the dispenser is level. Use a bubble level. Replacement check valves are available from the SureShot Solutions Parts Department at 1-888-777-9990 or 1-902-865-9602.
Dispenser is leaking product from the pump body	1. Remove pump. 2. Replace with a new pump. Replacement pumps may be obtained from the SureShot Solutions Parts Department at 1-888-777-9990 or 1-902-865-9602.
Dispenser is not level	1. Check to make sure all four legs at the bottom corners of the dispenser are in place. 2. Tighten any legs that are loose. 3. Make sure the legs are not bent. 4. Replace any bent or missing legs. Replacement legs may be obtained from the SureShot Solutions Parts Department at 1-888-777-9990 or 1-902-865-9602. 5. For dispensers with adjustable legs, adjust legs to level dispenser. Place a bubble level on top of the

	dispenser to aid in the leveling process.
Red warning light at the top of the product selection button is flashing	NOTE: The flashing red light is a warning light to indicate that the volume in the flavor tank is getting low and the flavor will need to be refilled soon. A solid red warning light indicates the product has run out and must be refilled or replaced. 1. Open the dispenser door. 2. Replace or refill the flavor tank, following the instructions on page 12. 3. Reset the tank level: a. Close the dispenser door. b. Press the Flavor selection button for the tank that was filled. c. Press the Reset button on the upper front door of the dispenser. The light should stop flashing or go out. 4. If the red light continues, call the SureShot Solutions Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.
LCD display on the front door does not come on	Check to make sure that the pumps are operating. If so, the LCD may be faulty. If the pumps don't function, and the LCD Display is not on, the circuit breaker may have tripped out and may need to be reset. <u>To reset the circuit breaker:</u> 1. Turn the power switch OFF. 2. Check the circuit breaker. - Locate the circuit breaker on the lower left side of the dispenser. - Gently push the circuit breaker in once to reset it: push in at the top of the breaker until no white is showing. 3. Turn the power switch ON. 4. If the LCD display does not come on now, call the SureShot Solutions Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.

If the instructions above do not correct your problem, or if you have other problems, please contact the SureShot Solutions Technical Assistance Center at **1-888-777-9990** or **1-902-865-9602**, if you are within the warranty period for your dispenser. If your warranty has expired, contact your Service Technician.

NOTE: The product identification label on the left side of each dispenser includes the contact telephone number for SureShot Solutions. Refer to the Serial Number and the Model Number on the label when calling. These numbers are crucial to helping us provide prompt and effective service. **This will save you time.**

WIRING DIAGRAM



USA AND CANADA WARRANTY

This dispenser is covered by a 1 (year) year on-site warranty, unless otherwise specified.

All dispensing equipment manufactured by A.C. Dispensing Equipment Inc. is warranted against defects in materials and workmanship for a period of one (1) year from the date of purchase.

A.C. Dispensing Equipment Inc.'s obligation under this warranty is limited to the repair of defects as outlined by an A.C. Dispensing Equipment Inc. factory-authorized service agency or one of its sub-service agencies.

This warranty does not apply to installation or problems caused by installation. This warranty does not apply to normal preventative maintenance, maintenance or adjustments deemed appropriate by A.C. Dispensing Equipment Inc.

THIS WARRANTY WILL BE NULL AND VOID IF THE DISPENSER'S WARRANTY HAS NOT BEEN REGISTERED WITH A.C. DISPENSING EQUIPMENT INC. WITHIN 60 DAYS OF PURCHASE.

This warranty is subject to the following conditions:

- This warranty applies to the original owner only and is not assignable.
- Only pre-authorized service agencies directed by A.C. Dispensing Equipment Inc. are to be utilized.
- Should any product fail to function in its intended manner under normal use within the limits defined in this warranty, at the option of A.C. Dispensing Equipment Inc., such product will be repaired or replaced by A.C. Dispensing Equipment Inc. or its Authorized Service Agency. A.C. Dispensing Equipment Inc. will be responsible only for charges incurred or service performed by its Authorized Service Agencies. The use of other than A.C. Dispensing Equipment Inc. Authorized Service Agencies will void this warranty and A.C. Dispensing Equipment Inc. will not be responsible for such work or any charges associated with such work. The closest A.C. Dispensing Equipment Inc. Authorized Service Agency must be used and must be dispatched by A.C. Dispensing Equipment Inc.

TIME PERIOD

One year on parts and labor, effective from the date of purchase. The Authorized Service Agency may, at its option, require proof of purchase. Parts replaced under this warranty are warranted for the unexpired portion of the original product warranty only.

A service consultant is available to assist you during our normal business hours. All service-related issues will be addressed with a return telephone call by the next business day.

WARRANTY PROCEDURE

1. Secure the serial number, model number and option code from the product identification label on the outside of the equipment.
2. Call the number provided on the service label on the dispenser.
3. Our Technical Assistance Center staff will discuss the issue with you and, if necessary, dispatch a technician to your location for repairs. If after-hours or emergency assistance is required, A.C. Dispensing Equipment Inc. will not be responsible for any additional charges.
4. To order parts, call the service center and the appropriate parts will be sent to your location or that of the servicing agency.

The following conditions are not covered by this warranty:

- Equipment failure related to improper installation, improper utility connection or supply or problems due to ventilation.

- Equipment that has not been properly maintained, calibration controls, adjustments, damage from improper cleaning and water damage to controls.
- Equipment that has not been used in an appropriate manner or has been subject to misuse or misapplication, neglect, abuse, accident, alteration, negligence, damage during transit, delivery or installation, fire flood, riot or act of God.
- Equipment on which the model number or serial number has been removed or altered.
- If the equipment has been changed, altered, modified or repaired by other than a qualified service technician during or after the warranty period, then the manufacturer shall not be liable for any damages to any person or property which may result from the use of the equipment thereafter.
- Any and all adjustments deemed appropriate for the customer to perform will not be covered under warranty, i.e., temperature adjustment, leveling of the unit by its leg extensors, adjustments to portion control, resetting of the circuit breaker found on the unit, tube positioning, temperature Offset adjustment, or any other adjustment that can be performed by the operator of the unit deemed necessary by A.C. Dispensing Equipment Inc.
- All warranty calls will be strictly monitored. Any parts that are used may be required to be returned to the manufacturer for examination with the signed field report outlining all work performed on the unit. Any parts replaced that is found not to be defective, A.C. Dispensing Equipment Inc. reserves the right to refuse payment for the associated replacement part(s).
- All preventative maintenance and cleaning requirements will not be covered under warranty.

This warranty does not cover services performed at overtime or premium labor rates. Should service be required at times which normally involve overtime or premium labor rates, the owner shall be charged for the difference between normal service rates and such premium rates. A.C. Dispensing Equipment Inc. does not assume any liability for extended delays in replacing or repairing any items beyond its control.

In all cases, the use of other than A.C. Dispensing Equipment Inc. authorized OEM replacement parts will void this warranty.

This equipment is intended for commercial use only. Warranty is void if equipment is installed in other than commercial applications.

THE FOREGOING WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS AND CONSTITUTES THE ENTIRE LIABILITY OF A.C. DISPENSING EQUIPMENT INC. IN NO EVENT DOES THE LIMITED WARRANTY EXTEND BEYOND THE TERMS STATED HEREIN.

SURESHOT

SOLUTIONS

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