

# Instruction Sheet: Replacing the Plunger in Portion Control Dairy Dispensers

If the dairy dispenser is not responding to button presses but still has power, proceed with the following steps to check for and replace a broken plunger.

1. Remove the lower front panel by removing the four Phillips-head screws that secure it in place. Carefully remove the lower front panel by dropping it down and pulling it away from the dispenser. See figure 1.

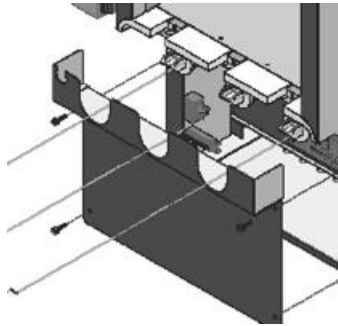


Figure 1

2. Compare your plunger to figure 2 and 3. Look at the area directly behind the white valve door. A working plunger should look similar to the image shown in figure 2. Figure 3 shows a gap between the plastic and metal pieces of the plunger which is an example of a broken plunger.  
*Note: If the plunger appears to be normal, still continue with the following procedure and clean the plunger and valve assembly.*



Figure 2



Figure 3

3. Remove the screw at the top of the metal valve insert. See figure 4.
4. Remove the two screws at the upper corners of the valve. See figure 5.

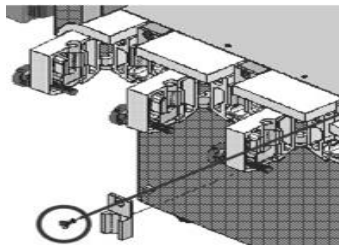


Figure 4

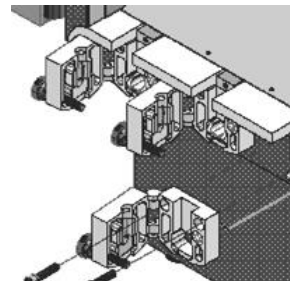


Figure 5

5. Gently remove the white valve body from the dispenser.
6. Hold the valve carefully with one hand so that the attached thermistor wire will not be broken or damaged. Do not allow the valve to dangle freely.

**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).**

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*Note: The valve body can only be moved the length of the thermistor wire, which is located in the left valve only of multi-valve dispensers.*

7. Remove the plunger and spring. See figure 6.

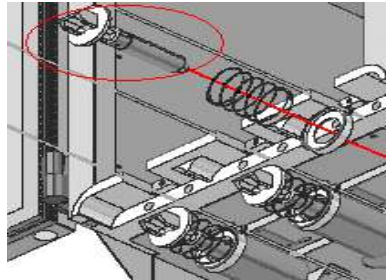


Figure 6

8. Inspect the plunger for damage. A clean, functioning plunger should be in one piece as shown in figure 7. If it is in two pieces, as shown in figure 8, it must be replaced. Replacement plungers may be ordered online at [www.sureshotsolutions.com](http://www.sureshotsolutions.com).



Figure 7



Figure 8

9. Prior to reinstalling the valve assembly, clean, rinse and sanitize all the pieces and air-dry thoroughly.
10. Reassemble and install the valve assembly.
  - a. Align the plunger with the valve body.
  - b. Place spring over plunger ensuring a flush fit to the back of the plunger.
  - c. Align the assembly onto the dispenser. Check that wires are not pinched.
  - d. Replace the two screws into the valve. Tighten until snug and do not over-tighten.
  - e. Replace the screw at the top of the metal valve insert. Screw must fit snugly to ensure proper operation of the refrigeration system. Do not over-tighten.

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