

# [Guide] Preventative Maintenance for All Bevi Models

## Overview

This guide will walk you through the steps for performing both routine preventative maintenance which is recommended to be done every service visit, and the 6 month PM for all Bevi Machines.

## Frequently Asked Questions

*Q - What are the benefits of preventative maintenance?*

*A - Preventative maintenance is designed to keep your Bevi in peak operating condition.*

*Ensuring that your Bevi is not only operational for your customers, but also reducing premature failures.*

## Questions Answered in this Document

When should Preventative Maintenance be performed and what should be done and basic guidelines on how to perform each action. **See the chart below.**

REQUIRED ACTION	APPLICABLE MODEL	ROUTINE MAINTENANCE	PREVENTATIVE MAINTENANCE
TOP OFF ICE BANK - EMPTY OVERFLOW LOOP TO VERIFY	V1.X - CT	✓	✓
CLEAN EXTERIOR SURFACES	ALL	✓	✓
INSPECT AND CLEAN TOUCHSCREEN	ALL	✓	✓
EMPTY AND CLEAN DRIP TRAY	ALL	✓	✓
INSIDE DOOR - CLEAN ANY DIRT, GRIME, SPILLAGE	SU1.X - SU2.0	✓	✓
BIB SHELVES CLEANING	ALL	✓	✓
MACHINE SANITATION	ALL		✓
AERATOR INSPECTION/CLEANING	CT		✓
EXTERNAL NOZZLE/SHROUD CLEANING	ALL		✓
DOOR LOCK MAINTENANCE	ALL		✓
CHECK FOR AUDIBLE ABNORMALITIES	ALL		✓
WIPE DOWN ALL FLAVOR LINES AND CONNECTORS	ALL		✓
CLEAN BASIN	SU2.0		✓
VACUUM/BLOW DIRT/DUST	ALL		✓
VISUALLY INSPECT FLAVOR LINES	ALL		✓
TEST/ CONFIRM FUNCTIONALITY	ALL		✓
VERIFY SPARKLING WATER OUTPUT	ALL		✓
CHECK OUTLET FLOW RATE ALL SELECTIONS	ALL		✓
CHECK ALL CONNECTIONS FOR FIT AND LEAKS	ALL		✓
CHECK ALL TUBING FOR KINKS, CRACKING	ALL		✓
CHECK STREAM QUALITY	ALL		✓
CLEAN FANS/FAN SCREENS WITH VACUUM/DUSTER	SU1.X - CT		✓

## Required Tools & Materials

- While different tools will be required at different times, here is a list of tools you may need during a Preventative Maintenance Session
  - **Bevi Sanitation Kit - Bevi Part #720-0066 (contains the following)**
    - Large Bucket
    - Glass Cleaner
    - MultiPurpose Cleaner
    - Kay5 Sanitizer or appropriate chlorine based sanitizer
    - Cleaning Brushes
    - Compressed Air
  - **Appropriate sanitation manifold (can be ordered on [orders.bevi.co](https://orders.bevi.co))**
    - Standup 1x & Countertop - Bevi part #540-0037 **Not Pictured**
    - Standup 2.0 - Bevi part #720-0133 **Not Pictured**



2.6 Gallon Collapsible bucket



Cleaning Brushes



Microfiber Towels



Spray Bottles



Kay 5 Sanitizer



Compressed Air

## Regular Bevi Cleaning And Maintenance

The following maintenance checks are recommended to be performed during every service or replenishment of your Bevi system.

### Task 1: General Cleaning

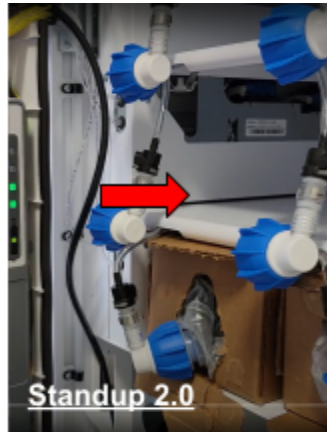
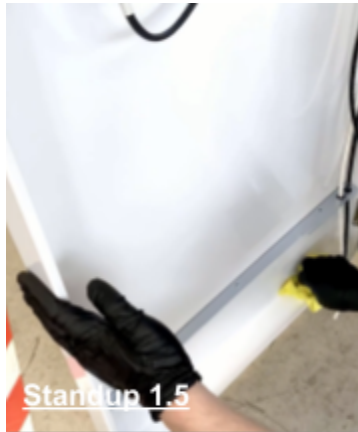
1. Clean the exterior of the Bevi. This includes the touch screen, drip tray, nozzle and the dispense area.
  - a. Using Glass cleaner - **do not use multi purpose cleaner** - spray a clean cloth and wipe the touchscreen free of dirt, grime and fingerprints.
  - b. Using Multi-purpose cleaner, wipe the exterior of the Bevi down to clean any spills or stains from the exterior



**Wipe the sides, front and top of the unit with sanitizer. Clean the touchscreen with glass cleaner**

- c. Empty the Drip Tray - the drip tray is not a drain and it needs to be emptied regularly. It also needs to be cleaned. Using dishwashing soap remove the grate and clean both the grate and the drip tray. NOTE: The drip tray is not dishwasher safe.
    - d. Spray the nozzle area with a cleaning sanitizer solution (Kay 5 sanitizer is recommended by Bevi) , let sit, and be sure to fully rinse by dispensing drinks and flavors (this can be done during the flavor line and pump inspection.)
2. Clean the interior of the Bevi

- a. Using the sanitizing solution, spray the inside of the Bevi and remove any spills, or grime from the inside of the door and flavor shelves



**Clean the Flavor shelves and interior. For countertops spray and wipe base cabinet floor**

- 3. Check and Clean the Flavor Lines - Please visit [partners.bevi.co](https://partners.bevi.co) for the complete sanitation procedure for the model you are servicing
  - a. Clean all BIB connectors to the lines by removing them and letting them sit in the cleaning solution while you are cleaning the rest of the interior and ensure they are in proper working order.
  - b. Visually inspect the lines for any residue, cloudiness, or cracking. If you notice that a line is not perfectly clear, replace it. Leaving a line in poor condition could cause a leak.
  - c. If all looks well, spray all the lines with a cleaning solution and gently wipe any dust or dirt from them, so inspection stays easy.



**Check that connectors are properly connected and do not leak. Inspect lines for contaminants and neatly stack flavor boxes in base cabinet for countertops**

# 6 Month Required Preventative Maintenance

## General Information about the Bevi preventative maintenance program

Every 6 months you will be notified of any machines that require Preventative Maintenance. Notifications will be presented in both “The Well” and in the Service Panel on the machine. After proper steps have been completed, tap ‘Mark Resolved’ to clear the alert in the Service Panel, this will also on the Well. PM can be performed early by selecting “Complete Early” in the Service Panel.

### Preventative Maintenance (PM) presented in the well.



**In the Summary view, use the filters to filter units by machine alerts. Select the alert in unit view to open machine showing the alert.**

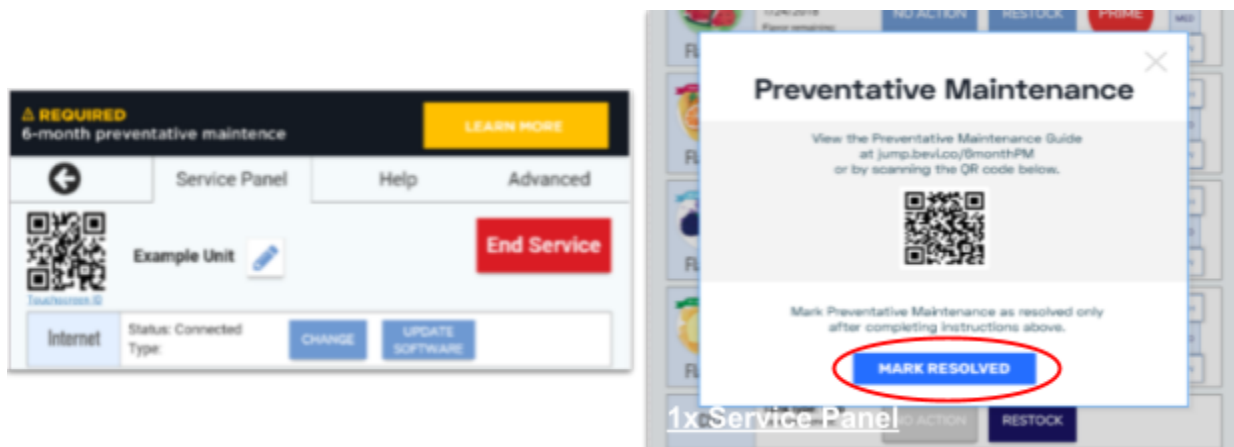
### Preventative Maintenance (PM) presented on the 2.0 Service Panel



Standup 2.0 Service Panel

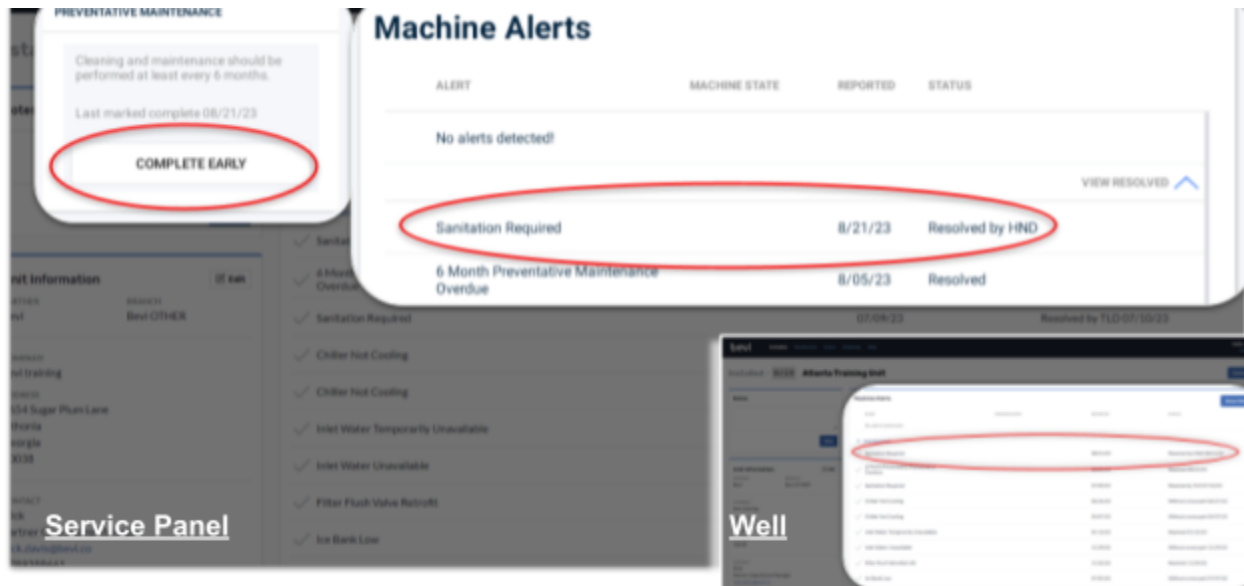
### Standup 2.0 Preventative Maintenance machine alert

### Preventative Maintenance (PM) presented on the Standup 1.x series or Countertop Service panel



1x Service Panel

### 1x Series and Countertop Service Panel shown



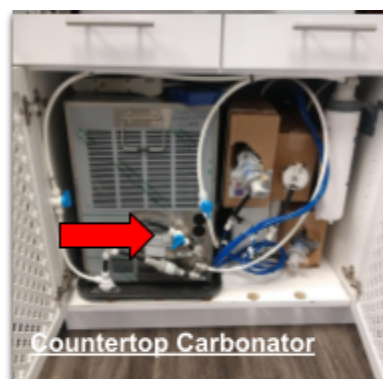
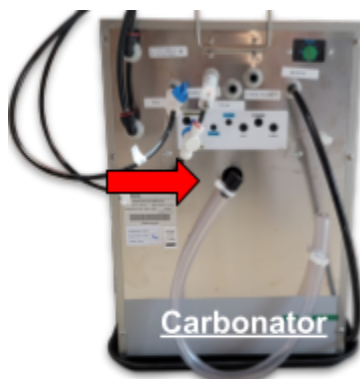
**Complete Early button for scheduled preventative maintenance. Sanitation marked resolved in the service panel and Well.**

## Machine Sanitation

[Please select this link to be referred to the appropriate sanitization procedure for your Bevi model. These can be found at partners.bevi.co Type "Sanitation" in the search field.](#)

## General Maintenance

1. If working on a V1.x or Countertop Unit - make sure the Ice Bank is topped off. (Standup 2.0s do this automatically) - empty the overflow tube after filling. - follow this link to see procedure [Ensuring the Ice Bank is Full](#)



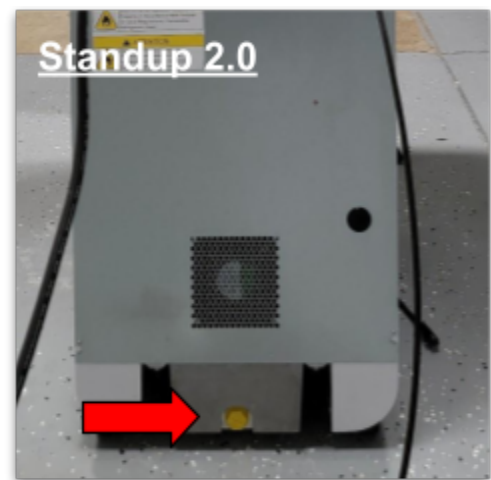
**Remove and empty over flow tube. Fill ice bank to top off Ice bank**



2. Check the door locking mechanism to ensure it opens with ease. For the V1.x series make sure it is lubricated and functioning normally. If lubrication is needed use a high grade lubricant to ensure the Bevi is easy to open and close. If your Standup 2.0 lock is not working well, we recommend it be replaced. Contact Bevi Customer Care for diagnosing and part ordering.
3. Check if there is water in the bottom basin, or collected in the Drain Basin (Standup 2.0 Only) Remove all water and dry.



**Basin Cover**



**Basin Drain**

4. Visually inspect all leak detectors to ensure they are not obstructed or triggered.
  - a. In the Countertop check to see that the expandable puck is present, dry (compressed, not expanded) and there is no surrounding water.
  - b. For Standup 2.0 Bevi's lift the grate and visually inspect the float in the basin for obstructions and empty any standing water and dry out the basin.

**NOTE: If you touch the float it may trigger a machine alert that will need to be cleared/resolved at the end of your service to ensure the machine returns to normal operation.**

5. Dispense a drink of Still, Sparkling, Hot (if available) and then all flavors and observe the following:
  - a. Listen for audible abnormalities - troubleshoot to the cause if needed

- b. Check to see if all pumps are dispensing - this includes flavor pumps and any demand pumps for the system. - Hints - Do you taste all flavors? You can also use the priming features to test each pump if the above cannot be visually or audibly noticed
- c. Check that the buffer tank is open (V1.5 and 2.0 Models only unless added)



**Standup 2.0 Buffer Tank Location**



**1.5 Buffer Tank Location**

- d. Confirm the stream of each drink selection dispenses properly. If not, check the nozzle and adjust appropriately.
6. Confirm the water being dispensed is correct for each setting. Check the flow rate and sparkling level.
  7. Check water lines for cracking, kinks or splits at the connections - replace as needed
  8. Check all Flavor lines for obstructions, and clarity. If lines are foggy, or you see obstructions after sanitizing, replace the affected line.
  9. Lastly, Vacuum all fan grates and vents to ensure they are free of dust or obstructions.

## Check all connections and fittings

Vibrations, movement and general service can jostle fittings and connections. It is a good idea to visually inspect the inside of the Bevi for Drips, standing water, or condensation that can affect general functionality of the Bevi.

- Open the Bevi Unit and use a flashlight to trace the water flow through the Bevi, checking connections to ensure they are secure and not leaking.

If you have any questions, please contact us at [support@bevi.co](mailto:support@bevi.co)