Soda System Troubleshooting Guide



Soda is flat

- Is it all your pop? Is the pop only flat at one gun or machine, or all the soda equipment?
    - Check that there is ice in the ice bins/cold plate. Without ice, the pop will taste flat. There should be about 6” of ice on your cold plate.
    - Make sure the carbonator on the soda rack is plugged in and the outlet is working.
    - Make sure all valves are open on the CO2 tank and that you have gas.
        - If you switch to a new tank, you will need to run about 5 full pitchers of club soda. This will purge the system and give you fresh bubbly soda.
- It’s possible that the soda water to syrup ratio is off and the equipment needs to be re-brixed. This requires service.



No syrup is coming out

- Check syrup box and replace if empty. Check syrup box connection
- Make sure all valves are open on the CO2 tank.
- Check regulator on soda rack (0-100 psi reg). Make sure it’s open and reads 50-65 psi.
- Make sure soda machine is on and that the outlet is working.
- Make sure the ice bin where the cold plate is has 6” of ice.



Soda tastes funny

- Check syrup box and replace if empty or expired. Check syrup box connection.
- Make sure there is ice in the ice bins/cold plate.
- Make sure all valves are open on the CO2 tank and that you have gas.
    - If you switch to a new tank, you will need to run about 5 full pitchers of club soda. This will purge the system and give you fresh bubbly soda.



Only air is coming out of the gun

- Make sure your carbonator is plugged in and that the outlet is working.
    - If outlet is working, service is required.



One of my pumps is making noise

- You likely have an empty box hooked up. If you don’t have an empty box, try disconnecting and reconnecting the box.
- If the pump is still running, disconnect the gas line. Otherwise, it’ll keep running and you’ll run out of CO2.



No water is coming out

- Check water shut off. Was a plumber there recently?
- Check cold plate and make sure it isn’t frozen and has proper ice coverage.



Gun free pouring

- The butterfly plates might be overtightened. Try removing the button and loosen the butterfly retainers.
- Debris is in the cork O-ring. Hold the hand over the nozzle and depress all buttons at once to back flush the dispenser. If this doesn’t release the particles, the cork O-ring may need to be changed.

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Gun leaking

- Is it oozing from under the button plate while button is depressed?
    - The stem O-ring is likely broken or worn out and will need to be replaced
- Does it leak or drip out of the nozzle?
    - The cork O-ring or molded valve is broken or worn out. The O-ring will need to be replaced or the entire valve with a new molded valve system
- Does it leak around the bottom plate?
    - The hat O-ring has likely failed and will need to be replaced.



CO2 alarm is going off

- Open any windows and doors in the area to allow the gas to escape, evacuate the area and call for service immediately!



Leaks at bib rack

- Check syrup box connections.
    - Is one not fully connected? Is there debris causing a connection to fail?
- Check the boxes and bags inside for a hole.