

TROUBLESHOOTING SODA + JUICE



800.244.4266
845.794.4266

6636 State Route 52
P.O. Box 296
Lake Huntington NY 12753

PROBLEM: NOTHING HAPPENS WHEN BUTTON OR LEVER IS PUSHED

Release the lever or button and press quickly several times— ensure key lock switch is on

Turn on key lock switch.

Try all other valves on dispenser

Lever or button switch may be stuck— call for service.

Check to see if dispenser cord is plugged in— plug in the cord.

Blown fuse or tripped circuit breaker— replace fuse or reset circuit breaker.

All valves except for one work

Check syrup and/or water shut-offs behind the dispensing valve— open shut-off.

PROBLEM: PLAIN WATER DISPENSED WHEN BUTTON OR LEVER IS PUSHED

Check to see if CO₂ cylinder is empty

Replace with full CO₂ cylinder. *

Switch to back-up cylinder.

Call for CO₂ Delivery.

PROBLEM: DRINK POORLY CARBONATED OR NOT AT ALL WHEN BUTTON OR LEVER IS PUSHED

Check CO₂ cylinder

Replace with full CO₂ cylinder. *

Switch to back-up cylinder.

Call for CO₂ Delivery.

Low pressure to the carbonator

Increase pressure setting on the regulator.

Carbonator tank air-locked

Pull the relief valve ring on carbonator several times to release trapped air.

PROBLEM: ONLY SYRUP COMES OUT WHEN YOU PUSH THE LEVER OR BUTTON

Carbonator not operating

Ensure carbonator is plugged in and the water/CO₂ are turned on.

Frozen carbonated water line

Unplug refrigeration & call for service.

Carbonator CO₂ pressure too high for dispensing valve to open

Adjust CO₂ carbonator carbonator pressure.

Water shut-off behind the dispenser valve closed

Open the shut-off.

* Anytime the CO₂ tank is replaced, cycle the carbonator so that carbonated water is made/available.

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PROBLEM: CO₂ HEARD ESCAPING NOZZLE AS ONLY SYRUP IS DISPENSED

Check if carbonator is unplugged	Pug in carbonator.
Check if water to the carbonator is turned off (Listen for louder-than-normal pump noises)	Turn on water.
CO ₂ gas pressure to the carbonator set too high	Decrease the pressure setting to the carbonator.

PROBLEM: NO SOUND OF CO₂ ESCAPING AND ONLY CARBONATED WATER DISPENSED

Connector off the Bag-in-Box or Bag-in-Box empty	Rinse the connector in warm water and reconnect properly.
Syrup shut-off in dispensing valve closed	Open the shut-off.
Syrup line crimped	Un-crimp the line.
Bag-in-Box pump not working	Call for service.

PROBLEM: VALVE CONTINUES TO RUN AFTER CUP IS REMOVED

Pull the lever forward or push the button. If the flow doesn't stop, repeat quickly several times. If the flow still doesn't stop, unplug the dispenser. Remove the cover and unplug the electrical disconnect to the defective valve. Plug in the power cord so that the other valves will operate.	Valve lever or button sticking— clean the valve of any syrup or dirt build-up.
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PROBLEM: TOO MUCH FOAM

Check drink temperature—if above 40°F, clear product from lines	Check temperatures at opening and after slow periods; clear warm product from lines.
Ensure glassware is not dirty or contain soap film	Wash and rinse glassware completely.
Glassware too warm	Allow glassware to cool to room temperature.
Dirty dispensing nozzle	Check each nozzle assembly and clean as needed. Set up routine schedule for cleaning valves.
Ice too cold	Ensure ice has a surface temperature of at least 32°F.
CO ₂ pressure to the carbonator too high	Decrease the pressure setting on the regulator.

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PROBLEM: DRINK DISPENSED TOO WARM (COLD PLATE OR ICE-COOLED SYSTEM)

Check if the cold plate is iced	Ensure there's enough ice to cover the cold plate completely.
Look for "bridging" (water standing on the cold plate, covered by ice)	Pack down ice on the cold plate.
Look for standing water in the ice chest	Check and clear drain as needed.
Dirty cold plate	Remove ice from the bin and clean surface of the cold plate with warm water only.
Check temperature— if above 40°F clear product from lines	Check temperatures at opening and after slow periods. Draw warm product from lines.

PROBLEM: DRINK DISPENSED TOO WARM (MECHANICAL REFRIGERATION SYSTEM)

Check temperature— if above 40°F clear product from lines	Check temperatures at opening and after slow periods. Draw warm product from lines.
Ensure nothing is blocking air to the condenser	Remove any items on or in front of the refrigeration unit.
Ensure condenser is not dirty	Clean condenser fins with a brush and warm water if dirty.
Ensure refrigeration unit is plugged into an electrical outlet	Plug in power cord if disconnected.
Blown fuse or tripped circuit breaker	Replace fuse or reset circuit breaker.
Check if recirculating pump is turned off	Turn the recirculating pump on.

PROBLEM: DRINK DISPENSED IS WEAK

Check CO ₂ cylinder	Replace with full CO ₂ cylinder. *
Check system's syrup levels	Replace Bag-in-Box if necessary.
Connector off Bag-in-Box	Rinse connector in warm water and reconnect properly.
CO ₂ pressure too low	See page 13 for the proper setting for your system.
Ensure drinks are not being predrawn	Do not predraw drinks. This practice allows ice to dilute drinks before customers receive them.
Syrup line crimped	Un-crimp the line.
Bag-in-Box pump not working	Call for service.

* Anytime the CO₂ tank is replaced, cycle the carbonator so that carbonated water is made/available.

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PROBLEM: DRINK DISPENSED TOO SWEET

Check CO ₂ cylinder	Replace with full CO ₂ cylinder. *
CO ₂ pressure too low	Increase pressure setting on the regulator.
Check if carbonator is air-locked	Pull relief valve ring on carbonator to allow trapped air to escape.
CO ₂ pressure to syrup system too high	See page 13 for the proper setting for your system.
Check temperature— if above 40°F clear product from lines	Check temperatures at opening and after slow periods. Draw warm product from lines.
Check if diffuser is missing	Replace the diffuser.
Check if valve is clean	Clean all valves on a routine basis with warm water only.
Ensure water pressure is < 40 psi	Check to see if water filters are clogged.

PROBLEM: DRINK DISPENSED HAS AN OFF TASTE

Ensure correct product is connect to the line	Draw drinks to clear product from the system. Problem may clear up over time.
Check water for taste and smell as it enters the carbonator and at the carbonator outlet	A “taste and odor removal” filter may be necessary.
Check each syrup product for taste and smell from the dispenser	If restaurant has new plumbing— the problem may clear up over time. If system has a water filter— change systems water filter cartridge (usually required every six months). If standing water is seeping into your beverage lines— call for service.
Check the dispensing valve	Clean all nozzles, diffusers and lower valve bodies daily with chlorine based sanitizer solution and dedicated brush.

* Anytime the CO2 tank is replaced, cycle the carbonator so that carbonated water is made/available.