

SureTouch

Refrigerated Liquid Dispensers

SureShot
intellishot

SureShot
flexoshot

Operations Manual



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FEATURES

- Portion controlled or manual dispense.
- Simple to use and easy to clean.
- Clean dispense – quick cutoff avoids messy spills.
- Adjustable feet for levelling (optional).
- Continuous or on-demand temperature display.
- Satin coated stainless steel casing.



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REFRIGERATED LIQUID DISPENSERS OPERATIONS MANUAL

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

THE DISPENSER

SureShot Dispensing Systems® Liquid Dispensers deliver refrigerated liquids such as cream, whole milk, skim milk, juices and concentrates in pre-set selected portions or in manually dispensed portions. The product is stored in a sanitary, refrigerated compartment within the dispenser.

SureTouch models feature a side console which displays the refrigerated product compartment temperature and allows temperature adjustment.

Dispensers are manufactured to hold up to 7.5 gallons/30 litres of product, dispense up to three products, accommodate three different product delivery options and are available with an optional Fill-In-Place tank system.

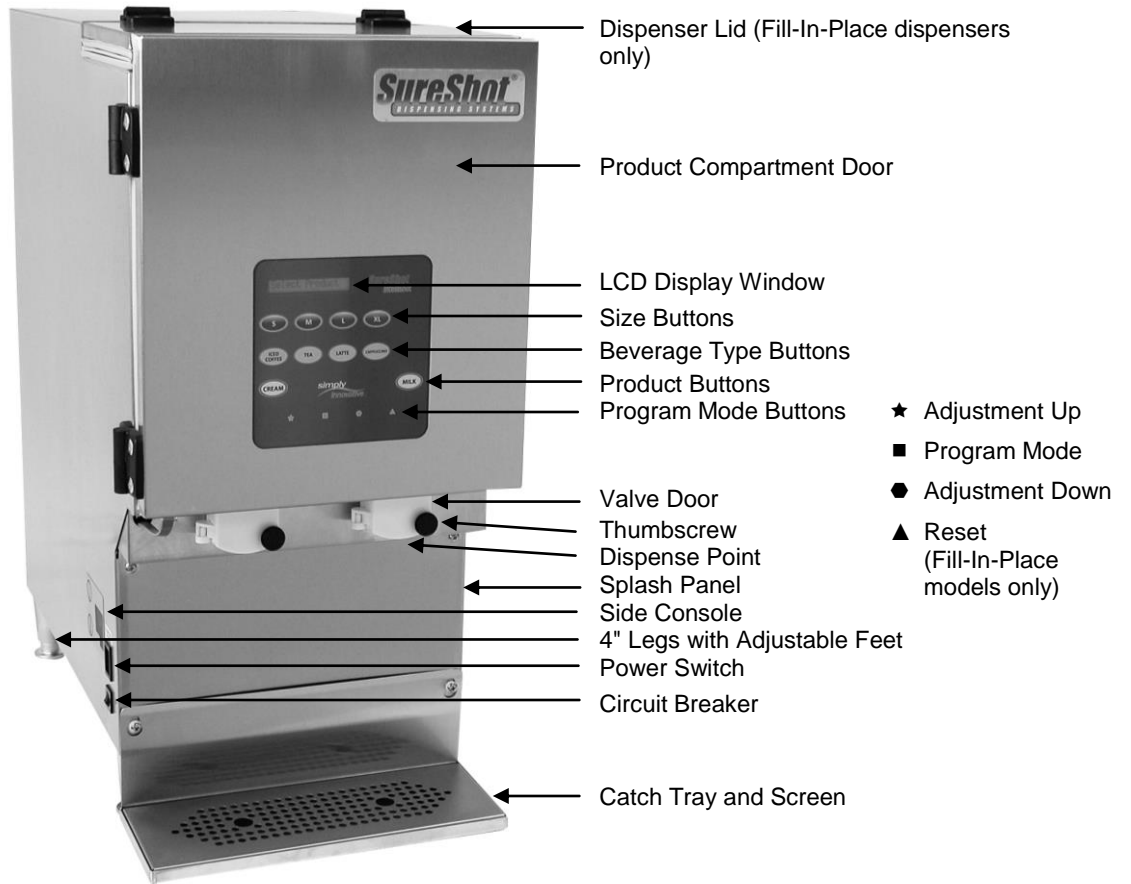
IntelliShot dispensers are portion controlled delivering accurate amounts of product configured to pre-set, commonly used quantities or to quantities specified by your company. Product selections are made using buttons on the front panel using our unique, state-of-the-art microprocessor technology.

FlexoShot dispensers use a manually operated lever to deliver product in the quantity desired.

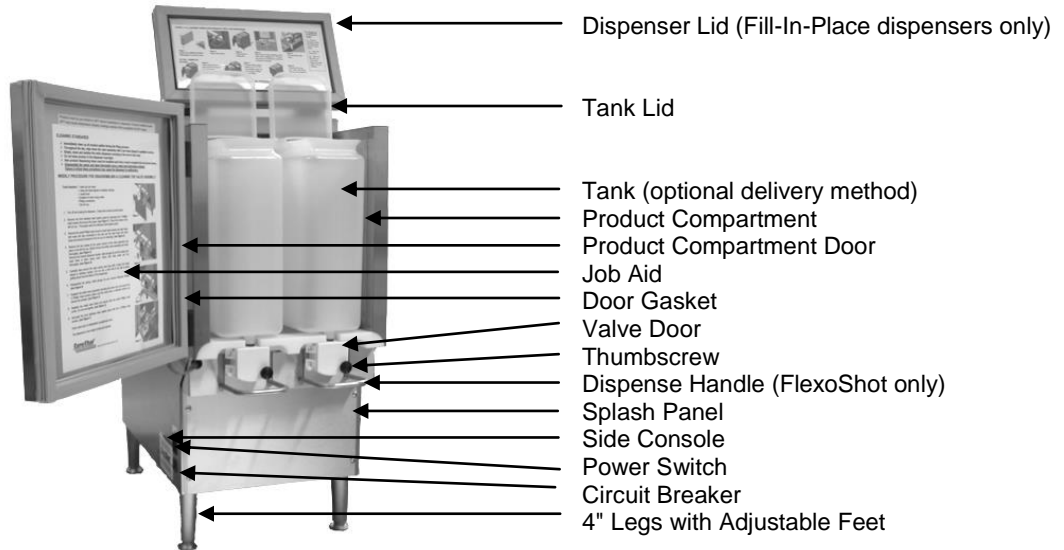


AC220-FP – FlexoShot with optional Fill-In-Place shown
(Dispenser may not be exactly as shown)

MAIN COMPONENTS



AC220-FP
IntelliShot with optional Fill-In-Place shown
(Dispenser may not be exactly as shown)



AC220-FP
FlexoShot with optional Fill-In-Place shown
(Dispenser may not be exactly as shown)

SPECIFICATIONS

Model:	AC-10	AC-20	AC-30
Weight (empty):	65 lbs / 29.48 kg	75 lbs / 34.19 kg	80 lbs / 36.29 kg
Dimensions (inches):	17¾" x 9½" x 24"	22" x 12" x 25½"	23¾" x 15½" x 25½"
(LxWxH) (cms):	45.1 x 24.1 x 61.0	55.9 x 30.5 x 64.8	60.3 x 39.4 x 64.8
Electrical:	120 V AC, 1 amp, 1 ph, 60 Hz (on some models: 220-240 V AC, 1 amp, 1 ph, 50/60 Hz)		

UNPACKING AND SETUP

Inspect for Damage

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

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

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

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

Unpacking the Dispenser

1. Position the box with the "This Side Up" arrow pointing upward.
2. Cut the packing straps at the top of the box.
3. Lift off the box lid.
4. Lift the box sleeve up and off of box base and dispenser.
5. Remove the protective corner inserts from the box base.
6. Lift the dispenser by its bottom out of the box base. Do not lift the dispenser by the door. Always use two people to lift the dispenser.
7. Remove the plastic protective covering from the stainless steel exterior of the dispenser by peeling it off. To peel, hold the dispenser firmly at the top and peel from top to bottom.
8. Place dispenser into operating location and attach the catch tray to the dispenser.
9. Prior to use, read the Operations Manual and store it for future reference.

Safety Precautions

- Always plug the dispenser into an approved electrical outlet.
- Unplug the dispenser from its electrical source before servicing.
- Do not immerse the dispenser in water.
- Observe all safety precautions with this dispenser that you would with any electrical appliance.
- The dispenser must not be used in an area where a water jet could be used.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they are supervised by, or given instruction concerning the use of the appliance by a person responsible for their safety.
- Children should be supervised when in the vicinity of the equipment to ensure that they do not play with it.

Electrical Requirements

- Power source receptacle: 120 V AC, 1 ph, 60 Hz, supports 1 amp current draw (on 220-240 V AC models: 220-240 V AC, 1 ph, 50/60 Hz, supports 1 amp current draw).
- The power cord is furnished with a 3-prong attachment plug. This plug is designed to fit a receptacle with provisions for a grounding stud. The dispenser includes a microcontroller and must be operated on grounded electrical wiring at all times. Failure to do so will void the Warranty.
- If the power supply cord is damaged, it must be replaced by an approved cord or assembly available from the manufacturer or its service agent.

Locating the Dispenser in Your Facility

- This dispenser is not suitable for outdoor use.
- Place the dispenser where it will best serve your operation.
- Place the dispenser at an appropriate serving height so that users can operate the dispenser and easily place and remove cups.
- Counters, platforms or shelves must be strong enough to support the dispenser and a full product load. See Specifications on page 3.
- Do not place the dispenser too close to a source of heat or moisture.
- The ambient (room) temperature range for dispenser operation is 50 °F/10 °C to 122 °F/50 °C.
- Do not block the vents at the back or top of the dispenser. The vents must be free and open to ensure proper operation of the ventilation system and to prevent overheating and damage to the system. Maintain a 1"/2.5 cm air space on all sides of the dispenser.
- The dispenser **must** be placed on a level surface. Some dispenser models have adjustable feet and these models may be levelled by adjusting the feet. The dispenser must be level to dispense accurate portions and to ensure proper function of the refrigeration system. Use a bubble level to ensure the dispenser is level.
- Ensure the legs are tightened in place at the four corners on the bottom of the dispenser. Adjustable feet are threaded and may appear to be loose. Do not remove the legs from the dispenser or allow the dispenser to sit directly on the counter. Air flow and circulation under the dispenser is essential for proper operation of the refrigeration system.

Note: *Operating the dispenser without the legs installed automatically voids the Warranty.*

Warning: *Before turning on the dispenser, make certain all installation instructions have been followed and that the dispenser has been upright and level for a minimum of three (3) hours.*

TURNING ON THE DISPENSER

1. Plug the power cord into an approved electrical outlet.
2. Turn the power switch ON. The power switch is located at the lower left side toward the front of the dispenser.

LOADING PRODUCT

- Allow the dispenser to run empty for one hour to reach operating temperature before loading product into the dispenser. The temperature control has been pre-set at the factory. You can feel the cold temperature by placing your hand on the top or back wall inside the product compartment.

- Product must be pre-chilled prior to loading it into the dispenser. Product temperature range must be between 32 °F/0 °C to 40 °F/4.4 °C.
- Some jurisdictions require products be dispensed from original pre-filled containers. In this case pre-filled bags in product cases or bag-in-box with ramps must be used. In other areas, the product may be transferred from the original pre-filled containers into clean, sanitized tanks to which delivery tubes are attached. The filled tank, product case or bag-in-box is loaded in the product compartment.
- Products are to be loaded into the dispenser with the power switch ON.
- Sanitize your hands or wear clean gloves to load the dispenser.

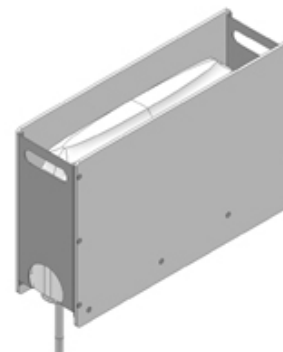
Delivery System Preparation

SureShot dispensers are manufactured for three (3) different product delivery options: pre-filled bags, bag-in-box and refillable tanks.

Pre-Filled Bag

Product is supplied in sanitary, pre-filled bags with attached delivery tubes.

1. Place the pre-filled bag in the product case. Remove wrinkles as much as possible to improve product flow and evacuation.
2. Position bag fitment and product delivery tube through the opening at the bottom front of the product case.
3. Insert the fitment notch that is closest to the bag into the round opening on the product case floor.



Pre-filled bag in product case – Step 1 and 2.

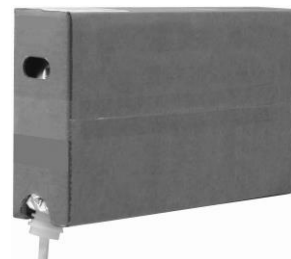


Pre-filled bag – Step 3

Bag-in-Box

Product is supplied in sanitary, pre-filled bags with attached delivery tubes in boxes that fit in the product compartment. Ramps must be used to tilt the rear of the box up.

1. Place ramp in product compartment with ramp slanting towards the front of the dispenser.

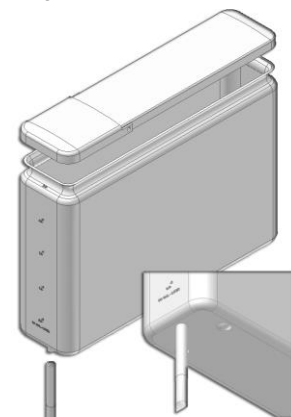


Bag-In-Box

Tanks

Product may be transferred from the original pre-filled container into a clean, sanitized tank to which a delivery tube is attached.

1. Install the dispense tube onto the tank spout of a cleaned, sanitized tank.
2. If applicable, cut the tube in half smoothly with no jagged edges. Save the other half of the tube for another tank.
3. Push the cut end of the tube fully onto the spout at the bottom, front of the product tank.
Note: Attach a new dispense tube every time the tank is cleaned.
4. Clamp the free end of the tube to avoid product leaks during filling.
5. Fill the cleaned, sanitized tank to the full line with pre-chilled product. (Optional with Fill-in-Place. Filling may be performed once the tank is in the product compartment.)
6. Install lid.



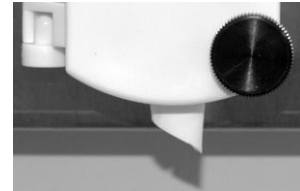
Tanks – Step 1

Load Product

1. Open product compartment door.
2. Open the valve door by turning the black thumbscrew counter-clockwise to loosen.
3. Insert the product case with pre-filled bag, bag-in-box or tank into the product compartment with the tube facing to the front.
Note: *If applicable, ensure product is on appropriate side of compartment (eg. cream on left, milk on right, etc.)*
4. Remove the plastic film covering the product delivery tube, if applicable.
5. Align the product delivery tube in the center of the vertical groove of the valve. Do not pull or stretch the product delivery tube.
6. Close the valve door. Ensure the product delivery tube is in the vertical groove and is not twisted, kinked or pinched.
7. While holding the valve door closed with one hand, tighten the thumbscrew clockwise until the door is snug. Do not over-tighten the screw.
IntelliShot Dispensers: The solenoid will snap open when the valve door is opened. Wait to hear it snap close when the thumbscrew is tightened.
8. Close the product compartment door.
9. To prevent product from spraying when the tube is cut, squeeze the product delivery tube with fingertips just below the valve.
 - a. IntelliShot Dispensers: While squeezing the tube, press the “small” product quantity button on the button panel once only. This will cause the valve to operate once and relieve pressure in the tube. Wait and listen for the solenoid to close.
 - b. FlexoShot Dispensers: While squeezing the tube, hold the lever down for a few seconds to relieve pressure in the tube. Do not pull or stretch the tube. Release lever.
10. Release tube.
11. Use sanitized sharp scissors or a sanitized sharp knife to carefully cut the product delivery tube at a 45° angle to a maximum length of 5/8" from the bottom of the valve block. Discard the cut portion of the tube.



Step 5 (shown with bag in product case)



Step 11

Fill-In-Place Models – Refilling Product Tanks

Some dispenser models are equipped with a lid on the top of the dispenser for filling a tank without removing it from the dispenser.

1. Open the product compartment door.
2. Open the lid on the top of the dispenser.
3. Open the lid on the tank to be filled.
4. Fill the tank with product up to one of the pre-marked levels.
Note: *Ensure appropriate tank is being filled with appropriate product (eg. cream on left, milk on right, etc.)*
5. Close the tank lid.
6. Close the dispenser lid.
7. Close the product compartment door.
8. Reset product level with IntelliShot dispensers. See Reset Product Level – IntelliShot (Portion Controlled) Fill-In-Place Dispensers on page 7.

Reset Product Level – IntelliShot (Portion Controlled) Fill-In-Place Dispensers

Resetting the levels is required after each time a tank is filled to ensure accurate dispense amounts.

See the Job Aid on the inside of the product compartment door of the dispenser for information that is specific to the dispenser.

1. Select the tank that has been refilled by pressing the product selection button for that tank (eg. cream) on the button panel.
2. Within three (3) seconds, press and hold the Reset button for one (1) second. Some dispenser models use the ▲ button as the Reset button. Refer to the Job Aid on the inside of the product compartment door of the dispenser for information that is specific to the dispenser.
3. Press the Reset (or ▲) button repeatedly until the LCD Display matches the level to which the tank has been filled. Tank levels are measured in 0.5 gallon/1.89 litre increments.

Note: *Each button press must be completed within three (3) seconds until level shown in LCD matches product level in tank.*

4. The product button's LED will turn off indicating the new refill level is stored in memory and the Reset procedure is complete.

The dispenser is ready for use.

Remove an Empty Product Bag, Bag-In-Box or Tank

1. Place a container under the dispense valve to catch any residual product or clamp the dispense tube.
2. Open the product compartment door.
3. Open the valve door by turning the black thumbscrew counter-clockwise to loosen.
4. Fold and pinch the product delivery tube to reduce drips (if not clamped).
5. Remove the product case with bag, bag-in-box or tank.
6. Discard the empty product bag or bag-in-box.
7. Clean the product tank. See Product Tanks and Lids on page 14.

DISPENSING PRODUCT

IntelliShot (Portion Controlled) Dispensers

Note: *Not all selections are available on all models.*

1. Place cup under dispense point of desired product.
2. Press Product button (milk, cream, etc.)
3. Select Beverage Type. (Optional. Eg. hot chocolate, latte, etc.)
Most dispensers default to coffee.
If there are no Beverage Type buttons, skip this step.
4. Select cup size or amount.
5. Press Dispense to dispense product or Cancel to cancel selections.
For models that do not have Dispense and Cancel buttons, the product will dispense after pressing the cup size or amount button.

Note: *Once the product is dispensed or selections are cancelled, the LCD cycles back to Select Product.*

Dispenser returns to normal operating conditions after three (3) seconds of inactivity.

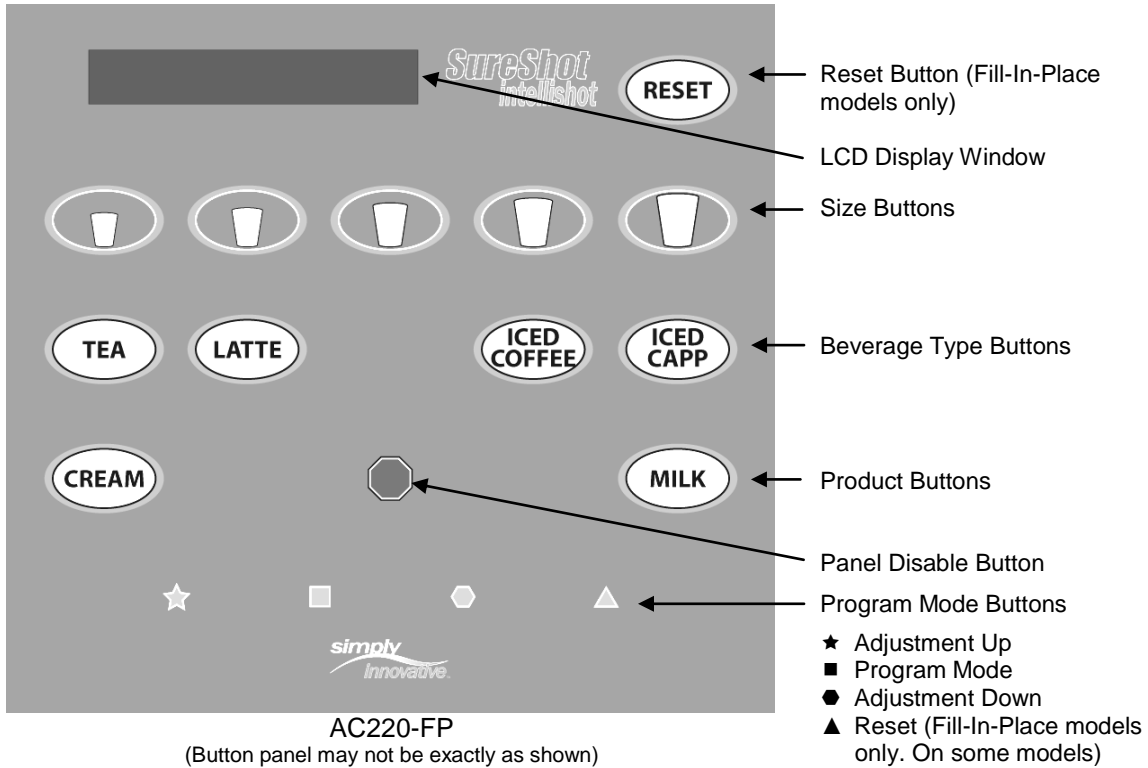
FlexoShot (Manually Operated) Dispensers

1. Place cup under dispense point of desired product.
2. Press lever down until desired portion is dispensed.

BUTTON PANEL

IntelliShot (Portion Controlled) Dispensers

Note: Not all selections are available on all models.



Indicator Lights (Optional)

Indicator lights (LEDs) are embedded in the button panel.

Note: Indicator lights are optional. Not all dispensers are equipped with indicator lights.

Power Indicator

An LED illuminates on the button panel indicating the dispenser power switch is ON and dispenser has power.

Selection Indicator

An LED illuminates above each button selection indicating selections made.

Low Level Indicator (Optional)

An LED above each product selection button starts to flash when product is getting low.

Lockout Indicator (Optional)

An LED above each product selection button illuminates indicating product is empty or is locked out for cleaning.

LCD Display

The Liquid Crystal Display (LCD) at the top of the Button Panel shows the current dispenser function.

Note: *Not all dispensers have an LCD. Not all selections are available on all models.*

Display	Operational Status
Select Product	Indicates dispenser is ready for a product selection.
Skim 2% Milk Whole Milk 18% Cream, etc.	Indicates product selected.
Tea Iced Capp Iced Coffee, etc.	Indicates the beverage type selected.
Small (S) Medium (M) Large (L) Extra-Large (XL)	Indicates size selected.
Reset Level	Indicates resetting of product fill level of tank for Fill-In-Place models. Counts down in .5 gallon/1.89 litre increments to "0" (cancel).
Program Mode	Not used in daily operation.
Language	Switches the language displayed in the LCD display window.
ESW-XXXX Vx.x.x	Indicates software number and version installed in the dispenser.

Note: *Once the product is dispensed, the LCD cycles back to Select Product.*

Display returns to normal operating conditions after three (3) seconds of inactivity.

PROGRAM FEATURES

Program Mode – IntelliShot (Portion Controlled) Dispensers with LCD Display

Note: *Program adjustments can be made as described below or the dispenser can be reprogrammed using the Infrared Programming Window with an external device (FOB) provided by SureShot Dispensing Systems®.*

Not all dispensers have a program mode function.

Language

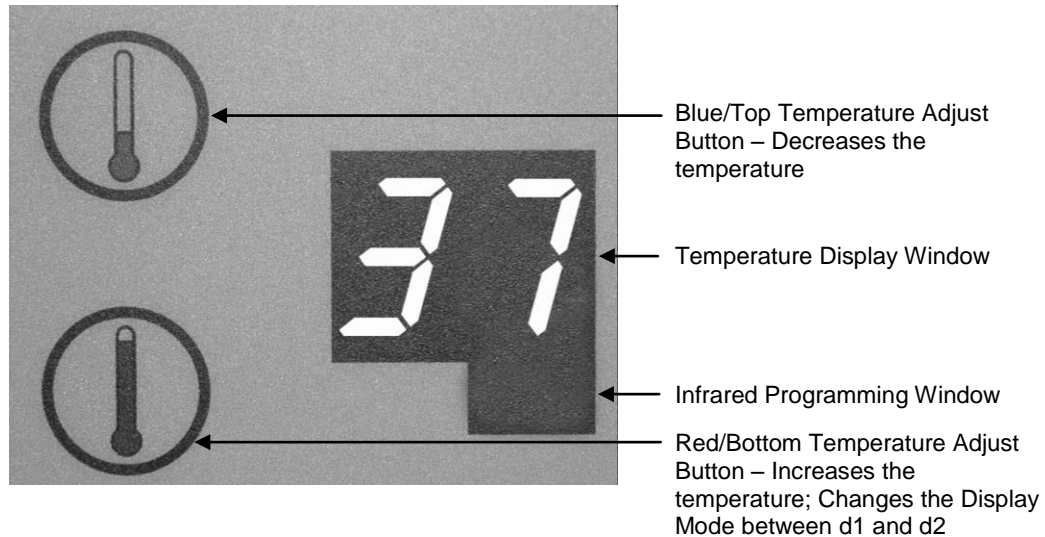
Text in the LCD display can be switched between different languages.

1. Press and hold the ■ Program Mode button until you hear two (2) beeps.
2. Press the ■ Program Mode button repeatedly until the LCD displays Language.
3. Press the ★ Adjustment Up or ● Adjustment Down button until desired language is displayed.
4. Press and hold the ■ Program Mode button until beeps are heard to exit Program Mode.

SIDE CONSOLE FUNCTIONS

SureTouch Liquid Dispensers are equipped with a side console which displays continuous or touch-of-a-button refrigeration temperature and allows temperature adjustment. The side console is located on the lower left side toward the front of the dispenser.

Each SureTouch dispenser's temperature is pre-set for normal use in the North American food service industry. The temperature is set to maintain the product within the range of 32 °F/0 °C to 40 °F/4.4 °C. These settings should not require adjustment.



The side console operates in two different modes:

Selective Display Mode

Temporarily displays the current temperature in the product compartment in °F with a single temperature adjust button press.

Adjustments cannot be made in Selective Mode.

Dispensers are shipped from our factory in Selective Mode.

To Enter Selective Display Mode from Continuous Display Mode:

1. Press and hold the Red/bottom temperature adjust button for approximately three (3) seconds until a beep is heard.
2. d2 will display for three (3) seconds and then the Temperature Display Window will be blank confirming Selective Display Mode is active.
This mode locks out any further adjustments to the refrigeration setting.

Continuous Display Mode



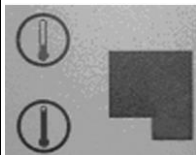
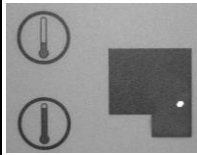


Displays the current temperature in the product compartment in °F and displays current function while adjustments are being performed.

To Enter Continuous Display Mode from Selective Mode:

1. Press and hold the Red/bottom temperature adjust button for approximately three (3) seconds until a beep is heard.
2. d1 will display for three (3) seconds and temperature will remain on the Temperature Display Window confirming Continuous Display Mode is active.

Side Console Display Window

The Side Console Display Window displays the current temperature inside the product compartment and current function while adjustments are being performed. Temperature is displayed continuously in Continuous Display Mode or for three (3) seconds when a Temperature Adjust Button is pressed in Selective Mode.

Display	Description	Display	Description
	Temperature in °F. Temperature remaining on display indicates Continuous Display Mode.		d2 displays for three (3) seconds. Confirms side console is in Selective Display Mode.
	Blank. Dispenser is in Selective Mode.		Right “period” digit is illuminated. Dispenser’s compressor is on.
	d1 displays for three (3) seconds. Confirms side console is in Continuous Display Mode.		Right “period” digit is flashing. Dispenser is in defrost cycle.

Infrared Programming Window

The dispenser can be reprogrammed using the Infrared Programming Window with an external device (FOB) provided by SureShot Dispensing Systems®.

Temperature Adjust Buttons

Blue/top button

- Decreases the temperature in the refrigerated product compartment.
- Displays temperature for three (3) seconds in Selective Mode with button press.

Red/bottom button

- Increases the temperature in the refrigerated product compartment.
- Displays temperature for three (3) seconds in Selective Mode with button press.

Temperature Adjustments

1. If required, enter Continuous Display Mode following instructions on page 10.
Note: *Temperature adjustments cannot be made in Selective Display Mode.*
2. Press either of the side console buttons (Blue/top or Red/bottom).
The Temperature Display Window will show the current refrigeration cycle setting. These settings range from 0 to 12. 0 = Off 01 = Warmest 12 = Coldest
3. Adjust cycle setting
 - a. To increase temperature (dispenser is too cold) press the Red/bottom button once to decrease the setting value by one (1).
 - b. To decrease temperature (dispenser is too warm) press the Blue/top button once to increase the setting value by one (1).
4. Return to Selective Display Mode.
 - a. Press and hold the Red/bottom temperature adjust button for approximately three (3) seconds until a beep is heard.
 - b. d2 will display for three (3) seconds and then the Temperature Display Window will be blank confirming Selective Display Mode is active.
5. Wait four (4) to six (6) hours for the new temperature to stabilize.
If the product temperature is still not correct, repeat steps 1 through 5.
Note: *Do not adjust temperature setting more than three (3) times.*

CLEANING AND MAINTENANCE

- Tanks must be washed and sanitized prior to first use. Use a good quality cleaner and a sanitizing agent approved by your organization according to its specifications.
- Do not use any abrasive material or cleaners on the dispenser.
- Dispenser must not be cleaned by water jet.
- Do not spray any liquid or cleaners in or around the valve area. Liquid could damage electrical components behind the valve.

Recommended Cleaning Schedule

Equipment	Procedure	Frequency
Exterior and Splash Panel	See page 12	Daily
Button Panel	See page 12	
Catch Tray and Screen	See page 13	
Valve Area	See page 13	
Product Compartment	See page 13	Every time a new product bag, bag-in-box or tank is loaded
Product Case	See page 13	Every time valve is cleaned or more frequently as required
Product Tanks and Lids	See page 14	Every time tank is removed from dispenser
Valve Assembly	See page 14	Once per month or more frequently as required
Door Gasket	See page 16	
Condenser	See page 17	Every six (6) months
Fan and Inner Body	See page 17	

Exterior and Splash Panel

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

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

Button Panel

1. Press and hold the ● Panel Disable button (optional) until you hear a beep and lights on the button panel flash in sequence.
2. Clean the panel using a soft cloth dampened with warm, clean, soapy water.
3. Rinse using a soft cloth dampened with warm, clean water.
4. Dry thoroughly with a soft cloth.
5. Button panel will automatically enable and return to normal operating mode after several seconds (up to 30).

Catch Tray and Screen

1. Remove the catch tray and screen by lifting up and off, if applicable.
2. Rinse thoroughly with warm, clean water.
3. Wash in hot water (minimum 140 °F/60 °C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.
If a dishwasher is available, the items may be cleaned on the full wash cycle.
4. Rinse well with warm, clean water.
5. Air dry thoroughly.
6. Replace catch tray and screen.

Valve Area

The area around the product delivery valve must be kept clean for proper sanitation and to maintain accurate portion amounts.

1. Open the product compartment door.
2. Thoroughly clean the area around the valve using a soft cloth dampened with warm, clean, soapy water or a sanitized wipe.
3. Rinse using a soft cloth dampened with warm, clean water.
4. Dry thoroughly with a soft cloth.
5. Close product compartment door.

Product Compartment

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

Ice may form inside the product compartment. It is recommended that ice be removed prior to cleaning the compartment with a wet cloth.

Note: *Ice in the product compartment does not necessarily mean the temperature of the product is too cold.*

1. Remove ice from the product compartment.
 - a. Turn the dispenser OFF.
 - b. Follow instructions to Remove an Empty Product Bag, Bag-In-Box or Tank on page 7.
 - c. Wipe with a dry cloth to remove loose ice.
 - d. With product compartment door open, wait approximately fifteen (15) minutes for ice to soften.
 - e. Wipe to remove and discard the ice.
2. Clean inside product compartment using a soft cloth dampened with warm, clean, soapy water.
3. Rinse well with warm, clean water.
4. Dry thoroughly with a soft cloth.

Product Case

1. Remove the product case with empty product bag from the product compartment.
2. Remove bag from product case.
3. Rinse thoroughly with warm, clean water.
4. Wash in hot water (minimum 140 °F/60 °C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.
5. Rinse well with warm, clean water.
6. Dry thoroughly with a soft cloth or air dry.

Product Tanks and Lids

1. Remove the empty tank from the product compartment.
2. Remove the product delivery tube from the tank. Discard tube.
3. Rinse the tank and lid thoroughly with warm, clean water.
4. Wash in hot water (minimum 140 °F/60 °C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices. Wash the tank outlet spout area using a small bottle brush.
If a dishwasher is available, the items may be cleaned on the full wash cycle.
5. Rinse well with warm, clean water.
6. Air dry thoroughly.
7. Sanitize the tank and lid using a sanitizing agent approved by your organization according to its specifications.
8. Allow the tank and lid to drain completely. Do not rinse.

Valve Assembly

Note: Use caution not to dislodge any attached wires during cleaning.

Prior to taking the valve assembly apart, prepare containers of:

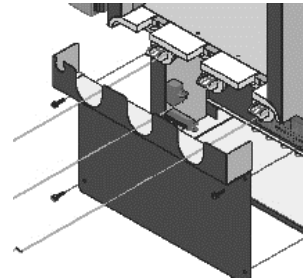
1. Warm, clean, soapy wash water.
2. Warm, clean rinse water.
3. Sanitizing agent approved by your organization according to its specifications.

IntelliShot (Portion Controlled) Dispensers

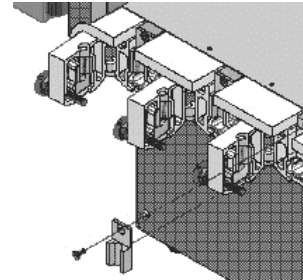
It is necessary to remove the valve from the dispenser and take the valve apart to clean.

Note: The diagrams show a three (3) product dispenser. The procedures apply to one (1), two (2), and three (3) product models.

1. Turn the power to the dispenser OFF.
2. Unplug the dispenser.
3. Follow instructions to Remove an Empty Product Bag, Bag-In-Box or Tank on page 7.
 - a. Tanks may be stored in a refrigerator until the valve cleaning procedure is complete.
 - b. Bags and bag-in-box must be discarded. Dispense amounts from a reloaded partial bag or bag-in-box will be inaccurate.
4. Remove the catch tray and screen (if applicable) by lifting it up and off.
5. Remove splash panel by removing the four (4) screws that secure it in place. Carefully remove the splash panel.
6. Clean the splash panel.
 - a. Wash thoroughly.
If a dishwasher is available, it may be cleaned on the full wash cycle.
 - b. Rinse well with warm, clean water.
 - c. Wipe dry with a soft cloth to prevent water spotting.
7. Remove the screw at the top of the metal valve insert. Clean valve insert and screw and keep for reuse.



Step 5

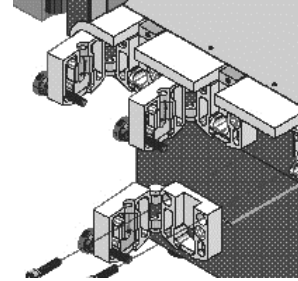


Step 7

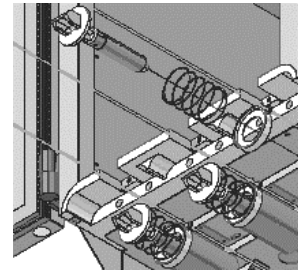
8. Remove the two (2) screws at the upper corners of the valve. Clean screws and keep for reuse.
9. Gently remove the white valve body using an even force. Hold the valve carefully with one hand so that the attached wires will not be broken or damaged. Do not allow the valve to dangle freely.

Note: The valve body can only be moved the length of the attached wires, which are located in the left valve only of multi-valve dispensers.

10. Remove the plunger and spring.
11. Clean, rinse and sanitize the valve door, valve body, plunger and spring. Air dry thoroughly.
12. Reassemble the spring, plunger, and valve body.
 - a. Align the plunger with the valve body.
 - b. Place spring over plunger ensuring a flush fit to the back of the plunger.
 - c. Align the assembly onto the dispenser. Pull wires straight through the spring retainer eyelet ensuring wires are not pinched or caught under the spring.
 - d. Replace the two (2) screws into the valve. Tighten until snug. Do not over-tighten.
 - e. Replace the screw at the top of the metal valve insert. Screw must fit snugly to ensure proper operation of the refrigeration system. Do not over-tighten.
13. Close the valve door. While holding the valve door closed with one hand, tighten the thumbscrew clockwise until the door is snug. Do not over-tighten.
14. Replace splash panel. Reinstall four (4) screws to secure the splash panel in place.
15. Close the refrigerated product compartment door.
16. Plug the dispenser in.
17. Turn the dispenser ON.
18. Prior to loading product, perform the Dispensing Product procedure on page 7. Listen for the solenoid to open and close to ensure that the valve is operating properly.
19. Load product. See page 4.



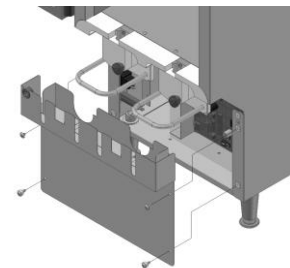
Step 8 and 9



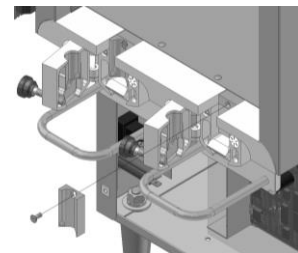
Step 10

FlexoShot (Manual Lever Operated) Dispensers

1. Turn the power to the dispenser OFF.
2. Unplug the dispenser.
3. Follow instructions to Remove an Empty Product Bag, Bag-In-Box or Tank on page 7.
 - a. These may be stored in a refrigerator until the valve cleaning procedure is complete.
4. Remove the catch tray and screen (if applicable) by lifting it up and off.
5. Remove splash panel by removing the four (4) screws that secure it in place. Carefully remove the splash panel.
6. Clean the splash panel.
 - a. Wash thoroughly.
If a dishwasher is available, it may be cleaned on the full wash cycle.
 - b. Rinse well with warm, clean water.
 - c. Wipe dry with a soft cloth to prevent water spotting.
7. Remove the screw at the top of the metal valve insert. Wipe screw and valve insert clean and keep for reuse.



Step 5

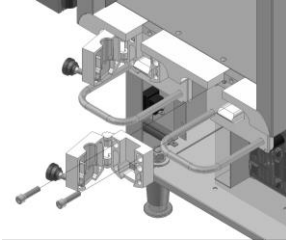


Step 7

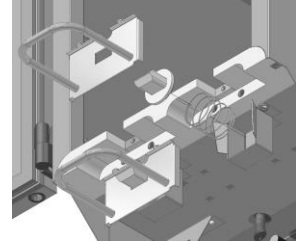
8. Remove the two (2) screws at the upper corners of the valve. Wipe screws clean and keep for reuse.
9. Gently remove the white valve body using an even force. The dispense lever comes off with the valve body. Hold the valve carefully with one hand so that the attached thermistor wire will not be broken or damaged. Do not allow the valve to dangle freely.

Note: *The valve body can only be moved the length of the thermistor wire, which is located in the left valve only of multi-valve dispensers.*

10. Remove the plunger and spring.
11. Clean, rinse and sanitize the valve door, valve body, plunger, spring and dispense lever. Air dry thoroughly.
12. Wipe the spring cup clean.
13. Reassemble the valve body, plunger, spring and dispense lever.
 - a. Align the dispense lever with the plunger.
 - b. Place spring over plunger ensuring a flush fit to the back of the plunger.
 - c. Insert spring into spring cup and align the assembly onto the dispenser. Replace the two (2) screws into the valve. Tighten until snug. Do not over-tighten.
 - d. Replace the screw at the top of the metal valve insert. Screw must fit snugly to ensure proper operation of the refrigeration system. Do not over-tighten.
14. Close the valve door. While holding the valve door closed with one hand, tighten the thumbscrew clockwise until the door is snug. Do not over-tighten.
15. Replace splash panel. Reinstall four (4) screws to secure the splash panel in place.
16. Close the refrigerated product compartment door.
17. Plug the dispenser in.
18. Turn the dispenser ON.
19. Load product. See page 4.



Step 8 and 9



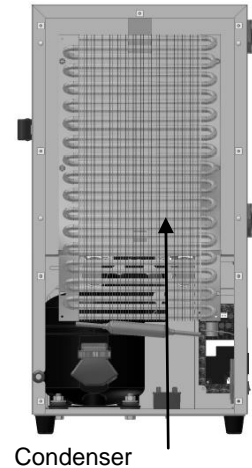
Step 9 and 10

Door Gasket

1. Open product compartment door.
2. Check the door gasket to ensure there are no cuts or gaps.
3. Clean gasket using a soft cloth dampened with warm, clean, soapy water. Use a small brush to reach all corners and crevices.
4. Rinse using a soft cloth dampened with warm, clean water.
5. Dry thoroughly with a soft cloth.
6. Close product compartment door.

Condenser

1. Turn the power to the dispenser OFF.
2. Unplug the dispenser.
3. Remove back panel by removing the screws that secure it in place. Carefully remove the back panel.
4. Gently clean the condenser using a vacuum with soft brush attachment. A vacuum is recommended to prevent damage to the condenser coil.
5. Replace back panel. Reinstall screws to secure the back panel in place.
6. Plug the dispenser in.
7. Turn the dispenser ON.



Fan and Inner Body

1. Turn the power to the dispenser OFF.
2. Unplug the dispenser.
3. Remove back panel by removing the four (4) screws that secure it in place. Carefully remove the panel.
4. Gently clean the fan and inner body using a vacuum with soft brush attachment. A vacuum is recommended to prevent damage to the fan.
5. Wipe fan and inner body as required with a soft cloth slightly dampened with warm, clean, soapy water.
Note: Do not get the circuit boards or wires wet.
6. Dry thoroughly with a soft cloth.
7. Ensure all foreign objects (cloths, etc.) are removed from the inner body of the dispenser.
8. Plug in the dispenser.
9. Turn the dispenser ON.
10. Check that the fan is spinning smoothly and unobstructed. Do a visual inspection only. To avoid injury or equipment damage, keep hands and objects clear of the fan when the equipment is plugged in.
11. Replace back panel. Reinstall screws to secure the panel in place.

Backlit Advertising Display (Optional) Removal and Installation

1. Remove the two screws on the side of the outer shell of the door assembly.
2. Gently swing door open to reveal the reverse side of the backlit transparency
3. Remove the transparency using your finger in the notch at the top corners of the display.
4. Gently remove one side by slightly bending the transparency to release from sliders.
5. Install or replace with new transparency and repeat steps in reverse order, taking care not to pinch cable next to hinge.



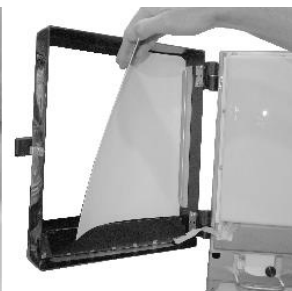
Step 1



Step 2



Step 3



Step 4

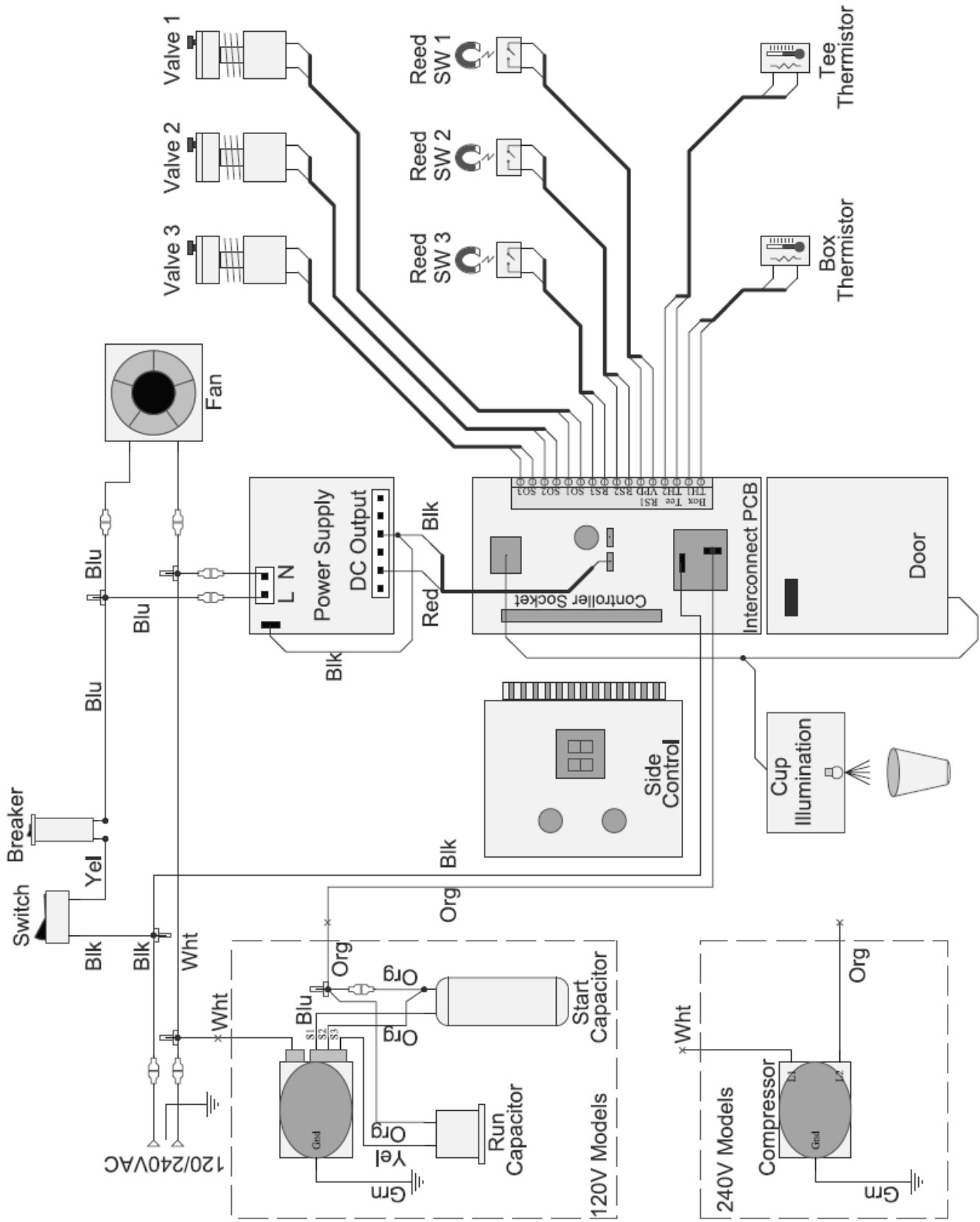
TROUBLESHOOTING

Problem	Action
Dispenser does not turn on	<ol style="list-style-type: none"> 1. Ensure dispenser is plugged into an active power source. If power source does not have power, have a qualified person check your facility's fuse box or circuit breaker to restore power. 2. Ensure power switch is in the ON position. 3. Ensure dispenser's circuit breaker has not tripped. <ol style="list-style-type: none"> a. Turn the power switch to the OFF position. b. Locate and depress the 1 amp circuit breaker below the power switch to make sure it has not tripped. No white should be showing. If white is showing on the top of the breaker, it is tripped. It will make a clicking noise when depressed. c. Turn the power switch to the ON position. <p>If dispenser still does not turn on, contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</p>
LCD display on the front door is blank	<ol style="list-style-type: none"> 1. Perform the Dispensing Product procedure on page 7. Listen for the solenoid to open and close to ensure that the valve is operating. <ol style="list-style-type: none"> a. If solenoid does not respond, see "Dispenser does not turn on" above. b. If solenoid responds, the LCD may be faulty. <p>If the LCD display is still blank, contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</p>
Side console is displaying unexpected characters	<ol style="list-style-type: none"> 1. Ensure start-up sequence is complete. 2. See Side Console Display Window on page 11 for explanations of standard display characters. 3. Turn OFF power switch, wait ten (10) seconds, then turn the dispenser back ON. This resets the microcontroller. <p>If side console continues to display characters other than those listed on page 11, contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</p>
Dispenser does not dispense product	<ol style="list-style-type: none"> 1. Ensure all required selections have been made: Follow the Dispensing Product procedure on page 7. 2. Check that product loading procedures have been completed. See page 4. 3. Ensure the product delivery tube is not twisted, kinked, pinched off or blocked. Check that product is not frozen in the tube. 4. Ensure valve area is clean. See page 13. 5. Ensure valve assembly is clean. See page 14. 6. Turn OFF power switch, wait ten (10) seconds, then turn the dispenser back ON. This resets the microcontroller. 7. Ensure all steps for "Dispenser does not turn on" above are followed. <p>If dispenser still does not dispense product, contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</p>

<p>Dispense amounts are incorrect</p>	<ol style="list-style-type: none"> 1. Ensure the valve door is closed securely and the thumbscrew is tight. 2. Ensure the product dispense tube is properly aligned in the center of the valve. See page 6. 3. Ensure the product delivery tubes are not twisted, kinked, pinched off or blocked. 4. Check product tank spout for cracks or fraying. Replace tank if cracks or fraying exist. 5. Ensure product location is correct in the product compartment (eg. cream on left, milk on right). 6. Check that product temperature is between 32 °F/0 °C to 40 °F/4.4 °C. Temperature affects the flow of dairy and some other products. 7. Ensure the valve area is clean. See page 13. 8. Ensure the valve assembly is clean. See page 14. 9. Ensure the valve assembly is assembled and installed correctly. See page 14. 10. Ensure valve door was not opened and then closed with partial product left in the product compartment. Each time the valve door is opened the dispenser resets to “full product” status. Flow rate differs between a full and partially full product container. A partially full product container will dispense inaccurately with “full product” status. If the valve door was opened with a partial product container still in the product compartment, either: <ol style="list-style-type: none"> a. Pre-filled bag or bag-in-box: Discard partial product and load a full product bag or bag-in-box following instructions on page 5. <i>or</i> b. Product tank: Fill tank to a marked level (see page 5 or 6) and Reset (see page 7). <p>If dispense amounts are still incorrect, contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</p>
<p>Dispenser is leaking</p>	<p>Leaking product.</p> <ol style="list-style-type: none"> 1. Ensure valve door is closed securely and the thumbscrew is tight. 2. Ensure the product dispense tube is properly aligned in the center of the valve. See page 6. 3. Check the tube for holes, cracks or disfiguration. Replace tube on tank. 4. Check for damage to the product container. 5. Ensure valve area is clean. See page 13. 6. Ensure valve assembly is clean. See page 14. 7. Ensure the valve assembly is assembled and installed correctly. See page 14. <p>Leaking water.</p> <ol style="list-style-type: none"> 1. Follow cleaning procedures for Product Compartment on page 13. <p>If dispenser continues to leak contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</p>
<p>Dispenser is unusually warm on the exterior</p>	<ol style="list-style-type: none"> 1. Ensure a 1" (2.5 cm) air space exists on all sides of the dispenser. 2. Check that the vents at the back of the dispenser are not blocked. 3. Ensure the dispenser is not too close to a heat-generating machine, such as a coffee maker. 4. Check that the condenser is not dirty. See page 17. 5. Check that the fan is operating. See page 17. <p>If dispenser remains unusually warm, contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</p>

<p>Product temperature is incorrect (too warm or freezing)</p>	<ol style="list-style-type: none"> 1. Ensure product temperature is between 32 °F/0 °C to 40 °F/4.4 °C prior to loading it into the dispenser. 2. Ensure a 1" (2.5 cm) air space exists on all sides of the dispenser. 3. Check that the vents at the back of the dispenser are not blocked. 4. Ensure the dispenser is not too close to a heat-generating machine, such as a coffee maker. 5. Ensure the dispenser is level on the countertop. Place a bubble level on top of the dispenser to aid in the levelling process. 6. Too Warm: Check if the right "period" digit is flashing on the side console display. Flashing "period" indicates dispenser is on defrost cycle and therefore not currently cooling. If the defrost cycle time extends past twenty two (22) minutes and the dispenser is not cool, reset the defrost cycle by turning OFF the dispenser, wait ten (10) seconds before turning it back ON again. It should become cold after approximately twelve (12) minutes. 7. Freezing: Ice may have formed inside the product compartment. Follow cleaning procedures for Product Compartment on page 13. 8. Check that the condenser is not dirty. See page 17. 9. Check that the fan is operating. See page 17. 10. Adjust temperature following instructions on page 11. <p>If product temperature is still incorrect, contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</p>
<p>Dispenser is not level</p>	<ol style="list-style-type: none"> 1. Ensure no objects are under dispenser or dispenser feet. 2. Check that all four legs at the bottom corners of the dispenser are in place and secure. 3. Adjust legs to level dispenser. Place a bubble level on top of the dispenser to aid in the levelling process. 4. Ensure legs are not bent. Replace any bent or missing legs. <p>For replacement parts, contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</p>
<p>Ice or frost is in the product compartment</p>	<ol style="list-style-type: none"> 1. Check that the temperature inside the product compartment is between 32 °F/0 °C to 40 °F/4.4 °C. 2. If excessive ice or frost builds up it should be removed. Follow cleaning procedures for Product Compartment on page 13. 3. If ice continues to form regularly, adjust temperature following instructions on page 11. <p>Note: <i>Ice in the product compartment does not necessarily mean the temperature of the product is too cold.</i></p>
<p>Valve door is broken</p>	<p>A broken valve door must be replaced to ensure proper refrigeration, function and dispense amounts.</p> <p>For replacement parts, contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.</p>
<p>Red light in a product selection button is flashing</p>	<p>Low Level Indicator (Optional) An LED embedded in each product selection button starts to flash when product is getting low.</p>
<p>Red light in a product selection button remains on</p>	<p>Lockout Indicator (Optional) An LED embedded in each product selection button illuminates indicating product is empty or is locked out for cleaning.</p>

WIRING DIAGRAM



SERVICE AND WARRANTY

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

The Warranty (page 23) will be null and void if the dispenser is serviced by unqualified personnel. Under warranty, service technicians must be approved and dispatched by the SureShot Technical Assistance Center. The customer is responsible for all costs not approved by SureShot Dispensing Systems®.

Contact the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602 for approval.

If you are within the Warranty Period for your dispenser, please contact:

SureShot Technical Assistance Center
A.C. Dispensing Equipment, Inc.
1-888-777-9990 or 902-865-9602
www.sureshotdispensing.com
service@sureshotdispensing.com

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

Consumable parts may be ordered through the web site.

***Note:** The Serial Number, Model Number and Option Code of your dispenser are located on the Product Identification Label on the outside of the dispenser. Please refer to these numbers when contacting the SureShot Technical Assistance Center. These numbers are crucial in helping us provide prompt and effective service. This will save you time.*

Reshipment

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

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

No returns will be accepted without prior approval.

Obtain an authorized return number by contacting the SureShot Technical Assistance Center at 1-888-777-9990 or 902-865-9602.

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 WARRANTY REGISTRATION CARD IS NOT RETURNED TO A.C. DISPENSING EQUIPMENT INC. WITHIN 60 DAYS OF PURCHASE.

This Warranty is subject to the following conditions:

- This warranty applies to the original owner only and is not assignable.
- Only pre-authorized service agencies directed by A.C. Dispensing Equipment Inc. are to be utilized.
- Should any product fail to function in its intended manner under normal use within the limits defined in this warranty, at the option of A.C. Dispensing Equipment Inc., such product will be repaired or replaced by A.C. Dispensing Equipment Inc. or its Authorized Service Agency. A.C. Dispensing Equipment Inc. will be responsible only for charges incurred or service performed by its Authorized Service Agencies. The use of other than A.C. Dispensing Equipment Inc. Authorized Service Agencies will void this warranty and A.C. Dispensing Equipment Inc. will not be responsible for such work or any charges associated with such work. The closest A.C. Dispensing Equipment Inc. Authorized Service Agency must be used and must be dispatched by A.C. Dispensing Equipment Inc.

TIME PERIOD:

One year on parts and labour, effective from the date of purchase. The Authorized Service Agency may, at its option, require proof of purchase. Parts replaced under this Warranty are warranted for the unexpired portion of the original product warranty only. A service consultant is available to assist you during our normal business hours. All service-related issues will be addressed with a return telephone call by the next business day.

WARRANTY PROCEDURE:

1. Secure the Serial Number, Model Number and Option Code from the data label located on the outside of the equipment.
2. Call the number provided on the service label on the dispenser.
3. Our Technical Assistance Center staff will discuss the issue with you and, if necessary, dispatch a technician to your location for repairs. If after-hours or emergency service is required, A.C. Dispensing Equipment Inc. will not be responsible for any additional charges.
4. To order parts, call the service center and the appropriate parts will be sent to your location or that of the servicing agency.

The following conditions are not covered by this Warranty:

- Equipment failure related to improper installation, improper utility connection or supply or problems due to ventilation.
- Equipment that has not been properly maintained, calibration of controls, adjustments, damage from improper cleaning and water damage to controls.
- Equipment that has not been used in an appropriate manner or has been subject to misuse or misapplication, neglect, abuse, accident, alteration, negligence, damage during transit, delivery or installation, fire, flood, riot or act of God.
- Equipment on which the model number or serial number has been removed or altered.
- If the equipment has been changed, altered, modified or repaired by other than a qualified service technician during or after the warranty period, then the manufacturer shall not be liable for any damages to any person or to any property which may result from the use of the equipment thereafter.

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

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

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

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

A.C. Dispensing Equipment Inc.
100 Dispensing Way
Lower Sackville
Nova Scotia, Canada B4C 4H2
1-888-777-9990 or 1-902-865-9602
www.sureshotdispensing.com

SureShot[®]
DISPENSING SYSTEMS
www.sureshotdispensing.com

15/08/2014



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