



FlexoShot 2.0

REFRIGERATED DAIRY DISPENSER

MODELS AC110-V2, AC215-V2, AC220-V2, & AC330-V2

TABLE OF CONTENTS

INTRODUCTION	6	Loading a Bag-in-Box.....	18
MAIN EXTERIOR COMPONENTS	6	Removing a Bag-in-Box.....	20
MAIN INTERIOR COMPONENTS	7	DISPENSING PRODUCT.....	20
SPECIFICATIONS	8	SOFTWARE FEATURES.....	20
RECEIVING THE DISPENSER	8	SETTINGS PAGE.....	20
INSPECT FOR DAMAGE	8	REFRIGERATION	21
REGISTERING THE DISPENSER'S WARRANTY.....	8	NETWORK SETTINGS.....	23
SETTING UP THE DISPENSER	9	Language	23
WHERE TO PLACE THE DISPENSER	9	Display Units	23
SAFETY PRECAUTIONS	9	Temperature Units.....	23
POWER REQUIREMENTS.....	9	SYSTEM SETTINGS.....	24
TOOLS FOR SETUP AND MAINTENANCE .	10	Software Version.....	24
CLEANING THE DISPENSER.....	10	Set Date/Time	24
INSTALLING THE CUP GUIDE.....	10	Software Updates.....	25
INSTALLING THE CATCH TRAY (OPTIONAL PART).....	10	Driver(s) Update.....	26
CHANGING THE DOOR GRAPHIC.....	11	Factory Defaults.....	26
TURNING ON THE DISPENSER	12	Logs.....	26
SETTING THE LANGUAGE.....	12	Refrigeration Defaults.....	26
OPERATING THE DISPENSER.....	12	DIAGNOSTICS.....	27
LOADING PRODUCT.....	13	Display Temp	27
Preparing the Dispenser and Product.....	13	Control Temp	27
Prefilled Dairy Bags (Product Case).....	13	Compressor	27
Removing an Empty Dairy Bag.....	15	On/Off Time.....	27
Refillable Product Tank	16	CLEANING THE DISPENSER.....	28
Removing a Product Tank.....	18	RECOMMENDED CLEANING SCHEDULE .	28
Bag-in-Box	18	CLEANING INSTRUCTIONS	28
		Exterior and Dispenser Door.....	28
		Cup Guide.....	29

Catch Tray (Optional Part)	29
Product Case and Product Compartment	29
Product Tank, Lid, and Product Compartment	30
Product Ramp.....	30
Door Gasket.....	31
Valve Assembly.....	31

Condenser and Evaporator	33
--------------------------------	----

PREPARING FOR LONG TERM STORAGE . 33

TROUBLESHOOTING.....34

SERVICE AND WARRANTY36

USA AND CANADA WARRANTY.....37

LIST OF FIGURES

Figure 1: Main exterior components of model AC110-V2 (Product Tank).....	6
Figure 2: Main exterior components of model AC215-V2 (Product Cases).....	6
Figure 3: Main interior components of model AC215-V2 (Product Cases).....	7
Figure 4: Main interior components of model AC330-V2 (Product Tanks).....	7
Figure 5: Installing the cup guide.....	10
Figure 6: Installing a tall catch tray	10
Figure 7: Illuminated door display.....	11
Figure 8: Open door display panel	11
Figure 9: Remove graphic from door display panel	11
Figure 10: Door display	12
Figure 11: Product ID magnets.....	13
Figure 12: Lower dairy bag into product case	13
Figure 13: Product case with dairy bag installed	14
Figure 14: Top ring of bag fitment must be resting on product case floor.....	14
Figure 15: Removing the valve insert	14
Figure 16: Correct tube placement in valve opening.....	15
Figure 17: Reinstall the valve insert.....	15
Figure 18: Cut the tube	15
Figure 19: Product tank.....	16
Figure 20: Assemble tank lid	16
Figure 21: Secure tank lid.....	16
Figure 22: Installing the tube on the tank spout.....	16
Figure 23: Remove the valve insert	17
Figure 24: Place tank in the product compartment.....	17
Figure 25: Correct tube placement in valve opening.....	17
Figure 26: Reinstall the valve insert.....	17
Figure 27: Fill tank with product.....	18
Figure 28: Bag-in-box and SureShot product ramp	18
Figure 29: Product ramp.....	18
Figure 30: Remove the valve insert	19
Figure 31: Load a new bag-in-box.....	19
Figure 32: Correct tube placement in valve opening.....	19
Figure 33: Reinstall the valve insert.....	19
Figure 34: Cutting the tube.....	20

Figure 35: Door display	20
Figure 36: Default settings page	20
Figure 37: Refrigeration icon.....	21
Figure 38: Refrigeration page.....	21
Figure 39: Refrigeration setting row	22
Figure 40: Refrigeration temperature calibration	22
Figure 41: Network settings icon.....	23
Figure 42: Network page.....	23
Figure 43: System settings icon.....	24
Figure 44: System settings page	24
Figure 45: Setting the date and time	24
Figure 46: USB drive plugged into the USB port.....	25
Figure 47: Software updates selected	25
Figure 48: Factory defaults dialog box.....	26
Figure 49: Diagnostics icon	27
Figure 50: Diagnostics page.....	27
Figure 51: Compressor performance data.....	27
Figure 52: Remove upper front panel	31
Figure 53: Remove the valve insert	31
Figure 54: Remove dispense handle(s).....	32
Figure 55: Remove plunger	32
Figure 56: Evaporator and Condenser	33
Figure 57: Product identification label.....	36

LIST OF TABLES

Table 1: Recommended cleaning schedule	28
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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 AC215-V2 (Product Cases)

MAIN INTERIOR COMPONENTS



Figure 3: Main interior components of model AC215-V2 (Product Cases)

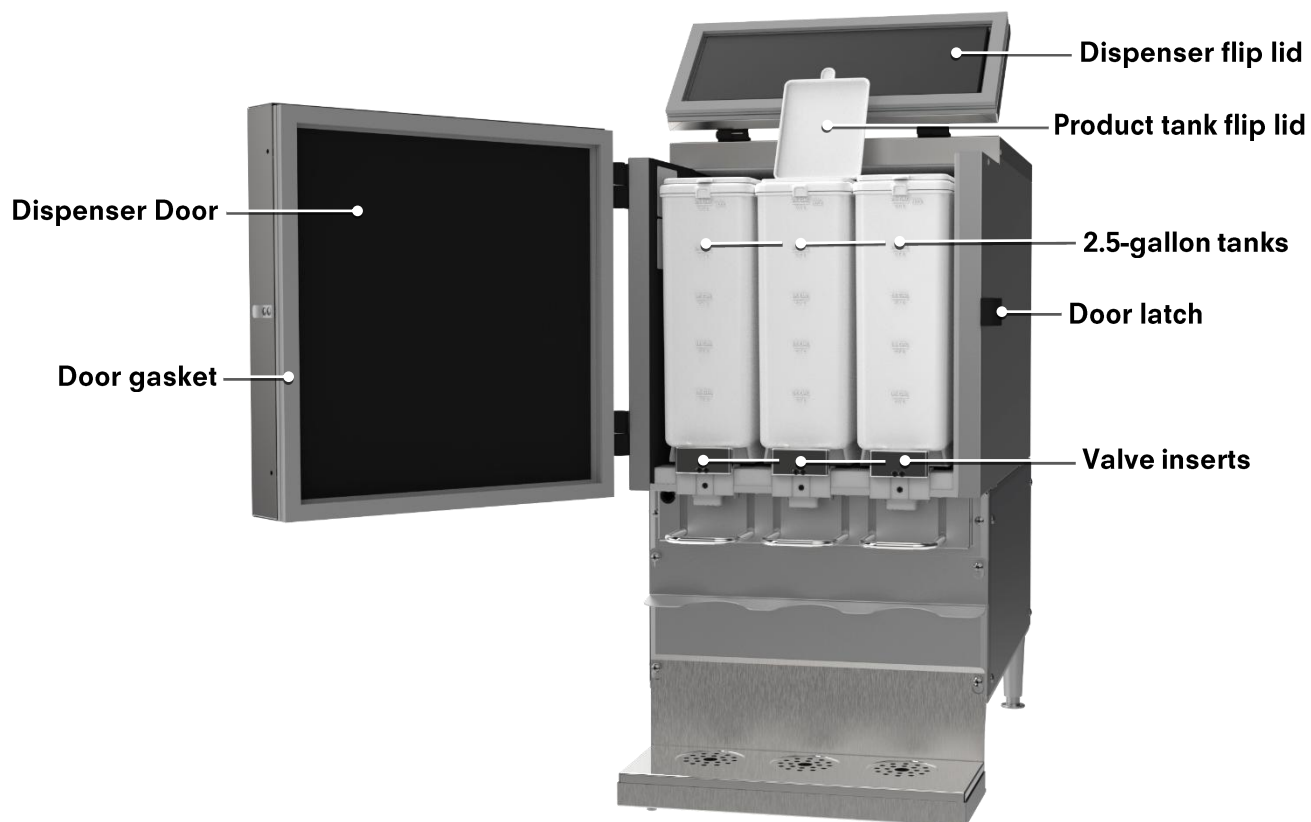


Figure 4: Main interior components of model AC330-V2 (Product Tanks)

SPECIFICATIONS

AC110 One product	Product Tank Dispenser Flip Lid 1" Legs	Weight (empty)	64 lbs / 29 kg
		Dimensions (WxHxD)	9.4" x 25.75" x 27.5" (23.9 x 65.4 x 70 cm)
AC215 Two products	Product Cases 4" Legs	Weight (empty)	82 lbs / 37 kg
		Dimensions (WxHxD)	12.9" x 28.5" x 27.5" (32.8 x 72.4 x 70 cm)
AC220 Two products	Product Tanks Dispenser flip lid 4" Legs	Weight (empty)	82 lbs / 37 kg
		Dimensions (WxHxD)	12.9" x 28.75" x 27.5" (32.8 x 73 x 70 cm)
AC330 Three products	Product Tanks Dispenser flip lid 4" Legs	Weight (empty)	84 lbs / 38 kg
		Dimensions (WxHxD)	15.4" x 28.75" x 27.5" (39.1 x 73.0 x 70 cm)

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.



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888 777-9990 (USA & Canada)
+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

1. Align the two keyholes on the cup guide with the screws at the top of the front panel.
2. Gently pull the cup guide down to secure it in place.



Figure 5: Installing the cup guide

INSTALLING THE CATCH TRAY (OPTIONAL PART)

For models with a counter catch tray (dispensers with 1" legs), 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 (dispensers with 4" legs), 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.



Figure 6: Installing a tall catch tray

CHANGING THE DOOR GRAPHIC

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



Figure 7: Illuminated door display
Actual door graphic may not be exactly as shown.

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

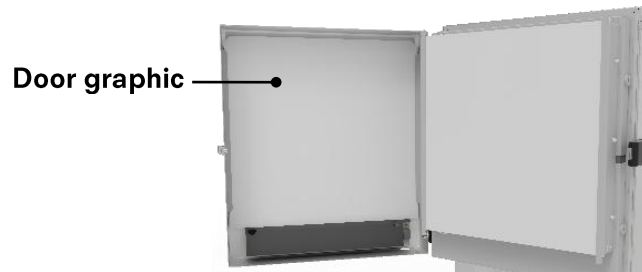


Figure 8: Open door display panel

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

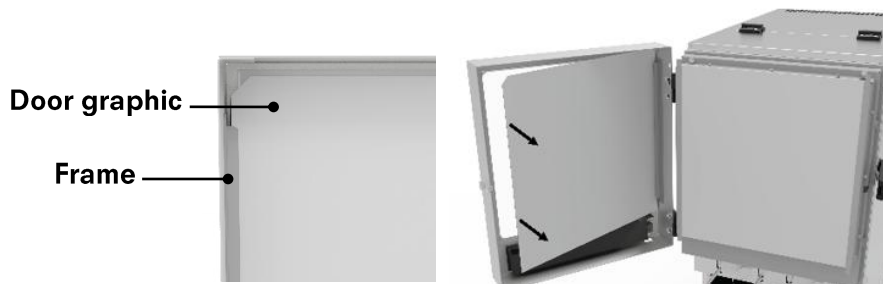


Figure 9: Remove graphic from door display panel

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

TURNING ON THE DISPENSER

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

Follow these steps to turn on the dispenser:

1. Plug the power cord into 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 door 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.

OPERATING THE DISPENSER

Door Display and Menu Buttons

During regular operation, the door display remains in sleep mode. To view the product compartment temperature in the display, press any button. Press and hold the settings button for four seconds to access the software features. If left idle for one minute, the display will return to sleep mode.

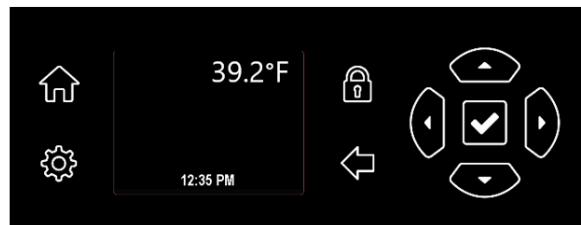







Figure 10: Door display

Menu Buttons

	Home button: Press the home button to return to dispense mode from any page in settings.
	Settings button: Press and hold the settings button to access the software pages.
	Lock button: To disable the menu buttons for cleaning, press and hold the lock button for one second until LOCKED appears in the display. To re-enable the menu buttons, press and hold the lock button again until the display returns to normal operating mode.
	Back button: Press the back button to return to the previous screen.
	Navigation buttons: Use the arrow buttons to navigate through the pages in the software settings. Use the ✓ button to select OK.

LOADING PRODUCT

SureShot dispensers are designed to accommodate three types of product packaging. Product may be packaged in a single-use 10L, 2.5G, or 7.5L prefilled bag (contained in a SureShot product case), cartons (poured into a SureShot refillable tank), or a bag-in-box (used with a SureShot product ramp).

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 11: Product ID magnets

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/sanitize hands and/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.

Loading a Product Case

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

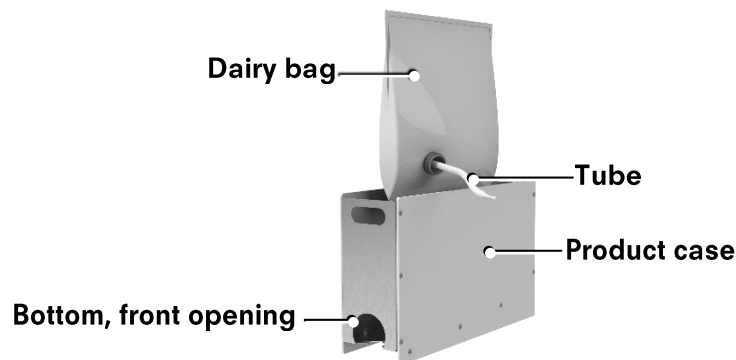


Figure 12: Lower dairy bag into product case

2. Remove as many wrinkles as possible from the bag to maximize product flow and evacuation.

3. 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.

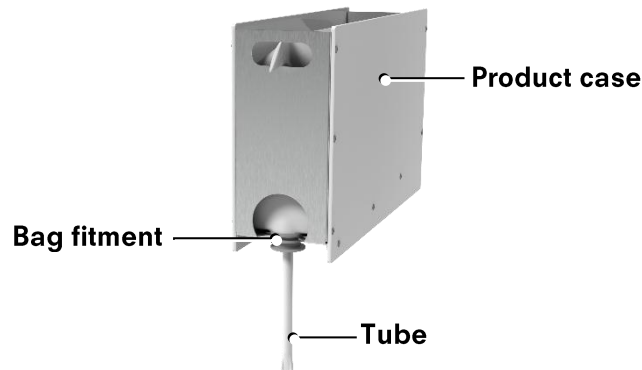


Figure 13: Product case with dairy bag installed

4. Locate the top ring on the bag fitment (i.e., the ring closest to the bag). Slide the top ring of the fitment into the product case opening so that it is resting on the product case floor.

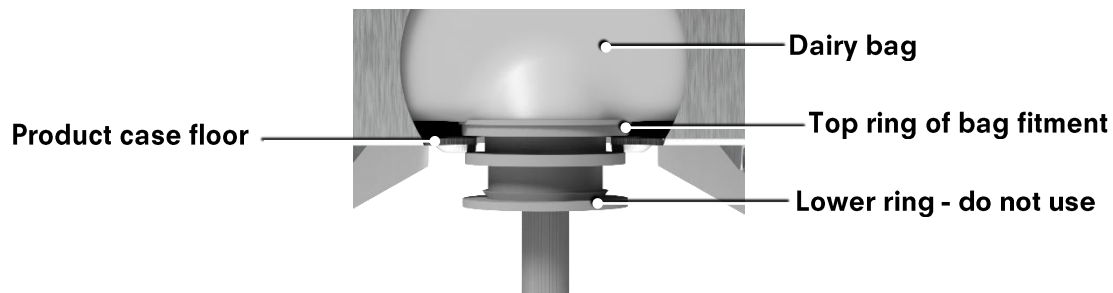


Figure 14: Top ring of bag fitment must be resting on product case floor

5. Open the dispenser door and locate the correct valve.
6. With one hand, push down and hold the dispense handle, and with the other hand push down on the valve insert to remove it from the valve assembly.

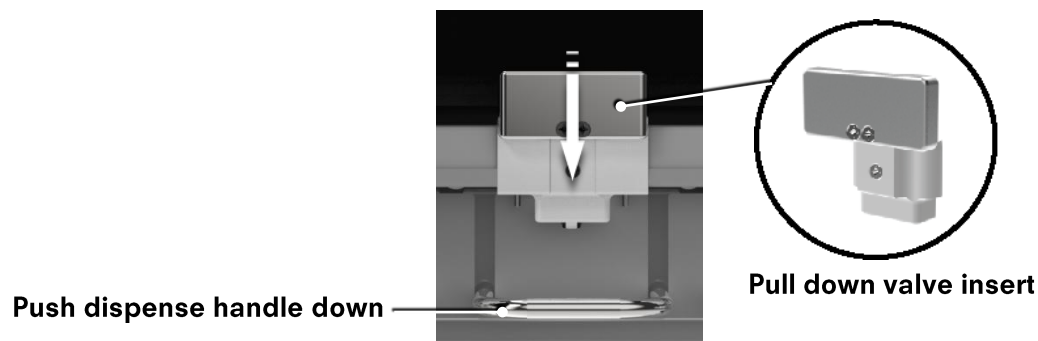


Figure 15: Removing the valve insert



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

7. Insert the product case into the product compartment with the tube facing out.
8. Remove and discard the plastic covering on the tube, if present.

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

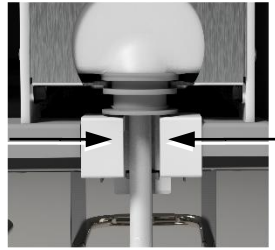


Figure 16: Correct tube placement in valve opening

10. To reinstall the valve insert, push down and hold the dispense handle with one hand and with the other hand slide the valve insert back up into the valve assembly.

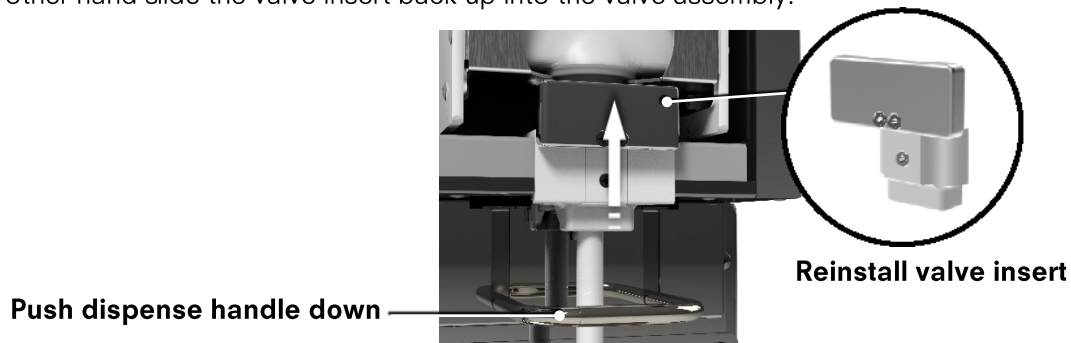


Figure 17: Reinstall the valve insert

11. Fold up the tube, pinching it just below the valve, and push down on the dispense handle a couple of times to move product from the tube into the bag. This will prevent spraying when the tube is cut.
12. Use sanitized, sharp scissors to carefully cut the tube straight across and level with the bottom of the valve. Close the dispenser door and discard the cut portion of the tube.

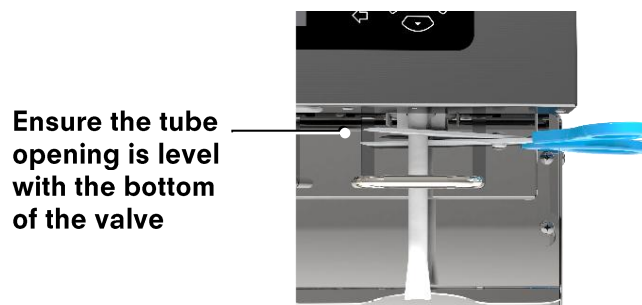


Figure 18: Cut the tube

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. With one hand, push down and hold the dispense handle, and with the other hand push 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. 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.

Refillable Product Tank

Prechilled product is poured from its original packaging into a SureShot refillable tank.



Figure 19: Product tank

1. If separated, locate the hinge on the tank lid and connect the two pieces.

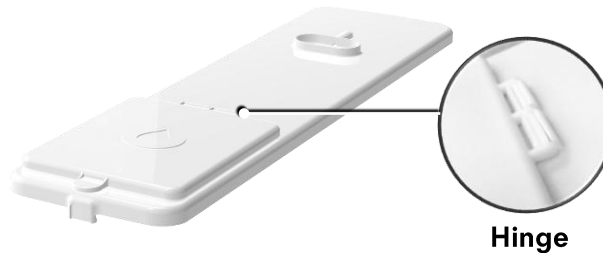


Figure 20: Assemble tank lid

2. Place the lid on the tank and secure in place using the front and back lock tabs.

**Lock tab on front
of tank lid**



Figure 21: Secure 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.

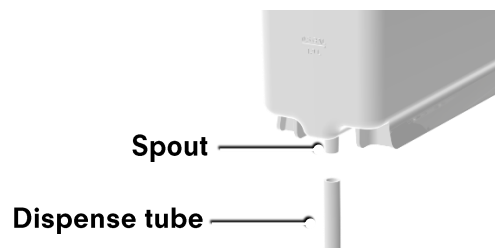


Figure 22: Installing the tube on the tank spout



Attach a new dispense tube with every tank cleaning.

4. Open the dispenser door and locate the correct valve.
5. With one hand, push down and hold the dispense handle, and with the other hand push down on the valve insert to remove it from the valve assembly.

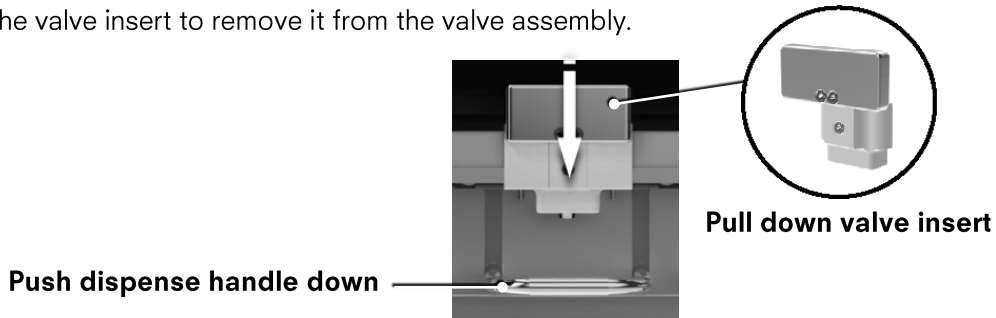


Figure 23: Remove the valve insert



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 above the correct valve with the tube facing out.



Figure 24: Place tank in the product compartment

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

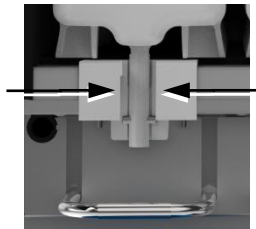


Figure 25: Correct tube placement in valve opening

8. To reinstall the valve insert, push down and hold the dispense handle with one hand and with the other hand slide the valve insert back up into the valve assembly.

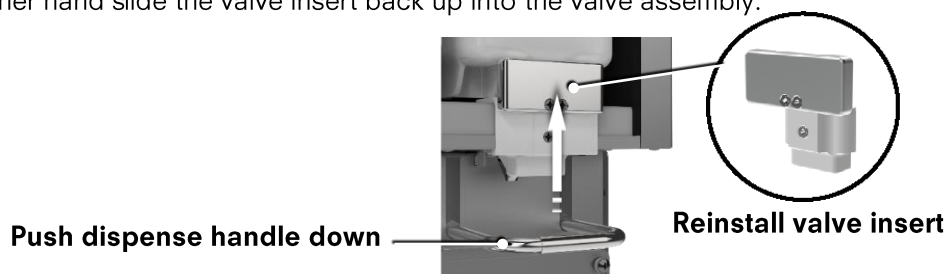


Figure 26: Reinstall the valve insert

9. Open the dispenser flip lid and tank flip lid.

10. Fill the tank with the correct, prechilled product type (between 35°F-40°F / 1.7°C-4.4°C).



Figure 27: Fill tank with product

11. Close the product tank flip lid, dispenser flip lid, and dispenser door.

Removing a Product Tank

1. Open the dispenser door.
2. Place a container under the dispense point to catch any residual product that may drain when the valve insert is removed.
3. With one hand, push down and hold the dispense handle, and with the other hand push 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. Allow any residual product to drain. If required, pinch the tube shut to reduce drips and remove the tank from the product compartment.
5. Remove and discard the tube and any residual product.
6. Clean the product tank and tank lid. Refer to the **Product Tank** section under **Cleaning the Dispenser** in this manual for cleaning instructions.

Bag-in-Box

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

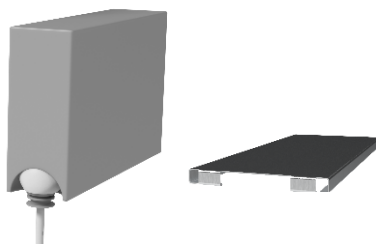


Figure 28: Bag-in-box and SureShot product ramp

Loading a Bag-in-Box

1. Open the dispenser door.
2. Place a clean product ramp in the product compartment with the ramp slanting down toward the front of the dispenser.



Figure 29: Product ramp

3. With one hand, push down and hold the dispense handle, and with the other hand push down on the valve insert to remove it from the valve assembly.

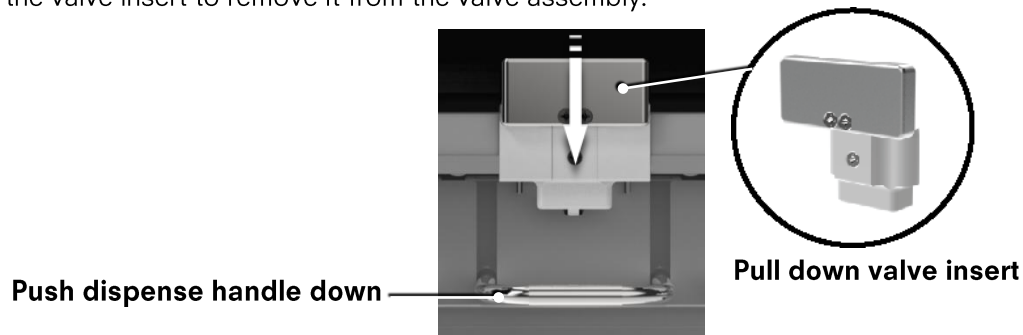


Figure 30: Remove the valve insert

4. Place a new bag-in-box in the product compartment with the tube facing out.



Figure 31: Load a new bag-in-box

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

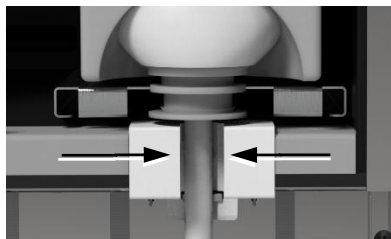


Figure 32: Correct tube placement in valve opening

6. To reinstall the valve insert, push down and hold the dispense handle with one hand and with the other hand slide the valve insert back up into the valve assembly.

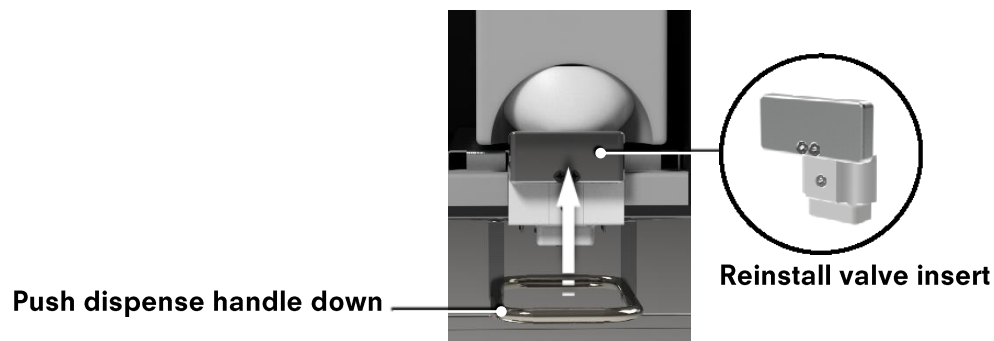


Figure 33: Reinstall the valve insert

7. Fold up the tube, pinching it just below the valve, and push down on the dispense handle a couple of times to move product from the tube into the bag. This will prevent spraying when the tube is cut.
8. 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

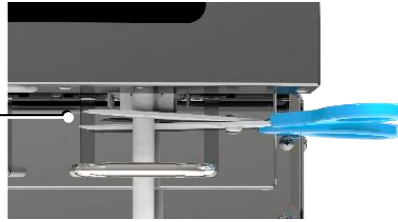


Figure 34: Cutting the tube

Removing a Bag-in-Box

1. Open the dispenser door.
2. Place a container under the dispense point to catch any residual product that may drain when the valve insert is removed.
3. With one hand, push down and hold the dispense handle, and with the other hand push 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. Allow any residual product to drain. If required, pinch the tube to reduce drips.
5. Remove and discard the empty bag-in-box.

DISPENSING PRODUCT

1. Place a cup under the correct dispense point.
2. Gently push down on the handle to dispense product.

SOFTWARE FEATURES

SETTINGS PAGE

1. To access the settings page, press and hold the **settings button** for 4 seconds.

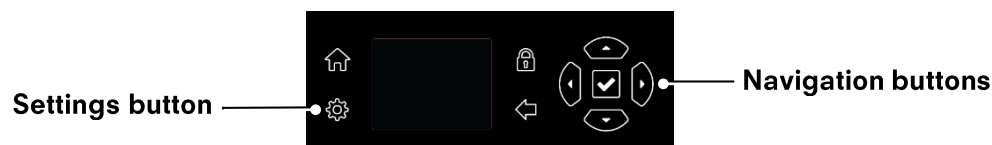


Figure 35: Door display

2. Use the **navigation buttons** to move around the settings pages.

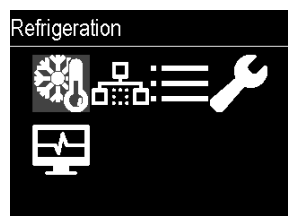


Figure 36: Default settings page

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.

REFRIGERATION

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

The product temperature must be between 34°F to 40°F (1.1°C to 4.4°C) at all times. The dispenser's temperature setting may need to be adjusted slightly, depending on the environment. Do not make any adjustments before verifying the temperature of the product.

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 37: Refrigeration icon

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

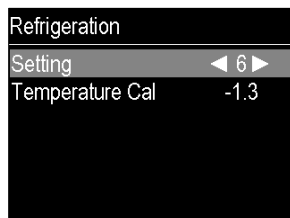


Figure 38: Refrigeration page

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

Change the Refrigeration Setting

Dairy product must be left in the dispenser's refrigerated product compartment for at least 24 hours before measuring the product's temperature. **Verify the product temperature before adjusting the dispenser's 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 4-10 and the dispenser left to stabilize for 4-6 hours before making any further adjustments. The average temperature range is 6-10. Under normal operating conditions, the lower temperature settings (0-3) should never be used. The higher temperature settings (11-12) are rarely used.

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.

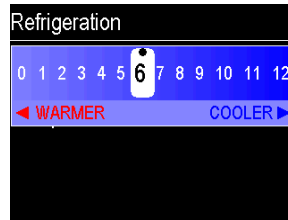


Figure 39: Refrigeration setting row

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., $38^{\circ}\text{F} - 40^{\circ}\text{F} = -2$).

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., $2^{\circ}\text{C} - 1.7^{\circ}\text{C} = 0.3$).

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 40: 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.

NETWORK SETTINGS

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 41: Network settings icon

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

Network - Disconnected	
Ethernet:	Enabled
DHCP:	Enabled
IP Address:	0.0.0.0
Subnet:	0.0.0.0
Gateway:	0.0.0.0
DNS:	0.0.0.0

Figure 42: 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 **☑ button** to change the setting to Enabled. Wait approximately 5 seconds for the display to change from Disabled to Enabled. Press the **☑ button** again to change the setting back to Disabled.

When the Ethernet 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.

Language

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

Display Units

Change the volume display units to either gallons or liters.

Temperature Units

Change the temperature display to either Fahrenheit or Celsius.

SYSTEM SETTINGS

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 43: System settings icon

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

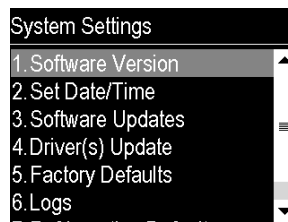


Figure 44: System settings page

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 **✓ button**. The first software version page is displayed.
3. Press the **left or right navigation button** to scroll through each page.

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 **✓ button**. The 12-hour/24-hour field is highlighted.

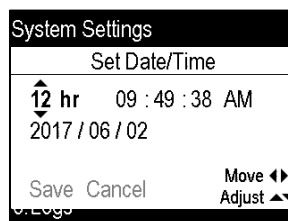


Figure 45: Setting the date and time

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 **☑ button**. If **Save** was selected in the previous step, the display will show **System Settings – Saved**.

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

Software Updates

Software updates are completed using a standard USB drive 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 dispenser to factory defaults. Once the software update is complete, load product (dairy bag, product tank, or bag-in-box).

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

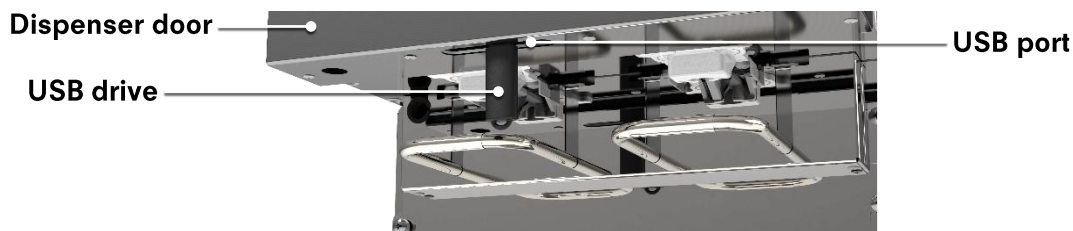


Figure 46: USB drive plugged into the USB port

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

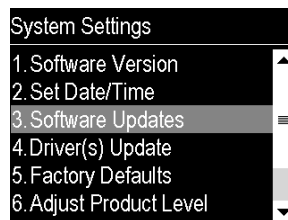


Figure 47: Software updates selected

3. Press the **☑ button**.
4. The display will show **Searching...** for approximately 10 seconds or less before listing 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 (**SURESHOT.UPD**) is highlighted.
5. Press the **☑ button**. While the file is being copied to the dispenser, the file name will highlight in green from left to right indicating the copy progress. This will take approximately one minute.
6. When the display turns white, the file has been successfully copied and the new software is now being installed. Installation will take approximately one minute.
7. When the installation of the new software is complete, the display will return to dispense mode.
8. Remove the USB drive and replace the rubber cover protecting the USB port.
9. Load product (dairy bag, product tank, or bag-in-box).



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, firmware.

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`, 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.

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 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.

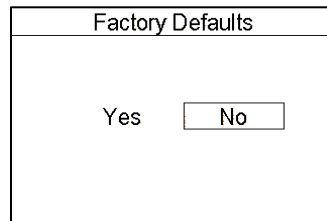


Figure 48: Factory defaults dialog box

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`.

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`).

DIAGNOSTICS

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

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 diagnostics icon is highlighted.



Figure 49: Diagnostics icon

3. Press the **☑ button** to view the diagnostics page.

Diagnostics	
Display Temp	43.1°F
Control Temp	32.6°F
Compressor	On
On Time	1 min ▶

Figure 50: Diagnostics page

4. Use the **up or down navigation button** to highlight a data type (e.g., *Display Temp*).
5. 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 **☑ 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 51: Compressor performance data

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">• Exterior and dispenser door• Catch tray and cup guide• Valve area and dispense handles
Inspect and clean as required when new product is loaded. Refillable tanks must be thoroughly cleaned, and tubes replaced regularly.	<ul style="list-style-type: none">• Product case• Refillable product tank and lid• Product ramp• Product compartment
Once a month or more frequently as required	<ul style="list-style-type: none">• Valve assembly• Door gasket
Every six months	<ul style="list-style-type: none">• Condenser and evaporator• Fan and inner body

Table 1: Recommended cleaning schedule

CLEANING INSTRUCTIONS

A stainless-steel cleaner is recommended for stainless-steel surfaces. Spray cleaner on a clean cloth and wipe the exterior. Do not use stainless-steel cleaner on the button panel or any plastic parts. Do not use any ammonia-based cleaners, such as a window cleaner.

Exterior and Dispenser Door

1. Press and hold the **lock button** on the button panel until the display shows **LOCKED**.
2. Wipe the door display and graphic window 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 unlock the display and menu buttons.



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

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.

Product Case 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 the valve insert is removed.
3. With one hand, push down and hold the dispense handle, and with the other hand push down on the valve insert to remove it from the valve assembly.
4. Remove the product case(s) from the product compartment.
5. Remove the empty bag from the product case.
6. Wash the product case:
 - 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. Dry thoroughly with a soft cloth or air-dry.
8. With the product case removed, wipe inside the product compartment using a soft cloth dampened with warm, clean, and soapy water.
9. Wipe using a soft cloth dampened with warm, clean water.
10. Dry thoroughly with a soft cloth.
11. Load the product case(s) into the product compartment. Refer to **Loading Product** for detailed instructions.
12. Close dispenser door.

Product Tank, 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 the valve insert is removed.
3. With one hand, push down and hold the dispense handle, and with the other hand push down on the valve insert 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 and tube from the tank. Discard the tube.
6. Wash the product tank and lid:
 - 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 and lids.
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. Install a new SureShot 2" dispense tube onto the spout of the tank. The tube must be replaced every 72 hours with cleaning.
14. If separated, attach the two parts of the tank lid.
15. Place the lid on the product tank and lock in place.
16. Load the product tank into the product compartment. Refer to **Loading Product** for detailed instructions.
17. Close the dispenser door.

Product Ramp

1. Open the dispenser door.
2. Place a container under the dispense point to catch any residual product that may drain when the valve insert is removed.
3. With one hand, push down and hold the dispense handle, and with the other hand push down on the valve insert to remove it from the valve assembly.
4. Remove and discard the empty bag-in-box from the product compartment.
5. Remove the product ramp(s).
6. If a dishwasher is available, clean the product ramp(s) on the full wash cycle. To clean by hand, wash in hot water (minimum 140°F/60°C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.
7. Rinse well with warm, clean water and sanitize.
8. Air-dry thoroughly.
9. Place the clean ramp(s) into the product compartment. Refer to **Loading Product** for detailed instructions.
10. 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. The dispense tube is centered in the valve block, and held in place by the valve insert and plunger. The product case(s), product tank(s), and bag-in-box with ramp(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; and an approved sanitizing agent.

1. Turn off the dispenser.
2. Open the dispenser door.
3. Remove the cup guide.
4. Use a screwdriver to remove the two screws holding the upper front panel in place. Carefully remove the grommet from the panel without pulling on the door cords.

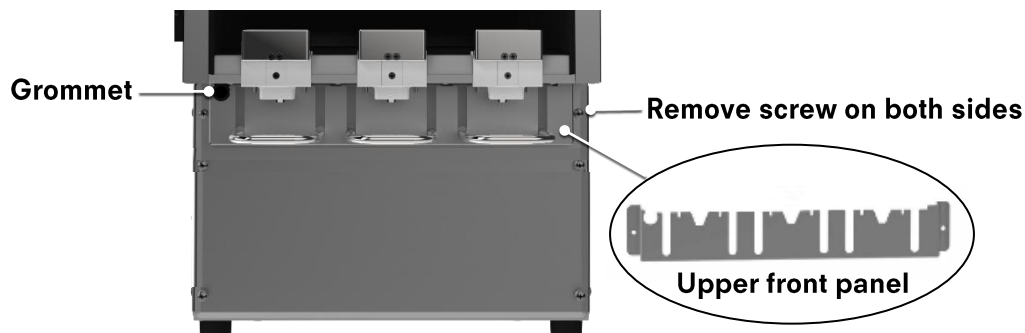


Figure 52: Remove upper front panel

5. With one hand, push down and hold the dispense handle, and with the other hand push 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.

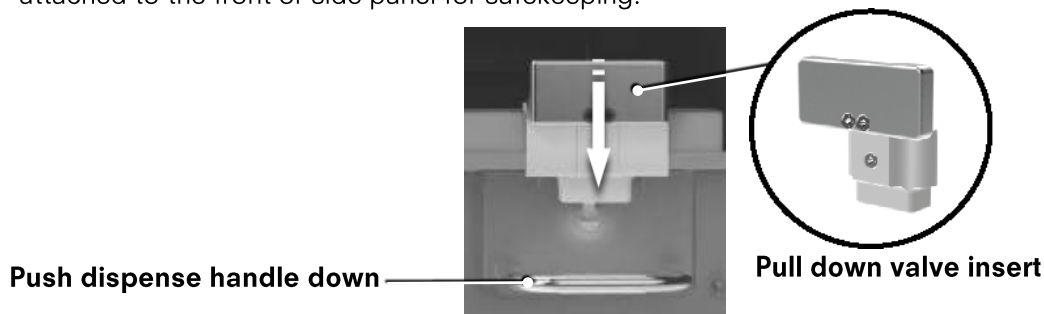


Figure 53: Remove the valve insert

6. Remove each dispense handle by lifting the handle up slightly to release it.

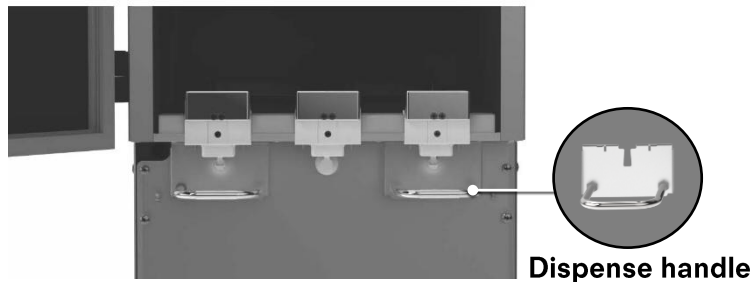


Figure 54: Remove dispense handle(s)

7. Pull the plunger straight out from the valve assembly.

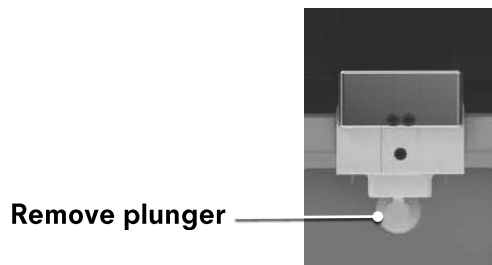


Figure 55: Remove plunger

8. Clean, rinse, and sanitize the valve insert, plunger, and dispense handle.
9. Dry thoroughly with a soft cloth.
10. Wipe the inside and 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.
11. Wipe using a soft cloth dampened with warm, clean water.
12. Dry thoroughly with a soft cloth.
13. Insert the clean plunger.
14. Reinstall the dispense handle(s).
15. Using a screw driver reattach the upper front panel.
16. Reinstall the cup guide.
17. Turn on the dispenser.
18. Load a product case, clean product tank, or ramp and bag-in-box. Refer to **Loading Product** for detailed instructions.

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.

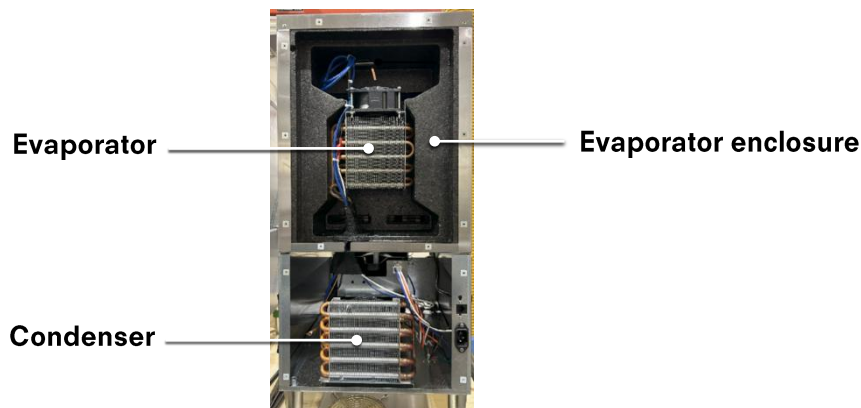


Figure 56: Evaporator and Condenser

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), tank(s), or ramp(s) from the product compartment. Discard residual product.
3. Thoroughly clean the product compartment, product case(s), tank(s), ramp(s), and valve assembly.
4. Store the cleaned product case(s), tank(s), or ramp(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), ramp(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.

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	<p>Verify the following:</p> <ol style="list-style-type: none"> 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. 2. The power switch is in the on position. 3. The dispenser's circuit breaker has not tripped. <ol style="list-style-type: none"> a. Turn off the dispenser b. Locate and depress the circuit breaker below the power switch to make sure it has not tripped. <ul style="list-style-type: none"> • No white should be showing. If white is showing on the top of the breaker, it has tripped. • The switch will make a clicking noise when depressed. c. Turn on the dispenser.
Product is not dispensing	<ol style="list-style-type: none"> 1. The dispenser is plugged in and turned on. 2. Product loading procedures have been followed. 3. The dispense tube is not twisted, kinked, pinched, or blocked. 4. Product is not frozen in the tube. 5. The valve assembly is clean. 6. Plunger is not damaged.
Dispenser is leaking product or water	<p>Verify the following for leaking product:</p> <ol style="list-style-type: none"> 1. Valve insert is installed correctly. 2. Dispense tube is aligned in the center of the valve. 3. If using a dairy bag, it's not leaking and dispense tube does not have any holes or cracks. 4. If using a dairy bag, fitment is securely attached to the bag. 5. The valve assembly is clean, assembled and installed correctly. 6. Plunger is not broken. <p>Leaking water from underneath the dispenser:</p> <ol style="list-style-type: none"> 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 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. 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.

Problem	Action
Product temperature is too warm or too cold	<p>Verify the following:</p> <ol style="list-style-type: none"> 1. The dispenser is not too close to a heat-generating source, such as a coffee maker, heat lamp, or direct sunlight. 2. There is a minimum 1" (2.5 cm) air space on all sides of the dispenser. 3. Condenser fan (located behind the condenser) is clean and free of obstruction. Remove lower back panel to access the condenser and fan. 4. Condenser is clean. 5. Dispenser is level. The dispenser must be level for the refrigeration system to operate properly. 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. 7. Nothing is obstructing the intake holes on the underside of the dispenser. 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. 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 4-6 hours before making another adjustment.

SERVICE AND WARRANTY

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

The warranty will be null and void if the dispenser is serviced by unqualified personnel. Under warranty, service technicians must be approved and dispatched by the SureShot Solutions Technical Assistance Center. The customer is responsible for all costs not approved by SureShot Solutions.

Contact the SureShot Solutions Technical Assistance Center at 888 777-9990 (USA & Canada) or +1 902 865 9602 for approval.

If you are within the warranty period for your dispenser, please contact:

SureShot Solutions Technical Assistance Center
A.C. Dispensing Equipment Inc.
888 777-9990 (USA & Canada) or +1 902 865 9602
www.sureshotsolutions.com
service@sureshotsolutions.com

If your warranty has expired, feel free to contact the SureShot Solutions Technical Assistance Center for telephone support. If you require on-site repairs, please contact your local Service Technician.

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



The serial number 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.

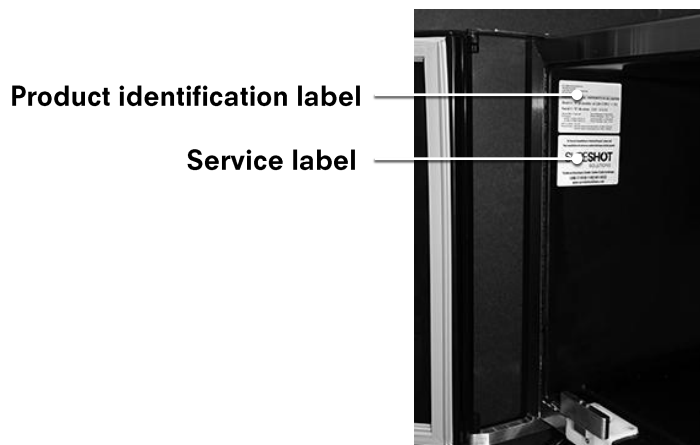


Figure 57: Product identification label

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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