SYSTEM TROUBLE SHOOTING

The key to effective and efficient trouble shooting is to use a systematic approach that focuses on the most common problems. This will help you:

- Identify those problems that occur most frequently before exploring those problems that are less common.
- Project a more professional approach to solving a problem.
- Save valuable time in locating a problem.
- Reduce the chance that an uncommon problem will be overlooked.

TOOLS

The first step in troubleshooting is to bring the tools necessary to do the job. See the tools and component parts section of this manual for a description of the appropriate tools.

TROUBLESHOOTING PROCESS

In order to find the true cause of the problem in the shortest amount of time, we recommend that you follow this process on every call.

Ask the retailer to describe the problem. Find out which brands are affected, when the problem started, does it reoccur and if there is a pattern.

- CHECK THE TEMPERATURE of the beer in the cooler and at the faucet. 34 to 38 degrees is ideal; anything above 40 is a problem.

- CHECK THE PRESSURE. Make sure that the gas pressure is set properly for this account.

- CHECK THE SANITATION procedures. Make sure that the system and glasses are being cleaned properly. (Refer to the Sanitation section of this manual.)

- CHECK THE COUPLER AND KEG. Make sure that the keg valve and coupler are in good condition and have all the appropriate seals. (Refer to the Tapping Systems section of this manual)

- CHECK THE FAUCET. Make sure the faucet is clean and is properly assembled with all the appropriate parts. (Refer to the Faucet Trouble Shooting page later in this section.)

- CHECK THE POWER PAK. If the account is using a refrigerated line system, check to see that it is operating properly. (Refer to the Refrigerated Line Troubleshooting page later in this section).

COMMON DRAFT PROBLEMS

WILD BEER

Description

Beer, when drawn, is all foam or too much foam and not enough liquid beer.

Causes

- Beer drawn improperly
- Creeping regulator
- Applied pressure is set too high
- Hot spots in line
- Use of non-insulated beer line
- Beer runs are too long for proper cooling
- Tapped into a warm keg
- Cooler malfunctioning
- Kinks, dents, twists, or other obstructions in line
- Faucets in bad, dirty or worn condition

CLOUDY BEER

Description

Beer in glass appears hazy, not clear.

Causes

- Frozen or nearly frozen beer
- Old beer
- Beer that has been unrefrigerated for long periods of time
- Dirty glass
- Dirty faucet
- Unrefrigerated foods placed on top of cold keg
- Contaminated air source

FLAT BEER

Description

Foamy head disappears quickly. Beer lacks usual zestful brewery fresh flavor.

Causes

- Dirty glass (not beer clean)
- Sluggish regulator
- Applied pressure is set too low
- CO2 is turned off at night
- Contaminated air source (associated with com pressed air)
- Moisture in air system
- Beer too cold
- Loose tap or vent connections

FALSE HEAD

Description

Large soap-like bubbles, head dissolves very quickly.

Causes

- Applied pressure required does not correspond to beer temperature
- Small beer line into a large faucet shank
- Beer lines warmer than beer in keg
- Dirty glass
- Improper pour

UNPALATABLE BEER

Description

Off-Taste

Causes

- Dirty or old beer lines
- Dirty faucet
- Contaminated or unfiltered air source
- Unsanitary bar conditions

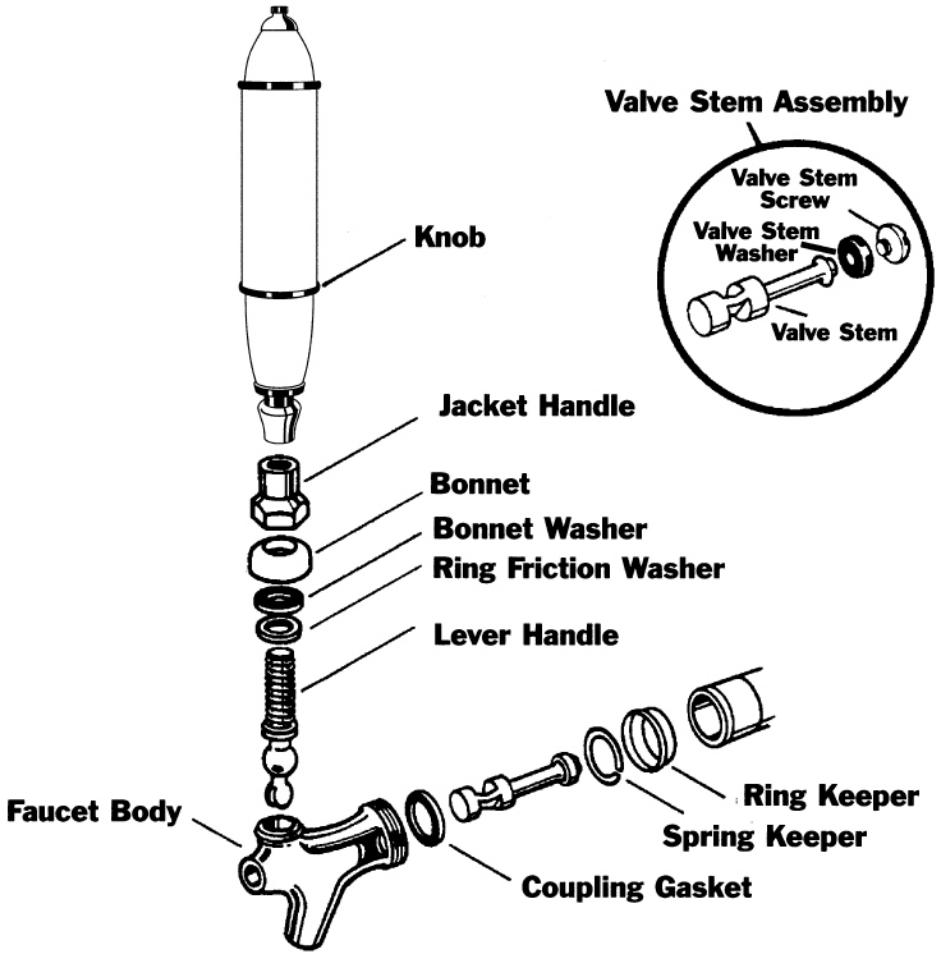
FAUCET TROUBLE SHOOTING

POSSIBLE PROBLEMS CREATED BY THE FAUCET

- Beer breaking up
- Foam
- Uneven "jagged" pour
- Faucet won't shut off

WHAT DO YOU CHECK FOR?

- Damaged washers/parts
- Valve stem washer upside down
- Clogged breather holes (2)
- Yeast/bacteria build-up
- A poor quality faucet (burrs remaining in the faucet from improper manufacturing)
- Part of the lever handle broke off due to continuous opening/shutting off of the tap knob from the top
- Jacket handle worn/missing
- Bonnet washer worn/missing



HOW TO TROUBLE-SHOOT A REFRIGERATED LINE BEER SYSTEM

STEP ONE

Check with the owner to see if he has retained the applied pressure tag shipped with glycol system. If so, check and adjust to indicated pressure. Don't try to estimate what the pressure should be! All glycol systems have a "designed" pressure that must be used.

STEP TWO

Take the top off the power pak and determine if the circulating pump is running. If not, check to see if the plug-in cord was inadvertently unplugged. If the plug is still in the back, check and see if the fuse controlling the circuit is blown.

STEP THREE

If the pump is running, be sure the glycol is at the proper level. Reach down into the refrigeration bath and lift up the return line from the refrigerated housing. If no liquid is flowing through this line, the pump may have lost its prime. Reprime by injecting water from a hose, up the return line, until it flows back through the pump. Prime should then be reestablished and a continuing stream of circulated water and glycol mixture should come out of the return line.

STEP FOUR

What is the temperature of the coolant? The coolant temperature should be between 23˚ and 34˚. If it is warmer set the thermostat to a colder position.

STEP FIVE

What is the temperature of the walk-in cooler? Not the air temperature, but the liquid temperature. Put a thermometer in a glass of water and place the glass in the walk-in cooler, allowing two hours for the water temperature to stabilize. It should be between 35 and 40 degrees.

STEP SIX

Consider this series of questions:

A. Is the beer breakup only occasional? If so, is the walk-in cooler used other than for beer? Is the door left open for long periods of time? Is warm beer stacked in cases periodically in the cooler? If the answer to these questions is yes, these may well be the causes of your problems.
B. Is the beer tapped in a series? If so, is the new keg always added to the front of the series line, next to the faucets? If it is added to the back of the line, this can cause beer breakdown.
C. Is the tapping equipment in use that which was shipped from the factory? Often the substitution of alien equipment can cause a problem.
D. Is the walk-in cooler too cold? If the beer temperature is under 35˚ in the walk-in cooler, the beer can over-carbonate; particularly if the beer draw is moderate, even at standard operating pressures.

These questions can be considered an adequate checklist, which should provide 99% of the answers required to correct an unsatisfactory beer draw.