

**IntelliShot 2.0**  
**REFRIGERATED DAIRY DISPENSER**  
**MODELS AC110-V2,**  
**AC220-V2 & AC320-V2**



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## 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 EXTERIOR COMPONENTS

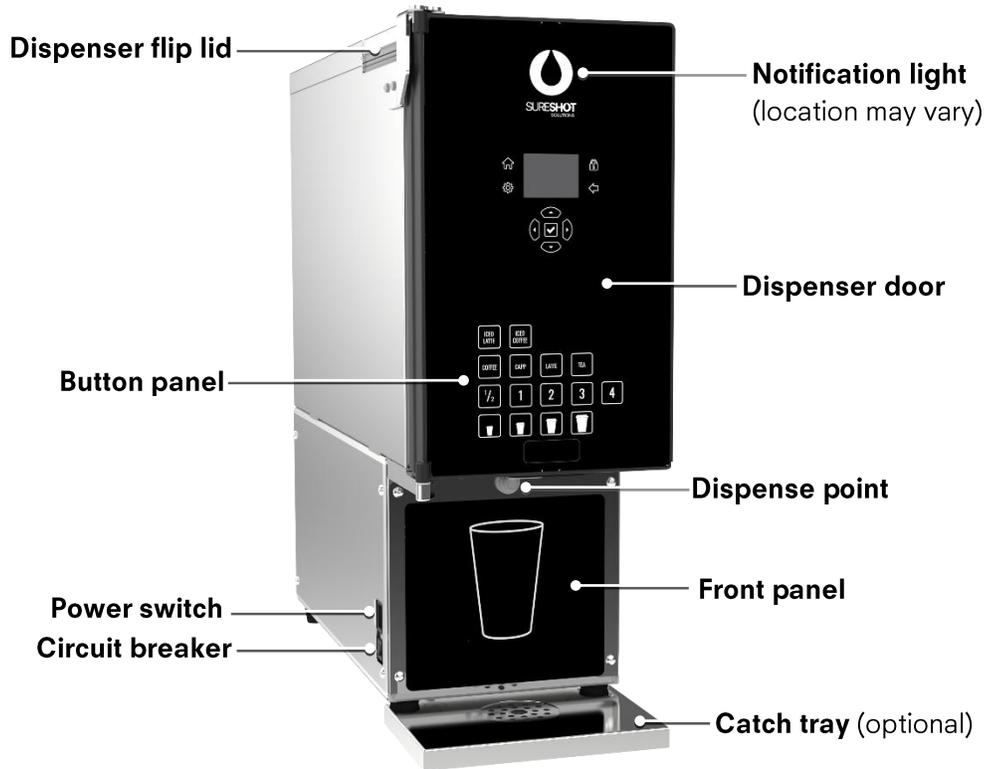


Figure 1: Main exterior components of model AC110-V2 (Product Tank)

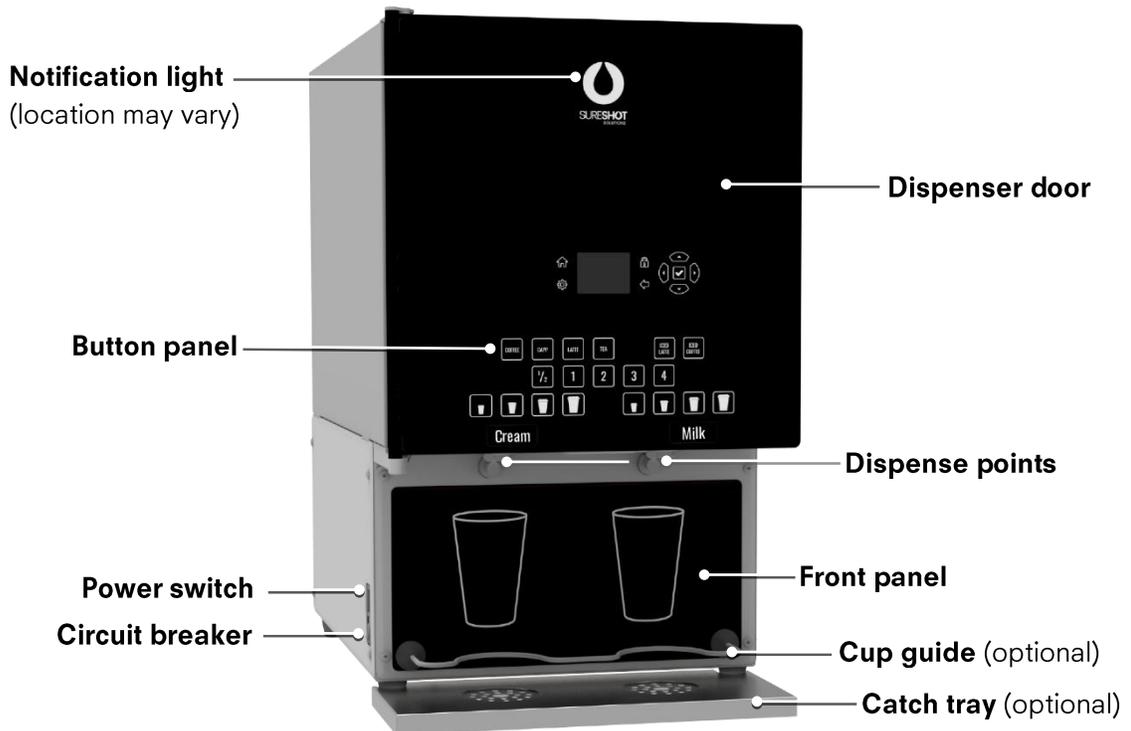


Figure 2: Main exterior components of model AC220-V2 (Product Case)

## MAIN INTERIOR COMPONENTS

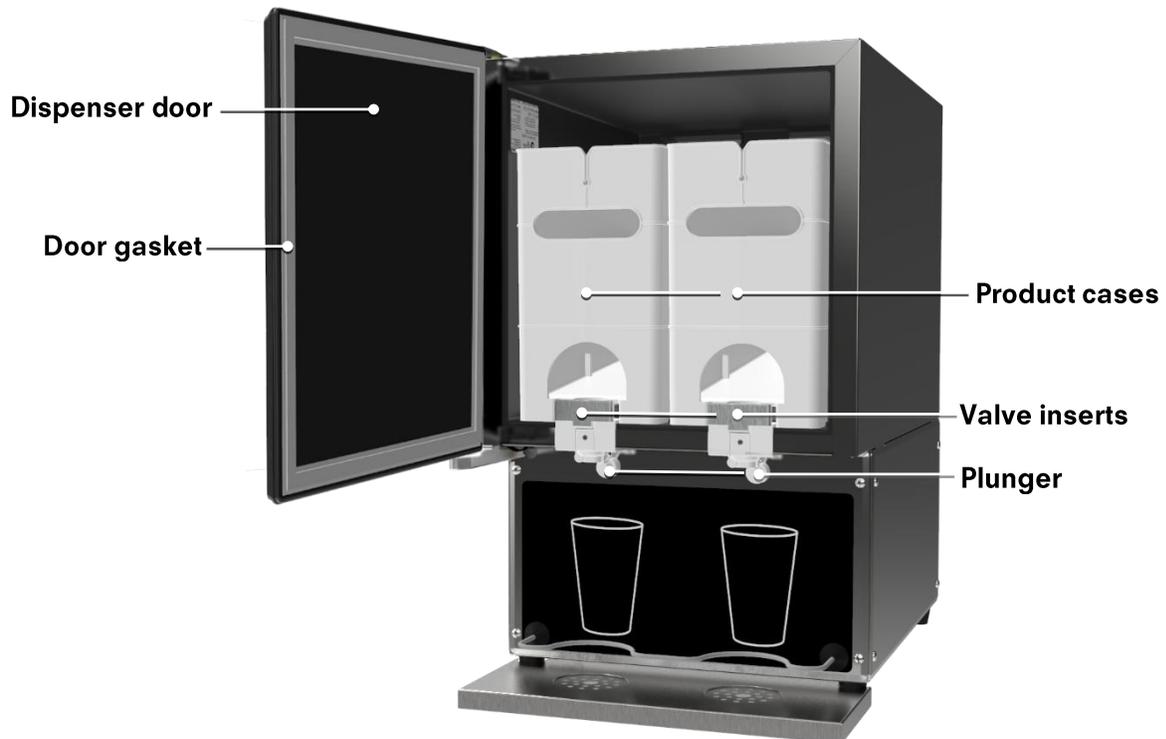


Figure 3: Main interior components of model AC220-V2 (Product Case)

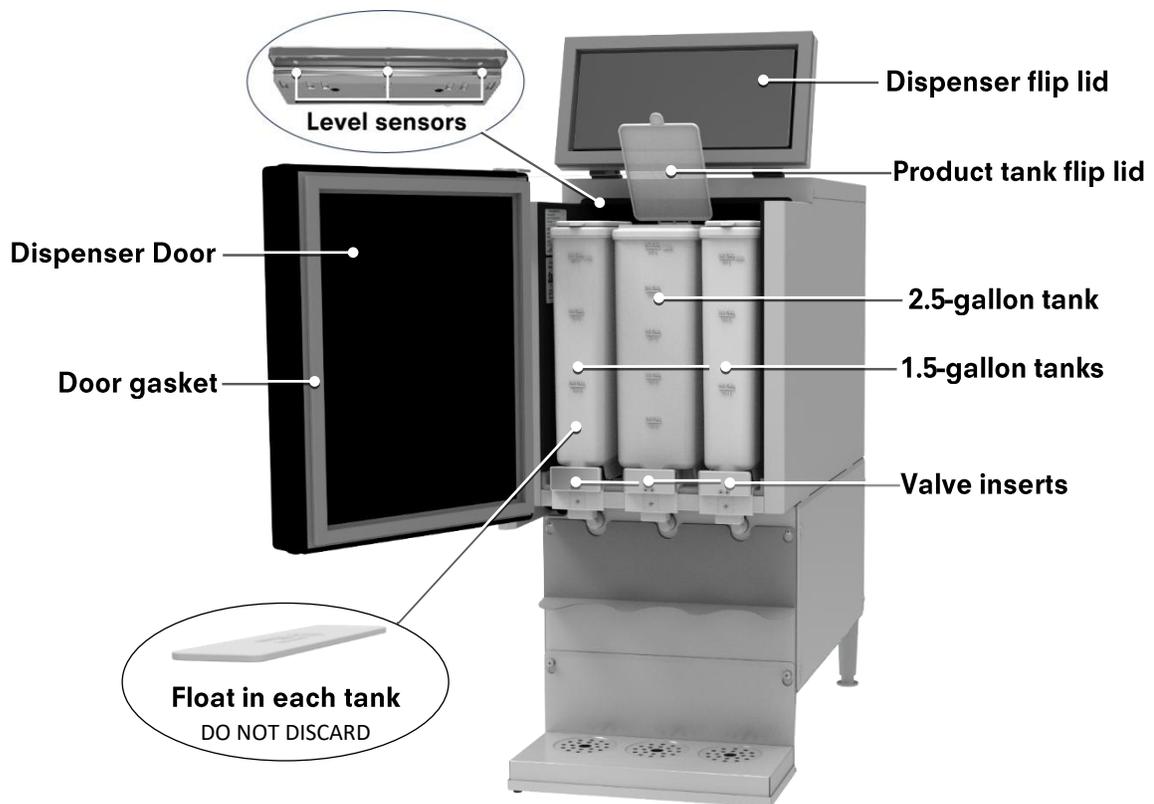


Figure 4: Main interior components of model AC320-V2 (Product Tank)

## SPECIFICATIONS

Model	Description	Dimensions*			Weight* (Empty)
		Width	Height	Depth	
AC110-V2PCC	One product case (dairy bag), 1" legs	9.4" (23.9 cm)	25.5" (64.8 cm)	25.5" (64.8 cm)	64 lbs (29 kg)
AC110-V2PCT	One product tank, 1" legs, dispenser flip lid	9.4" (23.9 cm)	25.75" (65.4 cm)	25.5" (64.8 cm)	
AC220-V2PCC	Two product cases (dairy bags), 1" legs	15.4" (39.1 cm)	25.5" (64.8 cm)	25.5" (64.8 cm)	80 lbs (36 kg)
AC220-V2PCT	Two product tanks, 1" legs, dispenser flip lid	12.9" (32.8 cm)	25.75" (65.4 cm)	25.5" (64.8 cm)	
AC320-V2PCT	Three product tanks, 4" legs, dispenser flip lid	12.9" (32.8 cm)	28.75" (73.0 cm)	25.5" (64.8 cm)	84 lbs (38 kg)

\* Weight is approximate. AC10 and AC20 dispensers with 4" (10.1 cm) legs should add 3" (7.6 cm) to the height and 2.2 lbs (1 kg) to the weight.

## 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.



A.C. Dispensing Equipment Inc. (SureShot Solutions®) is **not** responsible for damage, delay or loss that may occur during shipping if the customer chooses to use a preferred carrier or freight forwarder.

### REGISTERING THE DISPENSER'S WARRANTY

The dispenser's warranty must be registered within 60 days of purchase. Prior to registering the warranty, note the model and serial numbers that are located on the product identification label on the dispenser. For more information on where to find these numbers, please refer to the **Service and Warranty** section of this manual. The warranty cannot be registered without this information.



Register online:  
[sureshotsolutions.com/r/wreg](https://sureshotsolutions.com/r/wreg)



Register by phone:  
888 777-9990 (USA & Canada) or +1 902 865 9602

# SETTING UP THE DISPENSER

## WHERE TO PLACE THE DISPENSER

- The dispenser must be placed on a horizontal surface for optimum performance and dispense accuracy.
- 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 and product.
- Do not place the dispenser too close to a source of heat or moisture.
- This dispenser is intended for indoor use only.
- The ambient or room temperature range for dispenser operation is 50°F to 90°F (10°C to 32°C).
- Do not block the vents at the back of the dispenser. The vents must be free and open to ensure proper operation of the cooling system and to prevent overheating and damage to the dispenser. Maintain a 1 in. (2.5 cm) air space on all sides of the dispenser.
- All four dispenser legs must be tightened and secure. Do not remove the legs from the dispenser or let the dispenser sit directly on the counter. The dispenser's refrigeration system requires adequate airflow under the dispenser for accurate temperature control.



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

## 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 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 as you would with any electrical appliance.

## 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.

## TOOLS FOR SETUP AND MAINTENANCE

- Small (#2) Phillips screwdriver
- Scissors

## CLEANING THE DISPENSER

Before using the dispenser for the first time, it must be thoroughly cleaned and dried. The dispenser must be cleaned on a regular basis for optimal performance. For cleaning instructions, please refer to the **Cleaning the Dispenser** section in this manual.

## INSTALLING THE CUP GUIDE (Optional Part)

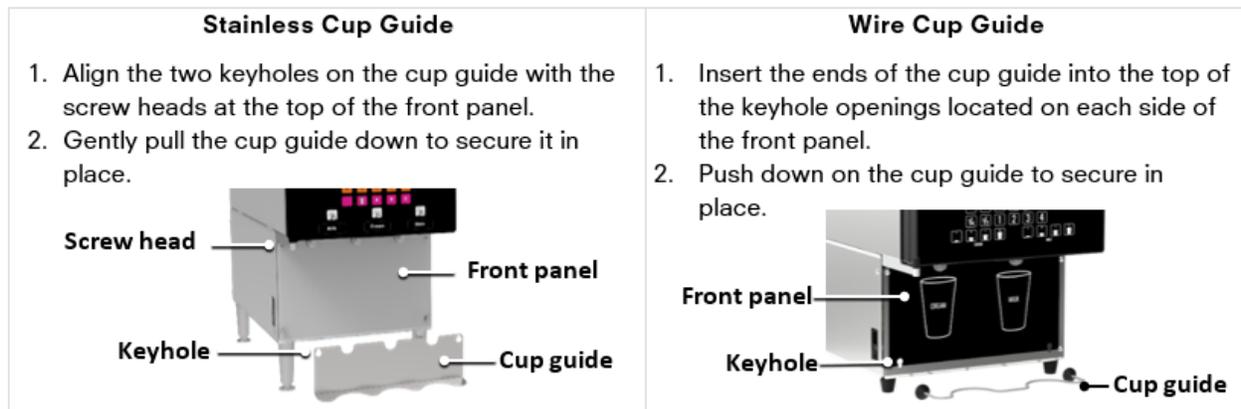


Figure 5: Installing the cup guide

## INSTALLING THE CATCH TRAY (Optional Part)

For models with a counter catch tray, line up the catch tray cut-outs with the front legs of the dispenser. Gently push the catch tray towards the legs to secure it in place.

For models with a tall catch tray, line up the keyholes on the catch tray with the bottom screws on the front panel. Gently pull down the catch tray to lock it in place.

## 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.



Before turning on the dispenser, 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.
3. Turn on the dispenser. The power switch is located on the lower left side of the dispenser. When the dispenser is turned on, the fan will start and the display will light up.

## SETTING THE LANGUAGE

The default display language is English. For information on how to change the language, please refer to the instructions for language in the **Software Features** section of this manual. Not all dispensers offer multiple languages.

## PRODUCT AND CALIBRATION

The dispenser must be calibrated before first use. After cleaning the dispenser and loading product for the first time, it is important to calibrate to account for variances in product type (all models) and bag types (models with product cases) which could impact dispense accuracy. Refer to **Calibration Required** under the **Notifications** section and the **Calibration** section in this manual for instructions.

# OPERATING THE DISPENSER

## BUTTON PANEL

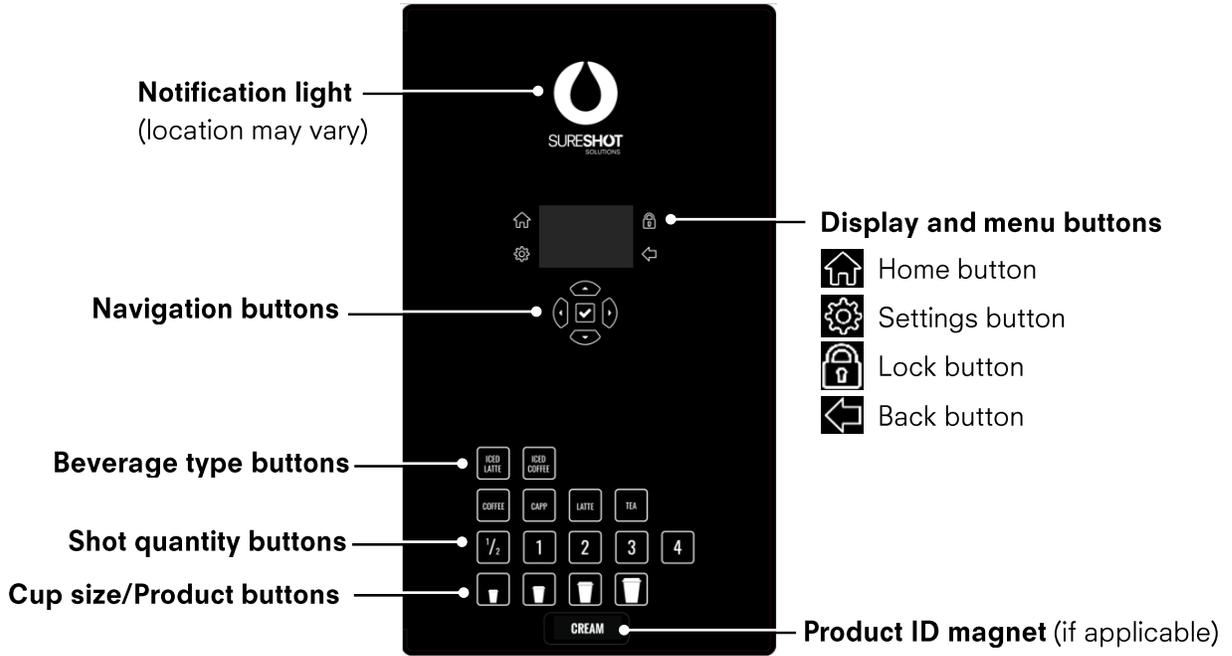


Figure 6: One product dispenser button panel

(Button panel may not be exactly as shown.)

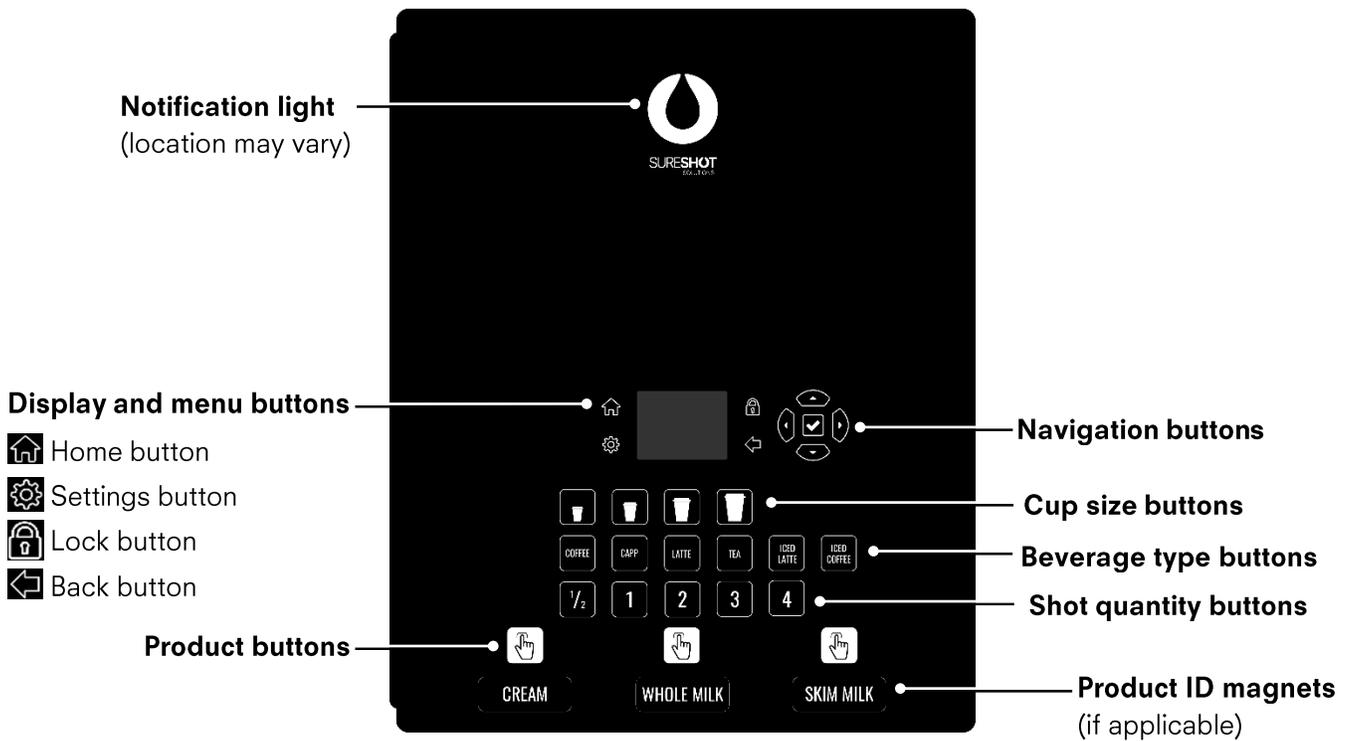


Figure 7: Three product dispenser button panel

(Button panel may not be exactly as shown.)

**Home button:** Press this button to return to dispense mode from any page in settings.

**Settings button:** Please refer to the **Software Features** section in this manual for descriptions of the available functions within the dispenser's software settings.

**Display:** The display shows the current operational status, the product compartment temperature, compressor status (a snowflake icon appears beside the temperature reading when the compressor is on), the product type, and the level of product available.

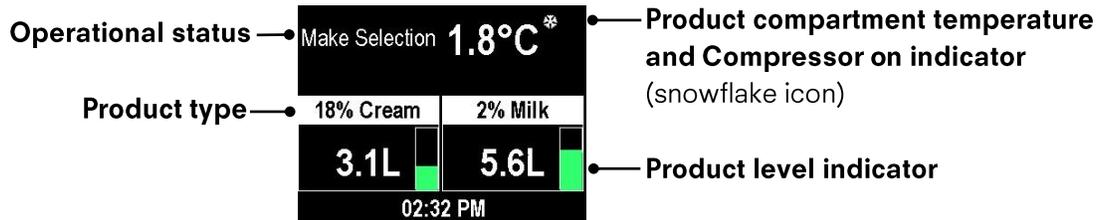


Figure 8: Two product dispenser display in normal operating mode

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

**Back button:** Select this button to go back to the previous screen.

**Navigation buttons:** Use the **arrow buttons** to navigate through the pages in the software settings. Use the **OK button** to select OK.

#### The following buttons are used for preparing beverages:

- **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., coffee).
- **Product buttons:** If applicable, select the correct product button (e.g., cream or milk).
- **Cup size buttons/Shot quantity buttons:** Select the correct cup size button and/or shot quantity button to dispense an appropriate amount of product. In some cases, the cup size buttons or shot quantity buttons are also the product buttons.



Not all dispensers have beverage type buttons, product buttons, or cup size/shot quantity buttons.

## NOTIFICATIONS

The notification light on the door (SureShot symbol) will change color and flash if the dispenser needs attention. If there is more than one alert, the notification light will flash in the color of the most critical issue and the door display will show each notification in the color relevant to the level of importance. When the notification light is solid green, there are no issues.

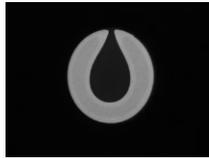


Figure 9: SureShot symbol

### Flashing Red - Critical

- **Temperature High or Temperature Low:** When the dispenser's temperature is out of range, temperature adjustments may be required. Please refer to the **Troubleshooting** section of this manual to better understand what might cause an out-of-range temperature.

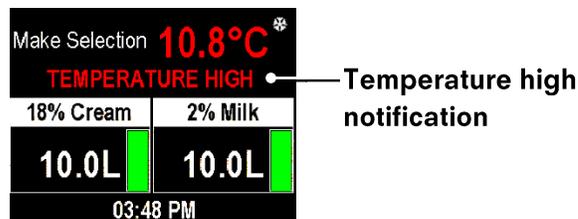


Figure 10: Temperature high notification

- **Cleaning Warning (models with product tanks):** Tanks must be cleaned every 72 hours. If the cleaning warning feature is enabled, the notification light (SureShot symbol) will begin flashing red 12 hours before the cleaning lockout. A **CLEANING WARNING** notification will appear in the display.

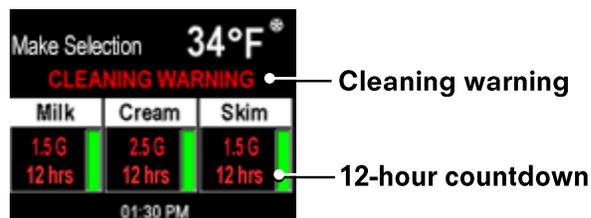


Figure 11: Cleaning warning

- **Cleaning Required (models with product tanks):** When the 72 hours has passed, the product tank(s) will be locked for cleaning if this feature is enabled. A **CLEANING REQUIRED** notification will appear in the display.

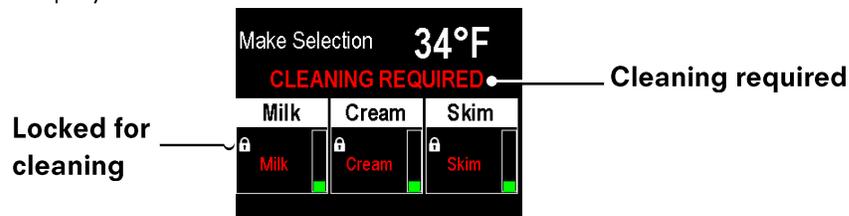


Figure 12: Cleaning required

- **Sensor Communication Error (models with product tanks):** If the product-level sensors are not functioning as expected, `SENSOR COMM ERROR` or `LEVEL SENSOR ERROR` is shown in the display. If the error does not clear after five minutes, turn off the dispenser and then turn it back on. If the error persists, contact SureShot Solutions® Technical Assistance Center.

To continue using the dispenser in the meantime, disable the level sensor(s) and adjust the product level manually. For instructions, refer to the **Level Sensor Disabled** and **Adjust Product Level** sections under **Software Features** in this manual.

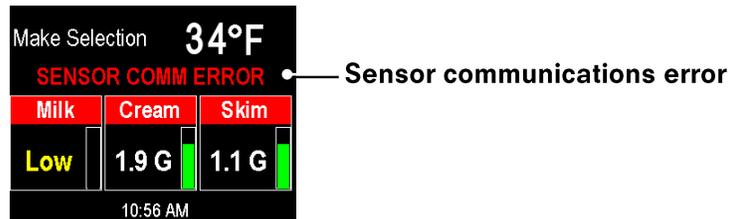


Figure 13: Sensor communications error

- **Level Sensor Disabled (models with product tanks):** Auto product-level sensing has been disabled for one or more products. The affected product(s) will be highlighted red. If a sensor is disabled, the product level must be adjusted manually. Refer to the **Adjust Product Level** instructions under **Software Features** in this manual.



Figure 14: Level sensor disabled notification

### Solid Yellow – non-critical

- **Locked:** Button panel is locked for cleaning. All buttons, apart from the lock button, are disabled.

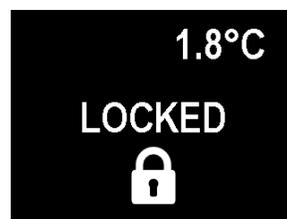


Figure 15: Button panel locked indicator

### Flashing Yellow – non-critical

- **Dispenser Door Open:** When the door is open, all dispensing buttons are locked to prevent accidental dispensing of product.

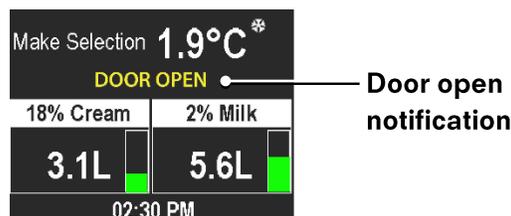


Figure 16: Door open notification

- **Product Low:** The product level for one or more product types is considered low when less than 500ml (0.5 litres) of product remains. The low-level amount can be changed to 300, 500, 750, or 1000 ml.

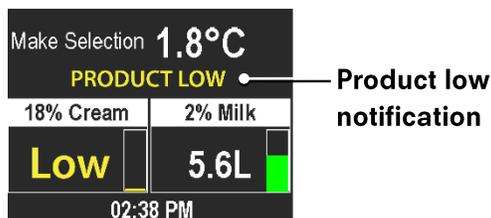


Figure 17: Product low notification

- **Calibration Notification:** For models with the calibration notification feature, a countdown to the next scheduled calibration is displayed.

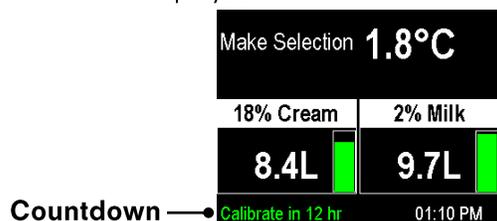


Figure 18: Calibration countdown

- **Calibration Required:** For models with the calibration notification feature, the display will show CALIBRATION REQUIRED when the countdown reaches zero. A pop-up alert will appear periodically until the product(s) are calibrated. Select the  button to dismiss the pop-up alert temporarily.



The display will show CALIBRATION REQUIRED and the pop-up alert will appear periodically for all dispensers out of the box as the dispenser must be calibrated before first use.

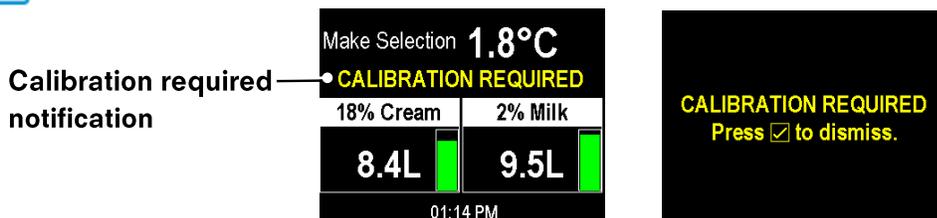


Figure 19: Calibration required notification and calibration pop up alert

For information on how to calibrate, please refer to the instructions for calibration in the **Software Features** section of this manual.

- **Cleaning Warning (models with product tanks):** Product tanks must be cleaned every 72 hours. If the cleaning warning feature is enabled, the notification light (SureShot symbol) will begin flashing yellow and a CLEANING WARNING along with a 24-hour countdown will appear in the display 24 hours before the cleaning lockout.



Figure 20: Cleaning warning notification

## LOADING PRODUCT

SureShot dispensers are designed to accommodate two types of product packaging. Product may be packaged in a single-use 10L, 2.5G, or 5L prefilled bag (installed in a SureShot product case) or product is poured from its original packaging into a SureShot refillable tank.

For dispensers with more than one product, it is crucial to identify the correct location within the product compartment for each product according to the software (e.g., 18% cream installed above the left valve). To change the default product in a one product dispenser or the product location in a two or more-product dispenser refer to the instructions for **Products** in the **Software Features** section in this manual. With the dispenser door closed, the correct product(s) will be shown in the door display.

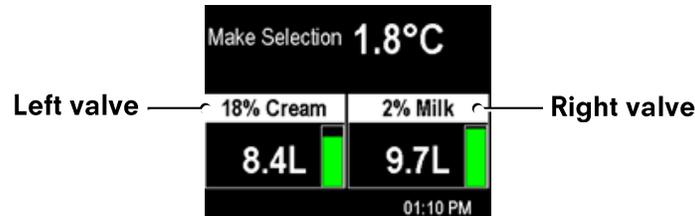


Figure 21: Door display

If applicable, use the product ID magnets provided to label the dispenser door above the valve(s) with the correct product and its location.



Figure 22: Product ID magnets



Product ID magnets are not required for all dispensers.

### Preparing the Dispenser and Product

1. Clean and dry the dispenser and all its components.
2. Product must be prechilled to a temperature between 34°F and 40°F (1.1°C and 4.4°C) before loading it into the dispenser.
3. Plug in and turn on the dispenser.
4. Allow the dispenser to run empty for approximately two hours to reach operating temperature before loading product into the dispenser.
5. Wash and/or sanitize hands or wear clean gloves to load product.

## 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 5L dairy bag, a product case insert may be required to position the smaller bag to the front of the product case. If unsure, please contact SureShot technical assistance for guidance.

The bag type received must match the bag type selected in the software for dispense accuracy.

- If using a dairy bag filled to 10L and the software is set to display gallons, the equivalent is 2.6G.
- If using a dairy bag filled to 2.5G and the software is set to display liters, the equivalent is 9.5L.
- If using a dairy bag filled to 5L and the software is set to display gallons, the equivalent is 1.3G.

To change the bag type in the software, refer to the **Products** section for detailed instructions.

### Loading a product case

1. Holding top corners, lower a pre-filled 10L or 2.5G dairy bag into the product case with the tube positioned near the bottom, front opening of the product case.

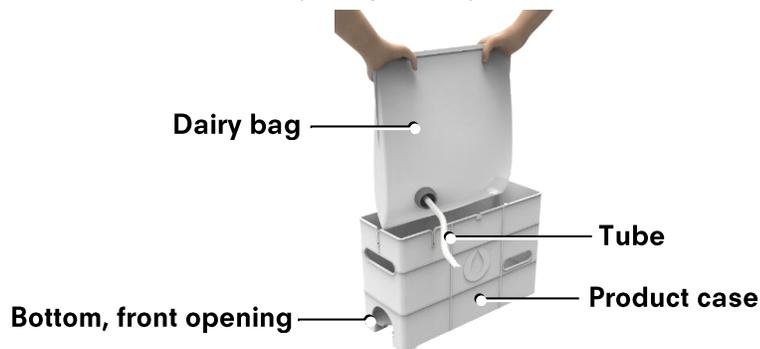


Figure 23: Lower 10L or 2.5G dairy bag into product case

2. If using a 5L dairy bag:
  - a. Install the product case insert.

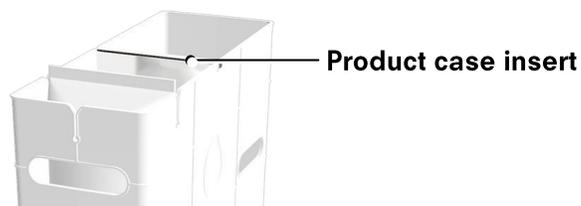


Figure 24: Product case with 5L insert

- b. Gather lower left corner of 5L dairy bag with one hand and grasp the top right side of the bag with the other hand. Lower the dairy bag into the product case with the tube positioned near the bottom, front opening of the product case.



Figure 25: Lower 5L dairy bag into product case

3. Remove as many wrinkles as possible from the bag to maximize product flow and evacuation.
4. From inside the product case, adjust the bag to ensure the bag fitment and tube exit the bottom, front opening of the product case. Do not adjust the bag by pulling on the fitment and tube as it may loosen and cause the bag to leak.

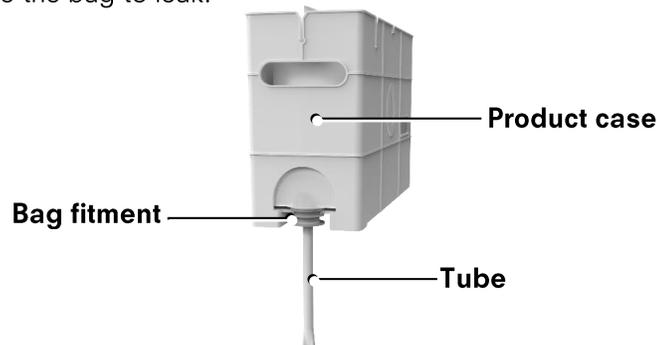


Figure 26: Product case with dairy bag installed

5. If using a 10L or 2.5G dairy bag, slide the top corner of the bag down into the slot located on the front of the product case.

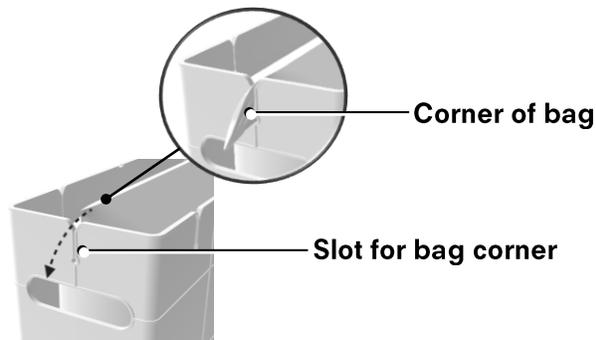


Figure 27: Slide bag corner into product case slot

6. If using a 5L dairy bag, slide corners of the bag down into the slots located on each side of the product case.

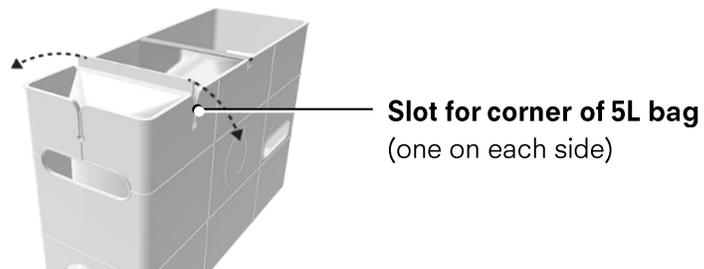


Figure 28: Slide 5L bag corners into product case slots

7. Locate the top ring on the 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 as dispense amounts will not be accurate.



Figure 29: Top ring of bag fitment must be resting on product case floor

8. Open the dispenser door and locate the correct valve.
9. Push in the plunger and pull down on the valve insert to remove it from the valve assembly.

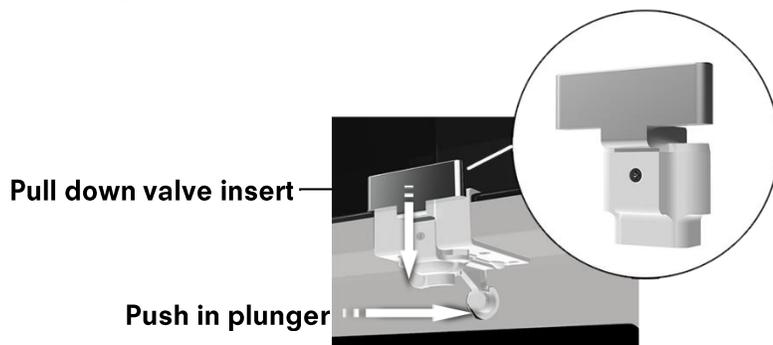


Figure 30: Removing the valve insert



The valve insert is magnetic and can be attached to the front panel or side for safekeeping.

10. Insert the product case into the product compartment with the tube facing out.
11. Remove and discard the plastic covering on the tube, if present.
12. Center the tube in the valve opening. Do not pull or stretch the tube. It should not be twisted, kinked, or pinched.

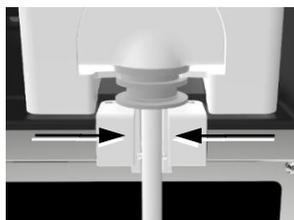


Figure 31: Correct tube placement in valve opening

13. Slide the valve insert back up into the valve assembly. The plunger will pull back automatically when the valve insert is detected (default pullback time is 3 seconds).



Figure 32: Reinstall the valve insert

14. Once the valve insert is reinstalled, the plunger will automatically move forward to close off the dispense tube.
15. Fold up the tube, pinching it just below the valve, and push in the plunger a couple of times to move product from the tube into the bag. This will prevent spraying when the tube is cut.

- Use sanitized, sharp scissors to carefully cut the tube straight across and level with the bottom of the valve. Discard the cut portion of the tube.

**Ensure the tube opening is level with the bottom of the valve**



Figure 33: Cut the tube

- Close the dispenser door.
- If a full bag was loaded, select the  **button** or any **dispense button** to confirm. If a partially filled bag was loaded, proceed to step 19.



Figure 34: Confirm full bag was loaded

- After loading a partially filled bag, select the **left navigation button** to view the `Partial Bag` screen.

**Left navigation button**

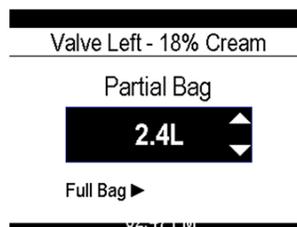


Figure 35: Partial bag screen

If the partially filled bag that was last removed is reloaded above the same valve (e.g., removed from and reloaded above the left valve) the displayed volume (e.g., 2.4L) will match the amount of product remaining in the bag. If this is correct, select the  **button** or any **dispense button** to confirm.

If the partially filled bag is not the last bag removed or is loaded above a different valve (e.g., removed from the left valve and reloaded above the right valve) use the **up or down navigation buttons** to adjust the displayed volume to match the amount of product remaining in the bag. Adjustments are made in 0.1 L (i.e., 100 ml) increments. Press the  **button** to confirm.



Before removing a partially filled bag, refer to the display in normal operating mode and make note of the product volume for that bag (e.g., 2.4L). This information is required when reloading a partially filled bag for accurate dispense amounts. For models with a dairy bag stopper refer to the instructions for **Using a Dairy Bag Stopper to Remove a Partially Filled Dairy Bag**.

### Removing an Empty Dairy Bag

1. Place a container under the dispense point to catch any residual product that may drain when the valve insert is removed.
2. Open the dispenser door.
3. Push in the plunger and pull the valve insert down to remove it from the valve assembly. The valve insert is magnetic and can be attached to the front or side panel for safekeeping.
4. Allow any residual product to drain.
5. Pinch the tube to reduce drips.
6. Remove the product case with the empty dairy bag.
7. Discard the empty dairy bag.
8. Clean the product case before loading a new dairy bag.

### Using a Bag Stopper to Remove a Partially Filled Dairy Bag (Optional Part)

Insert the stopper before removing a partially filled dairy bag from the dispenser to prevent spills. The bag stopper can only be used with a product case.



If reloading the partially filled dairy bag, reinstall the valve insert before removing the bag stopper.

1. Locate the hole on the top of the bag fitment and position the stopper over the hole.

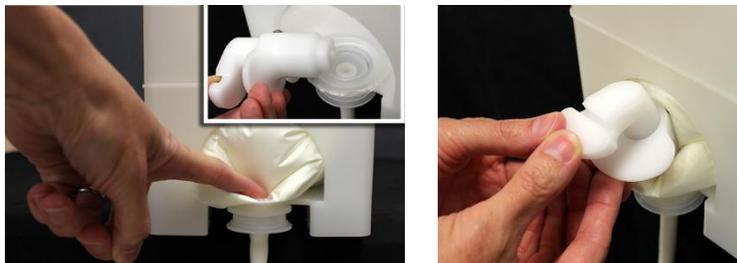


Figure 36: Position bag stopper



The bag stopper will not work if the dairy bag was loaded incorrectly. Please refer to the **Loading Product** section in this manual for bag loading instructions.

2. Once it's in place, push down the top of the stopper to shorten its length so that it will fit into the product case opening. Line up the groove on the top of the stopper with the edge of the product case opening and ensure it locks into place.



Figure 37: Shorten stopper and lock into place

3. Confirm the stopper is installed correctly by hooking a finger around the back of the stopper and gently pulling forward to ensure the bottom of the stopper is over the hole in the bag fitment. The stopper must be vertical and locked into place to avoid leaking.



Figure 38: Confirm stopper is installed correctly

4. Refer to the display in normal operating mode and make note of the product volume of the bag being removed.
5. Place an empty cup under the dispense point to catch any product that may be in the tube.
6. Remove the valve insert.
7. Remove the product case.

### Refillable Product Tank

---

Prechilled product is poured from its original packaging into a SureShot refillable tank. Once product has been added to a tank, the level sensor will automatically detect the level of product in the tank.

If the product-level sensors are not operating as expected, `SENSOR COMM ERROR` or `LEVEL SENSOR ERROR` will appear in the display. For further information refer to **Sensor Communication Error** within the **Notifications** section in this manual.

1. Insert the float into a clean product tank. Gently push down on float until it falls freely to the bottom.

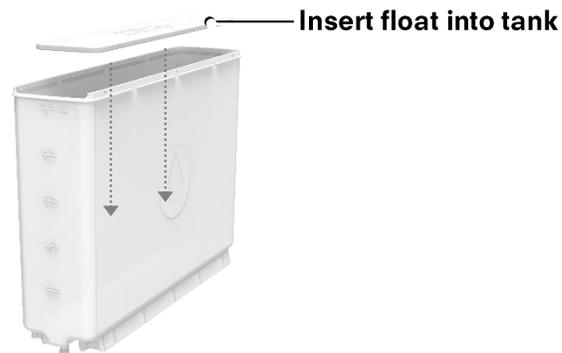


Figure 39: Insert float into tank

2. If the tank lid was taken apart for cleaning, locate the hinge on the lid and connect the two pieces. Place the tank lid onto the tank.

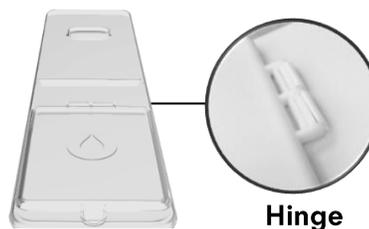


Figure 40: Assemble tank lid

3. Install a SureShot 2-inch (5.08 cm) white dispense tube onto the spout of a clean, sanitized tank by pushing the end of the tube fully onto the spout. For dispense accuracy, only use SureShot 2-inch (5.08 cm) white dispense tubes.



Figure 41: Installing the tube on the tank spout



Attach a new dispense tube every time the tank is cleaned. Using tubes other than a SureShot 2-inch (5.08 cm) white dispense tubes will negatively impact dispense accuracy.

4. Open the dispenser door and locate the correct valve (e.g., cream above the center valve if using a three-product dispenser).
5. Push in the plunger and pull down on the valve insert to remove it from the valve assembly.

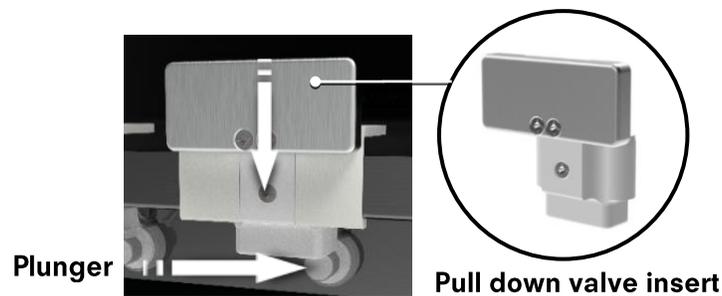


Figure 42: Removing the valve insert



The valve insert is magnetic and can be attached to the front or side panel for safekeeping.

6. Place the clean, sanitized tank in the product compartment with the tube facing out.

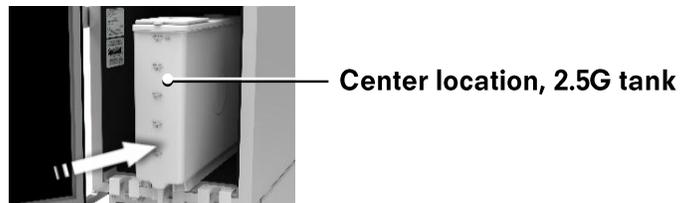


Figure 43: Install tank into dispenser

7. Center the tube in the valve opening. Do not pull or stretch the tube. It should not be twisted, kinked, or pinched.

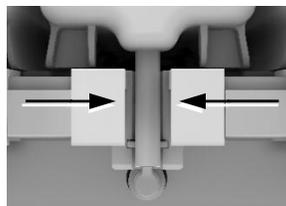


Figure 44: Correct tube placement in valve opening

- Slide the valve insert back up into the valve assembly. The plunger will pull back automatically when the valve insert is detected (default pullback time is 3 seconds). Once the valve insert is reinstalled, the plunger will automatically move forward to close off the dispense tube.

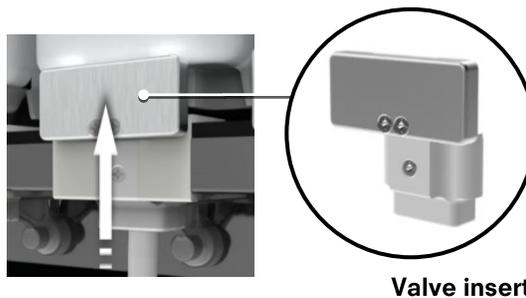


Figure 45: Reinstall the valve insert

- Open the dispenser flip lid.
- Open the tank flip lid to add product.
- Fill the tank with the correct, prechilled product type (between 35°F-40°F / 1.7°C-4.4°C).



Figure 46: Fill tank with product

- Close the product tank flip lid, dispenser flip lid, and dispenser door.
- On the dispenser door, the product level indicator in the display will automatically change to reflect the product level in the tank.



The dispenser must be calibrated before first use to account for variances in product which could affect dispense accuracy. For instructions refer to **Calibration** within the **Software Features** section of this manual.

### Removing a Product Tank

While cleaning the tanks, lids, and floats, do not lose the floats as the dispenser will not function correctly without them. The floats are essential for dispense accuracy.

- Open the dispenser door.
- Place a container under the dispense point to catch any residual product that may drain when the valve insert is removed.
- Push in the plunger and pull the valve insert down to remove it from the valve assembly. The valve insert is magnetic and can be attached to the front or side panel for safekeeping.
- Allow any residual product to drain. If required, pinch the tube shut to reduce drips and remove the tank from the product compartment.
- Remove and discard the tube and any residual product.
- Clean the product tank, float, and tank lid. **DO NOT LOSE FLOAT.** Refer to the **Product Tank** section under **Cleaning the Dispenser** in this manual for cleaning instructions.

## DISPENSING PRODUCT

**One touch dispenser:** Pressing any button will result in product dispensing.

### Examples:

- To prepare a medium hot coffee or tea with two shots of product, press the **2-shot quantity button**.
- To prepare a small beverage type (e.g., iced coffee), press the **small iced coffee beverage type button**.

**Multi-touch dispenser:** In most cases, more than one button press is required to dispense product. Only one button press is required if a beverage type (e.g., coffee) and a shot quantity (e.g., 1) has been set as the default.

### Examples:

- To prepare a medium tea with half of a shot of milk, press **Tea + ½ + the medium product/cup size button** for Milk.
- To prepare a large coffee with two shots of cream when coffee is the default beverage type, press **2 + the large product/cup size button** for Cream.
- To prepare a small coffee with one shot of milk when coffee is the default beverage type and 1 is the default shot quantity, press the **small product/cup size button** for Milk.



For multi-touch dispensers, the cup must be placed under the appropriate dispense point.

# SOFTWARE FEATURES

## SETTINGS PAGE

There are several features available within the dispenser's settings for both restaurant-level and service-level procedures. This section describes the available restaurant-level features: Calibration, Refrigeration, Products, Network Settings, Drink Counts, Recipe, User Options, System Settings, Diagnostics, and Level Sensor (dispensers using product tanks only).

To access the settings page, press and hold the **settings button** for 1-2 seconds. Use the **navigation buttons** to move around the settings pages.

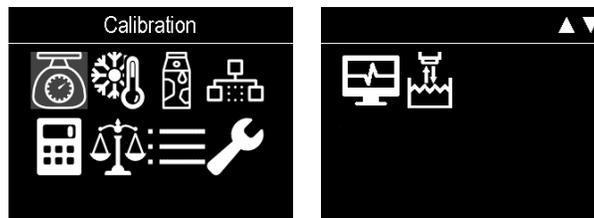


Figure 47: Default settings page 1 and 2

To return to the previous screen select the **back button** or press the **home button** to return to dispense mode. All changes must be saved by pressing the  **button** or they will be lost.

## CALIBRATION

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In some circumstances, the actual amount of dispensed product may be slightly different from the recipe amount. It is important to calibrate the dispenser to account for variances in product, which could impact dispense accuracy.

If using dairy bags, calibrate with a full or near full bag for best results. If calibration was performed with a partially filled bag (less than three-quarters full) calibration must be repeated after the next full dairy bag is loaded to maintain dispense accuracy. If using product tanks, the tanks should be at least half full before calibrating for best results. Do not calibrate if product is below 0.2 gallons (750 ml). A digital scale and an empty cup are required for this procedure.

1. Press and hold the **settings button** for 1-2 seconds 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 48: Calibration icon

3. Press the **checkbox button**. The first page shows the calibration status for each product and when it was last calibrated. For models with the calibration notification feature, a countdown to the next scheduled calibration will be displayed. Once the countdown reaches zero, a **Calibration Required** message will appear.

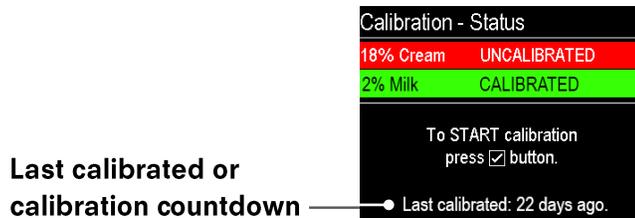


Figure 49: Calibration status

4. Press the **checkbox button** again to start calibrating.
5. Select the product requiring calibration by pressing the **up or down navigation button**. Press the **checkbox button**. For one product dispensers, only one product will be displayed. For models with calibration notification feature, a product highlighted in yellow indicates it needs to be calibrated.



Figure 50: Select product to calibrate

6. Set a scale to grams.
7. Place an empty cup on the scale and zero/tare the scale.

8. Place the cup under the dispense point for the product being calibrated. For one product dispensers there is only one dispense point.
9. Press the **☑ button** to dispense product. The number displayed is the expected weight in grams of the first calibration test dispense. Please note, there are four test dispenses in total.

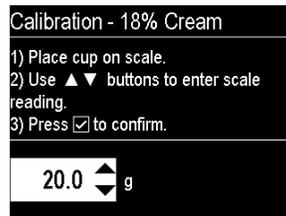


Figure 51: First calibration test expected weight

10. Place cup with the dispensed product onto the scale to check its weight.
11. Use the **up or down navigation button** to change the displayed number to match the actual weight shown on the scale. Press the **☑ button** to confirm the amount.
12. Discard product from the cup. Place the cup back on the scale and zero/tare the scale.
13. Place the cup under the same dispense point.
14. Press the **☑ button** to dispense product. The number displayed is the expected weight in grams of the second calibration test dispense.

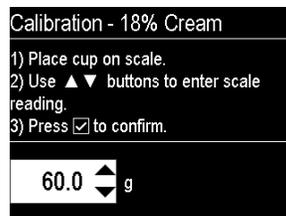


Figure 52: Second calibration test expected weight

15. Place cup with the dispensed product onto the scale to check its weight.
16. Use the **up or down navigation button** to change the displayed number to match the actual weight shown on the scale display. Press the **☑ button** to confirm the amount.
17. Discard product and place the cup under the same dispense point.
18. Repeat steps 8 to 16 one more time in order to complete the third and fourth test dispenses, then proceed to step 19.
19. Calibration is now complete for the chosen product. For multi-product dispensers, the **CALIBRATION REQUIRED** message will not disappear until all products have been calibrated.
20. If using a multi-product dispenser, select the **☑ button** to calibrate another product or press the **home button** to exit. To return to the previous screen select the **back button**.

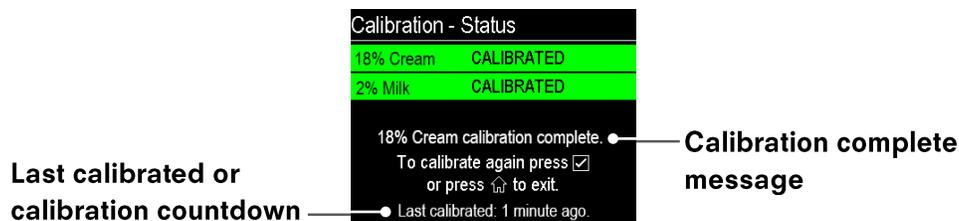


Figure 53: Calibration complete

## Calibration Troubleshooting

Review the steps listed below which are essential for successful calibration and dispense accuracy:

- Calibration was performed with a full or near full dairy bag or if using tanks, with more than 0.2 gallons (750 ml) of product in the tank.
- The scale used for calibration was set to grams.
- After placing an empty cup on the scale, the scale was set to zero.
- The number on the dispenser's display was adjusted to match the number on the scale.
- Product was discarded after each dispense.

## REFRIGERATION

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Select the refrigeration icon to view the settings and control the refrigeration system and its changeable features.

### View the Refrigeration Page

1. Press and hold the **settings button** for 1-2 seconds to enter the settings page.
2. Press the **left or right navigation buttons** repeatedly until the refrigeration icon is highlighted.



Figure 54: Refrigeration icon

3. Press the **checkbox button** to view the refrigeration page.

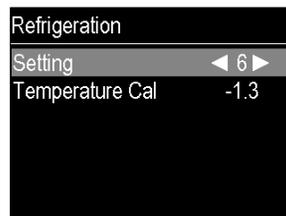


Figure 55: Refrigeration page

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

### Change the Refrigeration Setting

The refrigeration settings range from 0 (off) to 12 (coldest). The factory default is 6. Adjustments should be made in single increments between settings 4-9 and the dispenser left to stabilize for 4-6 hours before making any further adjustments. Under normal operating conditions, do not use the lower (1-3) or higher (10-12) temperature settings.

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

4. Press the **left or right navigation button** to view the refrigeration setting row.

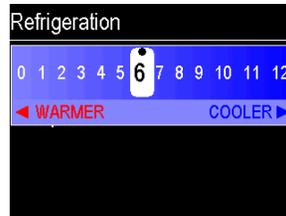


Figure 56: Refrigeration setting row

5. Press the **left or right navigation button** to change the setting.
6. Press the **☑ button** to save the new setting.

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

### Temperature Display Calibration

If the temperature of the product inside the dispenser is different from the reading shown on the display, temperature calibration is required.

1. Calculate the value required to calibrate the temperature:
  - a. Dispense product into a cup. Use a thermometer to measure the temperature.
  - b. Actual product temperature minus the displayed temperature equals the required value.

**Example 1:** If the temperature of the product is 38°F and the temperature on the display reads 40°F, the value is -2 (i.e., 38°F – 40°F = -2).

**Example 2:** If the temperature of the product is 2°C and the temperature on the display reads 1.7°C, the value is 0.3 (i.e., 2°C – 1.7°C = 0.3).

2. Press and hold the **settings button** for 1-2 seconds to enter the settings page.
3. Press the **left or right navigation button** repeatedly until the refrigeration icon is highlighted.
4. Press and hold the **settings button** for one second.
5. Press the **up or down navigation button** until the Temperature Cal row is highlighted.



Figure 57: Refrigeration temperature calibration

6. Press the **left or right navigation button** to adjust the value as required.
7. Press the **☑ button** to save the new setting. The top title of the page will change to read Refrigeration - Saved.

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

## PRODUCTS

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Select the products icon to view or change the default product, bag type or tank, and location within the product compartment.

1. Press and hold the **settings button** for 1-2 seconds to enter the settings page.
2. Press the **left or right navigation button** repeatedly until the products icon is highlighted.



Figure 58: Products icon

3. Press the **checkbox button** to view the default product and its location. If correct, select the back button to return to the previous screen or press the home button to return to dispense mode.
4. To change the default, press the **up or down navigation button** to highlight the product to be configured (left or right valve). For one product dispensers only one product is displayed.



Figure 59: Products page, dispensers using dairy bags

5. Press the **checkbox button**. The display will show the current product and bag type or tank.

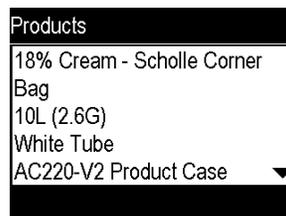


Figure 60: Product type page, dispensers using dairy bags

6. Press the **up or down navigation button** repeatedly to scroll through the available products and bag types or tank options. While scrolling, the text at the top of the display will show `Products - Changed`.
7. Press the **checkbox button** to save the new product and bag type or tank. Text at the top of the display will show `Products - Saved`.



Figure 61: Product changed confirmation

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

## NETWORK SETTINGS

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Select the network settings icon to connect the dispenser to a network and to display the settings.

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



Figure 62: Network settings icon

3. Press the **checkbox button** to view the network page.

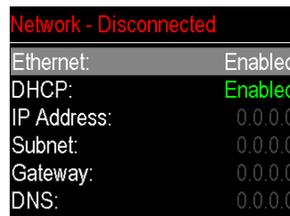


Figure 63: Network page

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

When the Ethernet setting is disabled, the other settings are not available. When DHCP is enabled, and the restaurant has a DHCP server, all network configurations will automatically be set (providing the dispenser is plugged into the network). Select Disabled if there is no network connection or the network configurations will be entered manually by an IT administrator.

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

## DRINK COUNTS

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Select the drink counts icon to display the number of dispenses made for each shot quantity, product/cup size, and beverage type.

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



Figure 64: Drink counts icon

3. Press the **☑ button**. The screen displays the number of dispenses for each product.

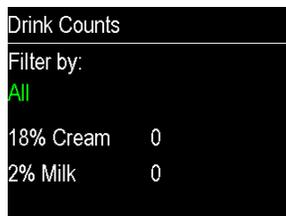


Figure 65: Drink counts page

4. To see the number of dispenses for each shot quantity, select the **shot quantity buttons** one at a time.
5. To see the number of dispenses for a specific beverage, press a **beverage type button**, a **shot quantity button**, and a **product/cup size button**.



Figure 66: Drink counts by beverage type, shot quantity and product/cup size

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

## RECIPE

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Select the recipe icon to display the recipe (dispense amounts) for each product. The recipe will be displayed in either ml or fl. oz. Depending on the model, it may be possible to change the displayed recipe unit to ml or fl. oz. Refer to the **User Options** section in this manual for more information.

### View the Product Dispense Amounts

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



Figure 67: Recipe icon

3. Select a **beverage type button** (if applicable) followed by a **product/cup size button** or a **shot quantity button**.

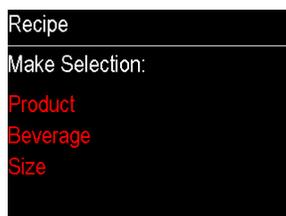


Figure 68: Recipe page

4. The selection is displayed with the current dispense amount (ml or fl. oz.)

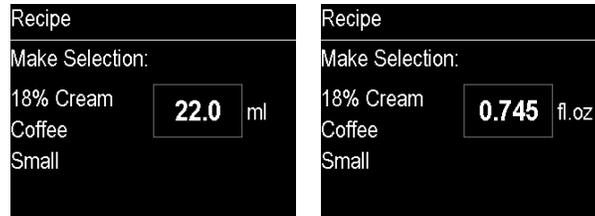


Figure 69: View the recipe

5. Continue to select other variations to verify dispense amounts.
6. To return to the previous screen select the **back button** or press the **home button** to return to dispense mode.

### Adjust the Dispense Amounts

Depending on the software, it may be possible to adjust the default dispense amounts if required. Adjustments are made in 0.1 ml or 0.005 fl. oz. increments.

1. Press and hold the **settings button** for 1-2 seconds to enter the settings page.
2. Press the **left or right navigation button** repeatedly until the recipe icon is highlighted.
3. Press and hold the **settings button** again for one second.
4. Press a **beverage type button** (if applicable) followed by a **product/cup size button** or a **shot quantity button**.
5. Press the **up or down navigation button** to adjust the amount of product dispensed. Adjustments are made in 0.1 ml or 0.005 fl. oz. increments. The displayed dispense amount will change color as it is adjusted.
6. Press the  **button** to save the new dispense amount.
7. If additional adjustments are required for the same beverage type, press another **product/cup size button** or **shot quantity button**.
8. To adjust dispense amounts for another beverage type (if applicable), press the desired **beverage type button** followed by a **product/cup size button** or **shot quantity button** and repeat steps 5 – 7.
9. To return to the previous screen select the **back button** or press the **home button** to return to dispense mode.



If a selection is made for which there is no recipe, the bottom of the display will show `Invalid Selection`. A beverage type may not be offered in all sizes or may only be prepared with one product type (e.g., a latte beverage type that is only offered with milk, will not have a recipe amount for cream).

### USER OPTIONS

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Select the user options icon to access additional features that change the default settings. Some settings within the user options menu may not be available on all models (e.g., only dispensers using product tanks include the cleaning warning and cleaning lockout features).

1. Press and hold the **settings button** for 1-2 seconds to enter the settings page.

2. Press the **left or right navigation button** repeatedly until the user options icon is highlighted.



Figure 70: User options icon

3. Press the **☑ button** to view the user options page.

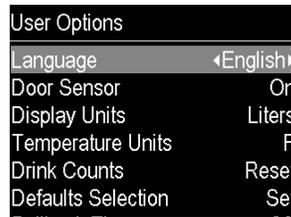


Figure 71: User options page

4. Use the **up or down navigation button** to highlight the desired setting (e.g., *Language*).
5. Use the **left or right navigation button** to scroll through the available options within the selected setting.
6. Select the **☑ button** to save the change.
7. Press the **back button** to return to the previous screen or press the **home button** to return to dispense mode.

### **Language**

Multiple languages may be available (e.g., English or French).

### **Door Sensor**

The door sensor prevents accidental dispensing when the door is open. If **DOOR OPEN** in the display (highlighted yellow) does not automatically turn off when the door is closed, product will not dispense. This could indicate a faulty door sensor. Contact SureShot Solutions Technical Assistance Centre for help.

To resume dispensing temporarily, press the **up or down navigation button** to select the door sensor feature, then press the **left or right navigation button** to select off. Be cautious when the door is open and the door sensor is off to avoid accidental dispensing.

### **Display Units**

Change the product volume display units to either gallons or liters.

### **Temperature Units**

Change the temperature display to either Fahrenheit or Celsius.

### **Low Level Calibration**

The dispenser can be calibrated at any time, however, for best results calibrate with a full or near full dairy bag or a product tank that's at least half full. To restrict calibration with less than 80% of product remaining in a bag or tank, this feature must be turned off. The default setting is on.

## Drink Counts

To reset the drink counts to zero:

1. Press the **up or down navigation button** repeatedly until the `Drink Counts` row is highlighted.
2. Press the **left or right navigation button**. A dialog box opens.
3. Press the **left or right navigation button** to select `Yes` or `No`.
4. With `Yes` selected, press the  **button** and the drink counts will be reset to zero.

## Defaults Selection

Allows the user to select a beverage type (e.g., coffee), cup size, and/or a shot quantity (i.e., 1) as the default. To display or change the default:

1. Press the **down or up navigation button** repeatedly until the `Default Selection` row is highlighted.
2. Press the **left or right navigation button** to display the defaults.
3. To change the defaults, press a **product button** and/or **beverage type button**, then press the  **button** to save.
4. To return to the previous screen, select the **back button** or press the **home button** to return to dispense mode.

To return the defaults to factory settings, refer to **Factory Defaults** under System Settings.

## Pullback Time

The plunger will pull back automatically when the valve insert is installed in the valve assembly. When the valve insert is detected, the default plunger pullback time is 3 seconds. Once the valve insert is installed, the plunger will automatically move forward to close off the dispense tube. Adjustments to the pullback time are made in 0.5 second increments from 0.5 – 10.0 seconds.

## Cleaning Lockout (Dispensers with Product Tanks)

Product tanks must be cleaned every 72 hours. This feature allows the user to turn on the cleaning lockout feature. If the feature is on, the tank(s) will be locked for cleaning once the cleaning warning countdown reaches zero. The default setting is off. Refer to the **Notifications** section for more information.

## Cleaning Warning (Dispensers with Product Tanks)

Product tanks must be cleaned every 72 hours. This feature allows the user to turn off the cleaning warning countdown if desired. The default setting is on. Refer to the **Notifications** section for more information.

## Hold Time

If a product type or beverage type has been set as the default and the user selects a different product type or beverage type, this feature allows the user to select a hold time (pause) before the software returns to the default selection. The hold time can be adjusted in one second increments from 1-10 seconds. The default setting is off.

## Low Level

Once the amount of product remaining reaches 500 ml (default) the dispenser's notification light will flash yellow. The low-level amount can be changed to 300, 500, 750 or 1000 ml.

## SYSTEM SETTINGS

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Select the system settings icon to make changes to the dispenser's software.

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



Figure 72: System settings icon

3. Press the **enter button** to view the system settings page.

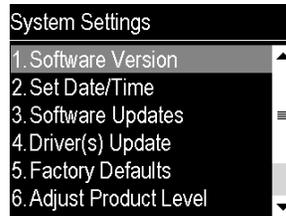


Figure 73: System settings page

Follow the instructions below to access the system settings options. When finished, press the **back button** to return to the previous screen or press the **home button** to return to dispense mode.

### Software Version

1. Press the **up or down navigation button** repeatedly until `Software Version` is highlighted.
2. Press the **enter button**. The first software version page is displayed.
3. Press the **left or right navigation button** to scroll through each page.
4. To return to the previous screen select the **back button** or press the **home button** to return to dispense mode.

### Set Date/Time

1. Press the **up or down navigation button** repeatedly until `Set Date/Time` is highlighted.
2. Press the **enter button**. The 12-hour/24-hour field is highlighted.

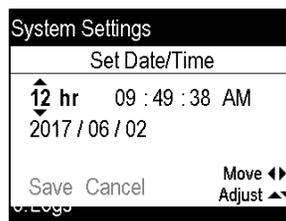


Figure 74: Setting the date and time

3. Press the **up or down navigation button** until the correct time mode is set (i.e., 12-hour clock or 24-hour clock).
4. 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 the correct time and date is set.
5. Press the **left or right navigation button** to select `Save` or `Cancel`.
6. Press the **enter button**. If `Save` was selected in the previous step, the display will show `System Settings - Saved`.
7. To return to the previous screen select the **back button** 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, products, drink counts, and recipe settings to factory defaults. Once the software update is complete, load product (dairy bag or product tank), verify the products (i.e., product and bag type/tank loaded in the dispenser must match the product and bag type/tank selected in the software), and calibrate.

1. Remove the rubber cover protecting the USB port located at the bottom of the door and plug in the USB stick with the updated software.



Figure 75: USB stick plugged into the USB port

2. Press the **up or down navigation button** repeatedly until `Software Updates` is highlighted.

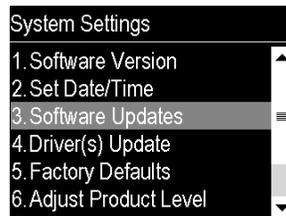


Figure 76: Software updates selected

3. Press the **✓ button**.
4. The display will show `Searching...` In approximately 10 seconds or less, the display will change and list one or more file names. 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. For example, `SURESHOT.UPD` is an appropriate file type for updates. Press the **✓ button**.
5. 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.
6. Once the file has been successfully transferred, the display will turn white while the new software is installing. Installation will take approximately one minute.
7. The display will return to dispense mode once installation is complete.
8. Remove the USB stick and replace the rubber cover protecting the USB port.

9. For each product:
  - a. Load a new dairy bag or fill a product tank.
  - b. Verify the correct product and bag type/tank are selected in the software.
  - c. Calibrate.

For instructions, refer to **Calibration** in the **Software Features** section in this manual.

### Driver(s) Update



The Driver(s) Update feature should only be used under the supervision of a service technician. Updating the drivers will reprogram the solenoid(s), refrigeration, and level sensor(s) firmware. Only models with product tanks have level sensors.

1. Press the **up or down navigation button** repeatedly until `Driver(s) Update` is highlighted.
2. Press the  **button**. A dialog box will open.
3. Press the **left or right navigation button** to select `Yes` or `No`.
4. With `Yes` selected, press the  **button**. The update will commence and a progress bar will open for each update. The update will take a few minutes. Once complete `Solenoid(Left)`, `Solenoid(Right)`, `Refrigeration`, and `Level Sensor` (models with product tanks) will appear with `Passed` or `Failed` next to each.
5. If a driver update fails, there could be an issue with the circuit board. The SureShot Technical Assistance Centre will provide further direction.
6. To return to the previous screen select the **back button** or press the **home button** to return to dispense mode.

### Factory Defaults



Selecting Factory Defaults will restore the software settings. Manual changes (by the user) to calibration, network, refrigeration, and the clock settings are saved and will not return to the factory default setting.

1. Press the **up or down navigation button** repeatedly until `Factory Defaults` is highlighted.
2. Press the  **button**. A dialog box will open.

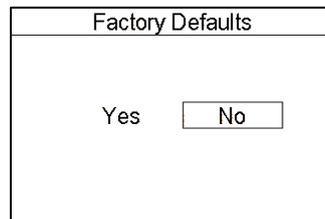


Figure 77: Factory defaults dialog box

3. Press the **left or right navigation button** to select `Yes` or `No`. Selecting `Yes` returns the dispenser's settings to the factory defaults.
4. With `Yes` selected, press the  **button**. The display will show `System Settings - Saved`.
5. To return to the previous screen select the **back button** or press the **home button** to return to dispense mode.

## Adjust Product Level

Select `Adjust Product Level` to manually change the displayed level of product. A manual adjustment may be necessary if a partially filled dairy bag is loaded (dispensers with product cases) or a level sensor becomes disabled for one or more products (dispensers with product tanks).



It is imperative the dispenser's software is updated with accurate product level information to maintain dispense accuracy. Inaccurate information will negatively impact dispense accuracy.

1. Press the **up or down navigation button** until `Adjust Product Level` is highlighted.
2. Press the **☑ button**. A dialog box opens showing the product level.
3. Press the **up or down navigation button** until the display shows the accurate volume of product in the dairy bag or product tank.
4. Press the **☑ button** to confirm. A dialog box will open for each product (e.g., `Valve Center`).
5. If required, repeat steps 4 and 5 to adjust the displayed product level for each product. If a displayed product level is correct for a particular product, press the **☑ button** to confirm and the next product level dialog box will open.
6. To return to the previous screen select the **back button** or press the **home button** to return to dispense mode.

## Logs

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

## Refrigeration Defaults

This feature is only to be used under the guidance of a SureShot Solutions representative.

`Refrigeration Defaults` is used to restore the factory defaults on the refrigeration system.

Changes made by the user to the refrigeration system settings are saved and will not be restored to the factory default settings (`Factory Defaults`).

## Calibration Reset

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

1. Press the **up or down navigation button** repeatedly until `Calibration Reset` is highlighted.
2. Press the **☑ button**. A dialog box will open.

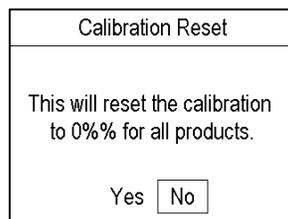


Figure 78: Calibration reset dialog box

3. Press the **left or right navigation button** to select `Yes` or `No`. Selecting `Yes` resets the calibration to zero.
4. 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.

## DIAGNOSTICS

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If instructed by a service technician, select the diagnostics icon to view data about the dispenser.

- Press and hold the **settings button** for 1-2 seconds to enter the settings page.
- Press the **left or right navigation button** repeatedly until the diagnostics icon is highlighted.



Figure 79: Diagnostics icon

- Press the **checkbox button** to view the diagnostics page.

Diagnostics	
Display Temp	34.0°F
Control Temp	35.7°F
Compressor	On
On Time	19 min ▶
Door	Closed
Calibration	View ▶

Figure 80: Diagnostics page

- Use the **up or down navigation button** to highlight a data type (e.g., *Display Temp*).
- Press the **back button** to return to the previous screen or press the **home button** to return to dispense mode.

### Display Temp

Displays the current temperature of the dispenser's product compartment.

### Control Temp

Displays the compressor control temperature.

### Compressor

Indicates operating status of the compressor (i.e., *Off* or *On*).

### On/Off Time

Press the **right navigation button** or the **checkbox button** to view the compressor run time. This diagnostic tool will provide a service technician with compressor performance data for the last five cycles.

Compressor History	
On Time:	Off Time:
9 min	13 min
9 min	12 min
* 10 min	12 min
8 min	▶ 10 min
9 min	12 min

Figure 81: Compressor performance data

## Door

Indicates if the dispenser door is `Open` or `Closed`.

## Calibration

View the calibration values for each product and when it was last calibrated.

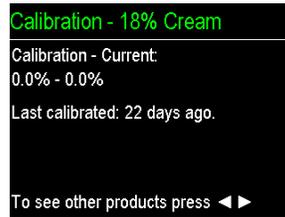


Figure 82: Calibration data

## Button Test

Tests all active buttons to verify they are working correctly.

## Valve

Indicates if the valve is `Open` or `Closed` for each product.

## LEVEL SENSOR (MODELS WITH PRODUCT TANKS)

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The product level in a product tank is automatically detected by level sensors. The level sensor default is set to on.

### View Level Sensor Status

1. Press and hold the **settings button** for 1-2 seconds to enter the settings page.
2. Press the **left** or **right navigation button** until the level sensor icon is highlighted.



Figure 83: Level sensor icon

3. Press the  **button**.
4. When the level sensor is working correctly the status message will show `OK`.

Level Sensor		
Milk	1.1G	176.5mm
Cream	-0.2G	379mm
Skim	0.3G	299mm
Status: OK		
Offset Cal: 0mm		

Figure 84: Level sensor page

- If the status shows `ERROR`, this indicates a level sensor is not functioning as expected for one or more products and will automatically be disabled. In this case, refer to the **Level Sensor Disabled** instructions below. Adjust product levels manually until the error has been corrected.



Figure 85: Level sensor error, three product dispenser

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

### Level Sensor Disabled

A level sensor disabled message indicates auto product-level detection is not functioning as expected.

- Press and hold the **settings button** for 1-2 seconds to enter the settings page.
- Press the **left or right navigation button** until the level sensor icon is highlighted.
- With the level sensor icon highlighted, press and hold the **settings button** again for one second, or until the level sensor page appears.
- Red dashes will be visible beside the product(s) needing attention. Press the **up or down navigation button** to select the sensor requiring attention (i.e., skim).



Figure 86: Level sensor disabled, two product dispenser

- Press the **checkbox button**.
- Press the **left or right navigation button** until reset is highlighted.

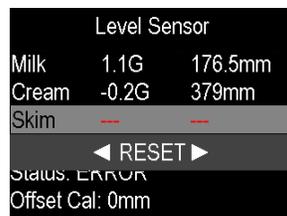


Figure 87: Level sensor reset

- Press the **checkbox button**. This process takes approximately 4 seconds. If product level numbers are now listed beside the product name, the issue has been corrected. If red dashes continue to appear beside the product name, the reset process did not correct the issue. In this case, repeat steps 2-6 to reset the product up to two more times.
- If the issue is still present after 3 reset attempts, turn off the dispenser and then turn it back on. If the issue persists, contact the SureShot Solutions Technical Assistance Center.

9. Repeat steps 2-6 to reset additional level sensors if required.
10. To return to the previous screen select the **back button** or press the **home button** to return to dispense mode.

## CLEANING THE DISPENSER

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



- Do not use any abrasive material 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 could damage electrical components of the dispenser.

### RECOMMENDED CLEANING SCHEDULE

Frequency	Equipment
Daily	<ul style="list-style-type: none"> <li>• Exterior and dispenser door</li> <li>• Catch tray and cup guide</li> <li>• Valve area</li> </ul>
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"> <li>• Product case</li> <li>• Product case insert (if applicable)</li> <li>• Refillable tank, float, and lid</li> <li>• Product compartment</li> </ul>
Once a month or more frequently as required	<ul style="list-style-type: none"> <li>• Valve assembly and front panel</li> <li>• Door gasket</li> <li>• Level sensor (models with refillable tanks)</li> </ul>
Every six months	<ul style="list-style-type: none"> <li>• Condenser and evaporator</li> <li>• Fan and inner body</li> </ul>

Table 1: Recommended cleaning schedule

### CLEANING INSTRUCTIONS

#### Exterior and Dispenser Door

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 cleaning the dispenser door.
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 any plastic parts. Do not use any ammonia-based cleaners such as a window cleaner.

### **Cup Guide (Optional Part)**

1. Remove the cup guide.
2. If a dishwasher is available, the cup guide can be cleaned on the full wash cycle. If a dishwasher is not available:
  - 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.
3. Air-dry thoroughly.
4. Reinstall the cup guide.

### **Catch Tray (Optional Part)**

1. Remove the catch tray.
2. Separate the two parts (screen and tray).
3. If a dishwasher is available, the two parts of the catch tray can be cleaned on the full wash cycle. If a dishwasher is not available:
  - 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 (screen and tray) back together.
6. Reinstall the catch tray.

### **Dairy Bag Stopper (Optional Part)**

Wash, rinse, and sanitize in a 3-compartment sink and then air dry. If a more thorough cleaning is required, separate the stopper into three parts (top, bottom and spring). Push the top of the stopper down into the bottom as far as it will go and then twist the top to unlock and separate. The bag stopper is not dishwasher safe.

### **Product Case, Product Case Insert, and Product Compartment**

1. Open dispenser door.
2. Remove the product case from the product compartment.
3. Remove the bag and insert (if applicable) from the product case.
4. Wash the product case and insert:
  - 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.
5. Dry thoroughly with a soft cloth or air-dry.
6. With the product case already removed, wipe inside the product compartment using a soft cloth dampened with warm, clean, and soapy water.
7. Wipe using a soft cloth dampened with warm, clean water.
8. Dry thoroughly with a soft cloth.
9. Load the product case with either a full bag or the previous bag into the product compartment.
10. Close dispenser door.

## **Product Tank, Float, Lid, and Product Compartment**

1. Open the dispenser door.
2. Place a container under the dispense point to catch any residual product that may drain when a valve insert is removed.
3. Push in the plunger and pull the valve insert down to remove it from the valve assembly.
4. Remove the product tank from the product compartment. Pinch the tube to reduce drips.
5. Remove the lid, float, and tube from the tank. Discard the tube.
6. Wash the product tank, lid and float:
  - 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.
7. Sanitize the tanks, lids and floats.
8. Air-dry thoroughly.
9. With the product tanks removed, wipe inside the product compartment using a soft cloth dampened with warm, clean, soapy water.
10. Wipe using a soft cloth dampened with warm, clean water.
11. Dry thoroughly with a soft cloth.
12. Wash hands and put on single use gloves.
13. Insert float into the tank.
14. Install a new tube onto the tank. The tube must be replaced every 72 hours with cleaning.
15. If separated, attach the two parts of the tank lid.
16. Place the lid on the product tank.
17. Load the product tank into the product compartment.
18. Close the dispenser door.

## **Door Gasket**

1. Open dispenser door.
2. Inspect the door gasket to make sure that there are no cuts or gaps.
3. Wipe the gasket using a soft cloth dampened with warm, clean, and 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 dispenser door.

## **Valve Assembly**

The valve assembly must be kept clean for proper sanitation and to maintain accurate dispense amounts. The dispense tube is centered in the valve block, and held in place by the valve insert and plunger. The product case(s) or product tank(s) must be removed before cleaning the valve assembly. Before taking the valve assembly apart, prepare containers of:

- Warm, clean, and soapy wash water.
- Warm, clean rinse water.
- Approved sanitizing agent.

1. Turn off the dispenser.
2. Open the dispenser door.

3. Push in the plunger and pull down on the valve insert to remove it from the valve assembly. The valve insert is magnetic and can be attached to the front or side panel for safekeeping.
4. Remove the plunger by pulling it straight out.

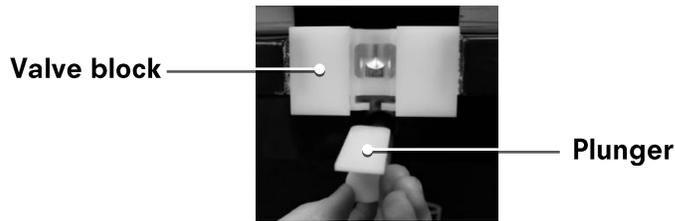


Figure 88: Remove the plunger

5. Clean, rinse, and sanitize the valve insert and plunger.
6. Dry thoroughly with a soft cloth.
7. Wipe the inside and the outside of the valve block using a soft cloth dampened with warm, clean, and soapy water. If required, use a small brush to reach all the corners and crevices that are inside and underneath the valve block.
8. Wipe using a soft cloth dampened with warm, clean water.
9. Dry thoroughly with a soft cloth.
10. Insert the clean plunger.
11. Turn on the dispenser.
12. Load a product case or clean product tank. Refer to **Loading Product** for detailed instructions.
13. Reinstall the valve insert. The plunger will pull back automatically when the valve insert is detected.
14. Close the dispenser door.

### Level Sensors

1. Open dispenser door.
2. Open the dispenser flip lid and locate the level sensors. There is one sensor for each product location within the product compartment.

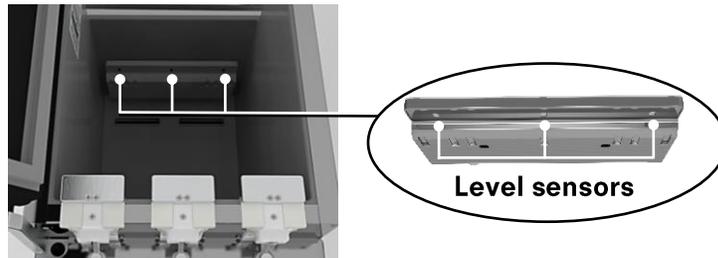


Figure 89: Level sensors

3. Very gently wipe each sensor using a soft cloth dampened with warm, clean water.  
**PLEASE NOTE:** The level sensors are delicate therefore gentle finger pressure is necessary.
4. Gently wipe each sensor using a dry, soft cloth.
5. Close the dispenser flip lid.
6. Close dispenser door.

## Condenser and Evaporator

1. Turn off the dispenser.
2. Unplug the dispenser.
3. Remove the upper and lower back panels by removing the screws securing them in place.
4. Remove and set aside the foam insert.
5. To prevent damage to the condenser and evaporator coils, gently clean the condenser and evaporator using a vacuum with a soft brush attachment.



The vertical strips of metal lying over the condenser and evaporator coils (fins) are very sharp and can cause cuts, even if touched gently. Do not touch the fins.

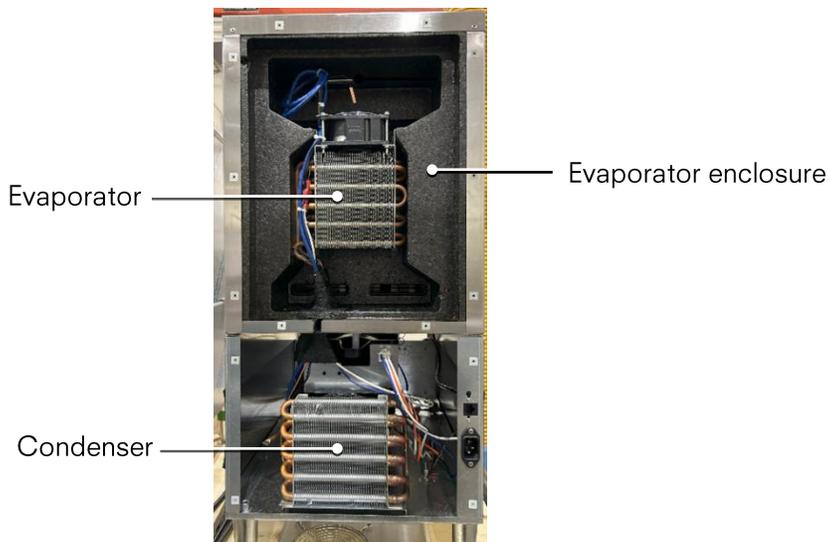


Figure 90: Evaporator and Condenser

6. Gently wipe the evaporator enclosure with a clean, damp cloth.
7. Gently wipe the evaporator enclosure with a clean, dry cloth.
8. Reinstall the foam insert, upper and lower back panels.
9. Plug in the dispenser and turn it on.

# PREPARING FOR LONG TERM STORAGE

## **Turning off the dispenser for an extended period:**

1. Turn off the dispenser.
2. Remove product case(s) or tank(s) from the product compartment. Discard empty dairy bag(s) or empty product tank(s).
3. Thoroughly clean the product compartment, product case(s), product tank(s), and valve assembly. **Do not lose the product tank floats.**
4. Store the cleaned product case(s) or tank(s) inside the product compartment.
5. Leave the door propped open. Do not allow the door to close during storage.

## **Turning on the dispenser:**

1. Clean the exterior of the dispenser, product compartment, product case(s), tank(s) and valve assembly.
2. Plug in the dispenser.
3. Turn on the dispenser. Wait 3-4 hours for the product compartment to cool.
4. Load product into the dispenser.
5. Calibrate the dispenser.

# 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	Verify the following: <ol style="list-style-type: none"> <li>1. The dispenser is plugged into an active power source. If power source does not have power, have a qualified person check the facility's fuse box or circuit breaker to restore power.</li> <li>2. The power switch is in the on position.</li> <li>3. The dispenser's circuit breaker has not tripped.               <ol style="list-style-type: none"> <li>a. Turn off the dispenser</li> <li>b. Locate and depress the circuit breaker below the power switch to make sure it has not tripped.                   <ul style="list-style-type: none"> <li>• No white should be showing. If white is showing on the top of the breaker, it has tripped.</li> <li>• The switch will make a clicking noise when depressed.</li> </ul> </li> <li>c. Turn on the dispenser.</li> </ol> </li> </ol>
Display on the front door is blank	Press a dispense button. <ol style="list-style-type: none"> <li>a. The valve should open and close, making a sound. If there is no sound, refer to the <b>Dispenser does not turn on</b> section in the troubleshooting table.</li> <li>b. If the sound of the valve opening and closing is heard, the display may be faulty.</li> </ol>
Product is not dispensing	Turn off the dispenser, wait 10 seconds, and then turn the dispenser back on. If the problem persists, verify the following: <ol style="list-style-type: none"> <li>1. The dispenser door is fully closed.</li> <li>2. The required buttons have been selected and in the correct sequence.</li> <li>3. Product loading procedures have been followed.</li> <li>4. The dispense tube is not twisted, kinked, pinched, or blocked.</li> <li>5. Product is not frozen in the tube.</li> <li>6. Recipe amounts are correct and not set to zero.</li> <li>7. The valve assembly is clean.</li> <li>8. Plunger is not damaged.</li> <li>9. Refer to the <b>Dispenser does not turn on</b> section in the troubleshooting table.</li> </ol>

Problem	Action
Dispense amounts are incorrect	<p>Verify the following:</p> <ol style="list-style-type: none"> <li>1. The plunger and valve insert are installed correctly.</li> <li>2. The dispense tube is properly aligned in the center of the valve and is not twisted, kinked, pinched, or blocked.</li> <li>3. If using dairy bags, the bag does not have a fold obstructing product flow to the tube.</li> <li>4. Product is not frozen in the tube.</li> <li>5. Product temperature is between 34°F and 40°F (1.1°C and 4.4°C). Temperature affects the flow of dairy.</li> <li>6. Valve assembly is clean.</li> <li>7. Recipe amounts are correct and not set to zero.</li> <li>8. Correct product type and packaging (dairy bag or product tank) is selected.</li> <li>9. Product level indicator in the display matches the amount of product in the bag or tank.</li> <li>10. Reset calibration to zero using the calibration reset feature within system settings. Carefully follow the steps for calibration. Refer to the <b>Calibration</b> section in the manual.</li> </ol>
Dispenser is leaking product or water	<p><b>Verify the following for leaking product:</b></p> <ol style="list-style-type: none"> <li>1. Valve insert is installed correctly.</li> <li>2. Dispense tube is aligned in the center of the valve.</li> <li>3. Dairy bag is not leaking and dispense tube does not have any holes or cracks.</li> <li>4. Dairy bag fitment is securely attached to the bag.</li> <li>5. The valve assembly is clean.</li> <li>6. Plunger is not broken.</li> <li>7. Valve assembly is assembled and installed correctly.</li> </ol> <p><b>Leaking water from underneath the dispenser:</b></p> <ol style="list-style-type: none"> <li>1. There should be no ice buildup inside the product compartment. If condensation builds up inside the bottom half of the dispenser, it will be collected by a condensate tray. Condensation could be caused by reasons such as a high humidity environment and frequent or prolonged door opening. In these cases, the condensation may not evaporate quickly enough from the condensate tray causing some water to leak from the dispenser.</li> <li>2. The condensation overflow drain hose is located just behind the front right leg. Wipe up any water that may have come from this area.</li> </ol>

Problem	Action
Product temperature is too warm or too cold	<p>Verify the following:</p> <ol style="list-style-type: none"> <li>1. The dispenser is not too close to a heat-generating source, such as a coffee maker, heat lamp, or direct sunlight.</li> <li>2. There is a minimum 1 in. (2.5 cm) air space on all sides of the dispenser.</li> <li>3. Condenser fan (located behind the condenser) is clean and free of obstruction. Remove lower back panel to access the condenser and fan.</li> <li>4. Condenser is clean.</li> <li>5. Dispenser is level. The dispenser must be level for the refrigeration system to operate properly.</li> <li>6. Fan is operating correctly. The fan turns on when the compressor is on and turns off when compressor is off. If the snowflake icon is visible near the temperature reading on the display, the compressor is on.</li> <li>7. Nothing is obstructing the intake holes on the underside of the dispenser.</li> <li>8. Product is pre-chilled to a temperature between 34°F and 40°F (1.1°C and 4.4°C). If warm product is loaded into the dispenser (above the pre-chilled temperature range) it will take considerable time for product to cool down.</li> <li>9. Refrigeration setting is correct. A refrigeration setting of 0 (zero) means the dispenser's refrigeration system is turned off. Default setting is 6. If it's slightly too warm increase the setting by one, or if it's slightly too cold decrease the setting by one. Wait 24 hours before making another adjustment.</li> </ol>

# 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](http://www.sureshotsolutions.com)**  
**[service@sureshotsolutions.com](mailto: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](http://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.

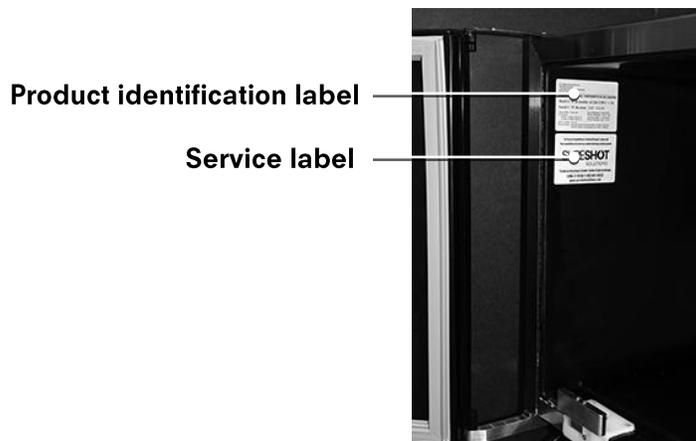


Figure 91: Product identification label

# 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 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.



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