
[Guide] How to unfreeze an icebank in a V1.x Standup or Countertop Bevi

Overview

This guide will help you troubleshoot a frozen chiller.

Symptoms of **a frozen chiller:**

1. No still water is coming out of the machine
2. No sparkling water is coming out of the machine (it is sputtering CO2 gas)
3. Grinding noise from the chiller when ice has reached the circulation pump (if chiller is close to fully frozen)

REMINDER: The above symptoms 1 & 2 can also be the result of no inlet water. Ensure there is a supply of water coming into the machine before proceeding.

What to bring:

- **Flashlight** to view the ice bank
- **Phillips Screwdriver** to uncover the top of the chiller and unscrew the carbonator
- **Duct Tape or masking tape** to cover the temperature setting on the chiller

NOTES & WARNINGS: you are working with electricity and water. Use the appropriate precautions and turn off and disconnect all power when working on the Bevi.

How to check if a chiller is frozen:

1. Turn off the power to the carbonator. The green power switch is located on the side of the carbonator next to the power plug. Disconnect the power plug.



2. Pull the carbonator slightly out from the bottom of the unit and locate the black panel on the top.
 - a. To view and access the icebank, Remove the two screws using a #2 Phillips screwdriver.



3. With the top panel removed, locate the opening to the ice bank.



4. Use your flashlight to look for ice in the ice bank (shown above, see the red arrow).
5. If you do not find ice and are sure the ice bank is not frozen, sometimes no sparkling can be solved by a simple reset of the carbonator. If you haven't reset the carbonator by turning it off and then turning it on, try to reset it and check dispenses again. If nothing happens and your sure your icebank isn't frozen, please contact Bevi Support

What to do if you have a frozen chiller:

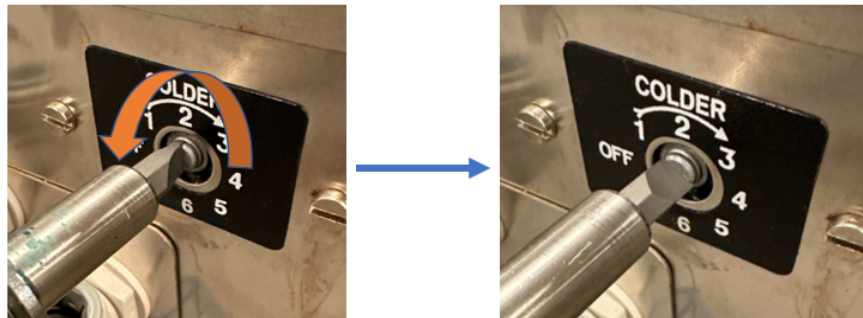
1. Pour hot water into the opening indicated above to melt the ice that has formed in the ice bank (takes approximately 30 min.). You can also shut down the carbonator and allow 24 hrs for the ice to melt.

NOTE: Doing this will overflow the icebank and fill the ice bank overflow tube. Be sure to keep an eye open and drain the overflow tube and put a glass or bucket below it to catch any overflow.

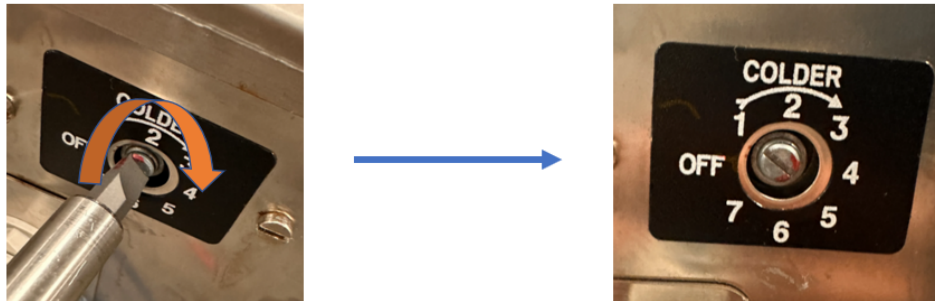
2. Once the ice has melted, replace the black panel, plug in the power cord and turn the carbonator back on.
3. Check to make sure that the unit is functioning properly by dispensing both still and sparkling water.
4. Check / listen for leaks internally to the chiller as well as on the inlet connections. Also look for any expanded tubing.
5. Before placing the carbonator back into the Bevi check the thermostat dial on the front to ensure it is at (5). A setting higher than (5) can cause the ice bank to freeze.

NOTE: If the Thermostat is covered by a metal bracket, the chiller has already been set to 5. Do not remove bracket unless instructed to do so but a Bevi Support Representative.

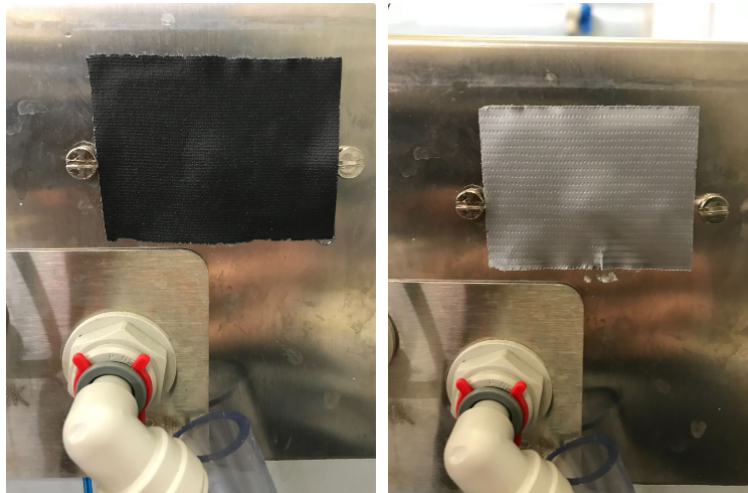
6. To ensure the setting is at 5, use your screwdriver and turn the dial counterclockwise until the dial stops to ensure it's at the "OFF" position to start.



7. With the screwdriver, turn the dial clockwise until you reach the “5” setting. A higher setting is more likely to result in frozen chillers.



8. Place a piece of masking or duct tape over the dial to ensure it is not tampered with going forward.



9. Put the black panel back on top of the chiller and screw in place.
10. Put the chiller back in place making sure to screw back in any screws you took out to pull it out.

If you have any questions, please feel free to reach out to support@bevi.co