

# FlavorShot by SureShot™



## AC-FS5 Operations Manual

D-19-002 Rev B

## Table of Contents

Safety Precautions	4
Inspection for Damage	5
Uncrating the Dispenser	5
Reshipment	5
Electrical Requirements	6
Electrical Servicing	6
Installation & Location of Dispenser	6
Starting Dispenser	7
Clean before Use	7
Loading Dispenser	8
Install Tank	9
Fill Tank	9
Prime Tank Pump	9
Remove Empty Flavor Tank	10
Refill & Reset Flavor Tank	11
Operating Instructions	12
Button Panel	12
To Dispense Flavor	13
Drink Count Data	13
Low Level Indicator	14
Low Level Lockout	14
LCD Display	15
Cleaning	16
Dispenser Components	16
Exterior	16
Product Dispense Block	17
Catch Tray	17
Flavor Tank – not in Dispenser	17
Tank & Pump System	18
Cleaning Schedule	20
Maintenance – General	20
– Tube Maintenance	20
– Check Valve	21
Troubleshooting	22
Warranty	27
 Figures	
1. FlavorShot 5 Dispenser	3
2. Loading Tanks	8
3. Button Panel	12
4. Remove Check Valve	21
5. Check Valve – input	21
6. Check Valve – output	21
7. Wiring Diagram	26
 Tables	
1. LCD Display	15



The AC-FS5 FlavorShot by SureShot™ provides efficient, accurate, sanitary dispensing of five flavor products from one easy-to-use dispenser.

The dispenser delivers flavors in pre-set, portion-controlled quantities using unique, patent-pending technology.

### General Features

- dispenses 5 flavors
- fast, easy, accurate portions
- standard or customized programming of flavor portions and flavor combinations
- infrared programmability for flavor amounts
- patent-pending technology
- low level indication
- low level lockout
- special *Non-Drip System* eliminates product waste and countertop spills
- drink count data
- sanitary
- designed for up to 7.5" (19 cm) cup height
- compact countertop design
- one year on-site warranty

### General Specifications

- A/C Supply Voltage: 120 VAC, 60 Hz, 1Ph, 15 Amp
- Stainless steel construction



D-19-002 RevB

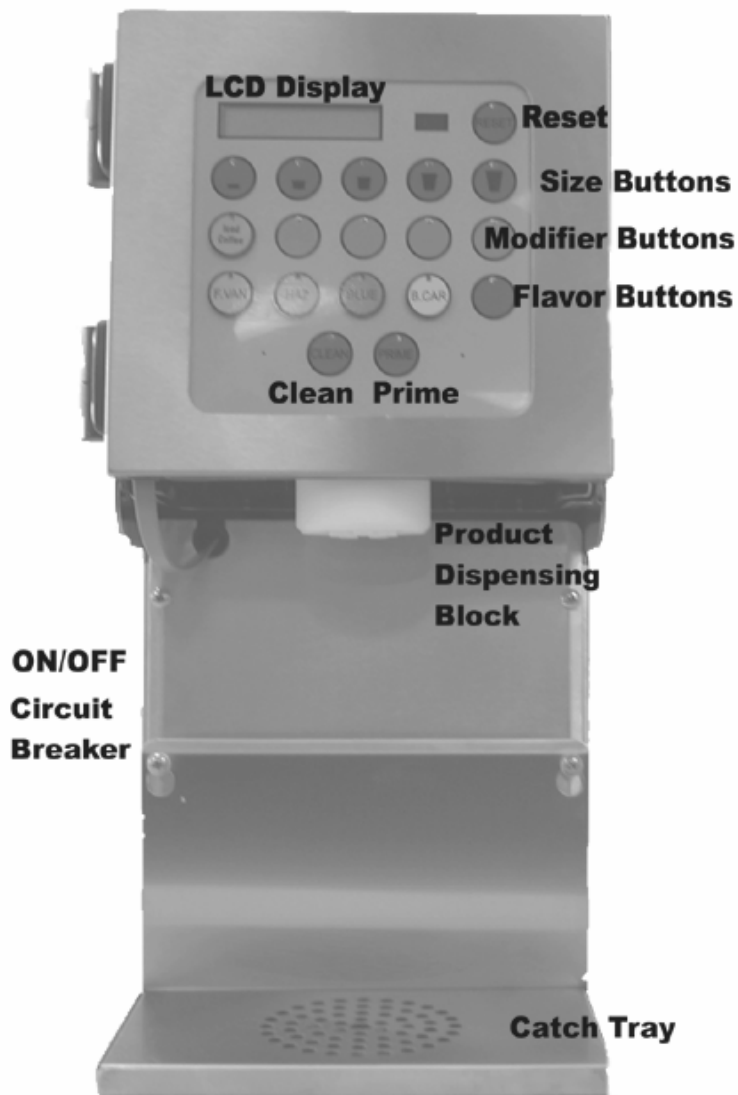


Fig 1 FlavorShot 5 Dispenser

- TO OPERATE:**
1. Place cup on catch tray
  2. Press buttons for product desired:
    - bottom row – select flavor
    - middle row – select modifier (if required)
    - top row – select size

Capacity: 5 x 950 ml tanks  
Weight: 45 pounds (empty dispenser)  
Dimensions: 24" L x 8" W x 17½" H



## **FLAVORSHOT-5 DISPENSERS OPERATIONS MANUAL**

**Please Read this Manual NOW...  
Retain it for Future Reference**

FlavorShot by SureShot™ dispensers deliver automatically controlled portions of flavors, such as French vanilla, hazelnut and others, for addition to hot coffee, iced coffee, and other beverages or desserts.

Our factory has pre-configured your dispenser to deliver flavor shots in quantities specified by your company. Flavor selections are made using touch buttons on the front panel. Each button is set independently to dispense a specified amount of flavor within a pre-determined range, e.g. 1 ml, 1.4 mls, 2 mls, etc. The multi-functional button panel enables you to dispense the correct amount for each of your cup sizes and your beverage recipes.

The flavors are stored in sanitary tanks within the dispenser.

These dispensers are not to be used for products requiring refrigeration.

Operating the dispenser is a simple two-step process:

1. Place cup under the product dispensing block.
2. Press buttons for the desired flavors.

### **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.

## **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 (following the instruction sheet inside the top flaps of the box. These instructions are reproduced 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. Notify A.C. Dispensing Equipment Inc. No returns will be accepted without prior approval. Obtain an authorized return number by contacting SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.

## **UNCRATING THE DISPENSER**

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

To uncrate, follow these instructions:

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.

## ELECTRICAL REQUIREMENTS

Be sure the current at the power source receptacle is: 120 VAC, 15 Amp, 1 ph, 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 carried out by a qualified technician. The Warranty will be null and void if the dispenser is serviced by unqualified personnel.

### NOTE – WARRANTY:

The Warranty will be null and void if the dispenser is serviced by unqualified personnel. Service under Warranty must be approved and dispatched by A. C. Dispensing Equipment Inc. before the service technician is dispatched. Contact the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602 for approval. The customer is responsible for all costs not approved by A. C. Dispensing Equipment Inc.

## INSTALLATION AND LOCATION OF THE DISPENSER

- Place the dispenser where it will best serve your operation.
- Counters, platforms, or shelves should be strong enough to support the dispenser and full containers of flavor. The empty dispenser weighs 45 pounds.
- Place the dispenser at the appropriate serving height so that people drawing product from the dispenser can operate the buttons as well as easily place and remove cups.
- Do not block the vents at the rear 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.
- Do not place the dispenser too close to a source of heat or moisture. Maintain air space on all sides.

- The dispenser should be placed on a level surface or leveled by adjusting the legs by turning them slightly. To ensure the dispenser is level, place a bubble level on the top of the dispenser during any adjustments.
- 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 at the four corners of the bottom of the dispenser are in place. 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 DISPENSER**

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

### **To start the dispenser:**

1. Plug the power cord into the proper 110/120 VAC electrical outlet.
2. Turn the Power Switch “ON”. The switch is recessed on the lower left side of the dispenser.
3. The LCD window will display “Wait” and then a series of 5 dots will appear. This indicates that all 5 tank pumps are operating. If the symbol ^ appears anywhere in this row of dots, it indicates that pump has failed to register. For example, “Wait ..^..” indicates the pump for tank 3 is not registered and pump 3 will not dispense flavor. See Troubleshooting, Page 22.  
Otherwise, “Wait .....” indicates all pumps are communicating.
4. Make sure the dispenser door is closed.
5. 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.
6. If the dispenser does not appear to be operating, check to make sure that it is plugged in, that it is turned ON and that the power source is active. If the dispenser still does not operate, immediately call the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.

## **CLEAN BEFORE USE**

### **BEFORE FIRST USE OF THE DISPENSER**

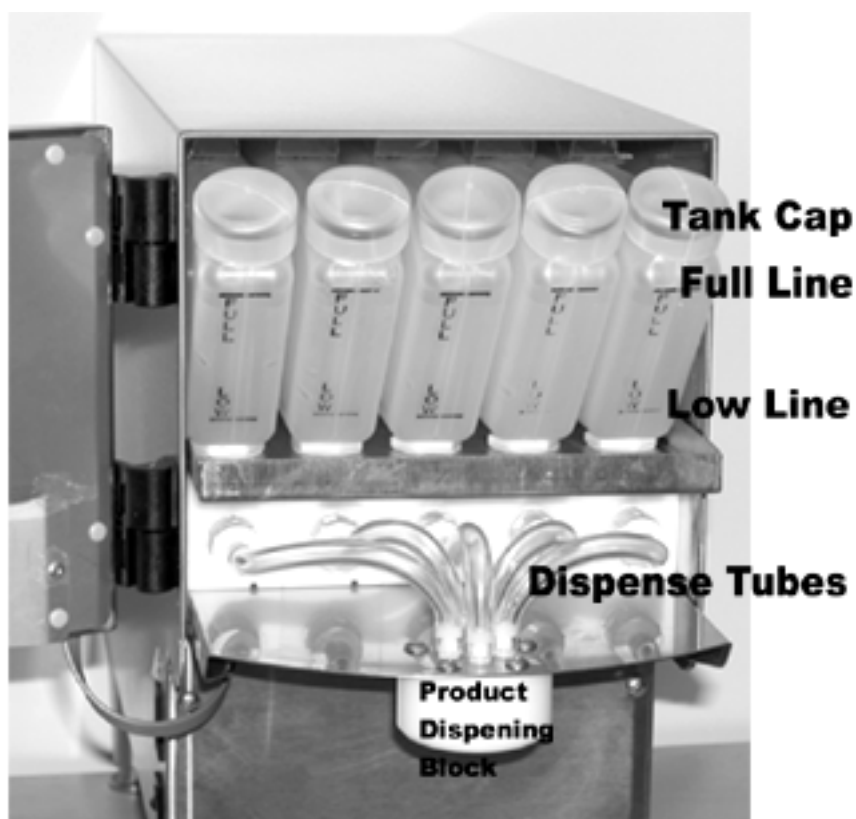
- Make sure you clean the dispenser thoroughly. See Cleaning Instructions for the Exterior of the Dispenser and the Dispenser Components on page 16.
- All flavor tanks, caps and tank pumps must be cleaned before use. See page 18.

### **LOADING THE DISPENSER**

FlavorShot by SureShot™ dispensers are manufactured to deliver flavors from plastic tanks stored within the dispenser. Flavors may be transferred from original containers into clean, sanitized tanks, which are loaded into the dispenser. The flavor tanks sit in pumps which must be primed before flavor is dispensed.

Tanks must be primed after the initial filling, after cleaning, and whenever a tank has been emptied. See Instructions on page 9.

Tanks may be refilled as desired. Always refill to the “Full” line near the top of the tank. Always Reset the system after a tank has been refilled. See Reset Instructions on page 11.



**Fig 2. Loading flavor tanks**



## INSTALL, FILL AND PRIME FLAVOR TANKS (See Fig 2)

- Ensure tank and cap are cleaned and sanitized **before** tank is filled.

### TO INSTALL TANK:

1. Open the dispenser door.
2. Slide the tank shelf forward.  
The shelf holds 5 flavor tanks, to your company's specifications.
3. Install tanks:
  - a. **Before installing tank, apply a small amount of food-grade lubricant to the O-ring on the outlet at the bottom of the tank.**
  - b. 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.

### TO FILL TANK:

4. Fill tank:  
Remove the tank cap and fill the tank with the appropriate flavor 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.  
**CAUTION:** The accuracy of the low-level indicator and lockout depend on filling the tank to the level indicated in the LCD message.
5. Place a cleaned, sanitized cap on the flavor tank.
6. Repeat Steps 1 – 5 to fill other tanks as necessary.
7. 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.

### TO PRIME TANK PUMP:

8. 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

9. Close the dispenser door. The dispenser is now ready to operate.

## **TO REMOVE AN EMPTY FLAVOR TANK**

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
3. Before the red light on the Flavor button goes out, press and hold the **Clean** button for two seconds.  
Allow the pump system to empty all residual product.
4. When the tank and pump are empty, press the **Clean** button again to cancel the remainder of the clean cycle.
5. Open the dispenser door and slide the tank shelf forward.
6. Lift up the empty flavor tank out of the pump body and remove the tank.
7. Rinse, wash, rinse and sanitize the flavor tank. Follow Cleaning Instructions on page 17.
8. Load a clean, sanitized tank, following Install and Fill instructions on pages 8 and 9.

**NOTE:**

**Always** clean empty tanks before re-using or storing them.

Follow the “Install, Fill & Prime Flavor Tanks” instructions on pages 8 and 9 when you place an empty tank in the dispenser

## TO REFILL & RESET FLAVOR TANKS

When a product tank has been refilled, the tank level **must** be reset to begin the countdown to the low level indication. See below.

### TO REFILL:

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:

- a. Press the Flavor button for the tank filled
- b. 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:

- a. Press the Flavor button for the tank filled
- b. Press the Reset button.

The LCD will display “Reset - Full” or “Reset - Low Fill”.  
Press the Reset button until “Reset - Low Fill” is displayed.

**CAUTION:** 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 tank cap.
5. Slide the tank shelf back into place.
6. Close the dispenser door.

### TO RESET:

1. Close the dispenser door.
2. Press the **Flavor** selection button for the tank that was filled.
3. Press the **Reset** button on the upper front of the dispenser.

**CAUTION:** Always Reset the tank after refilling, to ensure accurate countdown to the low-level indication.

## OPERATING INSTRUCTIONS

Make certain all initial Set-Up and Loading instructions have been followed before operating the dispenser.

The flavor and volume to be dispensed are selected by pressing buttons on the Button Panel on the front door of the dispenser. Press buttons as required.

### BUTTON PANEL

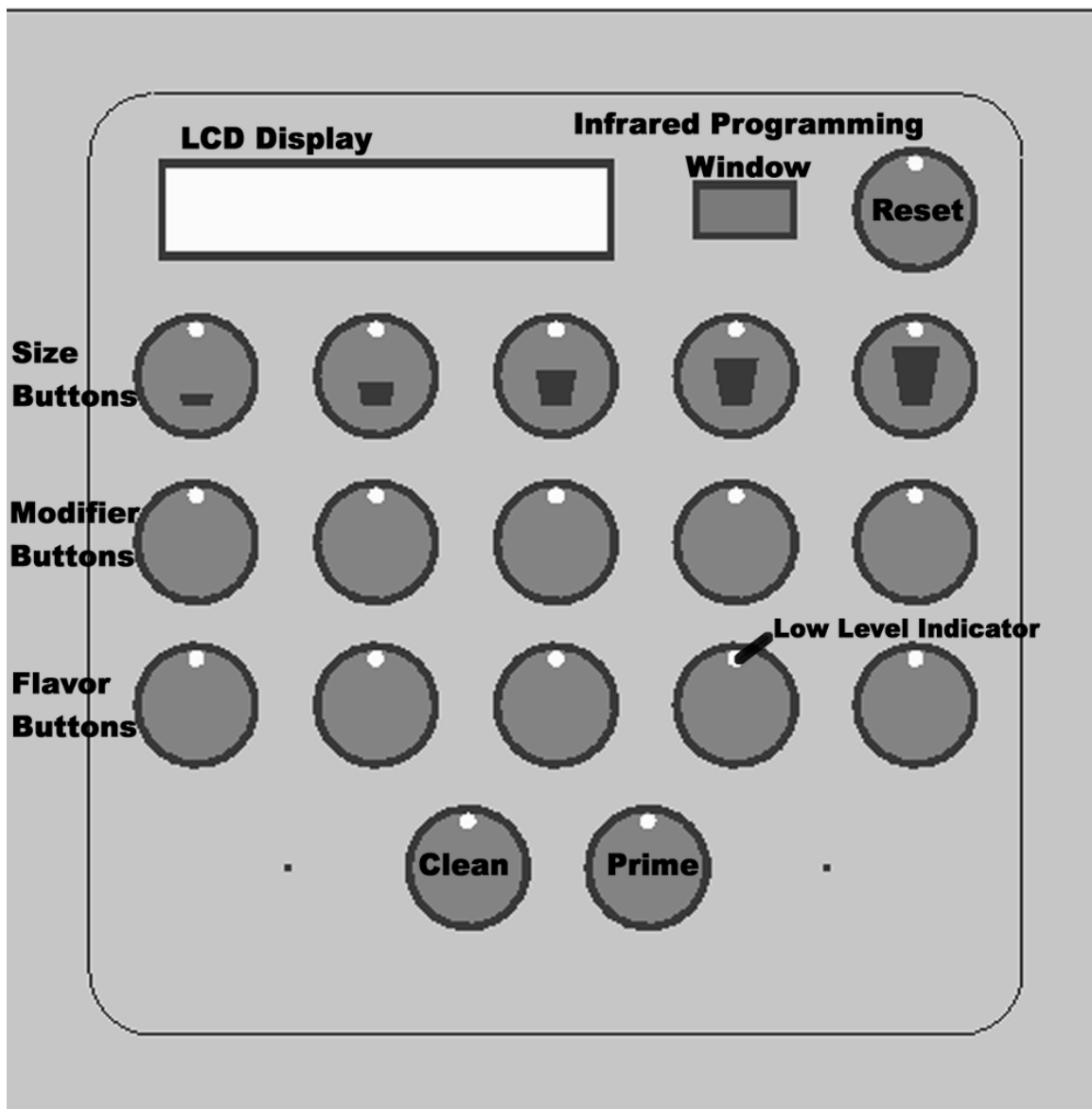


Fig 3 Button Panel - FlavorShot 5

Modifier buttons – used for specialty drinks such as Cappuccino. These are pre-programmed to your company's specifications.

### **To Dispense Flavor:**

1. Place cup under product dispensing block.
2. Press the appropriate buttons to produce the desired product.
  - Bottom row – select flavor
  - Middle row – select modifier (if required)
  - Top row – select size

The dispenser is pre-set at our factory to your company's specifications and should not require adjustments.

- For Specialty Drink Selection:**
1. Press Flavor button
  2. Press Modifier button
  3. Press Size button

- For Flavored Hot Coffee Selection:**
1. Press Flavor button
  2. Press Size button

### **DRINK COUNT DATA**

The FlavorShot by SureShot™ 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 displays 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 specialized coffee: e.g. French Vanilla Iced 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. Press the Modifier button for the specialty drink you want the Drink Count Data on, e.g. Iced Coffee.
5. The LCD window displays 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
5. To Exit: a. Press the Prime Button and hold for 2 seconds.  
b. Press the Clean Button and hold for 2 seconds.  
OR repeat Resets as needed for combinations counted.

**LOW LEVEL INDICATOR**

The Low Level Indicator is the red LED at the top of each flavor selection button. This LED 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 LED begins to flash, the tank can be refilled with 750 ml 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. A double beep sounds when the lockout begins, and the LCD will display "Refill Tank". Once the Low Level Indicator is solid red, the tank must be refilled and reset before dispensing can continue. See page 11.

**RED LED**

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

## **LCD DISPLAY** (Table 1)

The Liquid Crystal Display at the top left corner of the dispenser door (See Fig 2) shows the current dispenser function.

Press a button to Select Product. The LCD shows the operational status of that flavor tank:

<b>Display</b>	<b>Message</b>
Select Flavor	indicates dispenser ready for a flavor selection
Flavor 1, 2, 3, 4, 5	indicates flavor selected
Modifier 1, 2, 3, 4, 5	Indicates modifier selected
Top Up Small Medium Large Extra-Large	indicates size selected  Only S, M, and L are used at this time.
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: 1	indicates dispenser is in Program Mode and the Modifier buttons may be used to adjust delivery amounts
Wait	appears for 1 second while the 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: Dispenser Components**

- Flavor tanks and caps are made of plastic. They should be cleaned every 30 days or according to provincial and state regulations.
- Flavor tanks and caps must be washed and sanitized by hand as 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 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.
- After cleaning and before installing flavor tanks, apply a small amount of food-grade lubricant to the O-ring on the outlet at the bottom of the tank.

### **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.

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



### **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: Catch Tray**

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 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 sanitizer 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: Flavor tank and cap (tank not in the dispenser)**

1. For new tanks and used tanks not in the dispenser, go to Step 2.

For a tank still in the dispenser, place a catch container under the dispensing block and drain any residual flavor from the tank and pump by

- a. press the **Flavor** button for the tank to be cleaned
  - b. 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 up to remove it from the pump.

2. RINSE: Rinse the tank, including the cap, with lukewarm water.

3. **WASH:** Place the tank and cap 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 long-handled brush to reach all crevices.  
Wash the product dispensing block area, using a small brush.
4. **RINSE:** Rinse well with lukewarm water.  
Turn the tank and cap upside down.  
Air dry.
5. **SANITIZE:** Before refilling the tank with product, sanitize the tank and cap with mild sanitizer such as chlorine at 100 ppm, or a product recommended by your detergent supplier.  
Let the tank and cap 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: Individual Tank, Cap, and Pump system**

1. Place a catch container under the product dispensing block to catch any residual flavor from the tank and pump.
2. Press the **Flavor** button for the tank system to be cleaned.
3. Before the red light on the Flavor button goes out, press and hold the **Clean** button for 2 seconds.
4. Allow the product in the system to drain out completely.
5. Press the **Clean** button a second time to stop the cycle.
6. Discard the flavor.
7. Slide the flavor tank shelf forward and lift the tank vertically to remove it from the pump.
8. Clean the tank and the tank cap, following the instructions on page 17.
9. Install a clean tank (cleaned as above) into dispenser by sliding the shelf forward and inserting the tank vertically into the pump body at 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.
10. **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 2 seconds.

Allow the water in the tank and pump system to run out.

11. WASH: Fill the tank with a general purpose cleaning solution as recommended by your detergent supplier, at 150 °F (65.6 °C)

**Always** fill to the “Full” line at the top of the tank. Never clean 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 2 seconds.

Allow the cleaning solution in the tank and pump system to run out. Make sure **all** of the cleaning solution runs out.

During the wash cycle, use a small brush to clean the product dispensing block.

12. 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 2 seconds.

Allow the water in the tank and pump system to run out.

13. SANITIZE: Fill the tank with sanitizer, such as chlorine at 100 ppm, or a product recommended by your detergent supplier.

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 2 seconds.

Allow the sanitizer to run out completely. Make sure **all** of the sanitizer has drained.

**Do not rinse.**

14. When complete, refill the tank with flavor and prime the pump, following the Loading and Priming Instructions on pages 8 and 9.

#### NOTES:

- 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.
- All tank, cap and pump systems should be cleaned every 30 days.

## RECOMMENDED CLEANING SCHEDULE:

Cleaning Procedure	Frequency
Exterior	Daily
Product dispensing block and area	Daily
Catch Tray	Daily
Flavor tank, cap, and pump systems	Every 30 days

## GENERAL MAINTENANCE

- Do not block the vents at the rear 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:

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 SureShot Dispensing Systems® Technical Assistance Center 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:

- a. turn the front half of the valve housing in a counterclockwise direction by  $\frac{1}{4}$  rotation and pull to remove. (Fig 4)



Fig 4 Remove check valve

- 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 (Fig 5) facing the flavor tank and the output end (Fig 6) facing the product dispensing block.



Fig 5 Check valve – input

Check valve replacements are available from SureShot Dispensing Systems® Technical Assistance Center

- d. reattach the check valve housing, making sure both O-rings are still in place. Turn  $\frac{1}{4}$  rotation clockwise while pushing into the housing to secure the fitting.

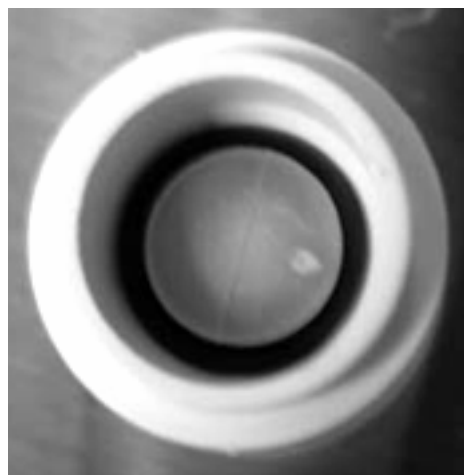


Fig 6 Check valve - output

## TROUBLESHOOTING GUIDE – FlavorShot 5 Dispensers

Problem	Action
No power at the plug	<ol style="list-style-type: none"> <li>1. Check AC outlet for 120 VAC.</li> <li>2. Have a qualified person check the fuse box or circuit breaker to restore power to the circuit.</li> </ol>
Dispenser will not turn on	<ol style="list-style-type: none"> <li>1. Make sure the power cord is plugged in to an active power source.</li> <li>2. Check the ON/OFF switch (See page3) on the left side of the dispenser to make sure it is ON.</li> <li>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.</li> </ol>
Dispenser will not dispense flavor	<ol style="list-style-type: none"> <li>1. Make sure the power cord is plugged in to an active power source.</li> <li>2. Make sure there is flavor product in the tanks.</li> <li>3. Make sure the dispensing tubes from the flavor tanks are clear of blockage, with no twists or kinks and are not pinched off.</li> <li>4. Make sure the dispensing tube block is clean.</li> <li>5. Prime the tank pump. (See page 9.)</li> <li>6. Turn OFF the dispenser, wait 10 seconds, then turn the dispenser back ON. (This resets the microcontroller.)</li> <li>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 3 has not registered and pump 3 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.</li> <li>8. If the motor is working but the plunger does not advance, contact the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</li> <li>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,</li> </ol>

	<p>turn the power back ON.</p> <ol style="list-style-type: none"> <li>10. Read the LCD window to see if the dispenser is indicating action required, such as filling the tank.</li> <li>11. If there still is no product dispensed, contact the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</li> </ol>
Dispenser is not dispensing the proper amounts of product	<ol style="list-style-type: none"> <li>1. Make sure the flavor delivery tubes are inserted in the product dispensing block correctly since kinks or blockages can affect delivery amounts.</li> <li>2. Check to ensure that the product dispensing block is clean.</li> <li>3. Product may have run dry before refilling. Complete a prime cycle. (See Step 8, page 9)</li> <li>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 SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</li> <li>5. Check filter washer and clean as necessary.</li> </ol> <p><u>To replace inlet check valve:</u></p> <ol style="list-style-type: none"> <li>a. Empty flavor tank by pressing and holding the Clean button for two seconds and allowing the flavor to drain out.</li> <li>b. Lift flavor tank out.</li> <li>c. Loosen the plastic check valve retainer with a wrench and unscrew to remove.</li> <li>d. Remove the filter washer and inlet check valve.</li> <li>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. (See page 21)</li> <li>f. Replace the filter washer.</li> <li>g. Tighten the retainer until it is snug. Do not over-tighten.</li> <li>h. Replace the tank.</li> <li>i. Fill the tank and prime the pump. (Page 9)</li> </ol>
Dispensing tube block is sticky	<ol style="list-style-type: none"> <li>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 or using any detergent approved by your provincial or state authority.</li> </ol>
Dispenser is unusually warm on the exterior	<ol style="list-style-type: none"> <li>1. Ensure the vents at the back of the dispenser are not blocked.</li> <li>2. Make sure the dispenser is not too close to a heat-generating machine, such as a coffeemaker. Allow</li> </ol>

	<p>a minimum 1-inch airspace between machines.</p> <p>3. If the problem still is not solved, call the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</p>
Dispenser is leaking product from the tank	<p>1. Make sure the flavor tank is securely positioned in the pump.</p> <p>2. Check the O-ring seal on the tank outlet to ensure that it is not damaged. Replace if damaged.</p> <p>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.</p> <p>Replacement O-rings are available from SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</p>
Dispenser is leaking product from the tube or product dispensing block	<p>1. Make sure the flavor dispensing tube is not cracked or disfigured. If the tube is cracked or disfigured, replace it.</p> <p><u>To replace the tube:</u></p> <ol style="list-style-type: none"> <li>remove the tube from the barbed fittings at both ends</li> <li>cut replacement tube to the length of the tube you are replacing</li> <li>attach tube to the barbed fittings at each end</li> </ol> <p>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.</p> <p>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.</p> <p><u>To replace a check-valve if it is leaking:</u></p> <ol style="list-style-type: none"> <li>turn the front half of the valve housing in a counter-clockwise direction by ¼ rotation and pull to remove</li> <li>remove the check-valve from the valve housing Do not remove the O-rings from either side of the valve housing.</li> <li>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. (See page 21)</li> <li>reattach the check-valve housing, making sure both O-rings are still in place, and turn the</li> </ol>



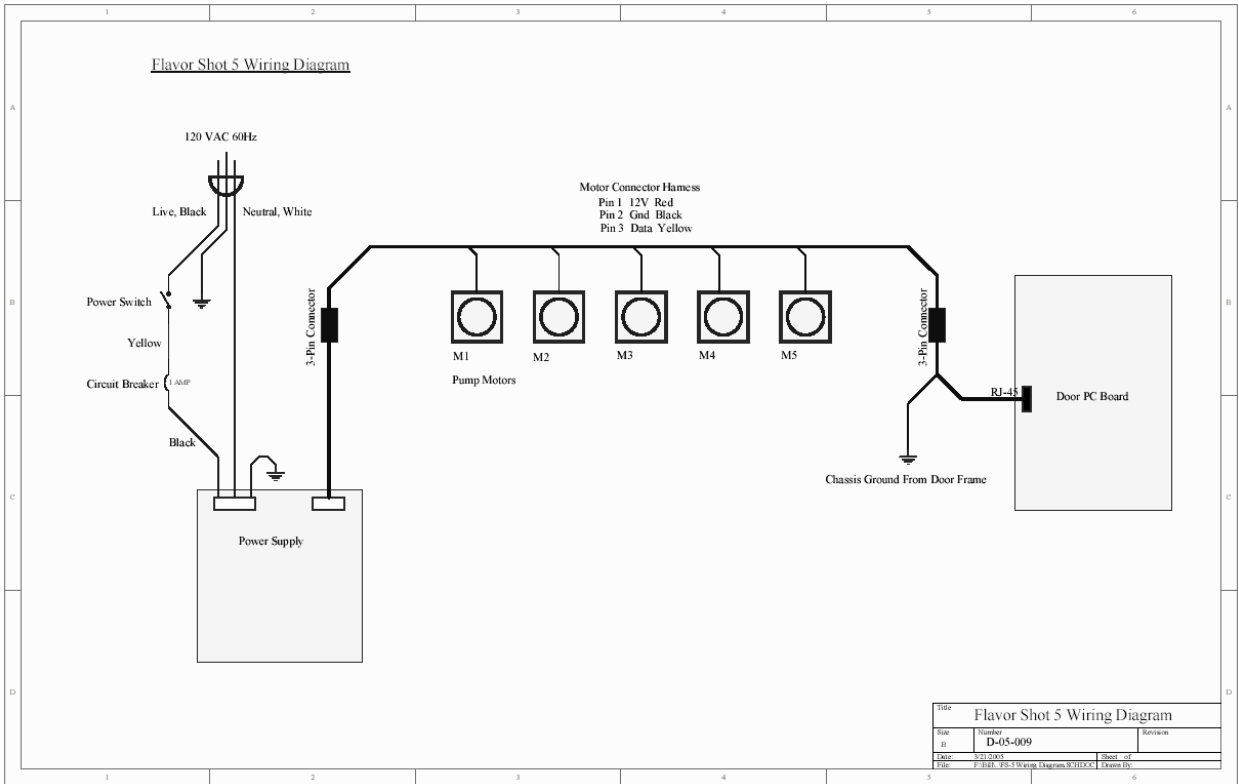
	<p>housing ¼ rotation to secure the fitting.</p> <p>4. Ensure the dispenser is level. Use a bubble level for assurance.</p> <p>Replacement tubes and check valves are available from SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</p>
Dispenser is leaking product from the pump body	<ol style="list-style-type: none"> <li>1. Remove pump.</li> <li>2. Return pump assembly to A. C. Dispensing Equipment Inc. to be rebuilt.</li> </ol>
Dispenser is not level	<ol style="list-style-type: none"> <li>1. Check to make sure all four legs at the bottom corners of the dispenser are in place.</li> <li>2. Tighten any legs that are loose.</li> <li>3. Make sure the legs are not bent.</li> <li>4. Replace any bent or missing legs. Replacement legs may be obtained from SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</li> <li>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.</li> </ol>
Red warning light at the top of the product selection button is flashing	<p>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.</p> <ol style="list-style-type: none"> <li>1. Open the dispenser door.</li> <li>2. Replace or refill the flavor tank, following the instructions on pages 8 - 11.</li> <li>3. Reset the tank level: <ol style="list-style-type: none"> <li>a. Close the dispenser door.</li> <li>b. Press the Flavor selection button for the tank that was filled.</li> <li>c. Press the Reset button on the upper front door of the dispenser.</li> </ol> <p>The light should stop flashing or go out.</p> </li> <li>4. If the red light continues, call the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</li> </ol>
LCD Display on the front door does not come on	<p>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.</p> <p><u>To Reset the circuit breaker:</u></p> <ol style="list-style-type: none"> <li>1. Turn the power switch OFF.</li> <li>2. Check the circuit breaker. <ul style="list-style-type: none"> <li>- Locate the Circuit Breaker on the lower left side of the dispenser.</li> </ul> </li> </ol>

	<ul style="list-style-type: none"> <li>- Gently push the Circuit Breaker in once to reset it: push in at the top of the breaker until no white is showing.</li> </ul> <ol style="list-style-type: none"> <li>3. Turn the power switch ON.</li> <li>4. If the LCD Display does not come on now, call the SureShot Dispensing Systems® Technical Assistance Center at 1-888-777-9990 or 1-902-865-9602.</li> </ol>
--	--

If the instructions above do not correct your problem or if you have other problems, please contact the SureShot Dispensing Systems® 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.

The Product Identification Label on the left side of each dispenser includes the Serial Number and the Model Number of the dispenser. These numbers are crucial to helping us provide prompt and effective service. **This will save you time.**

# WIRING DIAGRAM



## NORTH AMERICAN WARRANTY

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 because of installation. This Warranty does not apply to normal preventative maintenance, maintenance or adjustment.

THIS WARRANTY WILL BE NULL AND VOID IF THE WARRANTY REGISTRATION CARD IS NOT RETURNED TO 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.

24-hour Toll-Free Service is available at **1-888-777-9990 or 1-902-865-9602**

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

### WARRANTY PROCEDURE:

1. Secure the model and serial number from the data tag on the lower left side of the dispenser.
2. Call the number provided on the service label on the dispenser.
3. Our technical support staff will discuss the issue with you and, if necessary, dispatch a technician to your location for repairs. If after-hours or emergency service 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.

(continued on page 28)

The following conditions are not covered by this Warranty:

- Equipment failure related to improper installation, improper utility connection or supply, and problems due to ventilation.
- Equipment that has not been properly maintained, calibration of 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 to any property, which may result from the use of the equipment thereafter.

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.

A.C. Dispensing Equipment Inc.  
100 Dispensing Way  
Lower Sackville, Nova Scotia, B4C 4H2 Canada

**Technical Assistance Center: 1-888-777-9990 or 1-902-865-9602**

Printed: 31/10/05

Please record:    Model Number    \_\_\_\_\_  
                          Serial Number    \_\_\_\_\_  
                          Date of Purchase    \_\_\_\_\_

