Bevi Standup 2.0 Alert Center - Icebank Low
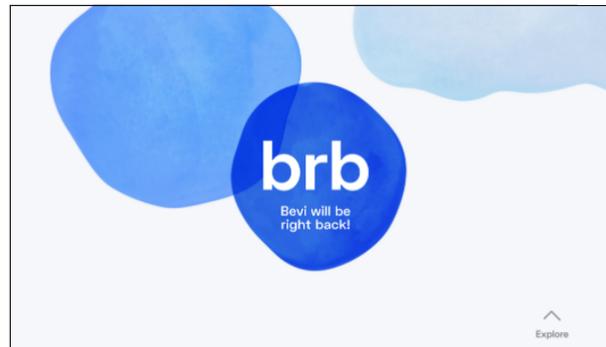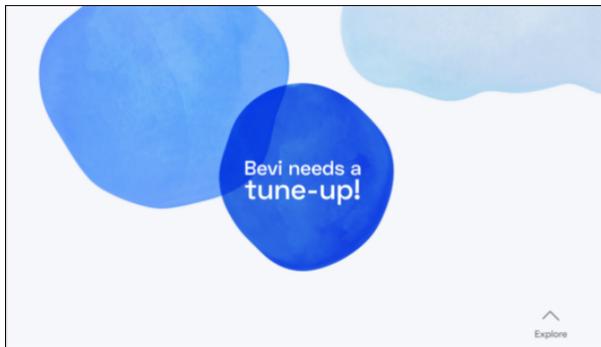
Overview

Upon start-up of a new Bevi V2 or when performing a restart, a proper level of water is needed in the Ice Bank to ensure optimal functionality and user experience.

You have been directed to this page because our sensors have detected an "Icebank low" error. This document will outline how to work with the Bevi Standup 2.0 unit to diagnose and fix this issue.

Typically with the Bevi Standup 2.0, you should never have to manually fill the Ice Bank. In almost all cases the Automated Fill Function will initially fill the ice bank, and then keep the Icebank full, ensuring that no damage occurs to the chiller from running when the water level is too low.

After initial installation, the Auto Icebank detection will trigger the Autofill Algorithm for 20 sec to allow the Ice Bank to reach an optimum level. Once completed, the recircitator pump will move water through the system and check the level. If needed the Autofill Algorithm will fill again for 20 seconds and check the level once again. After several tries, if this process fails the **Ice Bank Low** error will be triggered as seen below.
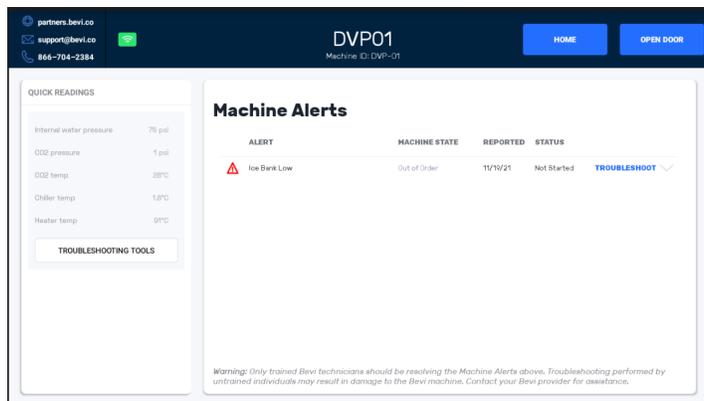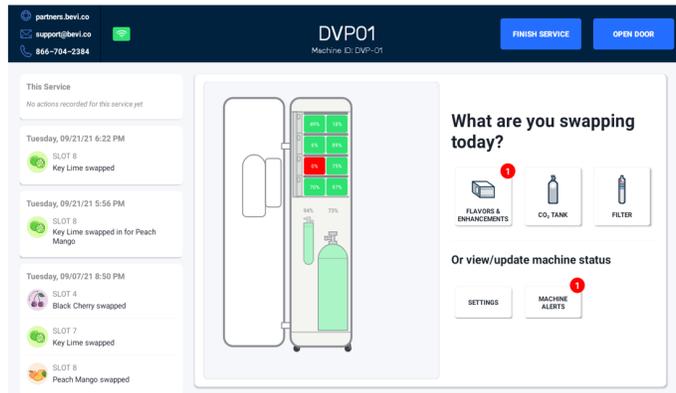
Frequently Asked Questions

Q: What could have caused this alert?
1. *Leak in Icebank*
2. *Machine turned off and water evaporated and auto fill couldn't fill it up*
3. *If machine was moved and water spilled out*
4. *Source Water is turned off*
5. *Ice bank fill solenoid is disconnected or Faulty*
6. *Float in Ice Bank is damaged, disconnected, or located in the wrong spot*
7. *Ice Bank float cable is damaged or disconnected*

*Q.***What do the different alert status mean**
A. <u>*Not Started*</u>*- The machine has detected the alert, but no service has been initiated to fix the issue.*
B. <u>*Open*</u> *- Someone has tried to fix the issue, but it is still unresolved.*
C. <u>*Resolved*</u> *- 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. <u>Troubleshoot</u> - *Selecting this button will take you to a troubleshooting document for this issue*
  B. <u>Troubleshooting Tools</u> - *These are a set of readings and controls to help you diagnose and test results.*

Questions Answered in this Document

- How to troubleshoot "Ice Bank Low" to diagnose the exact issue and Fix
- How to fix this issue in the field using Troubleshooting Tools

Required Tools & Materials

- *Number 1 and 2 Philips Screwdriver*
- *Flashlight*
- *Access Code to the Bevi Door - 1986*

Log your service

It is important to register your service on the Bevi so that your Operations Manager, future technicians and your customer know that the Bevi is completely functional. Please Log your service and mark the issues you troubleshooted as "Resolved"

Task 1: Check Ice Bank Reservoir

C. Navigate to the Troubleshooting Tools screen by pressing the "Troubleshooting Tools" button on the main service panel screen as shown below.
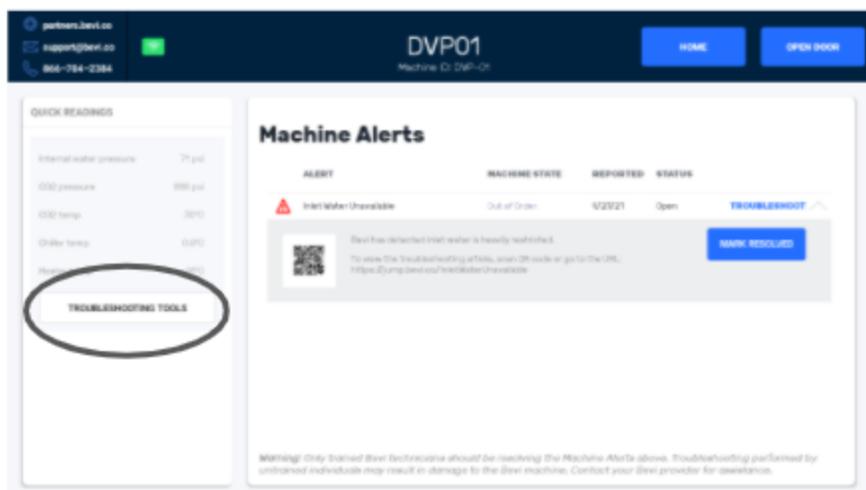
D. Under the Data/Chiller section, check The Troubleshooting Tools to see if the IceBank is registering as "Full = "Yes"
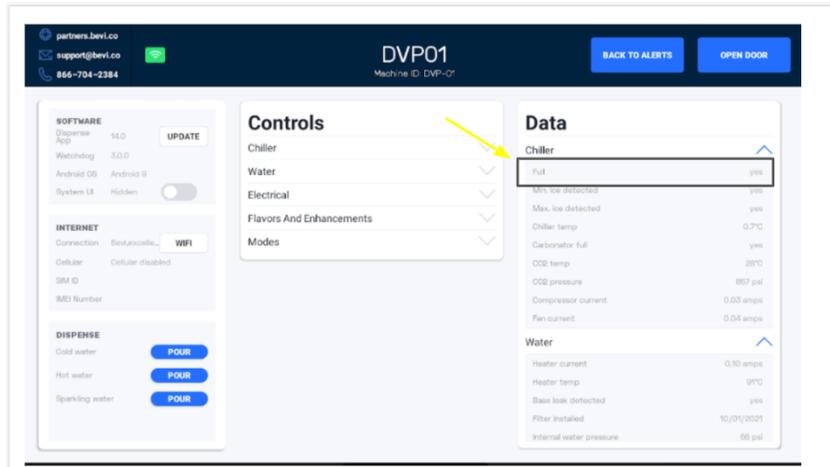
a. Regardless of the reading, visually inspect the Ice Bank to see if the reading corresponds to the fill level of the Ice Bank by following the steps below.
b. Remove the middle panel from the back of the Bevi to do a visual inspection of the Ice Bank

c. With a flashlight look into the Chiller reservoir to see if it is full. If possible, while looking, move/bump the Bevi slightly to force the water in the reservoir to move in order to verify you can see it at the top of the reservoir. If it is still too hard to see - take a Cotton Swab or something similar to dip inside the reservoir to see if it gets wet.

Task 2 - If the reservoir is NOT full and Troubleshooting Tools > Chiller > Full is "No"

1) Check to see if Ice bank fill solenoid is functioning.
   a) Disconnect the right-most tube going into the chiller (5/16" black tube) and hold over a bucket.

   b) In "Troubleshooting Tools" under the "Controls" section, select Chiller > Fill Solenoid > Open. If no water comes out, move on to the step **"2"** below. If water comes out, skip the next step **"3"** below.
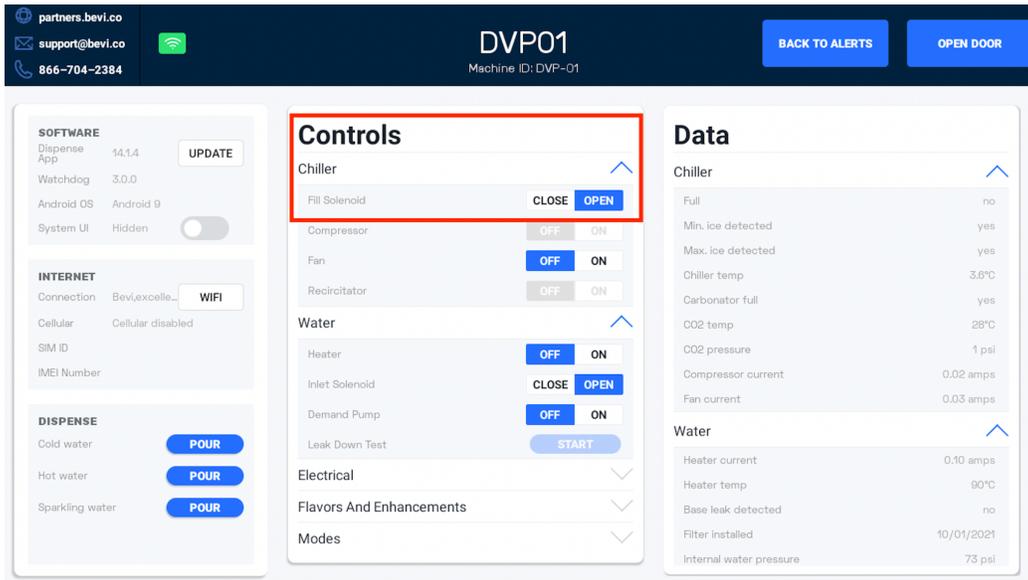
2) Check that the Ice bank fill solenoid is receiving power. Visually inspect to see if the 2 spade-connector plugs to the Ice Bank Solenoid on Manifold 1 are plugged in (left-most solenoid in image below)

    a) If one or both are not plugged in or are loose, reseat and check to see if the ice bank can be filled by selecting the Chiller, Fill Solenoid "Open" setting in the

Troubleshooting Tools to see if it now dispenses water into the bucket as instructed above.

b) If both connectors are plugged in, visually inspect the cable to see if it has been cut or broken. This cable goes from the spade connectors to the BUCB board. (NOTE: you will need to remove the top back panel.)
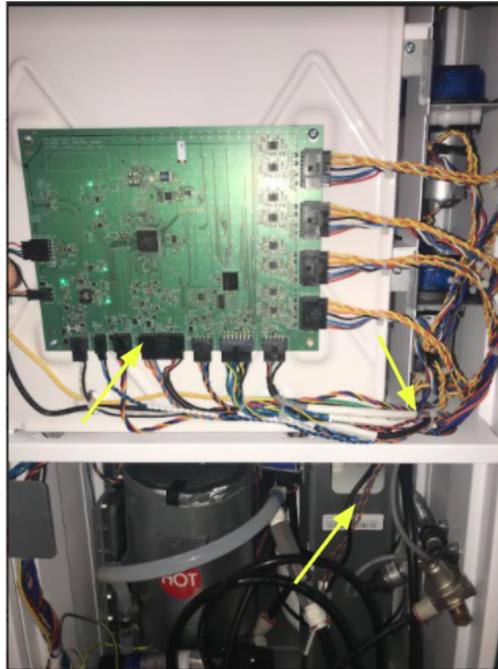
c) As above, once traced, Go to the Controls section of the Troubleshooting Tools and Open/Close the Chiller Fill Solenoid. If you hear a "Click", the issue is resolved; If no click is heard, continue.

d) With a multimeter, check that voltage is coming into the Ice Bank Solenoid of Manifold 1 by taking off the two spade connectors from the Ice Bank Solenoid and checking for 24 V between the two cable-side connectors when turning the Chiller Fill Solenoid "On"

    i) If there is 24 V - Replace Manifold 1

    ii) If there is not 24V

        (1) Check the BUCB board to see if there is 24V going to Manifold 1. To do this, locate the 4th connector from the left on the bottom side of the BUCB. To avoid shorting the pins with the multi meter probes - Unplug the cable from the connector. Carefully place the probes of the multimeter in the sockets of the 3rd and 4th pins from the left side of the board-side connector.

Check 3rd and 4th pins to see if there is 24 V
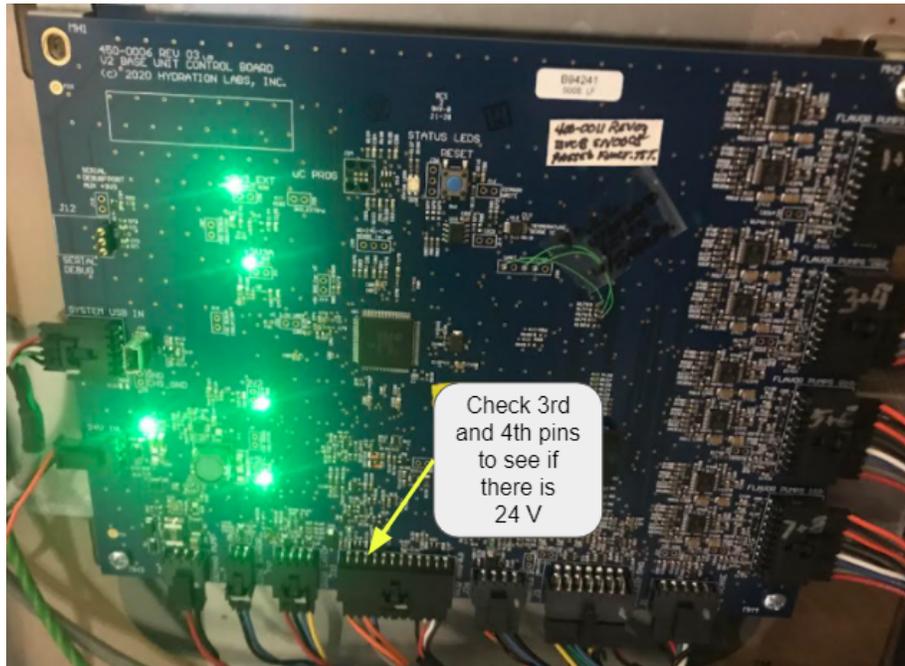
(a) If after pressing the "On" toggle for the Chiller Fill Solenoid and looking at your multimeter. If you do not get 24V replace the BUCB

(b) If you DO get 24V then replace the cable

3) If the Ice Bank Solenoid is functioning correctly, check for leaks.

   a) Check the recirculation line connections for leaks or damage. These connections are found inside the door behind the filter where the trunk line connects to the chiller outputs. The recirculation connections are the two, larger, right-most connections.

If the ⅜" elbow connections are leaking, remove and reinsert them. If damaged, replace the elbow fitting(s).

b) Check for leaks in the ice bank tank itself. Significant amounts of water below the ice bank near the compressor or in the base of the machine may indicate a leak in the ice bank. If a leak in the ice bank is detected, replace the chiller.

4) If after the above you are still having problems, troubleshoot the following:
    a) Incoming water - check to see that although the water valves MAY be in the "On" Position that water is actually coming to the machine.
    b) Inlet solenoid - To check the inlet water solenoid, dispense a cup of Hot Water by going to Troubleshooting tools, look for the "Dispense" Area and press "Pour" **NOTE: You are dispensing hot water which presents a burn hazard - please use appropriate caution**.
    If hot does not dispense - replace Manifold 1, If hot water dispenses - continue.
    c) BUCB board - The last part to test would be the control board.   Please see the following document to Troubleshoot the BUCB - [Troubleshooting the BUCB board](#)
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Task 3 - If the reservoir is NOT full and Troubleshooting Tools > Chiller > Full is "Yes" OR If the reservoir is FULL and Troubleshooting Tools > Chiller > Full is "No"

a. Check the Chiller Sensor Cable, which contains the wires to the ice bank float switch. This cable is one of the 3 connections to the chiller and is the 14-position black connector (2 rows of 7 positions each). Unplug and replug the cables to ensure a good connection. Inspect both sides of the connection for loose or improperly installed pins.
b. Trace the Chiller Sensor Cable up from the Chiller through the Plumbing Shelf to the Base Unit Control Board (BUCB), looking for any signs of damage. If damaged, replace the cable.
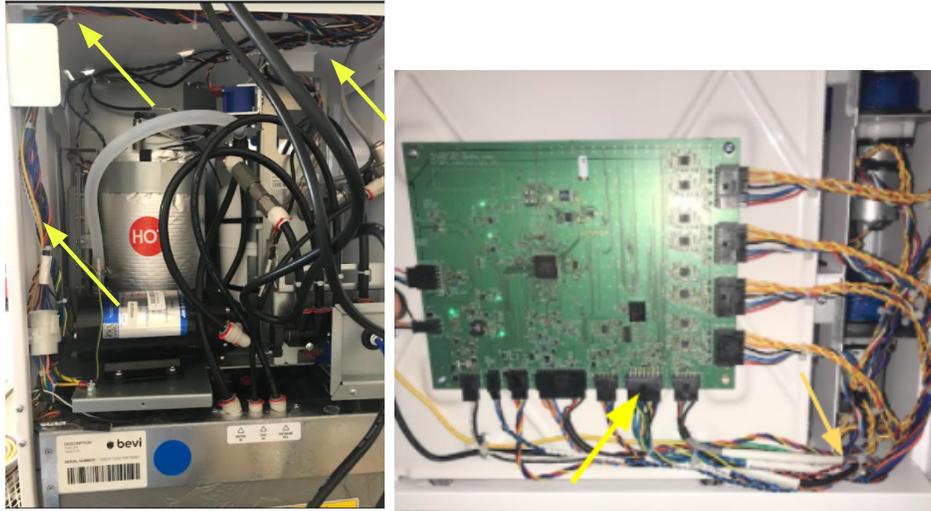
c. Check the connection of the Chiller Sensor Cable into the BUCB. Unplug and replug the cable to ensure a good connection.

d. If the issue remains, either the BUCB or the Chiller should be replaced. Swap the BUCB first to attempt to fix the problem. If this does not fix the problem, swap the chiller.

Task 4 - If the reservoir is FULL and Troubleshooting Tools > Chiller > Full is "Yes"

1. In Alert Center, navigate to the original alert and select "Mark Resolved". From there, resolve the alert by following the instructions in Task 5 and marking the service with the appropriate action. (see section below for screenshot)

2. Contact support@bevi.co to additionally report this issue.

Task 5 - 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.