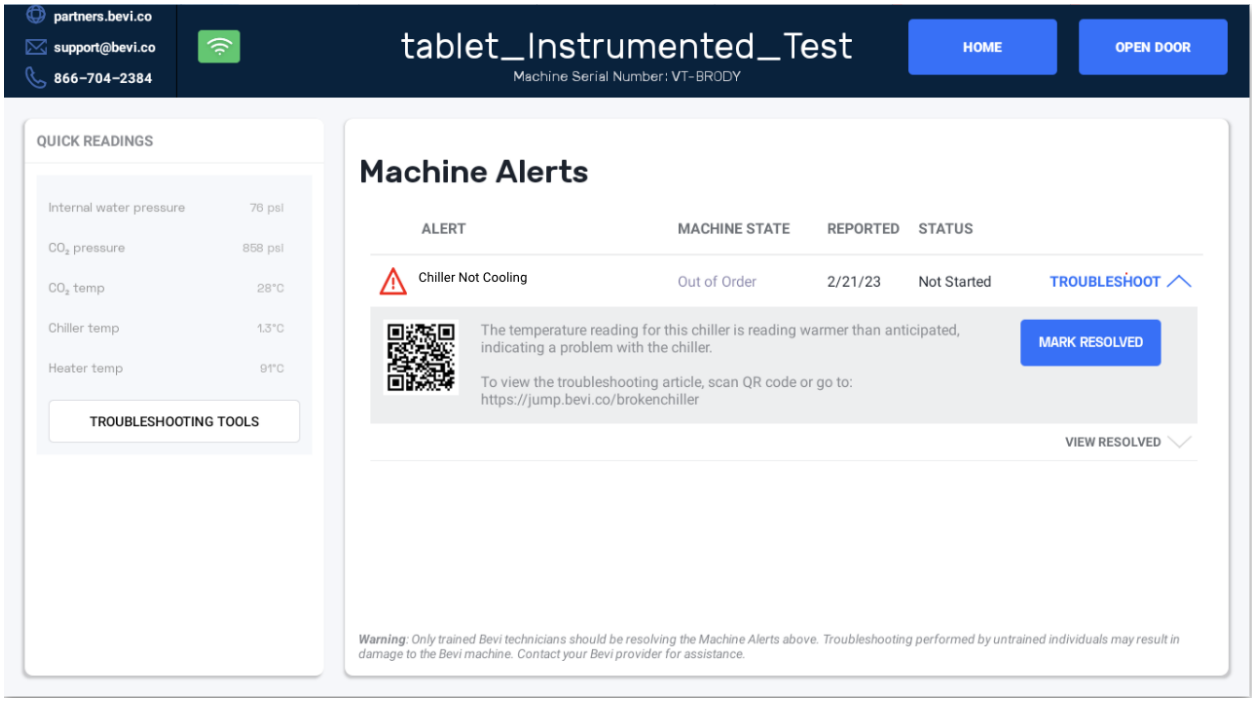
Rev. (03/6/2023)

[Guide] Bevi Alert Center - Chiller Not Cooling



Overview

Alerts presented by The Standup 2.0 give you insight on any current issue preventing the machine from performing at an optimal level This machine alert will direct you on how to diagnose issues with the Chiller not cooling, and how to troubleshoot and fix them.

Why does this Alert happen

"Chiller Not Cooling" alerts will occur when one or more of the following presents itself:

- Chiller is not cooling
- Chiller temperature is above 8°C (46°F) for more than 8 hours of normal operation

Questions asked about this Alert

- **When can I expect a machine to detect a Chiller Not Cooling?**
  - If the chiller temperature sensor has been reading above 8°C (46°F) for more than 8 hours of normal operation.
- **What should be done when I encounter this alert?**
  - Power cycle (Turning the machine off, then back on) is likely the first line of defense to make sure it's not an overcurrent situation.
  - If the chiller temperature does not appear to improve after a power cycle, a technician will need to troubleshoot the issue to determine if the chiller, power module, BUCB, or certain cabling needs to be replaced.
- **Will the alert fire again if the chiller is not chilling?**
  - Yes, if the chiller remains above 8°C (46°F) for another 8 hours after the alert has been cleared, the alert will reappear. This means a component within the chiller and/or electrical systems is still not functioning and needs to be replaced. A technician will need to troubleshoot the issue to determine if the chiller, power module, BUCB, or certain cabling needs to be replaced.

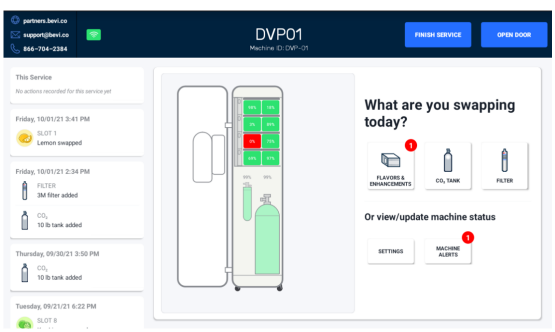
NOTE: If you clear the alert without addressing the issue, the alert could reappear after 8 hours causing your customers will experience a warm drink

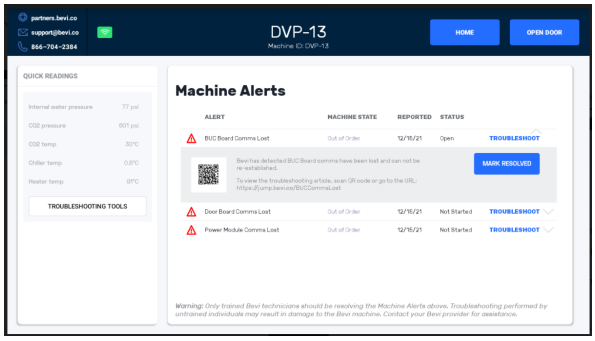
Parts required if a problem is found:

Bevi Part Number (Standup 2.0 Chiller) 105311-01.

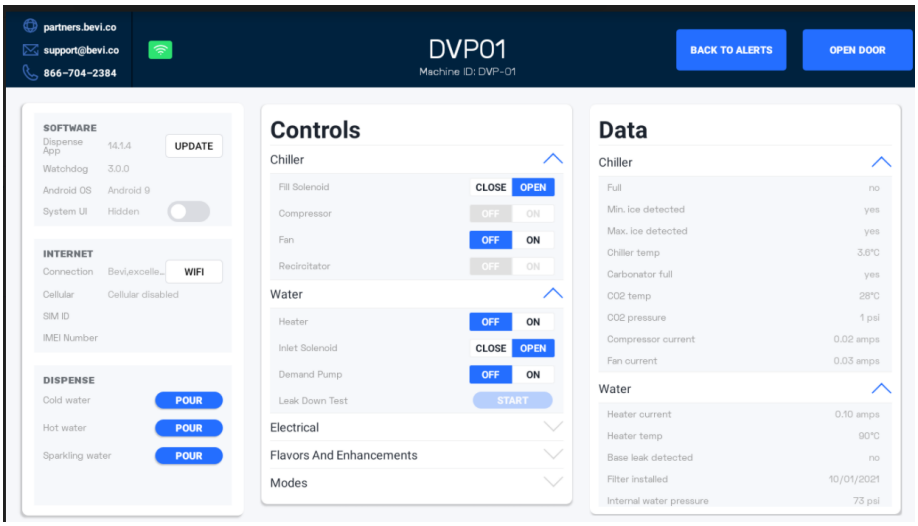
Before deciding to replace the chiller, please try the following troubleshooting steps to see if the chiller issue will resolve.

Check how the Chiller is performing: Enter the Service Panel, select “Machine Alerts”, and select “Troubleshooting Tools”.





Once there, look in the Data Section



Verify the following:

- Chiller temperature (normal should be 0.5 - 5 deg C)
- Ice bank full (normal should be YES)
- Power Board Communication (normal should be YES)
- BUC Board Communication (normal should be YES)
- Base Leak Detected (normal should be NO)

If any of the above are NOT as indicated proceed with Troubleshooting. If all are fine, Clear the Alert, reset the machine and see if Alert triggers again over the next 10min when the chiller is running and cooling down.

How to troubleshoot

To Troubleshoot

- **Task 1** - Check Troubleshooting Tools for any other active alerts / alert conditions:

  Water in base alert - if alert is present check the base for water. If there is no water, clear the Alert but look for any sources or a potential leak from the chiller or other parts of the machine. If there is water, drain the water, clear the alert and look for any active leaks.

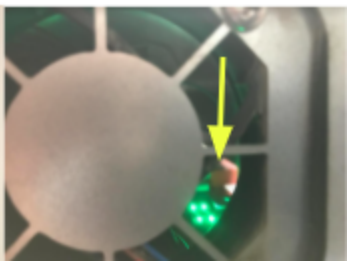
  Low IceBank - Oftentimes a chiller won't cool because the ice bank isn't full - check to see if the Ice Bank is full by opening the middle back panel of the Standup 2.0. Although the Ice Bank full indicator may be "Yes" , look into the Ice Bank to see that it is filled to the top. If it is still too hard to see - take a Cotton Swab or something similar to dip inside the reservoir to see if it gets wet.

  Also, Check Troubleshooting tools to check for an Ice Bank low alert and/or check Troubleshooting Tools for Ice bank is low - Clear the Alert. If you find that the Ice Bank water is low, this could be due to the fill valve being stuck or water spilling if the machine has been moved. Fill the Ice Bank using the Fill Solenoid Control.

  - **NOTE: Keep an eye on the Ice Bank to ensure that it doesn't overfill**

- **Task 2** - Check to see AC/Chiller overcurrent is present (any of 4 status LEDs inside Power module viewed through fan are RED)





  - Fully power cycle machine (power off / on). Check if compressor starts
  - If the machine restarts and the compressor stays on (no repeat overcurrent event and compressor current is ~3-3.5A), monitor for 10min while the chiller is cooling down to see if there are further issues. Also verify that the compressor fan is running when the chiller is running. IF no issues occur close up the machine.
  - If the machine restarts and instantly shuts off (compressor current stays low <0.5A, overcurrent Red LED returns), troubleshoot between chiller, power module, and chiller power cable Find Control Board Troubleshooting Here
- Check to see if the Chiller temperature sensor/reading is malfunctioning

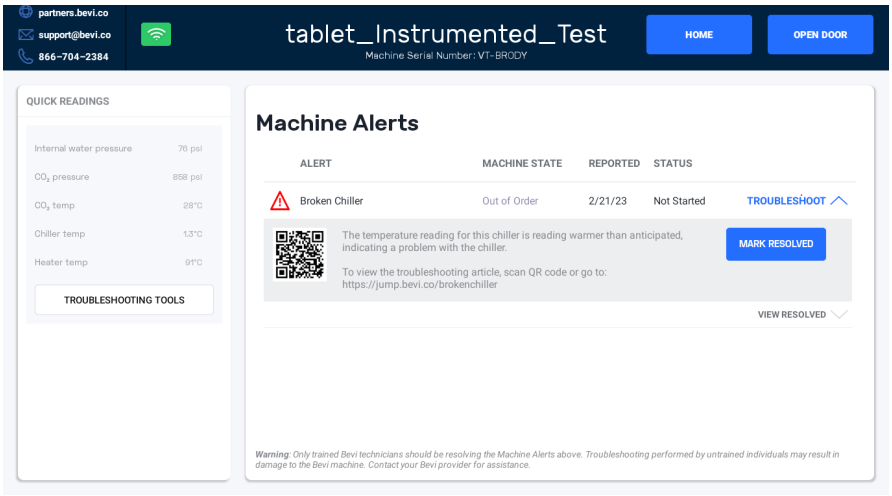
  Check Troubleshooting Tools - If chiller temperature value is abnormally high (>40 deg C), Troubleshoot connections between BUCB and chiller - Find Control Board Troubleshooting Here
- If the compressor is not turning on

  manually enable in Troubleshooting Tools: turn compressor ON. Check chiller current:
  - If readings are 1 - 2.5 Amps, the chiller may be insufficiently charged / leaking refrigerant. In this case we recommend you **Swap the Chiller**.
  - If readings are unchanged (<0.5 Amps), the compressor may not be receiving power. Troubleshoot between chiller, power module, and chiller power cable

- If ~3-3.5 Amps, compressor current is normal
- If >4.0 Amps, troubleshoot between chiller and power module - Find Control Board Troubleshooting Here

Remember to Clear the Alerts

- After the above steps have been taken, clear the alerts by marking them “Resolved”



If the steps above do not resolve the issue

If the above steps did not resolve the issue, please contact support and tell the steps used to try and resolve the issue.

If you have any further questions please feel free to reach out to our support team at support@bevi.co