

**INTELLISHOT & FLEXOSHOT
REFRIGERATED DAIRY DISPENSER
MODELS AC110, AC220, AC230,
AC320, & AC330**

TABLE OF CONTENTS

TABLE OF CONTENTS	III	Drink Counts.....	20
LIST OF FIGURES	IV	Refrigeration	20
LIST OF TABLES	V	Service	20
LEGEND	V	USER OPTIONS	21
INTRODUCTION	1	Display Temperature Units.....	21
MAIN COMPONENTS OF INTELLISHOT (PORTION-CONTROL) 1		Display Units.....	21
MAIN COMPONENTS OF FLEXOSHOT (NON-PORTION-		Level Display.....	22
CONTROL)	2	Low Level Lock (Low Product Level Lockout)	22
SPECIFICATIONS.....	3	Level Warning (Low Product Level Notification)	22
POWER REQUIREMENTS.....	3	Recipe by Region	23
SOUND LEVEL (DBA)	3	Cleaning Lockout	23
REFRIGERANT	3	Language	24
RECEIVING THE DISPENSER	4	TEMPERATURE DISPLAY AND ADJUSTMENT	24
INSPECT FOR DAMAGE	4	PORTION-CONTROL DISPENSERS – PROGRAM MODE	24
REGISTERING THE DISPENSER’S WARRANTY	4	ADJUSTING TEMPERATURE WITH THE SIDE CONSOLE.....	25
SETTING UP THE DISPENSER	5	CHANGING THE SIDE CONSOLE DISPLAY MODE.....	26
SAFETY PRECAUTIONS	5	Selective Mode to Continuous Display Mode	26
POWER REQUIREMENTS.....	6	Continuous Display Mode to Selective Mode	26
TOOLS FOR SETUP AND MAINTENANCE	6	ADJUSTING THE TEMPERATURE.....	26
CLEANING THE DISPENSER	6	Increasing the Temperature	26
INSTALLING AN ATTACHABLE CATCH TRAY	6	Decreasing the Temperature.....	26
CHANGING DOOR GRAPHIC (OPTIONAL ILLUMINATED DOOR		CLEANING THE DISPENSER	27
DISPLAY)	6	RECOMMENDED CLEANING SCHEDULE	27
TURNING ON THE DISPENSER.....	7	EXTERIOR	27
OPERATING THE DISPENSER	8	BUTTON PANEL (PORTION-CONTROL MODELS)	27
PREPARING THE DISPENSER	8	CATCH TRAY	28
INSTALLING PRODUCT	8	VALVE AREA	28
Prefilled Dairy Bags (Product Case).....	8	PRODUCT CASE, PRODUCT CASE INSERT, RAMP, AND	
Bag-in-Box.....	10	REFILLABLE TANK	28
Refillable Tank.....	11	PRODUCT COMPARTMENT	29
DISPENSING PRODUCT.....	15	VALVE ASSEMBLY AND FRONT PANEL.....	29
Non-Portion-Control Dispensers.....	15	Cleaning the Valve Assembly.....	30
Portion-Control Dispensers.....	16	REINSTALL THE VALVE ASSEMBLY AND FRONT PANEL.....	32
PREPARING A BEVERAGE AND DISPENSING PRODUCT.....	17	Portion-Control Dispensers	32
SOFTWARE FEATURES – PORTION-CONTROL MODELS	17	Non-Portion-Control Dispensers	33
PROGRAM MODE BUTTONS	17	DOOR GASKET	34
PROGRAM MODE MENU	18	CONDENSER	34
Recipe/Target Adjust (Dispense Amounts)	18	FAN AND INNER BODY	34
Calibration (QuickCal)	18	TROUBLESHOOTING	35
Buttons	19	SERVICE AND WARRANTY	38
Bag Selection (or Bag Type) and Tank Selection	20	USA AND CANADA WARRANTY	39
User Options (or Options).....	20		

LIST OF FIGURES

Figure 1: Main exterior components of the AC110-PC.....	1
Figure 2: Main interior components of the AC320-FP.....	1
Figure 3: Main exterior components AC230-SS with self-serve dispense handles and illuminated display	2
Figure 4: Main exterior components AC330-SS with low touch cup levers and illuminated display	2
Figure 5: Illuminated door display	6
Figure 6: Open door display panel.....	7
Figure 7: Remove graphic from door display panel.....	7
Figure 8: Product case	8
Figure 9: Dairy bag fitment secured on product case floor	9
Figure 10: Open valve door	9
Figure 11: Correct tube placement.....	9
Figure 12: Cutting the tube.....	9
Figure 13: Bag-in-box.....	10
Figure 14: Open valve door	10
Figure 15: Correct tube placement.....	10
Figure 16: Cutting the tube.....	11
Figure 17: Refillable tank	11
Figure 18: Flip lid on top of dispenser	12
Figure 19: Open valve door	12
Figure 20: Correct tube placement.....	12
Figure 21: Fill-in-Place model (AC330-FP).....	13
Figure 22: Open valve door	13
Figure 23: Correct tube placement.....	14
Figure 24: Cutting the tube.....	14
Figure 25: Open valve door	14
Figure 26: Correct tube placement.....	15
Figure 27: Properly cut tube	15
Figure 28: Button panel for the AC320.....	16
Figure 29: Button panel for the AC110.....	21
Figure 30: Side console.....	25
Figure 31: Removing metal valve insert	30
Figure 32: Removing valve body.....	30
Figure 33: Remove the reed switch and attached metal valve insert	31
Figure 34: Remove spring retainer	31
Figure 35: Valve spring cup.....	31
Figure 36: Install the plunger and spring into the solenoid.....	32
Figure 37: Insert plunger tip through dispense handle or cup lever plate	33
Figure 38: Self-serve dispense handle and valve assembly	33
Figure 39: Condenser fins	34
Figure 40: Product identification label	38

LIST OF TABLES

Table 1: Specifications	3
Table 2: Power requirements	3
Table 3: Refrigerant	3
Table 4: Program mode buttons.....	17
Table 5: Side console display options	25
Table 6: Recommended cleaning schedule	27

LEGEND



Note icon
Explanations and reminders.



Tip icon
Information for optimum performance.



Caution icon
Actions that could cause damage to the dispenser or users.

INTRODUCTION

MAIN COMPONENTS OF INTELLISHOT (PORTION-CONTROL)

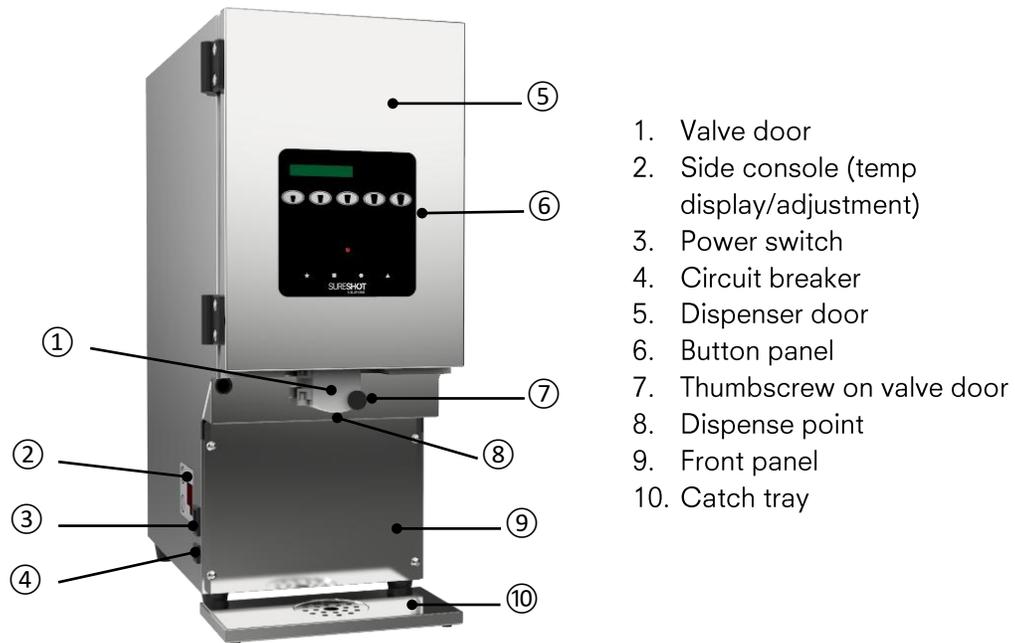


Figure 1: Main exterior components of the AC110-PC
Actual dairy dispenser may not be exactly as shown.

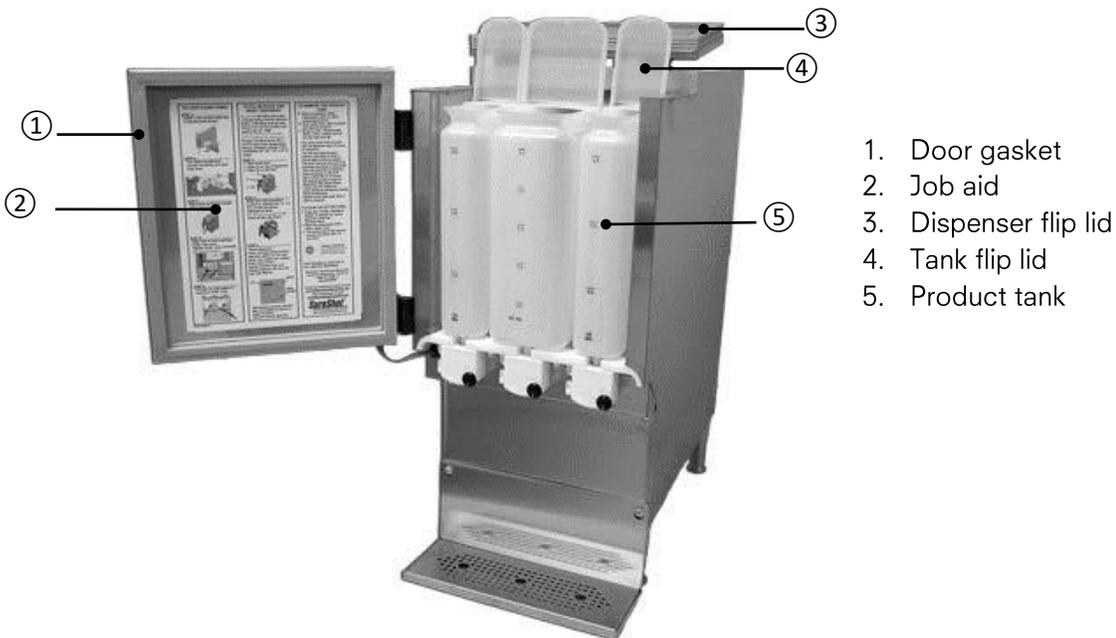


Figure 2: Main interior components of the AC320-FP
Actual dairy dispenser may not be exactly as shown.

MAIN COMPONENTS OF FLEXOSHOT (NON-PORTION-CONTROL)

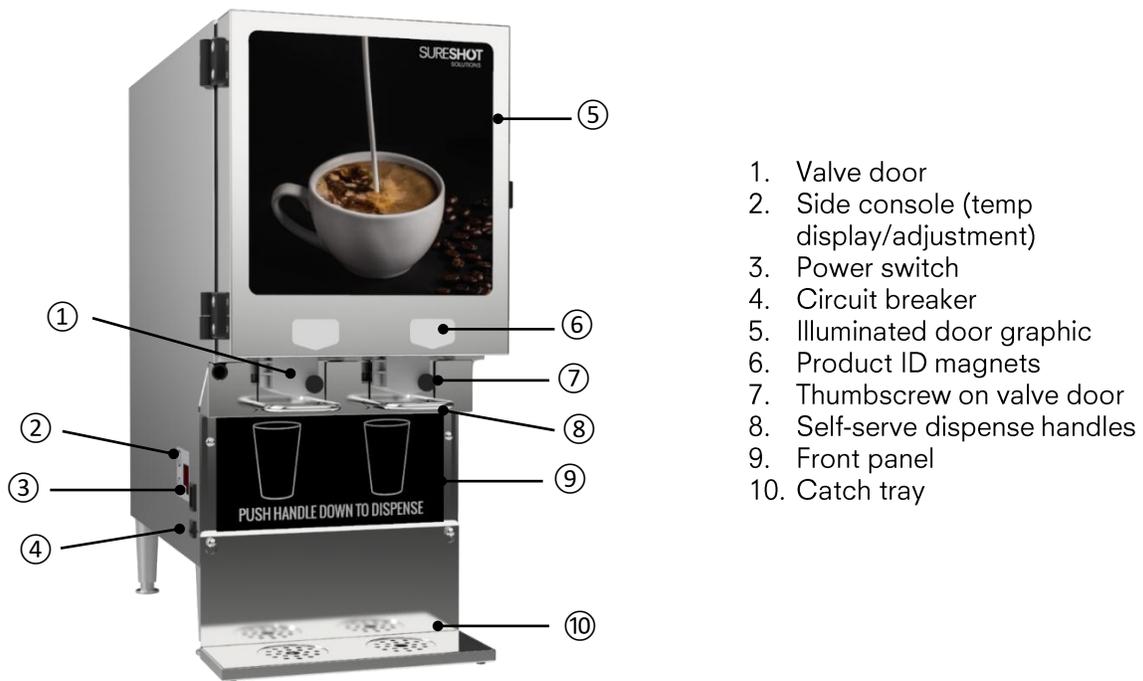


Figure 3: Main exterior components AC230-SS with self-serve dispense handles and illuminated display
Actual dispenser may not be exactly as shown.



Figure 4: Main exterior components AC330-SS with low touch cup levers and illuminated display
Actual dispenser may not be exactly as shown.

SPECIFICATIONS

Model:	AC10	AC20	AC30
Weight (empty):	60 lbs / 27 kg	75 lbs / 34 kg	80 lbs / 36 kg
Dimensions* (LxWxH):	18" x 9.5" x 24" 46 x 24 x 61 cm	22" x 12" x 24" 56 x 31 x 61 cm	23.75" x 15.5" x 24" 61 x 40 x 61 cm

*Height is based on dispensers with 1-inch (2.5 cm) legs. Dispensers with 4-inch (10.1 cm) legs should add 3-inch (7.6 cm) to the height.

Table 1: Specifications

POWER REQUIREMENTS

To identify the dispenser's power requirements, refer to the product identification label located on the lower left side of the dispenser.

120 V AC, 1 amp, 1 ph, 60 Hz	
220-240 V AC, 1 amp, 1 ph, 50/60 Hz	

Table 2: Power requirements

SOUND LEVEL (DBA)

The A-weighted sound pressure level is below 70 dB.

REFRIGERANT

The dispenser contains fluorinated gas (R134a) with global warming potential (GWP) equivalent in metric tons of CO₂.

Model	R134a (g)	GWP (t)
AC10	110	0.157
AC20	120	0.172
AC30	140	0.200

Table 3: Refrigerant

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



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

REGISTERING THE DISPENSER'S WARRANTY

The dispenser's warranty must be registered within 60 days of purchase.

Register online



sureshotsolutions.com/r/wreg

Register by phone



888 777-9990 (USA & Canada)
+1 902 865 9602

Before registering the warranty, note the dispenser's model, part and serial numbers located on the product identification label. This information is required to register the product warranty. For more information, refer to the Service and Warranty section in this manual.

SETTING UP THE DISPENSER

The dispenser must be placed on a horizontal surface. The surface must be strong enough to support the dispenser and a full product load. The dispenser must be level for the refrigeration system to work efficiently and for optimum dispense accuracy. Some models include adjustable legs to help level the dispenser if necessary. Use a spirit level to verify the dispenser is level.

The dispenser should be placed at an appropriate serving and filling height so users can operate the dispenser safely and without obstruction. It should be in a location where it can be overseen by trained personnel.

Do not place the dispenser near a high heat source such as a fryer. It should be located 1 - 2-inches (2.5 - 5 cm) away from a low heat source, such as a brewer.



Dispensers are not suitable for outdoor use.

The ambient (room) temperature range for efficient dispenser operation is 50°F - 122°F (10°C - 50°C).

Do not block the vents at the back or top of the dispenser. The vents must be unobstructed and clean to prevent overheating and damaging the dispenser. Maintain 1-inch (2.5 cm) of air space on all sides of the dispenser.

The dispenser legs must be securely attached for proper support. Do not remove the legs from the dispenser or allow the dispenser to sit directly on the counter. Airflow and circulation under the dispenser are essential for proper operation of the refrigeration system.



Operating the dispenser without the legs installed automatically voids the warranty.

SAFETY PRECAUTIONS

Failure to follow all safety precautions will void the warranty.

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

POWER REQUIREMENTS

SureShot dairy dispensers require a power source receptacle with specifications as indicated on the product identification label. For more information, please refer to the Introduction in 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.

If the power supply cord is damaged, it must be replaced with an approved cord or assembly available from the manufacturer or its service agent.

TOOLS FOR SETUP AND MAINTENANCE

- Medium Philips (2P) screwdriver
- Large Philips (3P) screwdriver
- Spirit Level

CLEANING THE DISPENSER

Before using the dispenser for the first time, it must be thoroughly cleaned. The dispenser must be cleaned regularly for optimal performance. Follow the instructions in the Cleaning the Dispenser section of this manual.

INSTALLING AN ATTACHABLE CATCH TRAY

Not all dairy dispensers include an attachable catch tray.

1. Align the two keyholes of the catch tray with the screw heads located on the bottom of the front panel.
2. Gently pull the catch tray down to secure it in place.

CHANGING DOOR GRAPHIC (OPTIONAL ILLUMINATED DOOR DISPLAY)

1. Unhook the door latch and open the dispenser door.



Figure 5: Illuminated door display
Actual door graphic may not be exactly as shown.

2. Use a Phillips screwdriver to remove the screws on the right-hand side of the dispenser door (i.e., latch side).
3. Open the door display panel to reveal the door graphic.

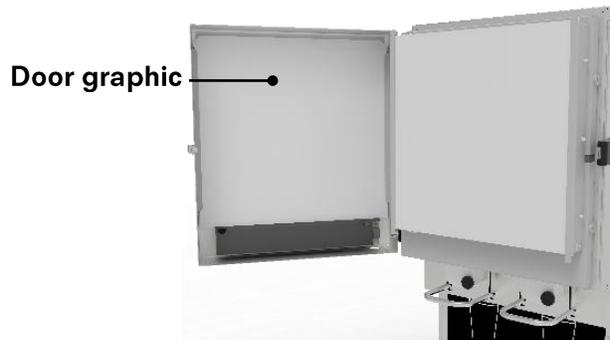


Figure 6: Open door display panel

4. Remove the door graphic from the door display panel by sliding the left and right sides out from behind the frame.

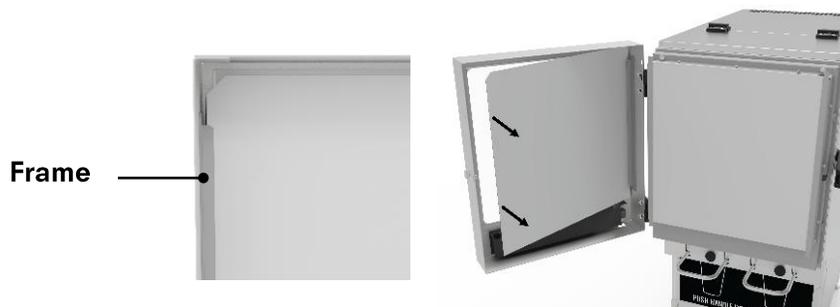


Figure 7: Remove graphic from door display panel

5. Install the new door graphic and secure it in place behind the frame on the left and right sides of the door display panel.
6. Before closing the door panel, ensure the cable near the bottom hinge is not pinched. Reinstall the screws on the right-hand side of the door.
7. Close the dispenser door and door latch.

TURNING ON THE DISPENSER



All liquid refrigerant and compressor oil must be settled at the bottom of the compressor before turning on the dispenser. If the dispenser was not kept upright, allow it to sit upright and level for 24 hours before turning it on.

Follow these steps to turn on the dispenser:

1. Plug the power cord into an approved electrical outlet.
2. Turn the power switch on. The power switch is located on the lower left side toward the front of the dispenser.
3. The fan will turn on, lights on the button panel will illuminate and `Select Size` or `Select Product` will be visible in the door display when the dispenser is ready.

OPERATING THE DISPENSER

PREPARING THE DISPENSER

Thoroughly clean the dispenser and components before use. The product compartment must reach operating temperature before loading prechilled product.

1. Clean and dry the dispenser and all components.
2. Product should be prechilled to a temperature between 35°F to 40°F (1.7°C to 4.4°C) before loading it into the product compartment.
3. Turn on the dispenser.
4. Allow the dispenser to run empty for at least one hour to reach operating temperature before loading product. Refer to the side console display on the left side of the dispenser for the current temperature of the product compartment.
5. Sanitize hands or wear clean gloves to load the product.

INSTALLING PRODUCT

SureShot dispensers are designed to accommodate three types of product packaging. Product may be packaged in a single-use 5 L/1 G or 10 L/2.5 G prefilled bag (contained in a SureShot product case), a bag-in-box (used with a SureShot ramp) or cartons (poured into a SureShot refillable tank). The model of dispenser is typically chosen according to the product packaging.



If using a portion-control (IntelliShot) multi-product dispenser, product must be installed above the correct valve according to the button panel (e.g., milk above the left valve and cream above the right valve).

Prefilled Dairy Bags (Product Case)

Product is supplied in sanitary, prefilled bags with attached tubes. The bag is placed in a product case, which is then installed in the product compartment. If using a dairy bag that is less than 10 L/2.5 G (i.e., 5 L/1 G bag), a product case insert may be required to position a smaller bag to the front of the product case. If unsure, please contact SureShot technical assistance for guidance.

Loading a Product Case

1. Insert a prefilled dairy bag into the product case with the bag fitment and dispense tube aligned with the product case opening.
2. Adjust the bag to remove as many wrinkles as possible to improve product flow and emptying.

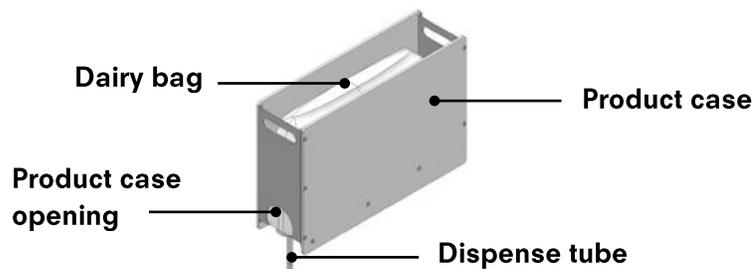


Figure 8: Product case



Do not pull on the bag fitment or dispense tube as it may cause the bag to leak.

3. Locate the top ring on the bag fitment (i.e., the ring closest to the bag). Slide the top ring of the fitment into the product case opening so that it is resting on the product case floor. Do not use the lower ring.



Figure 9: Dairy bag fitment secured on product case floor

4. Open the dispenser door.
5. Open the valve door by turning the thumbscrew counterclockwise.

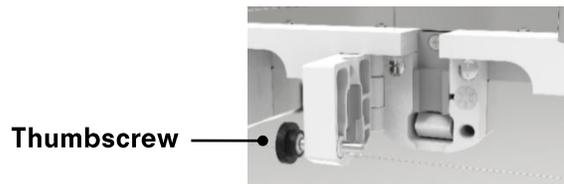


Figure 10: Open valve door

6. Install the product case in the product compartment above the correct valve with the tube facing out.
7. Centre the tube in the valve opening. Remove and discard the plastic covering if present. The tube should not be twisted, kinked, or pinched.

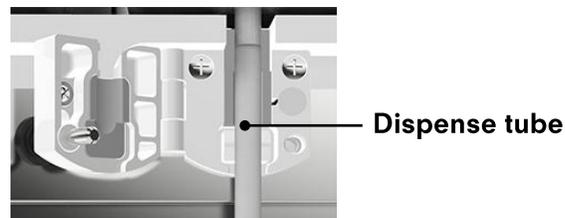


Figure 11: Correct tube placement

8. Fold up the tube and pinch it just below the valve. This will push product out of the tube and up into the bag.
9. While holding the tube, close the valve door and turn the thumbscrew clockwise until the valve door is secure and the plunger activates, making a sound. Do not over-tighten the thumbscrew. Release the tube.
10. Using sanitized, sharp scissors, carefully cut the tube at a 45-degree angle to a maximum length of 5/8-inch (1.5 cm) from the bottom of the valve door. Discard the cut portion of the tube.

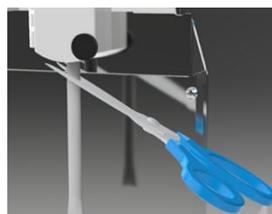


Figure 12: Cutting the tube

Removing a Product Case and Empty Dairy Bag

1. Open the dispenser door.
2. Place a clean container under the tube to catch any residual product that may drain once the valve door is open.
3. Open the valve door by turning the black thumbscrew counterclockwise.
4. Allow any residual product to drain. If desired, clamp the tube to reduce drips.
5. Remove the product case with the empty dairy bag from the dispenser.
6. Remove the empty dairy bag from the product case and discard.

Bag-in-Box

Product is supplied in a sanitary, prefilled bag with attached dispense tube, enclosed in a box. A product ramp is used with a bag-in-box to slightly raise the back of the box for efficient product evacuation.



Figure 13: Bag-in-box

Loading a Bag-in-Box

1. Open the dispenser door.
2. Place the product ramp in the product compartment with the ramp slanting down toward the front of the dispenser.
3. Open the valve door by turning the thumbscrew counterclockwise.

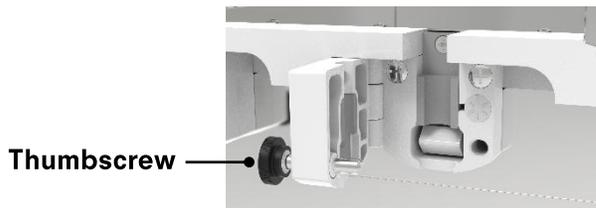


Figure 14: Open valve door

4. Place a new bag-in-box in the product compartment above the correct valve with the tube facing out.
5. Centre the tube in the valve opening. Remove and discard the plastic covering if present. The tube should not be twisted, kinked, or pinched.

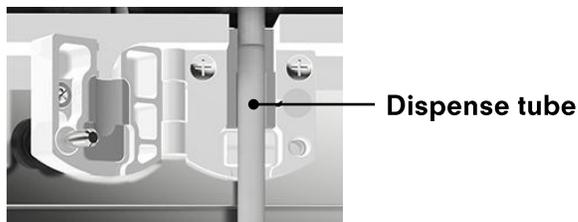


Figure 15: Correct tube placement

6. Fold up the tube and pinch it just below the valve. This will push product out of the tube and up into the bag.
7. While holding the tube, close the valve door and turn the thumbscrew clockwise until the valve door is secure and the plunger activates, making a sound. Do not over-tighten the thumbscrew. Release the tube.
8. Close the dispenser door.
9. Using sanitized, sharp scissors, carefully cut the tube at a 45-degree angle to a maximum length of 5/8-inch (1.5 cm) from the bottom of the valve door. Discard the cut portion of the tube.

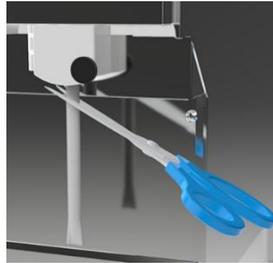


Figure 16: Cutting the tube

Removing a Bag-in-Box

1. Open the dispenser door.
2. Place a clean container under the tube to catch any residual product that may drain once the valve door is open.
3. Open the valve door by turning the black thumbscrew counterclockwise.
4. Allow any residual product to drain. If desired, clamp the tube to reduce drips.
5. Remove the empty bag-in-box from the dispenser and discard.

Refillable Tank

Product is transferred from the original packaging into a clean, sanitized, refillable tank. Attach a new dispense tube every time the tank is cleaned. Dispensers equipped with a flip lid (Fill-in-Place models) are recommended for quick and easy tank refills. The steps to refill a tank are specific to the model of dispenser. Refer to the job aid located inside the dispenser door for further instructions.

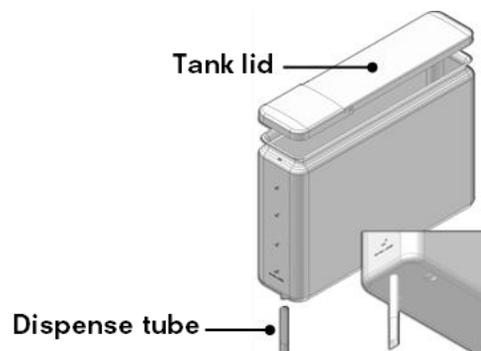


Figure 17: Refillable tank

INTELLISHOT Portion-Control, Fill-in-Place (with Dispenser Flip Lid)

For dispense accuracy, only SureShot 3-inch (7.6 cm), pre-cut, white tubes should be used, and the product tank must be filled to a marked level with every refill. After filling the tank to a marked level, the correct product level must be selected in the software.

1. Install a SureShot 3-inch (7.6 cm), pre-cut, white tube onto the spout of a clean, sanitized product tank by pushing the end of the tube fully onto the spout.
2. Open the dispenser door and flip lid on top of the dispenser.



Figure 18: Flip lid on top of dispenser

3. Open the valve door by turning the thumbscrew counterclockwise.

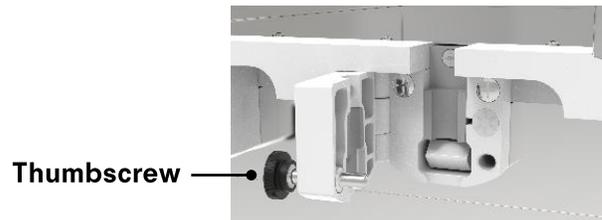


Figure 19: Open valve door

4. Place the clean, sanitized tank in the product compartment above the correct valve with the tube facing out.
5. Centre the tube in the valve opening. The tube should not be twisted, kinked, or pinched.

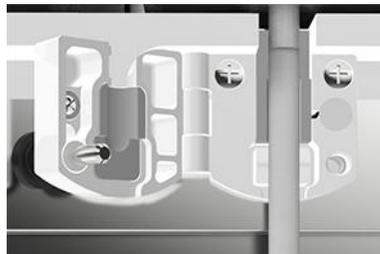


Figure 20: Correct tube placement

6. Close the valve door and turn the thumbscrew clockwise until the valve door is secure and the plunger activates, making a sound. Do not over-tighten the thumbscrew.

7. Open the product tank flip lid.

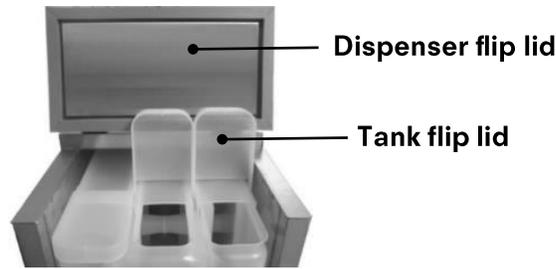


Figure 21: Fill-in-Place model (AC330-FP)

8. Fill the tank with prechilled product to any marked level (e.g., 1.5 gallons). Filling to a marked level is essential for dispense accuracy.
9. Close the tank flip lid.
10. Close the dispenser flip lid and dispenser door.
11. If the dispenser holds more than one product, press the **product button** on the button panel that corresponds with the product in the tank and its location.
12. Within three seconds, press the **reset/refill button** on the button panel. Some models use the **triangle button (▲)** as the **reset/refill button**. Refer to the job aid located inside the dispenser door.
13. Press the **reset/refill button** repeatedly until the display matches the product level in the tank. Tank levels are measured in 0.5 gallon/1.89-liter increments. Each button press must be completed within three seconds.
14. The light on the **product button** will turn off indicating the new product level is saved in the software. For one-product dispensers, the light on the **reset/refill button** will turn off.



Filling to a marked level on the tank and selecting the matching product level in the software is essential for dispense accuracy.

FLEXOSHOT Non-Portion-Control, Fill-in-Place (with Dispenser Flip Lid)

1. Install a SureShot 3-inch (7.6 cm), pre-cut, white tube onto the spout of a clean, sanitized tank. If using a SureShot 10-inch (25.4 cm) tube, use sanitized, sharp scissors to cut the tube in half before installing it onto the tank. There should be no jagged edges. Save the other half of the tube for another tank.
2. Push the end of the tube fully onto the spout.
3. Open the dispenser door and the flip lid on top of the dispenser.
4. Open the valve door by turning the thumbscrew counterclockwise.

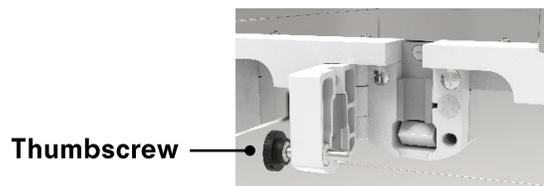


Figure 22: Open valve door

5. Place the tank in the product compartment above the correct valve with the tube facing out.

- Centre the tube in the valve opening. The tube should not be twisted, kinked, or pinched. If using a 10-inch tube remove and discard the plastic covering if present.

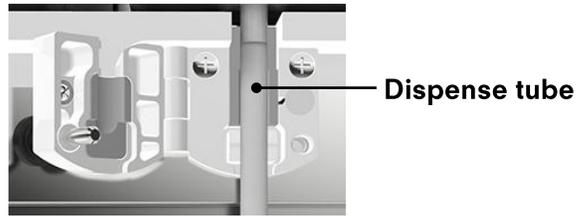


Figure 23: Correct tube placement

- Close the valve door and turn the thumbscrew clockwise until the valve door is secure. Do not over-tighten the thumbscrew.
- Open the product tank flip lid.
- Fill the tank with prechilled product.
- Close the product tank flip lid.
- Close the dispenser flip lid and dispenser door.
- If using a 10-inch tube, use sanitized, sharp scissors to carefully cut the tube at a 45-degree angle to a maximum length of 5/8-inch (1.5 cm) from the bottom of the valve door. Discard the cut portion of the tube.

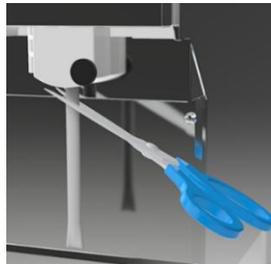


Figure 24: Cutting the tube

FLEXOSHOT Non-Portion-Control, Non-Fill-in-Place (without Dispenser Flip Lid)

- Using sanitized, sharp scissors, cut a SureShot 10-inch (25.4 cm) crimped tube in half before installing it onto the product tank. There should be no jagged edges. Save the other half of the tube for another tank.
- Install the tube onto the spout of a clean, sanitized tank by pushing the end of the tube fully onto the spout.
- Open the product tank flip lid.
- Fill the tank with prechilled product.
- Close the product tank flip lid.
- Open the dispenser door.
- Open the valve by turning the thumbscrew counterclockwise.

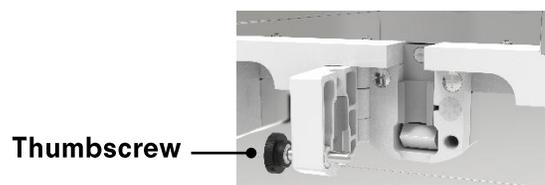


Figure 25: Open valve door

- Place the tank in the product compartment above the correct valve with the tube facing out.
- Centre the tube in the valve opening. Remove and discard the plastic covering if present. The tube should not be twisted, kinked, or pinched.

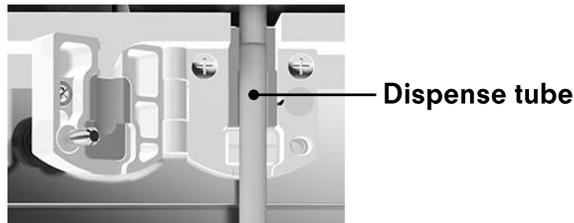


Figure 26: Correct tube placement

- Fold up the tube and pinch it just below the valve to clear the tube of product.
- Close the valve door and turn the thumbscrew clockwise until the valve door is secure. Do not over-tighten the thumbscrew. Release the tube.
- Close the dispenser door.
- Use sanitized, sharp scissors to carefully cut the tube at a 45-degree angle to a maximum length of 5/8-inch (1.5 cm) from the bottom of the valve door. Discard the cut portion of the tube.

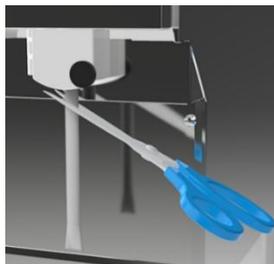


Figure 27: Properly cut tube

Removing a Product Tank

- Open the dispenser door.
- Place a clean container under the dispense tube to catch any residual product that may drain when the valve door is opened.
- Open the valve door by turning the thumbscrew counterclockwise.
- Allow any residual product to drain. If desired, clamp the tube to reduce drips.
- Remove the product tank.
- Discard the tube and clean the tank and lid.

DISPENSING PRODUCT

Non-Portion-Control Dispensers

Dispensers with Self-Serve Dispense Handles or Push & Hold Buttons:

- Place a cup under the dispense point.
- Push down the dispense handle (or push and hold the **product button**, if applicable) until the desired portion is dispensed.
- Release the dispense handle or button.

Dispensers with Cup Levers:

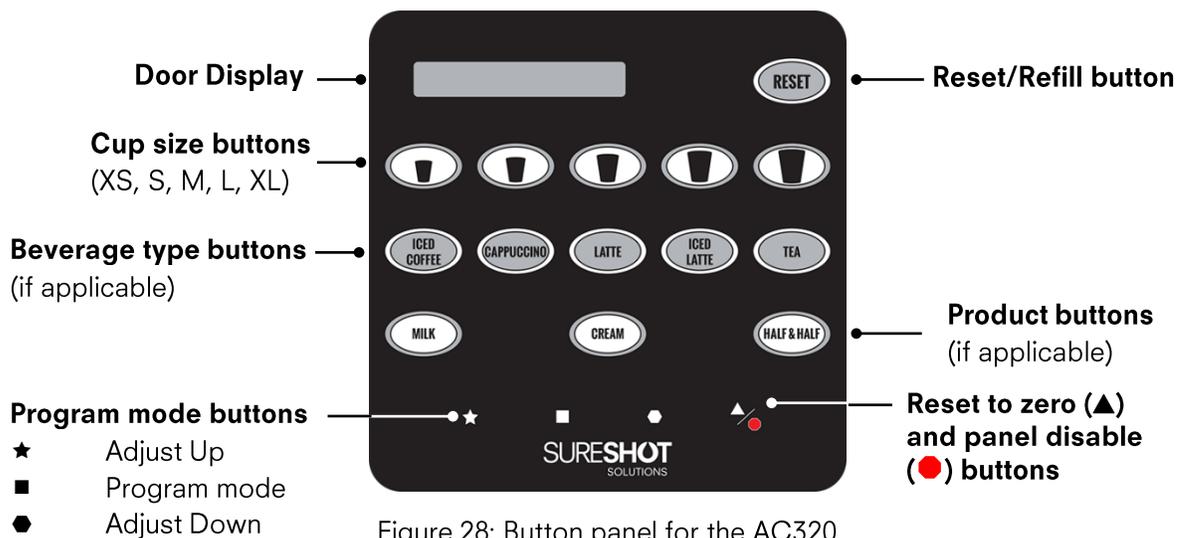
1. Using the lower half of a cup, push cup against the bottom of the cup lever.
2. Once the desired amount of product is dispensed, pull cup away from lever.



For sanitation purposes, do not touch the cup lever with the lip of the cup or hands.

Portion-Control Dispensers

The button panel on a portion-control model is used to prepare beverages, dispense product, and access the dispenser's software features. Refer to the door display for instructional messages during normal operating mode and program mode (software features and maintenance).



Door display: In normal operating mode `Select Product` or `Select Size` may be visible in the display. Other models may display an alternative message.

Cup size buttons: Select the correct cup size button to dispense an appropriate amount of product.

Beverage type buttons: The button panel may include beverage type buttons (e.g., cappuccino or latte). If a beverage type is not selected, product will dispense for the default beverage type (e.g., hot coffee).

Product buttons: Select the correct product button (e.g., cream or milk). Not applicable for one product dispensers.

Panel disable button: To avoid accidentally dispensing product while cleaning the button panel, press and hold the panel disable button for three seconds. The button lights will flash in sequence and the button panel will remain disabled for approximately 15 - 30 seconds.

Program mode buttons: The program mode buttons are used to access software features.

Reset/Refill button: If using a refillable product tank, use the reset/refill button to select the correct product level in the software to match the product level in the tank. Tank levels are measured in 0.5 gallon/1.89-liter increments.

PREPARING A BEVERAGE AND DISPENSING PRODUCT

One or more button presses may be required to prepare a beverage. If more than one button press is required, the sequence of button presses may start at the top and work down or start at the bottom and work up.

The button panel may include a **dispense button** or **cancel button**. Product will not dispense until the **dispense button** is pressed. A **cancel button** will clear the current selection.

One button press:

- For a one product dispenser (e.g., milk), press the **medium cup size button** to prepare a medium hot coffee with milk.
- For a multi-product dispenser with cream as the default, press the appropriate **cup size button** to prepare a coffee with cream.

Multiple button presses working bottom to top:

- To prepare a medium hot coffee with cream, press the **cream product button** followed by the **medium cup size button**.
- To prepare a large iced coffee with milk, press the **milk product button** followed by the **iced coffee beverage type button** and the **large cup size button**.

Multiple button presses working top to bottom:

- To prepare a medium hot coffee with one cream, press the **medium cup size button**, the **one-shot quantity button**, and the **cream product button**.

SOFTWARE FEATURES – PORTION-CONTROL MODELS

Software features are specific to the model of dispenser. Most features listed below are available in the software, however, may be turned on or off by default with the option to manually change the default. A separate software features instruction sheet may be included with the dispenser for additional software customization options. Alternatively, contact SureShot Technical Assistance for guidance.

In normal operating mode, the button panel display may toggle between *Select Product* or *Select Size* and the current product level (e.g., 10.0 L 10.0 L). The display options can be customized to show *Select Product* or *Select Size* only with the option to add the current product level and/or current temperature of the product compartment. For further information refer to the **User Options** section in this manual.

PROGRAM MODE BUTTONS

SYMBOL	FUNCTION
★	Adjust up
■	Program mode
◆	Adjust down
▲	Reset to zero

Table 4: Program mode buttons

PROGRAM MODE MENU

Recipe/Target Adjust (Dispense Amounts)

The recipe or preset dispense amounts are displayed in either imperial (fluid ounces/gallons) or metric (milliliters/liters) units of measurement.

To manually adjust the recipe or dispense amounts:

1. Press and hold the **program mode button (■)** until `Recipe` or `Target Adjust` is visible in the display.
2. If using a multi-product dispenser, press the applicable **product button**.
3. Press a **cup size button**. To change the dispense amount for a beverage type (e.g., iced coffee), press a **beverage type button**, then press a **cup size button**. Use the **adjust up (★)** or **adjust down (●)** button as required. Dispense amounts can be set within a range of 0 to 33 fl. oz. by 1/8 fl. oz. increments for imperial, and 5 to 999 ml by 0.1 ml increments for metric. To set the dispense amount to zero, press and hold the **triangle button (▲)** or **reset/refill button** if there is no triangle button.
4. Press and hold the **program mode button (■)** to save and return to normal operating mode.



If product is not dispensing accurately according to the recipe or programmed dispense amounts, do not use the Recipe/Target Adjust feature to make a correction. Use the Calibration feature to correct dispense accuracy.

Calibration (QuickCal)

In some circumstances, the actual volume of dispensed product may be slightly different from the recipe or programmed dispense amounts. The calibration feature should be used when the actual dispensed amount is consistently different. Other issues may impact dispense accuracy. Before calibrating, verify the following:

- Product type and dispense amounts (recipe) programmed in the software are correct.
- The valve is clean and functioning properly.
- Product is within the correct temperature range (34°F to 40°F/1.1°C to 4.4°C).
- The dispense tube is centered in the valve opening with no twists or kinks.
- If using a dairy bag (product case):
 - The correct product, bag size, and bag type are selected in the software.
 - The dairy bag is loaded correctly.

A digital scale and an empty cup are required to calibrate.

1. Set the digital scale to grams.
2. Place a clean, empty cup on the scale and press the **ZERO/TARE button**.
3. Press and hold the **program mode button (■)** for a few seconds until `Recipe` or `Target Adjust` is visible in the display.
4. Press the **program mode button (■)** again and `Calibration` will be visible in the display.

5. The light on the first and second button from the left, top row will illuminate.
 - a. **One product dispenser** – The calibration percentages will be visible in the display (e.g., Milk 5% 0%). Place an empty cup under the dispense point.
 - b. **Multi-product dispenser** – place an empty cup under the correct dispense point (e.g., left valve for milk). Press the corresponding **product button** (e.g., milk).
The calibration percentages will be visible in the display (e.g., Milk 5% 0%).
6. Press and hold the **first button from the left, top row** until dispensing is complete. The expected weight in grams will be visible in the display, Scale: 20.0 g.
7. Place the cup with product on the scale to check its weight.
8. Press the **adjust up button (★)** or **adjust down button (●)** as required until the number displayed matches the weight on the scale.
9. Press and hold the **third button from the left, top row** to save the number entered. The calibration percentages will be visible in the display (e.g., Milk 5% 0%).
10. Discard product from the cup and place it back on the scale. Press the **ZERO/TARE button**.
11. Repeat steps 5-10 to dispense a second time.
12. With the empty cup under the same dispense point, press and hold the **second button from the left, top row** until dispensing is complete. The display will show the expected weight in grams Scale: 60.0 g.
13. Place the cup with product on the scale to check its weight.
14. Press the **adjust up button (★)** or **adjust down button (●)** as required until the number displayed matches the weight on the scale.
15. Press and hold the **third button from the left, top row** to save the number entered. The calibration percentages (e.g., Milk 5% 3%) will be visible in the display.
16. Discard product from the cup and place it back on the scale. Press the **ZERO/TARE button**.
17. Repeat steps 12-15 to dispense a second time.
18. Calibration is complete. If using a multi-product dispenser, follow steps 1-17 to calibrate each product individually.
19. Press and hold the **program mode button (■)** to return to normal operating mode.

Buttons

Individual buttons can be turned on or off as required.

1. Press and hold the **program mode button (■)** until `Recipe` or `Target Adjust` is visible in the display.
2. Press the **program mode button (■)** repeatedly until `Buttons` is visible in the display.
3. Press and hold any illuminated button to turn it off. The light will no longer be illuminated if the button is off. Press and hold the button to turn it back on.
4. Press and hold the **program mode button (■)** to save and return to normal operating mode.

Bag Selection (or Bag Type) and Tank Selection

For optimum dispense accuracy, the product dispensed should match the product selected in the software. Dispensers using dairy bags should select the correct product and bag type (e.g., Cream Container). Dispensers using product tanks should select the correct product (e.g., Cream 3.0G).

1. Press and hold the **program mode button (■)** until `Recipe` or `Target Adjust` is visible in the display.
2. Press the **program mode button (■)** repeatedly until `Bag Selection` (prefilled dairy bag) or `Tank Selection` (refillable product tank) is visible in the display.
3. If using a multi-product dispenser, press a **product button** (e.g., cream).
4. Press the **star button (★)** or **hexagon button (●)** to scroll through the available product types until the description matches the product and bag type or product (refillable tank) in the dispenser.
5. Press and hold the **program mode button (■)** to save and exit program mode.

User Options (or Options)

Additional software features for customization are available in the User Options menu. For further instructions refer to the **User Options** section in this manual.

Drink Counts

If the Drink Counts feature is available, the dispenser's software will save the number of dispenses by product.

1. Press and hold the **program mode button (■)** until `Recipe` or `Target Adjust` is visible in the display.
2. Press the **program mode button (■)** repeatedly until `Drink Counts` is visible in the display.
3. For a one product dispenser, the drink counts will be visible in the display. For a multi-product dispenser, press a **product button** to view the total number of drink counts.
4. To reset to zero, press the **triangle button (▲)** or **refill/reset button**.
5. Press and hold the **program mode button (■)** to return to normal operating mode.

Refrigeration

Use the Refrigeration feature to adjust the temperature of the product compartment. The temperature can also be adjusted using the side console. For further instructions, refer to the **Temperature Display and Adjustment** section in this manual.

Service

Service features are typically used by a service technician. In some circumstances, a technician from the SureShot Technical Assistance Centre may walk a user through a Service feature.

USER OPTIONS

Additional software features for customization are available in the user options menu. Depending on the model, user options features may be accessed by pressing hidden buttons on the button panel while in program mode.

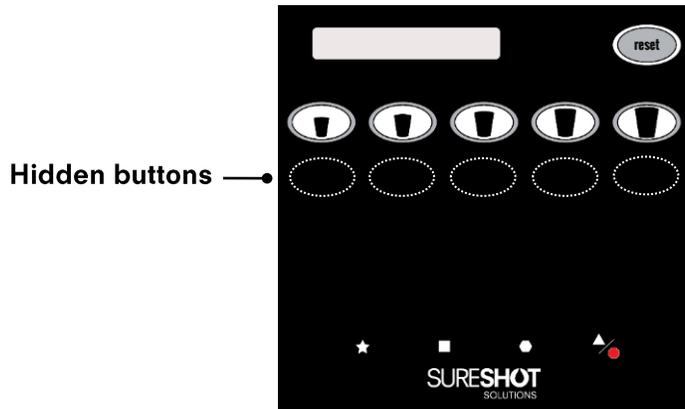


Figure 29: Button panel for the AC110

Display Temperature Units

The Temp Units feature will add the current temperature of the product compartment in the display during normal operating mode. Temperature display units are available in either Celsius or Fahrenheit. The default setting is typically off (i.e., none). Follow the instructions to select Metric (Celsius), Imperial (Fahrenheit), or turn the feature off.

1. Press and hold the **program mode button (■)** until *Recipe* or *Target Adjust* is visible in the display.
2. Press the **program mode button (■)** repeatedly until *Options* or *User Options* is visible in the display.
3. Press the **first button from the left, top row**. *Temp Units* will be visible in the display.
4. Press and hold the **first button from the left, top row** to display the temperature in *Celsius*. Press and hold the button again to display the temperature in *Fahrenheit*. Press and hold the button again to turn off this feature (*none*).
5. Press and hold the **program mode button (■)** to save and return to normal operating mode.

Display Units

The unit of measurement visible in the display is available in either litres or gallons. The default setting is typically gallons. Follow the instructions to select litres or gallons.

1. Press and hold the **program mode button (■)** until *Recipe* or *Target Adjust* is visible in the display.
2. Press the **program mode button (■)** repeatedly until *Options* or *User Options* is visible in the display.
3. Press the **second button from the left, top row**. The current unit of measurement will be visible in the display (e.g., *Disp Units G*).

4. Press and hold the **second button from the left, top row** to change the display to liters or gallons.
5. Press and hold the **program mode button (■)** to save and return to normal operating mode.

Level Display

The Level Display feature will add the current level of each product in the display during normal operating mode. The default setting is typically on. Follow the instructions to turn this feature on or off.

1. Press and hold the **program mode button (■)** until `Recipe` or `Target Adjust` is visible in the display.
2. Press the **program mode button (■)** repeatedly until `Options` or `User Options` is visible in the display.
3. Press the **third button from the left, top row**. The current setting will be visible in the display (e.g., `Level Display On`).
4. Press and hold the **third button from the left, top row** to turn `Level Display` on or off.
5. Press and hold the **program mode button (■)** to save and return to normal operating mode.

Low Level Lock (Low Product Level Lockout)

If available, the Low Level Lock feature may be turned on or off by default. If on, a notification light will illuminate when the product level reaches a preset amount and product will no longer dispense. The preset amount is specific to the dispenser's software (e.g., 0.1 G / 0.3 L or less). On a one product dispenser, the light on the **reset/refill button** or **triangle button (▲)** will turn on. On a multi-product dispenser, the light on a **product button** (e.g., cream or milk) will turn on. Follow the instructions to turn this feature on or off.

1. Press and hold the **program mode button (■)** until `Recipe` or `Target Adjust` is visible in the display.
2. Press the **program mode button (■)** repeatedly until `Options` or `User Options` is visible in the display.
3. Press the **fourth button from the left, top row**. `LowLevelLock` will be visible in the display.
4. Press and hold the **fourth button from the left, top row** to turn `LowLevelLock` on or off.
5. Press and hold the **program mode button (■)** to save and return to normal operating mode.

Level Warning (Low Product Level Notification)

If available, the Level Warning feature may be turned on or off by default. If on, a notification light will begin flashing when the product level reaches a preset amount. The preset amount is specific to the dispenser's software (e.g., 0.3 G / 1.2 L or less). On a one product dispenser the light on the **reset/refill button** or **triangle button (▲)** will begin to flash. On a multi-product dispenser, the light on a **product button** (e.g., cream or milk) will begin to flash. Follow the instructions to turn this feature on or off.

1. Press and hold the **program mode button (■)** until `Recipe` or `Target Adjust` is visible in the display.

2. Press the **program mode button (■)** repeatedly until `Options` or `User Options` is visible in the display.
3. Press the **first button from the left, second row**. `Level Warning` will be visible in the display.
4. Press and hold the **first button from the left, second row** to turn `Level Warning` on or off.
5. Press and hold the **program mode button (■)** to save and return to normal operating mode.

Recipe by Region

The software may be programmed with two sets of dispense amounts – American recipe and Canadian recipe. Follow the instructions to select the appropriate recipe region.

1. Press and hold the **program mode button (■)** until `Recipe` or `Target Adjust` is visible in the display.
2. Press the **program mode button (■)** repeatedly until `Options` or `User Options` is visible in the display.
3. Press the **second button from the left, second row**. `American` or `Canadian` will be visible in the display.
4. Press and hold the **second button from the left, second row** for a few seconds. Release the button after the two beeps. The region is changed when `American` or `Canadian` appears in the display.
5. Press and hold the **program mode button (■)** to save and return to normal operating mode.

Cleaning Lockout

If available, the Cleaning Lock feature is typically turned off by default. If the feature is turned on, product will no longer dispense after 72 hours. The refillable product tank(s) should be cleaned at this time and a new dispense tube installed. Follow the instructions to turn this feature on or off.

1. Press and hold the **program mode button (■)** until `Recipe` or `Target Adjust` is visible in the display.
2. Press the **program mode button (■)** repeatedly until `Options` or `User Options` is visible in the display.
3. Press the **third button from the left, second row**. `Cleaning Lock` will be visible in the display.
4. Press and hold the **third button from the left, second row** to turn `Cleaning Lock` on or off.
5. Press and hold the **program mode button (■)** to save and return to normal operating mode.

Language

The software may be programmed with more than one language option (e.g., English, French, or Spanish). If available, follow the instructions to change the language.

1. Press and hold the **program mode button (■)** until `Recipe Or Target Adjust` is visible in the display.
2. Press the **program mode button (■)** repeatedly until `Options Or User Options` is visible in the display.
3. Press the **fourth button from the left, second row**. The language (e.g., `English` or `Français`) will be visible in the display.
4. Press and hold the **fourth button from the left, second row** to change the language.
5. Press and hold the **program mode button (■)** to save and return to normal operating mode.

Temperature Display and Adjustment

The product temperature must be maintained within the recommended range of 34°F to 40°F (1.1°C to 4.4°C). The side console display shows the current temperature of the product compartment in degrees Fahrenheit (°F). The temperature settings range is from 0 (off) to 12 (coldest). A refrigeration setting of 07 equals 36°F (2.2°C).

If the refrigeration setting requires an adjustment to suit the environment, it can be adjusted two ways depending on the model. IntelliShot (portion-control) dispensers may have a refrigeration feature in the software (program mode). FlexoShot (non-portion-control or self-serve) dispensers should use the side console located on the lower left side of the dispenser.



Under normal operating conditions, the lower and higher temperature settings should never be used. Adjustments should be made in single increments and the dispenser left to stabilize for 4-6 hours before making another adjustment.

PORTION-CONTROL DISPENSERS – PROGRAM MODE

1. Press and hold the **program mode button (■)** until `Recipe Or Target Adjust` is visible in the display.
2. Press the **program mode button (■)** repeatedly until `Refrigeration` appears in the display. If `Refrigeration` is not an option in the program mode menu, adjust the temperature with the side console.
3. Press the **second button from the left, top row** and `Setting` will be visible in the display. Depending on the model, the settings page may be accessed by pressing the **third button from the left, top row**.
4. Use the **star button** or **hexagon button** to adjust the temperature up or down.
5. The new refrigeration setting will save automatically.
6. Press and hold the **program mode button (■)** to return to normal operating mode.
7. Wait 4-6 hours for the new temperature to stabilize. If necessary, repeat the procedure and wait another 4-6 hours.

ADJUSTING TEMPERATURE WITH THE SIDE CONSOLE

The two thermometer buttons on the left adjust the compartment's temperature up or down.

Cool temperature adjustment button (decreases the temperature)

Warm temperature adjustment button (increases the temperature and changes the display mode between d1 and d2)

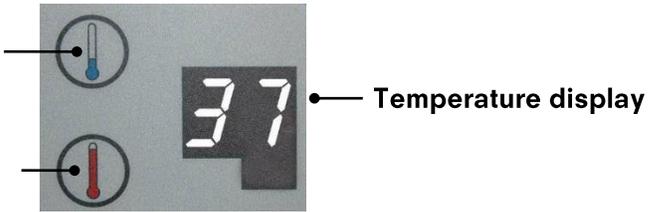


Figure 30: Side console

The side console temperature display operates in two modes:

1. **Continuous display mode** constantly shows the current temperature and allows adjustments to be made to the refrigeration setting.
2. **Selective mode** is used to temporarily display the temperature as required when a button is pressed. In selective mode, the display is blank.



In both modes a red dot will be visible when the compressor is on.

ILLUSTRATION	DISPLAY	INDICATION
	37 (displays continuously)	Dispenser is in continuous display mode and the current temperature is 37°F (2.8°C).
	Blank	Dispenser is in selective mode . Compressor is off.
	d1	Temporary display: confirms dispenser is in continuous display mode .
	d2	Temporary display: confirms dispenser is in selective mode .
	Red dot	Compressor is on.
	Flashing red dot	Defrost cycle is active.

Table 5: Side console display options



The dispensers default setting is **selective mode**. If temperature adjustments are required, the dispenser must be changed to **continuous display mode**.

CHANGING THE SIDE CONSOLE DISPLAY MODE

Selective Mode to Continuous Display Mode

Press and hold the **warm (bottom) side console button** for a few seconds until a beep is heard. "d1" will be displayed for a few seconds and the dispenser will be in **continuous display mode**.

Continuous Display Mode to Selective Mode

Press and hold the **warm (bottom) side console button** for a few seconds until a beep is heard. "d2" will be displayed for a few seconds and the dispenser will be in **selective mode**.

ADJUSTING THE TEMPERATURE

The temperature settings range from 0 (off) to 12 (coldest). A refrigeration setting of 07 equals 36°F (2.2°C). Adjustments should be made in single increments and the dispenser left to stabilize before making any further adjustments. The dispenser's default setting is **selective mode**, which must be changed to **continuous display mode** to adjust the temperature.

Increasing the Temperature

1. The side console must be in **continuous display mode**. (See above for instructions.)
2. Press the **warm button** once to display the current refrigeration setting (e.g., 07). Press the button again to decrease the setting by 1 to make it warmer. Under normal operating conditions, the lower and higher temperature settings should never be used.
3. Wait 4-6 hours for the new temperature to stabilize. If necessary, repeat the procedure and wait another 4-6 hours.
4. When the adjustment is complete, switch the dispenser to **selective mode**. (See above for instructions.)

Decreasing the Temperature

1. The side console must be in **continuous display mode**. (See above for instructions.)
2. Press the **cool button** once to display the current refrigeration setting (e.g., 07). Press the button again to increase the setting by 1 to make it cooler. Under normal operating conditions, the lower and higher temperature settings should never be used.
3. Wait 4-6 hours for the new temperature to stabilize. If necessary, repeat the procedure and wait another 4-6 hours.
4. When the adjustment is complete, switch the dispenser to **selective mode**. (See above for instructions.)

CLEANING THE DISPENSER

The dispenser and its components (e.g., valve), product cases, product case inserts, ramp, and refillable tanks must be washed and sanitized regularly.

- 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 valve area. Liquid could damage electrical components behind the valve.

RECOMMENDED CLEANING SCHEDULE

Frequency	Equipment
Daily	<ul style="list-style-type: none"> • Exterior • Button panel • Catch tray • Valve area • Self-serve dispense handles or cup levers (if present)
Inspect and clean as required when new product is loaded. Refillable tanks must be thoroughly cleaned, and tubes replaced regularly.	<ul style="list-style-type: none"> • Product case/product case insert (if present)/ramp/refillable tank • Product compartment
Once a month or more frequently as required	<ul style="list-style-type: none"> • Valve assembly and front panel • Door gasket
Every six months	<ul style="list-style-type: none"> • Condenser • Fan and inner body

Table 6: Recommended cleaning schedule

EXTERIOR



A stainless-steel cleaner is recommended for stainless-steel surfaces. Spray cleaner on a clean cloth and wipe the exterior.

Do not use stainless-steel cleaner on the button panel or any plastic parts. Do not use any ammonia-based cleaners, such as a window cleaner.

BUTTON PANEL (PORTION-CONTROL MODELS)

The button panel should be cleaned daily.

1. Press and hold the **panel disable button (●)** until the button panel lights flash in sequence.
2. Wipe exterior surfaces, using a soft cloth dampened with warm, clean, soapy water.
3. Wipe using a soft cloth dampened with warm, clean water.
4. Dry with a soft cloth to prevent water spotting.
5. The button panel will automatically return to normal operating mode after 10 – 15 seconds (for portion control models only).

CATCH TRAY

The catch tray should be cleaned daily.

1. Remove the catch tray from the dispenser.
2. Separate the screen from the catch tray.
3. If a dishwasher is available, clean the screen and tray on the full wash cycle. To clean by hand:
 - a. Rinse the screen and tray 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. Reassemble the catch tray.

VALVE AREA

The valve door and surrounding area must be kept clean for proper sanitation and to maintain accurate dispense amounts.

1. Open the dispenser door.
2. Thoroughly wipe the area around the valve, including self-serve dispense handles or cup levers if present, using either a soft cloth dampened with warm, clean, soapy water or a sanitized wipe.
3. Wipe using a soft cloth dampened with warm, clean water.
4. Dry thoroughly with a soft cloth.
5. Close the dispenser door.

PRODUCT CASE, PRODUCT CASE INSERT, RAMP, AND REFILLABLE TANK

If a dishwasher is available, clean the product case and insert (if applicable), ramp or refillable tank on the full wash cycle. To clean by hand:

1. Remove product case with empty dairy bag, bag-in-box and ramp, or empty product tank from the product compartment.
2. Discard empty dairy bag, bag-in-box, or residual product from the tank.



In most cases, partially filled dairy bags cannot be reloaded in portion-control dispensers, therefore the product case should be cleaned when the dairy bag is empty. If a partially filled dairy bag is loaded, dispense amounts will not be accurate.

3. Rinse product case and insert (if applicable), ramp, or tank thoroughly with warm, clean water.
4. Wash in hot water (minimum 140°F/60°C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.
5. Rinse well with warm, clean water.
6. Air-dry thoroughly.

PRODUCT COMPARTMENT

Cleaning and drying the product compartment each time a new dairy bag, bag-in-box or refillable tank is loaded will remove condensation and improve the efficiency of the dispenser.



Occasionally, ice may form in the product compartment. This does not necessarily mean the temperature of the product compartment is too cold. The dispenser is not a frost-free system; therefore, some ice will be present under normal operation.

1. Turn off the dispenser and open the door.
2. Remove the product case(s), refillable tank(s), or Bag-in-Box and ramp(s) from the product compartment.
3. With the dispenser door open, wait approximately 15 minutes for ice to soften.
4. Wipe product compartment with a clean dry cloth to remove the ice.
5. Use a soft cloth dampened with warm, clean, soapy water to wipe inside the product compartment, including inside the dispenser door.
6. Wipe using a soft cloth dampened with warm, clean water.
7. Dry thoroughly with a soft cloth.
8. Turn on the dispenser.

VALVE ASSEMBLY AND FRONT PANEL

The valve assembly holds the dispense tube in place and guides the plunger. Valve assemblies on portion-control dispensers have a reed switch which is attached to the dispenser with a wire. The reed switch sends a message to the dispenser each time the valve door is opened or closed. The reed switch must be cleaned in place. Non-portion-control dispensers do not have a reed switch.

All dispensers (portion-control and non-portion-control) have one valve assembly with an attached metal valve insert. The metal valve insert is attached with a thermistor wire to assist with temperature control. All one-product dispensers and the left valve assembly on any multi-product dispenser has an attached metal valve insert.



There is only one thermistor wire for each dispenser. For multi-product dispensers, the thermistor wire is attached to the metal valve insert in the left valve assembly.

Before taking the valve assembly apart for cleaning, fill three containers with:

- warm, clean, soapy water,
- warm, clean rinse water; and
- sanitizing agent.



Do not dislodge any attached wires during cleaning.

Cleaning the Valve Assembly

1. Turn off and unplug the dispenser.
2. Open the dispenser door.
3. Remove the catch tray, if applicable.
4. Remove the four screws attaching the front panel to the dispenser. Set aside the screws and front panel for cleaning.
5. Open the valve door by turning the thumbscrew counterclockwise.
6. Remove the product case(s), refillable tanks(s), or bag-in-box and ramp(s) if required.
7. Remove the screw on the metal valve insert and set aside for cleaning. If the metal valve insert is not attached with a thermistor wire, set it aside for cleaning. Metal valve inserts attached with a thermistor wire cannot be removed completely and must be cleaned in place.

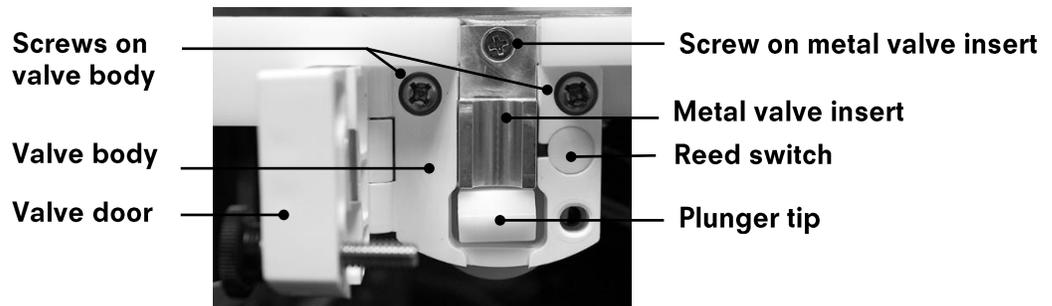


Figure 31: Removing metal valve insert

8. Firmly hold the valve body and remove the two screws from the upper corners of the valve body (the spring may push the valve assembly forward when removing the screws). Set the screws aside for cleaning.

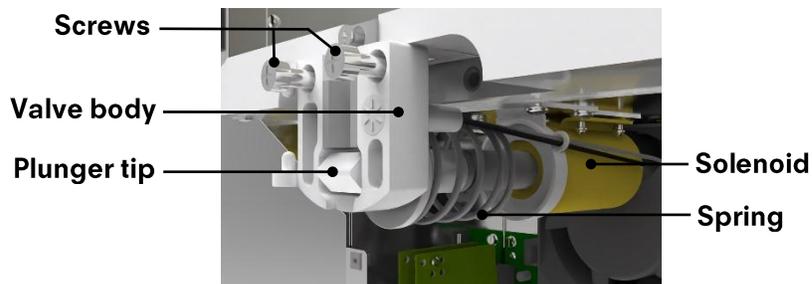


Figure 32: Removing valve body

9. Gently remove the valve door from the valve body. Remove the plunger and spring from the solenoid. If using a non-portion-control dispenser, remove the dispense handle or cup lever. Set all components aside for cleaning apart from the valve body.

10. If the metal valve insert is attached, gently push it through the valve body cut-out. Remove the reed switch by sliding it forward through the front of the valve body and feed the wires horizontally through the narrow cut-out. Gently guide the reed switch through the larger opening of the cut-out. The reed switch and an attached metal valve insert will be cleaned in place.

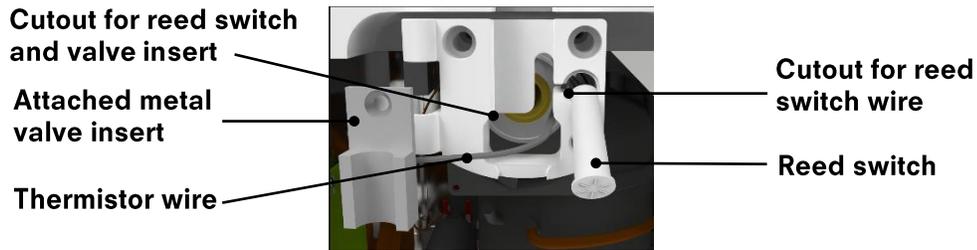


Figure 33: Remove the reed switch and attached metal valve insert

11. Remove the round plastic ring (spring retainer) from the solenoid. It cannot be fully removed from the valve assembly, as the reed switch wires are threaded through an eyelet on the plastic ring. The metal valve insert thermistor wire may also be threaded through the eyelet.

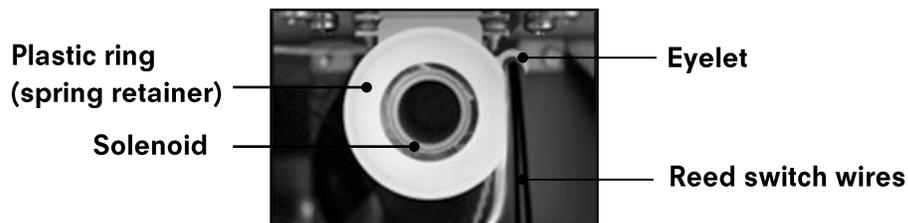


Figure 34: Remove spring retainer

12. Clean the valves:
 - a. All removable components should be immersed in clean soapy water. This includes the valve door, valve body, plunger, spring, screws, and detached metal valve insert. Rinse thoroughly, sanitize and air-dry.
 - b. All non-removable components, including the reed switch, plastic ring (spring retainer), and metal valve insert, if attached, should be gently dipped in clean, soapy water. Dip in clean water to rinse and sanitize. Dry with a clean, soft cloth.
 - c. Clean the front panel and screws in clean soapy water. Rinse well with warm, clean water. Wipe dry with a clean, soft cloth. If a dishwasher is available, the front panel may be cleaned on the full wash cycle.
13. While cleaning, examine the valve hinges. Broken hinges can result in over dispensing and must be replaced immediately.
14. Wipe the valve block with a clean, damp cloth. If using a non-portion-control dispenser wipe around the valve spring cup.



Figure 35: Valve spring cup

15. Before reassembling the valve, verify there is no product buildup inside the solenoid. If necessary, use a plastic knife and damp cloth to clean the area.

REINSTALL THE VALVE ASSEMBLY AND FRONT PANEL

Portion-Control Dispensers

1. Install the plastic ring (spring retainer) securely onto the solenoid with the flat section at the top, so that the eyelet is on the right side.
2. Position the spring onto the plunger.
3. Insert the end of the plunger into the solenoid until the back of the spring is pushed against the plastic ring. The plunger tip must be horizontal and the spring must be centered on the plastic ring.

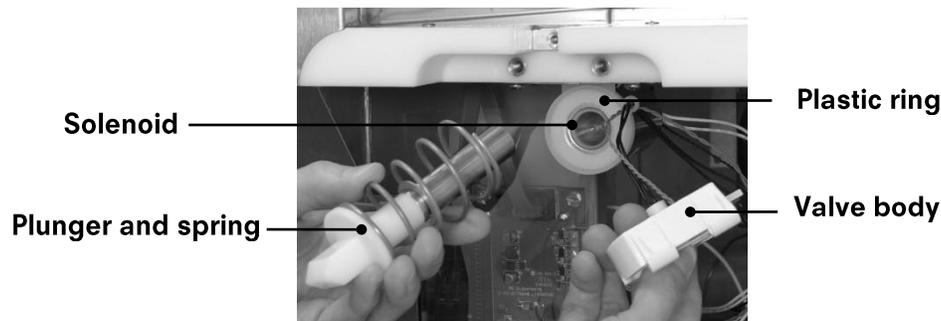


Figure 36: Install the plunger and spring into the solenoid

4. Install the reed switch and the attached metal valve insert into the valve body by sliding the wires through the wire cut-outs on the valve body. If the metal valve insert is not attached, wait, and install it in step 7.
5. Attach the valve door to the valve body.
6. With the valve door attached and open, push and hold the valve body firmly in place, as the spring will push the assembly forward. Install the long screws to secure the valve body to the valve block. Do not over-tighten.
7. Install the metal valve insert. If the metal valve insert is attached, gently pull the thermistor wire from behind the valve body while installing the metal valve insert.
8. Secure the metal valve insert with the short screw. Metal valve inserts with a thermistor wire must fit securely so the refrigeration system operates efficiently. Do not over-tighten. Gently pull the thermistor wire again to ensure it moves freely and is not pinched.
9. Close the valve door by turning the thumbscrew clockwise. Do not over-tighten.
10. Slide the front panel up and behind the valve block. Reinstall the four screws.
11. Close the dispenser door.
12. Plug in and turn on the dispenser.
13. Place a spare tube in the valve and close the valve door.
14. Press any button that will dispense product. Listen for the solenoid to open and close, indicating the plunger is moving freely and operating properly. Remove the spare tube.
15. Reinstall the catch tray, if applicable.
16. Allow the dispenser to return to operating temperature and load product.

Non-Portion-Control Dispensers

1. Position the spring onto the back of the plunger tip.
2. Insert the plunger tip through the opening on the back plate of the dispense handle or cup lever.

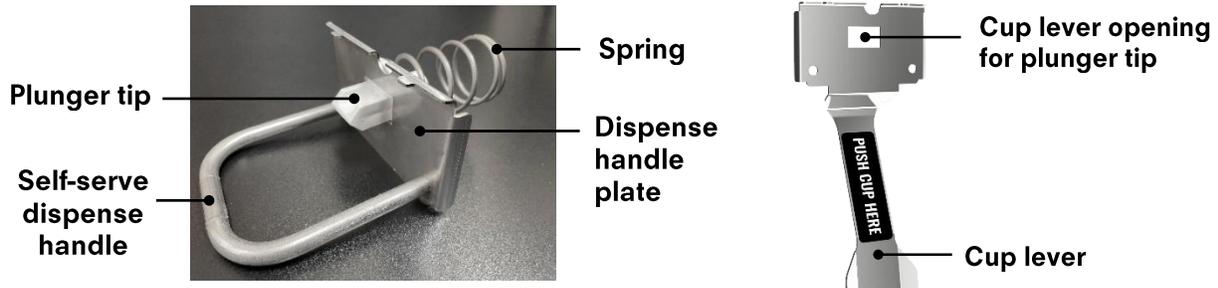


Figure 37: Insert plunger tip through dispense handle or cup lever plate

3. Insert the plunger tip with attached spring and dispense handle or cup lever through the opening of the valve body. If the metal valve insert is attached (one-product dispenser or left valve assembly on multi-product dispenser), insert the metal valve insert through the opening on the valve body before inserting the plunger tip.
4. Attach the valve door to the valve body. The valve door must be attached before installing the valve assembly and dispense handle or cup lever to the valve block.

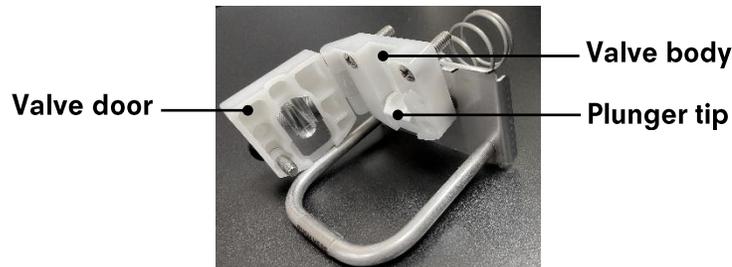


Figure 38: Self-serve dispense handle and valve assembly

5. Insert the spring into the spring cup on the valve block.
6. If the metal valve insert is attached, gently pull the thermistor wire through the grommet on the right side of the spring cup to ensure it is not pinched in the spring.
7. With the valve door open, push and hold the valve body firmly in place as the spring will push the assembly forward. Install the long screws to secure the valve body to the valve block. Do not over-tighten.
8. Install the metal valve insert. If the metal valve insert is attached, gently pull the thermistor wire from behind the valve body while installing the metal valve insert.
9. Secure the metal valve insert with the short screw. Metal valve inserts with a thermistor wire, must fit securely so the refrigeration system operates efficiently. Do not over-tighten. Gently pull the thermistor wire again to ensure it moves freely and is not pinched.
10. Close the valve door by turning the thumbscrew clockwise. Do not over-tighten.
11. Slide the front panel up and behind the valve block. If it's a tight fit, slightly push on the dispense handle or cup lever while sliding up the panel. Reinstall the four screws.
12. Close the dispenser door.
13. Plug in and turn on the dispenser.
14. Reinstall the catch tray, if applicable.
15. Allow the dispenser to return to operating temperature and load product.

DOOR GASKET

1. Open the dispenser door.
2. Examine the door gasket for damage. Ensure it seals properly and there are no holes or gaps.
3. Wipe the gasket using a soft cloth dampened with warm, clean, soapy water. Use a small brush to reach all the corners and crevices.
4. Wipe using a soft cloth dampened with warm, clean water.
5. Dry thoroughly with a soft cloth.
6. Close the door of the dispenser.

CONDENSER

1. Turn off the dispenser and unplug it.
2. Remove the screws securing the back panel in place.
3. Gently pull the back panel off the dispenser.
4. Gently clean the condenser using a vacuum with a soft brush attachment. Using a vacuum prevents damage to the condenser coils.



The vertical strips of metal lying over the condenser coils (condenser fins) are very sharp. Do not touch the condenser fins.

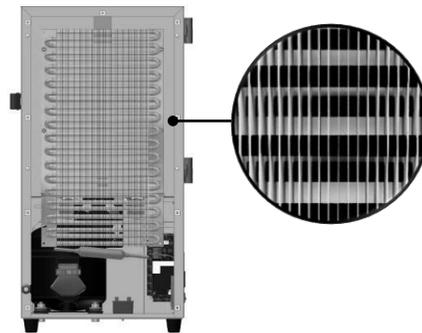


Figure 39: Condenser fins

5. Replace the back panel and reinstall the screws to secure it in place.
6. Plug in the dispenser and turn it on.

FAN AND INNER BODY

1. Turn off the dispenser and unplug it.
2. Remove the screws securing the front panel in place.
3. Remove the front panel.
4. Gently clean the fan and inner body using a vacuum with a soft brush attachment. Using a vacuum prevents damage to the fan.
5. Remove any cleaning supplies and tools from the inside of the dispenser if present.
6. Plug in the dispenser and turn it on.
7. Visually verify the fan is unobstructed and spinning smoothly.



To avoid injury or equipment damage, keep hands and other objects clear of the fan when the equipment is plugged in.

8. Replace the front panel and reinstall the screws to secure it in place.

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	Resolution
Dispenser does not turn on	<ol style="list-style-type: none"> 1. The power switch is in the on position. 2. The dispenser must be plugged into an active power source. If there is an issue with the power source, have a qualified person inspect the facility's fuse box or circuit breaker and restore power. 3. Verify the dispenser's circuit breaker has not tripped: <ol style="list-style-type: none"> a. Turn off the dispenser. b. Locate the circuit breaker below the power switch. c. No white should be showing on the top of the circuit breaker. If white is visible, it must be reset. d. To reset, press and release the circuit breaker. It may have to be pressed more than once. If the white does not disappear after several tries, please call technical assistance. e. If reset successfully, turn on the dispenser. 4. The door cable is securely installed in the bottom of the dispenser door.
Display on the dispenser door is blank	<ol style="list-style-type: none"> 1. The door cable is securely installed in the bottom of the dispenser door. 2. Verify the valve is working correctly: <ol style="list-style-type: none"> a. Install a dispense tube in the valve. If a dairy bag is not loaded, use a spare piece of tube. Place an empty cup under a dispense point (valve). Press any button that dispenses product. The solenoid should make a noise as it opens and closes verifying the plunger is moving freely. b. If the solenoid does not respond, review all steps under "Dispenser does not turn on". c. If the solenoid responds, the display may be faulty. Please call technical assistance.
Side console is displaying unexpected characters	<ol style="list-style-type: none"> 1. <code>Select Product</code> or <code>Select Size</code> should be visible in the door display, verifying the start-up sequence is complete. The display may toggle between <code>Select Product</code> or <code>Select Size</code> and the product level. 2. If the door display is different, turn off the dispenser, wait 10 seconds, and turn the dispenser back on.

Problem	Resolution
Dispenser does not dispense product	<ol style="list-style-type: none"> 1. Verify the following: <ol style="list-style-type: none"> a. The product is loaded correctly. b. The button sequence to prepare a beverage is correct. c. The dispense tube is not twisted, kinked, pinched, or blocked with frozen product. d. Target amounts (recipe) have not been set to zero. e. Valve assembly is clean and working correctly (e.g., plunger is not damaged). 2. To reset the software, turn off the dispenser. Wait 10 seconds and turn the dispenser back on.
Dispense amounts are incorrect (IntelliShot)	<ol style="list-style-type: none"> 1. Verify the following: <ol style="list-style-type: none"> a. Dispense tube is correctly installed in the valve with no twists, kinks, or blockages such as frozen product in the tube. b. The valve door is closed, and the thumbscrew is secure. c. The valve assembly must be clean and assembled correctly. d. Target amounts (recipe) are correct in the software. e. The correct product and bag type is selected in the software. 2. If using a refillable tank, it must be filled to a marked level and the correct product level selected in the software. 3. If using a dairy bag, verify: <ol style="list-style-type: none"> a. Bag is loaded correctly and a fold in the bag is not obstructing the flow of product. b. The product temperature should be between 34°F and 40°F (1.1°C and 4.4°C). Temperature affects the flow of dairy. c. The valve door was not opened before the bag was ready to be replaced. When the valve door is opened and closed, the software assumes a full bag was loaded and dispense amounts will be inaccurate for the remainder of the bag. Do not load a partially filled dairy bag unless it is a feature in the software.
Dispenser is leaking product	<p>Verify the following:</p> <ol style="list-style-type: none"> 1. Valve door is closed correctly, and the thumbscrew is secure. 2. Dispense tube is installed in the valve correctly. 3. Dispense tube is not damaged (e.g., holes or cracks). 4. Dairy bag does not have any holes. 5. Valve assembly is clean and assembled correctly. The plunger and valve hinges must not be broken.
Dispenser is leaking water	Defrost the product compartment and wipe out any ice or water with a clean, soft cloth.

Problem	Resolution
<p>Product temperature is too warm or too cold</p>	<p>Verify the following:</p> <ol style="list-style-type: none"> 1. The dispenser’s refrigeration system is on. A temperature setting of “00” means the dispenser’s refrigeration system is turned off. 2. The dispenser’s temperature setting is between 34°F to 40°F (1.1°C to 4.4°C). To adjust the temperature, refer to the Temperature Display and Adjustment section in this manual. 3. If there is a flashing red dot on the side console display, the dispenser’s defrost cycle is on and it is not actively cooling the product compartment. The defrost cycle runs for approximately 20 minutes. If the cycle continues running for longer, reset the defrost cycle by turning the dispenser off. After 10 seconds, turn it back on. The inside walls of the product compartment should become cold after approximately 12 minutes. 4. Excess ice has not formed inside the product compartment. If it has, unplug the dispenser. Wipe out any ice or water with a clean, soft cloth. 5. Product loaded in the dispenser is between 34°F and 40°F (1.1°C and 4.4°C). The fridge where the product is stored is working correctly. 6. The dispenser is not situated near a heat-generating source (e.g., coffee maker, heat lamp, direct sunlight). 7. There is a 1-inch (2.5 cm) of space around all sides of the dispenser. 8. The vents at the back of the dispenser are not blocked. 9. The condenser is clean. 10. The dispenser is level. It must be level for the refrigeration system to operate correctly. Adjust dispenser legs as required. 11. The fan is operating. 12. Nothing is stored under the dispenser. The intake holes on the underside must be unobstructed.
<p>Excess ice or frost in the product compartment</p>	<p>Verify the following:</p> <ol style="list-style-type: none"> 1. The temperature inside the product compartment is between 34°F and 40°F (1.1°C and 4.4°C). 2. The door gasket is not damaged. For the gasket to seal completely, there should be no holes or gaps. 3. Ice has not formed inside the product compartment. Ice may occasionally form, as the dispenser is not a frost-free system. To remove excess ice, unplug the dispenser. After 15 minutes, the ice should be soft enough to remove with a dry, soft cloth.
<p>Red light is flashing on the reset/refill button or on a product button</p>	<p>A flashing red light indicates the product level is low. Product is low when less than 40.6 oz. / 1200 ml of product remains in the dairy bag or product tank.</p>

SERVICE AND WARRANTY

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

The warranty will be null and void if the dispenser is serviced by unqualified personnel. Under warranty, service technicians must be approved and dispatched by the SureShot 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, model number, and part number of the dispenser are located on the Product Identification Label on the outside of the dispenser. Please refer to these numbers when contacting the SureShot Solutions Technical Assistance Center. These numbers are crucial in helping us provide quick and effective service.

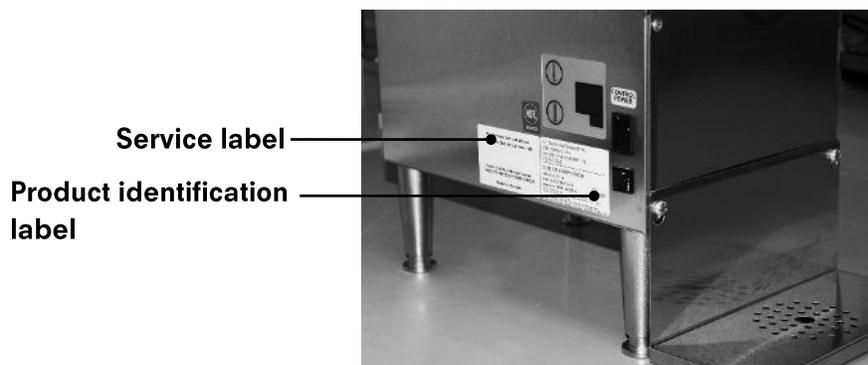


Figure 40: Product identification label

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 number 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 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. Any parts replaced that is found not to be defective, A.C. Dispensing Equipment Inc. reserves the right to refuse payment for the associated replacement part(s).
- All preventative maintenance and cleaning requirements will not be covered under warranty.

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

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

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

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

SURESHOT
SOLUTIONS®

A.C. Dispensing Equipment Inc.
100 Dispensing Way
Lower Sackville, Nova Scotia
B4C 4H2 CANADA
888 777-9990 (USA & Canada) or +1 902 865 9602
www.sureshotsolutions.com