

Tech Bulletin: Dispense Screen Blocked and Error Codes



From time to time, if a serious issue is detected at the machine, the Bevi engineering team will push a command to prevent customers from dispensing from the Machine. There are a few scenarios where dispense can be blocked, including sanitation and potential leaks at the machine. See below to help identify the problem:

Scenario 1 - Sanitation Procedure

If you see the **CLEANING REQUIRED** screen, open the service panel and complete the sanitation procedure. You can find more information about that procedure [here](#).

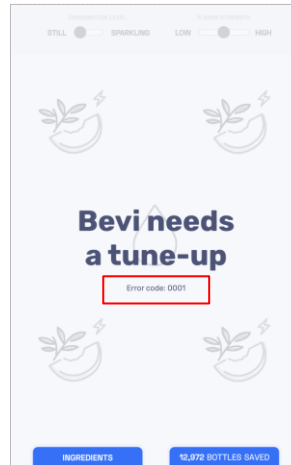


Scenario 2- Blocked Dispense with Error Code

If the Touchscreen says **Bevi Needs a Tune-up** with an error code below, that means there is likely a leak at the machine. Error codes mean the following:

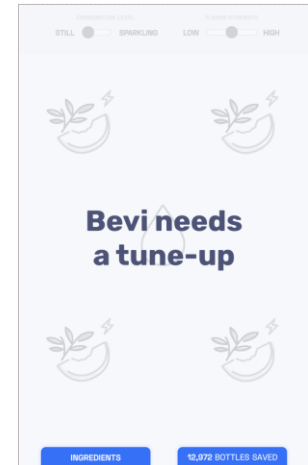
1. **0001**= Pump head replacement needed.
2. **0002**= Waterblock Fitting needed.

Once you've completed the necessary updates to fix the issue, you'll need to email support@bevi.co to remove the Out of Order Screen.



Scenario 3- Blocked Dispense

If you're seeing the **Bevi needs a tune-up** screen, but no error code, you should contact Bevi support for help troubleshooting the issue.



FAQS

- **How do I make the CLEANING REQUIRED screen go away?**
 - You need to open the Service Panel, complete the sanitation steps detailed [here](#), click the **SANITATION COMPLETE** button at the top and enter the correct pin code (can be found on The Well).
- **How do I make the BEVI NEEDS A TUNE-UP screen go away?**
 - Whether there is an error code or not, the only way to clear this screen is to contact our support team for assistance.
- **How do I know what to fix at the machine?**
 - If there is an error code on the Out of Order screen, there should be an indication of what part needs to be replaced at the top of the Service Panel.
 - If there is no indication of what needs to be replaced, then you will need to contact tech support for assistance.