

# WE PROUDLY SERVE STARBUCKS® COLD BREW & NITRO KEGERATOR

## Kegerator Troubleshooting



### WPS Starbucks Cold Brew & Nitro Kegerator

Issue	Possible Cause	Possible Solution
<b>General Dispensing</b>		
<b>Product Not Dispensing</b>	Keg Empty	<input type="checkbox"/> Replace empty keg with new, full keg
	Nitrogen Tank Empty	<input type="checkbox"/> Check nitrogen tank fill level (refer to the <a href="#">Check Nitrogen Tank Level Gauge</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily Maintenance &amp; Cleaning Guide</i> ) <input type="checkbox"/> Replace nitrogen tank with new, full tank
	Nitrogen Generator Not Turned On	Ensure switch on the nitrogen generator is in the ON position
	Air Line Valves Not Open	<input type="checkbox"/> Make sure that all air line valves are in the "Open/On" position (pointing downward)
	Beverage Lines Are "Pinched"	<input type="checkbox"/> Check all beverage lines inside of the refrigerator unit to ensure there are no kinks or bends that obstruct product flow
	Product Lines Are Frozen	1. Remove and keep product cold 2. Defrost beverage lines 3. Perform a full sanitizing of the beverage lines (refer to the <a href="#">Sanitizing the Beverage Lines</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily Maintenance &amp; Cleaning Guide</i> ) 4. Ensure refrigerator temperature gauge is set to "9" (43°F) 5. Return product to refrigerator unit
	Beverage Lines Are Dirty	<input type="checkbox"/> Perform a full cleaning of the beverage lines (refer to the <a href="#">Sanitizing the Beverage Lines</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily Maintenance &amp; Cleaning Guide</i> )
<b>Taste Of Dispensed Beverage Is "Off" (sour, flat, etc.)</b>	Wrong Gas Mixture	<input type="checkbox"/> Ensure that the nitrogen being used is 100% nitrogen; not a nitrogen/CO2 mix.
	Beverage Lines Are Dirty	<input type="checkbox"/> Perform a full cleaning of the beverage lines (refer to the <a href="#">Sanitizing the Beverage Lines</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily Maintenance &amp; Cleaning Guide</i> )
	Product Has Passed Optimal Freshness	<input type="checkbox"/> Tapped kegs will remain fresh for 5 days; replace as necessary <input type="checkbox"/> Check expiration date stickered on the outer keg box: replace as necessary
	Improper Maintenance of Temperature	<input type="checkbox"/> Kegs must maintain a maximum temperature of 43°F. If product remains unrefrigerated for a period of time, it must be discarded and replaced.

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<b>General Dispensing</b>		
<b>Product Pouring Too Slow</b>	Regulator Set Too Low (Nitro Faucet Only)	<input type="checkbox"/> Ensure regulator is properly set to 28psi (refer to the <a href="#">Adjusting The Regulator Pressure</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily General Usage &amp; Maintenance Guide</i> )
	Beverage Lines Are Dirty	<input type="checkbox"/> Perform a full cleaning of the beverage lines (refer to the <a href="#">Sanitizing the Beverage Lines</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily Maintenance &amp; Cleaning Guide</i> )
	Faucet Is Clogged	<input type="checkbox"/> Perform a full cleaning of the beverage lines (refer to the <a href="#">Sanitizing the Beverage Lines</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily Maintenance &amp; Cleaning Guide</i> )
	Beverage Lines Are “Pinched”	<input type="checkbox"/> Check all beverage lines inside of the refrigerator unit to ensure there are no kinks or bends that obstruct product flow
<b>Product Pouring Too Fast</b>	Wrong Faucet Being Used	<input type="checkbox"/> Ensure Nitro Cold Brew is being dispensed through a Nitro Cold Brew specific faucet (stout faucet); a standard Cold Brew faucet should not be used to dispense Nitro Cold brew.
<b>Dispensing From The <u>Nitro Cold Brew</u> Faucet</b>		
<b>Product Not Cascading Properly</b>	Regulator Set Too Low or Too High	<input type="checkbox"/> Ensure regulator is properly set to 28psi (refer to the <a href="#">Adjusting The Regulator Pressure</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily General Usage &amp; Maintenance Guide</i> )
	Nitrogen Infusion Module Improperly Set	<input type="checkbox"/> Call for service
	Improper Maintenance of Temperature	<input type="checkbox"/> Kegs must maintain a maximum temperature of 43°F. If product remains unrefrigerated for a period of time, it must be discarded and replaced.
	Beverage Lines Are Dirty	<input type="checkbox"/> Perform a full cleaning of the beverage lines (refer to the <a href="#">Sanitizing the Beverage Lines</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily Maintenance &amp; Cleaning Guide</i> )
	Faucet Is Clogged	<input type="checkbox"/> Perform a full cleaning of the beverage lines (refer to the <a href="#">Sanitizing the Beverage Lines</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily Maintenance &amp; Cleaning Guide</i> ) <input type="checkbox"/> The internal restrictor plate is clogged; Call for service

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#### WPS Starbucks Cold Brew & Nitro Kegerator

Issue	Possible Cause	Possible Solution
Dispensing From The <b>Nitro Cold Brew</b> Faucet – cont'd		
Product Pouring Too Slow	Nitrogen Tank Nearly Empty	<input type="checkbox"/> Check nitrogen tank fill level (refer to the <a href="#">Check Nitrogen Tank Level Gauge</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily Maintenance &amp; Cleaning Guide</i> ) <input type="checkbox"/> Replace nitrogen tank with new, if necessary
	Regulator Set Too Low	<input type="checkbox"/> Ensure regulator is properly set to 28psi (refer to the <a href="#">Adjusting The Regulator Pressure</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily General Usage &amp; Maintenance Guide</i> )
	Air Line Valves Not Open	Make sure that all air line valves are in the “Open/On” position (pointing downward)
	Beverage Lines Are Dirty	<input type="checkbox"/> Perform a full cleaning of the beverage lines (refer to the <a href="#">Sanitizing the Beverage Lines</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily Maintenance &amp; Cleaning Guide</i> )
	Beverage Lines Are “Pinched”	<input type="checkbox"/> Check all beverage lines inside of the refrigerator unit to ensure there are no kinks or bends that obstruct product flow
Product Pouring Too Fast or “Sputtering”	Faucet Is Clogged	<input type="checkbox"/> Perform a full cleaning of the beverage lines (refer to the <a href="#">Sanitizing the Beverage Lines</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily Maintenance &amp; Cleaning Guide</i> ) <input type="checkbox"/> The internal restrictor plate is clogged; Call for service
	Wrong faucet being used	<input type="checkbox"/> Ensure that Nitro Cold Brew is being dispensed through a Nitro Cold Brew specific faucet (stout faucet); a standard Cold Brew faucet should not be used to dispense Nitro Cold brew.

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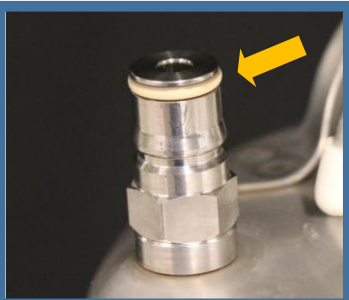
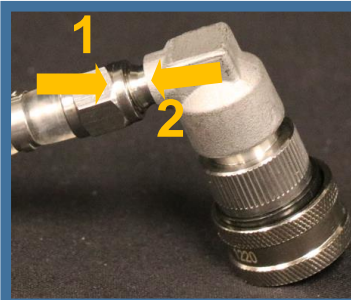
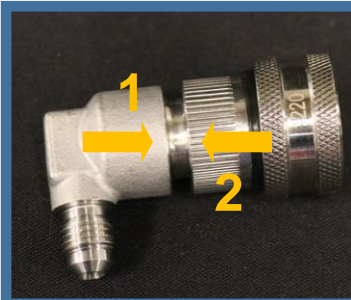

Issue	Possible Cause	Possible Solution
Dispensing From The <b>Standard Cold Brew</b> Faucet		
<b>Product Pouring Too Slow</b>	Nitrogen Tank Nearly Empty	<input type="checkbox"/> Check nitrogen tank fill level (refer to the <a href="#">Check Nitrogen Tank Level Gauge</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily Maintenance &amp; Cleaning Guide</i> ) <input type="checkbox"/> Replace nitrogen tank with new, if necessary
	Regulator Set Too Low	<input type="checkbox"/> Ensure regulator is properly set to 28psi (refer to the <a href="#">Adjusting The Regulator Pressure</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily General Usage &amp; Maintenance Guide</i> )
	Air Line Valves Not Fully Open	<input type="checkbox"/> Make sure that all air line valves are in the “Open/On” position (pointing downward)
	Beverage Lines Are Dirty	<input type="checkbox"/> Perform a full cleaning of the beverage lines (refer to the <a href="#">Sanitizing the Beverage Lines</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily Maintenance &amp; Cleaning Guide</i> )
	Faucet Is Clogged	<input type="checkbox"/> Perform a full cleaning of the beverage lines (refer to the <a href="#">Sanitizing the Beverage Lines</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily Maintenance &amp; Cleaning Guide</i> )
	Beverage Lines Are “Pinched”	<input type="checkbox"/> Check all beverage lines inside of the refrigerator unit to ensure there are no kinks or bends that obstruct product flow
<b>Product Pouring Too Fast or “Sputtering”</b>	Regulator Set Too High	<input type="checkbox"/> Ensure regulator is properly set to 28psi (refer to the <a href="#">Adjusting The Regulator Pressure</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily General Usage &amp; Maintenance Guide</i> )

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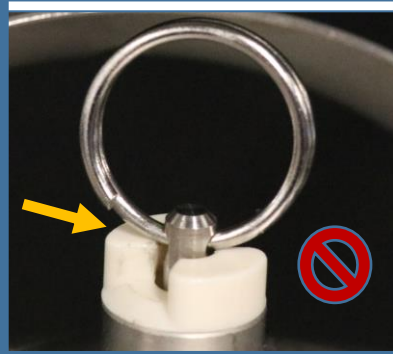
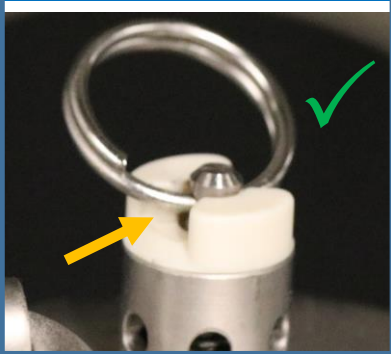
#### WPS Starbucks Cold Brew & Nitro Kegerator

Issue	Possible Cause	Possible Solution
<b>Leaking – Beverage and Gas</b>		
<b>Beverage Leaking from Ball-Lock Connector</b>	Connector Not Properly Connected to Keg	<input type="checkbox"/> Ensure ball-lock connector is properly connected to the keg (refer to the <a href="#">Connecting Kegs to Beverage and Gas Lines</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily General Usage &amp; Maintenance Guide</i> )
	O-ring On Keg Post Missing or Damaged	<input type="checkbox"/> Review condition of O-ring on keg post ❖ See image below <input type="checkbox"/> Replace O-ring if missing or damaged ▪ <b>Nestle Solutions Lab Item #12565182 – Cold Brew Keg Replacement O-rings and Gasket</b>
	Connector Assembly Loose	<input type="checkbox"/> Ensure connector is tightly screwed onto hose fitting. ❖ See image below <input type="checkbox"/> Ensure connector upper and lower parts are tightly screwed together ❖ See image below
<b>Beverage Leaking from Top Of Keg</b>	Keg Post Loose	<input type="checkbox"/> Check and ensure post on top of keg is tightened <input type="checkbox"/> Use a small wrench to tighten post if loose ❖ See image below
<div> <div>Review O-ring</div> <div>Tighten Connector Assembly #1</div> <div>Tighten Connector Assembly #2</div> <div>Tighten Keg Post</div> </div>		
   		
<b>Beverage Or Gas Bubbling From Keg Lid</b>	Keg Lid Not Sealed Properly	<input type="checkbox"/> Refer to the <a href="#">Closing and Locking The Kegs</a> section of the <i>WPS SBUX Cold Brew &amp; Nitro Daily General Usage &amp; Maintenance Guide</i> )
	Large Keg Lid Gasket Missing or Damaged	<input type="checkbox"/> Review condition of large gasket on keg lid <input type="checkbox"/> Replace gasket if missing or damaged ▪ <b>Nestle Solutions Lab Item #12565182 – Cold Brew Keg Replacement O-rings and Gasket</b>

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Issue	Possible Cause	Possible Solution
<b>Leaking – Beverage and Gas – cont'd</b>		
<b>Audible Sound Of Gas Leaking From Keg</b>	Pressure Release Valve Stuck in OPEN Position	<input type="checkbox"/> Ensure that the ring on the keg's pressure release valve is turned so that it rests BETWEEN the plastic "grooves" of the valve
	<div> <div>Stuck Open</div>  </div> <div> <div>Properly Closed</div>  </div>	
<b>Beverage Leaking From Hoses</b>	Damage to hose or clamps	<input type="checkbox"/> Call for service

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### Nitrogen Generator Troubleshooting



#### ELEMENT 7 NITROGEN GAS GENERATOR

<u>Issue</u>	<u>Possible Cause</u>	<u>Possible Solution</u>
<b>Generator Will Not Start</b>	Power Cord Not Connected	<input type="checkbox"/> Verify that plug is connected to back of the generator and to the wall
	Circuit Breaker Tripped	<input type="checkbox"/> Unplug generator. <input type="checkbox"/> Reset circuit breaker. <input type="checkbox"/> Contact electrician or service technician if problem persists.
	Generator Not Turned On	<input type="checkbox"/> Turn unit on and verify operation (on switch is illuminated green)
	Ambient Temperature Is Too High	<input type="checkbox"/> Check the temperature of the room. <input type="checkbox"/> If above 104 °F, adjust temperature or relocate system to cooler location
<b>Generator On But Low Pressure</b>	Plugged/Clogged Filters	<input type="checkbox"/> Call for service
	Leaks In The System	<input type="checkbox"/> Call for service
<b>Generator Runs Continuously</b>	Leaks In System	<input type="checkbox"/> Call for service
<b>Generator Is Noisy</b>	Internal Distress	<input type="checkbox"/> Call for service