SURESHOT
SOLUTIONS

SUGARSHOT 2.0

SUGAR DISPENSER

MODEL AC1-GP

OPERATIONS MANUAL

D-19-288-1 Rev. K

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INTRODUCTION

MAIN COMPONENTS

Familiarize yourself with the names and locations of the sugar dispenser components.

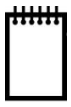
Figure 1: Main exterior and interior components of the SugarShot 2.0 sugar dispenser

Note: Your dispenser may differ from the images shown here.

SPECIFICATIONS

Model:	AC1-GP
Weight (empty):	32 lb. (14.5 kg)
Weight (full):	48 lb. (21.8 kg)
Dimensions (LxWxH):	19" x 6" x 25.5" (48.3 cm x 15.2 cm x 64.8 cm)
Power requirement:	As indicated on the product identification label, 120V AC, 60Hz, 0.6A, 1ph
Hopper capacity	16.0 lb. (7.3 kg)
Certifications:	NSF c UL us

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 functions that could cause damage to the dispenser or to users.

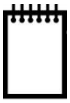
RECEIVING THE DISPENSER

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 (USA & Canada) 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)
+1 902 865 9602

Prior to registering your warranty, note the model and serial numbers that are located on the product identification label on your dispenser. For more information on where to find these numbers, refer to the SERVICE AND WARRANTY section of this manual. You will need this information when registering your product warranty.

SETTING UP THE DISPENSER

WHERE TO PLACE THE DISPENSER

- The dispenser must be placed on a horizontal surface.
- Place the dispenser where it will best serve your operation at an appropriate usage and filling height so that users can operate the dispenser without obstructions. The surface must be strong enough to support the dispenser full of product.
- Do not place the dispenser too close to a source of heat or moisture.
- The dispenser is intended for indoor use only.

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.
- The auger is powered by a motor with a turning shaft located inside the hopper. To avoid possible injury or equipment damage, keep hands and objects clear of the auger and shaft when equipment is plugged in.

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.

INSTALLING THE CUP GUIDE

For models with a cup guide, follow these instructions for installation:

1. Line up the two ends of the cup guide with the top of the keyholes located on the front of the dispenser.
2. Push the ends of the cup guide into the top of the keyholes and push the cup guide down to secure it to the dispenser. It might be easier to push in one side and then the other.

Figure 2: Install the cup guide

INSTALLING THE CATCH TRAY

For models with a catch tray, lift the front of the tray slightly and insert the tab under the front of the dispenser to secure it in place.

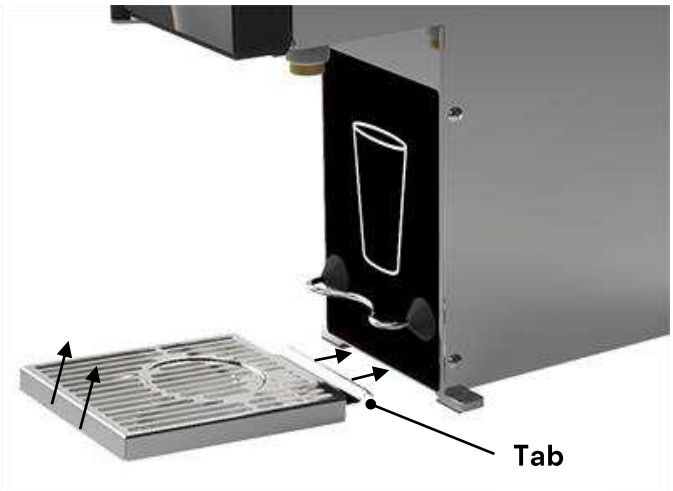


Figure 3: Catch tray

TURNING ON 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.

Before turning on the dispenser, be sure to remove the clear plastic protective film from the door front.

Follow these steps to turn on the dispenser:

1. Plug the power cord into the receptacle at the back of the dispenser.
2. Plug the other end of the cord into a 3-prong, grounded electrical outlet.

When the dispenser is plugged in, you may see various lights on the button panel turn on and off. When it is ready to dispense, the display will show `Make Selection`.

SETTING THE LANGUAGE

The default display language is English, but it can be changed to other languages if they are available. For information on how to change the language, refer to the instructions for language in the SOFTWARE FEATURES section of this manual.

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. For cleaning instructions, refer to the CLEANING THE DISPENSER section of this manual.

OPERATING THE DISPENSER

Make sure the hopper and tube have been cleaned and dried before installing them in the dispenser. Wash and sanitize your hands or wear clean gloves before handling the hopper, tube, or sugar product.

INSTALLING THE HOPPER

To install the hopper, follow these instructions.

1. Open the door of the dispenser. Remove the lid and hopper insert by lifting them straight up and off the dispenser.
2. Remove the hopper from the dispenser.
3. If applicable, remove the hopper screen from the top of the hopper.

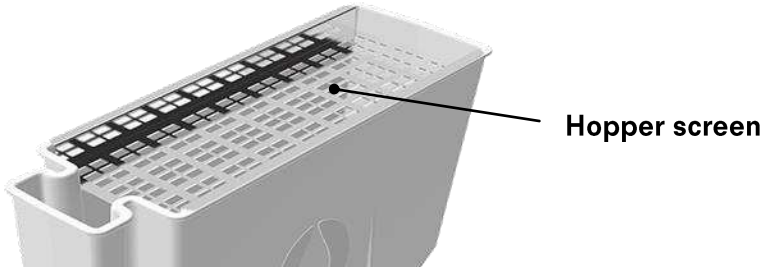


Figure 4: Hopper screen

4. Attach the tube to the hopper by pushing one end of the tube over the barbed fitting on the front of the hopper.
5. If applicable, reinstall the hopper screen on top of the hopper.
6. Place the hopper back into the dispenser so the bottom front is behind the red line. To do this, hold the hopper upright and level, and slide it straight back until the hopper connects with the coupler inside the back of the dispenser.
7. Put the tube through the holes in the guide plate and the dispense point.
8. Replace the hopper insert and lid on top of the dispenser.
9. Close the door.

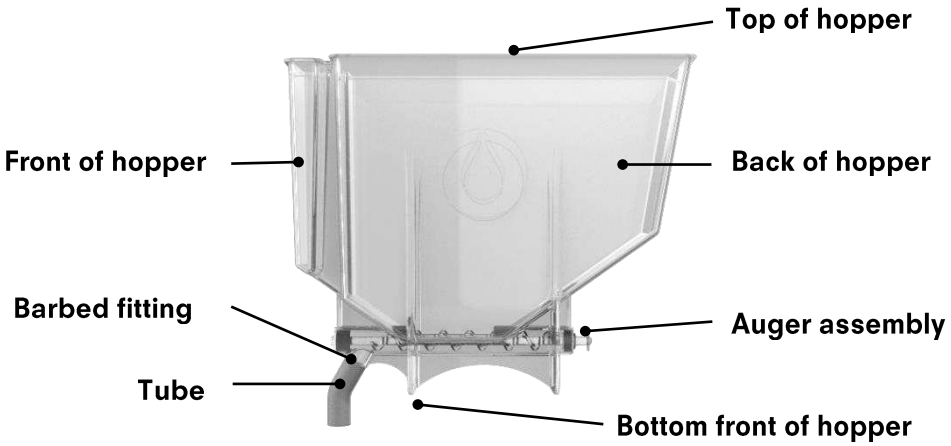


Figure 5: Hopper

Make sure the drive pin on the auger assembly at the back of the hopper (Figure 6) lines up with the grooves on the coupler inside the back of the dispenser (Figure 7). If you are having trouble lining up the drive pin with the grooves on the coupler, try turning the drive pin to a similar angle as the grooves on the coupler before placing the hopper into the dispenser.

Figure 6: Drive pin on the auger assembly at the back of the hopper

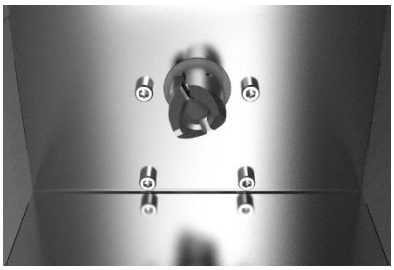


Figure 7: Coupler inside the back of the dispenser

FILLING THE HOPPER

Make sure the sugar is stored in a sealed container away from moisture to prevent product clumping. Do not add clumps to the hopper. Sift sugar to remove any clumps.

To fill the hopper with sugar, follow these instructions.

1. Remove the lid from the dispenser. Set the lid on a clean, dry surface so it can be replaced without adding moisture or other contamination to the product.
2. Make sure there are no sugar clumps in your sugar. If you do not have a hopper screen, manually sift sugar to remove any clumps before pouring sugar into the hopper.
3. Carefully pour sugar into the hopper. If you have a hopper screen installed on top of the hopper, pour sugar slowly to give the sugar time to fall through the screen into the hopper. Breakup any large clumps of sugar that might be sitting on the hopper screen.

Figure 8: Add sugar

4. Fill the hopper to the top edge. Be careful not to overfill.
5. Reinstall the lid onto the dispenser.

Do not shake or tap the sides of the dispenser after filling. If you choose to remove the hopper for filling, do not shake or tap the hopper in an effort to settle the sugar in the hopper. In both cases, this will cause the sugar to become too compact and this may cause dispensing issues.

6. Prime the dispenser.
    a. Place a clean, dry cup under the dispense point.
    b. Dispense the largest portion of sugar available on your dispenser:
        - **For dispensers with both shot quantity and cup size buttons:** Press the **largest cup size button**.
        - **For dispensers with shot quantity buttons only:** Press the **largest shot quantity button**.
        - **For dispensers with cup size buttons only:** Press the **largest cup size button**.
        - **For dispensers with shot quantity and dispense or cancel buttons**: Press the **largest shot quantity button** and then press the **dispense button**.
    c. Pour the sugar back into the dispenser or discard it.

To maintain dispense accuracy, always refill the hopper completely when the dispenser indicates the product level is low.

Calibrate the dispenser the first time you fill it. Remember to prime before you calibrate. For calibration instructions, please refer to the SOFTWARE FEATURES section of this manual.

BUTTON PANEL

There are two different styles of button panels. One has a multi-row display and the other has a single-row display. Read the button panel information that follows the style that is on your dispenser.

Figure 9: Button panel styles

Button Panel with Multi-Row Display

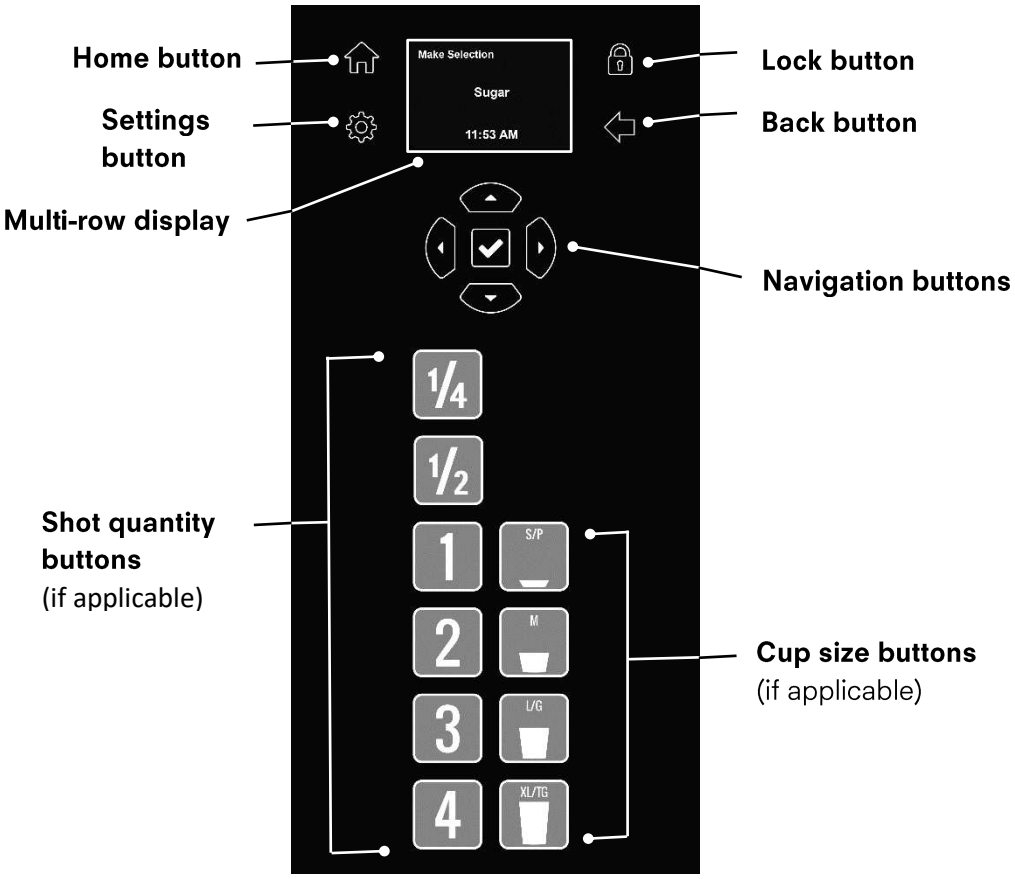


Figure 10: Button panel with multi-row display and navigation buttons

Note: Your button panel may differ from the image shown here.

Home button: Press this button to return to dispense mode from any of the settings pages.

Settings button: Please refer to the SOFTWARE FEATURES section of this manual for descriptions of the available functions within the dispenser's settings.

Display: The display shows the current operational status, the product being dispensed, and the time.

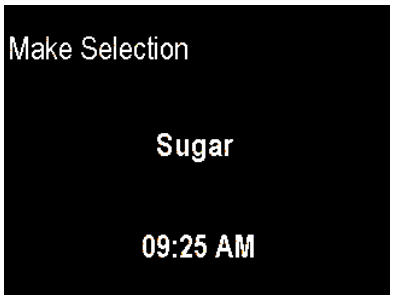


Figure 11: Multi-row display in normal operating mode

Lock button: Press and hold this button for one second until LOCKED and the lock icon appears on the display, to disable the button panel for cleaning. Press and hold this button again until the display returns to normal to re-enable the button panel.

Figure 12: Button panel lock indicator

Back button: Press this button to go back to the previous screen.

Navigation buttons: Use the **arrow buttons** to navigate through the pages of the dispenser's settings. Use the ☑ **button** to select OK.

Shot quantity buttons: These buttons multiply the amount of sugar servings dispensed. For example, if you press the 2 button, it would multiply the dispense amount by 2 so that a double serving of sugar will be dispensed.

Cup size buttons: Each cup size button will dispense a different amount of product according to the dispenser's recipes. When a cup size button is pressed, product will dispense.

Notifications: The SureShot symbol on the door will change color and/or flash if there is something that needs attention. Text will also appear in the display to notify you what needs attention.

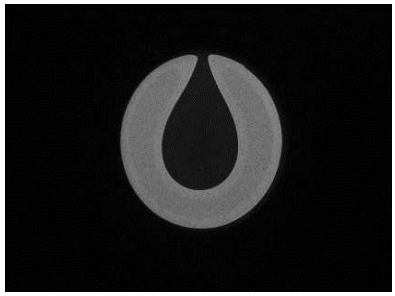


Figure 13: SureShot symbol

If there is more than one notification, the SureShot symbol will flash in the color of the most critical issue and the display will show each notification in its appropriate color.

- Flashing Red – critical: HOPPER JAMMED. For more information on this, please refer to the TROUBLESHOOTING section of this manual.
- Flashing Yellow – non-critical: PRODUCT LOW (Figure 14) or DISPENSING DISABLED (Figure 15). Solid yellow for LOCKED. For more information on product

low, please refer to the instructions for filling the hopper in the OPERATING THE DISPENSER section of this manual. Dispensing becomes disabled when the door is open or the hopper lid is removed; the dispenser will not dispense for safety reasons. The button panel will be locked if the lock mode has been enabled.

- Solid Green – normal operation.

Figure 14: Product low indicator

Figure 15: Dispensing disabled indicator

Button Panel with Single-Row Display

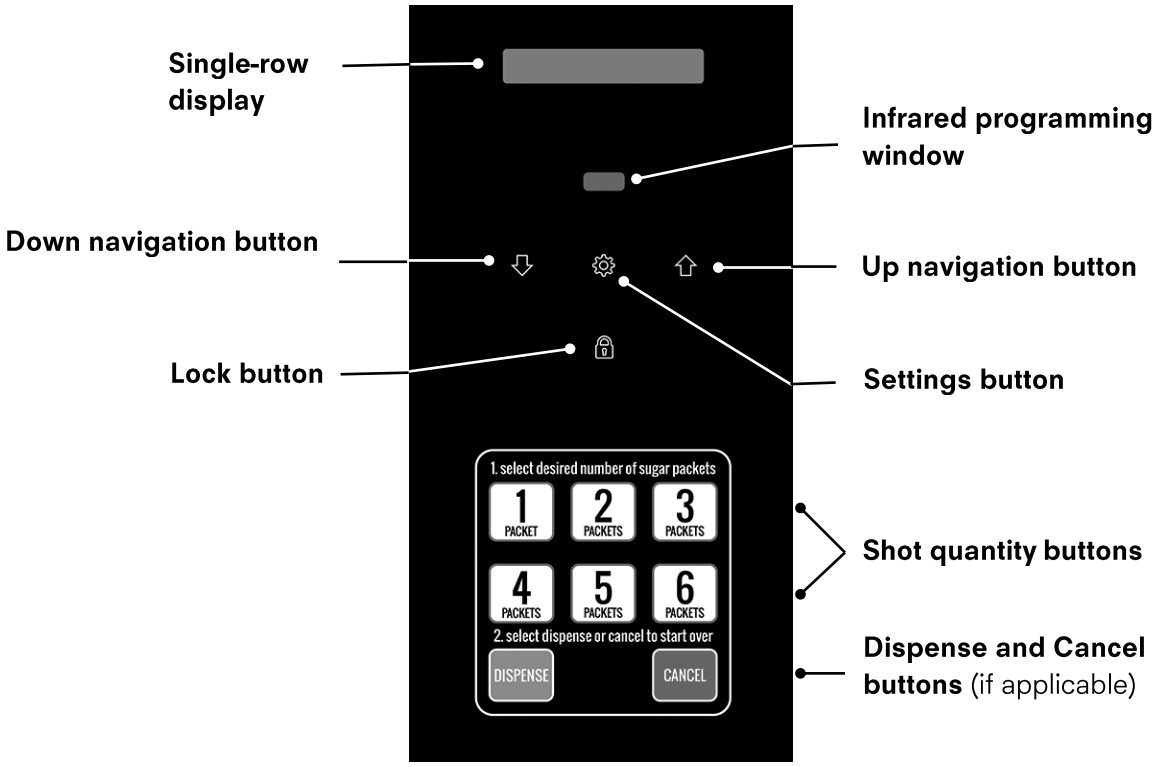


Figure 16: Button panel with single-row display

Note: Your button panel may differ from the image shown here.

Display: The display shows the current operational status of the dispenser. In normal operating mode, the display will show `Make Selection`.

Infrared programming window: This is where the dispenser's software can be updated using a programming device called a fob.

Settings button: This button is used to access various software features.

Down and up navigation buttons: These buttons are used to navigate the various software features in program and maintenance mode.

Lock button: This button is used to disable the button panel for cleaning the dispenser. It is also used as an initial step to enter program mode. To disable the button panel, press and hold the **lock button** until you see the lights on the panel flash. To cancel lock mode, press and hold the **lock button** until the lights stop flashing and then release the button. The display will show `Make Selection`.

Shot quantity buttons: These buttons multiply the amount of sugar servings dispensed. For example, if you press the 2 button, it would multiply the dispense amount by 2 so that a double serving of sugar will be dispensed. Once a shot quantity button has been selected, you must then press the dispense button to dispense product.

Dispense and cancel buttons: After a shot quantity button has been selected, pressing the dispense button will result in product being dispensed. Pressing the cancel button will clear your selection.

Notifications: The SureShot symbol on the door will change color and/or flash if there is something that needs attention. Text will also appear in the display to notify you what needs attention.

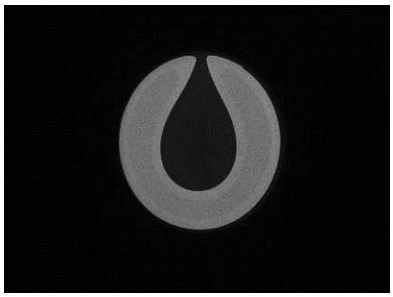


Figure 17: SureShot symbol

If there is more than one notification, the SureShot symbol will flash in the color of the most critical issue and the display will alternate between showing the most critical notification and `Make Selection`.

- Flashing Red – critical: `HOPPER JAMMED`. For more information on this, please refer to the TROUBLESHOOTING section of this manual.
- Flashing Yellow – non critical: `PRODUCT LOW` or `DispensingDisabled`. Solid yellow for `LOCKED`. For more information on product low, please refer to the instructions for filling the hopper in the OPERATING THE DISPENSER section of this manual. Dispensing becomes disabled when the door is open or the hopper lid is removed; the dispenser will not dispense for safety reasons. The button panel will be locked if the lock mode has been enabled.
- Solid Green – normal operation.

DISPENSING PRODUCT

1. Place an empty cup under the dispense point. An empty cup is recommended to avoid steam from a hot beverage entering the tube and causing the product to clump.
2. Select the appropriate buttons:
   - **For dispensers with shot quantity and cup size buttons:**
     a. Press the appropriate **shot quantity button** (if required). If your dispenser has a default shot quantity and the amount of sugar requested corresponds to this default, skip this step.
     b. Press the appropriate **cup size button**. Product will dispense after this button is pressed.

- **For dispensers with shot quantity buttons only:** Press the appropriate **shot quantity button**. Product will dispense after this button is pressed.
- **For dispensers with cup size buttons only:** Press the appropriate **cup size button**. Product will dispense after this button is pressed.
- **For dispensers with shot quantity and dispense or cancel buttons:** Press the appropriate **shot quantity button** and then press the **dispense button**. Product will dispense after this button is pressed. Instead of pressing the dispense button, you can press the **cancel button** to clear your selection.

3. Do not move the cup until dispensing is complete. It is OK to move the cup after the triple beep and the WAIT screen returns to normal operating mode.

Examples:

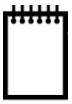
- **For dispensers with both shot quantity and cup size buttons:** To prepare a medium size beverage with two servings of sugar, press the **2 shot quantity button** followed by the **medium cup size button**. Product will dispense when the cup size button is pressed.

  For dispensers with both shot quantity and cup size buttons, a default shot quantity may exist (e.g., 1 to represent one serving of sugar). If SureShot preprogrammed your dispenser with a default shot quantity, you will not need to press a **shot quantity button** when you wish to dispense the default amount of sugar; in this case, you can simply proceed to selecting the appropriate **cup size button**.

- **For dispensers with shot quantity buttons only**: To prepare a beverage with two servings of sugar, press the **2 shot quantity button**. When this button is pressed, product will dispense.

- **For dispensers with cup size buttons only**: To prepare a medium size beverage with sugar, press the **medium cup size button**. When this button is pressed, product will dispense.

- **For dispensers with shot quantity and dispense or cancel buttons**: To prepare a beverage with three servings of sugar, press the **3 shot quantity button** followed by the **dispense button**. Product will dispense when the dispense button is pressed.



If the door is open, you cannot dispense product.

SOFTWARE FEATURES - MULTI-ROW DISPLAY

There are two different styles of button panels, each having a different set of software features. The following information details the software features for the style of button panels with a large, multi-row display on the door.

SETTINGS

There are several functions available within the dispenser's settings for both restaurant-level and service-level procedures, such as Calibration, Network, Drink Counts, Recipe, User Options, and System Settings.

To access the settings page, press and hold the **settings button** for one second. Use the **navigation buttons** to move around the settings pages.

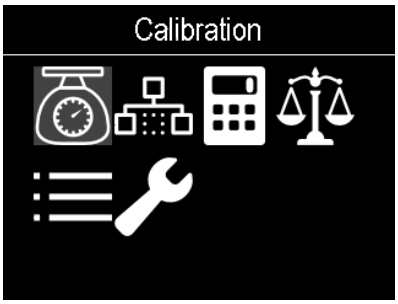
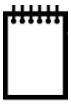


Figure 18: Default settings page



You can return to dispense mode at any time by pressing the **home button** or return to the previous screen by pressing the **back button**. Any changes you have made, if not confirmed by pressing the ☑ **button**, will be lost.

Calibration

In some circumstances, the actual amount of dispensed sugar may be slightly different from the recipe amount. In this case, the calibration function can be used to correct the dispensed amount. The default adjustment value is zero, meaning no adjustment has been made. Calibration is recommended when you first install the dispenser. You will need a digital scale that shows weight in grams and an empty cup for this procedure.

1. Press and hold the **settings button** for one second to enter the settings page.
2. If not already highlighted, press the **right or left navigation button** repeatedly until the calibration icon is highlighted.

Figure 19: Calibration icon

3. Press the ☑ **button**. The first page shows the current calibration value as a percentage.

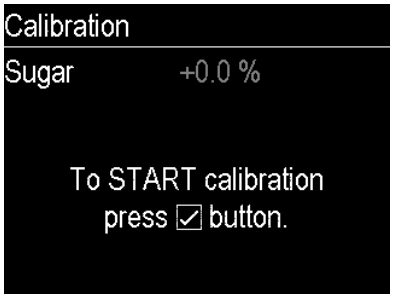


Figure 20: Calibration, first page

4. Press the ☑ **button** again to start the calibration procedure.
5. Set a scale to grams.
6. Place an empty cup on the scale and zero/tare the scale.
7. Place the cup under the dispense point.
8. Press the ☑ **button** to dispense product. The number displayed is the expected weight in grams of the calibration test dispense.

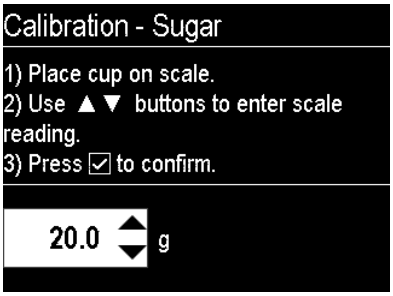


Figure 21: Calibration, test dispense weight

9. Place cup with the dispensed product onto the scale to check its weight.
10. Press the **up or down navigation button** to change the displayed number to match the actual weight shown on the scale display and then press the ☑ **button** to confirm the amount.
11. The display will show `Calibration complete` and will give the option to calibrate again or to exit. You may want to calibrate again; for example, you may want to verify that the dispense amounts have been corrected.

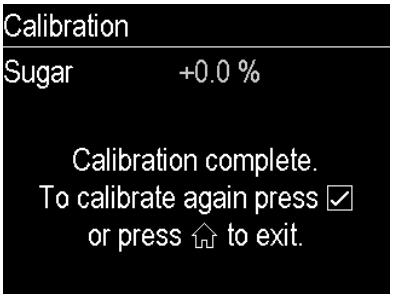


Figure 22: Calibration confirmation

When you are finished, press the **back button** to return to the previous screen or press the **home button** to return to dispense mode.

Network

This function shows you if the dispenser is connected to a network, and if it is, it will show what the network settings are.

1. Press and hold the **settings button** for one second to enter the settings page.
2. Press the **left or right navigation button** repeatedly until the network icon is highlighted.

Figure 23: Network icon

3. Press the ☑ **button**.

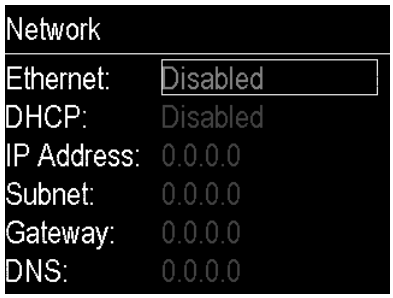


Figure 24: Network page

4. The two options for the `Ethernet` and `DHCP` settings are `Enabled` and `Disabled`. To change either setting to `Enabled` or `Disabled`, follow these steps.
    a. Press the **up or down navigation button** to highlight the setting you want to change.
    b. Press the ☑ **button** to change the setting to `Enabled`. Wait approximately 5 seconds for the display to change from `Disabled` to `Enabled`. Press the ☑ **button** again to change the setting back to `Disabled`.

When the `Ethernet` is `Enabled`, the `IP Address`, `Subnet`, `Gateway`, and `DNS` are white. When the `Ethernet` is `Disabled`, these addresses are grey and you cannot scroll through the other options.

When `DHCP` is `Enabled`, and your restaurant has a DHCP server, all the network configurations will automatically be set (providing the dispenser is plugged into the network). Select `Disabled` if you do not have internet connection or if your IT administrator wants to manually enter the network configurations.

When you are finished, press the **back button** to return to the previous screen or press the **home button** to return to dispense mode.

Drink Counts

Use this function to display the number of dispenses that have been made for each shot quantity, cup size, or combination of each. The total amount of sugar dispensed in grams is also shown.

1. Press and hold the **settings button** for one second to enter the settings page.
2. Press the **left or right navigation button** repeatedly until the drink counts icon is highlighted.

Figure 25: Drink counts icon

3. Press the ☑ **button**. The screen will show how many dispenses have been made in total.

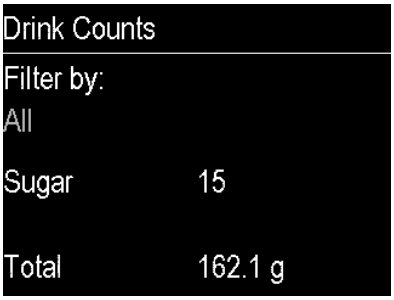
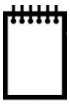


Figure 26: Drink counts page



The total displayed at the bottom is the total amount of sugar dispensed over the lifetime of the dispenser. This number includes all dispense options.

4. **For dispensers with shot quantity buttons only or cup size buttons only**: It is possible to see how many dispenses have been made for each shot quantity or each cup size. For example, for a dispenser with cup size buttons only, press the medium **cup size button** to see how many dispenses have been made for the medium cup size. Press the same button again if you want to deselect it. This will clear the selection.

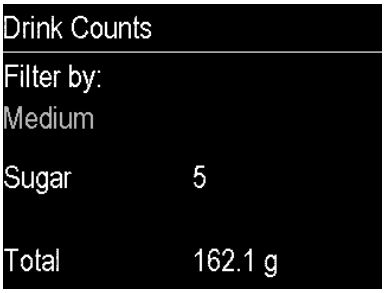


Figure 27: Drink counts by cup size

5. **For dispensers with both shot quantity buttons and cup size buttons:** It is possible to see how many dispenses have been made for a shot quantity and a cup size combination. To see this, press a **shot quantity button** and then a **cup size button**. Press the same buttons again if you want to deselect them. This will clear the selection.

Figure 28: Drink counts by shot quantity and cup size

If you wish to reset the drink counts back to zero, please refer to the instructions for user options in the SOFTWARE FEATURES - MULTI-ROW DISPLAY section of this manual.

When you are finished, press the **back button** to return to the previous screen or press the **home button** to return to dispense mode.

Recipe

Use this function to check the dispenser`s dispense amounts and change the default dispense amounts. Changes are made in 0.1 gram increments. The display will also indicate which recipe region the dispenser is currently set to. If the recipe has been adjusted manually, an asterisk will appear next to the recipe region. To change the recipe region, refer to the instructions for user options in the SOFTWARE FEATURES - MULTI-ROW DISPLAY section of this manual.

Check the Dispense Amounts

1. Press and hold the **settings button** for one second to enter the settings page.
2. Press the **left or right navigation button** repeatedly until the recipe icon is highlighted.

Figure 29: Recipe icon

3. Press the ☑ **button**.

Figure 30: Recipe page

4. Select the appropriate buttons for the dispense amounts you wish to check:
   - **For dispensers with shot quantity and cup size buttons:**
     Press the **cup size button** for the size you want to check. The display will show the cup size selected and the current dispense amount in grams for a single serving of sugar. If you wish to determine the dispense amount for a particular shot quantity and cup size combination, select a cup size and then multiply the dispense amount by the shot quantity you want to check. For example, to verify the dispense amount for the ½ shot quantity button and medium cup size, multiply the dispense amount for the medium cup size by ½ (i.e., 0.5).
   - **For dispensers with shot quantity buttons only:**
     Press the **shot quantity button** for the shot quantity you want to check. The display will show the shot quantity selected and the current dispense amount in grams.
   - **For dispensers with cup size buttons only:**
     Press the **cup size button** for the size you want to check. The display will show the cup size selected and the current dispense amount in grams.

When you are finished, press the **back button** to return to the previous screen or press the **home button** to return to dispense mode.

Adjust the Dispense Amounts

1. Press and hold the **settings button** for one second to enter the main settings page.
2. Press the **left or right navigation button** repeatedly until the recipe icon is highlighted.
3. Press and hold the **settings button** for one second.
4. Select the appropriate buttons for the amounts you wish to change:
   - **For dispensers with shot quantity and cup size buttons:**
     Press the **cup size button** for the size to be adjusted. The display will show the cup size selected and the current dispense amount in grams for a single serving of sugar.
   - **For dispensers with shot quantity buttons only:**
     Press the **shot quantity button** for the shot quantity to be adjusted. The display will show the shot quantity selected and the current dispense amount in grams.
   - **For dispensers with cup size buttons only:**

Press the **cup size button** for the size to be adjusted. The display will show the cup size selected and the current dispense amount in grams.

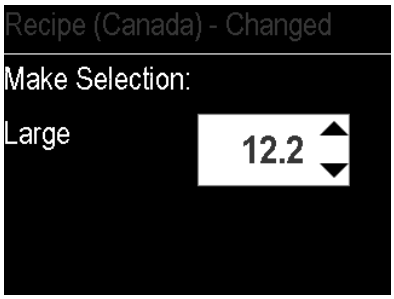
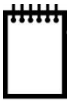


Figure 31: Change the recipe

5. Press the **up or down navigation button** to adjust the amount of product to be dispensed for the cup size or shot quantity selected. The number shown on the display will turn red as it is adjusted and the display will show `Recipe - Changed`.



If you go back to the original setting without saving, the recipe will change back to white and the word `Changed` will disappear from the display.

6. Press the ☑ **button** to accept the change. The display will show `Recipe - Saved`.

When you are finished, press the **back button** to return to the previous screen or press the **home button** to return to dispense mode.

User Options

Use this function to adjust various user preferences, such as language.

1. Press and hold the **settings button** for one second to enter the settings page.
2. Press the **left or right navigation button** repeatedly until the user options icon is highlighted.

Figure 32: User options icon

3. Press the ☑ **button**.

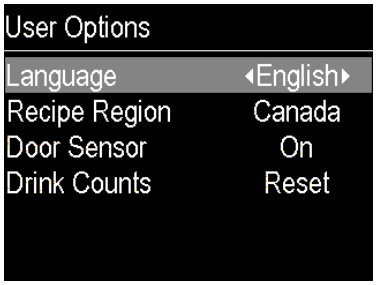
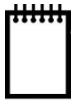


Figure 33: User options page

Language

1. If you have not yet accessed the user options function, press and hold the **settings button** for one second to enter the settings page. Press the **left or right navigation button** repeatedly until the user options icon is highlighted. Press the ☑ **button**.
2. Press the **up or down navigation button** until the `Language` row is highlighted.
3. If other languages are available, press the **left or right navigation button** until the language you wish to select is highlighted. When a change is made, the selection turns red and the display will show `User Options – Changed`.



If you go back to the original setting without saving, the selection will change back to white and the word `Changed` will disappear from the display.

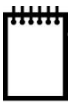
4. Press the ☑ **button** to accept the change. The display will show `User Options – Saved`.

When you are finished, press the **back button** to return to the previous screen or press the **home button** to return to dispense mode.

Recipe Region

Use this option to select the recipe region for the dispenser (e.g., Canada or USA). This option may not be available on all models.

1. If you have not yet accessed the user options function, press and hold the **settings button** for one second to enter the settings page. Press the **left or right navigation button** repeatedly until the user options icon is highlighted. Press the ☑ **button**.
2. Press the **up or down navigation button** until the `Recipe` row is highlighted.
3. If other recipes are available, press the **left or right navigation button** until the recipe you wish to select is highlighted. When a change is made, the selection turns red and the display will show `User Options – Changed`.
4. Press the ☑ **button**. The change is saved.



If you go back to the original setting without saving, the selection will change back to white and the word `Changed` will disappear from the display.

When you are finished, press the **back button** to return to the previous screen or press the **home button** to return to dispense mode.

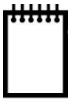
Door Sensor

There is a sensor in the door that detects when the door is open or when the hopper lid is removed and disables dispensing until the door is closed or the lid is put back in place. If this sensor malfunctions, it can be turned off until it is repaired. It can then be turned back on.

The sensor is installed for safety purposes and should only be disabled if it is faulty.

1. If you have not yet accessed the user options function, press and hold the **settings button** for one second to enter the settings page. Press the **left or right navigation button** repeatedly until the user options icon is highlighted.

2. Press the **up or down navigation button** until the `Door Sensor` row is highlighted.
3. Press the **left or right navigation button** to change the setting to `On` or `Off`. When a change is made, the selection turns red and the display will show `User Options – Changed`.



If you go back to the original setting without saving, the selection will change back to white and the word `Changed` will disappear from the display.

4. Press the ☑ **button** to accept the change. The display will show `User Options – Saved`.

When you are finished, press the **back button** to return to the previous screen or press the **home button** to return to dispense mode.

Reset Drink Counts

Use this option to reset drink counts to zero. For more information on drink counts, refer to the instructions for drink counts in the SOFTWARE FEATURES – MULTI-ROW DISPLAY section of this manual.

1. If you have not yet accessed the user options function, press and hold the **settings button** for one second to enter the settings page. Press the **left or right navigation button** repeatedly until the user options icon is highlighted. Press the ☑ **button**.
2. Press the **up or down navigation button** until the `Drink Counts` row is highlighted.
3. Press the **left or right navigation button** to bring up the confirmation window.
4. Use the **left or right navigation button** to select `Yes` or `No`.
5. Press the ☑ **button**. If you chose `Yes`, both the drink counts and the total amount of sugar dispensed in grams will be reset to zero.

When you are finished, press the **back button** to return to the previous screen or press the **home button** to return to dispense mode.

System Settings

Use this function to update various system settings, such as the software version, time, and date. It is also where you can complete software and driver updates, reset the dispenser to factory defaults, and reset the calibration values.

1. Press and hold the **settings button** for one second to enter the main settings page.
2. Press the **left or right navigation button** repeatedly until the system settings icon is highlighted.

Figure 34: System settings icon

3. Press the ☑ **button**.

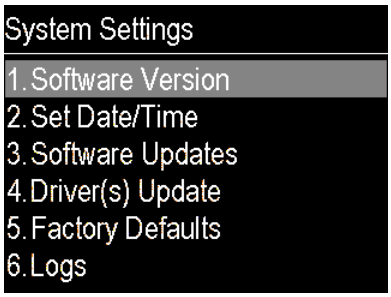


Figure 35: System settings page

Software Version

1. If you have not yet accessed the system settings function, press and hold the **settings button** for one second to enter the settings page. Press the **left or right navigation button** repeatedly until the system settings icon is highlighted. Press the ☑ **button**.
2. Press the **up or down navigation button** repeatedly until `Software Version` is highlighted.
3. Press the ☑ **button**. The version numbers are displayed.

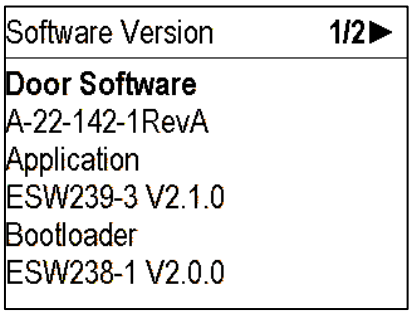


Figure 36: Software version numbers

4. Press the **left or right navigation button** to scroll through the different screens. Screen `1/2` lists the door software versions and screen `2/2` lists the auger software versions.
5. Press the ☑ **button** when you are finished to return to the system settings page.

When you are finished, press the **back button** to return to the previous screen or press the **home button** to return to dispense mode.

Set Date/Time

1. If you have not yet accessed the system settings function, press and hold the **settings button** for one second to enter the settings page. Press the **left or right navigation button** repeatedly until the system settings icon is highlighted. Press the ☑ **button**.
2. Press the **up or down navigation button** repeatedly until `Set Date/Time` is highlighted.

3. Press the ☑ **button**. The 12-hour/24-hour field is highlighted.

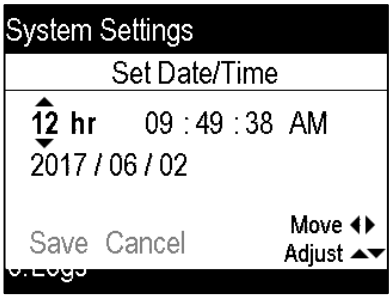


Figure 37: Setting the date and time

4. Press the **up or down navigation button** until the correct time mode is set (i.e., 12-hour clock or 24-hour clock).
5. Press the **left or right navigation button** to move between fields and the **up or down navigation button** to adjust values. Repeat these steps until you have the correct time and date set.
6. Press the **left or right navigation button** to select `Save` or `Cancel`.
7. Press the ☑ **button**. The display will show `System Settings – Saved` if you chose to save your changes.

When you are finished, press the **back button** to return to the previous screen or press the **home button** to return to dispense mode.

Software Updates

Software updates are completed using a standard USB stick with a minimum of 2MB of storage capacity. Updated software is available from SureShot Solutions via email or your corporate web portal.

Updating the software will reset the calibration, recipe, and drink counts settings to factory defaults. Once the software update is complete, fill the hopper to the top edge with product and then calibrate the dispenser.

1. If you have not yet accessed the system settings function, press and hold the **settings button** for one second to enter the settings page. Press the **left or right navigation button** repeatedly until the system settings icon is highlighted. Press the ☑ **button**.
2. Press the **up or down navigation button** repeatedly until `Software Updates` is highlighted.

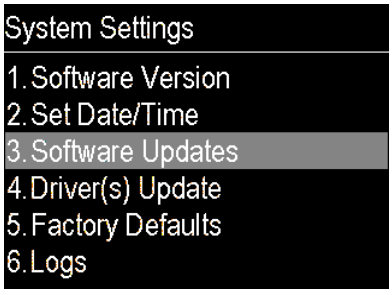


Figure 38: Software updates selected

3. Press the ☑ **button**.
4. The display will show `Searching`... Remove the rubber cover protecting the USB port on the left side of the door and plug in the USB stick with the updated software.

Figure 39: USB stick plugged into the USB port on the door

5. If more than one file name is listed, press the **up or down navigation button** to scroll through the options until the correct file type (.UPD) is highlighted. Press the ☑ **button**.

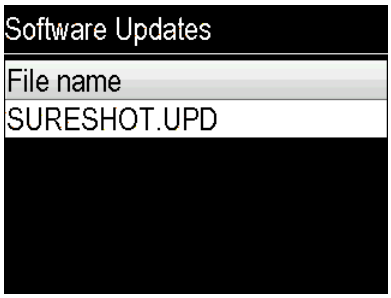


Figure 40: Selecting update file

6. The display will show `Updating`... and a progress bar will be displayed while the file is uploading to the dispenser. This will take approximately one minute.
7. Once the file has been successfully transferred, the display will turn white while the new software is installing. Installation will take approximately one minute.
8. The display will return to dispense mode once installation is complete.
9. Remove the USB stick and replace the rubber cover protecting the USB port.
10. Fill the hopper to the top edge with product and calibrate. For instructions, refer to the calibration steps located within the Software Features – Multi-Row Display section of this manual.

Driver(s) Update

The Driver(s) Update option should only be used under the supervision of a service technician. This function will start an update that will reprogram the auger motor firmware.

1. If you have not yet accessed the system settings function, press and hold the **settings button** for one second to enter the settings page. Press the **left or right**

navigation button repeatedly until the system settings icon is highlighted. Press the ☑ **button**.

2. Press the **up or down navigation button** repeatedly until `Driver(s) Update` is highlighted.
3. Press the ☑ **button**.
4. Use the **left or right navigation button** to select `Yes` or `No`.
5. With `Yes` selected, press the ☑ **button**. The update will commence, a progress bar will open and you will see how the update is progressing. The update takes less than one minute.

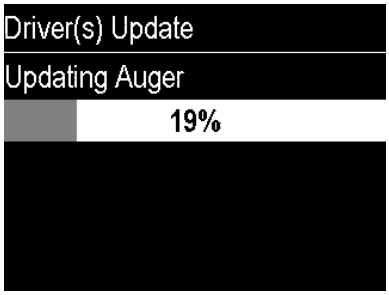


Figure 41: Drivers update progress bar

When you are finished, press the **back button** to return to the previous screen or press the **home button** to return to dispense mode.

Factory Defaults

Use this function to reset all settings to the factory defaults. This reset may cause you to lose any settings that have been manually changed. It does not reset calibration, network, or the clock settings.

1. If you have not yet accessed the system settings function, press and hold the **settings button** for one second to enter the settings page. Press the **left or right navigation button** repeatedly until the system settings icon is highlighted. Press the ☑ **button**.
2. Press the **up or down navigation button** repeatedly until `Factory Defaults` is highlighted.
3. Press the ☑ **button**. A dialog box opens.

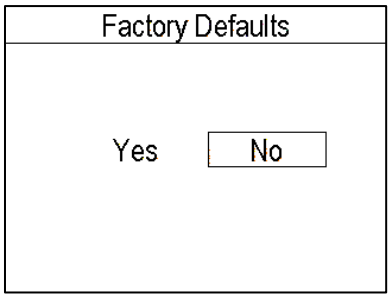


Figure 42: Factory defaults dialog box

4. Press the **right navigation button** to change the selection from `Yes` to `No`. Selecting `Yes` returns the dispenser's settings to the factory defaults.
5. Press the ☑ **button**. The display will show `System Settings – Saved`.

When you are finished, press the **back button** to return to the previous screen or press the **home button** to return to dispense mode.

Logs

The logs page is used to export data logged by the dispenser. This feature will be used by a SureShot Solutions representative only.

Calibration Reset

This feature is used to reset the calibration values to zero.

1. If you have not yet accessed the system settings function, press and hold the **settings button** for one second to enter the settings page. Press the **left or right navigation button** repeatedly until the system settings icon is highlighted. Press the ☑ **button**.
2. Press the **up or down navigation button** repeatedly until `Calibration Reset` is highlighted.
3. Press the ☑ **button**. A dialog box opens.

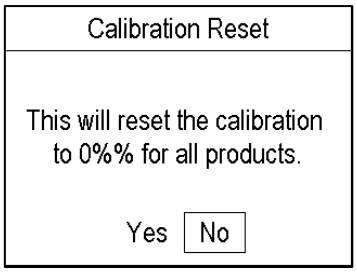


Figure 43: Calibration reset dialog box

4. Press the **left or right navigation button** to select `Yes` or `No`. Selecting `Yes` resets the calibration to zero.
5. With `Yes` selected, press the ☑ **button**. The display will show `System Settings – Saved`.

To return to the previous screen select the **back button** or press the **home button** to return to dispense mode.

SOFTWARE FEATURES - SINGLE-ROW DISPLAY

There are two different styles of button panels, each having a different set of software features. The following information details the software features for the style of button panels with a small, single-row display on the door.

MAINTENANCE MODE

The maintenance mode is used in daily operations to adjust the product dispense amounts or to access the drink count data.

Enter and Exit Maintenance Mode

- Press and hold the **settings button** until you hear two beeps. Release the button. The display will briefly show `Maintenance Mode` before entering the first maintenance page, which is `M1: Calibration`.
- To exit Maintenance mode, press and hold the **settings button** until you hear two beeps. The display will show `Make Selection` when you release the button.

Calibration

In some circumstances, the actual amount of dispensed sugar may be slightly different from the recipe amount. In this case, the calibration function can be used to correct the dispense amounts. The default adjustment value is zero, meaning no adjustment has been made. Calibration is recommended when you first install the dispenser. You will need a digital scale that shows weight in grams and an empty cup for this procedure.

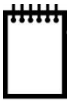
1. Place an empty cup on a scale set to grams and zero/tare the scale.
2. Place the cup under the dispense point.
3. Enter maintenance mode.
    a. Press and hold the **settings button** until you hear two beeps. Release the button.
4. If not already shown, press the **settings button** repeatedly until the display shows `M1: Calibration`. The display will then show `Calibration +0%`. The display may show another value, depending on what the current calibration is set to, as the values range from -50% to +50%. The lights above the **up and down navigation buttons**, and above the **1 shot quantity button** (i.e., the test dispense button) will come on.
5. Press and hold the **1 shot quantity button** to dispense product. The display will show `Dispense` and then `Dispensing`…. When the dispense is complete, the display will show `Scale:  20.0` and the light above the **4 shot quantity button** (i.e., the save button) will come on. The number displayed is the expected weight in grams of the calibration test dispense.
6. Place cup with the dispensed product onto the scale to check its weight.
7. Press the **up or down navigation button** to change the displayed number to match the actual weight shown on the scale display. If the adjustment is large, you can press and hold the **up or down navigation button** to adjust the number faster.

8. Press and hold the **4 shot quantity button** to save the change. The display will show the new calibration.
9. Calibration is complete. You can calibrate again or exit maintenance mode. You may want to calibrate again; for example, you may want to verify that the dispense amounts have been corrected.
10. Exit maintenance mode.
    a. Press and hold the **settings button** until you hear two beeps. The display will show `Make Selection` when you release the button.

Drink Counts

This shows the total number of product dispenses for each shot quantity.

1. Enter maintenance mode. Press and hold the **settings button** until you hear two beeps. Release the button.
2. Press the **settings button** repeatedly until the display shows `M2: Drink Count`.
3. Press a **shot quantity button**. The display shows the number of dispenses for this shot quantity.
4. Press each **shot quantity button** until you have all of the drink count data required.
5. Exit maintenance mode. Press and hold the **settings button** until you hear two beeps. The display will show `Make Selection` when you release the button.



Drink counts will increase until you reset the drink count data to zero. If you need to check daily drink counts, for instance, reset the count to zero after you have noted the drink counts for the day. To reset the drink count to 0 for a single shot quantity, press a **shot quantity button** and then press the **down navigation button** twice. To reset the drink counts to 0 for all shot quantities, ensure there are no shot quantity buttons selected, and then press the **down navigation button** twice.

PROGRAM MODE

Program mode is not used in daily operations, but it can be used to change the dispense amounts, displayed language, and various service functions.

Enter and Exit Program Mode

To enter program mode, follow these instructions:

1. Press and hold the **lock button** until you see lights on the button panel flash in sequence.
2. Press and hold the **settings button** until you hear a second beep. The display will briefly show `Program Mode` before entering the first program page, which is `P1: Recipe`.

To exit program mode, press and hold the **settings button** until you hear two beeps. The display will show `Make Selection` when you release the button.

Recipe

The recipe is the preprogrammed amount that is dispensed for each shot quantity button. To check or change the amount of sugar dispensed for any shot quantity, follow these instructions.

1. Enter program mode.
    a. Press and hold the **lock button** until you see lights on the button panel flash in sequence.
    b. Press and hold the **settings button** until you hear a second beep.
    c. The display will briefly show `Program Mode` before entering the first program page, which is `P1: Recipe`. The lights above the **up and down navigation buttons** will come on.
2. Press a **shot quantity button**. The display will show the shot quantity and the amount of sugar to be dispensed; for example, `Size 1  5.0`, means the 1 shot quantity amount is 5.0 grams. If you wish to make a change, proceed to step 3. Otherwise, proceed to step 5.
3. Press the **up or down navigation button** to adjust the dispense amount in 0.1 gram increments.
4. Repeat steps 2 and 3 for any other shot quantity you want to adjust.
5. Exit program mode. Press and hold the **settings button** until you hear two beeps. The display will show `Make Selection` when you release the button.

Language

1. Enter program mode.
    a. Press and hold the **lock button** until you see lights on the button panel flash in sequence.
    b. Press and hold the **settings button** until you hear a second beep.
    c. The display will briefly show `Program Mode` before entering the first program page, which is `P1: Recipe`.
2. Press the **settings button** repeatedly until the display shows `P2: Language`.
3. Press the **up or down navigation button** repeatedly until the desired language is displayed.
4. Exit program mode. Press and hold the **settings button** until you hear two beeps. The display will show `Make Selection` when you release the button.

Service

Functions in this mode are typically used by service technicians. However, there may be special cases in which you are instructed to enter this function. To access the service functions, follow these instructions.

1. Enter program mode.
    a. Press and hold the **lock button** until you see lights on the button panel flash in sequence.
    b. Press and hold the **settings button** until you hear a second beep.
    c. The display will briefly show `Program Mode` before entering the first program page, which is `P1: Recipe`.

2. Press the **settings button** repeatedly until the display shows `P3: Service`.
3. Press the appropriate button for the service function you wish to identify. The following is a list of each available function and its corresponding button.
    - Factory Defaults - 1 shot quantity button
    - Software Version - 2 shot quantity button
    - LED Test - 3 shot quantity button
    - Door Sensor - 4 shot quantity button
    - Driver(s) Update - 5 shot quantity button
    - Software Updates - 6 shot quantity button
    - Pulses Display - down navigation button

Please refer to the information below on how to use each function.

Factory Defaults
This will reset all settings to the factory defaults.

1. Enter program mode.
    a. Press and hold the **lock button** until you see lights on the button panel flash in sequence.
    b. Press and hold the **settings button** until you hear a second beep.
    c. The display will briefly show `Program Mode` before entering the first program page, which is `P1: Recipe`.
2. Press the **settings button** repeatedly until the display shows `P3: Service`.
3. Press the **1 shot quantity** button to locate the factory defaults function and the display will show `Defaults`.
4. Press and hold the **1 shot quantity button** for two seconds to return the dispenser's settings to the factory defaults.

Software Version

1. Enter program mode.
    a. Press and hold the **lock button** until you see lights on the button panel flash in sequence.
    b. Press and hold the **settings button** until you hear a second beep.
    c. The display will briefly show `Program Mode` before entering the first program page, which is `P1: Recipe`.
2. Press the **settings button** repeatedly until the display shows `P3: Service`.
3. Press the **2 shot quantity** button to locate the software version function and the display will show `Software`.
4. Press and hold the **2 shot quantity button** for one second to view the dispenser's software version. Press the button repeatedly to view all the software version information.

LED Test

This will turn on the light above each button on the button panel. This feature is used to assist with alignment when installing an overlay graphic. An overlay graphic is a sticker that covers the button panel.

1. Enter program mode.
    a. Press and hold the **lock button** until you see lights on the button panel flash in sequence.
    b. Press and hold the **settings button** until you hear a second beep.
    c. The display will briefly show `Program Mode` before entering the first program page, which is `P1: Recipe`.
2. Press the **settings button** repeatedly until the display shows `P3: Service`.
3. Press the **3 shot quantity** button to locate the LED test function and the display will show `LED Test`.
4. Press and hold the **3 shot quantity button** for two seconds to turn on all of the button lights. To turn this feature off, unplug the dispenser.

Door Sensor

There is a sensor in the door that detects when the door is open or when the hopper lid is removed and disables dispensing until the door is closed or the lid is put back in place. If this sensor malfunctions, it can be turned off until it is repaired. It can then be turned back on.

1. Enter program mode.
    a. Press and hold the **lock button** until you see lights on the button panel flash in sequence.
    b. Press and hold the **settings button** until you hear a second beep.
    c. The display will briefly show `Program Mode` before entering the first program page, which is `P1: Recipe`.
2. Press the **settings button** repeatedly until the display shows `P3: Service`.
3. Press the **4 shot quantity** button to locate the door sensor function. Depending on what the function is currently set to, the display will show either `Door Sensor ON` or `Door Sensor OFF`.
4. Press and hold the **4 shot quantity button** for three seconds to change the setting to `Door Sensor ON` or `Door Sensor OFF`.

The sensor is installed for safety purposes and should only be disabled if it is faulty.

Driver(s) Update

The Driver(s) Update option should only be used under the supervision of a service technician. This function will start an update that will reprogram the auger motor firmware.

1. Enter program mode.
    a. Press and hold the **lock button** until you see lights on the button panel flash in sequence.
    b. Press and hold the **settings button** until you hear a second beep.

    c. The display will briefly show `Program Mode` before entering the first program page, which is `P1: Recipe`.
2. Press the **settings button** repeatedly until the display shows `P3: Service`.
3. Press the **5 shot quantity** button to locate the driver(s) update function and the display will show `Drivers(s) Update`.
4. Press and hold the **5 shot quantity button** for six seconds to transfer software to the auger motor.

Software Updates

Using a device called a fob, this function is used to transfer software from the fob to the dispenser. For full software updating steps, please refer to instructions that you received with the fob.

1. Enter program mode.
    a. Press and hold the **lock button** until you see lights on the button panel flash in sequence.
    b. Press and hold the **settings button** until you hear a second beep.
    c. The display will briefly show `Program Mode` before entering the first program page, which is `P1: Recipe`.
2. Press the **settings button** repeatedly until the display shows `P3: Service`.
3. Press the **6 shot quantity** button to locate the software updates function and the display will show `BP Download`.
4. Press and hold the **6 shot quantity button** for six seconds to transfer software from the fob to the dispenser.

Pulses Display

This is used to help diagnose loose encoder discs on the auger motor. It will display the number of pulses counted during and after a dispense.

1. Enter program mode.
    a. Press and hold the **lock button** until you see lights on the button panel flash in sequence.
    b. Press and hold the **settings button** until you hear a second beep.
    c. The display will briefly show `Program Mode` before entering the first program page, which is `P1: Recipe`.
2. Press the **settings button** repeatedly until the display shows `P3: Service`.
3. Press the **down navigation button** to locate the pulses display function. Depending on what the function is currently set to, the display will show either `Pulses ON` or `Pulses OFF`.
4. Press and hold the **down navigation button** for three seconds to change the setting to `Pulses ON` or `Pulses OFF`.

CLEANING THE DISPENSER

- **The dispenser must be air dried completely to keep sugar from clumping.**
- Do not use any abrasive materials or cleaners on the dispenser.
- Do not clean the dispenser in the vicinity of a water jet.
- Do not spray any liquid or cleaners in or around the dispense point or inside the dispenser. Liquid will contaminate the sugar and cause the sugar to clump in the tube. This could damage electrical components of the dispenser.

RECOMMENDED CLEANING SCHEDULE

Descriptions of the cleaning procedures follow the table.

Part or area	Frequency
• Exterior and button panel • Cup guide • Catch tray	Daily
• Lid and hopper insert • Interior compartment and guide plate • Hopper, auger, tube, and optional hopper screen	Monthly

Table 1: Recommended cleaning schedule

CLEANING INSTRUCTIONS

Exterior and Button Panel

1. Press and hold the **lock button** on the button panel until the display shows `LOCKED` and the SureShot symbol is solid yellow. This will prevent accidentally dispensing product while you're cleaning the exterior.
2. Wipe plastic exterior surfaces using a soft cloth dampened with warm, clean, and soapy water.
3. Wipe using a soft cloth dampened with warm, clean water.
4. Dry with a soft cloth to prevent water spotting.
5. A stainless-steel cleaner is recommended for the metal surfaces. Spray cleaner on a cloth and then use cloth to wipe the exterior. Use on stainless-steel surfaces only.
6. Press and hold the **lock button** to resume dispensing.

Do not allow stainless-steel cleaner to come into contact with the button panel or any plastic parts. Do not use any ammonia-based cleaners, such as a window cleaner.

Cup Guide

1. Lift the two ends of the cup guide up to the top of the keyholes.
2. Pull the two ends of the guide out of the keyholes. It might be easier to pull out one side and then the other.
3. If a dishwasher is available, the cup guide can be cleaned on the full wash cycle. Should a dishwasher not be available, it can be cleaned following these steps.
    a. Rinse thoroughly with warm, clean water.
    b. Wash in hot water (minimum 140°F/60°C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.
    c. Rinse well with warm, clean water.
4. Air-dry thoroughly.
5. Replace the cup guide by pushing the two ends of the cup guide into the keyholes on the front of the dispenser and pushing down to secure it.

Catch Tray

1. Lift the front of the catch tray slightly to release the tab from underneath the dispenser.
2. Separate the screen from the tray.
3. If a dishwasher is available, the two parts of the catch tray can be cleaned on the full wash cycle. Should a dishwasher not be available, they can be cleaned following these steps.
    a. Rinse thoroughly with warm, clean water.
    b. Wash in hot water (minimum 140°F/60°C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.
    c. Rinse well with warm, clean water.
4. Air-dry thoroughly.
5. Put the two parts back together.
6. Lift the front of the tray slightly and insert the tab under the front of the dispenser to secure it in place.

Lid and Hopper Insert

1. Remove the lid and hopper insert by lifting them straight up and off the dispenser.
2. Wipe plastic using a soft cloth dampened with warm, clean, and soapy water.
3. Wipe using a soft cloth dampened with warm, clean water.
4. Air-dry thoroughly.
5. Reinstall the hopper insert and lid by placing them back on the top of the dispenser.

Do not put hopper lid and insert into the dishwasher.

Interior Compartment and Guide Plate

1. Unplug the dispenser.
2. Open the door.
3. Remove the lid and hopper insert by lifting them straight up and off the dispenser.

4. Remove the hopper.
   a. Remove the tube from the guide plate.
   b. Pull the hopper out of the dispenser.
5. Wipe the interior compartment and the guide plate using a soft cloth dampened with warm, clean, and soapy water.
6. Wipe using a soft cloth dampened with warm, clean water.
7. Dry thoroughly with a soft cloth.
8. Reinstall the hopper and hopper insert.
9. Refill the hopper, if necessary.
10. Reinstall the lid onto the dispenser.
11. Close the door.
12. Plug the dispenser into an active power source.

Hopper, Auger, Tube, and Hopper Screen

1. Open the door.
2. Remove the lid and hopper insert by lifting them straight up and off the dispenser.
3. Remove the hopper:
   a. Remove the tube from the guide plate.
   b. Pull the hopper out of the dispenser.
   c. If applicable, remove the hopper screen from the top of the hopper.
   d. Pour any sugar into a clean, sanitized container for temporary storage while the hopper is being cleaned.
4. Remove the tube by pulling it off the barbed fitting on the hopper. Inspect the tube for damage and replace it if damaged.

Replace the tube yearly, or as required.

5. Remove the auger.

   Option 1
   a. Pinch the two sides of the auger tip together and push it into the front bushing. Pull the auger out of the back of the hopper and the front bushing out of the front of the hopper.

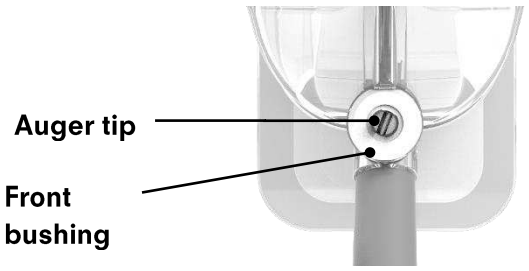


Figure 44: Remove the auger (option 1)

Option 2

There is a small tab above the auger on the hopper. Make sure it is not bent or crushed if you use this method to remove the auger.

a. Hold the hopper so that the exposed tip of the auger at the front of the hopper (i.e., the auger tip) is on the countertop.

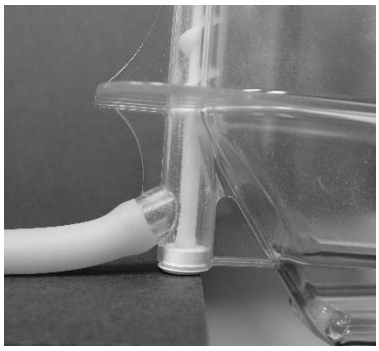


Figure 45: Remove the auger (option 2)

b. Push down firmly until the auger releases. Press auger tip in with your finger if the auger is not released completely.
c. Pull the auger out of the back of the hopper and the front bushing out of the front of the hopper.

6. If a dishwasher is available, the hopper, auger, tube, and hopper screen can be cleaned on the full wash cycle. Make sure the tube is upright to allow for a thorough clean and drain. Should a dishwasher not be available, the items may be cleaned following these steps:
    a. Rinse all parts (hopper, auger, tube, and hopper screen) thoroughly with warm, clean water.
    b. Wash in hot water (minimum 140°F/60°C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.
    c. Rinse well with warm, clean water.
7. Air-dry thoroughly.

Make sure all parts are completely dry before reinstalling. It is a good idea to have a spare hopper assembly (hopper, auger, and tube) on hand to use while the newly cleaned hopper is drying. Using a damp hopper assembly will cause dispensing issues.

8. Reinstall the tube by pushing one end of the tube over the barbed fitting on the front of the hopper.
9. Reinstall the auger.
    a. Insert the auger through the back of the hopper.
    b. Align the flat surface on the back bushing with the tab on the back of the hopper opening and push in until it is fully seated.

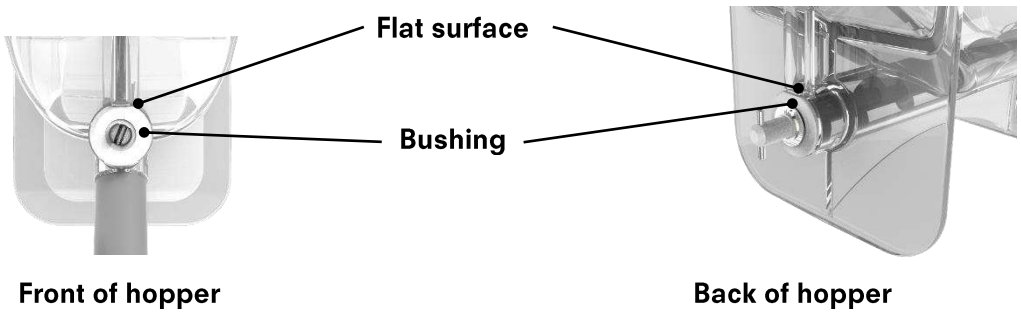


Figure 46: Align front and back bushings with flat surface

c. Install front bushing and align flat surface on the front bushing with the tab on the front of the hopper.
d. Hold the back of the auger while pushing in the front until it clicks into place.

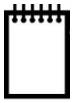
10. If applicable, reinstall the hopper screen on top of the hopper.
11. Reinstall the hopper and hopper insert.
12. Refill the hopper.
13. Reinstall the lid onto the dispenser.
14. Close the door.

Anytime you fill the hopper after it has been completely emptied (during monthly cleaning or initial setup), prime the dispenser. To prime the dispenser, please refer to the instructions for filling the hopper in the OPERATING THE DISPENSER section of this manual.

TROUBLESHOOTING

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

Problem	**Action**
Dispenser does not turn on	1. Make sure the dispenser is plugged into an active power source. If the power source does not have power, have a qualified person check your facility's fuse box or circuit breaker to restore power. 2. Make sure the power cord is connected to the dispenser.
Display on the front door is blank	1. Make sure the power cord is plugged into an active electrical outlet and the dispenser. 2. Make sure the outlet is active. If the power source does not have power, have a qualified person check your facility's fuse box or circuit breaker to restore power. 3. Make sure the door cord is not disconnected.
Dispenser does not dispense product	1. Make sure the power cord is plugged into an active electrical outlet and the dispenser. 2. Make sure the outlet is active. 3. Make sure the door cord is not disconnected. 4. Unplug the dispenser, wait 10 seconds, and then plug the dispenser back in. 5. Make sure there is product in the hopper. 6. Make sure the tube is clear of any blockages. 7. Make sure the hopper is properly installed in the dispenser. Remove the lid and hopper insert. Pull the hopper out, and then push it back in. To ensure the hopper is installed successfully, refer to the instructions for installing the hopper in the OPERATING THE DISPENSER section of this manual. 8. Make sure the door is closed and the hopper lid is in place. 9. Make sure the auger motor inside the dispenser is spinning. Open the door. Remove the lid, hopper insert, and the hopper. Replace the lid and close the door. Press any dispense button and listen for the auger motor to spin. 10. If the dispenser beeps once but does not dispense product, this could indicate that a sugar clump has jammed the auger, which prevents it from rotating. a. Place a cup under the dispense point. b. Open the door and place a screwdriver tip into the slot on the front of the auger tip. Apply pressure in a clockwise direction. c. Follow the instructions for dispensing product located in the OPERATING THE DISPENSER section of this manual. The auger should release. 11. Remove the hopper from the dispenser. Check to see if the sugar is clumping inside the hopper. If it is: a. Make sure no moisture is getting into the hopper. b. Make sure the dispenser was thoroughly dried after cleaning. c. Make sure the sugar is stored in an air-tight container so that no clumps are added to the hopper.

Problem	Action
	12. If the product is still clumping, empty the hopper and fill it with fresh sugar.
Dispenser will not dispense and display shows `HOPPER JAMMED`	1. Clean and thoroughly dry the hopper and auger. Refer to the instructions for hopper, auger, and tube in the CLEANING THE DISPENSER section of this manual. 2. If thoroughly cleaning and drying the hopper and auger does not resolve the problem, there may be an issue with the motor assembly.  Air-drying the hopper and auger thoroughly before filling with product is vital to prevent product from dissolving in any remaining water and creating a bond between the auger and hopper. Such a bond will prevent the auger from rotating freely.
Inconsistent amounts of sugar are being dispensed	1. Remove any sugar clumps or foreign material from the hopper and/or auger channel. 2. Make sure the tube is clear of any blockages and is not torn or damaged. If necessary, clean the tube by referring to the instructions for hopper, auger, and tube in the CLEANING THE DISPENSER section of this manual. 3. Fill the hopper to the top edge. Do not overfill. 4. Make sure the proper calibration procedure has been followed.
There is product on interior floor of the dispenser	1. Make sure the hopper has not been overfilled. 2. Make sure the tube is attached correctly and there are no cuts or holes in the tube. 3. Replace the auger assembly in the hopper with a new one.
Dispenser door does not close fully or hopper does not fit inside dispenser	This indicates that the hopper is not installed correctly. 1. Open the dispenser door. 2. Look for obstructions. 3. Make sure the hopper is properly installed in the dispenser. Remove the lid and hopper insert. Pull the hopper out, and then push it back in. To ensure the hopper is installed successfully, refer to the instructions for installing the hopper in the OPERATING THE DISPENSER section of this manual. 4. Make sure the rubber ring the door cable comes out of is seated correctly in the round cut-out on the door back panel.

SERVICE AND WARRANTY

The warranty on this product is for one year (unless otherwise specified) for on-site parts and labor, and it 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 Solutions Technical Assistance Center. The customer is responsible for all costs not approved by SureShot Solutions.

Contact the SureShot Solutions 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 Solutions 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 Solutions Technical Assistance Center for telephone support. If you require on-site repairs, please contact your local Service Technician.

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

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

Figure 47: 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, 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. Find and write down the serial and model number from the product identification label. If a part or option code number is also listed, write down this number too.
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 procedures and conditions are not covered by this warranty:

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

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

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

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

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

SURESHOT
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