

Fault Finder

Make it Special
Coca-Cola Enterprises Ltd

Flat Drinks

Possible Fault

- Dirty nozzle/diffuser
- CO₂ cylinder valve closed
- CO₂ pressure low/CO₂ cylinder empty
- Drink too warm

Action

- Clean the dispenser nozzle/diffuser
- Open the CO₂ cylinder valve
- Change the CO₂ cylinder
- Clean or clear refrigerator condenser grill and ensure unit is "ON"

Over Foaming

Possible Fault

- Dirty nozzle/diffuser
- Drink too warm

Action

- Clean the dispenser nozzle/diffuser
- Clean or clear refrigerator condenser grill and ensure unit is "ON"

Too Weak / Too Strong

Possible Fault

- Dirty nozzle/diffuser
- CO₂ pressure low/CO₂ cylinder empty
- Dispense valve out of adjustment

Action

- Clean the dispenser nozzle/diffuser
- Change the CO₂ cylinder
- Call National Customer Service Centre

Off Taste

Possible Fault

- Dirty nozzle/diffuser
- Wrong flavour connected to syrup line
- Dirty Bag-in-Box (BiB) connector
- Syrup out of date

Action

- Clean the dispenser nozzle/diffuser
- Connect syrup line to correct flavour and open dispense valve until rectified
- Clean BiB connector
- Check product code dates

Warm Drinks

Possible Fault

- Refrigeration unit not working
- Insufficient airflow through condenser (dirty grill)

Action

- Check main power supply, switch 'ON' power to the refrigeration unit
- Clean cooler condenser grill
- Remove any objects blocking air into or out of the refrigeration unit

Flavour Strength - No Syrup

Possible Fault

- Empty Bag-in-Box
- Line obstruction e.g. kinked
- Faulty change-over valve
- CO₂ cylinder valve closed
- CO₂ pressure low/CO₂ cylinder empty
- Faulty syrup pump

Action

- Replace empty BiB with a fresh BiB of the same flavour
- Free lines of any restriction
- Manually switch change-over valve to full BiB
- Open the CO₂ cylinder valve
- Change the CO₂ cylinder
- Call National Customer Service Centre

Flavour Strength - No Carbonated Water

Possible Fault

- Water off
- CO₂ cylinder valve closed
- CO₂ pressure low/CO₂ cylinder empty
- Reset button tripped

Action

- Open mains water stop cock
- Open the CO₂ cylinder valve
- Change the CO₂ cylinder
- Follow reset instructions located on the cooler or carbonator

Please call the National Customer Service Centre on **0871 384 1000** if you are experiencing any equipment problems. Alternatively, if you require small replacement parts or assistance over the phone, then please call the number above and ask for our Telefix department.