

SUGARSHOT 2.0
SUGAR DISPENSER
MODEL AC1-GP

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INTRODUCTION

MAIN COMPONENTS

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

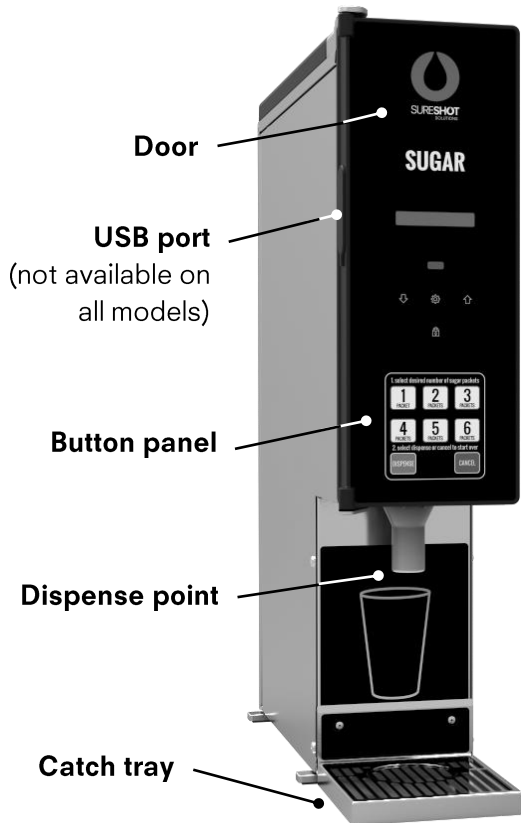


Figure 1: Main exterior components of the SugarShot 2.0 sugar dispenser

Door cord

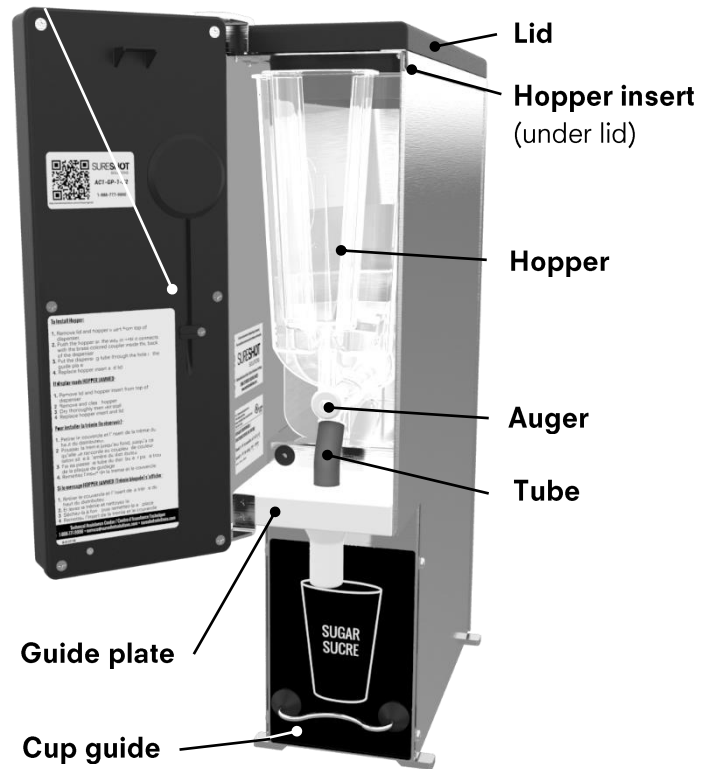




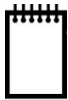
Figure 2: Main interior components of the SugarShot 2.0 sugar dispenser

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

SPECIFICATIONS

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

LEGEND



Note icon

Used for explanations and reminders.



Tip icon

Used for information that will help the dispenser perform better.



Caution icon

Used for actions or functions that could cause damage to the dispenser or to users.

RECEIVING THE DISPENSER

INSPECT FOR DAMAGE

Do not accept shipment if damage is extensive. Always note damage in detail with the carrier whether shipment is accepted or refused as proof for damage claims.

If damage is found after accepting shipment:

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



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

REGISTERING THE DISPENSER'S WARRANTY

You must register your dispenser's warranty within 60 days of purchase.

Register online



sureshotsolutions.com/r/wreg

Register by phone



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

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

SETTING UP THE DISPENSER

WHERE TO PLACE THE DISPENSER



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

SAFETY PRECAUTIONS

Always follow these safety precautions. Failure to do so will void the warranty.

- Always plug the dispenser into an approved, grounded electrical outlet.
- Unplug the dispenser from its power source before servicing.
- Do not immerse the dispenser in water.
- This dispenser must not be cleaned using a water jet or installed in an area where a water jet may be used.
- This dispenser is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, and it is not intended for use by those with a lack of experience and knowledge, unless they are supervised or given instruction concerning the use of the dispenser by a person responsible for their safety.
- Children should be supervised when in the vicinity of the dispenser to ensure that they do not play with it.
- Observe all safety precautions with this dispenser that you would with any electrical appliance.
- The auger is powered by a motor with a turning shaft located inside the hopper. To avoid possible injury or equipment damage, keep hands and objects clear of the auger and shaft when equipment is plugged in.

POWER REQUIREMENTS

This dispenser requires a power source receptacle with specifications as indicated on the product identification label. For more information on this, please refer to the specifications listed within the INTRODUCTION section of this manual.



The power cord has a 3-prong attachment plug. This plug is designed to fit a receptacle with provisions for a grounding stud. The dispenser must be operated on grounded electrical wiring at all times. Failure to do so will void the warranty.

INSTALLING THE CUP GUIDE

For models with a cup guide, follow these instructions to install it:

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

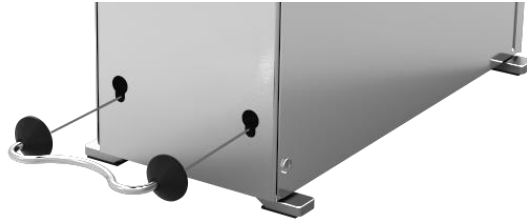


Figure 3: Install the cup guide

INSTALLING THE CATCH TRAY

For models with a catch tray, follow these instructions to install it:

1. Insert the screw heads of the catch tray into the keyholes on the bottom front of the dispenser.
2. Gently pull the catch tray down to secure it to the dispenser.



Figure 4: Catch tray

TURNING ON THE DISPENSER

The dispenser has a 3-prong, detachable AC power cord. There is no on/off switch on the dispenser. When you plug the dispenser into an active electrical outlet, the dispenser will turn on.



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

Follow these steps to turn on the dispenser:

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

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

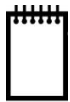
SETTING THE LANGUAGE

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

CLEANING THE DISPENSER

Before using the dispenser for the first time, it must be thoroughly cleaned and dried. The dispenser also needs to be cleaned on a regular basis to keep it operating efficiently. For cleaning instructions, refer to the CLEANING THE DISPENSER section of this manual.

OPERATING THE DISPENSER



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

INSTALLING THE HOPPER

To install the hopper, follow these instructions.

1. Open the door of the dispenser. Remove the lid and hopper insert by lifting them straight up and off the dispenser.
2. Remove the hopper from the dispenser.
3. Attach the tube to the hopper by pushing one end of the tube over the barbed fitting on the front of the hopper.
4. Place the hopper back into the dispenser. To do this, hold the hopper upright and level, and slide it straight back until the hopper connects with the coupler inside the back of the dispenser.
5. Replace the hopper insert and lid on top of the dispenser.
6. Put the tube through the holes in the guide plate and the dispense point.
7. Close the door.

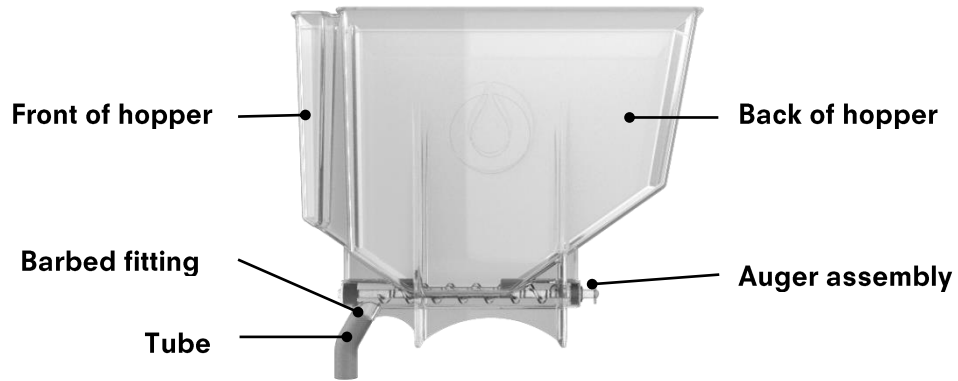


Figure 5: Hopper



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



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

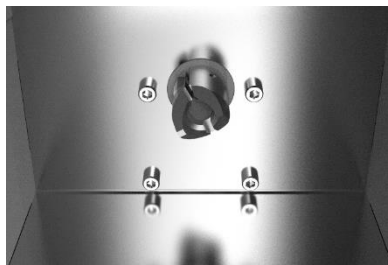


Figure 7: Coupler inside the back of the dispenser

FILLING THE HOPPER



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

To fill the hopper with sugar, follow these instructions.

1. Remove the lid from the dispenser.
 - a. Set the lid on a clean, dry surface so it can be replaced without adding moisture or other contamination to the product.
2. Make sure there are no sugar clumps in your sugar. Sift sugar to remove any clumps. Carefully pour sugar into the hopper.



Figure 8: Add sugar

3. Make sure the hopper is filled completely, but don't overfill it above the top edge of the hopper.



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

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



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



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

BUTTON PANEL

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

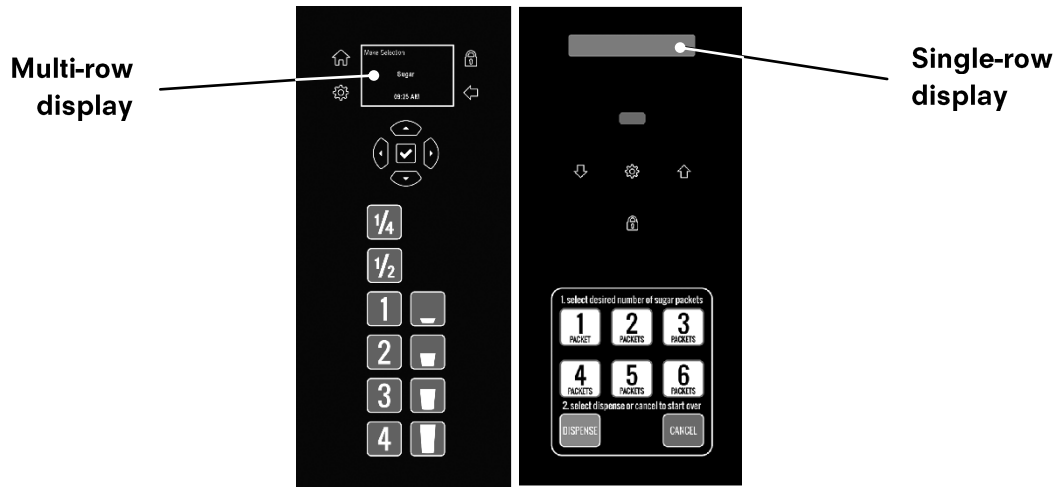


Figure 9: Button panel styles

Button Panel with Multi-Row Display

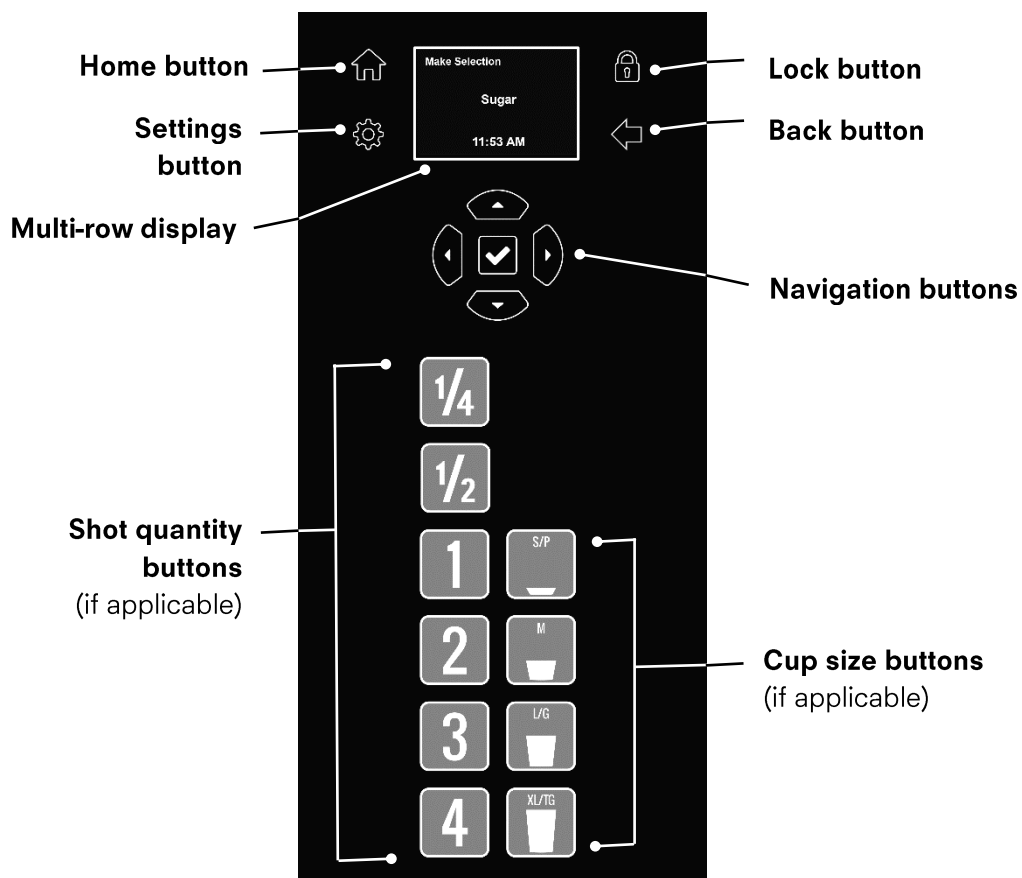


Figure 10: Button panel with multi-row display and navigation buttons

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

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

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

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

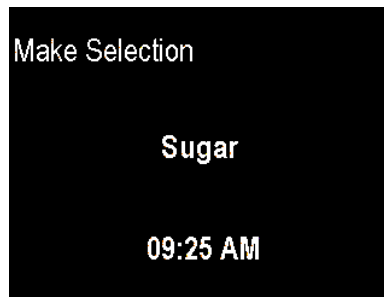


Figure 11: Multi-row display in normal operating mode

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



Figure 12: Button panel lock indicator

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

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

Shot quantity buttons: These buttons multiply the amount of sugar servings dispensed. For example, if you press the $\frac{1}{2}$ button, it would multiply the dispense amount by 0.5 so that half of a serving of sugar is dispensed.

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

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

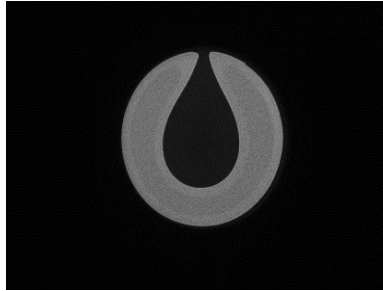


Figure 13: SureShot symbol

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

- Flashing Red – critical: `HOPPER JAMMED`. For more information on this, please refer to the `TROUBLESHOOTING` section of this manual.
- Flashing yellow – non-critical: `PRODUCT LOW` (Figure 14) or `DISPENSING DISABLED` (Figure 15). Solid yellow for `LOCKED`. For more information on product low, please refer to the instructions for filling the hopper in the `OPERATING THE DISPENSER` section of this manual. Dispensing becomes disabled when the door is open or the hopper lid is removed; the dispenser will not dispense for safety reasons. The button panel will be locked if the lock mode has been enabled.
- Solid Green – normal operation.

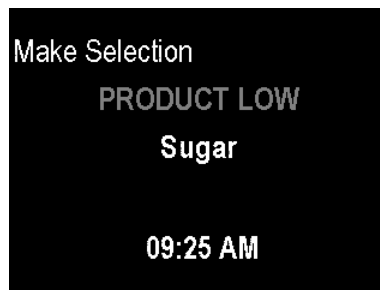


Figure 14: Product low indicator

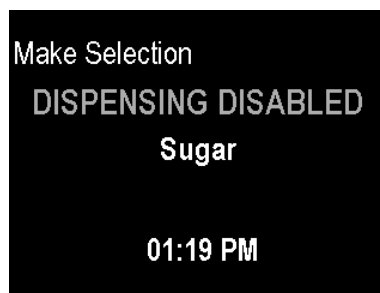


Figure 15: Dispensing disabled indicator

Button Panel with Single-Row Display

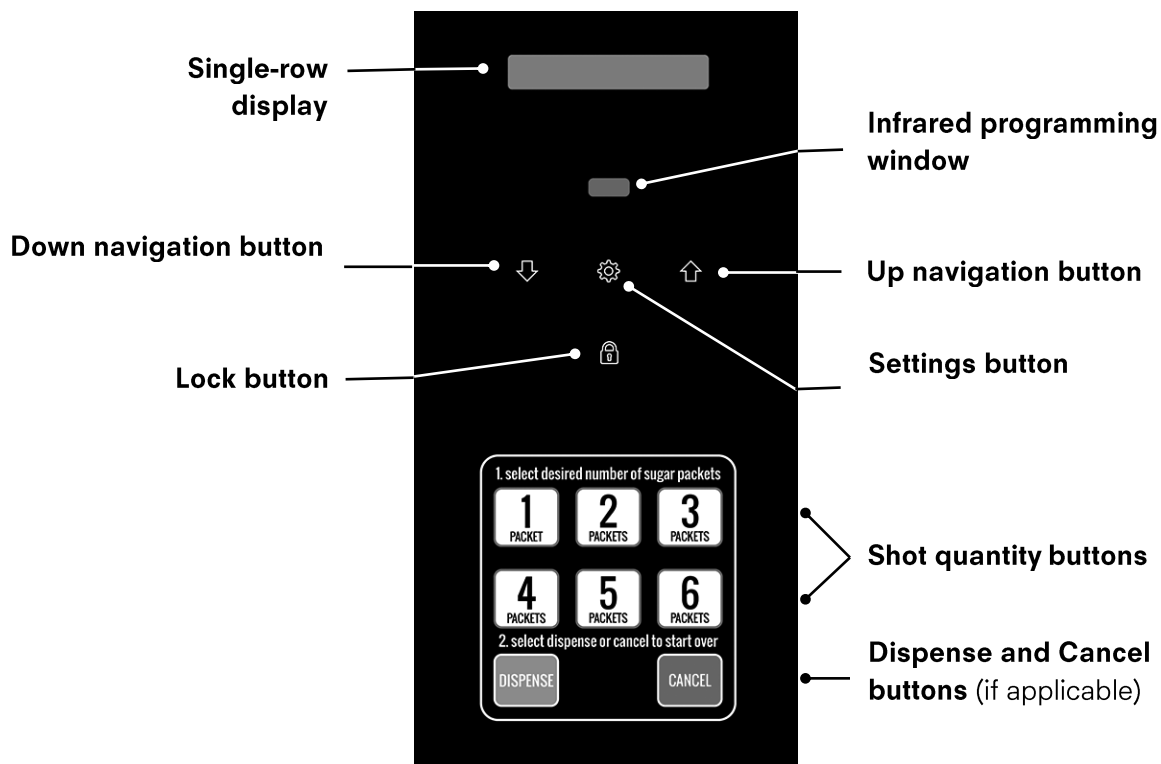


Figure 16: Button panel with single-row display

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

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

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

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

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

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

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

a double serving of sugar will be dispensed. Once a shot quantity button has been selected, you must then press the dispense button to dispense product.

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

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

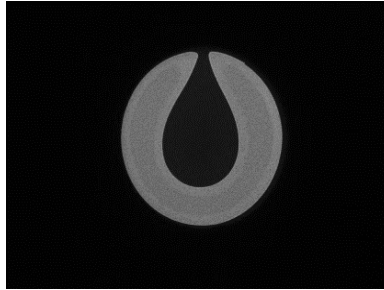


Figure 17: SureShot symbol

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

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

DISPENSING PRODUCT

1. Place a cup under the dispense point.
2. Select the appropriate buttons:
 - **For dispensers with shot quantity and cup size buttons:**
 - a. Press the appropriate **shot quantity button** (if required). If your dispenser has a default shot quantity and the amount of sugar requested corresponds to this default, skip this step.
 - b. Press the appropriate **cup size button**. Product will dispense after this button is pressed.
 - **For dispensers with shot quantity buttons only:** Press the appropriate **shot quantity button**. Product will dispense after this button is pressed.

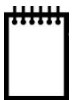
- **For dispensers with cup size buttons only:** Press the appropriate **cup size button**. Product will dispense after this button is pressed.
 - **For dispensers with shot quantity and dispense or cancel buttons:** Press the appropriate **shot quantity button** and then press the **dispense button**. Product will dispense after this button is pressed. Instead of pressing the dispense button, you can press the **cancel button** to clear your selection.
3. Wait until you hear a triple beep before removing the cup. This indicates the dispense is complete.

Examples:

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

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

- **For dispensers with shot quantity buttons only:** To prepare a beverage with two servings of sugar, press 2. When this button is pressed, product will dispense.
- **For dispensers with cup size buttons only:** To prepare a medium size beverage with sugar, press the **medium cup size button**. When this button is pressed, product will dispense.
- **For dispensers with shot quantity and dispense or cancel buttons:** To prepare a beverage with three servings of sugar, press the **3 shot quantity button** followed by the **dispense button**. Product will dispense when the dispense button is pressed.



If the door is open, you cannot dispense product.

SOFTWARE FEATURES - MULTI-ROW DISPLAY

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

SETTINGS

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

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

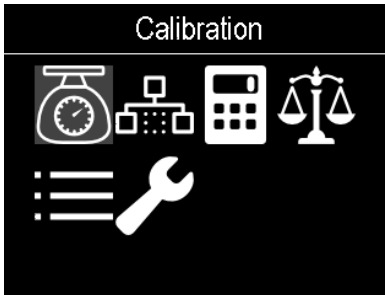
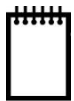


Figure 18: Default settings page



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

Calibration

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

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



Figure 19: Calibration icon

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

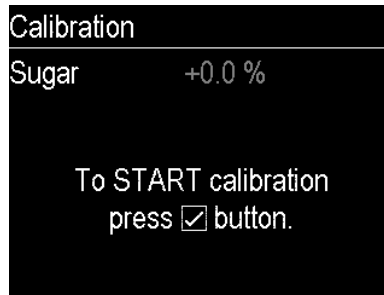


Figure 20: Calibration, first page

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

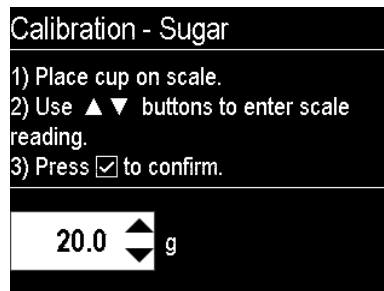


Figure 21: Calibration, test dispense weight

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

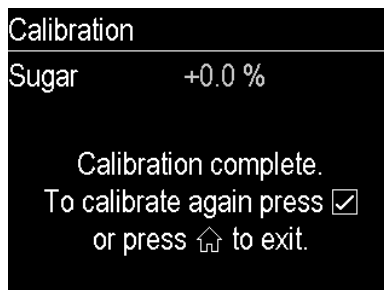


Figure 22: Calibration confirmation

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

Network

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

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



Figure 23: Network icon

3. Press the **button**.

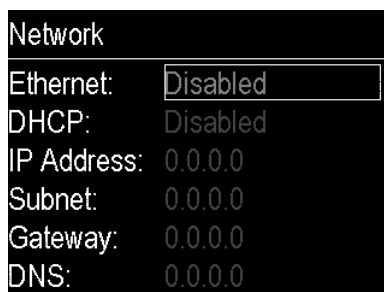


Figure 24: Network page

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

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

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

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

Drink Counts

This function is where you can see how many dispenses have been made for each shot quantity, cup size, or combination of each. The total amount of sugar dispensed in grams is also shown.

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



Figure 25: Drink counts icon

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



Drink Counts	
Filter by:	
All	
Sugar	15
Total	162.1 g

Figure 26: Drink counts page



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

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



Drink Counts	
Filter by:	
Medium	
Sugar	5
Total	162.1 g

Figure 27: Drink counts by cup size

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



Drink Counts	
Filter by:	
x1/2, Medium	
Sugar	1
Total	162.1 g

Figure 28: Drink counts by shot quantity and cup size

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

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

Recipe

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

Check the Dispense Amounts

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



Figure 29: Recipe icon

3. Press the **button**.



Figure 30: Recipe page

4. Select the appropriate buttons for the dispense amounts you wish to check:
 - **For dispensers with shot quantity and cup size buttons:**
Press the **cup size button** for the size you want to check. The display will show the cup size selected and the current dispense amount in grams for a single serving of sugar. If you wish to determine the dispense amount for a particular shot quantity and cup size combination, select a cup size and then multiply the dispense amount by the shot quantity you want to check. For example, to verify the dispense amount for the $\frac{1}{2}$ shot quantity button and medium cup size, multiply the dispense amount for the medium cup size by $\frac{1}{2}$ (i.e., 0.5).
 - **For dispensers with shot quantity buttons only:**
Press the **shot quantity button** for the shot quantity you want to check. The display will show the shot quantity selected and the current dispense amount in grams.
 - **For dispensers with cup size buttons only:**
Press the **cup size button** for the size you want to check. The display will show the cup size selected and the current dispense amount in grams.

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

Adjust the Dispense Amounts

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

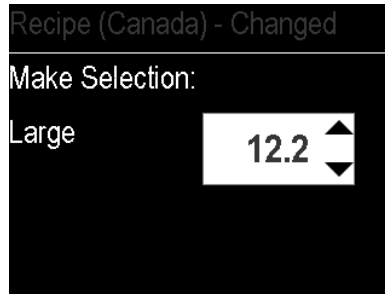


Figure 31: Change the recipe

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



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

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

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

User Options

The user options function is where you can adjust various user preferences, such as language.

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



Figure 32: User options icon

3. Press the **button**.

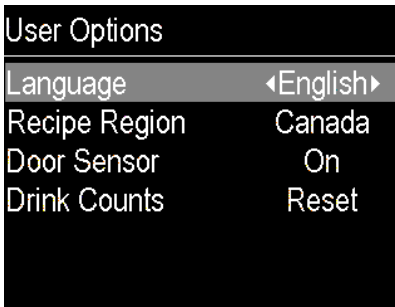
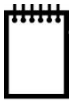


Figure 33: User options page

Language

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



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

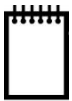
4. Press the **✓ button** to accept the change. The display will show `User Options - Saved`.

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

Recipe Region

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

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



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

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

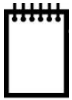
Door Sensor

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



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

1. If you have not yet accessed the user options function, press and hold the **settings button** for one second to enter the settings page. Press the **left or right navigation button** repeatedly until the user options icon is highlighted.
2. Press the **up or down navigation button** until the `Door Sensor` row is highlighted.
3. Press the **left or right navigation button** to change the setting to `On` or `Off`. When a change is made, the selection turns red and the display will show `User Options - Changed`.



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

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

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

Reset Drink Counts

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

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

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

System Settings

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

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



Figure 34: System settings icon

3. Press the **button**.

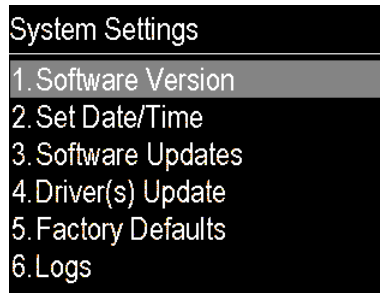


Figure 35: System settings page

Software Version

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

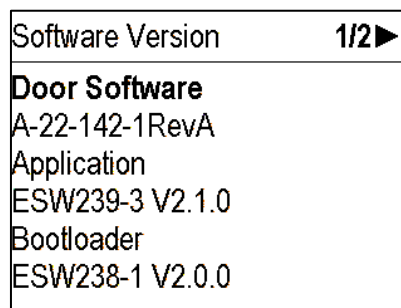


Figure 36: Software version numbers

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

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

Set Date/Time

1. If you have not yet accessed the system settings function, press and hold the **settings button** for one second to enter the settings page. Press the **left or right navigation button** repeatedly until the system settings icon is highlighted. Press the **☑ button**.
2. Press the **up or down navigation button** repeatedly until `Set Date/Time` is highlighted.
3. Press the **☑ button**. The 12-hour/24-hour field is highlighted.

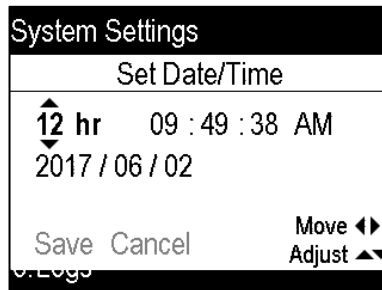


Figure 37: Setting the date and time

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

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

Software Updates

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

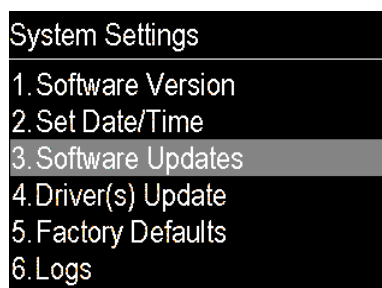
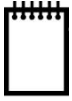


Figure 38: Software updates selected

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



A standard USB stick with a minimum of 2MB of available space is recommended.



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

5. If more than one file name is listed, press the **up or down navigation button** to scroll through the options until you get to the correct file type (.UPD). For example, *SURESHOT.UPD* is an appropriate file type for updates. Press the **☑ button**.

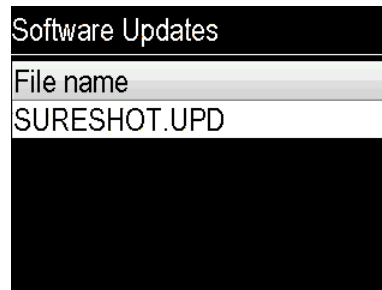


Figure 40: Selecting update file

6. While the file is being copied to the dispenser, the display will show *Updating...* and the file name will slowly highlight in green from left to right indicating the copy progress. This can take approximately one minute.
7. When the screen goes white, the file has been successfully copied and the new software is now being installed. This can take approximately one minute.
8. When the installation of the new software is complete, the display will return to dispense mode.
9. Remove the USB stick and replace the rubber cover protecting the USB port.

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



Driver(s) Update

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

1. If you have not yet accessed the system settings function, press and hold the **settings button** for one second to enter the settings page. Press the **left or right navigation button** repeatedly until the system settings icon is highlighted. Press the **☑ button**.
2. Press the **up or down navigation button** repeatedly until `Driver(s) Update` is highlighted.
3. Press the **☑ button**.
4. Use the **left or right navigation button** to select `Yes` or `No`.
5. With `Yes` selected, press the **☑ button**. The update will commence, a progress bar will open and you will see how the update is progressing. The update takes less than one minute.

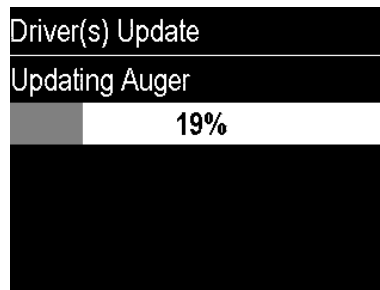


Figure 41: Drivers update progress bar

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

Factory Defaults



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

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

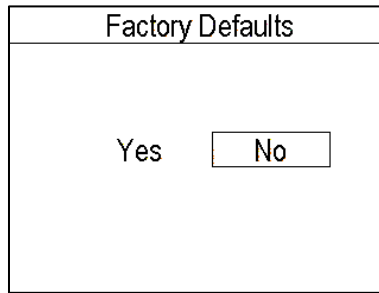


Figure 42: Factory defaults dialog box

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

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

Logs

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

SOFTWARE FEATURES - SINGLE-ROW DISPLAY

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

MAINTENANCE MODE

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

Enter and Exit Maintenance Mode

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

Calibration

In some circumstances, the actual amount of dispensed sugar may be slightly different from the recipe amount. In this case, the calibration function can be used to correct the

dispense amounts. The default adjustment value is zero, meaning no adjustment has been made. Calibration is recommended when you first install the dispenser. You will need a digital scale that shows weight in grams and an empty cup for this procedure.

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

Drink Counts

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

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



Drink counts will increase until you reset the drink count data to zero. If you need to check daily drink counts, for instance, reset the count to zero after you have noted the drink counts for the day. To reset the drink count to 0 for a single shot quantity, press a **shot quantity button** and then press the **down navigation button** twice. To reset the drink

counts to 0 for all shot quantities, ensure there are no shot quantity buttons selected, and then press the **down navigation button** twice.

PROGRAM MODE

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

Enter and Exit Program Mode

To enter program mode, follow these instructions:

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

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

Recipe

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

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

Language

1. Enter program mode.

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

Service

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

1. Enter program mode.
 - a. Press and hold the **lock button** until you see lights on the button panel flash in sequence.
 - b. Press and hold the **settings button** until you hear a second beep.
 - c. The display will briefly show `Program Mode` before entering the first program page, which is `P1: Recipe`.
2. Press the **settings button** repeatedly until the display shows `P3: Service`.
3. Press the appropriate button for the service function you wish to identify. The following is a list of each available function and its corresponding button.
 - Factory Defaults - 1 shot quantity button
 - Software Version - 2 shot quantity button
 - LED Test - 3 shot quantity button
 - Door Sensor - 4 shot quantity button
 - Driver(s) Update - 5 shot quantity button
 - Software Updates - 6 shot quantity button
 - Pulses Display - down navigation button

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

Factory Defaults

This will reset all settings to the factory defaults.



1. Enter program mode.
 - a. Press and hold the **lock button** until you see lights on the button panel flash in sequence.
 - b. Press and hold the **settings button** until you hear a second beep.
 - c. The display will briefly show `Program Mode` before entering the first program page, which is `P1: Recipe`.
2. Press the **settings button** repeatedly until the display shows `P3: Service`.

3. Press the **1 shot quantity** button to locate the factory defaults function and the display will show *Defaults*.
4. Press and hold the **1 shot quantity button** for two seconds to return the dispenser's settings to the factory defaults.

Software Version

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

LED Test

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

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

Door Sensor

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

1. Enter program mode.
 - a. Press and hold the **lock button** until you see lights on the button panel flash in sequence.

- b. Press and hold the **settings button** until you hear a second beep.
 - c. The display will briefly show `Program Mode` before entering the first program page, which is `P1: Recipe`.
2. Press the **settings button** repeatedly until the display shows `P3: Service`.
3. Press the **4 shot quantity** button to locate the door sensor function and the display will show `Door Sensor`.
4. Press and hold the **4 shot quantity button** for three seconds to change the setting to `On` or `Off`.



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

Driver(s) Update



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

1. Enter program mode.
 - a. Press and hold the **lock button** until you see lights on the button panel flash in sequence.
 - b. Press and hold the **settings button** until you hear a second beep.
 - c. The display will briefly show `Program Mode` before entering the first program page, which is `P1: Recipe`.
2. Press the **settings button** repeatedly until the display shows `P3: Service`.
3. Press the **5 shot quantity** button to locate the driver(s) update function and the display will show `Drivers(s) Update`.
4. Press and hold the **5 shot quantity button** for six seconds to transfer software to the auger motor.

Software Updates

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

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

Pulses Display

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

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

RECOVERY UPDATE - MULTI-ROW DISPLAY VERSIONS ONLY

If the software has become corrupt and cannot be updated using the standard software update method, the recovery update method can be used. The recovery update method is only applicable to multi-row display versions.

PREPARING TO PERFORM A RECOVERY UPDATE

To use the recovery update method, the update file must be named `SURESHOT.UPD` and must be placed on the root (not in a folder) of a USB stick. If necessary, rename the update file.

STEPS FOR PERFORMING A RECOVERY UPDATE

1. Unplug the power cord from the back of the dispenser.
2. Remove the grommet covering the USB port on the left side of the door and plug in the USB stick.
3. Press and hold the **blue button** above the USB port.
4. Continuing to hold the **blue button** down, plug the power cord back in. You will see a blue light come on next to the blue button.
5. Wait 5 seconds, or until the blue light turns green, and then release the **blue button**.
6. Wait for 1 – 2 minutes while the dispenser installs the software. The process is complete when the display on the dispenser shows `Make Selection`.
7. Remove the USB stick and replace the grommet.

If this method also fails, try again (possibly with a different USB stick). If it continues to fail, then the issue is likely to be a defective circuit board.

CLEANING THE DISPENSER



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

RECOMMENDED CLEANING SCHEDULE

Descriptions of the cleaning procedures follow the table.

Part or area	Frequency
<ul style="list-style-type: none">• Exterior and button panel• Cup guide• Catch tray	Daily
<ul style="list-style-type: none">• Lid and hopper insert• Interior compartment and guide plate• Hopper, auger, and tube	Monthly

Table 1: Recommended cleaning schedule

CLEANING INSTRUCTIONS

Exterior and Button Panel

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



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

Cup Guide

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

Catch Tray

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

Lid and Hopper Insert

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



Do not put hopper lid and insert into the dishwasher.

Interior Compartment and Guide Plate

1. Unplug the dispenser.

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

Hopper, Auger, and Tube

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



Replace the tube yearly, or as required.

5. Remove the auger.

Option 1

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

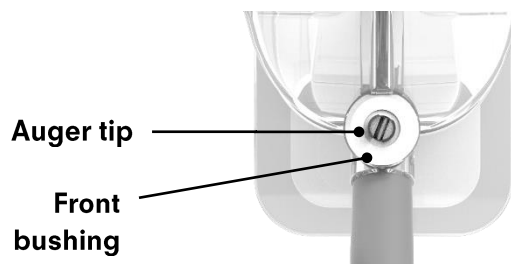


Figure 43: Remove the auger (option 1)



Option 2

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

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

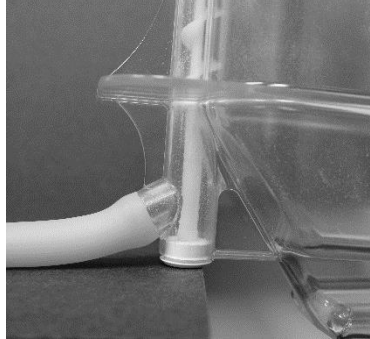


Figure 44: Remove the auger (option 2)

- b. Push down firmly until the auger releases.
 - Press auger tip in with your finger if the auger is not released completely.
 - c. Pull the auger out of the back of the hopper and the front bushing out of the front of the hopper.
6. If a dishwasher is available, the hopper, auger, and tube can be cleaned on the full wash cycle. Make sure the tube is upright to allow for a thorough clean and drain. Should a dishwasher not be available, the items may be cleaned following these steps:
 - a. Rinse all parts (tube, hopper, and auger) thoroughly with warm, clean water.
 - b. Wash in hot water (minimum 140°F/60°C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.
 - c. Rinse well with warm, clean water.
 7. Air-dry thoroughly.



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

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

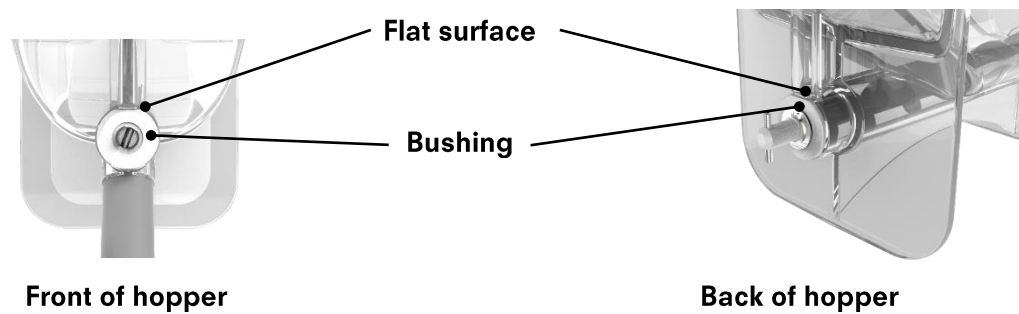


Figure 45: Align front and back bushings with flat surface

- c. Install front bushing and align flat surface on the front bushing with the tab on the front of the hopper.
 - d. Hold the back of the auger while pushing in the front until it clicks into place.
10. Reinstall the hopper and hopper insert.
 11. Refill the hopper.
 12. Reinstall the lid onto the dispenser.
 13. Close the door.



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

REMOVE, INSTALL, AND TEST COMPONENTS

TOOLS NEEDED

- Small Philips screwdriver
- Medium Philips screwdriver
- 9/64" Allen wrench
- Multi-meter
- Power drill
- Rivet gun
- A scale with measurements in grams
- Needle nose pliers
- Plastic pry tool
- Isopropyl alcohol

AUGER MOTOR ASSEMBLY

1. Unplug the dispenser.
2. Open the door.
3. Remove the dispenser lid, hopper insert, and hopper.
4. Remove the right side panel by removing the two Phillips screws located on the lower front of the side panel.
5. Unplug the auger motor cable from the bottom of the auger motor circuit board.

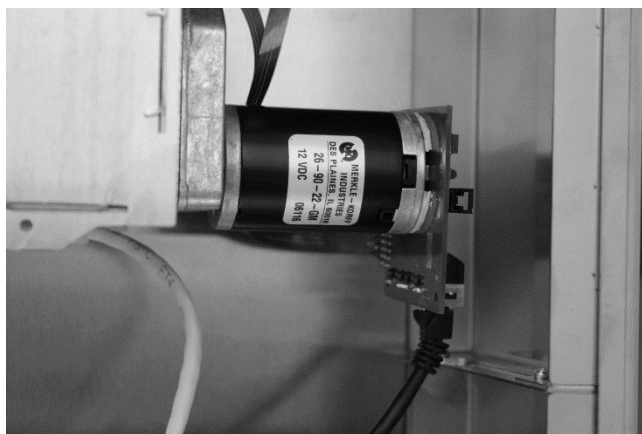


Figure 46: Unplug the auger motor cable

6. Carefully unplug the level sensor flex cable assembly from the auger motor circuit board. You may need to remove the tape holding the left flex cable strip.
7. From the inside of the hopper compartment, remove the four 8-32 hex headed screws holding the auger motor in position, using a 9/64" Allen key.

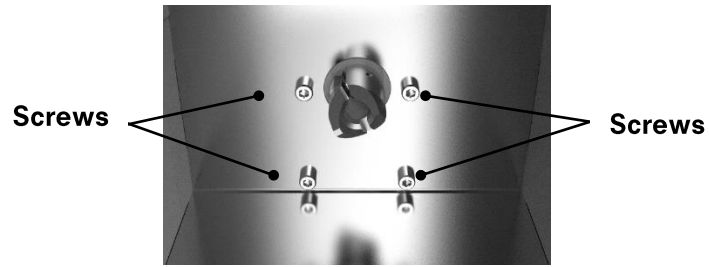


Figure 47: Remove the 8-32 screws

8. Remove the auger motor assembly.



Figure 48: Remove the auger motor assembly

9. Before installing the new auger motor assembly, make sure the DIP switch is set correctly as indicated below:

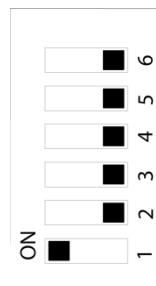


Figure 49: Auger motor DIP switch settings

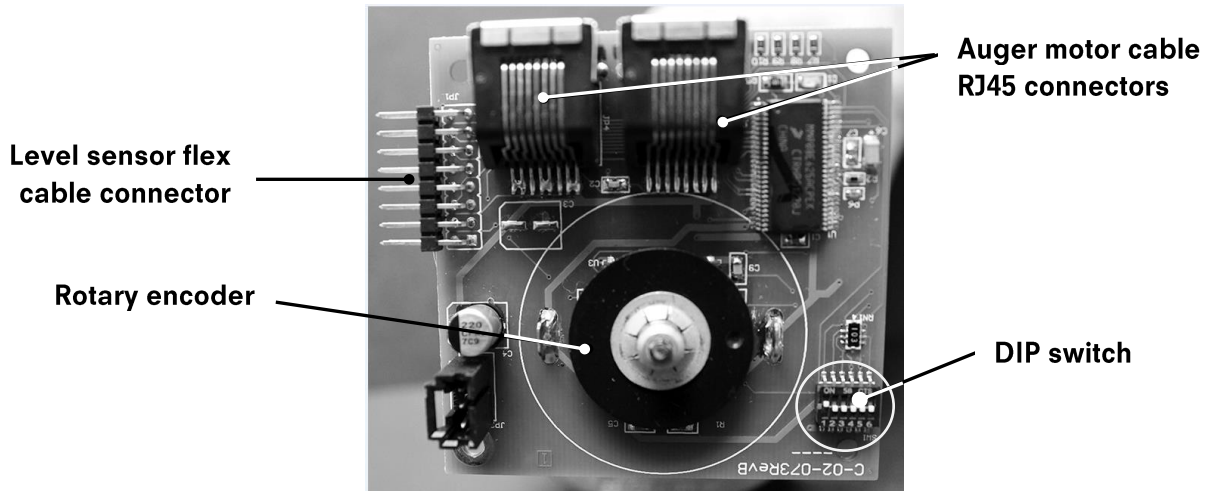
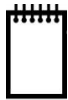


Figure 50: Auger motor circuit board components

10. Replace the auger motor assembly by installing the four 8-32 screws.



It is recommended that a medium strength thread-locker be used on these screws when replacing them.

11. Plug the auger motor cable into either of the two RJ45 connectors located on the auger motor circuit board.
12. Plug the flex cable assembly into the 16 pin right angle header. The flex cable connector should be plugged in so the strips point towards the front of the dispenser.
13. Position the side panel onto the frame and replace the screws.
14. Reinstall the hopper, hopper insert, and dispenser lid.
15. Close the door.
16. Plug in the dispenser.

INTERNAL POWER SUPPLY

1. Unplug the dispenser.
2. Remove the right side panel.
3. Unplug the input and output connectors from the power supply.

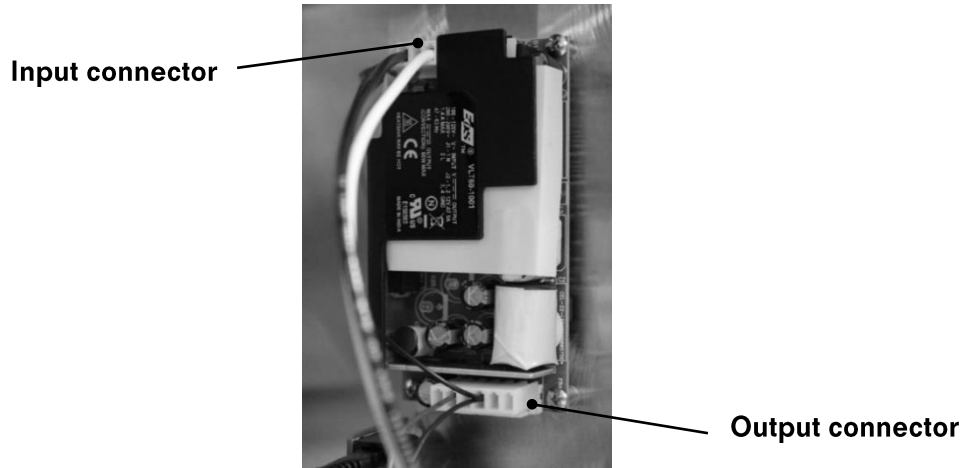


Figure 51: Internal power supply

4. Remove the four Phillips screws using a small Phillips screwdriver and remove the faulty power supply.
5. Hold the new power supply in place and install the two bottom screws.
6. Install each of the top screws, making sure you secure the grounding lug under the head of one of the top screws.
7. Plug the output connector (12 V DC) into the bottom of the power supply and the input connector (120/240V AC) into the top of the power supply.
8. Replace the side panel.
9. Plug in the dispenser.

DOOR

Remove the Door

1. Unplug the dispenser.
2. Open the door fully.
3. Remove the door cable from the retaining tab.
4. Pull the black grommet out of the door.

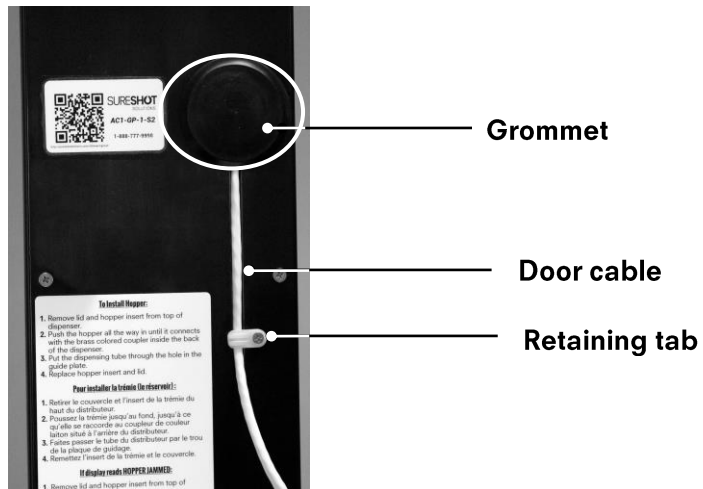


Figure 52: Remove the door grommet

5. Unplug the door cable from behind the grommet and turn the retaining tab to release the cable from the cable channel.

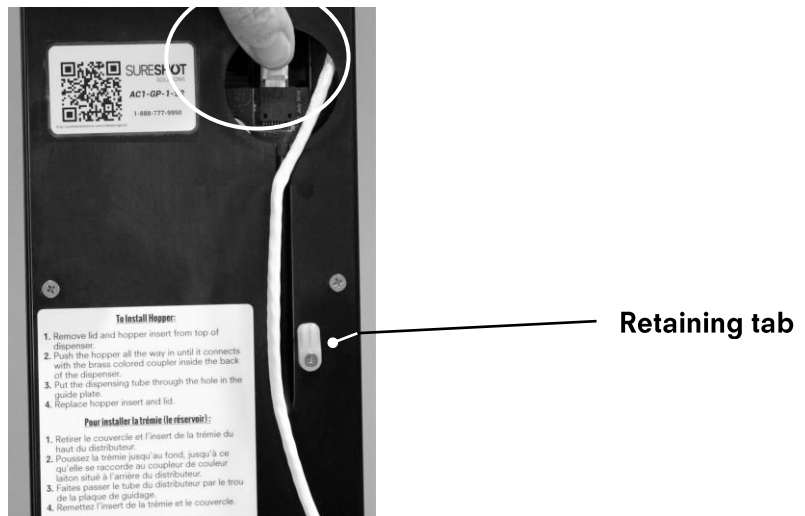


Figure 53: Unplug the door cable

6. Remove the dispenser lid, hopper insert, and hopper.
7. Remove the top door hinge by removing the two screws that secure the hinge to the dispenser. The screws are located inside the dispenser. Lift the door straight up off the bottom hinge.

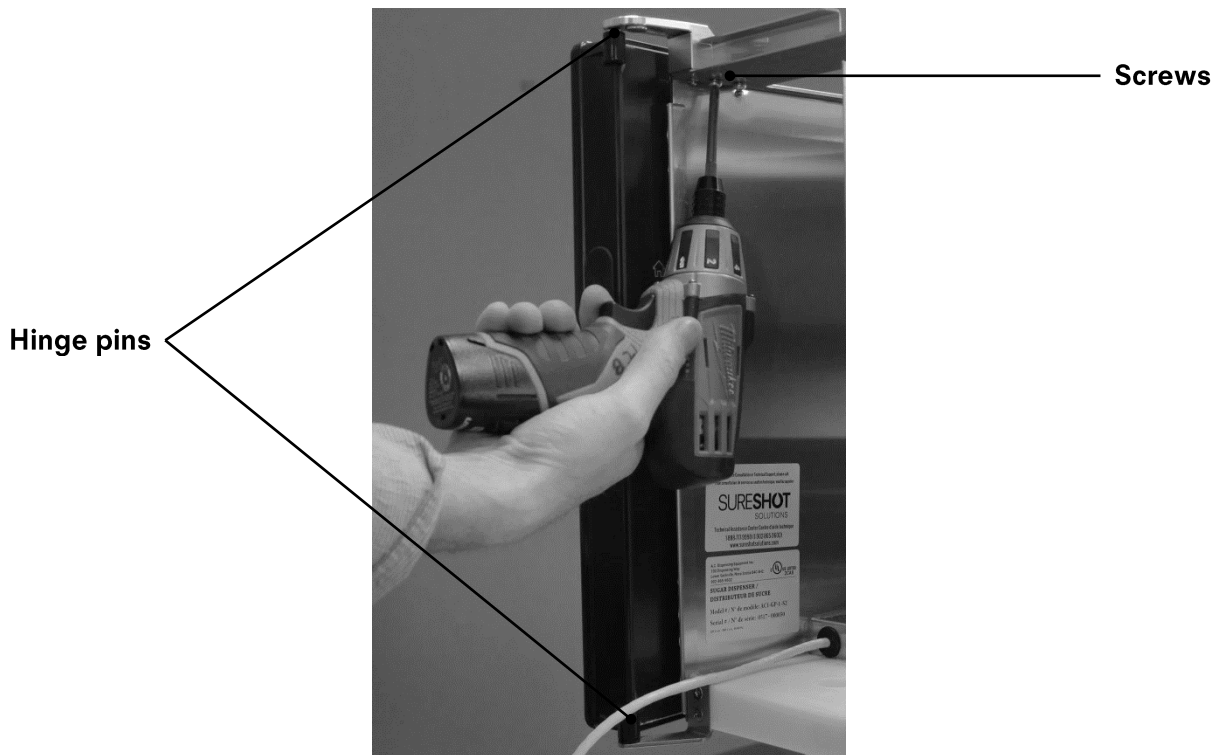


Figure 54: Remove top hinge, lift door off bottom hinge

Install a Door

1. Hold the new door in place with the bottom hinge pin supporting the door weight.
2. Install the top hinge into the door and use the Phillips screws to attach the hinge to the dispenser.
3. Plug in the cable and replace the grommet.
4. Route the door cable in the channel provided on the back of the door panel, turn the retaining tab to hold the cable in place.
5. Close the door.

DOOR CABLE ASSEMBLY

1. Unplug the dispenser.
2. Open the door.
3. Remove the door cable from the cable channel and the retaining tab.
4. Pull the black grommet out of the door.
5. Unplug the door cable.
6. Remove the right side panel from the dispenser.
7. Disconnect the door cable:
 - a. For multi-row display versions; unplug the door cable connector from the bottom connector on the C-01-133 LIN Ethernet breakout circuit board.

**Door cable
connector**

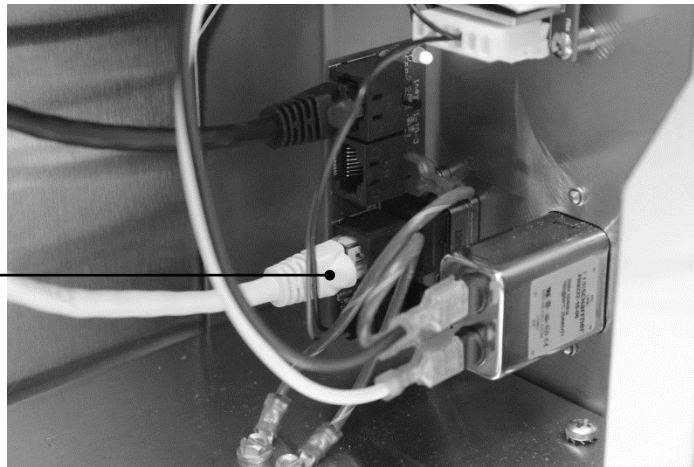


Figure 55: Multi-row display version - door cable connector

- b. For single-row display versions; unplug the door cable connector from the bottom connector on the A-99-068-1 auger motor circuit board.

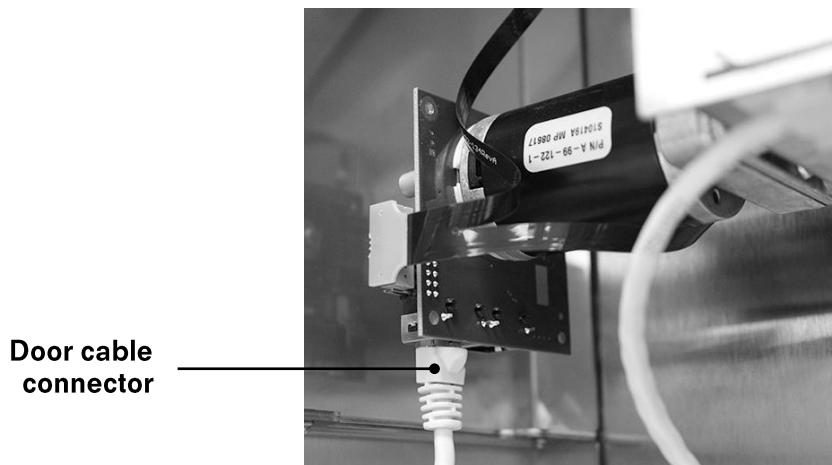


Figure 56: Single-row display version - door cable connector

8. Remove the cable from the cable clamps located under the hopper compartment.

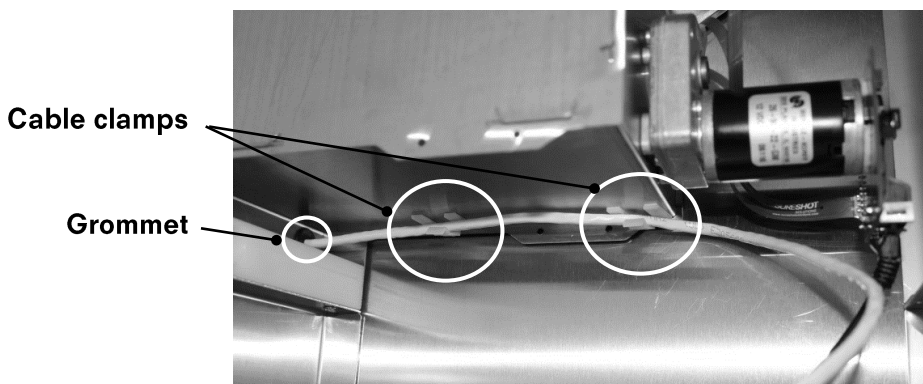


Figure 57: Remove door cable from the cable clamps

9. Remove the grommet from the dispenser by pulling it out of the opening from the front of the dispenser.
10. Remove the door cable through the front of the dispenser.
11. Remove the grommet from the old door cable and install the grommet on the new cable by stretching it over the cable connector.
12. Reverse the sequence to install the replacement door cable.
13. Close the door.
14. Plug in the dispenser.



For multi-row display versions only; make sure the new door cable is plugged into the bottom connector on the C-01-133 LIN Ethernet breakout circuit board.

POWER ENTRY MODULE AND HARNESS

Remove and Install

1. Unplug the power cord from the dispenser.
2. Remove either side panel (easier from right side).
3. Disconnect the three wiring harness connectors from the power entry module. If the harness is being replaced, disconnect it from the power supply.
 - Black on top
 - Green in the middle (ground wire)
 - White on the bottom

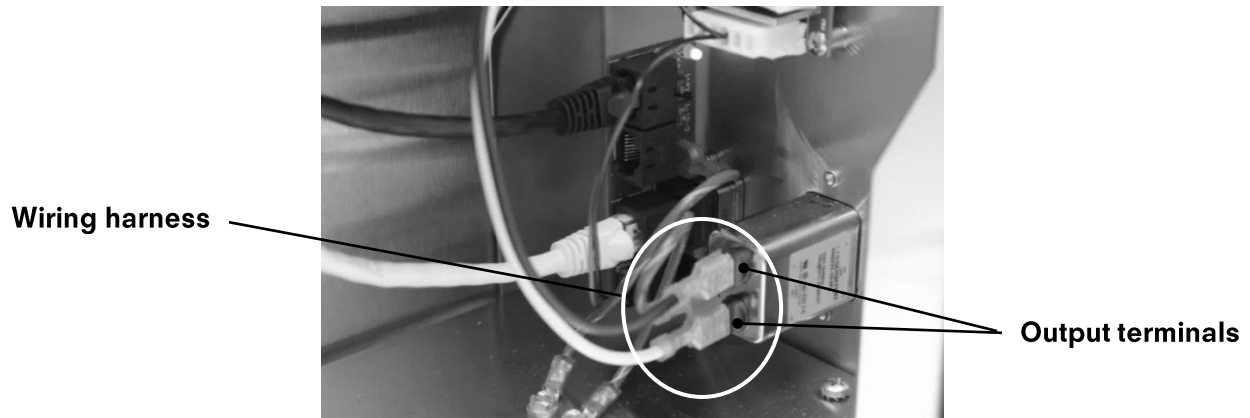


Figure 58: Power entry module wiring harness connectors

4. Remove the power entry module by drilling out the fastening rivets from the rear of the dispenser. Pliers may be needed to hold the end of the rivet on the inside of the dispenser to prevent it from rotating while drilling the rivet heads off.

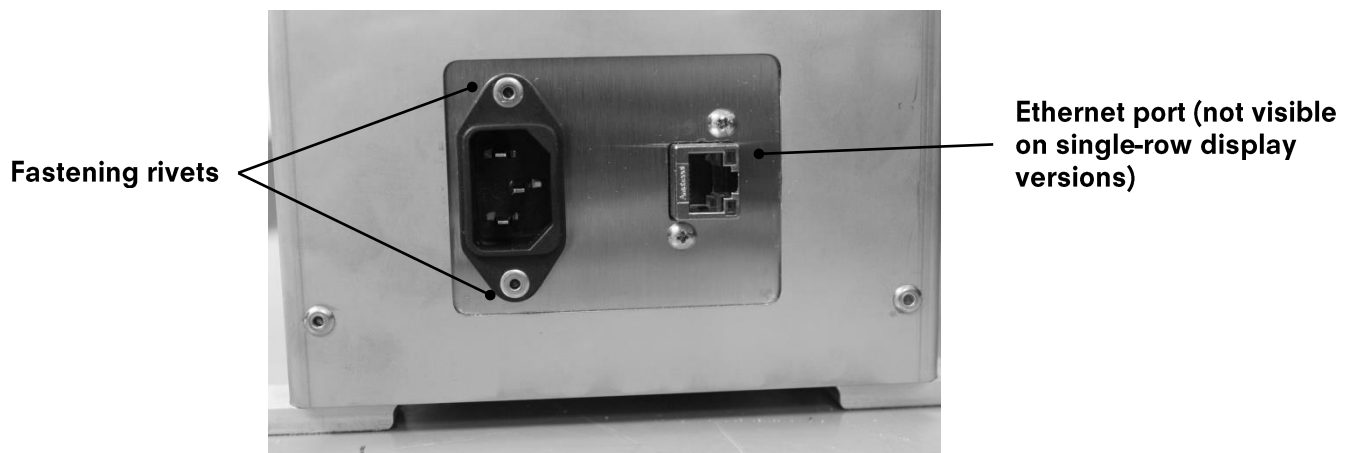


Figure 59: Drill out the fastening rivets

5. Rivet a new power entry module into place using 1/8" diameter, domed, stainless-steel pop rivets with a 0.18" grip. Install the module in the same orientation as shown in Figure 59 to ensure the wires are re-connected in the correct locations.



Alternatively, the power entry module can be installed using 4-40 stainless machine screws with a nut and washer on the inside.

6. Replace the power entry module wiring harness and ground wire. Refer to Figure 58: Power entry module wiring harness connectors.
7. Reinstall the side panel.
8. Plug in the dispenser.

Test the Power Entry Module & Harness

The power entry module can be checked with a voltmeter at its output terminals, 120V AC. Please refer to Figure 58.

C-01-133 LIN ETHERNET CIRCUIT BOARD – MULTI-ROW DISPLAY VERSIONS ONLY

Remove and Install

1. Unplug the power cord from the dispenser.
2. Remove either side panel (easier from left side).
3. Disconnect all cables from the C-01-133 LIN Ethernet breakout circuit board.

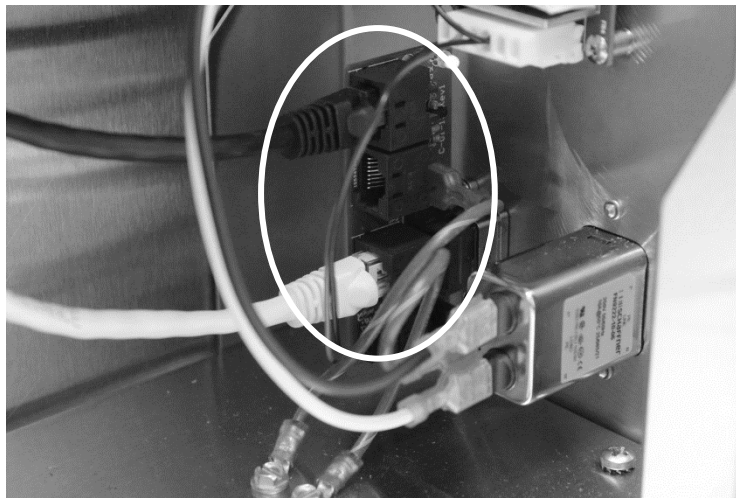


Figure 60: C-01-133 LIN Ethernet breakout circuit board

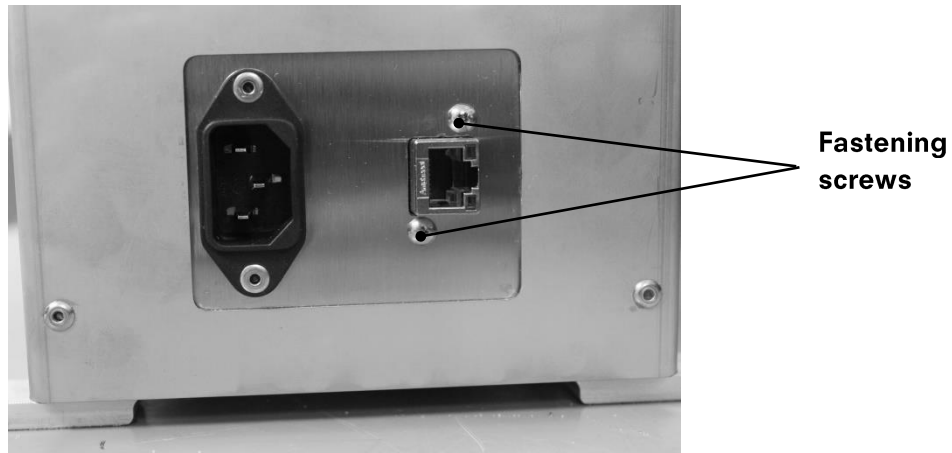


Figure 61: C-01-133 fastening screws

4. Using a small Phillips screw driver, unscrew the two screws located above and below the Ethernet port on the back of the dispenser.
5. Remove C-01-133 LIN Ethernet breakout circuit board.
6. Repeat steps in reverse to reinstall C-01-133 LIN Ethernet breakout circuit board, ensuring the door cable is plugged into the bottom RJ45 connector and the auger motor assembly is plugged into the top or middle RJ45 connector.
7. Reinstall the side panel.
8. Plug in the dispenser.

Test the C-01-133 LIN Ethernet Circuit Board – Multi-Row Display Versions Only

1. The C-01-133 has an LED indicating power, and another LED that flickers with LIN communication.
2. Input power can be checked at the power connector, JP5. Ground is the center pin, +12v power is the bottom pin.
3. It is also important that JP1 and 2 (marked LIN COMM), only connect to the auger motor circuit board and JP3 only connects to the door (marked ETHERNET DOOR).

AUGER MOTOR ASSEMBLY CABLE

1. Unplug the dispenser.
2. Remove either side panel.
3. Disconnect the cable from the RJ45 connector on the auger motor circuit board.
4. Disconnect the other end of the cable:
 - a. For multi-row display versions; from the RJ45 connector on the C-01-133 LIN Ethernet breakout circuit board.

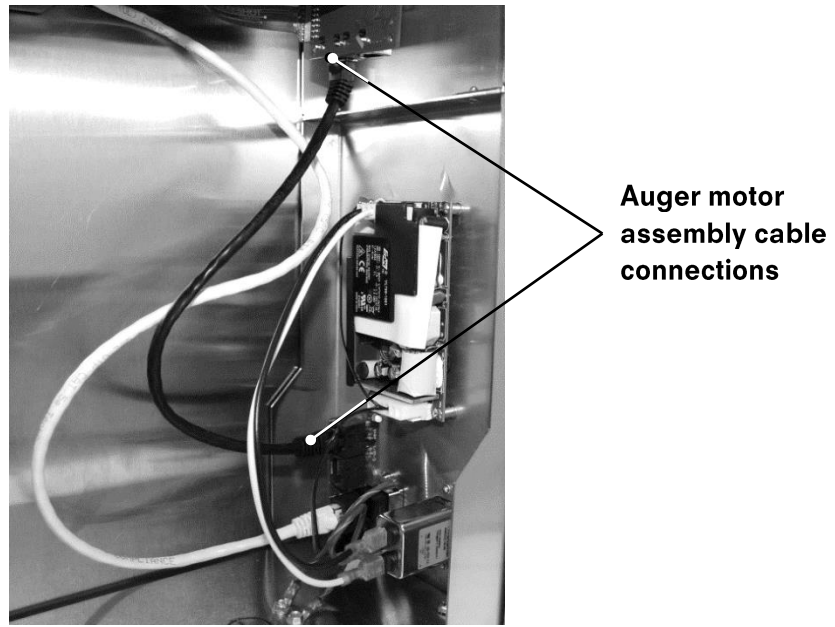


Figure 62: Multi-row display version – auger motor assembly cable

- b. For single-row display versions; from the pin connectors on the E-18-002 power supply circuit board.

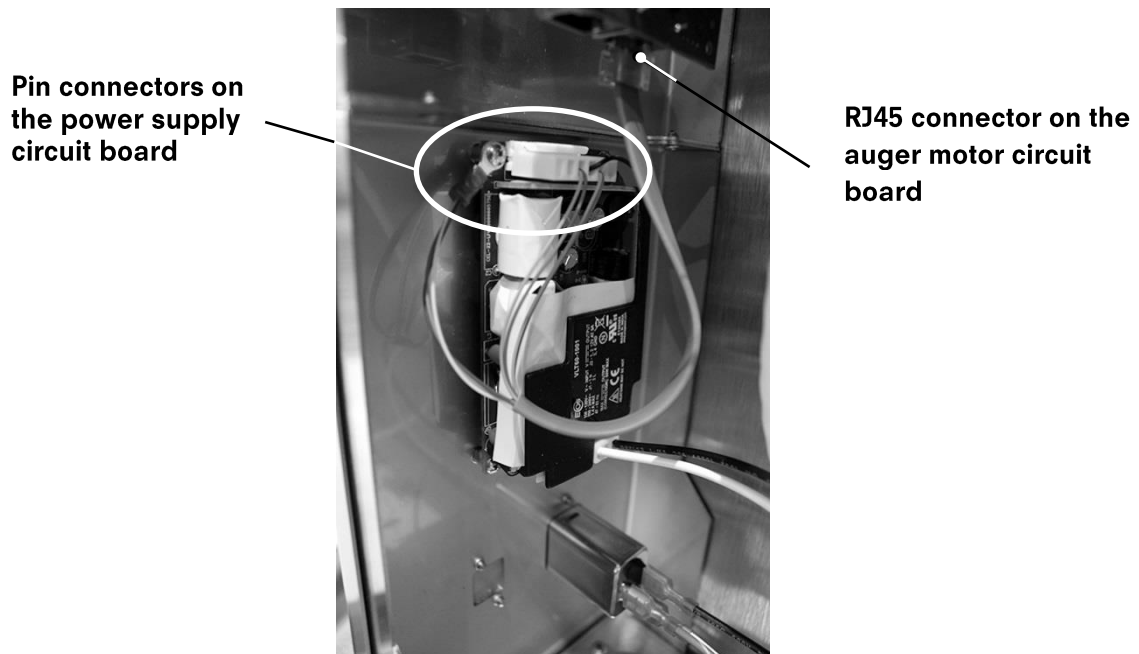


Figure 63: Single-row display version – auger motor assembly cable

5. Plug new cable into:

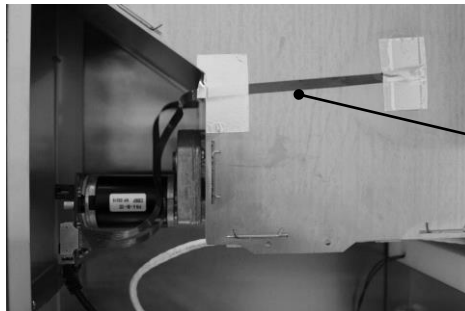
- a. For multi-row display versions; plug the new cable into either RJ45 connector on the A-99-068-1 auger motor circuit board and plug the other end into the top RJ45 connector on the C-01-133 LIN Ethernet breakout circuit board.
 - b. For single-row display versions; plug the new cable into either RJ45 connector on the A-99-068-1 auger motor circuit board and plug the other end into the pin connector on the E-18-002 power supply circuit board.
6. Reinstall the side panel.
 7. Plug in the dispenser.

LEVEL SENSOR FLEX CABLE ASSEMBLY

1. Unplug the dispenser.
2. Remove both side panels.
3. Remove the flex cable connector from the auger motor circuit board.
4. Peel away the aluminum tape holding the flex cable in place located on both sides of the hopper compartment. Save the tape.



Any tape can be used to hold the flex cable in place if the aluminum tape was destroyed during the removal process.



**Left-side level
sensor flex cable
strip**

Figure 64: Level sensor flex cable, left side

5. Plug replacement level sensor flex cable into the 16 pin right angle header on the auger motor circuit board with flex cable strips pointed towards the front of the dispenser.
6. When installing the replacement flex cable assembly, ensure the sensor components are facing inwards on each flex cable strip. It is permissible to twist the flex cable strips to achieve the sensor components orientation, but the portion of the flex cable strip running along the side of the hopper compartment must be flat and untwisted to prevent damage when reinstalling the side panels.
7. Ensure the sensor components (at the end of the sensor flex cable strip) are centered in the hole in the walls of the hopper compartment and are not touching the sheet metal (the cable or strip itself can touch the sheet metal, but not the components at the end).
8. Apply the tape to secure the flex cable to the sides of the hopper compartment.
9. Reinstall the side panels.

10. Plug in the dispenser.

REED SWITCH ASSEMBLY

Remove and Install

1. Unplug the dispenser.
2. Open the door.
3. Disconnect the door cable from the back of the door. Refer to the instructions for removing the door in the REMOVE, INSTALL, AND TEST COMPONENTS section of this manual.
4. Remove the door back panel by removing the six Phillips screws.
5. The reed switch is installed into a hole within the door front, in the upper left corner opposite of the top hinge.

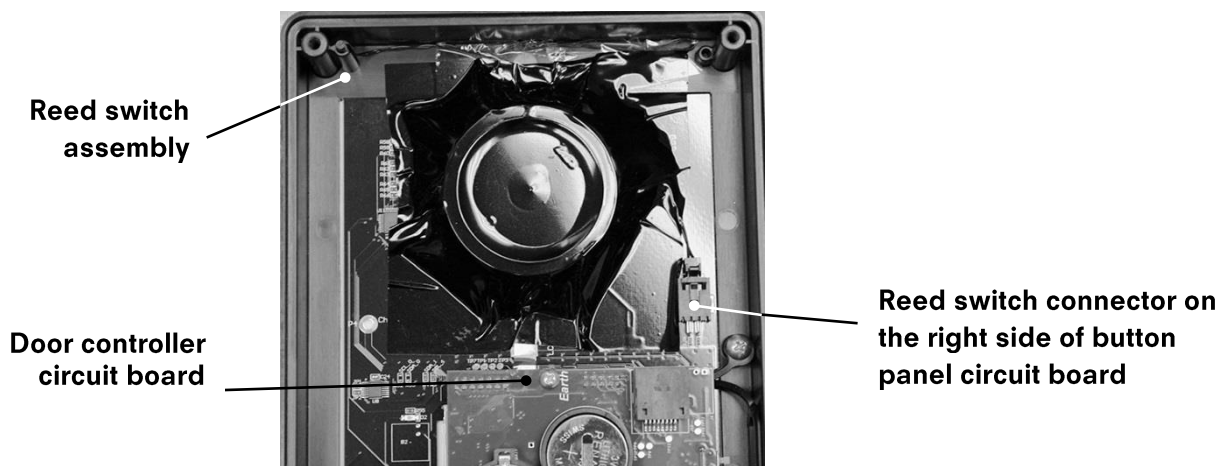


Figure 65: Reed switch located inside the door

6. Pull the reed switch up out of the hole using a pair of needle-nose pliers.
7. Carefully peel away the tape at the top of the door that is holding the reed switch wire in place.
8. Unplug the reed switch from the connector on the C-01-139 button panel circuit board. Depending on your model, it may be located on the left or the right. On some early models, the reed switch connector may be located on the C-01-126 door controller circuit board.
9. Reverse the sequence to install the new reed switch.
10. Replace the door back panel.
11. Reconnect the door cable.
12. Close the door.
13. Plug in the dispenser.

Test the Reed Switch

Check continuity (+/- 0 ohms) of the reed switch.

C-01-126 DOOR CONTROLLER CIRCUIT BOARD – MULTI-ROW DISPLAY VERSIONS ONLY

1. Unplug the dispenser.
2. Open the door.
3. Disconnect the door cable from the back of the door. Please refer to the instructions for removing the door in the REMOVE, INSTALL, AND TEST COMPONENTS section of this manual.
4. Remove the door back panel.
5. Disconnect the reed switch.
6. Remove the two small Phillips screws holding the C-01-126 door controller circuit board in place.

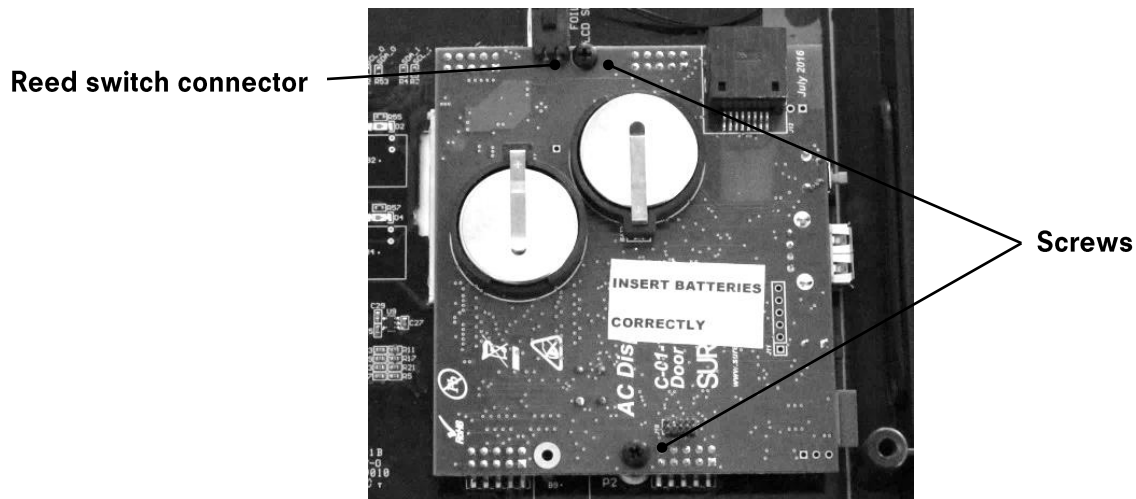


Figure 66: C-01-126 door controller circuit board screws and reed switch

7. Gently pull the circuit board up to remove it.
8. Install the new C-01-126 door controller circuit board.
 - a. Make sure the pins line up on all four connectors and the USB port faces the grommet on the side of the door.
 - b. Gently push down.
9. Reinstall the small Phillips screws and plug in the reed switch connector.
10. Replace the door back panel.
11. Reconnect the door cable.
12. Close the door.
13. Plug in the dispenser.

DISPLAY MODULE – MULTI-ROW DISPLAY VERSIONS ONLY

1. Unplug the dispenser.
2. Open the door.
3. Disconnect the door cable from the back of the door. Please refer to the instructions for removing the door in the REMOVE, INSTALL, AND TEST COMPONENTS section of this manual.
4. If practical, you can remove the door entirely and put it on a clean flat surface.

5. Remove the door back panel.
6. Remove the two small Phillips screws holding the C-01-126 door controller circuit board in place and disconnect the reed switch. Please refer to Figure 66.
7. Gently pull the C-01-126 door controller circuit board up to remove it. The display module is located behind this circuit board.
8. Disconnect the LCD ribbon cable by lifting the locking tab into a vertical position and gently pulling the ribbon cable out.

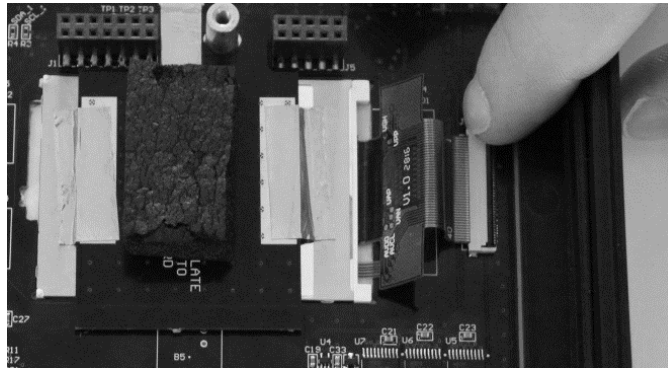


Figure 67: Disconnect LCD ribbon cable

9. Lift the top piece of copper tape.

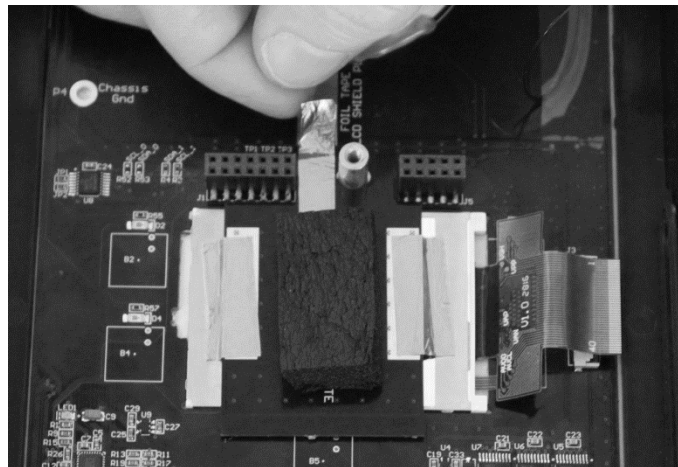


Figure 68: Lift copper tape

10. Using a plastic pry tool, gently lift up the bottom left corner of the black backing plate. The backing plate is adhered to the C-01-139 button panel circuit board with doubled-sided tape and will require some force to lift up.

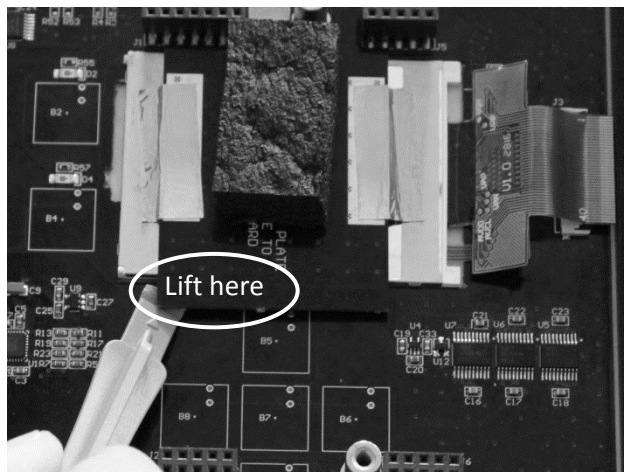


Figure 69: Lift up black backing plate

11. Once the bottom of the backing plate has been separated, it will still be adhered at the top. Lift and pull the bottom of the backing plate until it separates from the double-sided tape at the top.
12. Remove the display module.
13. Remove any remaining double-sided tape from the C-01-139 button panel circuit board with isopropyl alcohol.
14. Take the new display module and remove the backing from the double-sided tape and remove the display's screen protector.

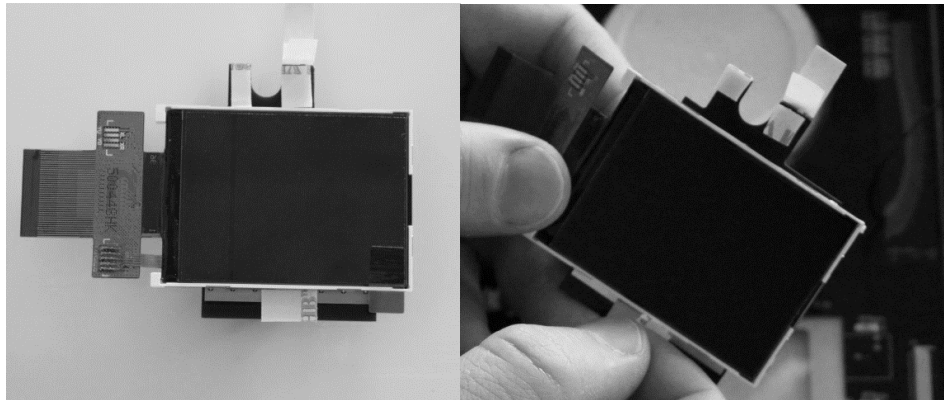


Figure 70: Remove backing from double-sided tape and the screen protector

15. Install the new display module by aligning the module with the cut-out in the C-01-139 button panel circuit board and pressing it firmly into place to make sure that both sides of the double-sided tape adhere properly.

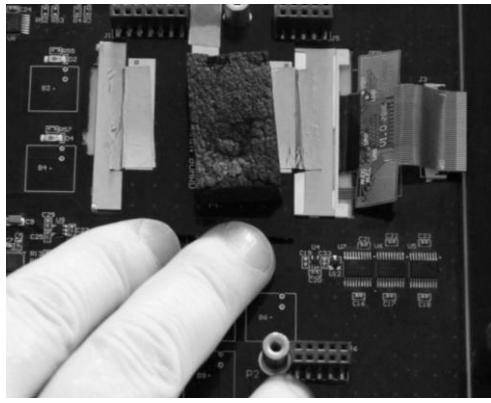


Figure 71: Press new LCD module into place

16. Remove the backing from the top piece of copper tape and press the tape down onto the C-01-139 button panel circuit board.

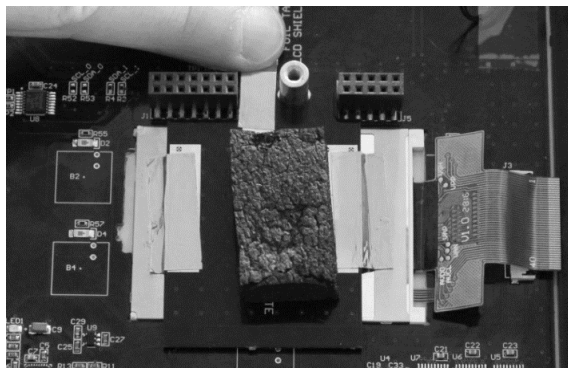


Figure 72: Press copper tape down onto C-01-139 button panel circuit board

17. Connect the LCD ribbon cable by lifting the locking tab and inserting the ribbon cable. Only a small portion of the gold contacts will be visible when the cable is inserted fully.

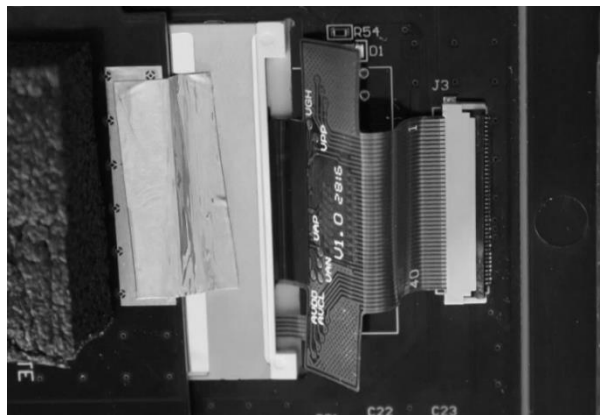


Figure 73: Insert LCD ribbon cable

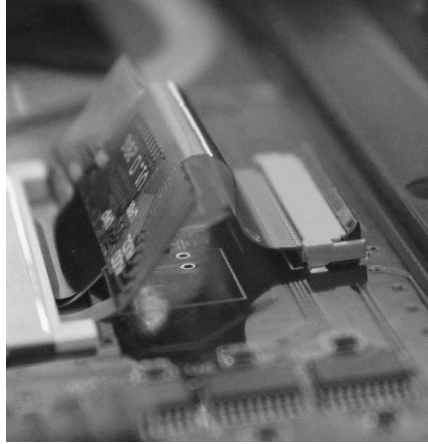


Figure 74: LCD connector unlocked



Figure 75: LCD connector locked

18. Press the locking tab down firmly into the horizontal position to lock the ribbon cable in place.
19. The new module should come with a piece of foam adhered to the back of the backing plate. This piece of foam is compressed when the C-01-126 door controller circuit board is installed. This foam and the double-sided tape ensures the display is held in position firmly. Check that this piece of foam is there before proceeding.
20. Reinstall the C-01-126 door controller circuit board.
 - a. Make sure the pins line up on all four connectors and the USB port faces the grommet on the side of the door.
 - b. Gently push down.
21. Reinstall the small Phillips screws and plug in the reed switch connector.
22. Replace the door back panel.
23. Reconnect the door cable.
24. Close the door.
25. Plug in the dispenser.


AUGER ASSEMBLY


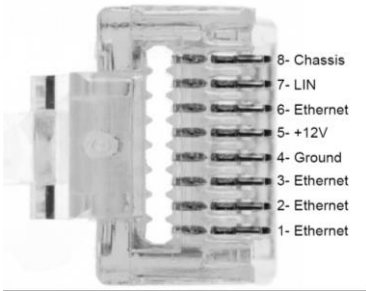

For information on how to remove and install the auger assembly, refer to the instructions for hopper, auger, and tube in the CLEANING THE DISPENSER section of this manual.

TROUBLESHOOTING


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

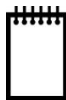
Refer to the REMOVE, INSTALL, AND TEST COMPONENTS section of this manual for any parts requiring replacement or testing.


Problem	Action
Dispenser does not turn on	<ol style="list-style-type: none">1. Make sure the dispenser is plugged into an active power source. If the power source does not have power, have a qualified person check the fuse box or circuit breaker at your facility to restore power.2. Make sure the power cord is connected to the dispenser.3. For multi-row display versions only; remove the right side panel and look for the green illuminated light on the C-01-133 LIN Ethernet breakout circuit board (Figure 60). If the light is illuminated, refer to the troubleshooting issue 'Display on the front door is blank and the buttons don't work'.4. For multi-row display versions only; make sure the wire harness from the internal power supply to the C-01-133 LIN Ethernet breakout circuit board is connected.5. Make sure all connections to the power supply and power entry module are in place and secure. <p style="text-align: center;"> The power supply and input connections are high voltage AC.</p> <ol style="list-style-type: none">6. Remove the input connector (with black and white wires) at the top of the power supply and verify the AC voltage on the wires is 120/240V AC. If there is no voltage then the power cord, the power entry module, or the power wire harness is defective and may need to be replaced. Examine each to find the defective part. Please refer to Figure 51: Internal power supply.7. Replace the power supply input connector and remove the output connector on the power supply. Verify the voltage on the power supply output pins is 12V DC. If power is present at the input but not at the output then the power supply may need to be replaced.



Problem	Action
<p>Display on the front door is blank</p>	<ol style="list-style-type: none"> 1. Make sure the power cord is plugged into the wall outlet and the dispenser. 2. Make sure the wall outlet is active. If the power source does not have power, have a qualified person check your facility's fuse box or circuit breaker to restore power. 3. Make sure the door cord is not disconnected.
<p>Display on the front door is blank and the buttons don't work</p>	<p> The electrical connections on the door cable are not the same as for the auger motor cable. For the auger motor cable pinout, refer to the troubleshooting issue 'The auger motor does not respond to dispense commands (no sound or sign of movement)'.</p> <ol style="list-style-type: none"> 4. With the dispenser plugged in, verify there is power at the door connector. <ol style="list-style-type: none"> a. Open the door, remove the door cable grommet, remove the door connector and confirm the voltage across pins 4 and 5 is 12V DC. If there is power at the cable connector but the door does not function when properly connected, then the door may need to be replaced. <div style="text-align: center;">  </div> <p>Figure 76: Door cable connector pinout</p> <p> Attachments to multi-meter probes may be required to access connector contacts.</p> <ol style="list-style-type: none"> b. If there is no power at the door connector, replace the door cable.
<p>Button panel doesn't work or is unpredictable</p>	<p>The dispenser is controlled by a micro-controller and it is possible that under some conditions (such as power surges or brown-outs) that a part of the program becomes corrupted. If the button panel "locks-up", this is an indication the micro-controller operation has been corrupted, or there is a problem with the door circuit board. If this happens, some or all functions may stop working. To correct this condition:</p> <ol style="list-style-type: none"> 1. Reset the dispenser by unplugging it, waiting 10 seconds, and then plugging it back in. 2. Remove the door grommet. Make sure the door cable is fully seated in the RJ45 connector. Then check to ensure it is connected into the C-01-133 LIN Ethernet circuit board (multi-row display) or the auger motor circuit board (single-row display).

Problem	Action
	<ol style="list-style-type: none"> 3. For multi-row display versions only; remove screws on the back of the door and remove the door back panel. Make sure the C-01-126 door controller circuit board is fully seated and fastened down with screws. 4. Reprogram the dispenser (software update) using a USB stick (multi-row display) or a fob (single-row display). 5. For multi-row display versions only; if the problem is still not corrected, then the issue is likely to be a defective C-01-126 door controller circuit board.
Dispenser does not dispense product	<ol style="list-style-type: none"> 1. Make sure the power cord is plugged into the wall outlet and the dispenser. 2. Make sure the wall outlet is active. 3. Make sure the door cord is not disconnected. 4. Unplug the dispenser, wait 10 seconds, then plug the dispenser back in. 5. Make sure there is product in the hopper. 6. Make sure the tube is clear of any blockages. 7. Make sure the hopper is properly installed in the dispenser. Remove the lid and hopper insert. Pull the hopper out, and then push it back in. To ensure the hopper is installed successfully, please refer to the instructions for installing the hopper in the OPERATING THE DISPENSER section of this manual. 8. Make sure the door is closed and the hopper lid is in place. 9. If the dispenser beeps once but does not dispense product, this could indicate that a sugar clump has jammed the auger, which prevents it from rotating. <ol style="list-style-type: none"> a. Place a cup under the dispense point. b. Turn off the door sensor. Please refer to the instructions for door sensor in the SOFTWARE FEATURES section of this manual. c. Open the door and place a screwdriver tip into the slot on the front of the auger tip. Apply pressure in a clockwise direction while pressing a dispense button on the door. This should allow the auger to release. d. Turn the door sensor back on. Please refer to the instructions for door sensor in the SOFTWARE FEATURES section of this manual. e. Make sure the auger motor inside the dispenser is spinning. Open the door. Remove the lid, hopper insert, and the hopper. Replace the lid and close the door. Press any dispense button and listen for the auger motor to spin. If it does not spin, please refer to the troubleshooting issue 'The auger motor does not respond to dispense commands (no sound or sign of movement)'. 10. Remove the hopper from the dispenser. Check to see if the sugar is clumping inside the hopper. If it is: <ol style="list-style-type: none"> a. Make sure no moisture is getting into the hopper. b. Make sure the dispenser was thoroughly dried after cleaning. c. Make sure that the sugar is stored so that no clumps are added to the hopper. 11. If the product is still clumping, empty the hopper and fill it with fresh sugar.

Problem	Action
<p>Dispenser door is working but dispenser does not dispense product</p>	<ol style="list-style-type: none"> 1. Reset the dispenser by unplugging it, waiting 10 seconds, and then plugging it back in. 2. Check the display for notifications such as hopper jammed or dispensing disabled. 3. Make sure the dispense targets are set correctly. Please refer to the instructions for recipe in the SOFTWARE FEATURES section of this manual. If they are not correct, try resetting the factory defaults. Please refer to the instructions for factory defaults in the SOFTWARE FEATURES section of this manual. 4. Make sure there is product in the hopper. 5. Make sure the door is closed and the hopper lid is in place. 6. Make sure the auger motor inside the dispenser is spinning. Open the door. Remove the lid, hopper insert, and the hopper. Replace the lid and close the door. Press any dispense button and listen for the auger motor to spin. 7. Make sure the hopper is properly installed in the dispenser. Remove the lid and hopper insert. Pull the hopper out, and then push it back in. To ensure the hopper is installed successfully, please refer to the instructions for installing the hopper in the OPERATING THE DISPENSER section of this manual. 8. Make sure the tube is clear of any blockages. 9. If the dispenser beeps, or the display shows <i>Dispensing</i>, but does not dispense product, this could indicate that sugar has jammed the auger, which prevents it from rotating. <ol style="list-style-type: none"> a. Place a cup under the dispense point. b. Turn off the door sensor. Please refer to the instructions for door sensor in the SOFTWARE FEATURES section of this manual. c. Open the door and place a screwdriver tip into the slot on the front of the auger tip. Apply pressure in a clockwise direction while pressing a dispense button on the door. This should allow the auger to release. d. Turn the door sensor back on. Please refer to the instructions for door sensor in the SOFTWARE FEATURES section of this manual. 10. Remove the hopper from the dispenser and empty it into a clean, sanitized container. 11. Inspect the hopper for blockages including foreign debris in the auger channel. You may need to remove the auger to properly inspect it. 12. If required, clean and air-dry the hopper and auger assemblies. Please refer to the instructions for hopper, auger, and tube in the CLEANING THE DISPENSER section of this manual. 13. Make sure the coupler is securely attached to the motor shaft. 14. Remove the hopper and twist the coupler. If the coupler is firmly attached, you will hear and feel the motor/gearbox rotate. If it is not firmly attached, it may twist freely or even pull out of the dispenser. Tighten the coupler attachment screw. <p> When installing or tightening the coupler, make sure that it is pushed back to the plastic spacer but not so much as to restrict</p>

Problem	Action
	<p>the coupler from rotating freely. The coupler can only be installed with the clamping screw parallel to the flat side of the shaft.</p> <ol style="list-style-type: none"> 15. If the coupler does not rotate smoothly and freely, it is possible the motor/gearbox assembly is damaged and may need to be replaced. To verify this, reposition the coupler by loosening and retightening it as described in the note above. If the coupler is still unable to turn then the motor assembly may need to be replaced. 16. Make sure the motor is securely attached to the chassis by trying to move the coupler side-to-side with the hopper removed. If it is loose, tighten it and retest. 17. Make sure the DIP switch is set correctly. Please refer to the instructions for the auger motor in the REMOVE, INSTALL, AND TEST COMPONENTS section of this manual for the location of the DIP switch. Please refer to Figure 49: Auger motor DIP switch settings.
<p>Dispenser will not dispense and display shows Hopper Jammed</p>	<ol style="list-style-type: none"> 1. Clean and thoroughly dry the hopper and auger. Please refer to the instructions for hopper, auger, and tube in the CLEANING THE DISPENSER section of this manual. 2. If thoroughly cleaning and drying the hopper and auger does not resolve the issue, the auger motor assembly may need to be replaced. <p> Air-drying the hopper and auger thoroughly before filling with product is vital to prevent product from dissolving in any water or moisture that may remain and bonding the auger to the hopper. Such a bond will prevent the auger from rotating freely.</p>
<p>Inconsistent amounts of product are being dispensed</p>	<ol style="list-style-type: none"> 1. Make sure the hopper has at least 3.5 pounds (1.6 kilograms) of product in it. 2. Remove any product clumps or foreign material from the hopper and/or auger channel. 3. Make sure the tube is clear of any blockages and is not torn or damaged. If necessary, clean the tube. Please refer to the instructions for hopper, auger, and tube in the CLEANING THE DISPENSER section of this manual. 4. Try resetting the factory defaults. Please refer to the instructions for factory defaults in the SOFTWARE FEATURES section of this manual. 5. Please refer to the troubleshooting issue 'Dispenser over-dispenses, under-dispenses or dispenses the same amount for every size'.
<p>Dispenser over-dispenses, under-dispenses or dispenses the same amount for every size</p>	<p>This behaviour indicates the rotary encoder on the back of the auger motor circuit board may have become loose (Figure 50). To verify that this is the problem:</p> <ol style="list-style-type: none"> 1. Try dispensing several sizes. If the rotary encoder is loose then all sizes may dispense approximately the same amount of product and the dispense cycle may sound different. The auger motor may start and stop slowly over a second or two, as opposed to a quick start and stop.

Problem	Action
	<ol style="list-style-type: none"> 2. Remove the right side panel from the dispenser and remove the hopper. 3. Holding the encoder disc on the rear of the auger motor shaft in place with one hand (do not use pliers or any tools), try moving the coupler. The coupler should not rotate if the encoder disc is held firmly and prevented from rotating. 4. If the coupler can rotate freely while the encoder disc is held in place, the encoder disc is loose and the auger motor assembly needs to be replaced. <p> Take care not to disrupt the DIP switch on the auger motor circuit board. Any change in the DIP switch settings will cause the dispenser to malfunction. Please refer to the instructions for the auger motor assembly in the REMOVE, INSTALL, AND TEST COMPONENTS section of this manual for the location of the DIP switch.</p>
Dispenser resets intermittently (goes through power-up sequence)	<p>The intermittent resetting of the dispenser usually indicates a faulty connection somewhere between the power supply and the circuit board in the door. To find the fault:</p> <ol style="list-style-type: none"> 1. Check all connections in line with door power. Please refer to the troubleshooting issue 'Dispenser does not turn on' and verify the connections are completely and securely connected. 2. If all of the connections are secure and symptoms recur without any connections being compromised then the issue is likely to be either a faulty power supply or an intermittent connection on the circuit board in the door. 3. If possible, replace the power supply with one that is known to function properly and verify that intermittency disappears. If it is still present then the intermittency is likely in the door and the door may need to be replaced.
There is product on interior floor of the dispenser	<ol style="list-style-type: none"> 1. Make sure the hopper has not been overfilled. 2. Make sure the tube is attached correctly and there are no cuts or holes in the tube. 3. Replace the auger assembly in the hopper with a new one.
The auger motor assembly does not respond to dispense commands (no sound or sign of movement)	<p>The auger motor assembly is controlled by software running on a micro-controller in the motor assembly, which in turn is controlled by a micro-controller and software in the door. To determine the likely cause of the issue and to correct it:</p> <ol style="list-style-type: none"> 1. Remove the hopper assembly and try rotating the coupler by hand. If the coupler either does not rotate at all or requires excessive force to make it move, then it is likely that the auger motor assembly has seized and may need to be replaced. 2. Remove the right side panel and check for a blinking red light on the auger motor circuit board. If the red light is blinking twice every

Problem	Action
	<p>second, this indicates the auger motor software is operating normally and the circuit board has power.</p> <ol style="list-style-type: none"> 3. If the light is blinking rapidly, this indicates the software is corrupt and needs to be reprogrammed. Please refer to the instructions for driver(s) update in the SOFTWARE FEATURES section of this manual. 4. If the light is not illuminating at all, the auger motor assembly should be checked for signs of damage. If the auger motor assembly is damaged, it will need to be replaced. <p> The electrical connections on this cable are not the same as they are on the door cable. For the door cable, refer to the troubleshooting issue 'Display on the front door is blank and the buttons don't work'.</p> <ol style="list-style-type: none"> 5. Check the wiring by removing the cable connected to the auger motor circuit board and confirm that voltage across pins 1 (or 2) and 4 (or 5) is 12V DC. If there is power at the cable connector but the auger motor does not function when properly connected, then the auger motor assembly may need to be replaced. If there is not 12V DC at the connector, the cable may need to be replaced. <div style="text-align: center;">  </div> <p style="text-align: center;">Figure 77: Motor cable connector pinout</p> <ol style="list-style-type: none"> 6. Check the DIP switch setting on the auger motor circuit board. Switch 1 should be in the ON position and the rest should be in the OFF position. You may need a telescoping mirror to see the DIP switch. 7. If the problem still persists, it is likely the auger motor assembly itself is damaged and may need to be replaced.

Problem	Action
Dispenser door does not close fully or hopper does not fit inside dispenser	<p>This indicates the hopper is not installed correctly or that the door cable grommet is not seated properly.</p> <ol style="list-style-type: none"> 1. Open the door. 2. Look for obstructions. 3. Make sure the hopper is properly installed in the dispenser. Remove the lid and hopper insert. Pull the hopper out then push it back in. To ensure the hopper is installed successfully, please refer to the instructions for installing the hopper in the OPERATING THE DISPENSER section of this manual. 4. Make sure the door cable grommet is seated correctly in the round cut-out on the door back panel.
Display always shows Product Low	<ol style="list-style-type: none"> 1. Make sure the hopper has at least 3.5 pounds (1.6 kilograms) of sugar in it. Fill the hopper if necessary. 2. The dispenser will still dispense the correct amounts even with this on. The sensor can be unplugged to disable this feature and clear the notification until it can be replaced. 3. Replace level sensor flex cable assembly to re-enable this feature.
Product Low notification does not come on when product is low	<ol style="list-style-type: none"> 1. The hopper must have less than 3.5 pounds (1.6 kilograms) of sugar for the notification to come on. 2. Remove the hopper and close the door, the Product Low notification should be displayed in door. 3. With the hopper removed, check that the sensor ports are clean and free of debris. The ports are located approximately half way up the inside walls of the dispenser on both sides. Wipe the sensor ports with a dry cloth. Repeat step 2. 4. Remove the right side panel and make sure the level sensor flex cable is plugged in correctly (flex cable running towards hopper) into the auger motor circuit board. 5. Replace the level sensor flex cable assembly.
Display always shows Dispensing Disabled	<ol style="list-style-type: none"> 1. Make sure the dispenser door is fully closed. 2. Make sure the hopper lid is in place. 3. Ensure the magnet is installed on the hopper lid. 4. Reset the dispenser by unplugging it, waiting 10 seconds, and then plugging it back in. 5. Make sure the reed switch is installed properly into the hole on door front and is plugged into the connector on the circuit board. 6. Check continuity of the reed switch. 7. Inspect the reed switch assembly for damage. Replace the reed switch assembly if required. 8. The door sensor can be disabled until the reed switch assembly is replaced. Please refer to the instructions for door sensor in the SOFTWARE FEATURES section of this manual.
Display does not show Dispensing Disabled when door is open or the hopper lid is not in place	<ol style="list-style-type: none"> 1. Make sure the door sensor is enabled. Refer to the instructions for door sensor in the SOFTWARE FEATURES section of this manual. 2. Unplug the reed switch and use a multi-meter and a magnet to perform a continuity test on the reed switch. The reed switch is normally open and is closed in the presence of a magnetic field.

Problem	Action
	<ol style="list-style-type: none"><li data-bbox="526 197 1382 289">3. Put a probe on both pins of the connector and with a magnet in place, there should be continuity (zero ohms) and with no magnet, there should be no continuity.<li data-bbox="526 289 1252 323">4. Replace the reed switch assembly if continuity test fails.

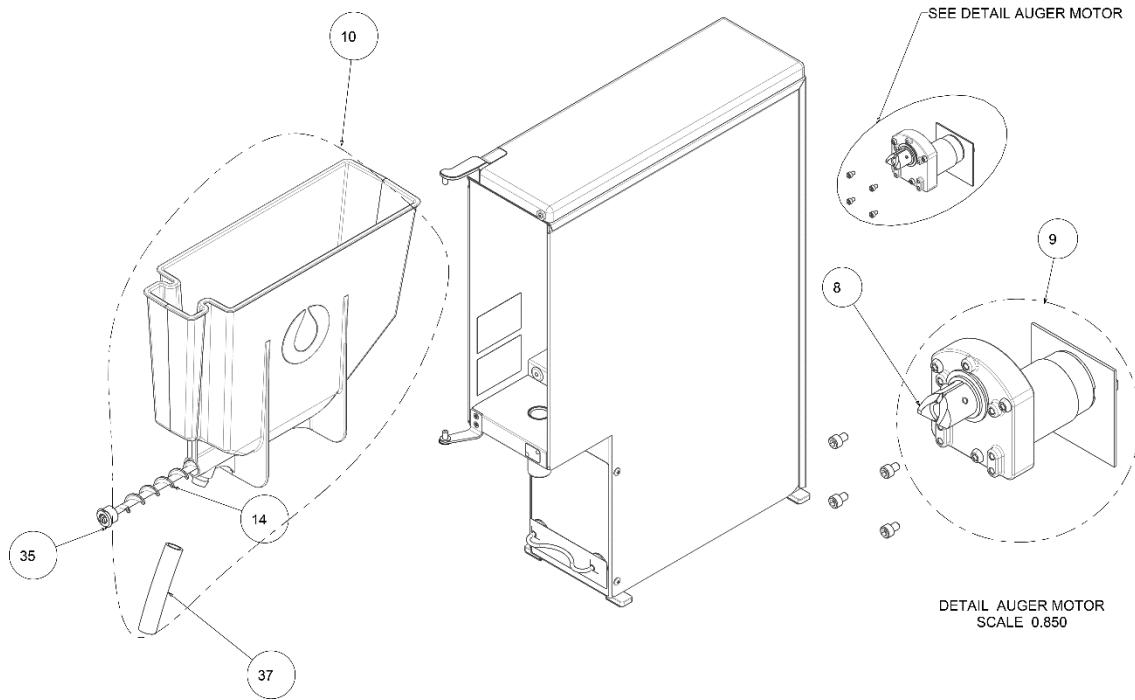
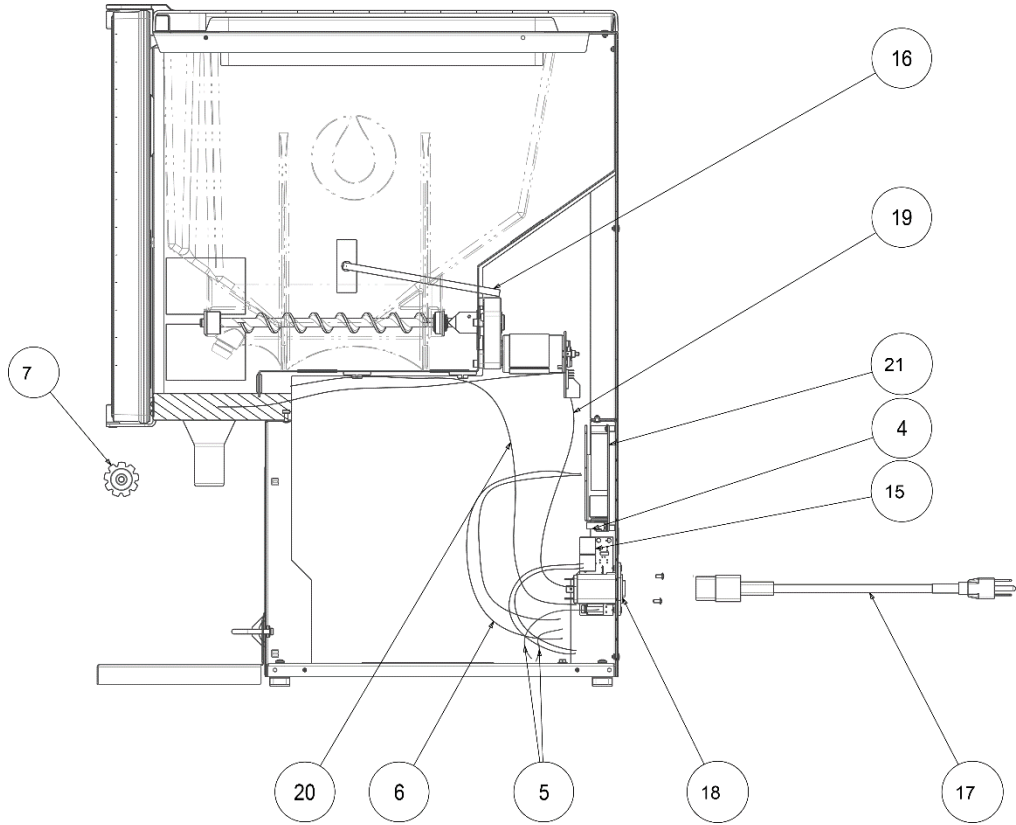


Figure 78: General assembly diagrams – multi-row display version



Figure 79: Internal electronics with wiring – multi-row display version

ITEM	PART NUMBER	DESCRIPTION
1	A-04-106-5-SP	CATCH TRAY ASSEMBLY, 1GP
2	CONTACT SURESHOT	DOOR ASSEMBLY, MOLDED, AC1-GP
3	A-09-104-SP	LID MAGNET ASSEMBLY
4	A-10-004-SP	POWER SUPPLY CONNECTOR ASSEMBLY
5	A-10-016X-SP	GROUND WIRE
6	A-10-020-SP	POWER CABLE ASSEMBLY, SIDE CONSOLE
7	CONTACT SURESHOT	SOFTWARE, AC1-GP-1, USB
8	A-31-025-SP	MOTOR COUPLER ASSEMBLY
9	A-99-068-1-SP	MOTOR & COUPLER ASSY, LIN COM 3
10	A-99-170-SP	1 GP HOPPER ASSY
11	A-99-172-1-SP	AC1-GP WIRE CUP GUIDE ASSEMBLY, BLK
12	A-99-178-SP	LOWER HINGE, AC1-GP, PEM INST.
13	A-99-180-SP	ASSY, REED_SW,V2 FRONT DOOR
14	A-99-195-SP	AUGER ASSEMBLY (1GP)
15	C-01-133-SP	PCB,ASSY,BREAKOUT LIN ETH PWR
16	C-01-134-SP	PCB,ASSY,IR,FLEX,LEVEL_SENS
17	E-13-116-SP	PWR CORD,2M,NEMA5 15P,IEC C13,SJT,BLACK
18	E-13-202-SP	POWER ENTRY MODULE
19	E-13-208-SP	CBL,CAT5E,RJ45,MOLDED,BLK,1FT,RoHS

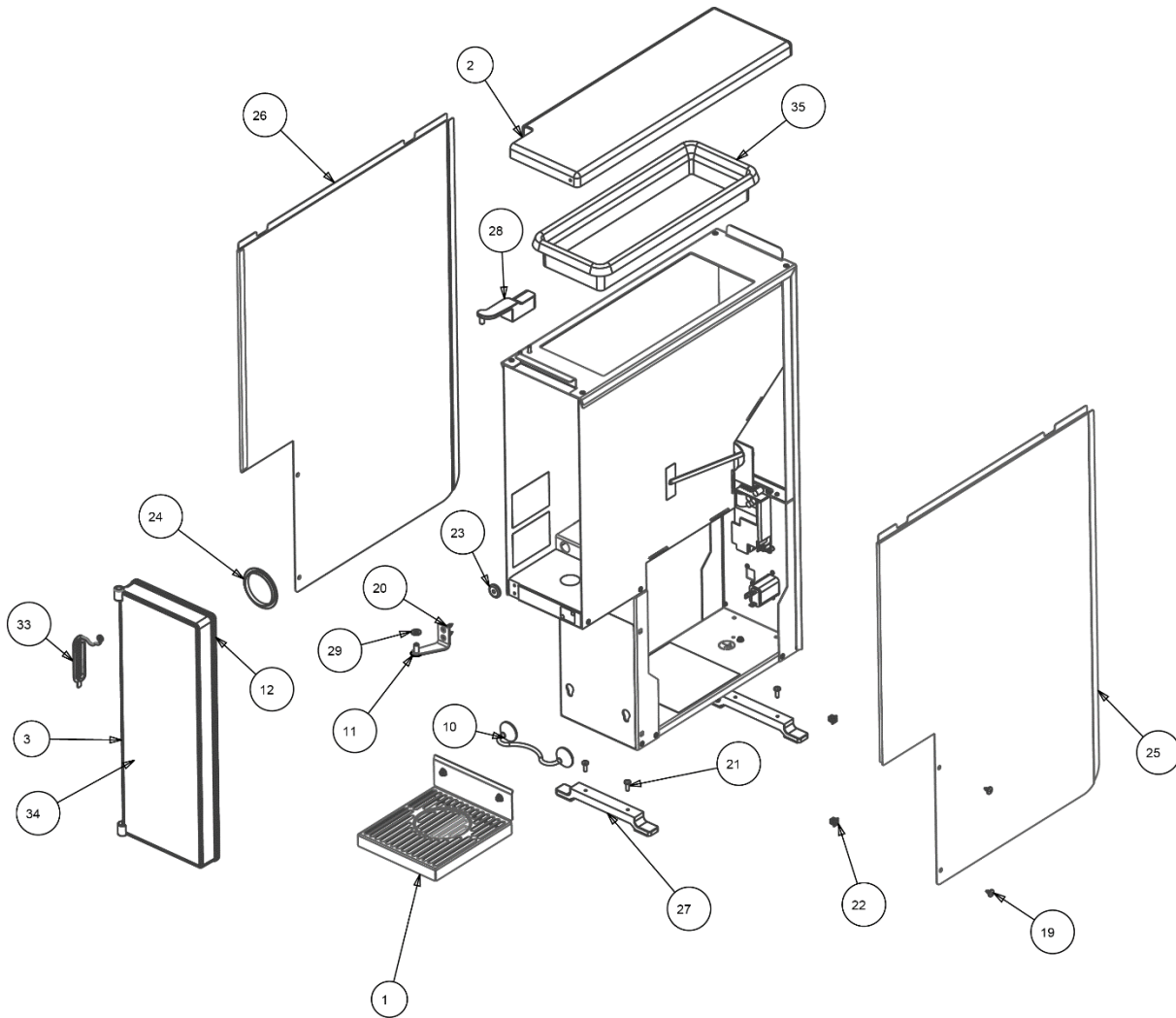
20	E-13-209-SP	CBL,CAT5E,RJ45,MOLDED,WHT,4FT,RoHS
21	E-18-002-SP	POWER SUPPLY, VLT60-1001, 12V
22	E-99-053-SP	24.5MM COIN CELL BATTERY 3V
23	F-04-002-SP	SS_P-TH-TS-TYPE-AB, #8 X 3/8
24	F-04-023-SP	#8 X 3/4" FLAT HEAD PHILLIPS TAPPING SCREW
25	F-05-038-SP	SCREW, MACH, PH, P, M3X6 SS
26	F-05-039-SP	SCREW, MACH, SS, #8-32 x 1/2, P-PH, EX TOOTH WASHER
27	F-09-001-SP	ANCHOR NUT, #8, PLASTIC
28	F-12-016-3-SP	GROMMET, PUSH-IN, 1/4" ID, 3/4" OD, 1/16" MNT THK
29	F-12-021-SP	PLUG, PLASTIC, SNAP-IN, BLACK, 2"
30	M-01-395-1-SP	SIDE PANEL, AC1-GP W/MOLDED DOOR, RHS
31	M-01-395-2-SP	SIDE PANEL, AC1-GP W/MOLDED DOOR, LHS
32	M-03-092-SP	FOOT, AC1-GP
33	M-03-102-SP	TOP HINGE, DOOR MOLDED, AC1-GP
34	M-04-274-SP	WASHER, PLASTIC, .25ID x .50ODx 1/16
35	M-04-275-SP	BUSHING, AUGER, FRONT
36	M-04-280-SP	DISPENSE NOZZLE, 1GP
37	M-05-131-SP	TUBE, 5/8"ID x 7/8"OD, LATEX, 5.85"
38	P-01-065-SP	TETHERED DOOR PLUG, MOLDED
39	P-01-093-SP	DOOR BACK, MOLDED, AC1-GP
40	P-03-015-SP	TRANSITION, FP, THERMOFORMED, AC1-GP

Table 2: Parts list – multi-row display version

* Inclusion of part and/or part version is specific to the model of dispenser. Refer to parts department for inclusion of, and/or applicable variation of, indicated part number.

ASSEMBLY DIAGRAMS AND PARTS LIST - SINGLE-ROW DISPLAY

Part numbers and descriptions for ballooned items are listed in Table 3.



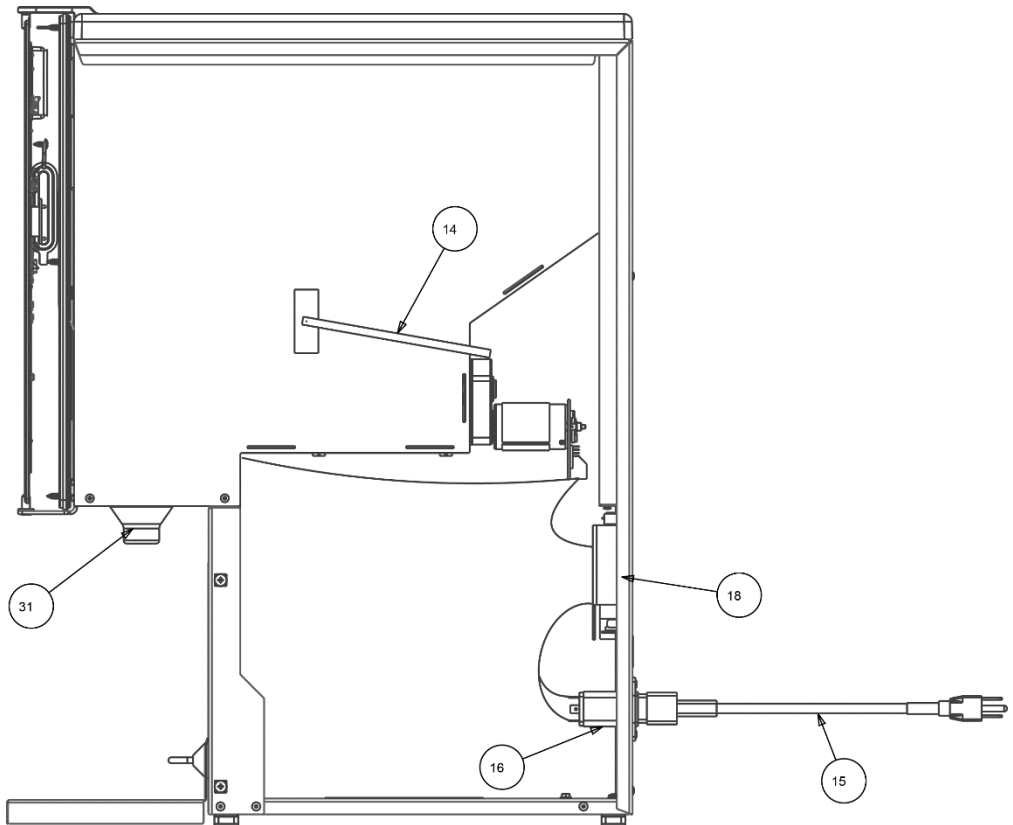
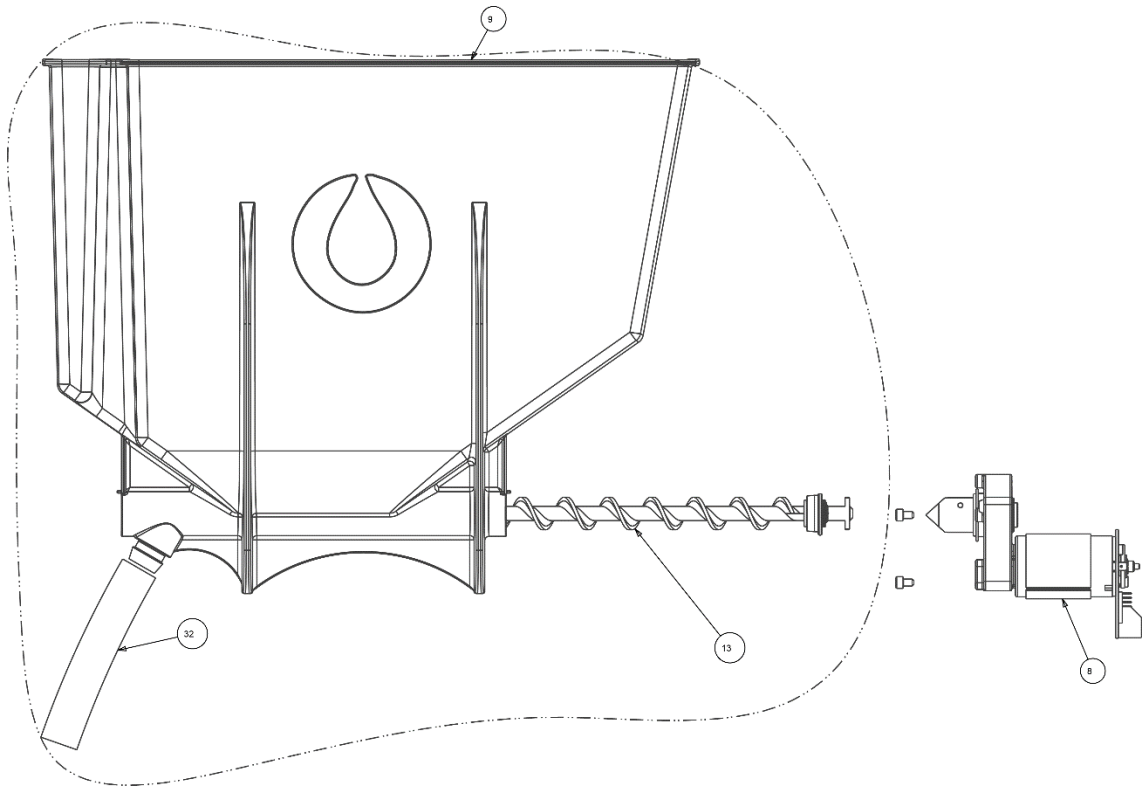


Figure 81: General assembly diagrams – single-row display version

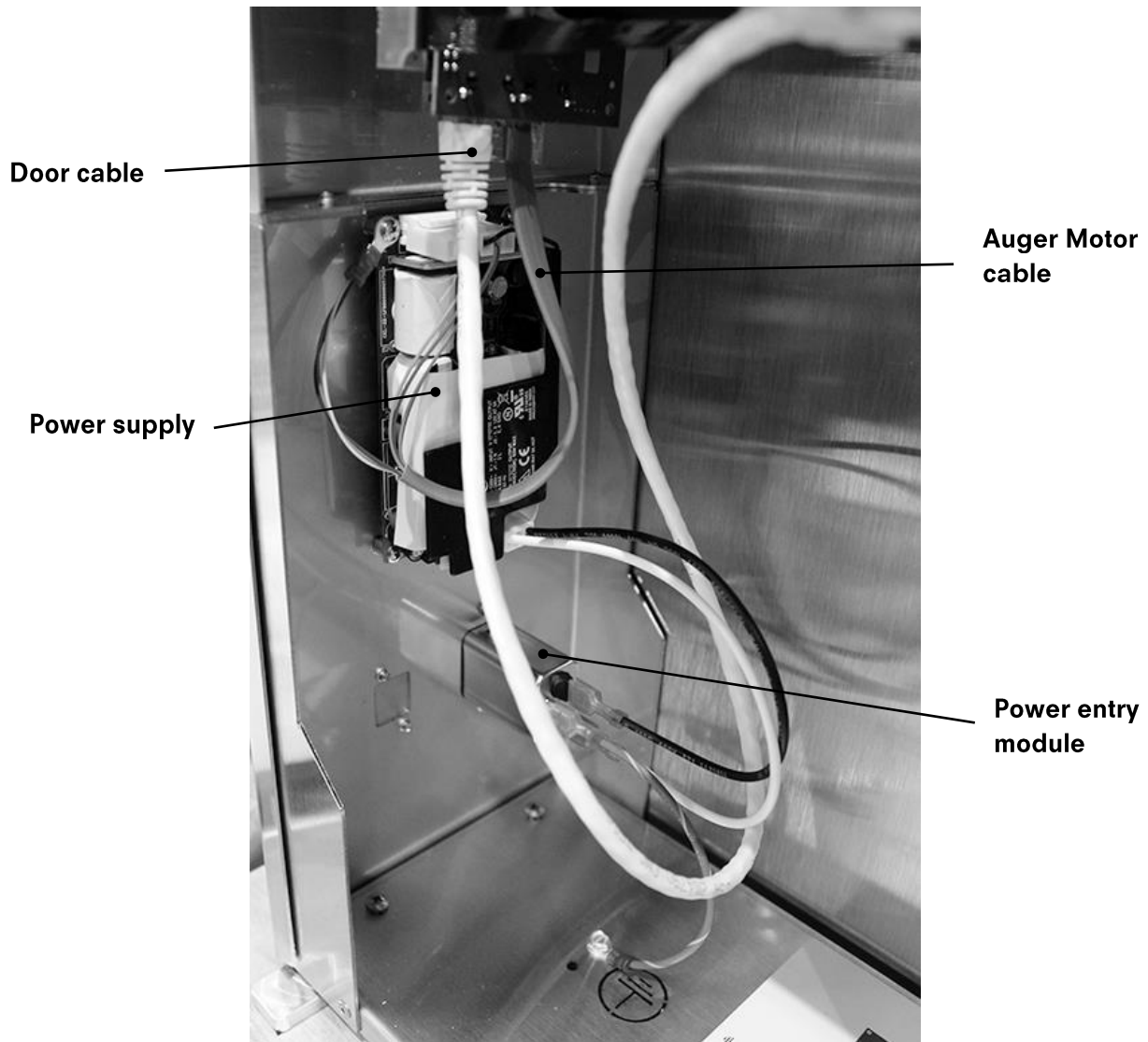


Figure 82: Internal electronics with wiring – single-row display version

ITEM	PART NUMBER	DESCRIPTION
1	A-04-106-6-SP	CATCH TRAY ASSEMBLY, 1GP
2	A-09-104-SP	LID MAGNET ASSEMBLY
3	CONTACT SURESHOT	DOOR ASSEMBLY, AC1-GP-2
4	A-10-016X-SP	GROUND WIRE
5	A-10-020-SP	POWER CABLE ASSEMBLY, SIDE CONSOLE
6	A-10-079-1-SP	CABLE ASSY, DC INTERNAL PSU, AC2-GP
7	CONTACT SURESHOT	SOFTWARE, AC1-GP-2, USB
8	A-99-068-1-SP	MOTOR & COUPLER ASSY, LIN COM 3

ITEM	PART NUMBER	DESCRIPTION
9	A-99-170-SP	1 GP HOPPER ASSY
10	A-99-172-1-SP	AC1-GP WIRE CUP GUIDE ASSEMBLY, BLK
11	A-99-178-SP	LOWER HINGE, AC1-GP, PEM INST.
12	A-99-180-SP	ASSY, REED_SW, V2 FRONT DOOR
13	A-99-195-SP	AUGER ASSEMBLY (1GP)
14	C-01-134-SP	PCB, ASSY, IR, FLEX, LEVEL_SENS
15	E-13-116-SP	PWR CORD, 2M, NEMA5 15P, IEC C13, SJT, BLACK
16	E-13-202-SP	POWER ENTRY MODULE
17	E-13-209-SP	CBL, CAT5E, RJ45, MOLDED, WHT, 4FT, RoHS
18	E-18-002-SP	POWER SUPPLY, VLT60-1001, 12V
19	F-04-002-SP	SS_P-TH-TS-TYPE-AB, #8 X 3/8
20	F-04-023-SP	#8 X 3/4" FLAT HEAD PHILLIPS TAPPING SCREW
21	F-05-039-SP	SCREW, MACH, SS, #8-32 x 1/2, P-PH, EX TOOTH WASHER
22	F-09-001-SP	ANCHOR NUT, #8, PLASTIC
23	F-12-016-3-SP	GROMMET, PUSH-IN, 1/4" ID, 3/4" OD, 1/16" MNT THK
24	F-12-021-SP	PLUG, PLASTIC, SNAP-IN, BLACK, 2"
25	M-01-395-1-SP	SIDE PANEL, AC1-GP W/MOLDED DOOR, RHS
26	M-01-395-2-SP	SIDE PANEL, AC1-GP W/MOLDED DOOR, LHS
27	M-03-092-SP	FOOT, AC1-GP
28	M-03-102-SP	TOP HINGE, DOOR MOLDED, AC1-GP
29	M-04-274-SP	WASHER, PLASTIC, .25ID x .50OD x 1/16
30	M-04-275-SP	BUSHING, AUGER, FRONT
31	M-04-280-1-SP	DISPENSE NOZZLE, 1GP, SHORT
32	M-05-131-1-SP	TUBE, 5/8"ID x 7/8"OD, LATEX, 4.43"
33	P-01-065-SP	TETHERED DOOR PLUG, MOLDED
34	P-01-093-SP	DOOR BACK, MOLDED, AC1-GP
35	P-03-015-SP	TRANSITION, FP, THERMOFORMED, AC1-GP

Table 3: Parts list – single-row display version

* Inclusion of part and/or part version is specific to the model of dispenser. Refer to parts department for inclusion of, and/or applicable variation of, indicated part number.

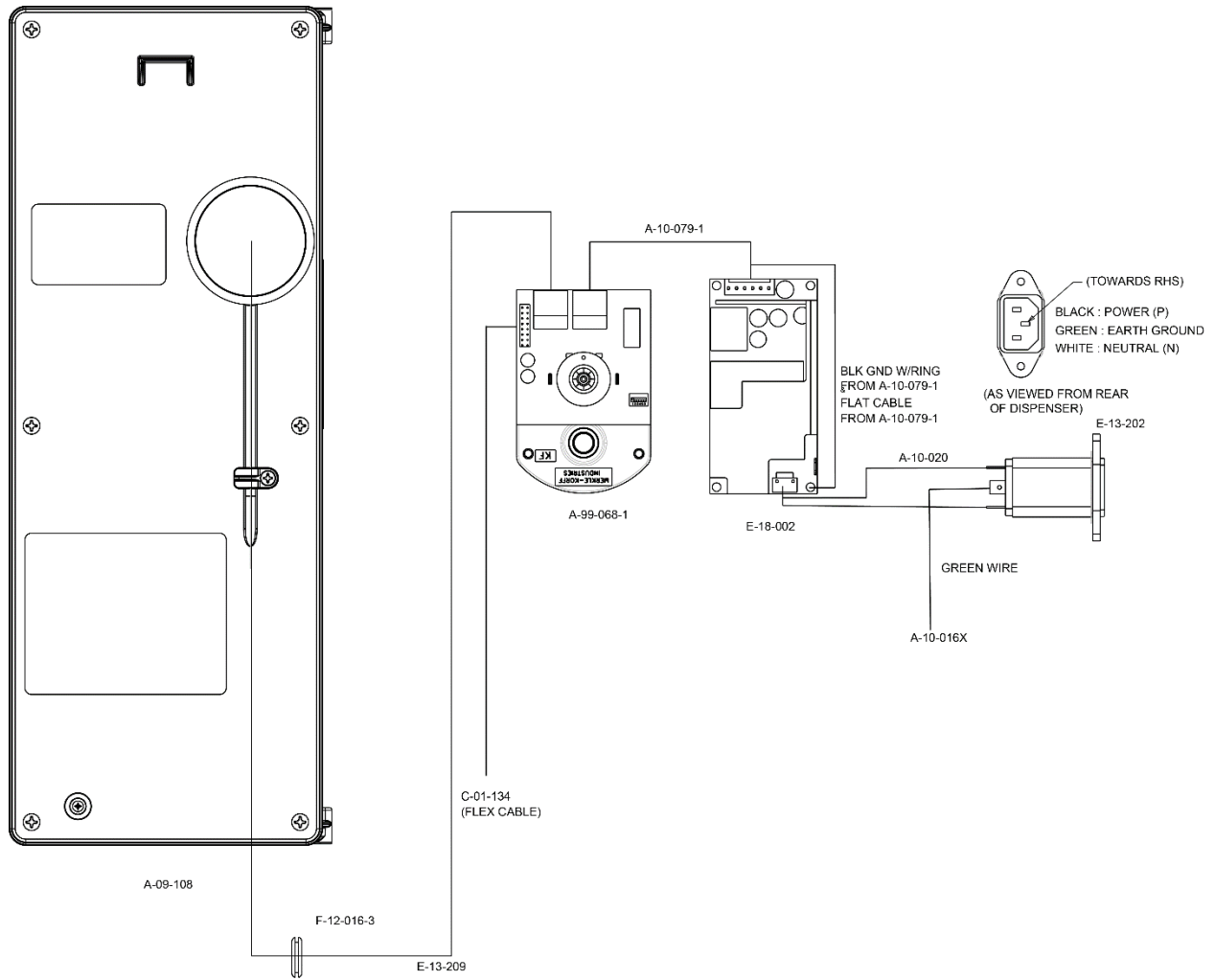


Figure 83: Wiring diagram – single-row display version

SERVICE AND WARRANTY

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

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

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

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

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

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

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



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



Figure 84: Product identification label

USA AND CANADA WARRANTY

This dispenser is covered by a one (1) year on-site warranty, unless otherwise specified.

All dispensing equipment manufactured by A.C. Dispensing Equipment Inc. is warranted against defects in materials and workmanship for a period of one (1) year from the date of purchase.

A.C. Dispensing Equipment Inc.'s obligation under this warranty is limited to the repair of defects as outlined by an A.C. Dispensing Equipment Inc. factory-authorized service agency or one of its sub-service agencies.

This warranty does not apply to installation or problems caused by installation. This warranty does not apply to normal preventative maintenance, maintenance, or adjustments deemed appropriate by A.C. Dispensing Equipment Inc.

THIS WARRANTY WILL BE NULL AND VOID IF THE DISPENSER'S WARRANTY HAS NOT BEEN REGISTERED WITH A.C. DISPENSING EQUIPMENT INC. WITHIN 60 DAYS OF PURCHASE.

This warranty is subject to the following conditions:

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

TIME PERIOD

One year on parts and labor, effective from the date of purchase. The authorized service agency may, at its option, require proof of purchase. Parts replaced under this warranty are warranted for the unexpired portion of the original product warranty only.

A service consultant is available to assist you during our normal business hours. All service-related issues will be addressed with a return telephone call by the next business day.

WARRANTY PROCEDURE

1. Find and write down the serial and model number from the product identification label. If a part or option code number is also listed, write down this number too.
2. Call the number provided on the service label on the dispenser.
3. Our Technical Assistance Center staff will discuss the issue with you and, if necessary, dispatch a technician to your location for repairs. If after-hours or emergency assistance is required, A.C. Dispensing Equipment Inc. will not be responsible for any additional charges.

4. To order parts, call the service center and the appropriate parts will be sent to your location or that of the servicing agency.

The following procedures and conditions are not covered by this warranty:

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

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

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

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

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

SURESHOT
SOLUTIONS

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