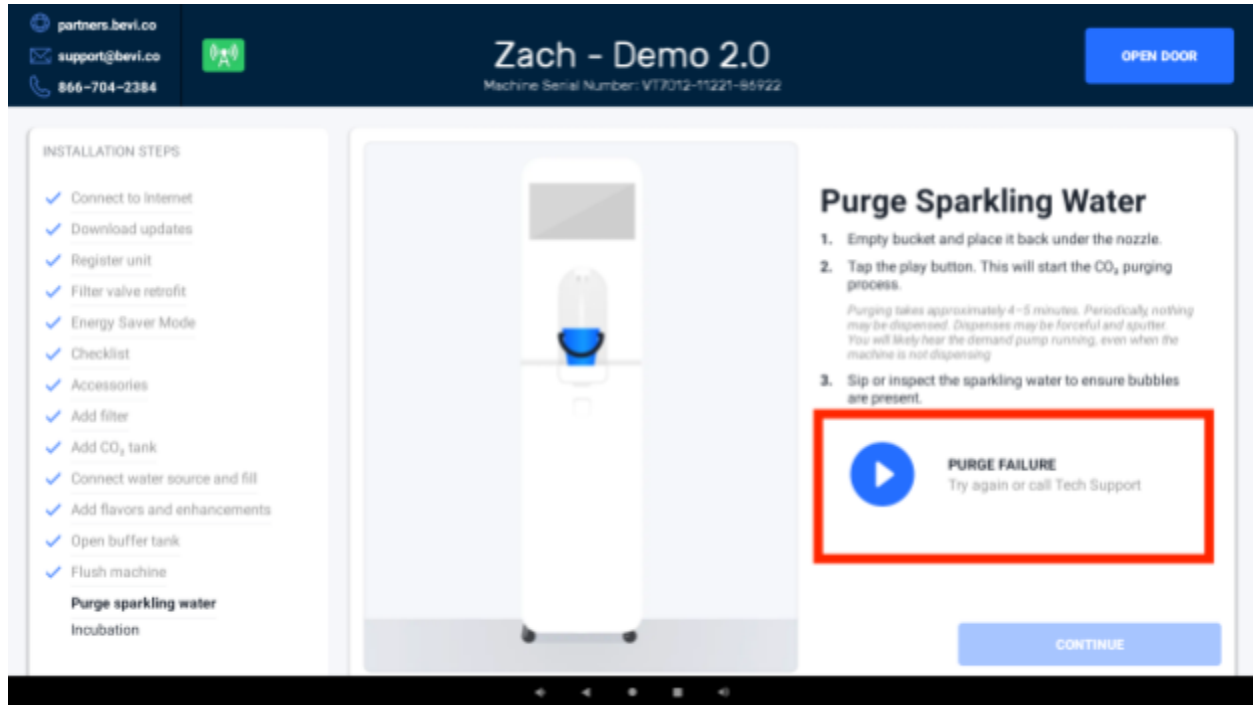


[Guide] Sparkling Purge Failure



Overview

This guide is meant to provide troubleshooting steps to resolve a failure of the Sparkling Purge step during the installation of a Bevi 2.0.

Frequently Asked Questions

Q: Why is the purge step failing?

A: The main reason that the sparkling purge step will fail is because the carbonator is not reading as full.

Q: Why would the carbonator not be full?

A: There are multiple reasons that could cause the carbonator to not successfully fill. Possible causes may include water supply interruptions, excess air in the system, component failure, or plumbing connections.

Required Tools & Materials

- *Number 2 Phillips Screwdriver*
- *Small bucket or pitcher*

Section 1: Confirm that sparkling water is dispensing during purge step

While the sparkling purge step is in process, the Bevi will run a series of sparkling water dispenses to gradually fill up the carbonator and ensure a proper mixture of water and CO2.

1. If the sparkling purge step fails, it is important to determine what is happening during the purge process.
2. The type of water that is dispensed during the purge step can help indicate what the possible causes for the failure.
 - a. If sparkling purge is dispensing either no water or flat water, continue to Section 2.
 - b. If sparkling purge is dispensing CO2 only, skip to Task 3.
 - c. If sparkling purge is dispensing sparkling water, skip to Task 4.

Task 2: Check that the trunk line is properly connected to the chiller outputs and Manifold 3

If the cold and sparkling tubes are reversed at either the chiller outputs, or Manifold 3, the Bevi will be dispensing cold water instead of sparkling during the purge. This will cause the purge step to fail.

1. Inspect where the trunk line connects to the chiller outputs
 - a. Confirm that the sparkling and cold tubes are not reversed
 - b. The chiller outputs are labeled accordingly
 - i. The white 1/4" should be connected to Sparkling Out on the left
 - ii. The black 1/4" tube should be connected Still Out on the right



2. Confirm the cold and sparkling tubes are properly connected to Manifold 3
 - a. Manifold 3 has two dispense solenoids, one for cold water, one for sparkling.
 - i. The white ¼" tube should be connected to the smaller valve on the right
 - ii. The black ¼" tube should be connected to the larger valve on the left.
3. Check and confirm both shut off valves are open.

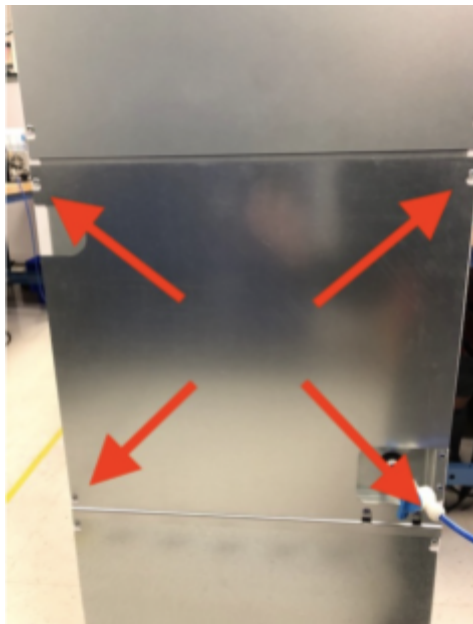


-
4. If the tubing is connected incorrectly at either end of the trunk line, you will need to correct the tubing connections.
 - a. After the tubing connections have been fixed, replay the purge step.
 - i. **Note: The still and sparkling lines may be under pressure, and be difficult to disconnect. If you are unable to disconnect the lines, please contact Bevi Support at 866-704-2384.**
 - b. If purge step succeeds, press “Continue” and proceed to incubation step
 - c. If the purge step fails again, continue to Task 3.

Task 3: Confirm that the Demand Pump is running.

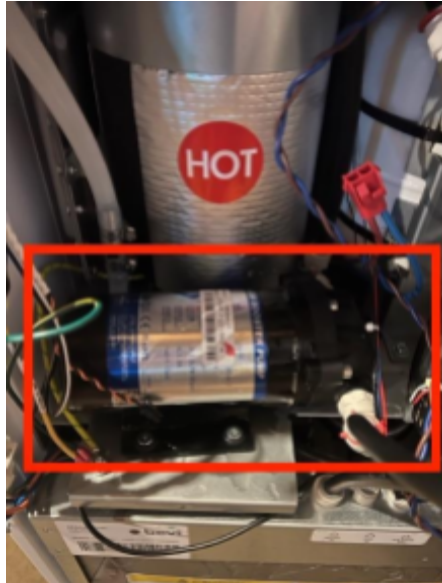
During the sparkling purge, the demand pump will run to pump water into the carbonator. If the demand pump does not run, water cannot mix with CO₂ in the carbonator, and only CO₂ will dispense. You should be able to hear the demand pump run during the purge step.

1. If you cannot hear the pump running, remove the center panel from the back of the Bevi
 - i. Loosen the 4 Phillips head screws, and remove the panel.



2. Locate the Demand Pump on the plumbing shelf
 - a. The Demand Pump is located on the plumbing shelf, directly in front of the Heater.
 - b. On the screen, press the play button to restart the sparkling purge.
 - c. Observe the demand pump and confirm that it is running during the purge.

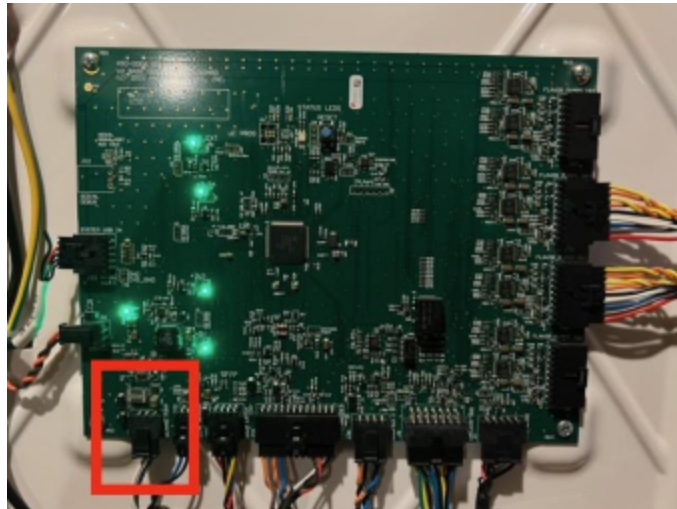
-
- i. You should be able to hear the pump running, and you should also be able feel it vibrating while running.



- d. If the pump is not running, check the cable connection to the BUC Board.
 - i. On the back of the Bevi, remove the upper panel.



- ii. Locate the “Demand Pump” connector on the BUC Board



1. Check that the demand pump connector is fully seated on the BUC Board.
2. Inspect the connector and wires for any damage
3. Reconnect the Demand Pump cable to the BUC Board.

3. Replay the Sparkling Purge step on the screen.
 - a. If the demand pump still does not run, then there may be an issue with the demand pump or the BUC Board
 - i. Contact Bevi Support at 866-704-2384 or support@bevi.co for further assistance.
 - b. If the pump does run, continue with the purge
 - i. If the purge successfully completes, press continue.
 - ii. If the purge still fails, move to Task 4.

Task 4: Carbonator Purge

If during the sparkling purge step you are able to successfully dispense sparkling water, but it still fails, then the carbonator is failing to read as “full”. There is a level sensor inside the carbonator that tells the system when the carbonator is successfully filled.

1. Purge the carbonator
 - a. Turn off the external water supply to the Bevi.
 - b. Turn off the buffer tank
 - i. The buffer tank is accessible through the hole above the the filter
 - ii. Rotate the buffer tank valve clockwise to turn off.



- c. Confirm the CO2 tank is connected and tank valve is open
- d. Press Play button to start the sparkling purge

-
- i. Allow the purge step to run until the carbonator “gasses out” and only CO2 is dispensing.
 - ii. Once only CO2 is dispensing, press the pause button on the screen.
 - e. Turn on the water supply.
 - f. Turn on the Buffer Tank.
 2. After the carbonator has been purged, press the play button on the screen to restart the purge step.
 - a. It may fail again, if so restart one more time and allow purge to step to run a complete cycle.
 - b. If sparkling purge is successful, press continue to finish install.
 - c. If purge still fails, continue to Task 5.

Task 5: Inspect sparkling water

1. Inspect the sparkling water that is dispensing during the purge step
2. The sparkling water should be clear with some bubbles.
3. If the sparkling water has a cloudy or milky appearance, then there may be excess air trapped in the system.
 - a. If the water is cloudy the Buffer Tank needs to be flushed to remove excess air
 - b. Open the Filter Flush valve and allow water to drain into a bucket.
 - c. Once the Buffer tank is empty, close the Filter Flush valve
4. Repeat the Sparkling Purge step one more time.
5. If the Sparkling Purge step still fails
 - a. Contact Bevi Support at 866-704-2384 or support@bevi.co for further assistance.



Rev. (12/16/2021)
