

Overpotting/High Brew Volume

Common Cause(s): Inconsistent size of airpot being used, left over beverage from previous brew, sprayhead volume out of calibration.

Troubleshooting: Run a calibration check on sprayhead volume, check that brew ounces are correct for the size airpot or decanter being used.

Repair: Recalibrate sprayhead, insure brew ounces are input correctly for the size airpot or decanter being used by the customer.

Prevention: Insure customer is using an empty and clean airpot or decanter. Insure airpot's are consistent in size.

Additional Notes: N/A

Fill Time Too Long

Common Cause(s): Water turned off, restricted water flow, Inlet solenoid failure.

Troubleshooting: Insure water is turned on, check incoming water for flow restrictions including filters, check voltage to refill valve.

Repair: Turn water on, replace filter if applicable, replace inlet valve.

Prevention: N/A

Additional Notes: N/A

Inconsistent Brew Levels

Common Cause(s): Inconsistent size of airpot being used, left over beverage from previous brew, sprayhead volume out of calibration.

Troubleshooting: Run a calibration check on sprayhead volume, check that brew ounces are correct for the size airpot or decanter being used.

Repair: Recalibrate sprayhead, insure brew ounces are input correctly for the size airpot or decanter being used by the customer.

Prevention: Insure customer is using an empty and clean airpot or decanter. Insure airpot's are consistent in size.

Additional Notes: N/A

Dripping from Sprayhead

Common Cause(s): Leaking or seeping brew valve

Troubleshooting: Remove outlet hose from brew valve and check for any leakage.

Repair: Rebuild or replace valve.

Prevention: If lime scale is present proper filtration should be installed.

Additional Notes: N/A

No Function/Faulty Control Board

Common Cause(s): blown triac on the control board

Troubleshooting: Remove control board, locate the blown triac by using the triac map to locate the root cause component that has failed.

Repair: Replace faulty component, replace control board. Calibrate new control board to the temperature sensor, calibrate flow.

Prevention: N/A

Additional Notes: It is vital to identify the root failure component that caused the triac failure prior to replacing the control board. Failure to do so will result in damage to the replacement control board.