

No Dispense With Single Beep and Door Lamps Are Off

Common Cause(s): faulty dispense lockout switch

Troubleshooting: Remove drip and check placement of dispense lockout switch. Dispense Off: 0VDC or check switch for continuity. Dispense ON: 5VDC.

Repair: Replace switch.

Prevention: N/A

Additional Notes: If the machine has a lighted door, the light circuit is also included in the dispense lockout feature. Lamps in the door will go out along with the dispense lockout set to off.

No Dispense and Door Lamps Are On

Common Cause(s): filter clogged, inadequate air supply, or refrigeration switch is turned off.

Troubleshooting: Remove lower access panel behind drip tray and verify "cabinet" red LED is flashing slowly. This is the indicator when the cabinet temperature exceeds 50° F for 4 hours and locks out dispense stations.

Repair: Clean the air filter and check the vent holes on top of the machine for blockage. Machine must have adequate air clearances around the machine and not have hot air blowing directly onto the machine from other surrounding machines. Verify refrigeration switch is turned on.

Prevention: Train location personnel the preventive maintenance steps.

Additional Notes: Other failures that can cause this symptom:

- Cold water recirculation problem to the cabinet for cooling process
- Cabinet fan failure
- Door gasket or door left open
- Refrigeration control circuit or refrigeration component problem

All Stations Dispense Concentrate Only

Common Cause(s): bath tank frozen

Troubleshooting: Check water supply and see if it is turned off. Remove lower splash panel and lower sight gauge tube and see if water drains from tank. Some residual of water will be in the sight gauge. No water flow; tank is frozen. Check the water supply and inlet valve for operation. Check the following components that can cause frozen bath:

- Water tank pump
- Shorted contacts on K1 compressor relay
- Water tank thermistor out of range (Normal -31,280 - 34,000 ohms at 32 degrees F.)
- Product coil in water tank moved to close to the ice block and is partially freezing the water coil

Repair: Repair or replace faulty component.

Prevention: N/A

Additional Notes: N/A

Single Dispense Station Not Working

Common Cause(s): problem with door switch

Troubleshooting: If no motor noise is heard and no water dispense, go to the appropriate door switch.

Repair: Check for loose connection at the switch or replace switch. Switch activated: 0VDC or check for continuity. Switch open : 5VDC.

Prevention: N/A

Additional Notes: N/A

Dispense Water Only From Dispense Station

Common Cause(s): product sold out or pump motor is not operating

Troubleshooting: Open cabinet door and check product or continue on and remove product shelf. Inspect pump assembly for movement when trying to dispense. The voltage supply to the motor is dc voltage and is variable depending upon pump speed knob placement. Check motor for dc voltage reading when depressing door switch. Range is 9 to 25VDC.

Repair: Replace sold out product or replace CBA or pump motor based on your voltage reading at the motor.

Prevention: Educate customer on daily rinsing and weekly sanitizing of dispense stations.

Additional Notes: N/A

Dispense Nozzle Dripping Water

Common Cause(s): problem with dispense valve

Troubleshooting: Turn water supply off and see if water drip stops.

Repair: Replace the whole dispense valve or repair solenoid with solenoid valve repair kit.

Prevention: Ensure proper water filtration is installed.

Additional Notes: N/A

Concentrate Continues to Siphon After Dispense

Common Cause(s): incorrect tube size used or worn out tubes

Troubleshooting: The pump rollers do not have enough inclusion or pinch on the pump tubing.

Repair: Dispense again and see if it stops. Replace pump tubing.

Prevention: Educate customer on the necessary steps for pump tubing PM.

Additional Notes: N/A

Weak Beverage

Common Cause(s): problem with product dispense ratio

Troubleshooting: Check the product dispense ratio against the product recipe. Use the refractometer or the 3 second water flow test and 3 second total dispense test. Other causes could be:

- Product is too cold (frozen)
- Product bottle not vented
- Worn pump tubing

Repair: Recalibrate the product. Make sure frozen concentrate is thawed to 35° to 40° F. Make sure bottle is properly vented. Follow steps in PM section on replacing pump tubing.

Prevention: Educate customer on proper loading of product and the necessary steps for a PM.

Additional Notes: N/A