

Overpotting/High Brew Volume

Common Cause(s): sprayhead missing

Troubleshooting: Remove funnel and check for sprayhead placement.

Repair: Replace sprayhead.

Prevention: Instruct the account that when the sprayhead is removed for cleaning it should be reinstalled tightly by hand.

Additional Notes: N/A

Shortpotting/Low Brew Volume

Common Cause(s): dispense valve failure

Troubleshooting: Enter "Service Tools" and test the dispense and bypass valves.

Repair: Replace dispense valve.

Prevention: N/A

Additional Notes: N/A

Not Filling

Common Cause(s): failure of the inlet solenoid (fill valve)

Troubleshooting: Check water supply to the machine; enter "Service Tools" and activate valve, if you don't hear the valve open check for 120VAC at valve and check continuity of the coil. If the valve checks out, disassemble the fill plumbing inside the brewer and check for mineral build-up.

Repair: Replace inlet solenoid or clear any water flow obstructions as necessary.

Prevention: If the issue was mineral related, ensure proper water filtration is installed.

Additional Notes: N/A

Water Boiling

Common Cause(s): temperature sensor not calibrated correctly

Troubleshooting: N/A

Repair: Enter level 3 programming (hold hidden switch for 15 seconds), insert a digital thermometer into the water tank and change the machine's temperature setting to the actual temperature.

Prevention: Calibrate the temperature sensor anytime the sensor or control is replaced.

Additional Notes: To ensure maximum accuracy use a high quality digital thermometer.

Overfilling

Common Cause(s): mineral build-up on the fill probe

Troubleshooting: Disconnect power from the brewer and remove the fill probe.

Repair: Clean or replace fill probe.

Prevention: Ensure proper water filtration is installed.

Additional Notes: N/A

No Function/Faulty Control Board

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

Troubleshooting: Remove the control board and locate the blown triac, using the triac map identify the faulty component.

Repair: Replace the faulty component and the control board.

Prevention: N/A

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

Cold Coffee/SH Server Not Heating

Common Cause(s): (1) server failure (2) no power from the brewer

Troubleshooting: Remove the server from the brewer and check voltage at the server contacts, there should be 24VDC present at the brewer, if voltage is present the issue is on the server. If no voltage, check transformer in the brewer.

Repair: Replace control board, warmer blanket, and red LED in the server.

Prevention: Instruct the account not to get the servers wet, run through dishwasher, or soak in sink full of water.

Additional Notes: N/A