



AC-LC2

Liquid Cooler Dispenser



Operations Manual

**AC-LC2
Liquid Cooler Dispenser**

SureShot liquid cooler

FEATURES

- Quick cool – two pots can be cooled in less than three minutes
- Unit “power on” and “in use” indication light
- Cooled product level indication
- Easily removable top and bottom tanks for cleaning
- Easy-to-fill input tank holds up to two pots of liquid
- Holding tank for cooled liquid holds up to four pots of liquid
- Accommodates a variety of cup sizes with a maximum cup height of 8" (20 cm)
- Compact countertop design
- Quick dispense
- Stainless steel casing
- Coaxial coil heat exchanger with SS center tube



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

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LIQUID COOLER DISPENSER OPERATIONS MANUAL

Important: Read this Manual now and retain it for future reference

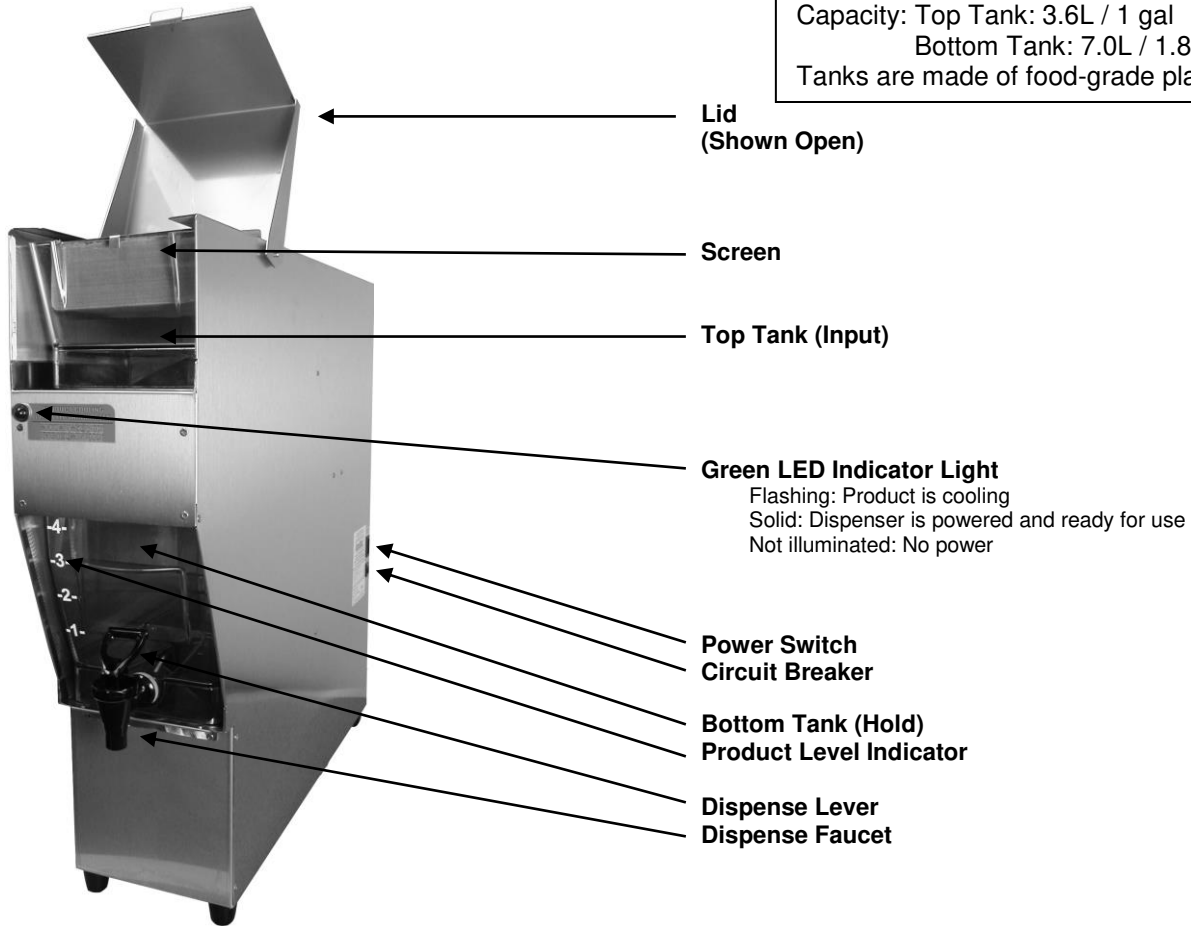
THE DISPENSER

The SureShot Dispensing Systems® AC-LC2 Liquid Cooler Dispenser is a simple, effective and efficient process for making hot liquids cold quickly. In less than three minutes, two pots of hot liquid, including coffee and tea, will be cooled by simply pouring the hot liquid in the top tank of the dispenser. Up to four pots can be held in the bottom tank where the cool liquid is stored. It is then ready for a quick, clean dispense.

SPECIFICATIONS

Weight: 42lb / 19kg (empty)
50lb / 23kg (full)
Dimensions (LxWxH): 25.25"x 7" x 26"
Capacity: Top Tank: 3.6L / 1 gal
Bottom Tank: 7.0L / 1.8 gal
Tanks are made of food-grade plastic.

MAIN COMPONENTS



AC-LC2

Servicing and Warranty

Standard warranty is one year, on-site parts and labour.
Access to USA and Canada-wide Technical Service Network.

The Warranty (see page 11) 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 by calling 888 777-9990 or +1 902 865 9602.

The customer is responsible for all costs not approved by SureShot Solutions.

Inspect for Damage

Note: Damages incurred during shipment are not the responsibility of SureShot Solutions and are not covered by Warranty.

If you haven't already done so, inspect packaging material for damage. Note any damage in detail.

Unpack the dispenser immediately, following the directions below. Examine the dispenser for damage. Report any damage to the transportation company and file a claim for damages within 24 hours. Your immediate inspection and reporting protects you against loss.

Notify SureShot Solutions within 24 hours of any damage claims. No returns will be accepted without prior approval. Obtain an authorized return number by contacting the SureShot Technical Assistance Center at 888 777-9990 or +1 902 865 9602.

Reshipment

If packaging is not available, it may be purchased from the SureShot Parts Department by calling 888 777-9990 or +1 902 865 9602.

Ensure pieces which may shift in transit are secured using masking tape.

No returns will be accepted without prior approval. Obtain an authorized return number by contacting the SureShot Technical Assistance Center at 888 777-9990 or +1 902 865 9602.

Unpacking the Dispenser

1. Position the box with the "This Side Up" arrow pointing upward.
2. Cut the packing straps from the box.
3. Lift the top from the box.
4. Remove the box sleeve by lifting it up and off the dispenser.
5. Lift the dispenser off the bottom of the box and place it on the counter.
Caution: Always lift the dispenser from the bottom.
6. Remove the plastic protective covering from the stainless steel exterior. Hold the dispenser firmly at the top and peel in sections from top to bottom.
7. Prior to use, read the Operations Manual and store it for future reference.

Install Screen

Note: The screen is shipped inside the top tank and must be installed correctly.

1. Locate screen.
2. Set the screen inside top tank at the front.
3. Ensure the tab on the screen is facing the front.
4. Attach tab to the front of the top tank. This is to hold the screen in place. See Figure 1.

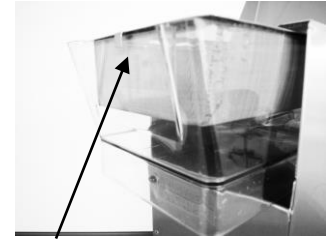


Figure 1

DISPENSER REQUIREMENTS

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.
- Always use caution when working with hot liquids.

Electrical and Water

Power: 120 V AC, 60 Hz, 0.15 amp, 1 ph

Water: Cold water supply line with a minimum of 6 liters (1.5 gallons) per minute

Water pressure should be between 25–75 psi

Inlet: 0.25" Male S.A.E. 45° Flare Fitting included with dispenser

Note: The inlet also accepts 3/8" OD x 1/4" ID Low Density Polyethylene Tubing by removing the 1/4" flare fitting and tube.

Outlet: 3/8" OD x 1/4" ID

Access to free drain

Note: A certified plumber is required for installation. See page 4.

Locating the Dispenser in your Facility

- This dispenser is not suitable for outdoor use.
- Place the dispenser where it will best serve your operation.
- Place the dispenser at the appropriate serving height so that users of the dispenser can operate the dispense faucet, easily place and remove cups, and can comfortably pour liquid into the top tank.
- Do not place the dispenser too close to a source of heat or moisture.
- The dispenser should be placed on a level surface. The dispenser does not require levelling for normal operation.
- Counters, platforms, or shelves should be strong enough to support the dispenser and a full product load. The empty dispenser weighs 42 lb./19 kg. The full dispenser weighs 50 lb./23 kg.

INSTALLATION

Plumbing

Note: A certified plumber is required for installation.

Note: See page 3 for Electrical and Water Requirements.

- The length of the outlet and drain line is not critical.
- Outlet and drain line diameter must **not** be smaller than specifications on page 3 by changing line, adding fittings or couplers, kinking, crimping or pinching. See Figure 2.
- Increasing outlet and drain line diameter is acceptable.
- The orientation of the outlet and drain line must always slope away from the dispenser.
- Plumbing must meet local codes and requirements.

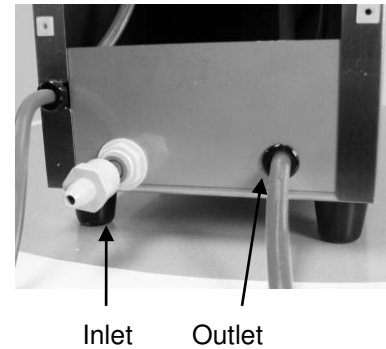


Figure 2

OPERATING THE DISPENSER

Turning on the Dispenser

1. Plug the power cord from the dispenser into an AC electrical wall outlet.
2. Turn power switch to ON. Power switch is located on the right side of dispenser toward the back, near the bottom. A green LED light on the front, left side of the dispenser will illuminate to indicate the power is ON.

Loading Product

1. Ensure green LED indicator light on front, left side of dispenser is solid and not flashing.
 - Flashing: Product is cooling
 - Solid: Product is cooled and ready for use
 - Not Illuminated: No power
2. Open the lid on top of the dispenser by lifting it up and towards the back.
3. Pour up to 2 pots of hot liquid into top tank of dispenser.
Note: Do not pour more than 2 pots of liquid into the dispenser at a time, as it may overflow.
4. Liquid will flow from the top tank, through the heat exchanger located inside the dispenser and then into the bottom tank. Two pots will take approximately 3 minutes.

Caution: Always check product indicator level on bottom tank prior to pouring additional hot liquid into top tank. Ensure bottom tank will accommodate additional amounts of hot liquid being poured into dispenser to avoid overflow.

Dispensing Product

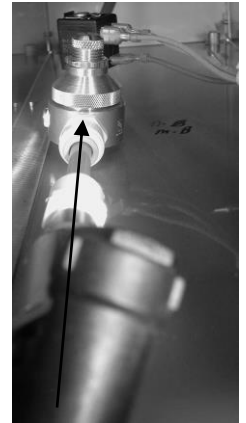
1. Hold or place cup under dispense faucet.
Note: Maximum cup height is 8" or 20cm.
2. Pull or push dispense lever to dispense cooled liquid.
3. Return lever to upright position when desired quantity has been dispensed.

PRESSURE REGULATOR

The amount of cooling water used for the cooling process can be adjusted. Adjustment may be required to increase cooling water due to variances in local water temperature.

1. Turn the power switch to OFF. The power switch is located on the right side of the dispenser toward the back, near the bottom.
2. Remove six (6) screws from the back of the dispenser.
3. Remove panel. Set aside.
4. Locate pressure regulator inside the back of the dispenser on the bottom.
5. Loosen locknut and adjust pressure as required. See Figure 3.
 - Turn clockwise to increase pressure for more cooling.
 - Turn counter-clockwise to decrease pressure for less cooling.

Note: Changing pressure regulator to increase cooling water will increase cold water consumption.



**Pressure Regulator
Figure 3**

CLEANING

- Do not use any abrasive material or cleaners on the dispenser.
- Dispenser must not be cleaned by water jet.
- Do not spray any liquid or cleaners in or around the inside of the dispenser. Liquid could damage electrical components of the dispenser.
- Dispose of liquids flushed through dispenser during cleaning procedure.
- When flushing dispenser during cleaning procedure, use an appropriately sized catch container that can easily be handled, as it may contain hot liquid. It may be necessary to stop flow after partial drainage. Empty the container each time it is filled and continue draining as required.

Recommended Cleaning Schedule

Equipment	Procedure	Frequency
Exterior of Dispenser	See page 5	Daily
Tanks, Heat Exchanger, Screen, Dispense Faucet and Lines	See page 5	Daily
Sanitizing and Destaining	See page 6	Weekly

Exterior

1. Wipe exterior surfaces using a soft cloth dampened with warm, clean and soapy water. A stainless steel cleaner is recommended for use on stainless steel surfaces only.

Note: Do not allow stainless steel cleaner to come in contact with the plastic faucet.

2. Rinse with warm, clean water.

Tanks, Heat Exchanger, Screen, Dispense Faucet and Lines

Daily Cleaning

1. Ensure green LED indicator light is solid and not flashing.
2. Turn **off** power switch.
3. Open dispense faucet and drain any remaining product into an appropriately sized catch container. Discard drained product.
 - a. Open dispense faucet by tilting lever into the lock position.
 - Lever can be tilted both directions.
 - Tilting lever fully in one direction to a horizontal position locks the faucet open.
 - Tilting lever in the opposite direction allows it to close automatically when released.

4. Flush with water.
 - a. With dispense faucet open and catch container in place under the faucet, pour 2 pots of hot water (160°F/70°C) into top tank and allow to flush through the system and drain out of dispense faucet. Discard drained water.

Caution: Liquid will be hot!

5. Remove two tanks and screen from the dispenser. See Figure 4.
 - a. Remove top tank by sliding it out from the dispenser.
 - b. Remove screen by pulling it up and out from the top tank.
 - c. Grasp the dispense faucet of bottom tank and pull up over the two bumps, while sliding straight out, just far enough to grasp sides of tank for complete removal. Set aside. **Do not use dispense faucet to carry tank.**
 - d. Remove the top section of the faucet by twisting counter clockwise 2 full turns and pull out the handle and internals of the faucet with the silicone gasket.
 - e. Remove the silicone gasket from the handle by pulling it off the handle. See Figure 5. Set aside.

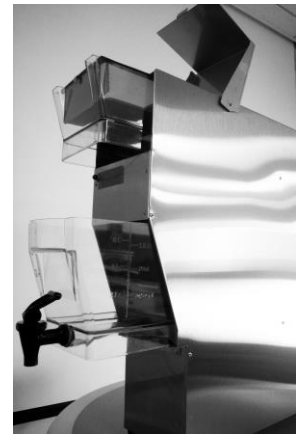


Figure 4

6. Wash both tanks, screen, dispense faucet handle and silicone gasket in hot water with a good quality cleaner at a minimum water temperature of 140°F/60°C. Wash thoroughly to reach all corners and crevices.

Note: If a dishwasher is available the items may be cleaned on the full wash cycle.

7. Install the silicone gasket back on the handle, then assemble the handle back into the faucet body by twisting clockwise until tight.
8. Rinse well with warm, clean water ensuring water is also flushed through dispense faucet.
9. Air dry thoroughly.
10. Lubricate O-ring. See Figure 6
 - a. Locate O-ring and ensure it is on the bulkhead fitting. It is located on the back wall in the top section of the dispenser. See Figure 7.
 - b. Apply a small amount of food-grade lubricant to the O-ring on the bulkhead fitting.



Figure 5

11. Install screen in top tank, then load both tanks completely back into dispenser.

- a. To install screen, set inside the top tank at the front. Ensure the tab is facing the front and is attached to the front of the top tank.
- b. When loading top tank, ensure it is pushed in all the way and the hole in the back of the top tank aligns with the bulkhead fitting inside the back of the dispenser. See Figure 7.



Figure 6

Note: Lid must close all the way. If lid does not close then the top tank is not fully installed.

- c. To load bottom tank, lift and push back behind the two bumpers.
12. Flush with product.
The heat exchanger and lines contain water after cleaning. This needs to be flushed out with product prior to regular use.
 - a. With dispense faucet open, pour a half pot of product into top tank and allow to flush through into an appropriately sized catch container for discarding.
13. Close dispense faucet.
14. Turn **on** power switch.
15. To load product, see page 4.



Figure 7

Sanitizing and Destaining

Sanitizing is required prior to first use and recommended monthly, as well as after the destaining procedure.

Use appropriate Sanitizing solution or Destaining solution approved by your organization in the following steps.

1. Ensure green LED indicator light is solid and not flashing.
2. Turn **off** power switch.
3. Open dispense faucet and drain any remaining product into an appropriately sized catch container. Discard drained product.
 - a. Open dispense faucet by tilting lever into the lock position.
 - Lever can be tilted both directions.
 - Tilting lever fully in one direction to a horizontal position locks the faucet open.
 - Tilting lever in the opposite direction allows it to close automatically when released.
4. Flush with water.
 - a. With dispense faucet open and catch container in place under the faucet, pour 2 pots of hot water (160°F/70°C) into top tank and allow it to flush through the system and drain out of dispense faucet. Discard drained water.

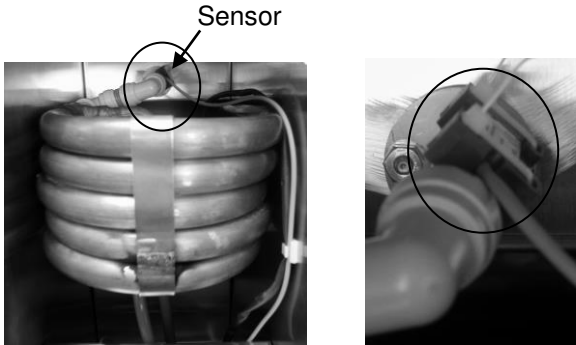
Caution: Liquid will be hot!
5. Sanitize or Destain.
 - a. Close dispense faucet.
 - b. Pour 6 liters of sanitizing or destaining solution into top tank and let it run through the system into the bottom tank.
6. When all the sanitizing or destaining solution has made its way to the bottom tank, open dispense faucet and drain solution from bottom tank into an appropriately sized catch container.
7. Repeat step 5 and 6 re-using the solution previously drained.
8. When the sanitizing or destaining solution has gone through the heat exchanger 2 times, it can be discarded.
9. If destaining, repeat steps 6-8 with sanitizer as well.
10. Remove two tanks and screen from the dispenser.
 - a. Grasp the dispense faucet of bottom tank and pull up over the two bumps, while sliding straight out, just far enough to grasp sides of tank for complete removal. Set aside. **Do not use dispense faucet to carry tank.**
 - b. Remove top tank by sliding it out from the dispenser. Set aside.
 - c. Remove screen by pulling it up and out from the top tank.
11. Rinse with potable water.
12. Install screen into top tank, then load both tanks completely back into dispenser.
 - a. To install screen, set inside the top tank at the front. Ensure the tab is facing the front and is attached to the front of the top tank.
 - b. When loading top tank, ensure it is pushed in all the way and the hole in the back of the top tank aligns with the bulkhead fitting inside the back of the dispenser. See photo on the page 6.

Note: Lid must close all the way. If lid does not close then the top tank is not fully installed.
 - c. To load bottom tank, lift and push back behind the two bumpers.
13. Flush with product.

The heat exchanger and lines contain water after sanitizing and destaining. This needs to be flushed out with product prior to regular use.

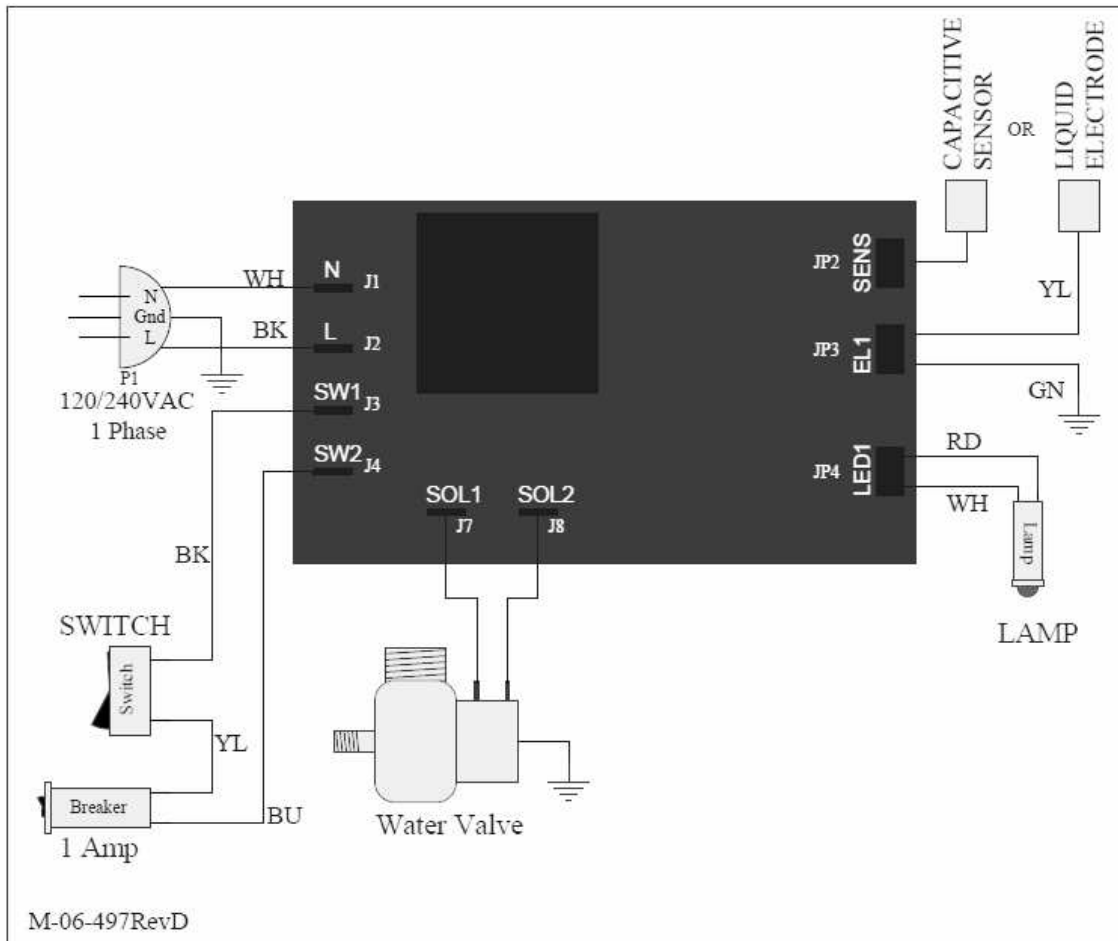
 - a. With dispense faucet open, pour a half pot of product into top tank and allow to flush through into an appropriately sized catch container for discarding.
14. Close dispense faucet.
15. Turn **on** power switch
16. To load product, see page 4.

TROUBLESHOOTING

Problem	Action
Dispenser does not turn on (green light does not come on)	<ol style="list-style-type: none"> 1. Ensure dispenser is plugged into an active power source. If power source does not have power, have a qualified person check your facility's fuse box or circuit breaker to restore power. 2. Ensure power switch is in the ON position. 3. Ensure dispenser's circuit breaker has not tripped. <ol style="list-style-type: none"> a. Turn the power switch to the OFF position. b. Locate and depress the 1 Amp circuit breaker below the power switch to make sure it has not tripped. <ul style="list-style-type: none"> • No white should be showing. If white is showing on the top of the breaker, it is tripped. • It will make a clicking noise when depressed. c. Turn the power switch to the ON position. <p>If dispenser still does not turn on, contact the SureShot Technical Assistance Center at 888 777-9990 or +1 902 865 9602.</p>
Green LED light does not stop flashing	<ol style="list-style-type: none"> 1. Turn dispenser power off and then back on. <p>If green LED light continues to flash, contact the SureShot Technical Assistance Center at 888 777-9990 or +1 902 865 9602.</p>
Green light does not flash during cooling process	<ol style="list-style-type: none"> 1. Turn dispenser power off and then back on. 2. If problem persists, remove the six screws from the back of dispenser. 3. Remove panel and set aside. 4. Check orientation of the sensor. It should be oriented at a 2 o'clock position, pointing towards the top right corner. See Figure 8. <p>If green light still does not flash, contact the SureShot Technical Assistance Center at 888 777-9990 or +1 902 865 9602.</p> <div style="text-align: center;">  <p style="display: flex; justify-content: space-around;"> Heat Exchanger (View From rear of dispenser) Close-up view of the sensor </p> <p data-bbox="721 1514 829 1541">Figure 8</p> </div>
Dispenser will not allow liquid to flow from the top tank to the bottom tank	<ol style="list-style-type: none"> 1. Ensure the top tank's drain is not blocked. 2. Complete a destaining and sanitizing cycle (see page 6). <p>If dispenser still does not allow liquid to flow from the top tank to the bottom tank, contact the SureShot Technical Assistance Center at 888 777-9990 or +1 902 865 9602.</p>
Hot or warm liquid is being dispensed	<ol style="list-style-type: none"> 1. Ensure the water supply line is attached to a cold water inlet. 2. Adjust pressure regulator for increased cooling water (see page 5). <p>If this does not correct the problem, contact the SureShot Technical Assistance Center at 888 777-9990 or +1 902 865 9602.</p>

Dispenser is making a whistling sound	This is the backflow preventer. This is normal at factory pressure settings.
Dispenser is leaking	<p>Leaking Product:</p> <ol style="list-style-type: none"> 1. Ensure dispense faucet is tightly connected by turning clockwise. 2. Ensure dispense lever is tightly connected to the faucet. 3. Ensure tank is not overfilled. 4. Check for holes, cuts or cracks in hoses and tanks. 5. Check for leaks at fittings of hoses. <p>Leaking Water:</p> <ol style="list-style-type: none"> 1. Check for holes, cuts or cracks in blue hoses. 2. Check for leaks at fittings of blue hoses. <p>To access hoses</p> <ol style="list-style-type: none"> 1. Remove back panel by removing the six (6) screws. <p>If dispenser continues to leak, contact the SureShot Technical Assistance Center at 888 777-9990 or +1 902 865 9602.</p>
Faucet is leaking/dripping product	<p>Coffee grounds have passed into the system and are preventing the silicone gasket inside the faucet from making a proper seal. Clean inside of faucet by removing the top section of the faucet and cleaning the silicon gasket.</p> <ol style="list-style-type: none"> 1. Refer to Steps 5 to 7 on Page 6. <p>If faucet continues to leak/drip, contact the SureShot Technical Assistance Center at 888 777-9990 or +1 902 865 9602.</p>

WIRING DIAGRAM



For service, if you are within the Warranty Period for your dispenser, please contact:
SureShot Technical Assistance Center
A.C. Dispensing Equipment, Inc.
888 777-9990 or +1 902 865 9602
www.sureshotsolutions.com
service@sureshotsolutions.com

If your Warranty has expired, contact your local Service Technician.

Note: 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.

NORTH AMERICAN 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, maintenance or adjustments deemed appropriate by A.C. Dispensing Inc.

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 labour, 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 **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 Serial Number, Model Number and Option Code from the data label located 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 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.

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 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 labour rates. Should service be required at times which normally involve overtime or premium labour 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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