

## TECHNICAL BULLETIN - FROZEN ICE BANK MITIGATION

<b>Title</b>	FROZEN ICE BANK MITIGATION
<b>Date</b>	2020-07-15
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<b>Description</b>	
The carbonator/chiller unit can sometimes freeze completely. This can be attributed to a failure of the refrigeration system to turn off, or the beverage heat exchanger freezing the remaining water in the carbonator.	
<b>FAQs</b>	
<ul style="list-style-type: none"><li>- <b>What are the symptoms of a frozen ice bank?</b><ul style="list-style-type: none"><li>- Still and or sparkling water not dispensing (most commonly still).</li><li>- Non-stop grinding noise indicating excess of ice in the system.</li><li>- Thermostat dial set higher than a value of (6).</li></ul></li></ul>	
<b>Required Tools and Materials</b>	
<ul style="list-style-type: none"><li>- Phillips #2 Screwdriver</li></ul>	

### Remediation Process

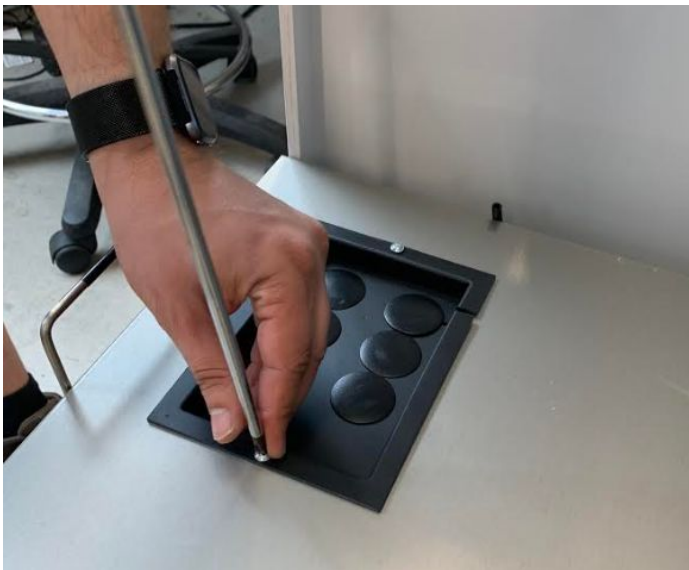
- Turn off the power to the carbonator. The green power switch is located on the side of the carbonator next to the power plug.



- Pull the carbonator slightly out from the bottom of the unit and locate the black panel on the top of the carbonator.



- Remove the two screws using a #2 Phillips screwdriver.



- With the top panel removed, locate the opening to the ice bank.



- Pour hot water into the opening indicated above to melt the ice that has formed in the ice bank (takes approximately 30 min.).
- Once the ice has melted, replace the black panel and turn the carbonator back on.
- Check to make sure that the unit is functioning properly by dispensing both still and sparkling water.
- Before placing the carbonator back into the Bevi check the thermostat dial on the front to ensure it is at (6). A setting higher than this may be the cause of a frozen ice bank.