AC6.E Portion-Controlled
Sugar Dispenser

SureShot sugarshot

Operations Manual

D-19-009 RevC
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AC6.E Certifications:
The SureShot Dispensing Systems® AC6.E is a granular sugar dispenser that automatically dispenses controlled portions of granular white sugar.

Our factory has pre-configured your dispenser to deliver sugar quantities specified by your company. To select, push the appropriate button on the front of the dispenser. The sugar is contained in the sanitary hopper compartment in the top of the dispenser.

**Specifications**

- **Capacity:** 6 lbs / 2.72 kg
- **Weight:** 15 lbs (empty dispenser)
- **Dimensions:** L x W x H: 11” x 7” x 22¼”

**Electrical Requirements**

- The power requirement is: 120 VAC, 4 Amp, 1 ph, 60 Hz.
- The power cord is furnished with a UL-approved 3-prong attachment plug. This plug is designed to fit a receptacle with provisions for a grounding pin. The dispenser includes a microcontroller and must be operated on grounded electrical wiring at all times. **Failure to do so will void the Warranty.**
- Electrical servicing must be done by a qualified technician. The Warranty will be null and void if the dispenser is serviced by unqualified personnel.

**Safety Precautions**

- Always plug the dispenser into an approved electrical outlet.
- The dispenser includes a microcontroller and must be operated on grounded electrical wiring at all times.
- Unplug the dispenser from its electrical source before servicing.
- Do not immerse the dispenser in water.
- Over-tightening screws may cause damage to connecting pins inside the machine.
- Observe all safety precautions with this dispenser that you would with any electrical appliance.
Inspection for Damage

- When you receive the dispenser, inspect the exterior of the shipping container for damage. Note any damage in detail.
- Un-crate the dispenser at once (see instructions below) and examine it for damage. Report any damage to the transportation company and file a claim for damages promptly.
- Examine the dispenser for damage. Report any damage to the transportation company immediately. File a claim for damages promptly. Do not discard the packaging. Your immediate inspection protects you against loss since A.C. Dispensing Equipment Inc. is not responsible for damages incurred during shipment.
- Notify A.C. Dispensing Equipment Inc. No returns will be accepted without prior approval. Obtain an authorized return number by contacting the SureShot Service Support Center at 1-888-777-9990 or 902-865-9602.

Un-crating the Dispenser

1. Remove the dispenser from the packaging: unfold the packing material and lift the dispenser out of the box.
2. Prior to use, read this Operations Manual and store it for future reference.
3. Remove the plastic protective covering from the stainless steel exterior of the dispenser by peeling it off. Hold the dispenser firmly at the top and peel in sections from top to bottom.
4. Turn the black valve thumbscrew counter clockwise to open the valve door and ensure that the dispense tube is centered in the dispense valve.
5. Close the valve door and turn the black valve thumbscrew clockwise to secure it.
6. Cut the tube so that it is no longer than ¼" below the bottom of the dispense valve.
7. Remove the packing tape holding the catch tray in place at the dispenser front. See Figure below.
8. Confirm that the dispenser hopper contains the bottom stainless steel strainer and the optional top strainer (if your dispenser is a model that uses the top strainer).
Installation and Location of the Dispenser in your Business

- Place the dispenser where it will best serve your operation.
- Do not place the dispenser too close to a source of heat or moisture.
- The dispenser must be placed on a level surface.
- Counters, platforms, or shelves should be strong enough to support the dispenser and a full product load.
- Leave clear space around the dispenser, approximately one inch on all sides.
- Do not remove the legs from the dispenser or allow it to sit flat on the counter. Make sure the rubber feet at the ends of the legs of the dispenser are in place. If one has loosened during shipping, insert it. You may use a small screwdriver to tuck the rubber into the holes. Contact the SureShot Service Support Center’s Parts Department for replacement feet at 1-888-777-9990 or 902-865-9602.
- Place the dispenser at the appropriate serving height so that staff drawing product from the dispenser can operate the buttons and easily place and remove cups.

Reshipment
Packaging for shipment is done in the reverse order of un-crating. If packaging is not available, it can be purchased locally, or from our factory by request. Any damage occurring in transit of the returned goods and caused by improper packaging is not considered a defect covered by warranty.

Sugar Supplies: Storage
Ensure that sugar supplies are stored in a sealed container away from moisture so that no clumps are added to the hopper. Sugar clumps may clog the hopper outlet and affect the accuracy of dispense amounts.

Hopper Strainers
All AC6.E Sugar dispensers have a small stainless steel strainer at the base of the sugar hopper. That strainer is necessary for proper operation of the dispenser and should not be removed, except for cleaning.

Some models of AC6.E Sugar dispensers have a second, larger stainless steel strainer at the top of the sugar hopper. That strainer is optional for general dispenser operation but it must be used with ClumpBusters. See page 15.

NOTE: The Warranty will be null and void if the dispenser is serviced by unqualified personnel. Service under Warranty must be approved and dispatched by A.C. Dispensing Equipment Inc. before the service technician is dispatched. Contact the SureShot Service Support Center at 1-888-777-9990 or 902-865-9602 for approval. The customer is responsible for all costs not approved by A.C. Dispensing Equipment Inc.
OPERATING INSTRUCTIONS

CLEAN BEFORE FIRST USE OF THE DISPENSER

- Make sure you clean the dispenser thoroughly. See Cleaning Instructions for the Exterior of the Dispenser and the Dispenser Components on pages 9, 10.
- Dry thoroughly. Allow all parts of the dispenser to dry completely to prevent clumping of sugar.

NOTE: Before starting dispenser, ensure all installation instructions have been followed.

Starting the Dispenser

1. To Start, plug the power cord into the proper electrical outlet. The dispenser is automatically "on" when plugged in to an active power source. Push one of the buttons on the front panel and you will hear the valve snap open and then close.
2. If the dispenser does not operate, check to make sure that it is plugged in and that the power source is active. If the dispenser still does not operate, immediately call the SureShot Service Support Center at 1-888-777-9990 or 902-865-9602.

Loading the Dispenser

1. To place sugar in the hopper compartment:
   - Remove lid from the hopper compartment.
   - Check the Stainless Steel Strainer(s).
   Make sure the small strainer is in place at the bottom of the hopper. It is necessary for the proper operation of the dispenser. Some dispenser models, including all dispensers with a ClumpBuster, also have a larger Stainless Steel Strainer to be placed at the top of the hopper. See page 15.
   - Add the sugar.
   - Replace the lid.
2. Hold a container under the valve and push the "small" button. Sugar will be dispensed.
   Repeat with the remaining buttons. The sugar will be dispensed in amounts based on the pre-programmed specifications of your company.

To Dispense Sugar:

1. Place cup under the dispense tube.
2. Press button for the quantity of sugar to be dispensed: X, S, M, L, XL
3. Allow sugar to flow into cup.
4. Remove cup.

Button Panels: select size button to dispense sugar amounts to your specifications

1 size
3 sizes: S, M, L
4 sizes: S, M, L, XL
5 sizes: X, S, M, L, XL
MAINTENANCE

Check Plunger and Plunger Tip
Check the white plastic tip of the valve plunger during regular cleaning for damage, including nicks, cuts, dents or other damage. A damaged plunger tip could affect dispense amounts.

Check to see if the plunger tip is broken or damaged:
1. Open the valve door by turning the black valve thumbscrew counter clockwise.
2. Examine the plunger tip.
   If it is broken, cracked or damaged, replace it.
   Replacement parts and installation assistance are available from the SureShot Service Support Center at 1-888-777-9990 or 902-865-9602.

Quantity Adjustments

Each dispenser is pre-set at our factory to dispense sugar quantities to meet your corporate standards. These settings should not require adjustment.

Limited adjustments can be made in consultation with A.C. Dispensing Equipment Inc. If you believe that adjustments are required, phone the SureShot Service Support Center at 1-888-777-9990 or 902-865-9602. A service consultant will guide you through this process.

Tube Replacement & Maintenance   (also see page 8)

For best results, replace the dispensing tube every month.

- Replacement of the product dispensing tube is necessary to maintain accurate delivery of the pre-programmed amounts of sugar. Over time, the tube will lose its ability to deliver consistently and will require replacement. Continued use of a damaged tube will result in valve failure caused by sticky product.

- If the amounts of sugar delivered are irregular, check the tube condition for cuts, abrasions, or disfigurations such as pinches. Replace the tube with a new one, if required. See page 8. A spare tube is included with every new dispenser and replacement tubes are available from the SureShot Service Support Center’s Parts Department at 1-888-777-9990 or 902-865-9602.
AC6.E Sugar Dispenser – Tube Changing Procedure (All Models)

1. Place the dispenser on a level countertop.
   Unplug the dispenser.
2. Turn the black valve thumbscrew counter clockwise.
   Open the valve door.
3. Remove the black thumbscrew at the base of the hopper on the back of the dispenser.
4. Lift the hopper carefully, straight up off the dispenser base.
   - **Do not** pull on the cord that connects the control panel to the circuit board.
5. Lay the dispenser on its side.
   - **Do not** unplug or pull on the control panel cord.
6. Examine the dispensing tube.
7. If the tube is cut or cracked, it must be replaced immediately.
   Remove the old dispensing tube by pulling it off the white fitment.
8. Replace with a new dispensing tube - slowly turn the tube as you push it on the white fitment.
9. Replace the hopper on the base.
10. Replace and hand-tighten the black hopper thumbscrew by turning it clockwise.
11. Ensure the dispensing tube is aligned in the center of the dispense valve. Do not kink or twist the tube.
12. Close the valve door by inserting the black valve thumbscrew and turning it clockwise. Do not over-tighten.
13. If necessary, use sharp scissors to cut off any excess tube hanging below the bottom of the dispense valve to about ¼".
14. Reconnect to the power source.
15. Push any button and the valve will open and close.

The dispenser is now ready to be loaded with sugar.
Cleaning: The Exterior

1. Use a soft cloth to wipe down the exterior surfaces of the dispenser. Do not use any abrasive materials – a stainless steel cleaner is recommended.

Cleaning: The Valve Area

Over time, the dispensing valve may become sticky if sugar is deposited in the valve area because the product dispensing tube is cut or broken. A sticky valve can cause serious damage to the solenoid assembly, so it is recommended that the valve be cleaned and a new dispensing tube installed.

1. Carefully wipe the valve area with a damp cloth to remove any sticky deposits. Ensure you clean around the plunger thoroughly. **Do not spray any liquid, such as a cleaner, in or around the valve area.**
2. Dry the valve thoroughly and install a new dispensing tube. See page 8.

Cleaning: The Sugar Hopper

1. Unplug the dispenser from its power source.
2. Empty the product hopper:
   a. Remove lid from the hopper compartment.
   b. If you have a dispenser model with a top screen, remove that screen and be aware that the bottom screen is still in the hopper. Do not lose the bottom screen – it is necessary for the proper operation of the dispenser and the optional Clumpbuster.
   c. Remove the sugar.
   d. Remove the bottom screen.
3. Open the valve door by removing the black valve thumbscrew.
4. Remove the black thumbscrew on the back of the hopper by turning it counter clockwise. See step 3 on page 8.
5. Lift the hopper compartment (including the tube) off the dispenser.
6. Remove the product dispensing tube as shown on page 8.
7. HOPPER: Wash the hopper compartment carefully with warm, soapy water and rinse with warm water.
8. Dry the compartment. **Dry thoroughly.**
9. SCREENS: Wash the screens separately using warm, soapy water and rinse with warm water.
10. Dry the screens. **Dry thoroughly.**
11. DISPENSE TUBE: Install a new dispensing tube.
12. Re-assemble the dispenser as shown on Page 8. When re-assembling the dispenser, ensure that the bottom screen is in place. Ensure that the dispensing tube is properly aligned in the valve.
13. Plug the dispenser back in to the power source.
14. Push any button and the valve will open and close.
15. Refill the hopper compartment with sugar.
16. Replace the lid.

**Cleaning: Inside of Dispenser**
1. Use a damp cloth to wipe down the interior of the stainless steel product hopper.
2. Dry thoroughly.

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**Preventative Cleaning and Maintenance Schedule**

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Equipment</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>Outside of dispenser</td>
<td>Use a damp cloth to wipe down all external stainless steel parts. Do not use abrasive cleaners. See page 9.</td>
</tr>
<tr>
<td>Daily</td>
<td>Sugar</td>
<td>Make sure that the sugar is stored in an air-tight compartment to avoid moisture being absorbed.</td>
</tr>
<tr>
<td>Monthly</td>
<td>Tube replacement</td>
<td>Replace dispensing tube. See page 8.</td>
</tr>
<tr>
<td>Monthly</td>
<td>Valve area</td>
<td>See page 9.</td>
</tr>
<tr>
<td>Monthly</td>
<td>Sugar Hopper</td>
<td>See page 9.</td>
</tr>
<tr>
<td>Every 3 months</td>
<td>Inside of dispenser Upper</td>
<td>Use damp cloth to wipe down interior of the stainless steel product hopper. Dry thoroughly. See page 10.</td>
</tr>
</tbody>
</table>
**NOTE:**
A. The Warranty will be null and void if the dispenser is serviced by unqualified people.
B. To achieve optimum performance of your AC6.E dispenser and to avoid dispensing inconsistencies, be sure to replace the dispensing tube monthly.

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>no power is available at the plug</td>
<td>1. Have a qualified person check your in-store fuse box or circuit-breaker to restore power to the circuit.</td>
</tr>
</tbody>
</table>
| the dispenser will not dispense product     | 1. Make sure the power cord is plugged in and power is active.  
 |                                              | 2. Unplug the dispenser, wait 10 seconds, then plug the dispenser back in. (This resets the microprocessor.)  
 |                                              | 3. Make sure there is sugar in the hopper compartment.  
 |                                              | 4. Make sure the product dispensing tube is clear of blockage and is properly aligned in the valve with no twists or kinks.  
 |                                              | 5. Check the dispensing tube for cuts, abrasions and disfigurements and replace with a new tube if necessary.  
 |                                              | 6. Check the internal circuit breaker which is located inside the back panel of the dispenser. Confirm that this circuit breaker has not tripped. If it has, reset it by gently pushing it back into position.  
 |                                              | 7. Check to see if the sugar is clumping in the hopper. If it is, - consider purchasing a ClumpBuster – see page 15  
 |                                              | - ensure that no moisture is getting into the hopper  
 |                                              | - ensure that the dispenser is thoroughly dried when cleaned  
 |                                              | - ensure that sugar supplies are stored away from moisture in a sealed container so that no clumps are added to the hopper  
 |                                              | - if sugar is clumping, empty the dispenser hopper and fill it with new sugar.  
 |                                              | 8. Check to see if the plunger tip is broken:  
 |                                              | - Open the valve door.  
 |                                              | - Check plunger tip. If it is broken, cracked or damaged, replace it. See page 7. Replacement parts and installation assistance are available from the SureShot Service Support Center 1-888-777-9990 or 902-865-9602.  
<p>|                                              | 9. If there’s still no product dispensed, contact the SureShot Service Support Center at 1-888-777-9990 or 902-865-9602.                      |</p>
<table>
<thead>
<tr>
<th>Problem Description</th>
<th>Steps</th>
</tr>
</thead>
</table>
| The dispenser is leaking product                         | 1. Make sure the product dispensing tube running from the hopper compartment through the delivery valve is properly aligned in the centre of the valve and the black valve thumbscrew is securely tightened (*do not over-tighten*).  
2. Check the tube for cuts, cracks or disfiguration and replace if necessary. See page 8.  
3. Check to see if the plunger tip is broken:  
   - Open the valve door.  
   - Check plunger tip. If it is broken, cracked or damaged, replace it. See page 7. Replacement parts and installation assistance are available from the SureShot Service Support Center 1-888-777-9990 or 902-865-9602. |
| Dispensing tube is worn, damaged, or cut                  | 1. Replace the dispensing tube. See page 8.                                               |
| The valve is sticky                                      | A sticky valve is usually caused by product being deposited on the valve because the product dispensing tube is cut or broken. A sticky valve can cause serious damage to the solenoid assembly, so check the tube for cuts, abrasions and disfigurations and replace if necessary.  
1. If the valve is sticky, clean the valve by carefully wiping the valve area with a damp cloth to remove any sticky deposits.  
   Note: Do not spray any liquid, such as a cleaner, in or around the valve area.  
2. Dry the valve thoroughly.  
3. If this does not correct the problem, call the SureShot Service Support Center at 1-888-777-9990 or 902-865-9602. |
| Inconsistent amounts of product are being dispensed       | 1. Check the hopper compartment and remove any lumps of sugar or foreign material.  
2. Make sure the product is of good consistency and is not damp.  
3. Check the dispensing tube for cuts, abrasions and disfigurations and replace if necessary. See page 8.  
4. Check to see if the plunger tip is broken:  
   - Open the valve door.  
   - Check plunger tip. If it is broken, cracked or damaged, replace it. See page 7. Replacement parts and installation assistance are available from the SureShot Service Support Center at 1-888-777-9990 or 902-865-9602. |
| The dispenser does not appear to be level                 | 1. Check to make sure all four rubber feet at the bottom corners of the dispenser are in place. Replacement feet are available from the SureShot Service Support Center at 1-888-777-9990 or 902-865-9602. |

If the instructions above do not correct your problem, please contact the SureShot Service Support Center at **1-888-777-9990** or **902-865-9602**.
Note: The optional ClumpBuster is designed to help prevent clumping of granular white sugar in the dispenser hopper. The ClumpBuster is sold separately and is not included as standard equipment on the AC6.E or AC6.0 sugar dispenser.

How To Assemble and Operate The ClumpBuster
(For all AC6.E and AC6.0 Granular Sugar Dispensers)

Step 1 - Holding the Main Rod upright, slide the Bottom Screen, Agitator and Top Screen onto the Main Rod as shown in figure 1 and lower the assembly into the empty Sugar Dispenser hopper as shown in figure 2. Be careful to properly align the Bottom Screen and Top Screen inside the hopper for best fit.

Step 2 - Fill the hopper of the dispenser with granular white sugar by carefully pouring the sugar through the Top Screen.

Step 3 - Place the Lid on the dispenser so that the Main Rod goes through the hole in the Lid as shown in figure 3.

To Operate The ClumpBuster:
Simply turn the Handle periodically to help eliminate sugar clumping inside the hopper.

Questions?
Contact the SureShot Service Support Center toll free at 1-888-777-9990

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A.C. Dispensing Equipment Inc.
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service@sureshotdispensing.com
**NORTH AMERICAN WARRANTY**

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 because of installation. This Warranty does not apply to normal preventative maintenance, maintenance or adjustment.

**THIS WARRANTY WILL BE NULL AND VOID IF THE WARRANTY REGISTRATION CARD IS NOT RETURNED TO A.C. DISPENSING EQUIPMENT INC. WITHIN 60 DAYS OF PURCHASE.**

This warranty is subject to the following conditions:

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

**TIME PERIOD:**
One year on parts and labour, effective from the date of purchase. The Authorized Service Agency may, at its option, require proof of purchase. Parts replaced under this Warranty are warranted for the unexpired portion of the original product warranty only.

24-hour Toll-Free Service is available at 1-888-777-9990 or 902-865-9602

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

**WARRANTY PROCEDURE:**
1. Secure the model and serial number from the data tag on the lower left side of the dispenser.
2. Call the number provided on the service label on the dispenser.
3. Our technical support staff will discuss the issue with you and, if necessary, dispatch a technician to your location for repairs. If after-hours or emergency service is required, A.C. Dispensing Equipment Inc. will not be responsible for any additional charges.
4. To order parts, call the service center and the appropriate parts will be sent to your location or that of the servicing agency.

The following conditions are not covered by this Warranty:

- Equipment failure related to improper installation, improper utility connection or supply, and problems due to ventilation.
- Equipment that has not been properly maintained, calibration of controls, adjustments, damage from improper cleaning, and water damage to controls.
- Equipment that has not been used in an appropriate manner, or has been subject to misuse or misapplication, neglect, abuse, accident, alteration, negligence, damage during transit, delivery or installation, fire, flood, riot, or act of God.
- Equipment on which the model number or serial number has been removed or altered.

If the equipment has been changed, altered, modified or repaired by other than a qualified service technician during or after the warranty period, then the manufacturer shall not be liable for any damages to any person or to any property, which may result from the use of the equipment thereafter.

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

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