



The dispenser must be calibrated during initial set up and every 30 days thereafter. To prepare the dispenser for calibration follow these vital steps:

1. Before calibrating, watch the calibration instructional video. To access the video and other training materials scan the QR Code on the dispenser or included in this document.
2. It is imperative both valves are cleaned before calibrating. Refer to the **Cleaning the Valve** instruction sheet or scan the QR Code to access a digital copy of the instruction sheet as well as a **Cleaning the Valve Assembly** instructional video.
3. Load a full bag of both dairy types (e.g., cream and milk) before calibrating. For successful calibration, the dairy bags must be loaded correctly and the tubes cut at a 45-degree angle to a maximum length of 5/8" (1.5 cm) from the bottom of the valve door. Refer to the **Loading a Dairy Bag** instruction sheet or scan the QR Code to access a digital copy of the instruction sheet as well as a **Proper Dairy Bag Loading** instructional video.
4. For dispense accuracy, the bag type loaded in the product case must match the bag type selected in the software. To verify or change the default bag type, scan the QR Code and refer to the **Bag Type Selection** instruction sheet.
 - a. Restaurants dispensing cream from both product cases must change the bag type (i.e., milk to cream) and apply the individual 'cream' button decal.
 - b. The default bag size is 5 L. Restaurants using a 2.5 G (10 L) bag of cream must change the bag type in the software to **Cream 2.5 G**. The product case insert should not be used with a 2.5 G dairy bag.
5. After loading full dairy bags, the following steps will remove air from the tubes and allow the bags to settle for successful calibration:
 - a. Place a cup under the left valve (dispense point) for cream. Press the **cream product button**. Press the **3-shot button** 3 times to dispense cream.
 - b. Place a cup under the right valve (dispense point) for milk. Press the **milk product button**. Press the **3-shot button** 3 times to dispense milk. Restaurants dispensing cream from both product cases should press the right **cream product button** followed by the **3-shot button** 3 times.

If you have any questions or concerns while performing this procedure, please contact the SureShot Solutions Technical Assistance Center by phone (888 777-9990 or +1 902 865 9602) or email (service@sureshotsolutions.com). Find other helpful instruction sheets and videos on our website at www.sureshotsolutions.com.

After calibrating the first product (e.g., cream or milk), follow the instructions below a second time to calibrate the other product (e.g., cream or milk). If calibration is performed on a partially filled bag (less than three-quarters full) calibration **must** be repeated after the next full dairy bag is loaded to maintain dispense accuracy.

1.	Set the scale to grams.
2.	Place a clean, empty cup on the scale and press the ZERO/TARE button .
3.	Press and hold the program mode button (■) for a few seconds until the display shows <i>Calibration</i> .
4.	Press the product button (cream or milk). The light on the product button will turn on.
5.	With the empty cup under the applicable dispense point (cream or milk), press and hold the 1-shot quantity button until dispensing is complete. The display will show the expected weight in grams <i>Scale: 20.0 g</i> .
6.	Place the cup with product on the scale.
7.	Press the adjust up button (★) or adjust down button (●) as required until the number in the display matches the weight on the scale.
8.	Press and hold the 3-shot quantity button to save the number you entered. The display will show the two calibration percentages (e.g., <i>Cream 2% 0% or Milk 2% 0%</i>).
9.	Discard product and place the cup on the scale. Press the ZERO/TARE button .
10.	Repeat steps 5 – 9 to dispense product a second time before proceeding to step 11.
11.	With the empty cup under the applicable dispense point (cream or milk), press and hold the 2-shot quantity button until dispensing is complete. The display will show the expected weight in grams <i>Scale: 60.0 g</i> .
12.	Place the cup with product on the scale.
13.	Press the adjust up button (★) or adjust down button (●) as required until the number displayed matches the weight on your scale.
14.	Press and hold the 3-shot quantity button to save the number you entered. The display will show the two calibration percentages (e.g., <i>Cream 2% -1% or Milk 2% -1%</i>).
15.	Discard product and place the cup on the scale. Press the ZERO/TARE button .
16.	Repeat steps 11 – 15 to dispense the same product a second time.
17.	Calibration is now complete for the first product. Follow the calibration procedure a second time (from step 4) to calibrate the other product (cream or milk).
18.	To exit program mode, press and hold the program mode button (■) until the bottom row of red lights turn off. The display will show <i>Select Size</i> .

If you have any questions or concerns while performing this procedure, please contact the SureShot Solutions Technical Assistance Center by phone (888 777-9990 or +1 902 865 9602) or email (service@sureshotsolutions.com). Find other helpful instruction sheets and videos on our website at www.sureshotsolutions.com.

Calibration Troubleshooting

Review the steps listed below which are essential for successful calibration and dispense accuracy.

1. The valve assemblies have been thoroughly cleaned.
2. Before calibrating, a full pre-chilled dairy bag was loaded and the tube cut at a 45-degree angle, 5/8" (1.5 cm) from the bottom of the valve door.
3. For dispense accuracy, the bag type loaded in the product case matches the bag type selected in the software. Use the **Bag Select** feature to verify or change the bag type.
4. The product cases must be installed above the correct valve within the product compartment (i.e., cream is on the left side and milk is on the right).
5. After loading a full dairy bag, the 3-shot button was pressed 3 times before calibrating.
6. The scale used for calibration is set to grams.
7. After placing an empty cup on the scale, the scale is set to zero.
8. The number on the dispenser's display was adjusted to match the number on the scale.
9. Product was discarded after each dispense.
10. If calibration is performed on a partially filled bag (less than three-quarters full) calibration must be repeated after the next full dairy bag is loaded to maintain dispense accuracy.



Scan QR Code with mobile device to access electronic copies of training materials including the operations manual and instructional videos.

<https://sureshotsolutions.com/r/mcdac230pc29>

If you have any questions or concerns while performing this procedure, please contact the SureShot Solutions Technical Assistance Center by phone (888 777-9990 or +1 902 865 9602) or email (service@sureshotsolutions.com). Find other helpful instruction sheets and videos on our website at www.sureshotsolutions.com.