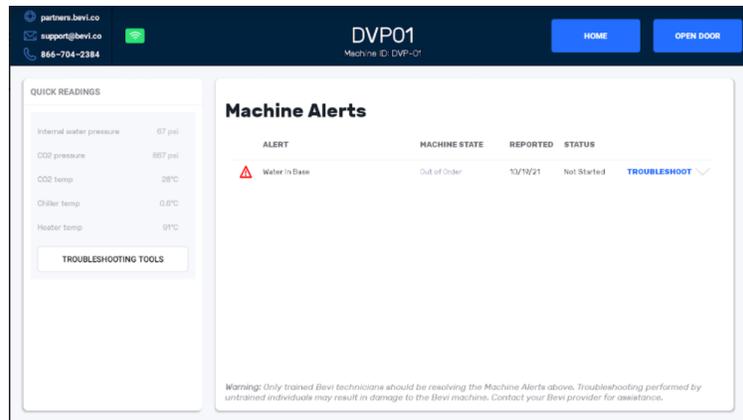
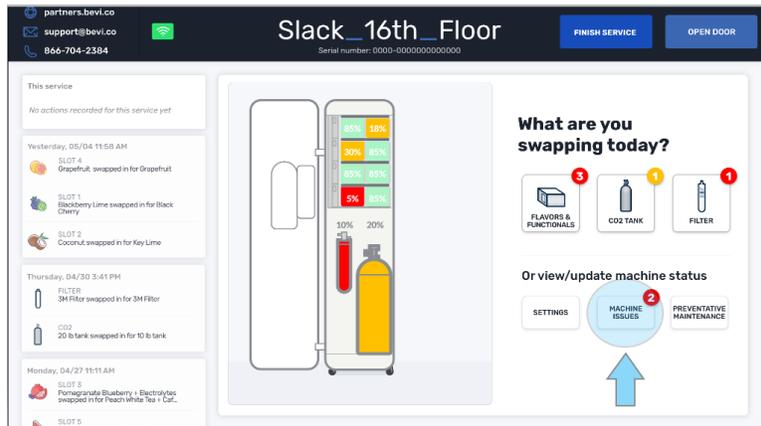
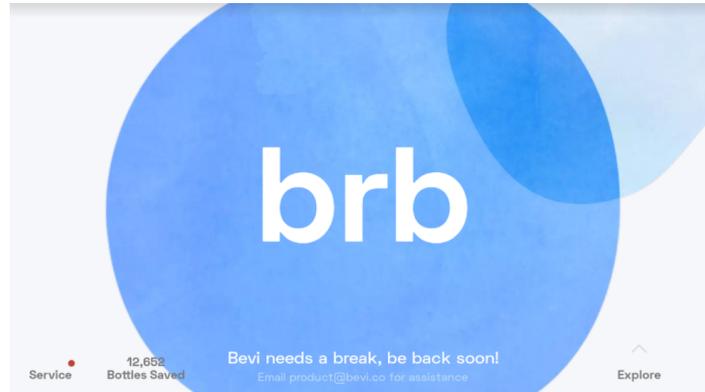


Bevi Standup 2.0 Alert Center - Water in Base

Overview

You have been directed to this page because you have encountered an alert regarding a leak in your Bevi Standup 2.0 Unit. This document will outline how to work with the Bevi Standup 2.0 unit to diagnose and fix this issue.



Frequently Asked Questions

Q: *What caused this alert - various symptoms that may have caused a leak*

- *Water was detected in the basin at the bottom of the Bevi*

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

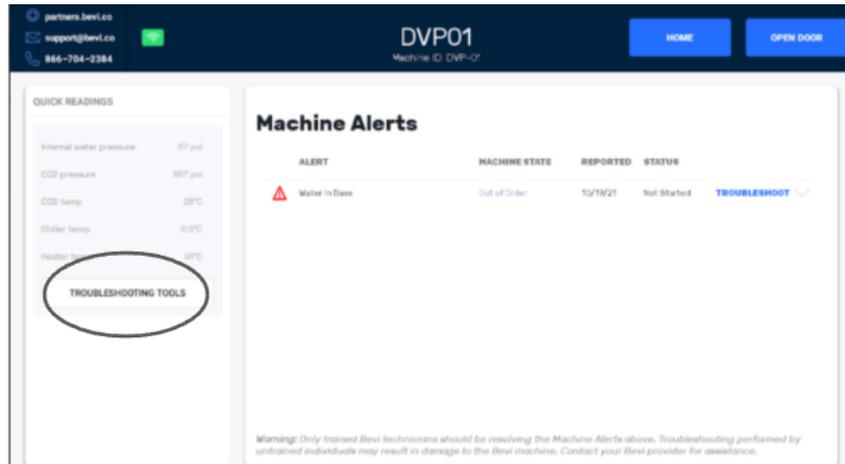
Q: *How to troubleshoot Leaks in the Bevi Standup 2.0 Unit in order to diagnose the exact issue to fix*

Required Tools & Materials

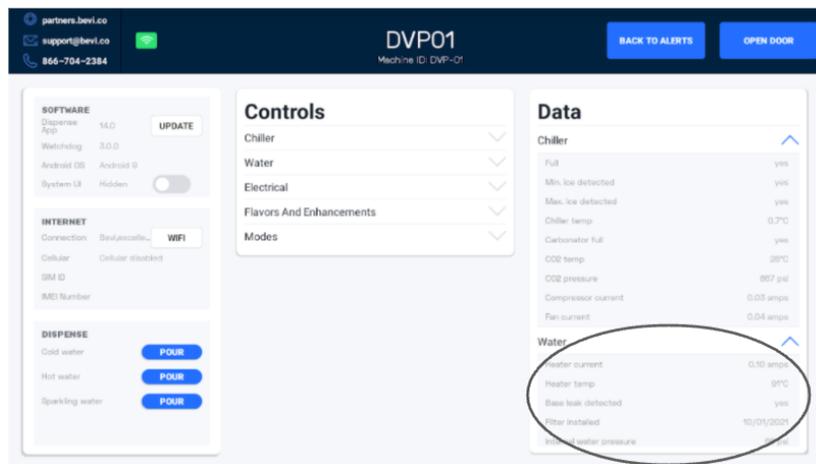
- *Access code to enter the service panel to the Bevi unit (1986)*
- *# 1 and #2 Phillips screwdriver*
- *Flashlight*

Task 1 - Enter Troubleshooting Tools and verify the machine thinks there is a leak

- Press the troubleshooting tools button to expose readings related to the leak



- Navigate to the Data section on the right side of the screen.
- Look in the Water section and check to see if "Base Leak Detected" is "Yes"

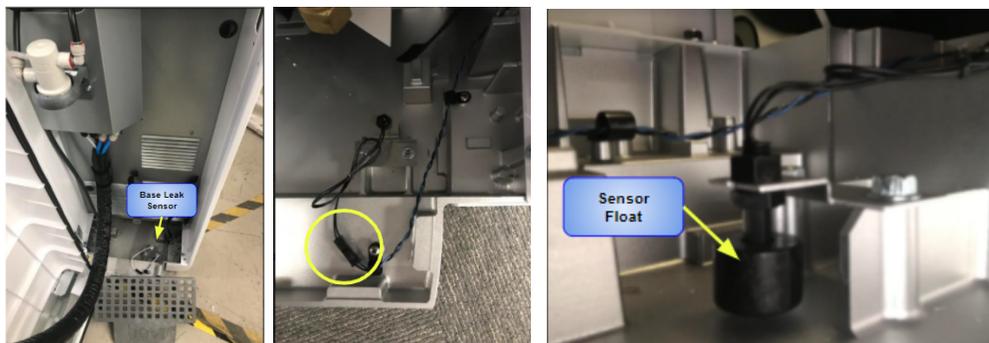


Task 2 - Check the water basin with a flashlight

1. Look to see if there is water in the Basin of the Bevi. You can do this by opening the door to the Bevi if it is not already open, taking a flashlight and peering into the base of the Bevi. You can easily remove the grid at the bottom by lifting it up.



- a. **No water is present** - check leak sensor connections by unplugging and plugging them back in. Leak sensor connections are in two places
 1. Check the connector in the basin.
 - a. Unplug and replug in the sensor to see if this corrects the issue
 - b. Ensure that the float is not stuck in the “Up” position and that it can move freely by moving it up and down and rotating it around its center to ensure it is able to move smoothly.
 2. If it does not move freely, or was stuck in the “Up” position you should replace the sensor to ensure an accurate reading.

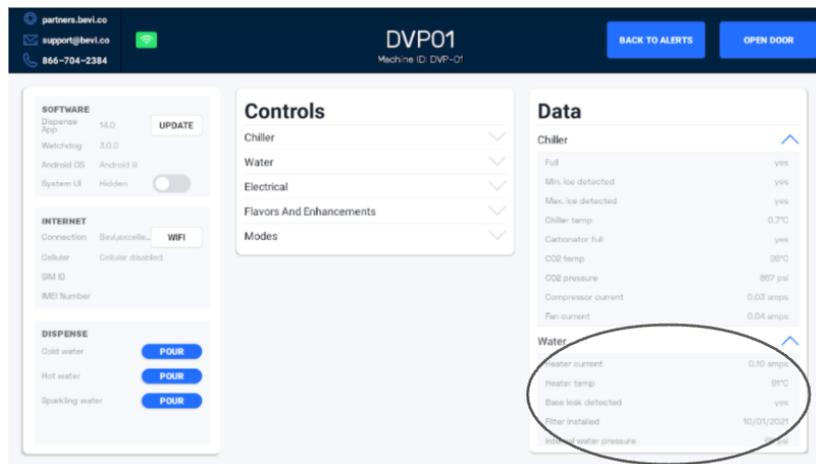


- b. Check the BUCB Board located in the back middle of the machine and check the Leak sensor connector located along the bottom edge of the board two in from the left labeled “Leak Sensor”



Unplug and replug in the connector to see if that corrects the issue

- c. Check the sensor reading in the troubleshooting tools to see if this corrected the issue - the correct reading would be Base Water Detected “No”



d. You find Water in Basin

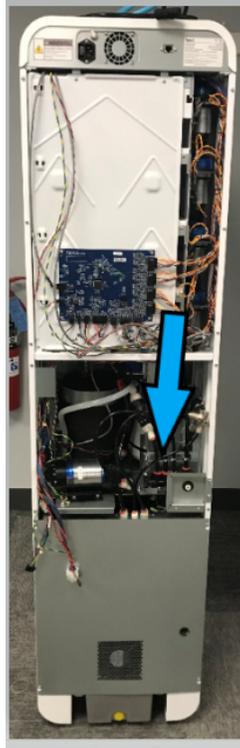
- i. Pump out all the water in the basin with a transfer pump. You can access the basin through the front grate. You can also open the lower back panel of the Bevi and pump out from the basin through there
- ii. Once the basin is pumped - Once again, verify that the sensor has been reset and reads “**No**” If it still reads “**yes**”, check the float sensor in the water basin located in the front of the machine underneath the base grate. Ensure that the float is not stuck in the “Up” positions and that it can move freely by moving it up and down to see if it is able to move smoothly.



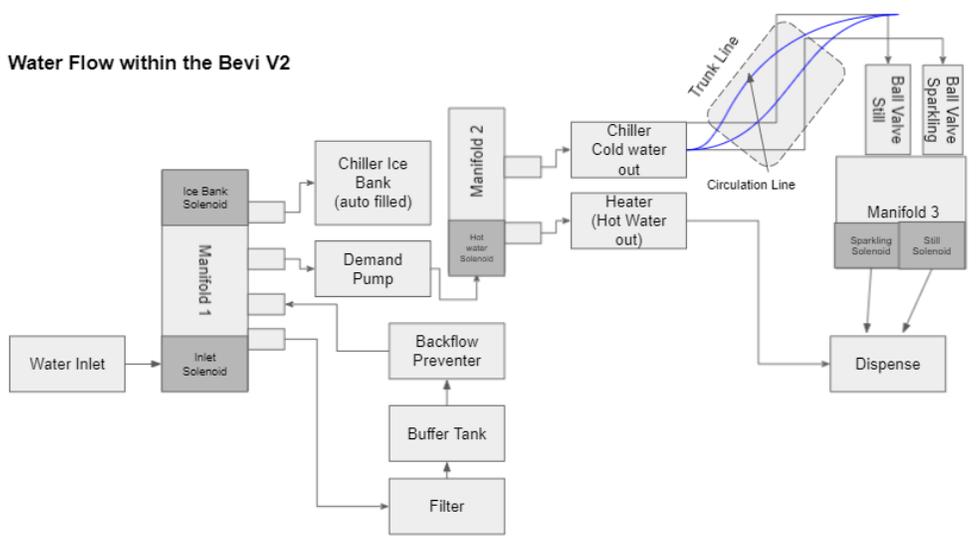
If the sensor is not moving freely - you should replace the sensor.

Task 3 - Look for evidence of leaks

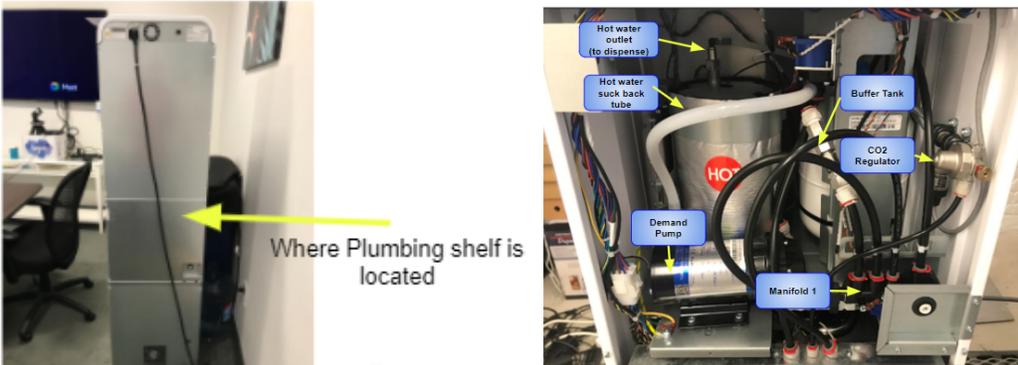
Almost all water flow takes place in the Plumbing shelf and the chiller. This is the best place to start. The Plumbing shelf is indicated by the arrow below. Below that is the chiller.



Below you will find a waterflow diagram to help you with subsequent troubleshooting steps



- Follow the flow of water by starting at the water inlet (near the arrow above) located on the left bottom of the middle panel and plumbing shelf. Look for evidence of leaks: active drips, puddles, or hard water marks. As you inspect the water system, check for loose tubes that may not have been fully inserted into fittings and/or scraped / damaged fittings.



- Proceed to follow the plumbing into Manifold 1 where water enters the machine. Check inlet connections and the solenoid
- From Manifold 1, go to the filter. In the inside front of the machine, check the filter and the filter housing for leaks. Unscrew the filter and screw it back in to ensure it is seated properly
- Check all plumbing connections to and from the filter - the connections from Manifold 1 and to the Buffer Tank
- Check the Buffer Tank and tee-fitting. Inspect the physical tank for any ruptures and check the Buffer tank fill valve connections.
- Proceed to the in-line backflow preventer checking connections along the way. Look for any drips or water below on the plumbing shelf from the fittings on either end of the backflow preventer.
- Follow the Backflow preventer back to Manifold 1 and to the demand pump. Check the NPT fittings on both sides of the demand pump for signs of leaks.
- From Manifold 1, check the connection to the chiller ice bank fill. On the chiller top rail, inspect the ice bank fill connection and the plastic collar underneath this fitting (you can feel this with your fingers, though it is difficult to see). If the plastic collar on the underside of the ice bank fill connection is very loose, water may spray outside the ice bank when attempting to fill.
- From the demand pump outlet, follow the tubing to Manifold 2. Manifold 2 controls hot and cold water.

WARNINGS: Be aware that you are looking in an area that supplies HOT water. Hot water can be dangerous if touched. Be aware the external part of the heater can be hot as well.

- Check heater/hot water lines AFTER manifold 2.



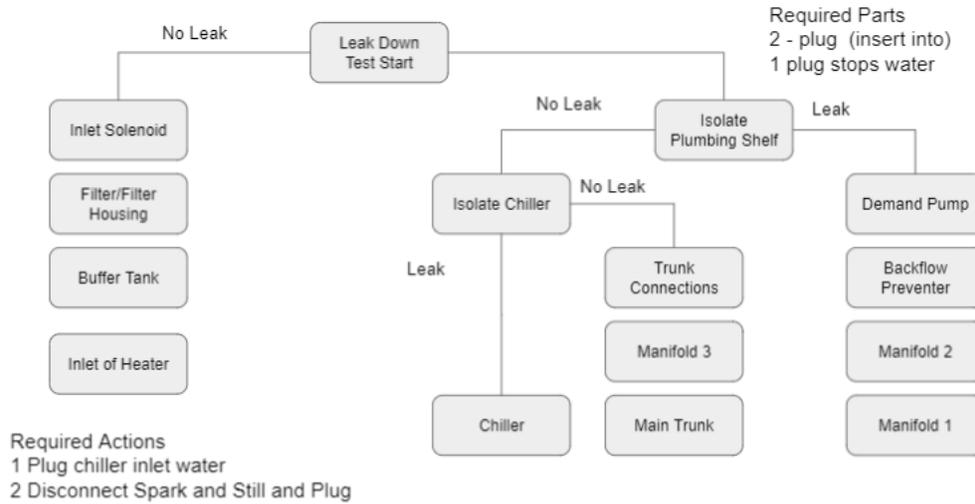
Rev. (12/21/2021)

- Water flows from manifold 2 through a silicone tube to the metal tee-fitting on the heater, which connects to the suck back bladder (rectangular metal housing next to the heater tank).
- From the metal tee fitting, water flows through a short silicone tube into the underside of the heater tank.
- Hot water exits the top of the heater tank through a plastic elbow fitting, then through a smaller silicone tube through to the inside front of the machine, up the left inner wall, across the top hinge to the nozzle.
- Check cold water line/nozzle AFTER manifold 2.
 - Follow the $\frac{3}{8}$ " tube from manifold 2 down to the chiller inlet.
 - Inside the front, behind / underneath the filter, check the 4 fittings / tubes exiting the chiller to the trunkline (sparkling out, still out, and 2 ends of the blue recirculation line)
 - On the other end of the trunk line, inspect the 2 ball valves and their connections to Manifold 3.
 - Check the two solenoids on Manifold 3 for signs of leaks around the valve bodies.
 - Inspect the $\frac{1}{4}$ " tube exiting Manifold 3 to the nozzle.
- If you see a leak from any tube or off-the-shelf fitting, replace the tube / fitting as needed.
- If you visibly see a leak in any machine component (manifold, pump, heater, etc.), please proceed to the appropriate Remove and replacement document to complete the service. These documents can be found at partners.bevi.co
- To find more detail about individual parts and how to replace them go to Partners.bevi.co and look for the Standup 2.0 section under Remove and Replace Documentation to find out more.

If you still haven't found the leak - follow the "Leak Down" process below as a final attempt to locate the leak.. Follow the decision tree to help you isolate the leak to a specific area of the machine.

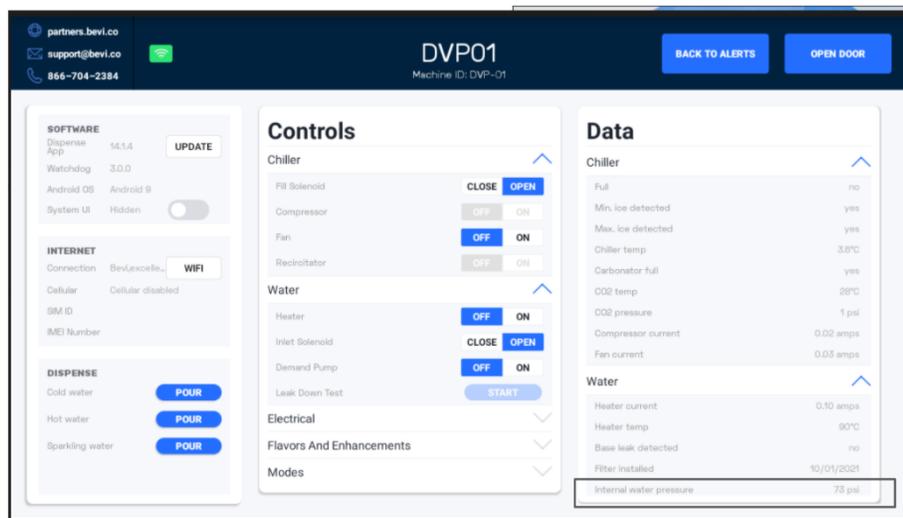
Task 4 - Continue to troubleshoot: Leak-down test

How to isolate a leak - The Leak Down Test



Manual leak-down test method above to locate leaks.

1. Enter Troubleshooting Tools
2. Place a container under the nozzle. Press and hold Pour to dispense COLD still water. Observe Internal Water Pressure rise and stabilize.
3. Release Pour for COLD, quickly shut off water supply to the machine, and observe **Internal Water Pressure**



- a. If constant over 3-5 mins, it is likely the leak is caused by the Heater, Manifold 3, or the parts BEFORE the backflow preventer.
- b. If you observe the pressure decay, it is likely the leak is caused by parts INCLUDING/AFTER backflow preventer through Manifold 3 (excluding Heater).

If you are still experiencing a leak and cannot find the source, please contact support at support@bevi.co

If you have solved the issue - 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.

