

Bevi Standup 2.0

Cloudy Water Troubleshooting [SOP]

The following document is to be used for eliminating unwanted air, which may be causing cloudy water, from The Standup 2.0.

Overview

This SOP is designed to troubleshoot the following instances of The Standup 2.0:

- Cloudy or milky water when dispensing still water and/or
- A flat taste and a cloudy water appearance when dispensing sparkling water

This can be caused by either air contained in the supply water to the machine, OR air trapped in one of the machine's systems.

Technicians Required Tool

- New 3m Filter
- 3 gallon bucket or larger with gallon markers

Task 1: Check Source Water

It's important to ensure that the source water is not cloudy/milky itself before you begin troubleshooting the machine.

1. Close the inlet line by turning the blue valve on the inlet line entering the machine. **Inlet line and valve →**



2. Disconnect the inlet line from the machine and place it in a bucket by disengaging it from the John Guest fitting at the rear of the machine.

- a. If you've never used John Guest fittings before, please review [THIS VIDEO](#).
3. Dispense source water from the inlet line by opening the inlet valve again and observe it:
 - a. If it appears milky or cloudy, dispense a few gallons to see if it eliminates it's cloudiness
 - b. If it remains cloudy, please speak with your building's engineering or facilities team to try to eliminate cloudiness in the source water
4. Once the source water is clear, reconnect the inlet line to the machine and proceed with the steps below to eliminate air from the machine.

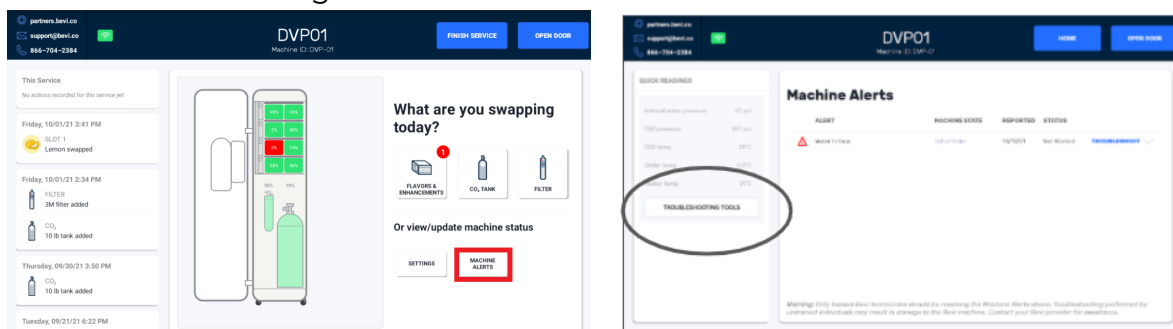
Task 2: Purge Buffer Tank

Air can be contained within the Buffer Tank

1. Close the inlet line, shown above in Task 1.
2. Enter the Service Panel
 - a. Tap "Explore" on the dispense screen, then "Service" on the Ingredients screen. Enter the Service PIN Code: 1986 to enter the Service Panel.



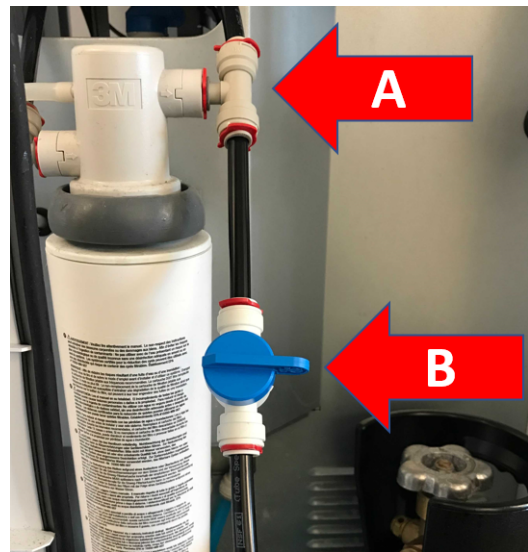
3. Tap "Machine Alerts" and then tap "Troubleshooting Tools" to access the main Troubleshooting Tools Screen.



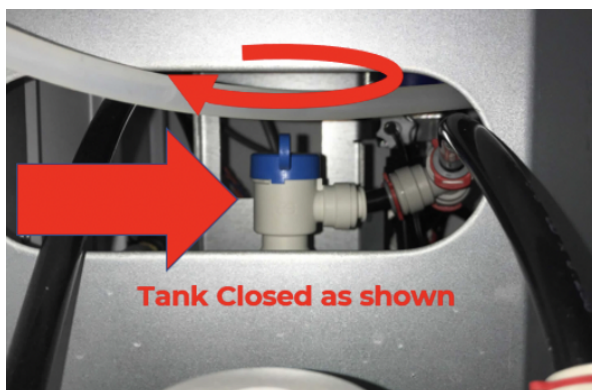
4. Open the door, and close the CO2 Tank by twisting the knob on top of the valve of the CO2 tank to the right.
5. Ensure the buffer tank is open by turning the knob counter clockwise.



6. Place a bucket under the filter flush valve and open it by turning it counter clockwise
 - a. This will release all the water out of the buffer tank
 - b. It will slow to a trickle, and then stop between 3-5 minutes from starting



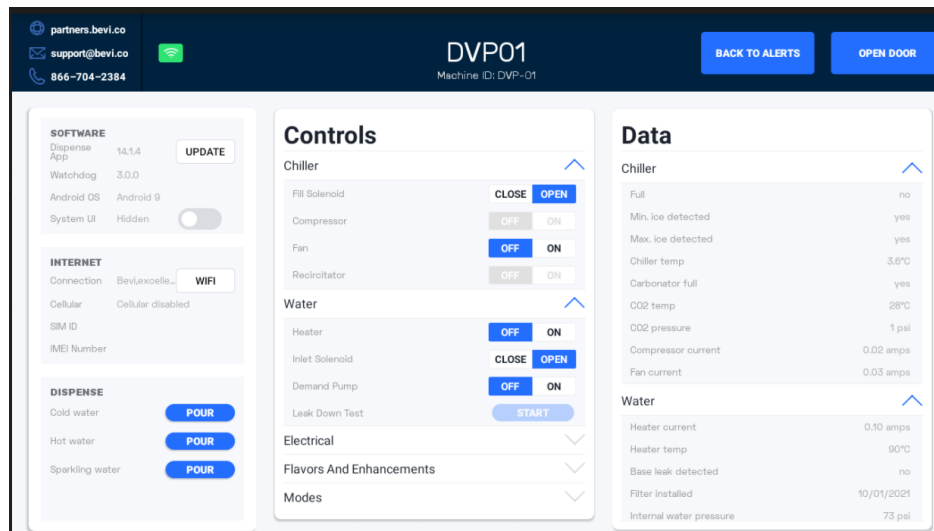
7. Close the buffer tank by turning the knob clockwise.



8. Close the filter flush valve by turning knob clockwise



9. Back on the screen, while still in Troubleshooting Tools, dispense Cold and Sparkling water by tapping “POUR” until no water/air comes out of the nozzle .
 - a. This should take between 3-5 minutes



10. Open the inlet line again by turning the knob counterclockwise

Task 3: Replace and Flush the filter

Air can also be caught in the filter

1. Replace the filter with a new filter and flush the new filter out

- a. Open the Service Panel, as explained above, select “Filter”, under “What are you swapping today?” and follow the on-screen instructions.

After replacing the filter, open the Buffer tank by turning the knob shown in the photo below to counter clockwise, to prepare for purging the rest of the system

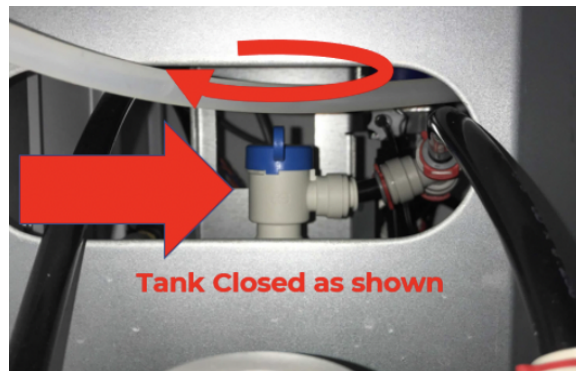


Task 4: Dispense Still Cold Water

1. Dispense 3-5 gallons of still cold water to check for cloudy water. If it is still cloudy after 5 gallons, please reach out to us at support@bevi.co.

Task 5: Purge Sparkling

1. Close Inlet.
2. Close the Buffer tank as explained above.
 - a. These two steps ensures no water comes into the carbonator

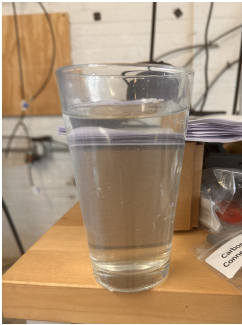


3. Dispense sparkling water until no water comes out, to eliminate all air that might be stuck in the carbonator.
4. Open the CO2 Tank by turning the knob on the valve counter clockwise to fill the carbonator with CO2 only.

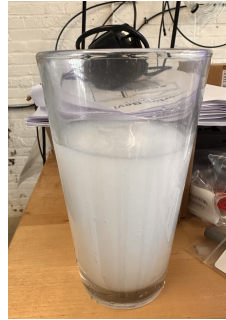
5. Open the inlet and Buffer tank, as explained above, to fill the carbonator back up with water.
6. Dispense sparkling water for 5 seconds, then wait 30 seconds. Repeat this 5 times.
7. Taste the sparkling water to see if it is flat. If it's flat - repeat the previous step (5.6) until it's not flat.

Task 6: Verify Results

1. Exit the service panel by tapping “Finish Service”.
2. Dispense both Still water and Sparkling water and verify that no cloudiness remains in either dispense. If it does, please reach out to Bevi tech support.



Cloudiness has cleared



Cloudiness is still present

If you have any additional questions please contact Bevi Tech Support at 1-866-704-2384 or support@bevi.co!