



FLAVORSHOT

FLAVOR DISPENSER

MODEL ACFC-10-25

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INTRODUCTION

MAIN COMPONENTS

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



Figure 1: Main exterior components of the FlavorShot flavor dispenser

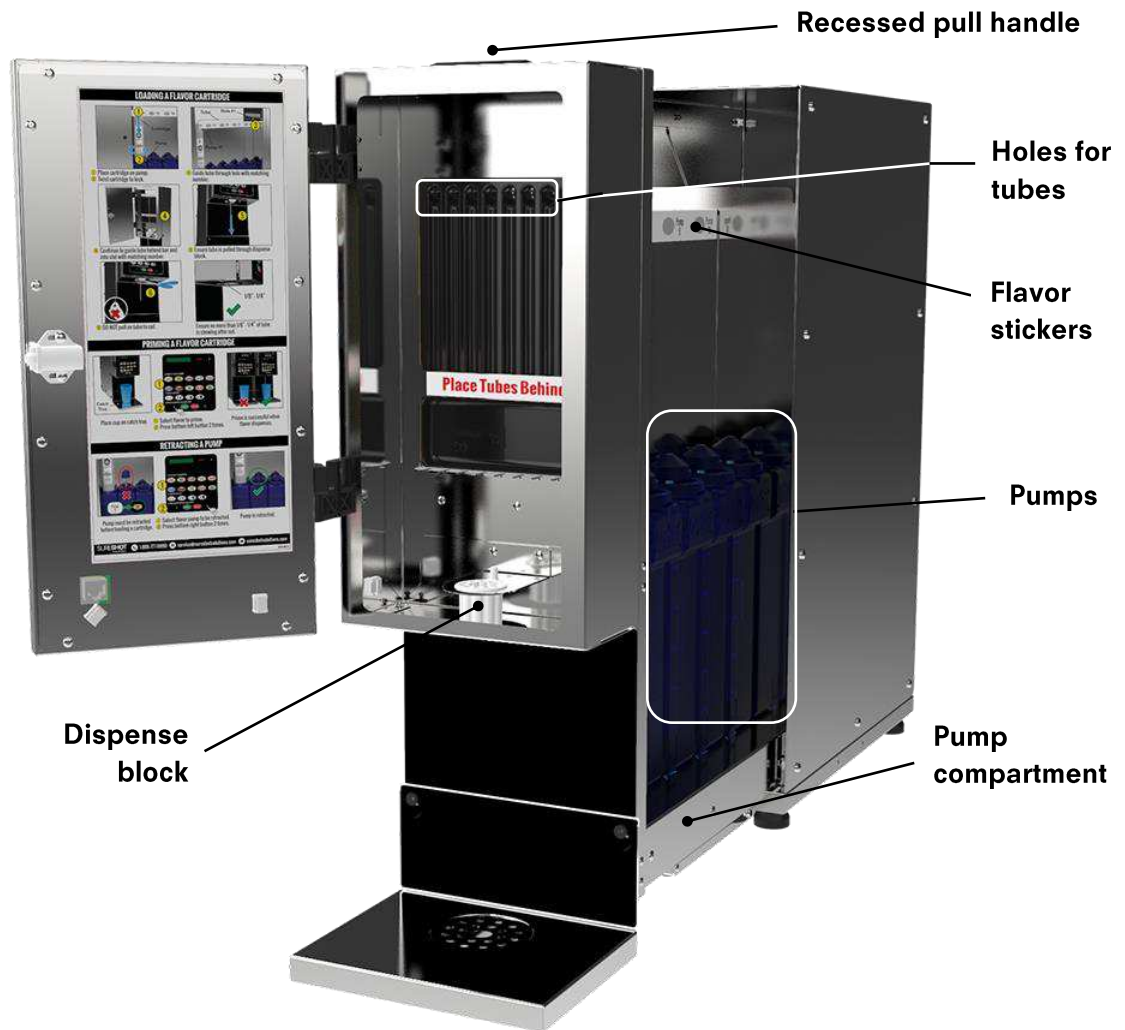


Figure 2: Main interior components of the FlavorShot flavor dispenser

SPECIFICATIONS

Model:	ACFC-10
Weight (empty):	60 lbs. (27.2 kg)
Weight (full):	66.6 lbs. (30.2 kg)
Dimensions (LxWxH):	22.25" x 8" x 25.5" (55 cm x 20 cm x 65 cm)
Power requirements:	As indicated on the product identification label, 120V AC, 60Hz, 1A, 1ph
Capacity:	Up to ten 6.76 oz. (200 mL) disposable flavor cartridges
Certifications:	NSF c UL us

This product does not contain any SVHC (Substances of Very High Concern) in amounts greater than 0.1% as required for compliance in EC Regulation 1907/2006.

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 horizontal 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 pump pistons retract with considerable force. Keep hands and fingers clear of the retracting pistons. You will see the crush hazard warning label inside the dispenser.

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 CATCH TRAY

Align the two holes of the catch tray with the screw heads on the bottom front of the dispenser and gently pull the catch tray down to secure it to the dispenser.



Figure 3: Catch tray installation

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 *Select Beverage* or *Select Flavors*, depending on the version of the dispenser you have.

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

BUTTON PANEL

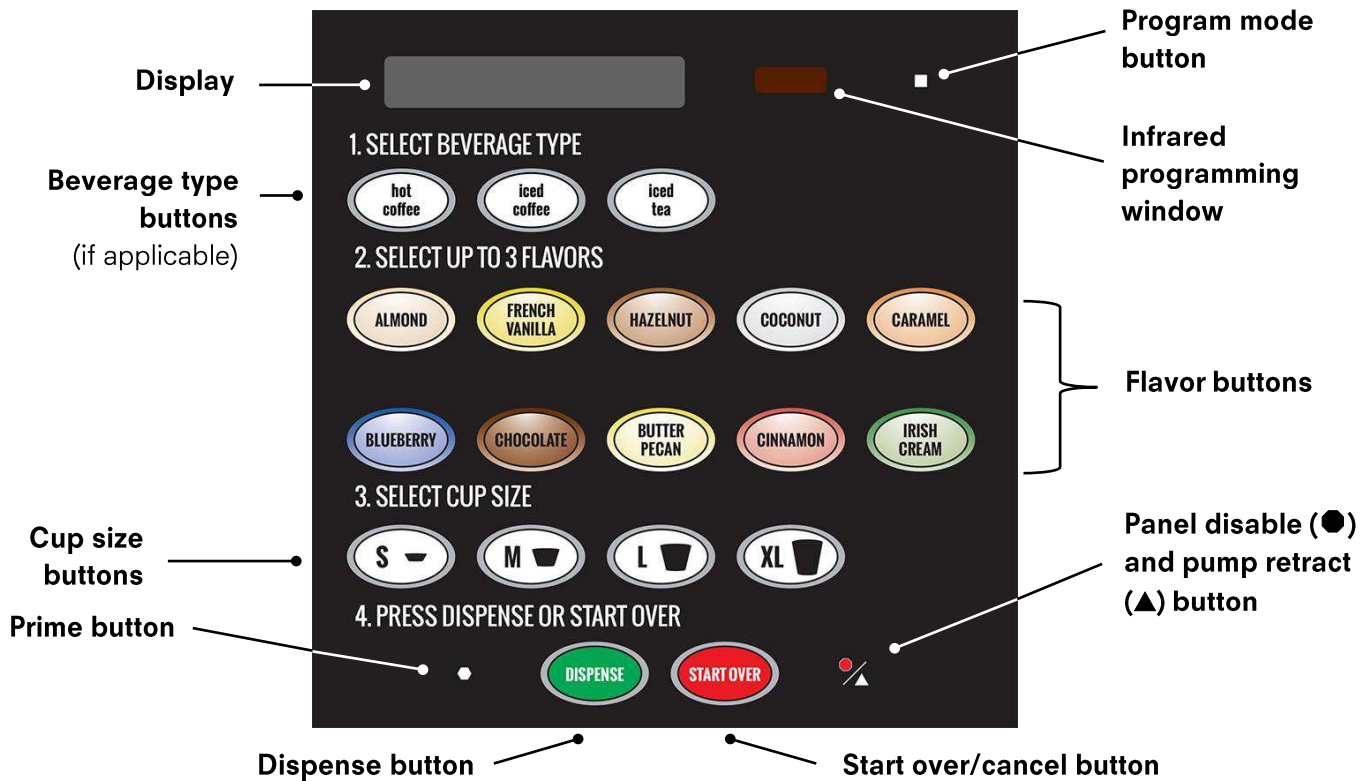


Figure 4: Button panel

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

Infrared programming window: This is used when updating your dispenser's software using a programming device called a fob.

Program mode button: This button is used when accessing various software features.

The following buttons are used for preparing beverages. Your model may have one or more of these buttons:

Beverage type buttons: These buttons will dispense or change the required amount of product specific to the selected beverage type.

Flavor buttons: These buttons will select the product(s) that you wish to dispense

Cup size buttons: These buttons will change the dispense amounts based on the selected cup size.

Dispense or cancel buttons: These buttons will dispense the selected flavors, or will cancel the selections that have been made.

Prime button: This button is used to prime a newly installed flavor cartridge.

Panel disable/pump retract button: This button has a dual function. It is used to disable the button panel for cleaning or to retract a pump piston.

Display: The display at the top of the button panel shows the current dispenser function. In normal operating mode, the display will show *Select Beverage* or *Select Flavors*.

Display Message	What it means
Select Beverage	Select a beverage type (not available on all models).
Select Flavors	Select up to three flavors per serving.
Select Size	Select the cup size of the beverage to be flavored.
Press Dispense	The dispenser is ready for confirmation that the selections made are correct.
Dispensing	Flavor is dispensing.
Not Available	No flavor cartridge is installed for that flavor button.
Pump # Empty	The flavor cartridge for that pump is empty.
Pump # Prime	The new cartridge is being prepared for dispensing.
Pump # Retract	The piston for that pump is retracting.
Panel Disabled	The button panel is disabled for approximately 15 seconds.
Program Mode	This mode is not used in daily operation. Press and hold the program mode button (■) to exit.
Target Adjust	This function changes the amounts dispensed for each beverage type, flavor, and size.
Drink Counts	This function displays the number of drinks dispensed for each flavor.
Language	This function changes the language in the display.
Buttons	This function will de-activate or re-activate beverage buttons, flavor buttons, and size buttons.
Pumps Service	These functions are used by a qualified technician for servicing the dispenser.

Table 1: Display messages

OPENING THE DISPENSER

1. Grasp the right side of the door and pull it open. Locate the latch to the right of the dispense block.

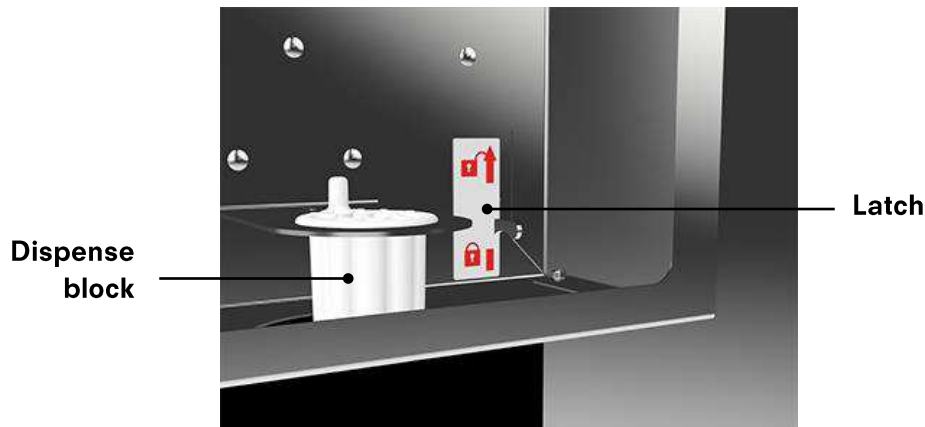
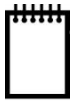


Figure 5: Pump compartment latch

2. Hook your index finger under the latch and pull upward to unlock the pump compartment.
3. Grasp the recessed handle at the top of the dispenser and pull the pump compartment out towards you.



Keep your hands clear of the bottom of the dispenser when you are opening the pump compartment.

4. When you are done, gently push the pump compartment back into the dispenser to close it. The latch will automatically lock when the pump compartment is fully closed.

INSTALLING A FLAVOR CARTRIDGE

The dispenser holds up to 10 flavor cartridges. Each flavor cartridge contains 200 ml of flavor. The cartridges are installed in the pump compartment. Pumps 1 to 5 are on the left side and pumps 6 to 10 are on the right side.

The center partition of the pump compartment has stickers to show which flavor cartridge goes in which pump position (e.g., pump 1, chocolate; pump 2, hazelnut).

Flavor cartridges are single use, which ensures product sanitation. The cartridges come with a pre-sealed tube with a heat seal near the end of the tube.

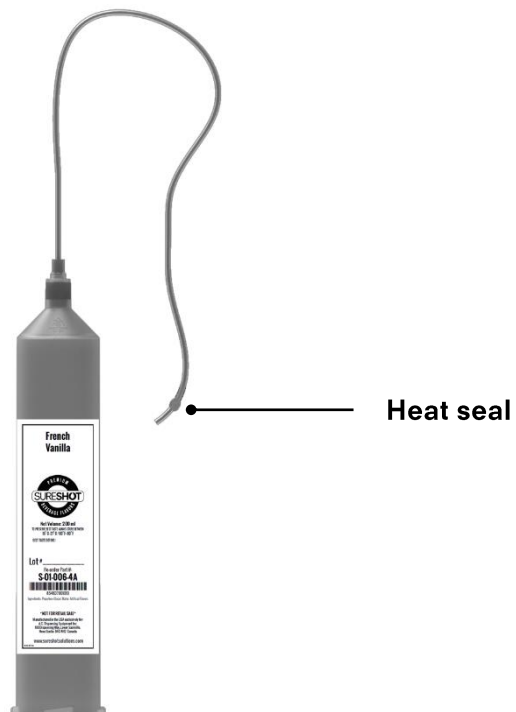


Figure 6: Flavor cartridge

Follow these steps to install a flavor cartridge.

1. Open the pump compartment and locate the correct pump for the cartridge you are installing.
2. Make sure the piston on the pump is all the way down. If the piston is up, press a **beverage type button** (if applicable), the corresponding **flavor button**, and then press the **pump retract button** (•/▲) twice.

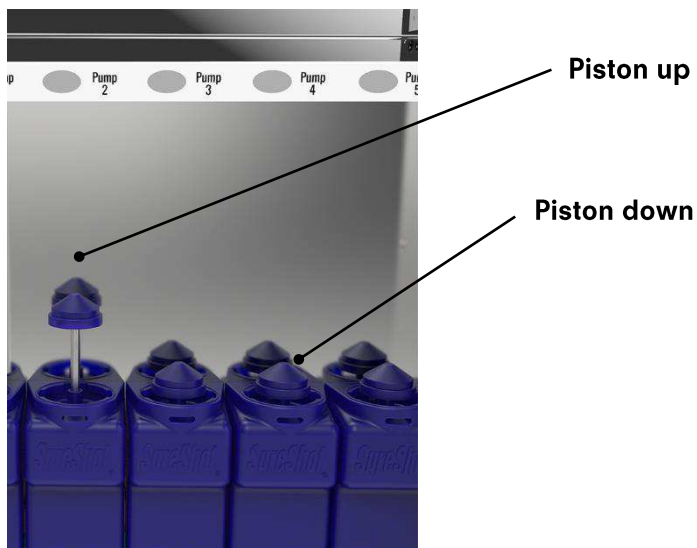


Figure 7: Pump piston positions

3. Align the notches on the cartridge with those on the pump. Gently push the cartridge down and then turn the cartridge clockwise to secure it to the pump.
4. Guide the tube to the dispense block:
 - a. Thread the tube through its numbered hole from inside the pump compartment.

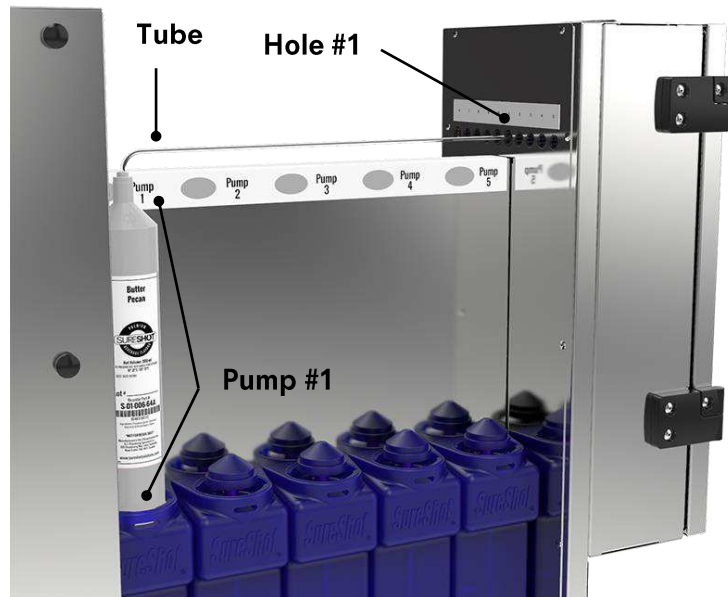


Figure 8: Thread tube through its numbered hole

- b. Close the pump compartment and open the door of the dispenser.
- c. Thread the tube down behind the bar and into the corresponding hole in the dispense block with matching number (located inside the front door).

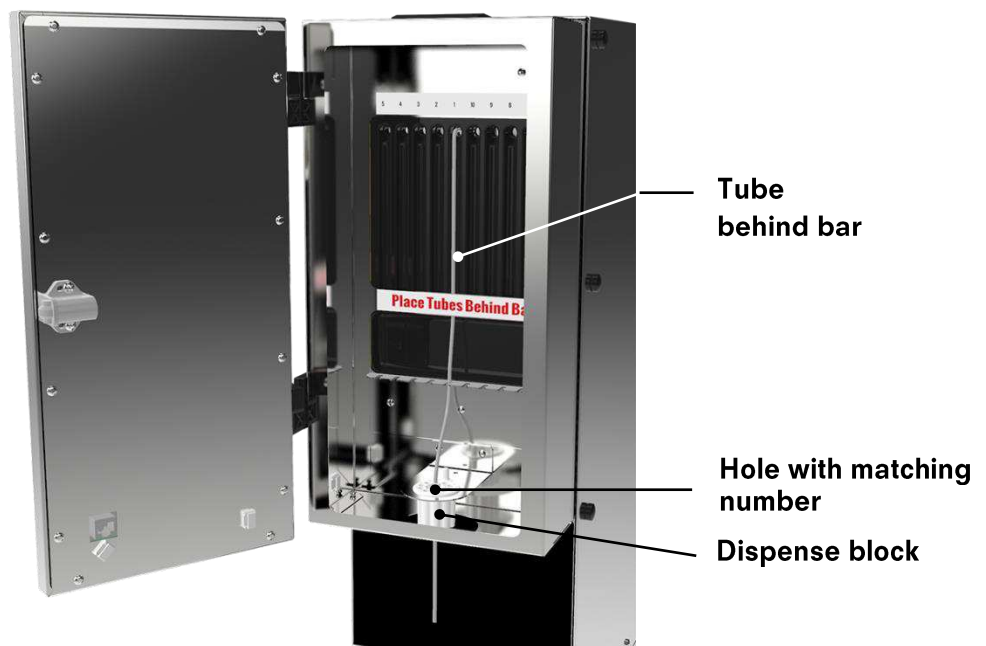
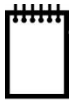


Figure 9: Tube behind bar and into dispense block

- d. Close the door.
- e. Ensure the tube is pulled through the dispense block. The heat seal should be visible below the dispense block.



Figure 10: Pull tube through the dispense block



There should not be excess tubing inside the dispenser.
Do not pull the tube tight as it may become too short when cutting.
Make sure the tube is not twisted, kinked, pinched, or blocked.

5. Place an empty cup under the dispense block to catch any drops of flavor.
6. Cut the tube with clean scissors above the heat seal making sure the tube is no more than 1/8" to 1/4" below the dispense block. Do not pull the tube while cutting.

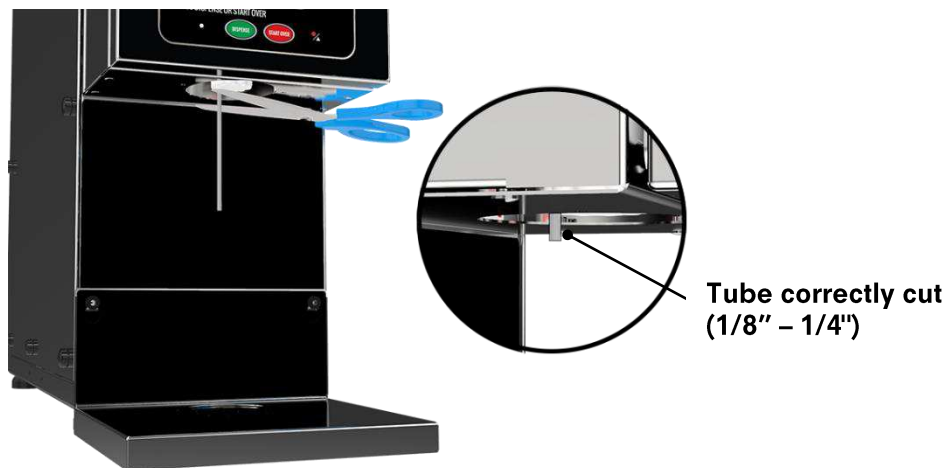


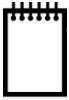
Figure 11: Cutting the dispense tube



After a cartridge has been installed, you must prime it. Please refer to the priming a flavor cartridge instructions within the OPERATING THE DISPENSER section of this manual.

PRIMING A FLAVOR CARTRIDGE

When you install a new flavor cartridge, it must be primed before you use it.

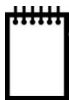


Make sure the pump compartment and door are closed before priming the cartridge.

1. Place an empty cup under the dispense block.
2. Press any **beverage type button** (if applicable), the **flavor button** for the cartridge you just installed, and then press the **prime button** (●) twice. The display will show `Pump Prime` and some flavor should dispense. If no flavor dispenses, repeat this step until flavor dispenses.

DISPENSING FLAVOR

1. Place a cup under the dispense block.
2. Press a **beverage type button** (if applicable), and then a **flavor button**. You can press up to three flavor buttons per serving.
3. Press a **cup size button**.
4. Press the **dispense button** to dispense flavor or press the **start over button** to cancel the selections you made.



When the flavor has been dispensed or the start over button has been pressed, the display will show `Select Flavor` or `Select Beverage`.

REMOVING A FLAVOR CARTRIDGE

1. Open the pump compartment.
2. The pump piston must be fully retracted before removing a cartridge. If not already retracted, press any **beverage type button** (if applicable), the **flavor button** for the cartridge you are removing, and then press the **pump retract button** (●▲) twice.
3. Open the front door and remove the tube from the numbered holes starting at the dispense block and working back toward the cartridge.
4. Twist the cartridge counter-clockwise until the cartridge and pump notches line up, and then lift the cartridge straight up and off the pump.

CHANGING A FLAVOR

1. Remove the flavor cartridge. Please refer to the removing a flavor cartridge instructions within the OPERATING THE DISPENSER section of this manual.
2. Remove the existing flavor decal from the pump compartment partition and replace it with a new one. If you have a flavor decal on the button panel, replace that, too.
3. Install and prime the new flavor cartridge. Please refer to the installing and the priming a flavor cartridge instructions within the OPERATING THE DISPENSER section of this manual.

Contact the SureShot Parts Department for availability of new flavor decals for purchase.

SOFTWARE FEATURES

PROGRAM MODE

There are several functions available within the dispenser's program mode for both restaurant-level and service-level procedures. This section describes the restaurant-level functions: drink counts, target adjustment, language, and buttons.

Drink Counts

Use this function to see how many dispenses have been made for each flavor.

1. Press and hold the **program mode button** (■) until the display shows `Program Mode`. The display will show `Drink Counts`.
2. Press a **flavor button**. The display will show the number of dispenses for the selected flavor. Repeat this step to see how many dispenses have been made for each flavor.
3. Press and hold the **program mode button** (■) until the display returns to normal operating mode.

To clear drink count data:

1. Press and hold the **program mode button** (■) until the display shows `Program Mode`. The display will show `Drink Counts`.
2. Press a **flavor button**. The display will show the number of dispenses for the selected flavor. To delete this drink count number, press the **panel disable button** (●/▲) twice. The display will show 0. Repeat this step to delete the drink count number for each flavor.
3. Press and hold the **program mode button** (■) until the display returns to normal operating.

Target Adjustment (Recipe)

The recipe is the preprogrammed amount that is dispensed for each beverage type (if applicable), flavor, and size. To check or change the amount of flavor dispensed, follow these instructions.

1. Press and hold the **program mode button** (■) until the display shows `Program Mode`.
2. Press the **program mode button** (■) repeatedly until the display shows `Target Adjust`.
3. Press the **beverage type button** (if applicable), the **flavor button**, and then the **cup size button**.
4. If you want to change the amount, press the **prime button** (●) to increase, or press the **panel disable button** (●/▲) to decrease the amount of flavor dispensed. The display will show the new amount.
5. Repeat steps 3 and 4 for each beverage type (if applicable), flavor, and cup size to be adjusted.

6. Press and hold the **program mode button** (■) until the display returns to normal operating mode.

Language

The default display language is English, but it can be changed to other languages if they are available.

1. Press and hold the **program mode button** (■) until the display shows `Program Mode`.
2. Press the **program mode button** (■) repeatedly until the display shows `Language`.
3. Press the **prime button** (●) repeatedly until the desired language is displayed.
4. Press and hold the **program mode button** (■) until the display returns to normal operating mode.

Buttons

The buttons page provides the ability to de-activate or re-activate beverage buttons, flavor buttons, and size buttons as required.

1. Press and hold the **program mode button** (■) until the display shows `Program Mode`.
2. Press the **program mode button** (■) repeatedly until the display shows `Buttons`. The light for each button that is active will be on.
3. To activate or de-activate a button, press the desired button to toggle its light on or off. If the light is on, this means the button is active. If the light is off, this means the button is inactive.
4. When you are finished, press and hold the **program mode button** (■) until the display returns to normal operating mode.

Pumps and Service

These pages are to be used by a SureShot Solutions representative only.

CLEANING THE DISPENSER



- Do not use any abrasive material or cleaners on the dispenser.
- Do not clean the dispenser in the vicinity of a water jet.
- Do not spray any liquid or cleaners in or around the dispense block or inside the dispenser. Liquid 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• Catch tray• Dispense block	Daily
<ul style="list-style-type: none">• Inside pump compartment	As required

Table 2: Recommended cleaning schedule

CLEANING INSTRUCTIONS

Exterior and Button Panel

1. Press and hold the **panel disable button** (•/▲) until the display shows `Panel Disabled`. This will prevent accidentally dispensing product while you're cleaning the exterior. The button panel will remain disabled for approximately 15 seconds.
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.



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.

6. The button panel will automatically return to normal operating mode after approximately 15 seconds. If you need more time to finish cleaning, refer to step one to disable the button panel again.

Catch Tray

1. Remove the catch tray and screen from the dispenser.
2. If a dishwasher is available, the catch tray 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.
3. Air-dry thoroughly.
4. Replace the catch tray.

Dispense Block

The area around the dispense block must be kept clean for proper sanitation.

1. Open the door and temporarily remove the tubes only from the dispense block.
2. Wash thoroughly to reach all corners and crevices using a small brush dipped in warm, clean, and soapy water.
3. Wipe the dispense block with a clean, soft cloth dampened with warm, clean water.
4. Allow dispense block to air dry.
5. Reinstall each tube into its corresponding hole in the dispense block with matching number ensuring the tube is no more than 1/8" to 1/4" below the dispense block.
6. Close the door.

Inside Pump Compartment

1. Open the door.
2. Pull up on the latch. While holding the latch in the up position, slide out the pump compartment.
3. Wipe all areas inside the door and pump compartment with a soft cloth dampened with warm, clean, and soapy water.
4. Wipe using a soft cloth dampened with warm, clean water.



Do not get water on the circuit boards behind each pump.

5. Allow to air-dry.
6. Close the pump compartment.
7. Close the door.

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	<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 inspect your facility's fuse box or circuit breaker and restore power. 2. Check that the door cable is connected. <ol style="list-style-type: none"> a. Open the front door. b. Push cable gently into door connector at the bottom of the door.
Dispenser does not dispense flavor	<ol style="list-style-type: none"> 1. Make sure all required selections have been made. 2. Make sure there is flavor in the cartridge. 3. Make sure the end of the tube has been properly cut above the heat seal. 4. Make sure the flavor cartridge is loaded and primed. 5. Make sure the tube is not twisted, kinked, pinched, or blocked. 6. Make sure the dispense block is clean. 7. Make sure the dispenser is plugged in. 8. Unplug the dispenser, wait 10 seconds, then plug the dispenser back in. This resets the program. 9. Verify through program mode that: <ol style="list-style-type: none"> a. All buttons that were selected to dispense flavor are active. Activate any buttons if required. b. The dispense amount is correct and not set to zero. Change the amount if required. <p>Please refer to the instructions for buttons and target adjustment within the SOFTWARE FEATURES section of this manual.</p>
Dispenser is leaking	<p>If the dispenser is leaking from the dispense tube between the cartridge and the dispense block, check the tube for damage. If the tube is damaged, a new flavor cartridge must be loaded and primed.</p> <p>If the flavor cartridge is leaking, remove the cartridge and then load and prime a new cartridge.</p> <p>If the leak is coming from the front door:</p> <ol style="list-style-type: none"> 1. Make sure the flavor cartridges are loaded correctly. 2. Make sure the tubes are not twisted, kinked, pinched, or blocked. 3. Make sure the dispense block is clean.
Button panel locks up and will not function to dispense flavor	<ol style="list-style-type: none"> 1. Unplug the dispenser, wait 10 seconds, then plug the dispenser back in. This resets the program. 2. Verify the buttons you are pressing are active (each button light should be on) by referring to the Buttons section within the SOFTWARE FEATURES section of this manual. Re-activate buttons as required.

Problem	Action
	<ol style="list-style-type: none"> 3. Verify the dispense amount is correct and not set to zero by referring to the Target Adjustment section within the SOFTWARE FEATURES section within this manual. Correct as required. 4. If the above steps do not correct the problem, the dispenser should be re-programmed using a fob. 5. If the problem is still not corrected, the issue is most likely a defective circuit board and the door may need replaced.
Dispense amounts are incorrect	<ol style="list-style-type: none"> 1. Make sure the flavor cartridge is securely positioned on the pump and loaded correctly. 2. Make sure the tubes are not twisted, kinked, pinched, or blocked. 3. Make sure the dispense block is clean.
Red light on a flavor button is flashing	The low-level indicator flashes to tell you that only 15 ml of flavor is left in the cartridge.
Red light on a flavor button remains on	The empty lockout indicator tells you that the flavor cartridge is empty and must be replaced.
Display shows non-sensible characters	Unplug the dispenser, wait 10 seconds, then plug the dispenser back in. This resets the program. If the display continues to show non-sensible characters after two reset attempts, contact the SureShot Solutions Technical Assistance Center.

REPLACING A PUMP

If SureShot technical support has verified you need to replace a pump, contact the SureShot Parts Department to order a new one. The instructions below explain how to replace a pump.

Removing a Pump

1. Remove the flavor cartridge from the pump. You can either remove the cartridge completely, or just remove it from the pump and lay it on top of the pump compartment while keeping the tube in place until the new pump is installed.

2. Press and hold the tab at the bottom left of the pump.

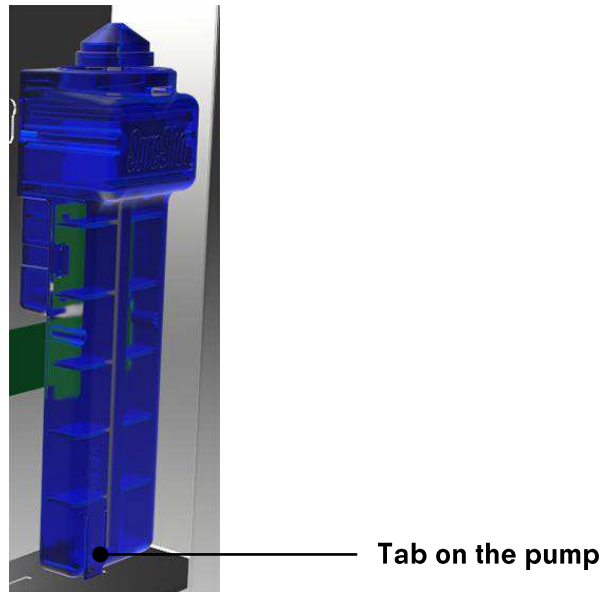


Figure 12: Press the tab on the pump

3. Lift the pump up and toward you to remove it from the pump compartment.

Installing a Pump

1. Align the screw heads on the back of the pump to the top of the keyholes in the pump compartment.

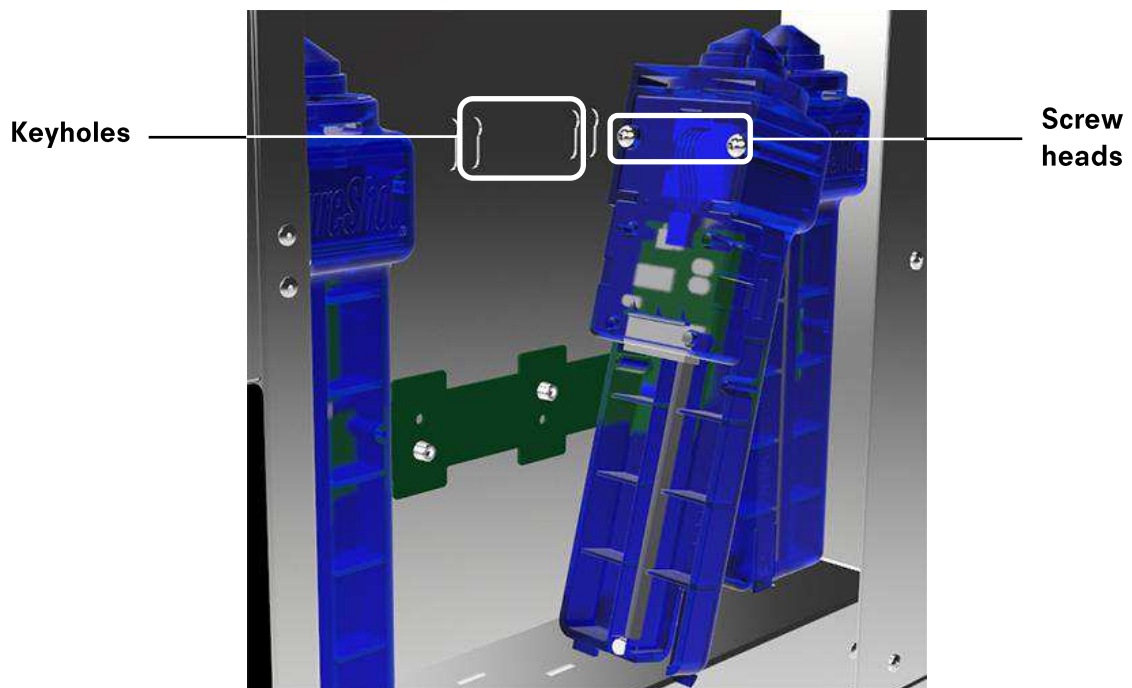


Figure 13: Installing a pump

2. Align the tab on the bottom of the pump with the slot in the floor of the pump compartment.
3. Slide the pump down so the screw heads secure into the keyholes and the tab clicks into the slot.

SERVICE AND WARRANTY

The warranty on this product is for one year (unless otherwise specified) 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 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 14: 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

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