



SUGARSHOT DISPENSER AC6.E

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INTRODUCTION

MAIN COMPONENTS

Familiarize yourself with the names and locations of the flavor dispenser's components.

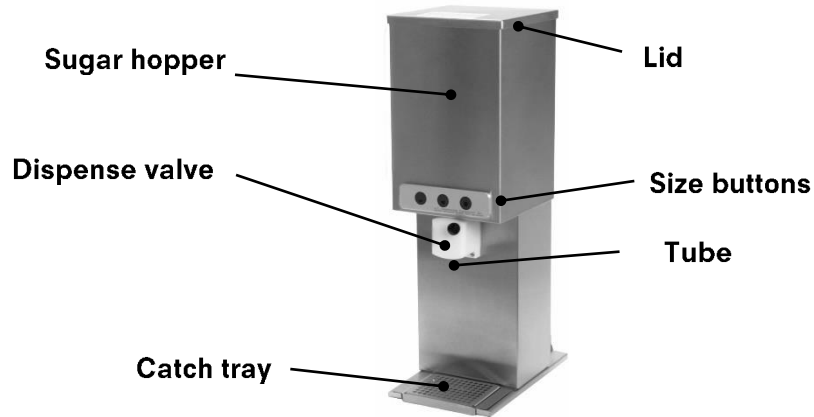





Figure 1: Main exterior components of the AC6.E SugarShot dispenser

SPECIFICATIONS

Model:	AC6.E
Weight (empty):	15 lb.
Dimensions (LxWxH):	8" x 7" x 23"
Power requirements:	120V AC, 60Hz, 2 amp, 1ph  
	220-240V AC, 50/60Hz, 1 amp, 1ph 
Capacity:	6 lb.

LEGEND



Note icon

Used for explanations and reminders.



Tip icon

Used for information that will help the dispenser perform better.



Caution icon

Used for actions or features that could cause damage to the dispenser or users.

RECEIVING THE DISPENSER

INSPECT FOR DAMAGE

Do not accept shipment if damage is extensive. Always note damage in detail with the carrier whether shipment is accepted or refused as proof for damage claims.

If damage is found after accepting shipment:

1. Immediately contact A.C. Dispensing Equipment Inc. (SureShot Solutions®) at 888 777-9990 or +1 902 865 9602 for a Return Material Authorization (RMA) number. No returns will be accepted without prior approval.
2. A.C. Dispensing Equipment Inc. (SureShot Solutions) will then contact the shipping company to retrieve and return the damaged goods to our facility.
3. Hold damaged goods with the packing materials until the shipping company returns to make an inspection and pick up the damaged goods.



If shipment has been sent using the customer's preferred carrier and charged on customer's account, the customer is responsible for any and all damages that may occur during shipment as these are not covered by warranty.

REGISTERING THE DISPENSER'S WARRANTY

You must register your dispenser's warranty within 60 days of purchase.

Register online



sureshotsolutions.com/r/wreg

Register by phone



888 777-9990 (USA & Canada)
+1902 865 9602

Prior to registering your warranty, note the model, part and serial numbers that are located on the product identification label on your dispenser. You will need this information when registering your product warranty.

SETTING UP THE DISPENSER

GETTING THE DISPENSER READY FOR OPERATION

Place the dispenser where it will best serve your operation at an appropriate serving and filling height so that users can operate the dispenser without obstructions. The surface must be strong enough to support the dispenser and a full product load.



Do not place the dispenser too close to a source of heat or moisture.

This dispenser is not suitable for outdoor use.

SAFETY PRECAUTIONS

Always follow these safety precautions. Failure to do so will void the warranty.

- Always plug the dispenser into an approved, grounded electrical outlet.
- Unplug the dispenser from its power source before servicing.
- Do not immerse the dispenser in water.
- This dispenser must not be cleaned using a water jet or installed in an area where a water jet may be used.
- This dispenser is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, and it is not intended for use by those with a lack of experience and knowledge, unless they are supervised or given instruction concerning the use of the dispenser by a person responsible for their safety.
- Children should be supervised when in the vicinity of the dispenser to ensure that they do not play with it.
- Observe all safety precautions with this dispenser that you would with any electrical appliance.
- This product has been designed and tested to operate in temperatures ranging from 50°F/10°C to 122°F/50°C.

POWER REQUIREMENTS

This dispenser requires a power source receptacle with specifications as indicated on the product identification label. For more information on this, please refer to the specifications listed within the INTRODUCTION section of this manual.

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

PLUGGING IN THE DISPENSER

The dispenser has a 3-prong, detachable AC power cord. There is no on/off switch on the dispenser. When you plug the dispenser into an active electrical outlet, the dispenser will turn on.

CLEANING THE DISPENSER

Before using the dispenser for the first time, it must be thoroughly cleaned and dried. The dispenser also needs to be cleaned on a regular basis to keep it operating efficiently. Follow the instructions in the Clean the Dispenser section of this manual.

OPERATING THE DISPENSER

BUTTON PANEL

Your dispenser has one of these button panels:



3 sizes: S, M, L



4 sizes: S, M, L, XL



5 sizes: X (extra small), S, M, L, XL

LOADING SUGAR INTO THE DISPENSER

To place sugar in the hopper, follow these instructions:

1. Remove lid from the top of the hopper compartment.
2. Check the stainless steel screen(s). Make sure the small screen is in place at the bottom of the hopper. It is necessary for the proper operation of the dispenser. Some models, including all dispensers with a ClumpBuster, also have a larger stainless steel screen to be placed at the top of the hopper.
3. Pour the sugar into the hopper.
4. Replace the lid.
5. Place a cup under the dispense point and press any size button to check that the sugar will dispense.



Make sure that sugar is stored in a sealed container away from moisture to ensure no clumps are added to the hopper. Sugar clumps may clog the hopper outlet and affect the accuracy of dispense amounts.

Hopper Screens

All AC6.E sugar dispensers have a small stainless steel screen at the base of the sugar hopper. That screen is necessary for proper operation of the dispenser and should not be removed, except for cleaning.

Some models of AC6.E sugar dispensers have a second, larger stainless steel screen at the top of the sugar hopper. That screen is optional for general dispense operation but it must be used with Clumpbusters.

DISPENSING SUGAR

1. Place a cup under the tube.
2. Press the button for the dispense size desired.
3. Sugar will dispense into the cup.
4. Remove cup once dispense is complete.

CLUMPBUSTER (OPTIONAL)

ASSEMBLING THE CLUMPBUSTER

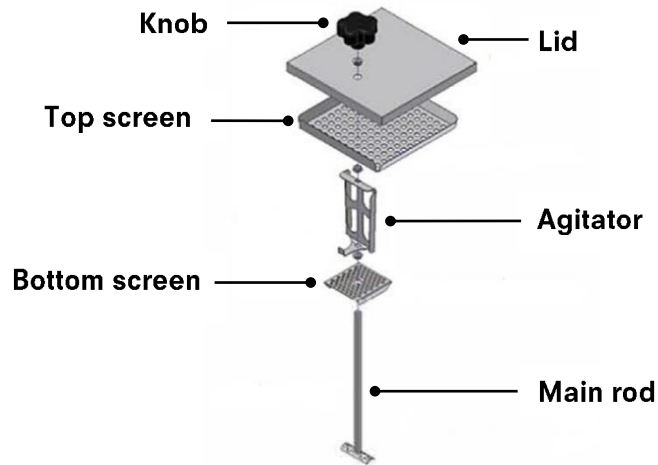


Figure 2: Clumbuster parts

1. Hold the main rod upright.
2. Slide the bottom screen, agitator and top screen onto the main rod.
3. Lower the Clumbuster assembly into the hopper in the sugar dispenser. Make sure the bottom and top screens are properly aligned inside the hopper.
4. Carefully pour granular white sugar into the hopper through the top screen.
5. Place the lid on the dispenser so that the main rod goes through the lid.
6. Screw the knob onto the top of the main rod.

OPERATING THE CLUMPBUSTER

Turn the knob periodically to eliminate sugar clumping inside the hopper.

MAINTENANCE

CHECK PLUNGER AND PLUNGER TIP

Check the white plastic tip of the valve plunger during regular cleaning for damage, including nicks, cuts, dents or other damage.



A damaged plunger tip could affect dispense amounts and cause premature tube wear.

Check to see if the plunger tip is broken or damaged:

1. Open the valve door by turning the black valve thumbscrew counter-clockwise.
2. Examine the plunger tip. If it is broken, cracked or damaged, replace it.



Figure 3: Plunger tip

RECIPE

Each dispenser is pre-set at our factory to dispense certain quantities of sugar for each size. Limited adjustments can be made to these recipes in consultation with A.C. Dispensing Equipment Inc. If you believe that adjustments are required, phone the SureShot Technical Assistance Center at 888 777-9990 or +1 902 865 9602. A service consultant will guide you through this process.

TUBE REPLACEMENT AND MAINTENANCE

Replacing the tube monthly is necessary to maintain accurate delivery of sugar.



Continued use of a damaged tube will result in inaccurate dispense amounts and valve failure.

If the amounts of sugar delivered are irregular, check the tube condition for cuts, abrasions, or disfigurements such as pinches. Replace the tube with a new one, if required. A spare tube is included with every new dispenser and replacement tubes are available from the SureShot Parts Department by phone at 888 777-9990 or +1 902 865 9602 or on our website at www.sureshotsolutions.com.

Replacing a Tube

1. Unplug the dispenser.
2. Turn the black valve thumbscrew counter-clockwise.

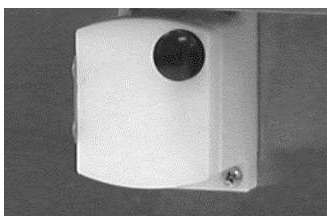


Figure 4: Valve thumbscrew

3. Open the valve door.
4. Remove the black thumbscrew at the base of the hopper on the back of the dispenser.

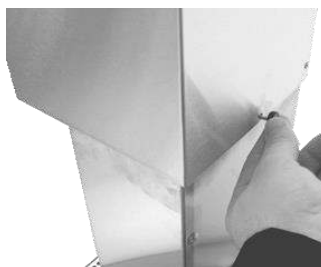


Figure 5: Thumbscrew on the back of the hopper

5. Lift the hopper carefully, straight up off the dispenser base. Do not pull on the cord that connects the control panel to the circuit board.

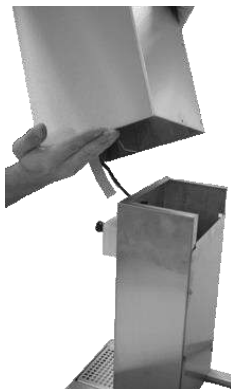


Figure 6: Lift the hopper off the base

6. Lay the dispenser on its side. Do not unplug or pull on the control panel cord.
7. Examine the tube. If the tube is cut or cracked, it must be replaced immediately.
8. Remove the old tube by pulling it off the white fitment.



Figure 7: Remove the old tube

9. Replace it with a new tube. Slowly turn the tube as you push it on the white fitment.



Figure 8: New tube attached

10. Replace the hopper on the base.
11. Replace and hand-tighten the black hopper thumbscrew by turning it clockwise.
12. Make sure that the tube is aligned in the center of the dispense valve. Do not kink or twist the tube.
13. Close the valve door by inserting the black valve thumbscrew and turning it clockwise. Do not over-tighten.
14. Plug in the dispenser.
15. Push any size button and the valve will open and close.

The dispenser is now ready to be loaded with sugar.

CLEANING THE DISPENSER

- Clean the dispenser before using it for the first time.
- Do not use any abrasive material or cleaners on the dispenser.
- Do not clean the dispenser by water jet.
- Do not spray any liquid or cleaners in or around the inside of the dispenser or dispense point. Liquid can damage electrical components in the dispenser.

RECOMMENDED CLEANING SCHEDULE

Part or area	Frequency
<ul style="list-style-type: none">• Exterior• Catch tray	Daily
<ul style="list-style-type: none">• Valve area	Monthly
<ul style="list-style-type: none">• Inside of hopper• Valve assembly	Every 3 months

Table 1: Recommended cleaning schedule

CLEANING INSTRUCTIONS

Exterior

1. Clean exterior surfaces using a soft cloth dampened with warm, clean, soapy water.
2. Wipe using a soft cloth dampened with warm, clean water.
3. Wipe dry with a soft cloth to prevent water spotting.
4. A stainless steel cleaner is recommended. Spray cleaner on the cloth and then use cloth to wipe the exterior. Use on stainless steel surfaces only.



Do not allow stainless steel cleaner to come in contact with the dispense point, button panel or any plastic parts.

Catch Tray

If a dishwasher is available, the catch tray can be removed from the dispenser and cleaned on the full wash cycle. Should a dishwasher not be available, the items can be cleaned following these steps:

1. Remove the catch tray and catch tray screen from the dispenser.
2. Rinse thoroughly with warm, clean water.
3. Wash in hot water (minimum 140°F/60°C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.

4. Rinse well with warm, clean water.
5. Dry thoroughly.
6. Replace catch tray and catch tray screen.

Valve Area

Over time, the dispensing valve may become sticky if sugar is deposited in the valve area because the product tube is cut or broken. A sticky valve can cause serious damage to the solenoid assembly, so it is recommended that the valve be cleaned and a new tube installed every month.

1. Open the valve door and push the tube to one side.
2. Carefully wipe all visible areas of the valve area with a damp cloth to remove any sticky deposits. Make sure you clean around the plunger thoroughly.



Do not spray any liquid, such as a cleaner, in or around the valve area.

3. Dry the valve thoroughly and install a new tube.

Sugar Hopper

1. Unplug the dispenser from its power source.
2. Empty the product hopper:
 - a. Remove lid from the hopper compartment.
 - b. If you have a dispenser model with a top screen, remove that screen and be aware that the bottom screen is still in the hopper. Do not lose the bottom screen – it is necessary for the proper operation of the dispenser. If you have a dispenser model with a Clumpbuster, remove it now.
3. Empty the sugar from the hopper.
4. Remove the bottom screen (if not already removed with the Clumpbuster).
5. Open the valve door by unscrewing the black valve thumbscrew.
6. Remove the black thumbscrew on the back of the hopper by turning it counter-clockwise.
7. Lift the hopper compartment (including the tube) off the dispenser.
8. Remove the product tube.
9. Wash the hopper compartment carefully with warm, soapy water and rinse with warm water.
10. Dry the hopper compartment thoroughly.
11. Wash the screens or Clumpbuster using warm, soapy water and rinse with warm water.
12. Dry the screens or Clumpbuster thoroughly.
13. Install a new tube.
14. Replace the hopper on the base.
15. Replace and hand-tighten the black hopper thumbscrew by turning it clockwise.
16. Make sure that the tube is aligned in the center of the dispense valve. Do not kink or twist the tube.

17. Close the valve door by inserting the black valve thumbscrew and turning it clockwise. Do not over-tighten.
18. Replace the screens or Clumpbuster.
19. Plug in the dispenser.
20. Push any size button and the valve will open and close.
21. Refill the hopper compartment with sugar.
22. Replace the lid.

Valve Assembly

1. Unplug the dispenser.
2. Remove the sugar from the hopper, to avoid spillage when the valve door is opened.
3. It is not necessary to remove the hopper. If you do remove the hopper, you must follow the instructions in the sugar hopper cleaning section.
4. Open the valve door. Release the tube.
5. Remove the upper rear cover by removing the 4 Phillips screws and the central black thumbscrew securing the top hopper.
Note: some models only have one back panel (shown below).
6. Disconnect the two solenoid wires from the circuit board (the two white wires attached to the green terminal) by turning the slot screws in the connector strip counter-clockwise.



Figure 9: Disconnect the solenoid wires from the circuit board

7. Remove the four Phillips screws at the four corners of the valve block. Gently pull the valve assembly forward, with the attached wires.
8. Separate the solenoid from the valve by removing the four Phillips screws holding the solenoid in place.

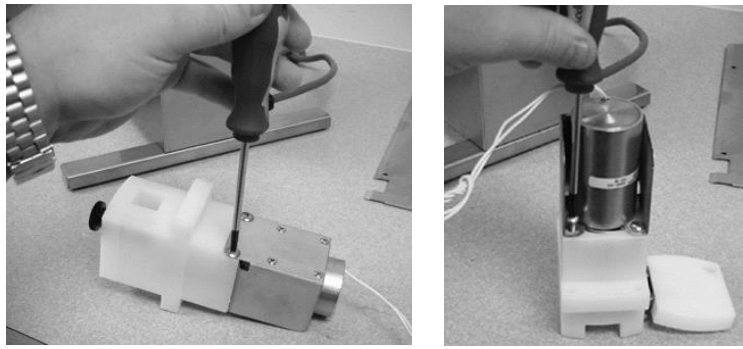
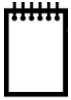


Figure 10: Separate the solenoid from the valve body

9. Wash the plastic valve block, the plunger, plunger tip, and spring in warm, soapy water. Do not wash the solenoid.
10. Dry the valve block, plunger, plunger tip and spring.
11. To resume use of the dispenser, you must reassemble it, making sure you follow the reverse order of steps, and then plug the dispenser into the power source.



Make sure the two longer screws attaching the solenoid to the valve block are inserted first, followed by the two shorter screws on the face of the valve.

Make sure the plunger is aligned properly in the valve and the plunger is not binding before tightening the bracket screws

Do not use any lubricant when you reassemble the valve.

TROUBLESHOOTING

If the troubleshooting instructions do not correct the problem, contact the SureShot Technical Assistance Center at 888 777-9990 or +1 902 865 9602.

PROBLEM	ACTION
No power is available at the plug	Have a qualified person check your in-store fuse box or circuit-breaker to restore power to the circuit.
The dispenser will not dispense product	<ul style="list-style-type: none"> • Make sure the power cord is plugged in and power is active. • Unplug the dispenser, wait 10 seconds, then plug the dispenser back in. This resets the microprocessor. • Make sure there is sugar in the hopper compartment. • Make sure the tube is clear of blockage and is properly aligned in the valve with no twists or kinks. • Inspect the tube for cuts, abrasions and disfigurations and replace with a new tube if necessary. • Make sure that the internal circuit breaker, which is located inside the back panel of the dispenser on the left side, has not tripped. If it has tripped the breaker button will be extended with a white portion showing and you can reset it by gently pushing it back into position. • Look to see if the sugar is clumping in the hopper. If it is: <ul style="list-style-type: none"> ○ Consider purchasing a ClumpBuster ○ Make sure that no moisture is getting into the hopper ○ Make sure that the dispenser is thoroughly dried when cleaned ○ Make sure that sugar supplies are stored away from moisture in a sealed container so that no clumps are added to the hopper ○ Empty the dispenser hopper and fill it with new sugar. • Inspect the plunger to see if the tip is broken, cracked or damaged. If it is, replace the plunger.
The dispenser is leaking product	<ul style="list-style-type: none"> • Make sure the product tube running from the hopper compartment through the delivery valve is properly aligned in the centre of the valve and the black valve thumbscrew is securely tightened (do not over-tighten). • Inspect the tube for cuts, abrasions or disfiguration and replace if necessary. • Inspect the plunger to see if the tip is broken, cracked or damaged. If it is, replace it.

Tube is worn, damaged, or cut	Replace the tube.
The valve is sticky	<p>A sticky valve is usually caused by product being deposited on the valve because the product tube is cut or broken. A sticky valve can cause serious damage to the solenoid assembly, so check the tube for cuts, abrasions and disfigurations and replace if necessary.</p> <ol style="list-style-type: none"> 1. Clean the valve by carefully wiping the valve area with a damp cloth to remove any sticky deposits. Do not spray any liquid, such as a cleaner, in or around the valve area. 2. Dry the valve thoroughly.
Inconsistent amounts of product are being dispensed	<ul style="list-style-type: none"> • Inspect the hopper compartment and remove any clumps of sugar or foreign material. • Make sure the product is of good consistency and is not damp. • Inspect the tube for cuts, abrasions and disfigurations and replace if necessary. • Inspect the plunger to see if the tip is broken, cracked or damaged. If it is, replace it.
The dispenser does not appear to be level	Make sure that all four rubber feet at the bottom corners of the dispenser are in place.

SERVICE AND WARRANTY

The warranty on this product is for one year for on-site parts and labor and includes access to the USA- and Canada-wide Technical Service Network.

The warranty will be null and void if the dispenser is serviced by unqualified personnel. Under warranty, service technicians must be approved and dispatched by the SureShot Technical Assistance Center. The customer is responsible for all costs not approved by SureShot Solutions.

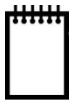
Contact the SureShot Technical Assistance Center at 888 777-9990 (USA & Canada) or +1 902 865 9602 for approval.

If you are within the warranty period for your dispenser, please contact:

SureShot Technical Assistance Center
A.C. Dispensing Equipment, Inc.
888 777-9990 (USA & Canada) or +1 902 865 9602
www.sureshotsolutions.com
service@sureshotsolutions.com

If your warranty has expired, feel free to contact the SureShot Technical Assistance Center for telephone support. If you require onsite repairs, please contact your local Service Technician.

Parts can be ordered through the SureShot Solutions website:
www.sureshotsolutions.com



The serial number, model number and part number of your dispenser are located on the product identification label on the outside of the dispenser. Please refer to these numbers when contacting the SureShot Technical Assistance Center. These numbers are crucial in helping us provide prompt and effective service. This will save you time.

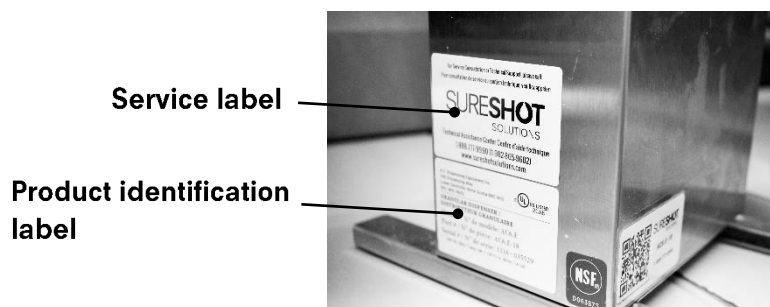


Figure 11: Product identification label

USA AND CANADA WARRANTY

This dispenser is covered by a one (1) 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, or 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 anyone 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., adjustments to portion control, resetting of the Circuit Breaker found on the unit, tube positioning, 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.



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