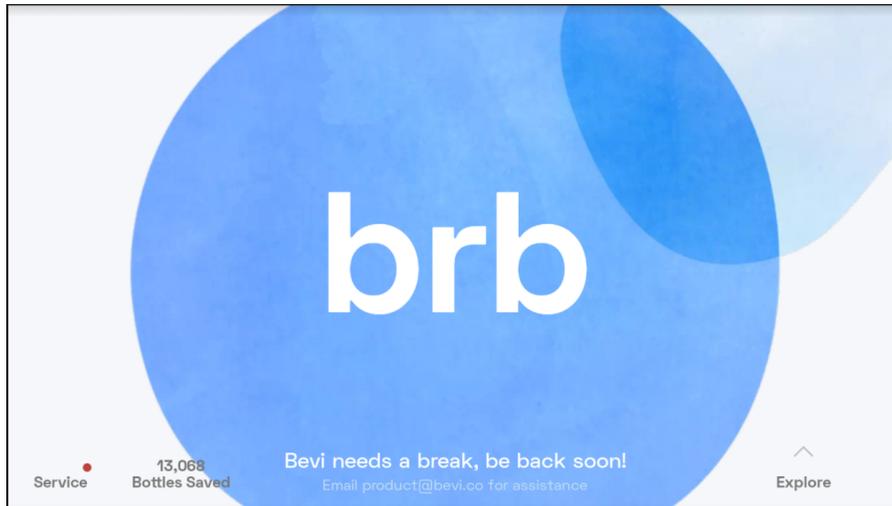


[Guide] - Bevi Alert Center - Inlet Water Unavailable



Overview

You have been directed to this page because you have encountered a Machine Alert - “Inlet Water Unavailable” This document will outline how to work with the Bevi V2 unit to diagnose and fix this issue.

partners.bevi.co
support@bevi.co
 866-704-2384

DVP01

[HOME](#) [OPEN DOOR](#)

Machine ID: DVP-01

QUICK READINGS

| | |
|-------------------------|---------|
| Internal water pressure | 71 psi |
| CO2 pressure | 884 psi |
| CO2 temp | 31°C |
| Chiller temp | 0.7°C |
| Heater temp | 91°C |

TROUBLESHOOTING TOOLS

Machine Alerts

| ALERT | MACHINE STATE | REPORTED | STATUS | |
|---------------------------|---------------|----------|--------|----------------|
| ⚠ Inlet Water Unavailable | Out of Order | 9/27/21 | Open | TROUBLESHOOT ▾ |

Warning: Only trained Bevi technicians should be resolving the Machine Alerts above. Troubleshooting performed by untrained individuals may result in damage to the Bevi machine. Contact your Bevi provider for assistance.

Frequently Asked Questions

Q: What caused this alert - various symptoms that may have caused alert to fire

A: Customer dispensed and only flavor came out

A: Dispense was halted because the machine detected no additional water flowing into the machine

Q. What do the different alert status mean

A. Not Started- The machine has detected the alert, but no service has been initiated to fix the issue.

B. Open - Someone has tried to fix the issue, but it is still unresolved.

C. Resolved - A technician has serviced the machine and the machine was working fine as of the date reported "Resolved"

Q. What do the Buttons on the Machine Alerts page mean?

A. Troubleshoot - Selecting this button will take you to a troubleshooting document for this issue

B. Troubleshooting Tools - These are a set of readings and controls to help you diagnose and test results.

Questions Answered in this Document

Q: How to troubleshoot the "No Inlet Water Available" Alert to diagnose the exact issue and resolve

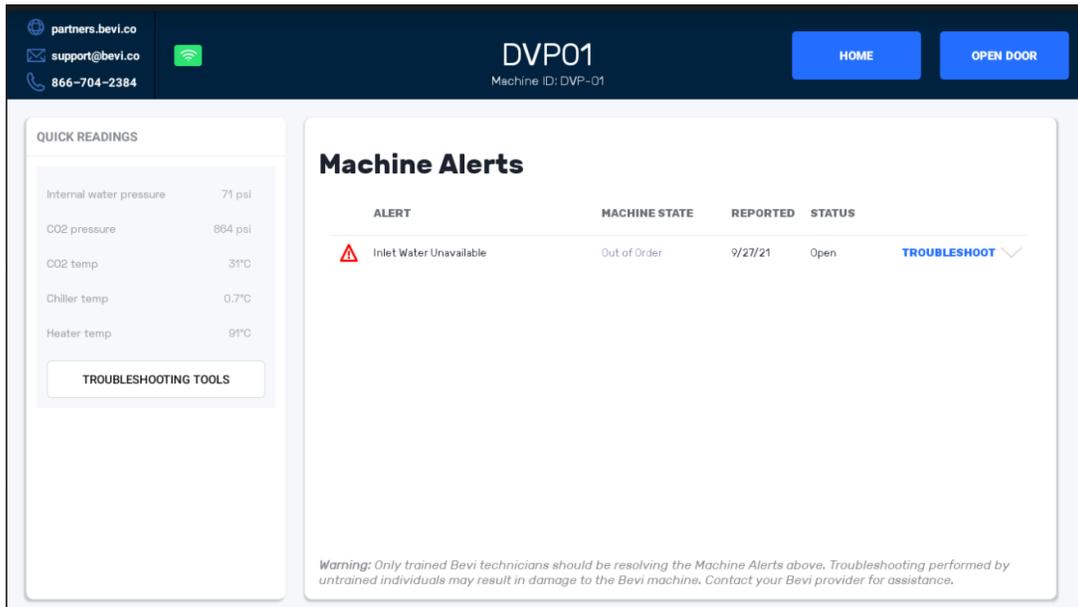
Q. What solutions are available to fix this issue

Required Tools & Materials

- Number 2 Screwdriver

Task 1: Open the Troubleshooting Tools to be able to understand what is happening.

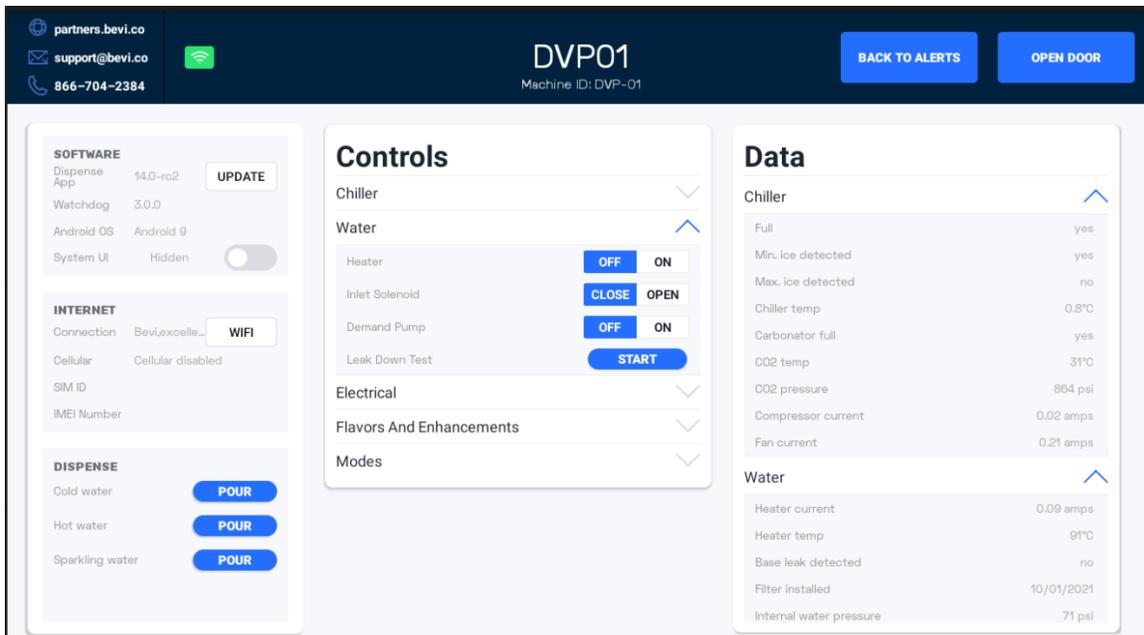
1. Select the “Troubleshooting Tools” button to open up the screen below



The screenshot shows the Bevi machine interface for machine DVP01 (Machine ID: DVP-01). The top navigation bar includes contact information (partners.bevi.co, support@bevi.co, 866-704-2384) and buttons for HOME and OPEN DOOR. The main content area is divided into two sections:

- QUICK READINGS:** A list of sensor values: Internal water pressure (71 psi), CO2 pressure (864 psi), CO2 temp (31°C), Chiller temp (0.7°C), and Heater temp (91°C). Below this list is a button labeled "TROUBLESHOOTING TOOLS".
- Machine Alerts:** A table with columns: ALERT, MACHINE STATE, REPORTED, and STATUS. One alert is visible: "Inlet Water Unavailable" (Out of Order, Reported 9/27/21, Status Open). A "TROUBLESHOOT" button is next to the alert.

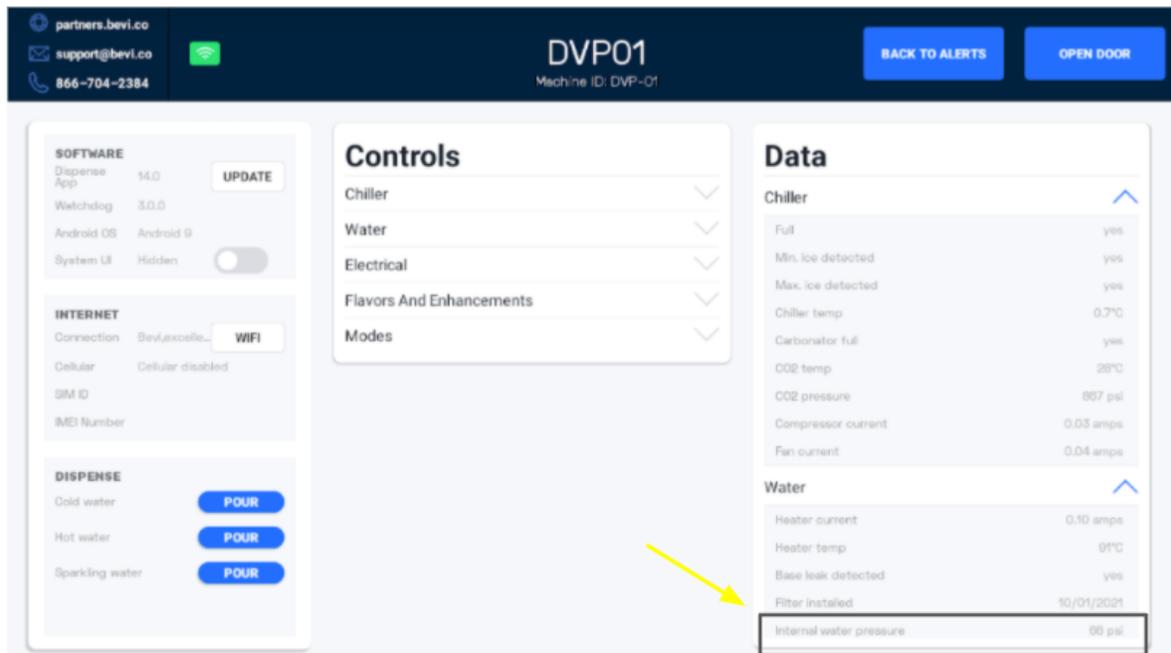
A warning message at the bottom states: "Warning: Only trained Bevi technicians should be resolving the Machine Alerts above. Troubleshooting performed by untrained individuals may result in damage to the Bevi machine. Contact your Bevi provider for assistance."



The screenshot shows the Bevi machine interface for machine DVP01 (Machine ID: DVP-01) with the Troubleshooting Tools section open. The top navigation bar includes contact information and buttons for BACK TO ALERTS and OPEN DOOR. The main content area is divided into three sections:

- SOFTWARE:** Includes options for Dispense App (14.0-rc2), Watchdog (3.0.0), Android OS (Android 9), and System UI (Hidden).
- INTERNET:** Includes options for Connection (Bevi,axcelle...), Cellular (Cellular disabled), and SIM ID (IMEI Number).
- DISPENSE:** Includes buttons for Cold water, Hot water, and Sparkling water, all labeled "POUR".
- Controls:** A section with expandable categories: Chiller, Water, Electrical, Flavors And Enhancements, and Modes. The Water section is expanded, showing controls for Heater (OFF/ON), Inlet Solenoid (CLOSE/OPEN), Demand Pump (OFF/ON), and Leak Down Test (START).
- Data:** A section with expandable categories: Chiller and Water. The Chiller section is expanded, showing status for Full, Min. ice detected, Max. ice detected, Chiller temp (0.8°C), Carbonator full, CO2 temp (31°C), CO2 pressure (864 psi), Compressor current (0.02 amps), and Fan current (0.21 amps). The Water section is also expanded, showing Heater current (0.09 amps), Heater temp (91°C), Base leak detected, Filter installed (10/01/2021), and Internal water pressure (71 psi).

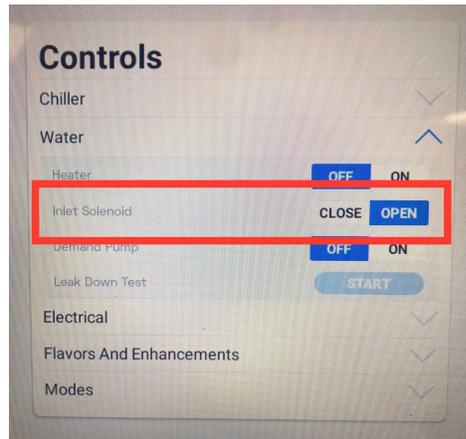
Task 2: Look in the “Water Section” of the Data area of the troubleshooting tools



1. Check internal water pressure by looking in the water section of the troubleshooting tools to see if it is above 0 or less than 0

Task 3 - Reading is 0 or below

1. Determine the nature of the alert - Check the water source
 - a. Check to see if someone turned off the source water at the valve. This could have happened because someone had to work on other equipment that is attached to the same water source. If the water was shut off, please turn it on.
 - b. Once water supply is on, go to “Controls” section of the Troubleshooting tools, then “Inlet Solenoid” and select “open”.



- c. Once completed check to see if internal water pressure has returned to “normal” (Greater than 40 psi)
- d. If not proceed to Task 4

Task 4: Determining the source of the Problem - Check the Bevi water valve between the water source and the Bevi machine

1. Tracing the water line from the back of the Bevi to the source valve, check for any additional shut off valves.

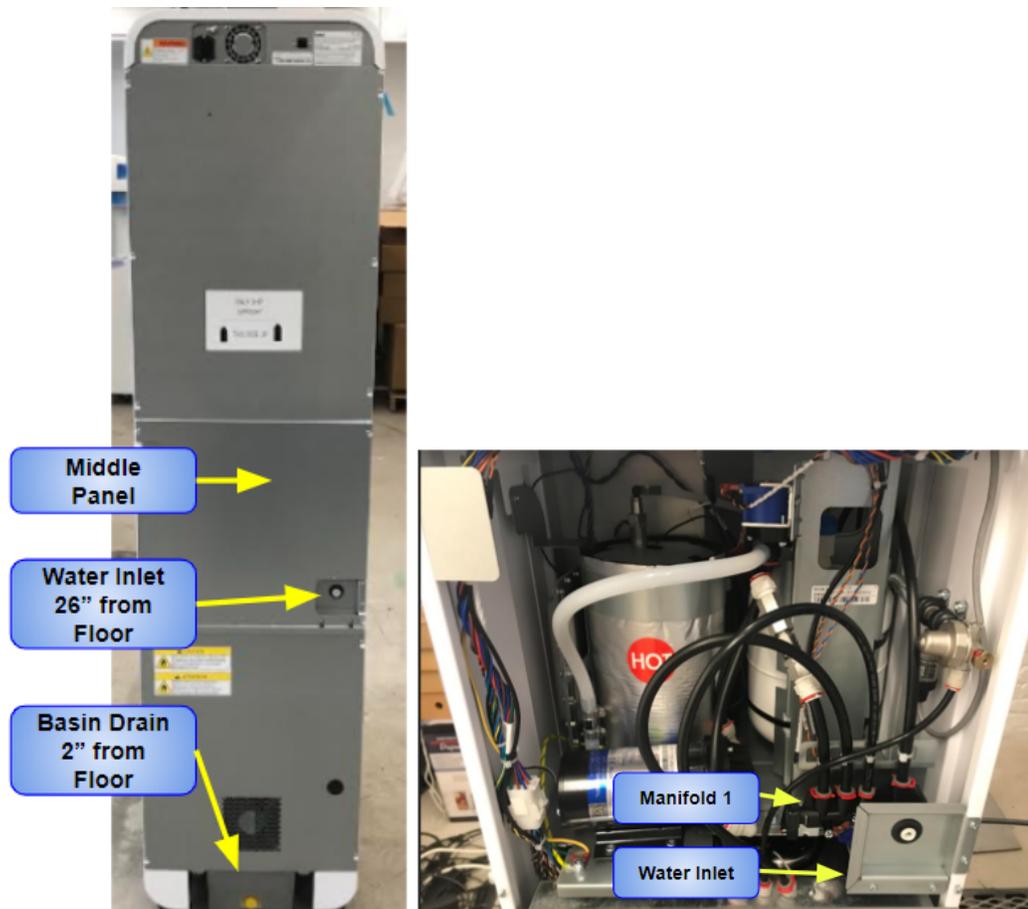


2. Check to see if all water valves are in the “On” position - On is indicated by the valve knob being “in-line” with the water line.
3. If any ball valves are closed, move the valves to the open position (in-line with the water line)
4. Check to see if the filter is connected. Disconnect by turning the filter clockwise to disconnect the filter, reset by turning counterclockwise.

5. Go to Controls, Water, then “Inlet solenoid” and select “open”
6. Check to see if internal water pressure has returned to normal building pressure - If so, the problem has been resolved.
7. If the source valves are on, the Bevi valve is on, and a filter is properly installed - proceed to Task 5

Task 5: Determining the source of the Problem - Check Manifold 1

Manifold 1 is behind the water line inlet. To access please remove the middle back panel of the Bevi.



Check to see if water is flowing through Manifold 1

- a. Go to the front of the machine and remove the $\frac{3}{8}$ " tube from the elbow connector the is one the left hand side of the filter head. Remove the Red Clip first, then remove the tube.



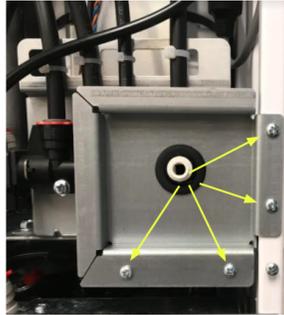
- b. Pull the $\frac{3}{8}$ " line through to the back of the machine and put the line into a bucket.
- c. Using the Controls section, open the inlet solenoid to see if water goes into the bucket.
- d. If water goes into the bucket, the Inlet Solenoid in Manifold 1 is good
- e. If there is no water coming out, and you hear a click, check your source water to see if in fact water is flowing to the Bevi.
- f. If there is no click and no water coming out of the tube, then check power to manifold 1 (Task 6)
- g. Replace the filter supply line back into the filter head making sure to fully insert the tube into the proper marked depth.

NOTE: To avoid leaks, do not forget to add/replace the red tubing clip!

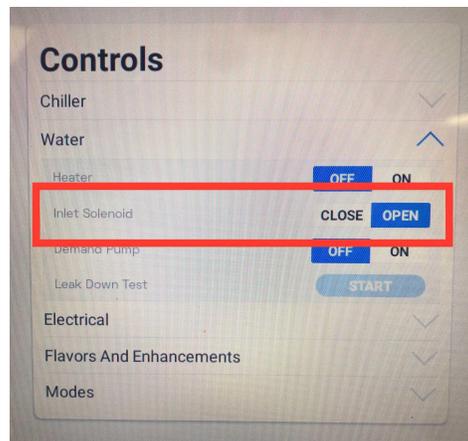


Task 6 - Checking Power to Manifold 1

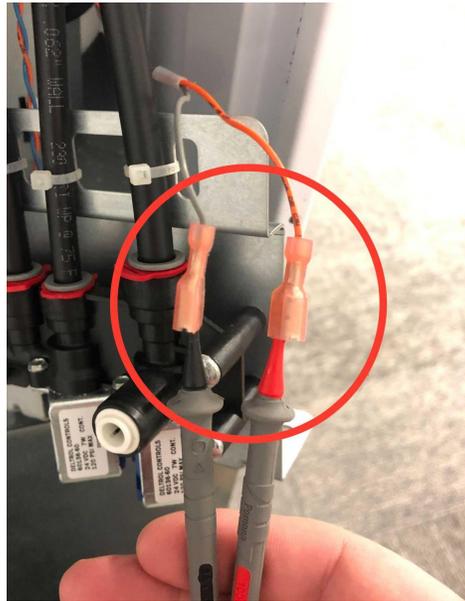
- 1. Turn off the supply water coming to the Bevi
- 2. Disconnect the water supply line coming into the Bevi
- 3. Unscrew the inlet water plate in front of Manifold 1 (4 screws)



4. Remove manifold 1 bracket to access inlet solenoid wiring
 - a. Follow steps 1-7 of Manifold 1 Remove and Replacement Guide
 - [\[Guide\]Bevi Standup 2.0 Removal and Replacement Guide - Manifo...](#)
5. Do a visual inspection to see if the 2 spade-connector plugs to the inlet solenoid on Manifold 1 (the outermost solenoid) are plugged in
 - a. If one or both spade connectors are not plugged in, reseal and check
 - b. If plugged in, visually inspect the entire length of cable to see if it has been cut or broken
 - c. Go to the Controls section of the Troubleshooting Tools and Open/Close the inlet solenoid. If you hear a “Click” the issue is resolved, If no click is heard, continue

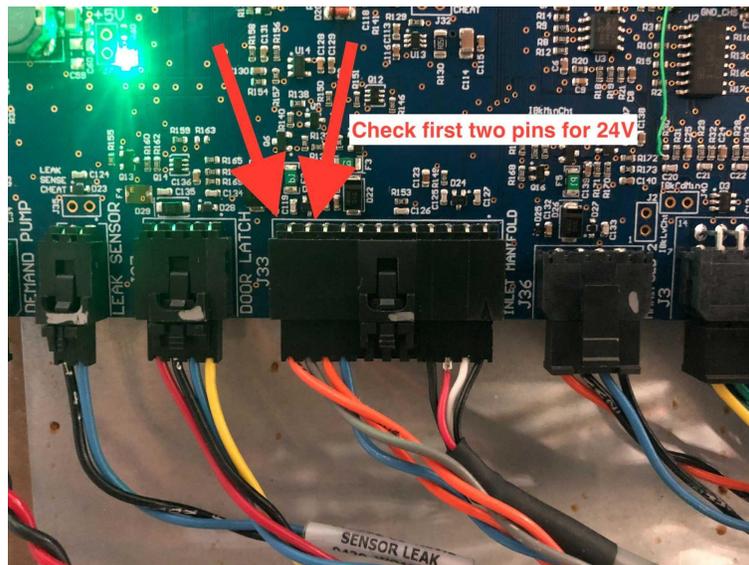


- d. With a multimeter, check that voltage is coming into the Inlet Solenoid of Manifold 1 by taking off the two spade connectors (Orange/Grey) from the Inlet Solenoid and checking for 24V between two cable-side connectors when turning the Inlet Solenoid “On”

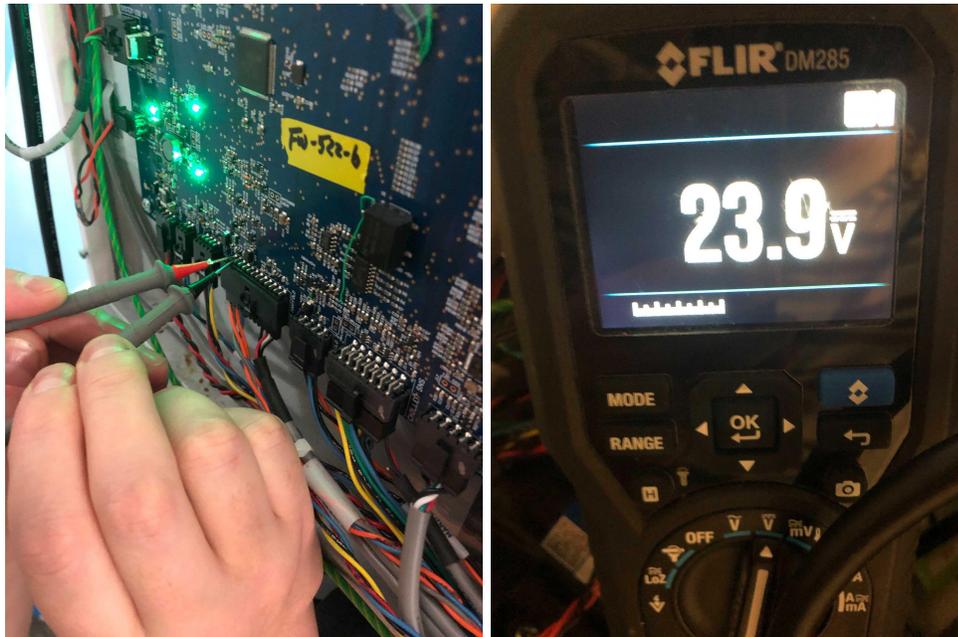


- e. If there is 24 V Replace Manifold 1
 - i. If there is not 24V
 - 1. Remove the upper back panel of the Bevi.
 - 2. Check the BUCB board to see if there is 24V going to Manifold 1.

Warning - Use caution when working with PC boards as you can naturally carry a static charge which could damage the board permanently. If available a static strap should be used. If not available, use caution by only touching the edges of the board and/or the plastic plugs themselves. If using a multimeter, keep your hands on the probes and only place the probe tips where you need to measure to avoid shorts.



6. If after pressing the “On” toggle for the inlet solenoid and looking at your multimeter. If you do not get 24V replace the BUCB



7. If you DO get 24V then replace the cable

Make sure to log your service to clear the Alert

It is important to resolve the machine alert in order to clear the Alert and return the machine to normal operation. After you have performed the service required, navigate to the original alert and select “Mark Resolved”. From there, resolve the alert by following the instructions and marking the service with the appropriate action. (see screens below) Marking it correctly will help us eliminate this issue in the future, so please be accurate with your description.

If you are unable to resolve the issue, leave the alert open, otherwise if you resolve the issue WITHOUT fixing it, the alert will return and disable the machine.

