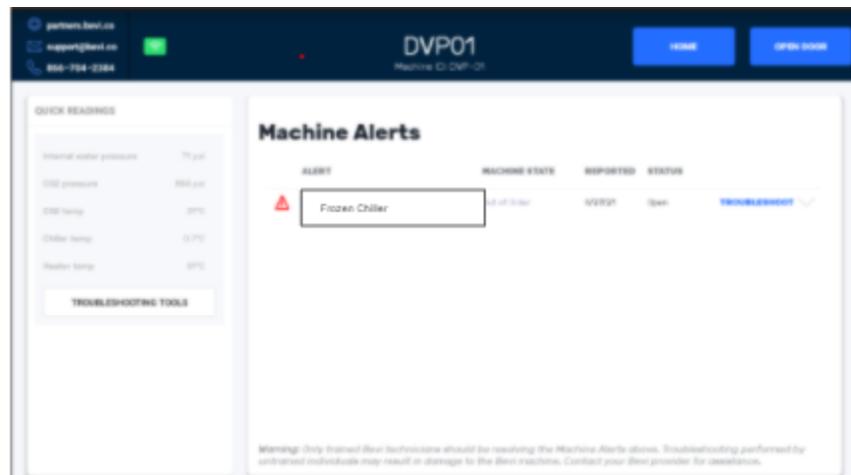
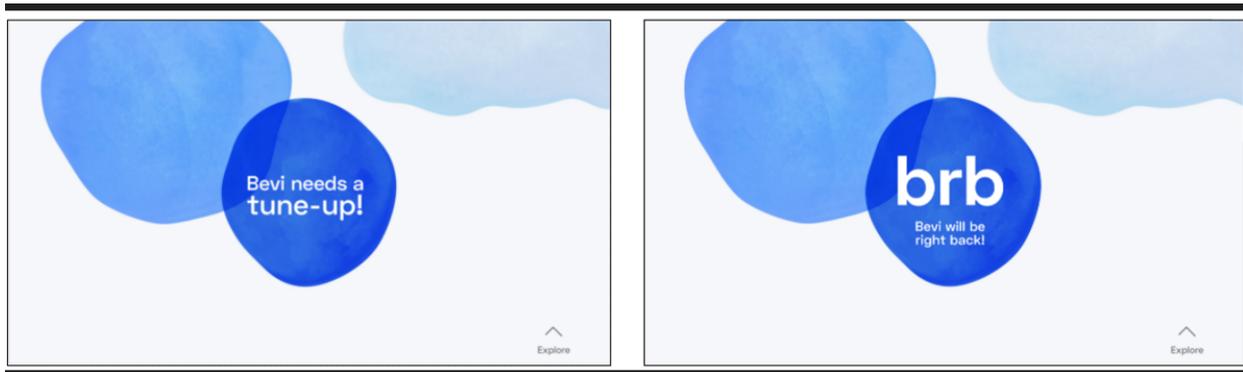


Bevi Alert Center - Frozen Chiller in a Bevi Standup 2.0

Overview

You have been directed to this page because you have encountered a Machine Alert - “Frozen Chiller”. 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 the alert to fire?

A: The Ice Bank within the chiller filled with ice, blocking the flow of water through the chiller

A: The machine detects that the temperature of the Ice Bank within the chiller is too low

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 the “Frozen Chiller” Alert and resolve in the field

Q: What solutions are available to fix this issue if troubleshooting fails

Required Tools & Materials

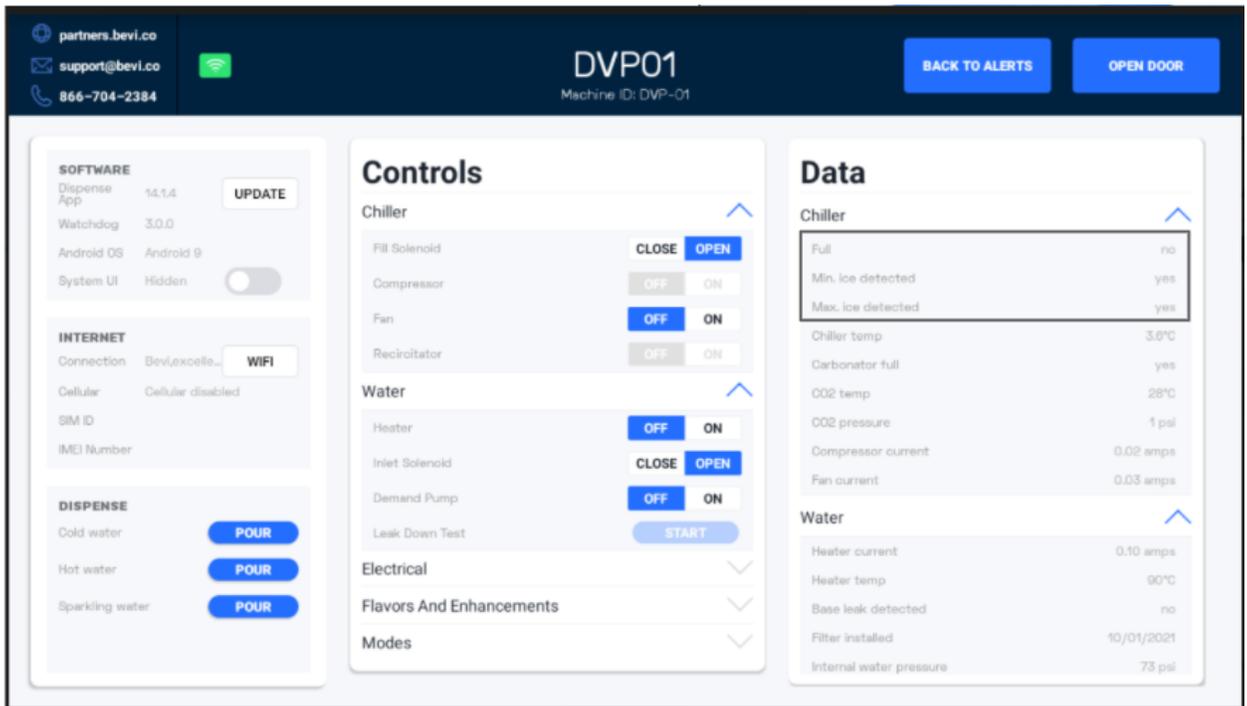
- Number 2 Screwdriver
- Flashlight
- Multimeter

Task 1: Determine the characteristics of this alert

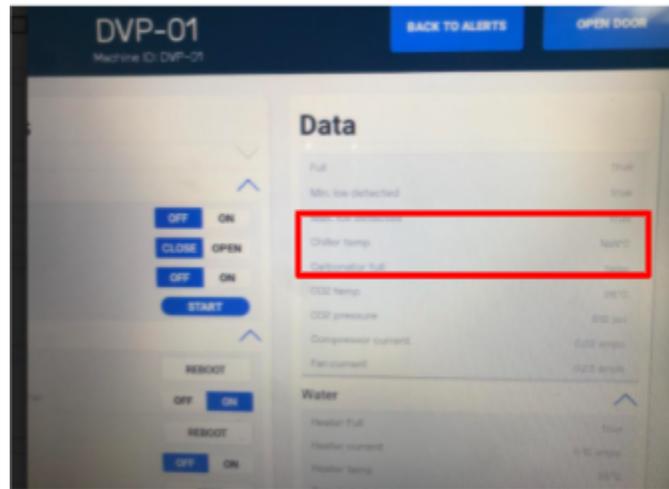
- 1) Dispense a glass of HOT water to see that water is bypassing the chiller and making it to the dispense area.

Warning: You are dispensing very HOT water, please use proper precautions.

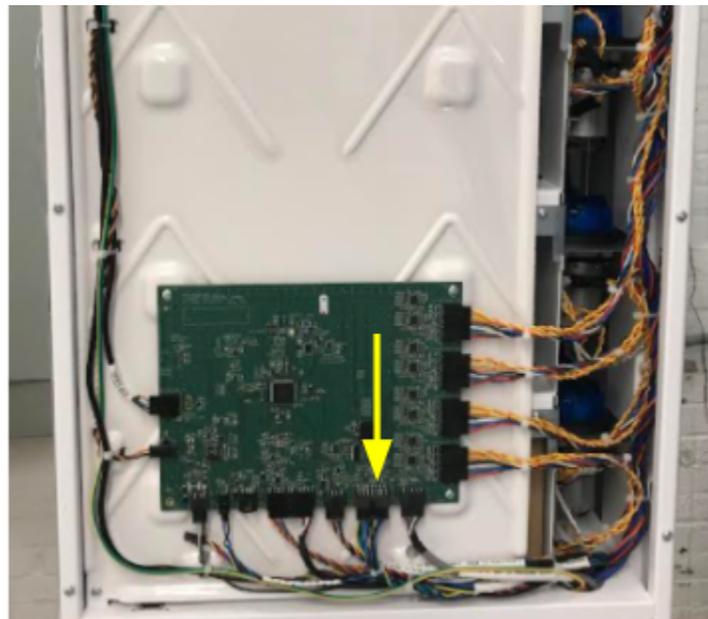
- a) If there is no hot water, you may want to troubleshoot your inlet water using the following document [Inlet Water Unavailable](#) first as that may be your issue.
- 2) Check the Ice Bank Readings and Levels
 - a) Navigate to the Troubleshooting tools and expand the Data section to show the current readings of the machine.



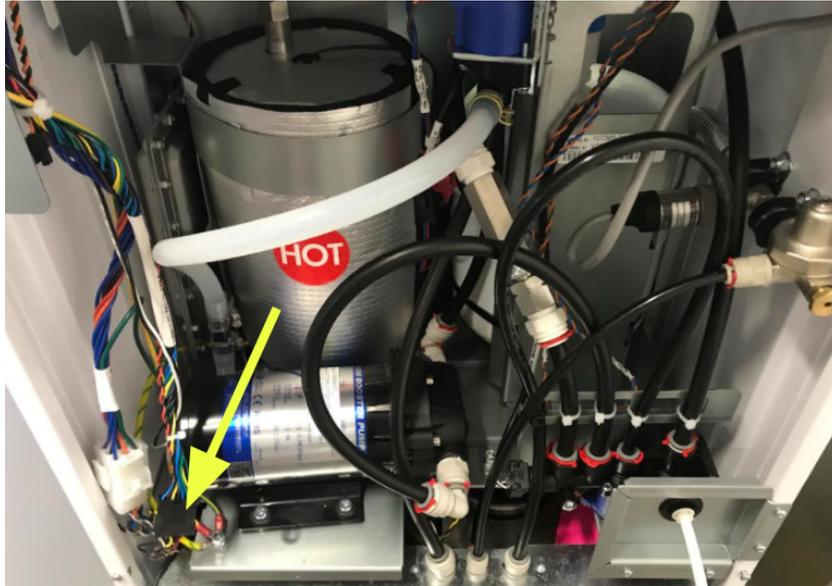
- b) Under Chiller Section, a chiller that is currently frozen will show:
- i) Full = "Yes",
 - ii) Min Ice Detected = "Yes"
 - iii) Max Ice Detected = "Yes"
 - iv) Chiller Temperature is less than 0 degrees C (NOTE a properly-functioning chiller should never be below 0 degrees C)
- c) If Chiller Temperature displays "NaN" (not a number), check the Chiller Sensor Cable



- i) Remove the upper back panel of the machine. Inspect the end of the cable that plugs into the BUC Board (2nd from right connector on bottom edge of board). If loose, remove and reinsert cable from the board.



Top of Cable



Bottom of Cable

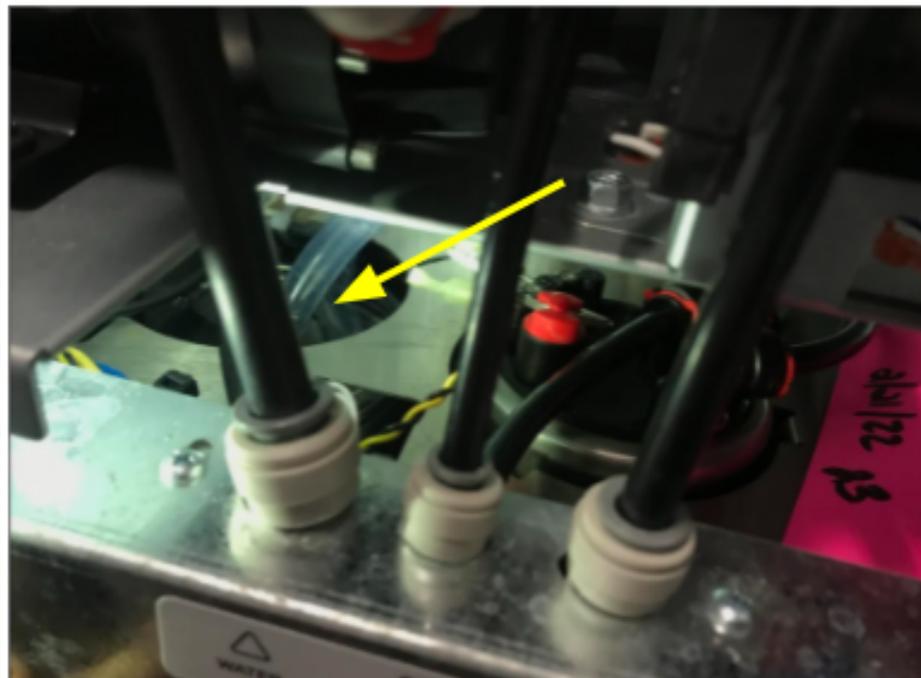
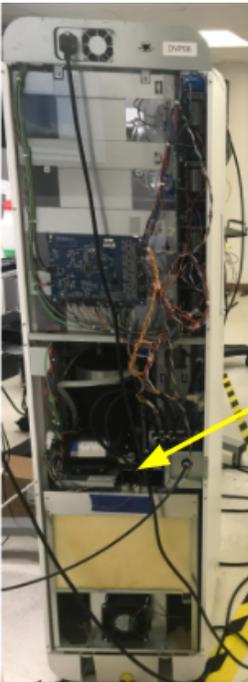
- ii) Trace the cable down from the BUC Board through the plumbing shelf down to the top left of the chiller. Ensure that the cable does not have any cut or damaged wires. If damaged, carefully cut zip ties to remove the cable and replace.
- iii) Check the cable-to-cable connection near the top of the chiller. Ensure all pins are seated correctly. If loose, remove and reinsert the cables.
- iv) If performing the steps above corrects the Chiller Temperature to display an actual number greater than zero, then the issue may be resolved.
- v) If performing the steps above yields a Chiller Temperature that is less than zero **or** a Chiller Temperature that still reads “NaN”, follow the procedure to Remove and Replace the chiller located on our Partner knowledgebase.

Task 2: Check the chiller for excessive ice

1. Unscrew the middle back panel of the machine



2. With a flashlight look into the chiller to see if ice is visible inside the icebank



3. There should be no visible ice touching or inside the round silver drinking coil (e.g. where the arrow is pointing above). You may need to bump the machine to see the surface of the water.

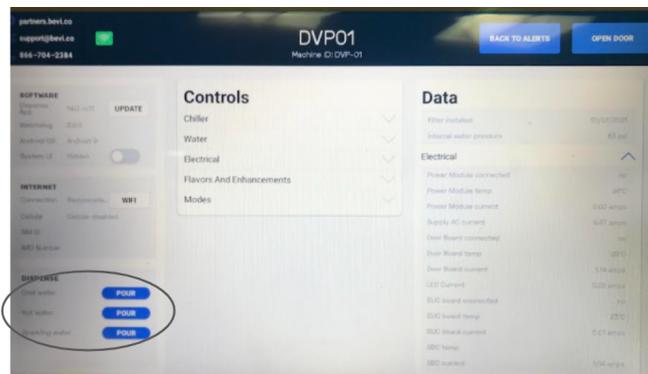
Task 3: If there is too much Ice in the Icebank

1. Unfortunately, if there is too much ice in the Icebank, the chiller must be swapped.
 - a. Follow the procedure to Remove and Replace the chiller located on our Partner knowledgebase
2. After it is swapped out, thaw the frozen chiller for 72 hours, drain it completely, and return it to Bevi.

Task 4: If excessive ice is not visible in the Icebank

Even if excessive ice is not clearly visible in the icebank, it is possible for a section of the chiller drinking coil to be frozen. To check this, try to dispense through the chiller.

- 1) Navigate to Troubleshooting tools and attempt to dispense COLD and SPARKLING water



- a) If no COLD or SPARKLING water is dispensed, the chiller is frozen. Follow the procedure to Remove and Replace the chiller located on our Partner knowledgebase.
- b) If both COLD and SPARKLING water can be dispensed, the chiller does not currently have excessive amounts of ice.
 - i) In the “Data” section of Troubleshooting Tools, if “Chiller Temperature” still reads below 0 degrees C, either the chiller has a misformed ice bank (unlikely) or the ice sensor has failed. In either case, follow the procedure to Remove and Replace the chiller located on our Partner knowledgebase.

- ii) If “Chiller Temperature” reads above 0 degrees C, it is still possible for the chiller to have been previously frozen. Depending on how long the “Frozen Chiller” alert has been active, it is possible for a frozen chiller to have melted prior to the service visit.
 - (1) In this case, contact support@bevi.co to check the data history of the machine to determine if the chiller or some other system component should be swapped.

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.

