

MULTI-SWEETENER DISPENSER AC2-GP-30



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TABLE OF CONTENTS

LIST OF FIGURES	5	Maintenance Mode	19
LIST OF TABLES	5	Enter and Exit Maintenance Mode	19
INTRODUCTION	6	Drink Count Data	19
Main Components	6	Volume Adjustment (Volume Adj)	20
Specifications	7	Program Mode	21
Legend	8	Enter and Exit Program Mode	21
RECEIVING THE DISPENSER	9	Target Adjustment (Target Adj)	21
Inspect for Damage	9	Product	21
Registering the Dispenser's Warranty	9	Language	22
SETTING UP THE DISPENSER	11	Service	22
Getting the Dispenser Ready for Operation	11	CLEANING THE DISPENSER	23
Safety Precautions	11	Recommended Cleaning Schedule	23
Power Requirements	11	Cleaning Instructions	23
Tools Needed for SetUp and Maintenance	12	Exterior	23
Repositioning Feet (Optional)	12	Button Panel	24
Attaching the APD Sweetener Bracket (Optional)	13	Catch Tray	24
Turning on the Dispenser	14	Lid and Hopper Insert	25
Setting the Language	14	Inside Compartment	25
Cleaning the Dispenser	14	Dispense Tubes, Product Hoppers and Augers	25
OPERATING THE DISPENSER	15	APD Sweetener Bracket (Optional)	28
Installing and Filling the Hoppers	15	TROUBLESHOOTING	29
Installing the Hoppers	15	SERVICE AND WARRANTY	31
Filling the Hoppers	16	USA AND CANADA WARRANTY	32
Dispensing Product	18		
ADDITIONAL FEATURES	19		
Mode Buttons	19		

LIST OF FIGURES

Figure 1: Main exterior components of the AC2-GP-30 Multi-Sweetener Dispenser	6
Figure 2: Main interior components of the AC2-GP-30 Multi-Sweetener Dispenser	7
Figure 3: Repositioning the feet	12
Figure 4: APD dispenser and sweetener bracket	13
Figure 5: APD sweetener bracket attached to the dispenser	13
Figure 6: Rails for top hopper	15
Figure 7: Drive pin on the auger assembly at the back of the hopper	16
Figure 8: Brass colored coupler inside the back of the dispenser	16
Figure 9: Add sugar	17
Figure 10: Low-level lines on the hoppers	17
Figure 11: Button panel	18
Figure 12: Removing the catch tray	24
Figure 13: Remove the auger (option 1)	26
Figure 14: Remove the auger (option 2)	26
Figure 15: Remove auger from back of hopper	27
Figure 16: Align front (shown on the left) and back bushings (shown on the right) with flat surface	27
Figure 17: Product identification label	31

LIST OF TABLES

Table 1: Mode buttons	19
Table 2: Recommended cleaning schedule	23

INTRODUCTION

Read this manual now then store it for future reference.

MAIN COMPONENTS

Familiarize yourself with the names and locations of the multi-sweetener dispenser components.

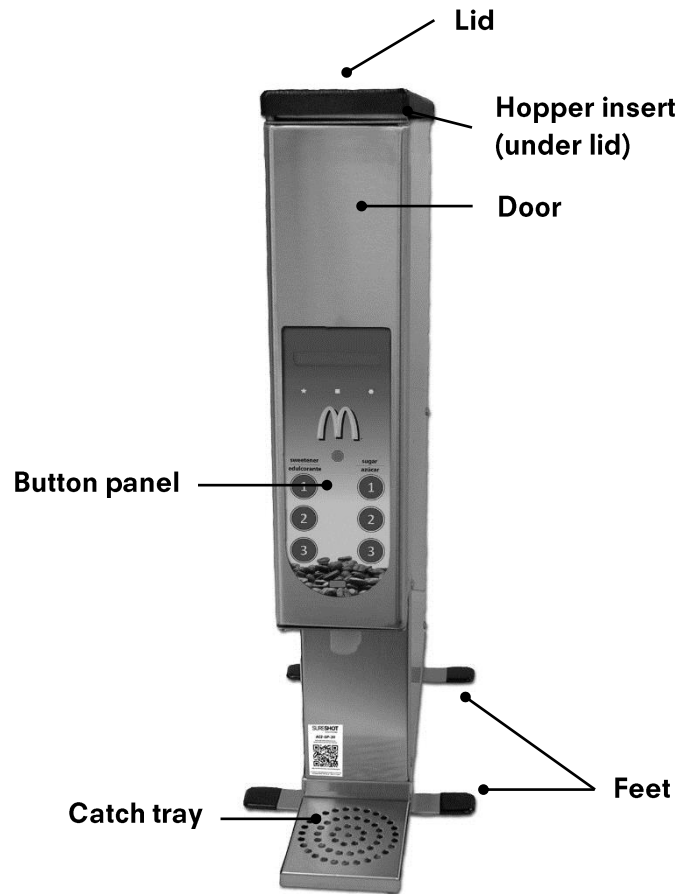


Figure 1: Main exterior components of the AC2-GP-30 Multi-Sweetener Dispenser

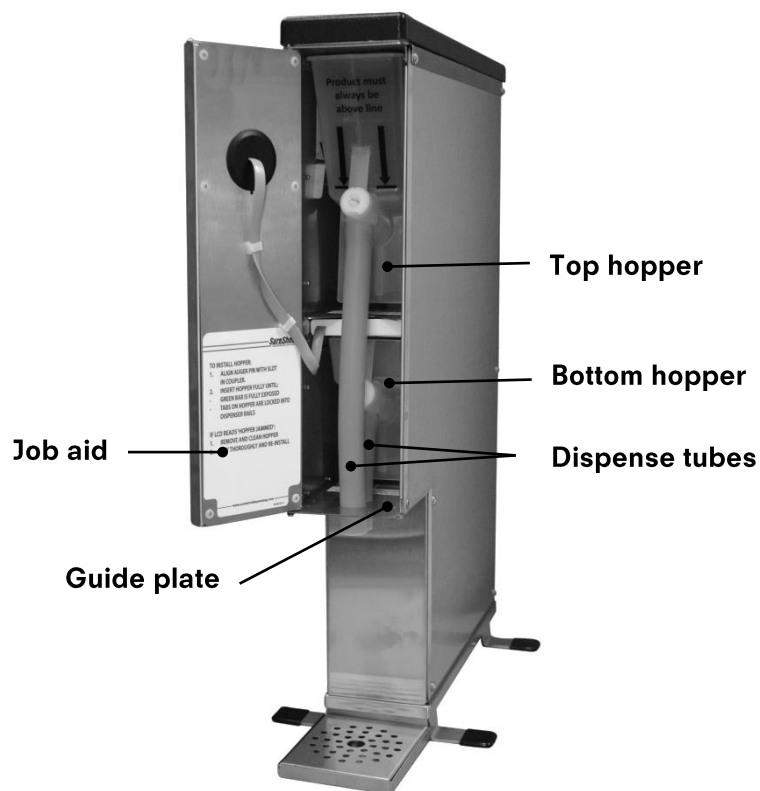


Figure 2: Main interior components of the AC2-GP-30 Multi-Sweetener Dispenser

SPECIFICATIONS

Model:	AC2-GP-30
Weight (empty):	32 lb. (14.5 kg)
Dimensions (LxWxH):	17.75" x 4.0" x 24" (45 cm x 10.2 cm x 61 cm)
Power requirement:	As indicated on the product identification label, 120V AC, 60Hz, 0.6A, 1ph
Hopper capacity	Top hopper: 6.0 lb. (2.7 kg) (granular sugar) Bottom hopper: 2.5 lb. (1.1 kg) (granular sugar)



LEGEND

These icons are used in this manual.



Note icon

Used for explanations and reminders.



Tip icon

Used for information that will help the dispenser perform better.



Caution icon

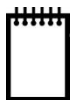
Used for actions or functions that could cause damage to the dispenser or users.

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, immediately contact A.C. Dispensing Equipment Inc. 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. A.C. Dispensing Equipment Inc. will then contact the shipping company to retrieve and return the damaged goods to our facility. Hold damaged goods with the carton and 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 the customer's account, the customer is responsible for any and all damages that may occur during shipment. Such damages 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, part and serial numbers that are located on the product identification label of your dispenser. You will need this information when registering your product warranty.

SETTING UP THE DISPENSER

GETTING THE DISPENSER READY FOR OPERATION



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 and a full product load.

Do not place the dispenser too close to a source of heat or moisture.

Ensure the feet are tightened in place at the four corners on the bottom of the dispenser. Do not remove the feet from the dispenser or allow the dispenser to sit directly on the counter otherwise the dispenser could become unstable.



This dispenser is not suitable for outdoor use.

SAFETY PRECAUTIONS

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

- Always plug the dispenser into an approved electrical outlet.
- The dispenser must be operated on grounded electrical wiring at all times.
- Unplug the dispenser from its electrical outlet before servicing.
- Do not immerse the dispenser in water.
- Observe all safety precautions with this dispenser that you would with any electrical appliance.



The dispense auger is powered by a motor with a turning shaft located inside the product 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.

TOOLS NEEDED FOR SETUP AND MAINTENANCE

You will need these tools for setup and maintenance:

- Small Philips screwdriver
- Flat-head screwdriver

REPOSITIONING FEET (OPTIONAL)

The dispenser is shipped with the feet installed at the back and front of the dispenser base. To make it easier to put the dispenser next to other appliances, the feet can be repositioned to provide clearance for adjacent appliances.

1. Decide which feet to reposition.
2. Remove the two screws securing the foot to be moved. Retain the screws.

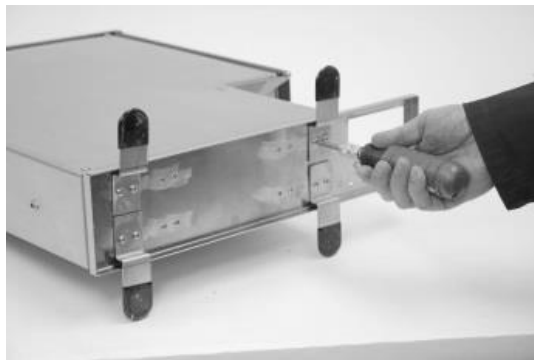


Figure 3: Repositioning the feet

3. Move the foot to the appropriate set of holes.
4. Reattach the foot, using the screws removed in step 2.
5. Repeat as required.

ATTACHING THE APD SWEETENER BRACKET (OPTIONAL)

If your dispenser came with a metal sweetener bracket, follow these instructions to install it.

1. Insert the APD dispenser in the metal bracket.

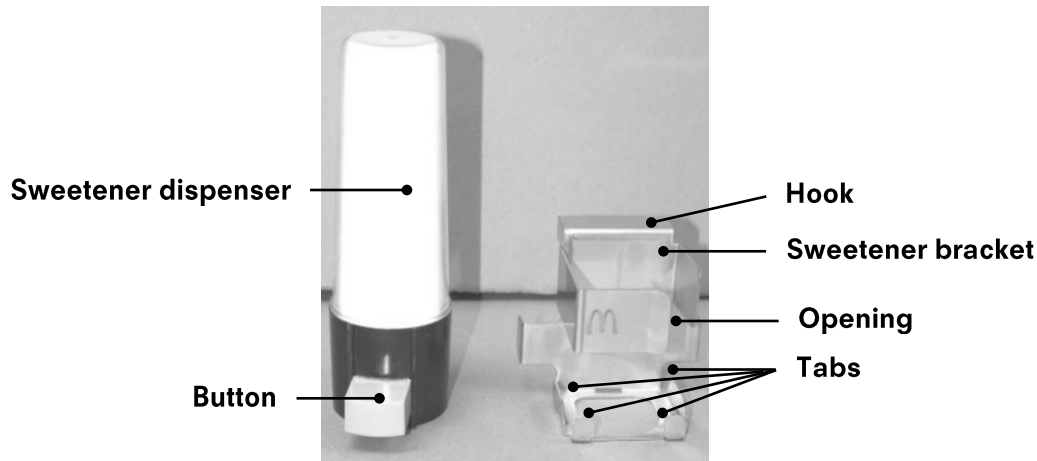


Figure 4: APD dispenser and sweetener bracket

- a. Align the button with the opening in the bracket and push the dispenser down until it is just above the four metal tabs.
 - b. Twist the dispenser counter-clockwise until the button is facing forward.
 - c. Push the dispenser all the way down.
2. Open the dispenser door.
 3. Holding the bracket with the hook facing the door, place the hook over the door so that it is centered.
 4. Close the hopper door.



Figure 5: APD sweetener bracket attached to the dispenser

For directions on how to use the supplemental sweetener, follow the manufacturer's instructions.

TURNING ON THE DISPENSER

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 turned on, you may see various lights on the button panel turn on and off. When it is ready to dispense, the display will show `Select Size`.

SETTING THE LANGUAGE

The default display language is English. This dispenser has two other language options available, French and Spanish. Follow the instructions in the Program Mode 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 smoothly. Follow the instructions in the Clean the Dispenser section of this manual.

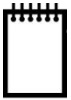
OPERATING THE DISPENSER

INSTALLING AND FILLING THE HOPPERS

There are two hoppers in the dispenser. The larger, top hopper is for granular sugar, the bulkiest product and one that has larger dispense sizes. The smaller, bottom hopper is for artificial sweetener, which is less bulky and has smaller dispense sizes. Both hoppers can be configured to dispense the same product.

Make sure that the hoppers and tubes have been cleaned and completely dried before filling them with product. Wash and sanitize your hands or wear clean gloves before handling the hoppers, tubes or sweeteners.

Installing the Hoppers



The bottom hopper must be filled before installing it in the dispenser.

To install the hoppers, follow these instructions.

1. Open the door.
2. Remove the lid and hopper insert (required for the top hopper only).
3. Install hopper into the appropriate product compartment.
 - a. Hold the hopper upright and level. Place the back of the hopper on the rails inside the dispenser.

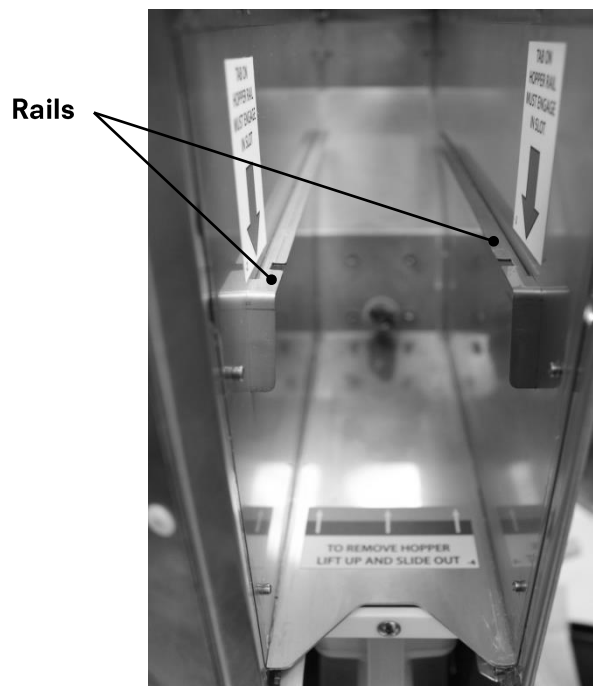


Figure 6: Rails for top hopper

- b. Slide the hopper straight in, all the way, until you feel the hopper connect with the brass-colored coupler inside the back of the dispenser.
- c. Put the dispensing tube through the appropriate slot in the guide plate.



To ensure the hopper is installed correctly, try to pull the hopper straight out of the dispenser without lifting it. If the hopper pulls out **without** you lifting it, then it is NOT properly installed. If replacing the hopper still doesn't seat it properly, try these troubleshooting operations:

- Check for obstructions inside the dispenser.
- Turn the drive pin at the back of the hopper (Figure 7) so it lines up with the groove on the brass colored coupler inside the back of the dispenser (Figure 8).



Figure 7: Drive pin on the auger assembly at the back of the hopper

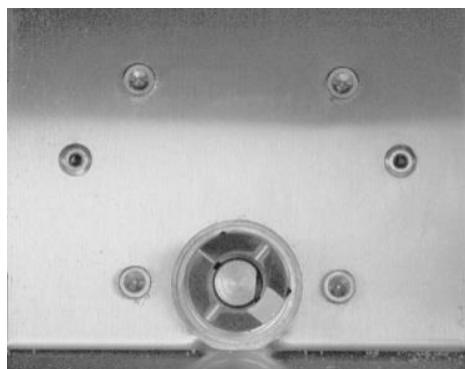


Figure 8: Brass colored coupler inside the back of the dispenser

4. Replace the hopper insert and lid.
5. Close the door.

Filling the Hoppers



Make sure that sugar and sweeteners are stored in a sealed container away from moisture to prevent product clumping. Do not add clumps to the hopper.

Top hopper

You can fill the top hopper with it already installed in the dispenser or you can remove it to fill it.

To fill the top hopper when it is in the dispenser, follow these instructions.

1. Remove the lid from the top of 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 bulk sugar. Carefully pour in the sugar.



Figure 9: Add sugar

3. Make sure the hopper is filled over the low-level line, but don't over-fill it above the top edge of the hopper.

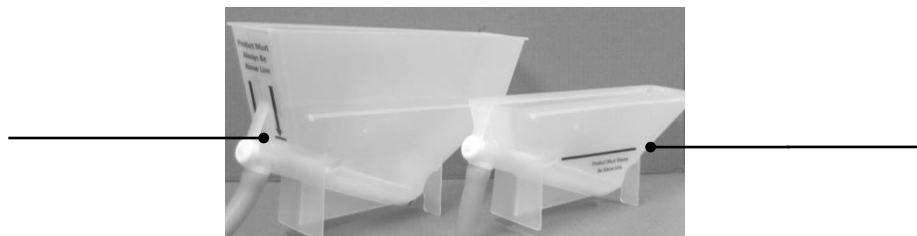
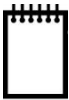


Figure 10: Low-level lines on the hoppers

4. Replace the lid.

Bottom hopper

You should disable the button panel before opening the door to avoid accidentally pressing a button. Press and hold the **Panel Disable** button (●) on the button panel for three seconds until you hear two beeps and lights on the button panel flash in sequence and the display shows *Panel Disabled*.



1. Open the door.
2. Remove both tubes from the guide plate.
3. Lift the bottom hopper up slightly, pull it out of the dispenser and place it on a solid surface.
4. Carefully pour the sweetener into the hopper.
 - Make sure the hopper is filled over the low-level line, but not above the top edge.
5. Replace the hopper in the dispenser.
6. Replace both tubes in the guide plate.
7. Close the dispenser door.



8. Press and hold the **Panel Disable** button (●) for three seconds until you hear beeps.

To maintain dispense accuracy, always keep product filled above the low-level line.

DISPENSING PRODUCT

To dispense product from the dispenser, follow these instructions.

1. Place a cup under the dispense point.
2. Press and release the numbered shot quantity button for the correct amount and type of sweetener needed. The product will dispense.

While the product is dispensing, the display will show *Dispensing....* When the dispense is finished, the display will return to *Make Selection* (or similar prompt).

BUTTON PANEL

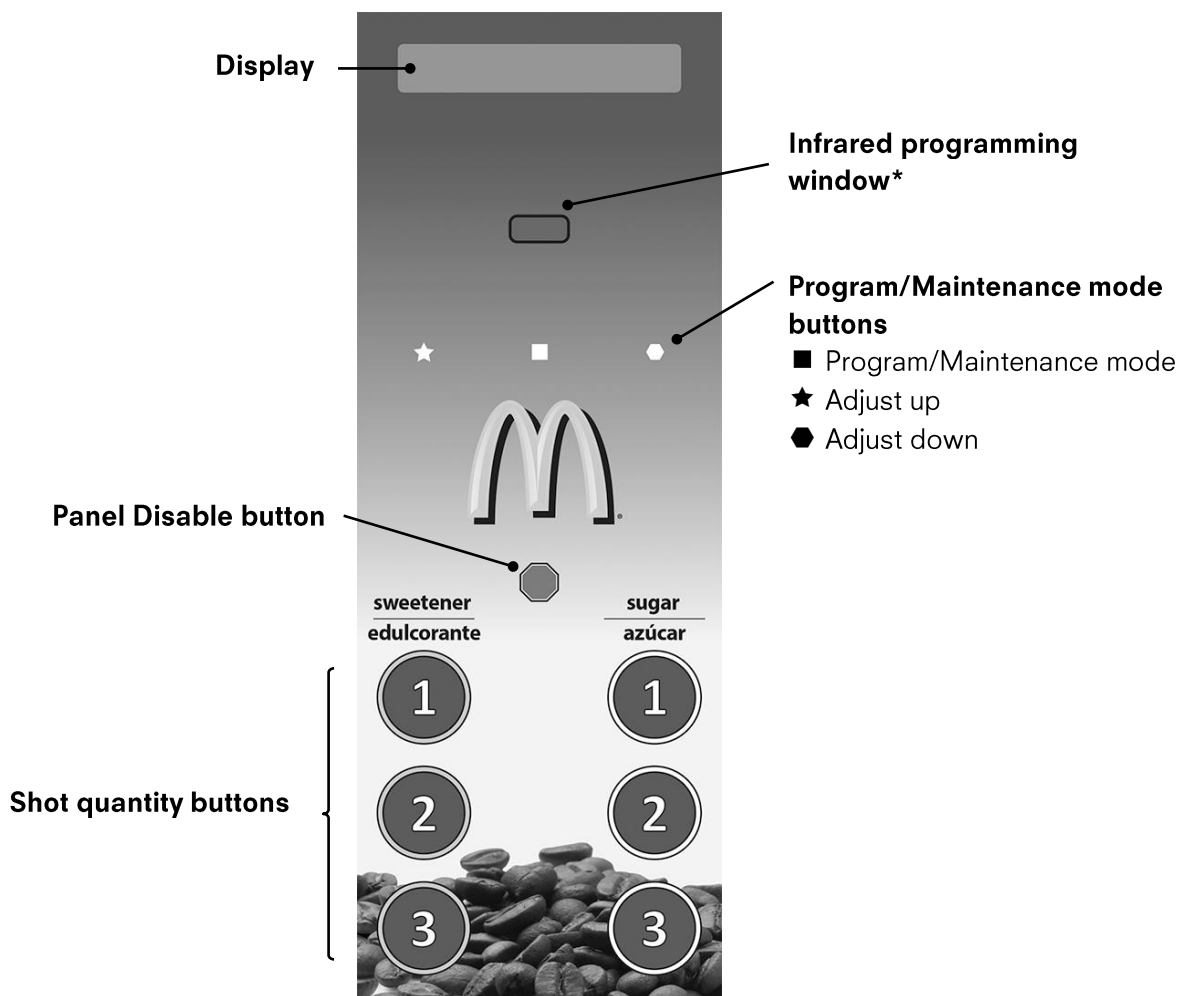


Figure 11: Button panel

**Note: If you have an older dispenser, the infrared programming window may be located towards the bottom of the button panel.*

ADDITIONAL FEATURES

MODE BUTTONS

SYMBOL	MEANING
■	Program mode
★	Adjust up
●	Adjust down

Table 1: Mode buttons

MAINTENANCE MODE

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

Enter and Exit Maintenance Mode

To enter Maintenance mode, press and hold the **Program Mode** button (■) until you hear two beeps. The display will briefly show `Maintenance Mode` before entering the first maintenance page, `M1: Drink Count`.

To exit Maintenance mode, press and hold the **Program Mode** button (■) until you hear two beeps and the display shows `Make Selection`.

Drink Count Data

This shows the total number of product dispenses for each size.

1. Enter Maintenance mode.
2. If the display does not already show `M1: Drink Count`, press the **Program Mode** button (■) repeatedly until it does.
3. Press a size button. The display shows the number of dispenses for the selected size and product.
4. To reset the drink count back to 0 for a size selected, press the **Adjust Down** (●) button twice.
5. Press each size button until you have all the drink count data required.
6. Exit Maintenance mode.



Drink counts will increase until you return the drink count number for a size to zero. If you need to do a daily drink count, for instance, return the count to zero after you have noted the drink counts for the day.

Volume Adjustment (Volume Adj)

In some circumstances, the actual amount of dispensed product may be slightly different from the recipe amount. In this case, the volume adjustment function can be used to correct the dispense amount. The volume adjustment value is expressed as a percentage, and the default value is zero, meaning no adjustment has been made. Always make sure the adjustment value is set to zero before you begin the process of making a volume adjustment.



A volume adjustment affects all cup sizes related to the selected product. This function should only be used in circumstances in which the actual dispensed amount is consistently different from the recipe amount set within the target adjustment function. Before a volume adjustment is made, make sure the recipe amount is set correctly. For more information on this, please refer to the target adjustment instructions within the ADDITIONAL FEATURES section of this manual.

Follow these steps to change the volume adjustment value:

1. Reset the volume adjustment percentage value to zero, if needed.
 - a. Enter maintenance mode.
 - i. Press and hold the **Program Mode** button (■) until you hear two beeps. Release the button. The display will briefly show `Maintenance Mode` before entering the first maintenance page `M1: Drink Count`.
 - b. Press the **Program Mode** button (■) repeatedly until the display shows `M2: Volume Adjust`.
 - c. Press any **size button** for the product you wish to make adjustments for.
 - d. If not already set to zero, set the volume adjustment value to zero.
 - i. Press the **Adjust Up** (★) or **Adjust Down** (●) button until the display shows 0%.
 - e. Exit maintenance mode.
 - i. Press and hold the **Program Mode** button (■) until you hear two beeps. The display will show `Make Selection` when you release the button.
2. Calculate what the volume adjustment value should be.
 - a. Place an empty cup under the dispense point and press any **size button** for the product you wish to adjust.
 - b. Measure and record, in grams, the amount that was actually dispensed.
 - c. The formula to calculate the adjustment value is $[(\text{Target} - \text{Actual}) \div \text{Target}] \times 100\%$.
E.g., If the target (recipe amount) is 8 and the actual dispense amount is 6, the equation is $[(8 - 6)/8] \times 100\% = 25\%$.
 - d. Record the calculated percentage change.
3. Change the volume adjustment value.
 - a. Enter maintenance mode.
 - i. Press and hold the **Program Mode** button (■) until you hear two beeps. Release the button. The display will briefly show `Maintenance Mode` before entering the first maintenance page `M1: Drink Count`.

- b. Press the **Program Mode** button (■) repeatedly until the display shows M2 :
Volume Adjust.
- c. Press any **size button** for the product you wish to make adjustments for.
- d. Press the **Adjust Up** (★) or **Adjust Down** (●) button until the display shows the calculated volume adjustment value. The number displayed represents the percentage change that will be made to all dispenses for the selected product. Available adjustment range is -33% to +33%.
- e. Exit maintenance mode.
 - i. Press and hold the **Program Mode** button (■) until you hear two beeps. The display will show Make Selection when you release the button.

PROGRAM MODE

Program mode is not used in daily operations but can be used to change various settings such as dispense amounts, dispensed products and displayed language, as well as various service functions. Follow these instructions to access Program mode.

Enter and Exit Program Mode

To enter Program mode, follow these instructions:

1. Press and hold the **Panel Disable** button (●) until you hear a second beep.
2. Press and hold the **Program Mode** button (■) until you hear a second beep. The display will briefly show Program Mode before entering the first program page, which is P1: Target Adj.

To exit Program mode, press and hold the **Program Mode** button (■) until you hear beeps and the display shows Make Selection.

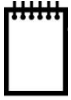
Target Adjustment (Target Adj)

Dispense amounts can be changed for each product size. Amounts have been pre-set to McDonald's specifications. To adjust a target amount, enter Program mode and follow these instructions.

1. Enter Program mode.
2. Press the **Program Mode** button (■) until the display shows P1: Target Adj.
3. Press the button for the size you want to change.
4. Press the **Adjust Up** (★) or **Adjust Down** (●) button until you see the desired amount (measured in grams). Adjustments are made in 0.5-gram increments.
5. Repeat for each size button requiring change.
6. Exit Program mode.

Product

Default products have been pre-set to McDonald's specifications. Changing the type of product to be dispensed from a hopper requires changing the Product setting.



The Product setting alters how the equipment dispenses specific products. Dispense amount settings (Target Adj) do not change and must be adjusted separately if required. Refer to the Target Adjustment section in this manual for more information.

1. Enter Program mode.
2. Press the **Program Mode** button (■) repeatedly until the display shows P2 :
Product.
3. Select any size button for the hopper you want to change the default product for.
4. Press the **Adjust Up** (★) or **Adjust Down** (●) button repeatedly until desired product is displayed, such as Sugar.
5. Exit Program mode.

Language

You can change the language shown in the display.

1. Enter Program mode.
2. Press the **Program Mode** button (■) repeatedly until the display shows P3 :
Language.
3. Press the **Adjust Up** (★) or **Adjust Down** (●) button repeatedly until the desired language is displayed, such as English.
4. Exit Program mode.

Service

Functions in this mode are typically used by service technicians. However, there may be special cases where you are instructed to enter this function.

CLEANING THE DISPENSER

- The dispenser must be air dried completely to keep products from clumping.
- Do not use any abrasive materials or cleaners on the dispenser.
- The dispenser must not be cleaned by water jet.
- Do not spray any liquid or cleaners in or around the dispense tip area. This will prevent contamination of the product and keep it from clumping in the dispense tubes.
- Do not spray any liquid or cleaners inside the dispenser. Liquid could damage electrical components of the dispenser.

RECOMMENDED CLEANING SCHEDULE

Descriptions of the cleaning procedures follow the table.

Equipment	Frequency
Exterior	Daily
Button panel	
Catch tray	
Lid and hopper insert	Monthly
Inside compartment	
Dispense tubes	
Product hoppers and augers	

Table 2: Recommended cleaning schedule

CLEANING INSTRUCTIONS

Exterior

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



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

Button Panel

1. Press and hold the **Panel Disable** button (●) on the button panel until you hear two beeps and lights on the button panel flash in sequence.
2. Clean the panel using a soft cloth dampened with warm, clean, soapy water.
3. Rinse using a soft cloth dampened with warm, clean water.
4. Wipe dry with a soft cloth.
5. Press and hold the **Panel Disable** button (●) on the button panel for several seconds until you hear several beeps to turn off the panel disable feature.



The button panel will automatically return to normal operating mode after three minutes of being disabled.

Catch Tray

If a dishwasher is available, the catch tray can be cleaned on the full wash cycle. Should a dishwasher not be available, the items may be cleaned following these steps:

1. Remove the catch tray by tilting the front of the catch tray up toward the dispenser and pulling it away.



Figure 12: Removing the catch tray

2. Separate the two pieces of the catch tray.
3. Rinse both thoroughly with warm, clean water.
4. Wash in hot water (minimum 140 °F/60 °C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.
5. Rinse well with warm, clean water.
6. Air-dry thoroughly.
7. Put the two pieces of the catch tray back together.
8. Replace the catch tray by tilting the front of the catch tray up towards the dispenser and then pushing it under the front edge of the dispenser.

Lid and Hopper Insert

If a dishwasher is available, the lid and hopper insert can be separated and cleaned on the full wash cycle. Should a dishwasher not be available, the items may be cleaned following these steps:

1. Remove the lid by lifting it straight up and off the dispenser.
2. Remove the hopper insert by lifting it up and off the dispenser.
3. Rinse the lid and hopper insert with warm, clean water.
4. Wash in hot water (minimum 140 °F/60 °C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.
5. Rinse well with warm, clean water.
6. Air-dry thoroughly.
7. Reinstall the lid and hopper insert on the dispenser.

Inside Compartment

1. Unplug the dispenser.
2. Press and hold the **Panel Disable** button (●) on the button panel for three seconds until you hear two beeps and lights on the button panel flash in sequence.
3. Open the door.
4. Remove the hoppers.
5. Wipe dispenser interior and guide plate using a soft cloth dampened with warm, clean, soapy water.
6. Wipe with warm, clean rinse water.
7. Dry thoroughly.
8. Plug in the dispenser.
9. Reinstall the hoppers.

Dispense Tubes, Product Hoppers and Augers

If a dishwasher is available, the tubes, hoppers and augers can be cleaned on the full wash cycle. Make sure that the tubes are upright to allow a thorough clean and drain. If a dishwasher not be available, the items may be cleaned following these steps:

1. Press and hold the **Panel Disable** button (●) on the button panel for three seconds until you hear two beeps and lights on the button panel flash in sequence.
2. Open the dispenser door.
3. Remove the lid and then the hopper insert by lifting them straight up and off the dispenser.
4. Remove the hoppers. (Doing so will avoid spillage into dispenser.)
 - a. Remove tubes from guide plate.
 - b. Lift the hoppers up slightly and pull out of the dispenser.
 - c. Pour any sweetener into clean, sanitized containers for temporary storage while the hoppers are being cleaned.
5. Pull the tubes from the barbed fitting on each of the hoppers.
6. Rinse the tubes thoroughly with warm, clean water.

7. Wash in hot water (minimum 140 °F/60 °C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.
8. Rinse well with warm, clean water.
9. Air-dry thoroughly.
10. Remove the auger from each hopper.

Option 1

- a. Pinch the two sides of the auger tip together and push into the front bushing (Figure 13).

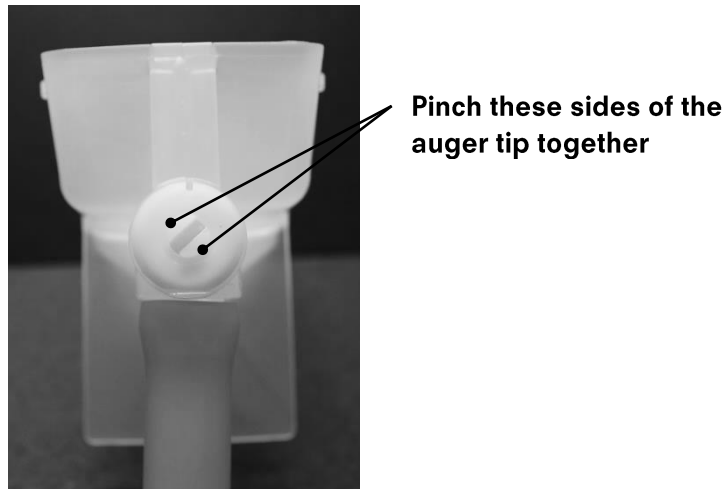


Figure 13: Remove the auger (option 1)

Option 2



There is a small tab on the bottom front of the auger. 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 is on the countertop with the small tab hanging over the edge of the counter. (Figure 14).

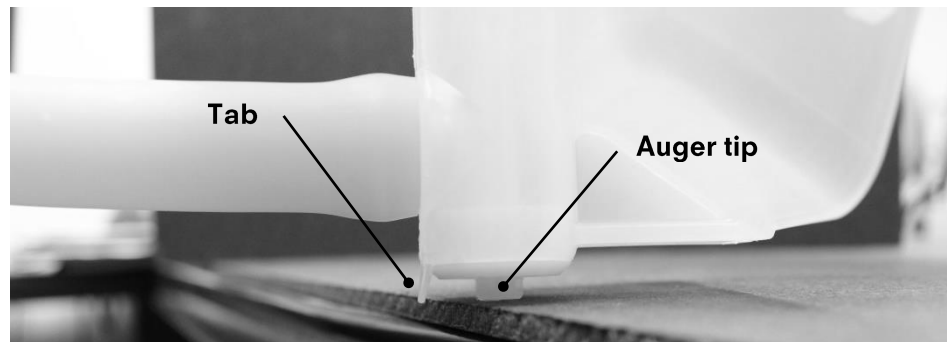


Figure 14: Remove the auger (option 2)

- b. Push down firmly until the auger releases.

- Press tip in with your finger if the auger is not released completely.
- c. Pull the auger out of the back of the hopper (Figure 15).



Figure 15: Remove auger from back of hopper

11. Rinse the auger and hopper thoroughly with warm, clean water.
12. Wash in hot water (minimum 140 °F/60 °C) with a good quality cleaner. Wash thoroughly to reach all corners and crevices.
13. Rinse well with warm, clean water.
14. Turn hopper upside down on a counter.
15. **Let auger and hopper air-dry thoroughly.**
16. Reinstall the tubes by sliding the tube onto the barbed fitting on the hopper.
17. Reinstall the auger.
 - a. Insert the auger through the round opening of the hopper from back to front.
 - b. Align the flat surface on the front bushing with the mating flat surface on the hopper opening and push the bushing in until it is fully seated.

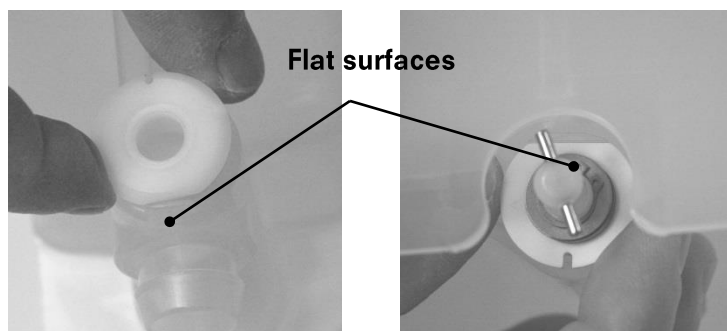
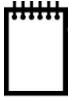


Figure 16: Align front (shown on the left) and back bushings (shown on the right) with flat surface

- a. Turn hopper to place front bushing on the corner of a countertop.
- d. Align flat surface on the rear of the bushing with mating flat surface on the top of the opening.
- e. Press firmly on the back bushing until it clicks into place.

- f. Make sure that the auger is installed firmly.
- g. Inspect the auger for excessive movement, looseness or wear.



If the rear auger bushing is loose or worn, product may build up or spill from that end. If this is the case, the hopper assembly must be replaced. You can order a new one from the SureShot Technical Assistance Center's Parts Department at 888 777-9990 (USA & Canada) or +1 902 865 9602.

18. Refill and load the hopper.

APD Sweetener Bracket (Optional)

1. Wash the bracket in warm, clean, soapy water.
2. Rinse with warm, clean water.
3. Air-dry thoroughly.

TROUBLESHOOTING

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

Problem	Action
Dispenser does not turn on	1. Ensure dispenser is plugged into an active power source. If power source does not have power, have a qualified person check your facility's fuse box or circuit breaker to restore power. 2. Make sure the power cord is connected to the dispenser.
Display on the front door is blank	1. Make sure that the power cord is plugged into the wall outlet and the dispenser. 2. Make sure the wall outlet is active. 3. Make sure that the door cord is not disconnected.
Dispenser does not dispense product	1. Make sure that the power cord is plugged into the wall outlet and the dispenser. 2. Make sure the wall outlet is active. 3. Make sure that the door cord is not disconnected. 4. Unplug the dispenser, wait 10 seconds, then plug the dispenser back in. This resets the microprocessor. 5. Make sure that there is product in the hopper. 6. Make sure that the dispense tube is clear of any blockages. 7. Make sure that the hopper is properly inserted in the dispenser. Pull hopper straight out of the dispenser without lifting it. If the hopper pulls out without lifting, then it is not properly loaded. 8. If dispenser beeps once but will not dispense, this may indicate that product has jammed the auger, which prevents it from rotating. a. Place a screwdriver tip into the slot on the front of the auger tip. Apply pressure in a clockwise direction. b. Press the shot quantity button. Auger should release. 9. Remove the hopper from the dispenser. Check to see if the product is clumping inside the hopper. If it is: 10. Make sure that no moisture is getting into the hopper. 11. Make sure that the dispenser was thoroughly dried after cleaning. 12. Make sure that the product is stored in a sealed container away from moisture so that no clumps are added to the hopper. 13. If the product is still clumping, empty the product hopper and fill it with fresh sweetener.
Dispenser will not dispense and display shows Hopper Jammed	1. Clean and thoroughly dry the hopper and auger. Refer to the instructions in the Clean the Dispenser section of this manual. Note: 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.

Problem	Action
Inconsistent amounts of product are being dispensed	1. Make sure that the hopper is filled above the low-level line. Fill the hopper if necessary. 2. Remove any product clumps or foreign material from the hopper. 3. Make sure that the dispense tube is clear of any blockages. If necessary, clean the tube. Refer to the instructions in the Clean the Dispenser section of this manual.
There is product on the floor inside the dispenser	1. Make sure the hopper has not been over-filled. 2. Inspect the auger. a. Examine the end of the auger for excessive movement, looseness or wear. b. If loose or worn, product may build up or spill from that end. If this is the case, hopper assembly must be replaced.
Dispenser door does not close fully	This indicates that the product hopper is not loaded correctly. 1. Open the dispenser door. 2. Look for obstructions. 3. Pull hopper straight out of the dispenser without lifting it to make sure it is loaded properly. If the hopper pulls out without you lifting it, then it is not properly loaded. a. If you are having trouble try turning the steel drive pin on auger at the back of the hopper to a similar angle as the groove on the auger motor coupler at the inside back of the dispenser.
Door will not latch	Make sure that the screw on the top of the door, opposite the hinge, is engaging with the hole in the metal tab on the dispenser, directly above the door when closed. The metal tab may require adjusting up or down by bending slightly.

SERVICE AND WARRANTY

The warranty on this product is for two years for on-site parts and labor and includes access to the USA- and Canada-wide Technical Service Network.

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

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

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

SureShot Solutions Technical Assistance Center

A.C. Dispensing Equipment, Inc.

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

www.sureshotsolutions.com

service@sureshotsolutions.com

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

Consumable parts may be ordered through the SureShot Solutions website.



The serial number, model number and part number of your dispenser are located on the product identification label on the outside of the dispenser at the back. 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.

**Product identification
label**



Figure 17: Product identification label

USA AND CANADA WARRANTY

This dispenser is covered by a two (2) 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 two (2) years 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

Two years 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. Secure the serial number, model number and option code from the product identification label on the outside of the equipment.
2. Call the number provided on the service label on the dispenser.
3. Our Technical Assistance Center staff will discuss the issue with you and, if necessary, dispatch a technician to your location for repairs. If after-hours or emergency 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. 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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