Standup 2.0 Service & Maintenance Webinar

July 2023

Standup 2.0 Service & Maintenance Webinar Agenda

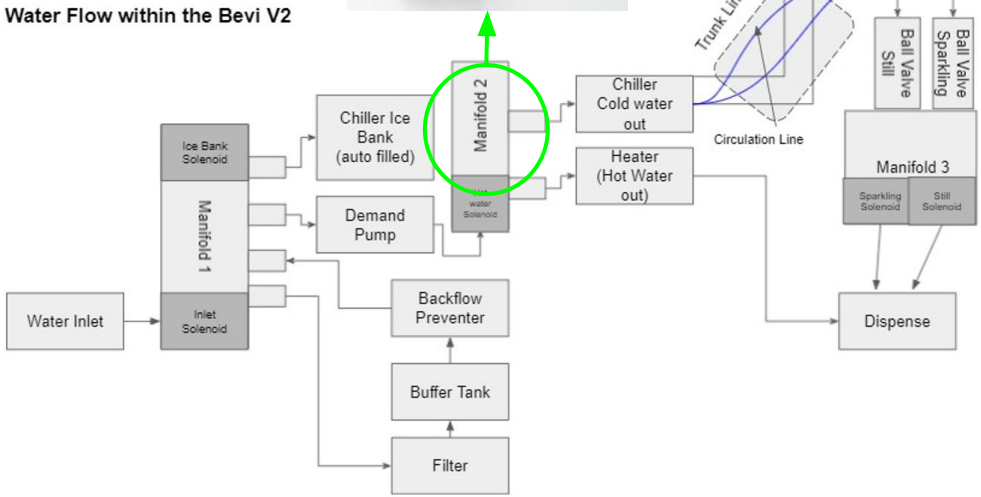
Troubleshooting guidance and component identification

- Manifold 2
- Manifold 3
- CO2 Regulator

Q&A

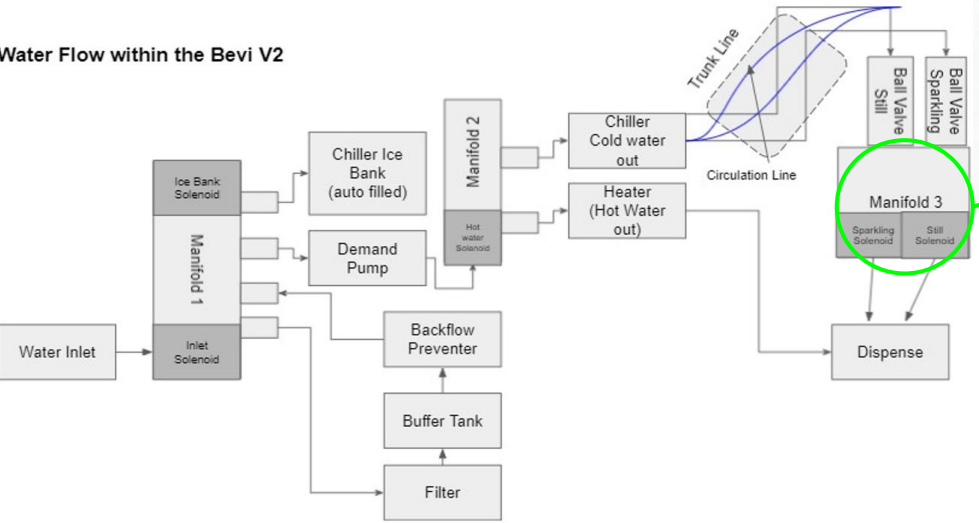
Troubleshooting guidance

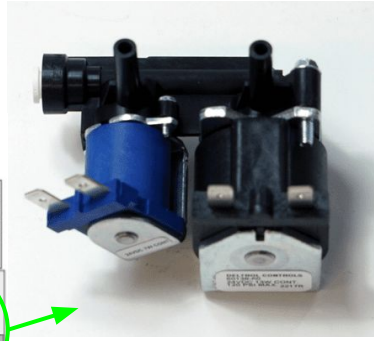
Manifold 2



Manifold 2 *(Part number: 720-0061)* Troubleshooting Guide Swap Guide	Manifold 2 is responsible for taking the water from the demand pump and sending it to both the hot water heater and also the cold water to the chiller. When leaks occur, they may occur from the body of the 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. If Manifold 2 is identified as the source, it should be replaced, using the Swap Guide. A solution to the root cause of this issue is in progress.

Manifold 3





Manifold 3 (*Part Number: 720-0064)* Troubleshooting Guide Swap Guide	Manifold 3 takes chilled, ambient and sparkling water from the carbonator outputs and sends it to the nozzle assembly. When leaks occur, they may occur from the body of the 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. If Manifold 3 is identified as the source, it should be replaced, using the Swap Guide. A solution to the root cause of this issue is in progress.

Troubleshooting Nozzle Drips on The Standup 2.0

Overview

This document provides instructions on how to diagnose and fix water dripping issues in The Standup 2.0 machine. It includes determining whether the issue is caused by the hot or cold water side.

Required Tools and Materials

- *Pliers*

- *⅜" Push-to-connect Elbow fitting*
- *⅜" Elbow-to-stem fitting*

FAQs Answered in this Document

***Q:** How do I determine if the dripping issue is caused by the hot or cold water side?*

***Q**: How can I fix a water dripping issue if it is caused by the cold water side?*

***Q**: How can I fix a water dripping issue if it is caused by the hot water side?*

***Q:** How do I return the unit to a usable state if I don't have spare parts?*

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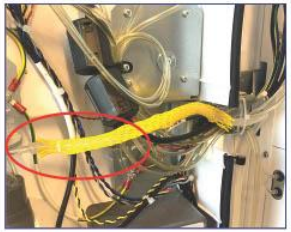
Task 1: Determine if issue is caused by the HOT or COLD side

1. If actively dripping, and if closing either of the manual shutoff valves beneath Manifold 3 stops the drip, the **cold water side** is likely causing the drip.

   Please go to **Task 2: Cold Water Side Issue** to proceed.

2. If you can see the clear silicone hot water tube that connects to the nozzle is full of water; the **hot water side** is likely causing the drip.

   Please go to **Task 3: Hot Water Side Issue** to proceed.



Task 2: COLD Water Side Issue

If you've determined the water drips are from the cold water side, **Manifold 3 will need to be replaced.**

PN: 720-0064

- Follow the instructions provided:
  [Guide] Bevi Standup 2.0 - Removal and Replacement - Manifold 3

Task 3: HOT Water Side Issue

Determine if the issue is caused by (a) a kinked hot water tube, (b) a broken heater suckback, or (c) Manifold 2.

a. **Hot Water Tube:**
   - If water is found in the hot water tube that connects to the nozzle, check for twists/kinks in the tube as the door closes.
   - If the tube is visibly kinked, this can defeat the heater's suck-back mechanism, causing water to drip when the heater heats. **Replace the hot water tube.**

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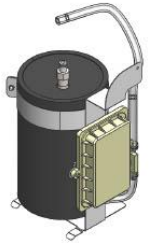
b. **Heater Suckback:**
   - If the tube is not visibly kinked/blocked, test the suck-back mechanism by dispensing a large amount of hot water (~10-15 seconds). At the end of the dispense, check to see that the water "sucks back" and is completely removed from the hot water line connected to the nozzle.
   - If this tube remains full / mostly full after a long dispense, you must **Replace the Heater.**



PN: 720-0057

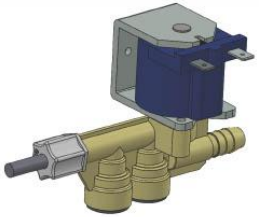
- Follow the instructions provided:
  [Guide] Bevi Standup 2.0 Removal and Replacement - Water Heater

c. **Manifold 2:**

- To confirm if water is leaking through the solenoid, disconnect the large silicone tube from the barbed output on Manifold 2 (pliers are needed to open the spring clamp).

- Dispense a large amount of Sparkling water (~10-15 seconds). The demand pump will continue to run following the dispense to refill the carbonation tank. This adds pressure to the inside of Manifold 2 to better highlight if there is a leak out of the barb.

- If water is dripping out of the barb, you must **Replace Manifold 2.**



PN: 720-0061

- Follow the instructions provided:
  [Guide] Bevi Standup 2.0 Removal and Replacement - Manifold 2

NOTE: If a replacement Manifold 2 is not immediately available and the customer requires the Bevi to remain functional, follow these steps to bypass Manifold 2 and disable the hot water feature.

Task 4: Bypassing Manifold 2

1. Shut **off** the source water supply and **close** the buffer tank. Dispense **COLD** water until no water comes out of the nozzle.

2. Turn **off** the machine.

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3. Remove the two black **3/8"** tubes from **Manifold 2**.

4. Connect the tube exiting the demand pump with the tube entering the chiller using a **⅜" push-to-connect elbow fitting & ⅜" elbow-to-stem fitting**.

5. Disconnect the two connections to the heater: **power** (large 2-pin pink connector) and **sensor** (smaller 4-pin black connector).

6. Turn **on** the machine, **open** the buffer tank, and turn **on** the source water supply. **Inspect for leaks.**

7. Dispense cold water to remove air from the system and refill internal water lines.

8. Verify that the hot water option is unavailable (it should read "**Heating**" in gray on the main dispense screen).

If you have any further questions please feel free to reach out to our support team at support@bevi.co or 1-866-704-2384

CO2 Regulator

CO2 Regulator *(Part Number: 720-0062)* Troubleshooting Guide Swap Guide	The CO2 assembly regulates 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, using the Swap Guide. Please reach out to Bevi Support to report the issue and obtain a replacement part.

Q&A

Please reach out to Bevi Support to report an issue and obtain a replacement part under warranty.

Bevi support: **866-704-2384**
8:00am-8:00pm EST

For all other questions and technical documentation visit:
https://partners.bevi.co/hc/en-us