



Standup 2.0 Troubleshooting

Bevi's Standup 2.0 was created with the vision to produce the highest quality smart water cooler that delivers an unmatched beverage experience. Our dedicated team has strict quality assurance and quality control process in place, however we are still seeing some common breakdowns at rates higher than what is acceptable to our team.

While finding solutions to these common breakdowns remains Bevi's top priority, we wanted to share with you a list of these common breakdowns, ways to potentially mitigate the breakdown, and swap guides for your field teams to reference.

Please use Bevi's [Troubleshooting Guides](#) as a resource to diagnose the root cause of any of the issues you might encounter and reach out to support@bevi.co to report the issue and obtain a replacement part.

Issue	Summary
Nozzle dripping Troubleshooting Guide	When leaks occur, they may occur from the body of a manifold (resulting in a "Water in Base" alert) or a small leak from the nozzle. The first step is to identify the source of the leak through the Troubleshooting Guide , which may require a replacement of Manifold 2 or 3.
CO2 Depletion or Leak Troubleshooting Guide	The CO2 regulator monitors pressure from the CO2 tank into the Standup 2.0. In some cases, the CO2 regulator may fail or begin to leak, causing the CO2 to deplete faster than expected. When this happens, the CO2 regulator assembly may need to be replaced. The first step is to identify the source of the leak using the Troubleshooting Guide .
'Overcurrent' Alert and/or 'Chiller Not Cooling' Alert Chiller not Cooling Guide	<p>The 'Overcurrent' (Compressor) and 'Chiller Not Cooling' alerts are meant to protect the compressor and machine if the compressor is unable to cool due to poor ventilation or some other reason.</p> <p>Power surges from the building or utility can also cause 'Overcurrent' alerts within the machine, which then shuts off the compressor, leading to a 'Chiller Not Cooling' Alert. Our upcoming software release (Release 16.2.1, July 15, 2023) will allow the Standup 2.0 to auto-recover from an 'Overcurrent' Alert up to 3 times before turning off the compressor. This should drastically reduce the number of Severity 1 alerts when there is a building or utility-related power surge (and nothing wrong with the compressor itself).</p>