



POST MIX TROUBLESHOOTING GUIDE

“BEFORE YOU CALL FOR SERVICE,
SAVE TIME AND MONEY BY FOLLOWING THESE STEPS”



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1 THE FOUNTAIN UNIT OR BAR GUNS ARE NOT DISPENSING ANY CARBONATED WATER

If it seems like the fountain unit or bar guns are only blowing high pressure air please follow these steps:

1. Locate the carbonator and check the power connection to the outlet. If unplugged, plug back in – if motor starts running jump to step 5. If not, then continue troubleshooting.
2. Check the outlet to ensure there is power to the outlet. If it is a GFCI outlet hit the reset on the outlet. Otherwise go to the circuit panel to identify any tripped breakers. Reset if any have tripped.
3. Check the outlet by using a different appliance that is known to be working such as a mobile phone charger.
4. If you have verified there is power at the outlet and to the carbonator and there is still no carbonated water flowing please check to be sure the power connection from the motor to the probe is secure and plugged in. If that does not resolve the issue please call for service: 843.724.5551.
5. Wait until motor stops – then purge dispenser unit for 30-60 seconds.

 [PLEASE REFERENCE THE “HOW TO VIDEO”](#)

2 FOAMY DRINKS AT FOUNTAIN UNIT OR BAR GUNS

If you have a fountain unit or bar gun that is pouring foamy drinks on all carbonated flavors, please follow the steps to resolve:

1. Check that there is ice in the bin, add ice if necessary, this will cool the syrup and water lines.
2. Break up the ice in the bin with the ice scoop, it can sometimes bridge over the cold plate, and ensure that there is no water built up in the bin, both of these can prevent the lines from cooling properly.
3. Wait for 15-20 minutes and see if the drinks are still foamy.
4. If the problem persists, try cleaning the nozzles and diffusers as outlined in Weekly Cleaning Guide for a Drop-In fountain.
5. If the foaming problem continues on a single valve, check that the BIB for that flavor is not expired, replace the BIB if necessary.
6. Check if the BIB is empty and replace if needed.
7. Disconnect the BIB, clean the BIB connector in a bucket of warm water and dry it off, then reconnect the syrup, ensuring that the BIB connector is only hand tightened and is not cross-threaded.
8. Pour 2 pitchers from the valve for the flavor that was foaming.
9. If that does not resolve the issue please call for service: 843.724.5551.

3 **DIAGNOSING AND FIXING A CONSTANTLY POPPING SYRUP PUMP**

This occurs when your syrup pump is overworking itself trying to push syrup through the line. You will hear a loud and fast popping or whistling noise by your syrup boxes. This can be caused by an empty Bag in the Box (BIB) or a pocket of air in your syrup line. Please follow these steps to resolve this issue:

1. At the BIB Rack, find the pump that is expelling CO2 and look for the flavor ID or follow the syrup line back to the BIB to identify the flavor.
2. Ensure that the BIB is not empty, if it is you will need to change it. Allow the pump to fill the line for 30-60 seconds and that point is should resolve the issue. If the pumps continue popping continuously please jump to step 5.
3. If the BIB wasn't empty but the pump is popping make sure the connector is fully engaged and properly connected. Attempt to remove the BIB connector and clean it by agitating it in a bucket of clean warm water for 10-15 seconds then dry it off and reconnect the BIB. If using a green Pepsi connector only hand tighten it and do not cross-thread the connector. If using a gray general beverage connector please be sure it is properly positioned and pushed all the way in to establish a flush connection.
4. At the fountain unit or bar gun, please dispense 2 pitchers of the flavor whose pump was running, then check to see if the pump is still running.
5. If the pump is still running, you will need to request service, but you may consider disconnecting the CO2 line until our technician arrives. Please see the next troubleshooting item – How to Disconnect a CO2 Line at the Syrup Pump.
6. If that does not resolve the issue please call for service: 843.724.5551.

 **[PLEASE REFERENCE THE "HOW TO VIDEO"](#)**

4 HOW TO DISCONNECT A CO2 LINE AT THE SYRUP PUMP

If you have a syrup pump that is running (popping constantly) and you need to disconnect the CO2 line from it, follow the steps below:

1. Identify which syrup pump you have that is running: Shurflo, Flojet N5000, or Flojet G55.
2. Observe the lines going in and out of that pump, you will only want to work on the CO2 line which is clear with diamond shaped threading (the syrup lines are clear with no threading and you can see liquid in them, you DO NOT want to disconnect these from the pump).
3. For Shurflo syrup pumps: Locate the plastic yellow fitting on the bottom of the pump and slide the retaining clip to the unlocked position, then pull down on the yellow fitting. If the removed fitting leaks CO2, turn the CO2 off.
4. For Flojet N5000 syrup pumps with a metal retaining clip: Locate the brass fitting on the bottom of the pump and loosen, but do not remove the screw on the retaining clip and swing the clip to the unlocked position, then pull down on the brass fitting. If the removed fitting leaks CO2, turn the CO2 off.
5. For Flojet N5000 syrup pumps with a plastic retaining clip: Locate the brass fitting on the bottom of the pump and slide the retaining clip to the unlocked position, then pull down on the brass fitting. If the removed fitting leaks CO2, turn the CO2 off.
6. For Flojet G55 syrup pumps: Locate the brass fitting on the bottom of the pump and slide the retaining clip to the unlocked position, then pull down on the brass fitting. If the removed fitting leaks CO2, turn the CO2 off.
7. If that does not resolve the issue please call for service: 843.724.5551.

 [PLEASE REFERENCE THE "HOW TO VIDEO"](#)

5 NOT DISPENSING SYRUP FROM A SINGLE FOUNTAIN VALVE OR BUTTON ON A BAR GUN

If you have a one flavor on a fountain unit or bar gun that will not dispense any syrup, please follow the steps below:

1. At the BIB Rack, check to see if there is a syrup pump that is running, if there is a pump popping continuously please click here to see **how to Diagnose and Fix a Constantly Popping Syrup Pump**, otherwise continue troubleshooting.
2. Check to see if the BIB is empty, if it is you will need to replace it then pour 2-3 pitchers of that flavor to flush the line with syrup.
3. Check the syrup line from the BIB for any restrictions or kinks.
4. Follow the syrup line back to the syrup pump for that flavor and check that the CO2 line is correctly inserted into the pump, reconnecting it if necessary then pour 2-3 pitchers of that flavor.
5. If the issue continues, disconnect the BIB and clean the BIB connector then dry it off and reconnect the BIB ensuring that it is only hand tightened and is not cross-threaded then pour 2-3 pitchers of that flavor.
6. If the issue continues, try swapping the nozzle and diffuser from a flavor that you know works and pour 2-3 pitchers of that flavor.
7. If changing the nozzle and diffuser worked, you will need to clean the nozzle and diffuser that did not work.
8. If that does not resolve the issue please call for service: 843.724.5551.

 **[PLEASE REFERENCE THE "HOW TO VIDEO"](#)**

6 NOT DISPENSING ANY SYRUPS

If you are not getting any syrup on any fountain valve or bar gun, you need to check that you have enough CO2 for your system operate. Please follow these steps to resolve the issue:

1. Ensure that your CO2 tank valve is open, you may turn the handle counter-clockwise to open the valve.
2. For High Pressure Cylinder tanks: Locate the primary regulator with two gauges. The gauge with red and green shaded areas indicates how much CO2 is in the tank (green is full, red needs to be changed), the other gauge shows the pressure going out to the fountain system (typically around 100 psi).
3. For Low Pressure Bulk tanks: There are two or three gauges. There is always a supply regulator gauge showing the pressure going out to the fountain system, and the container pressure gauge shows the level of pressure in the tank (anything below 120 psi should be refilled). Also some bulk tanks have an empty/full gauge similar to a fuel gauge in a car, if this reads empty, the tank will need to be refilled.
4. Ensure that there are no kinks in the lines coming off the CO2 tank.
5. If you have multiple CO2 tanks, make sure your switch over is pointing at the correct tank.
6. If that does not resolve the issue please call for service: 843.724.5551.

 [PLEASE REFERENCE THE "HOW TO VIDEO"](#)

7 FLAT DRINKS WITH NO CARBONATION DUE TO WARMED SODA WATER

Lack of carbonation resulting in flat drinks is often a result of lack of cooling from ice to keep the carbonated water below 40 degrees. You may be able to resolve the issue by:

1. Check that there is ice in the bin, add ice if necessary or fill, this will cool the syrup and the carbonated water lines.
2. Break up the ice in the bin with the ice scoop, it can sometimes bridge over the cold plate, and ensure that there is no water built up in the bin, both of these can prevent the lines from cooling properly.
3. Wait for 15-20 minutes and see if the drinks are chilled.
4. If that does not resolve the issue please call for service: 843.724.5551.