



Frozen Beverage Dispensers
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Frozen Drink Machine repair & troubleshooting: a quick reference guide



A frozen beverage dispenser can be a valuable addition to your business. Offering popular flavors in a novel format is an excellent way to drive more sales. With FBD machines, you can satisfy customers and enjoy reliable profit margins year-round. However, these are very complex machines, and occasionally, you may need to ask for help with a frozen drink machine repair.

A professional and authorized third-party technician is a must-have for most maintenance on FBD units. However, there are also minor issues that you can train store personnel to deal with on an as-needed basis. Staff should also understand when to correct an issue and when to call for a technician. This quick reference guide provides an overview of identifying common issues, their solutions, and other necessary maintenance-related items.



01. Understanding cleaning vs. sanitizing

- >> **Cleaning** is a daily task performed by your store personnel. This straightforward routine entails using a warm, diluted mixture of mild soap to wipe down the unit's exterior before rinsing it with warm water. Daily cleaning also includes the removal, cleaning, drying, and reinstalling of drip trays. These essential steps contribute to maintaining the machine's appearance, ensuring that consumers are enticed to dispense beverages.
- >> **Sanitization** is a distinct process that should exclusively occur during a service visit by an FBD-authorized technician. The unit's sanitization is necessary only once a year and should be incorporated into your annual preventative maintenance check. It is crucial not to attempt sanitizing the machine independently. If you suspect any issues concerning the sealed system's integrity or cleanliness, it is advisable to contact a technician.

02. Some common issues and how to troubleshoot them

Each FBD unit features a detailed LCD readout behind the merchandiser. This readout provides essential diagnostic information, error codes, and menus for adjusting operational settings inside the machine. Staff should understand how to access and view the LCD screen and some common issues they might encounter during daily operations.

Understanding these codes, what they mean, and what to do can save you from calling a technician for a minor issue that does not require professional intervention. Here's a quick look at common codes store personnel might see during troubleshooting.



- ➔ **Syrup Out.** This code indicates that the BIB attached to the barrel has likely been depleted. Staff should disconnect the old BIB and attach a fresh one to the machine's syrup line.
- ➔ **CO2 Out.** For frozen carbonated beverage machines, this indicates that the carbon dioxide supply may be empty. Contact your carbon dioxide service provider to refill your tank.
- ➔ **Water Out.** The machine detects that there is no water flowing into the unit. Verify that the water supply to the unit remains turned on; if not, re-establish the flow. Contact a technician if the issue persists.
- ➔ **Barrel Defrosting.** Barrels must periodically undergo a defrost period to maintain product quality; this is normal. Wait for the cycle to finish, or pause if necessary.
- ➔ **Red Lights On, No Beaters Moving.** This message indicates that the unit is in sleep mode or powered off. Push the "DEF" button, then "RUN" on both sides of the unit to restart the operation.
- ➔ **Unit Not Running.** Verify power supply. Cycle the circuit breaker. Contact a technician if your unit still does not power on and run.

Each FBD unit has a manual that includes essential troubleshooting charts staff should use to become familiar with these common issues. Avoid unnecessary service visits by identifying basic problems first.

03. Correcting issues with drink quality

Many elements can impact the perceived quality of a frozen drink. Each FBD unit is easily adjusted to provide the optimum pouring and drinking experience. There are two types of adjustments: freeze adjustments and expansion adjustments. These are changes to the temperature of the drink and the amount of gas used to make the product.

Store personnel may observe excessively cold and thick beverages, posing challenges for sipping, or drinks that are too loose and melt rapidly.

They may also encounter “heavy” and dark-colored drinks with insufficient gas content or light-colored beverages prone to collapsing after dispensing. These issues may require changes to temperature or the drink expansion, which a 3rd party service technician should handle.

04. Quick tips for preventative maintenance

Most preventative maintenance occurs during your annual service visit. These efforts include replacing the rear seal, servicing the product tray, and performing necessary backflow preventer maintenance.

A certified technician in your area should be in charge of these steps. Your technician will also check motor seals, verify the proper flow rates, search for leaks, and sanitize your machine. This visit helps keep your unit in good working order throughout the year and minimizes the amount of effort required on your part.



During annual service, the technician will also clean your unit’s air filter. However, your store personnel should also have the training necessary to complete this task. Cleaning the filter protects the compressor from damage and ensures the unit runs efficiently. The filter is behind the front merchandiser and above the LCD.

Every month, remove the filter, clean it with a mild dishwashing soap solution, and ensure it is thoroughly dried before reinstalling. Clean the filter every two weeks in highly dusty environments or when the machine resides near a cooking area.

05. Why you need to know a professional third-party repair technician

Locating an FBD-authorized technician is easy with our service locator. Knowing who to call is important—there are some conditions where you will need the technician to fix larger issues.

Here are a few of the situations where you will need to reach out for professional help:

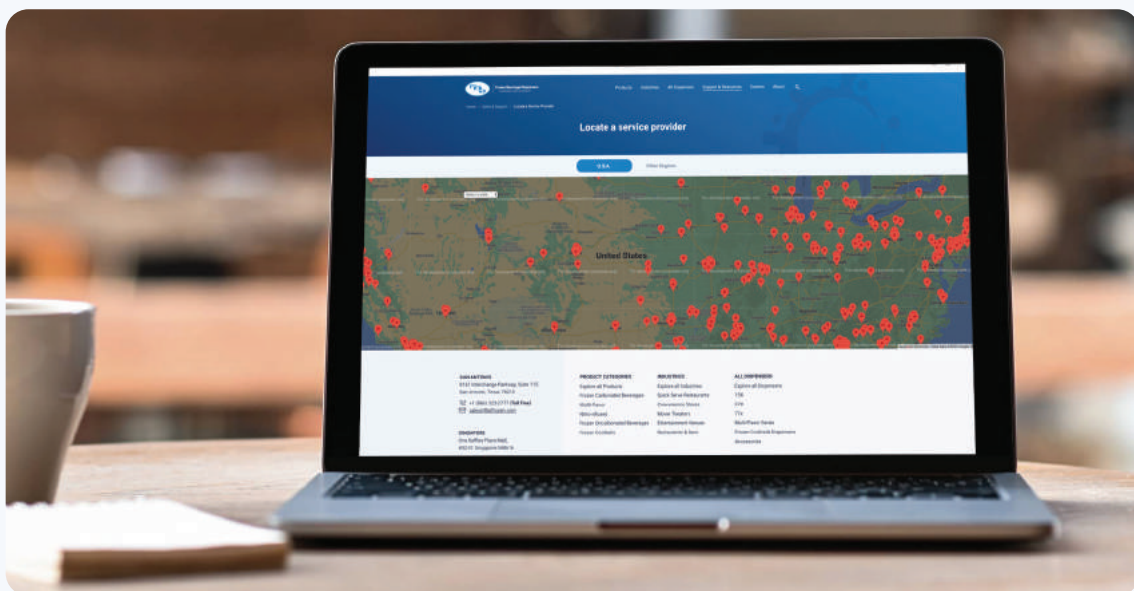
- ➔ When a motor or circuit failure causes beaters to stop turning, leaving drinks unmixed, a technician must run diagnostics on the problem barrel and potentially service the unit.

→ Fill circuits may fail, which prevents barrels from properly filling with the product for mixing and dispensing.

→ Excessive noise could point to several issues, such as motor problems. A compressor running for too long can also cause excessive noise. If the unit runs for 90 minutes continuously, it may shut off and display an error code. A technician should diagnose the root cause.

→ A “hot product detected” error indicates abnormally high barrel temperatures. This could indicate a sensor failure or a more serious problem.

With hardware faults, advanced error codes, and other big issues, your best solution is always to reach out for experienced help from an [authorized provider](#).



06. Maintain your machine to keep it in good working order

With regular maintenance from authorized technicians and ensuring your store team is well-versed in proper machine operation and maintenance, you can provide the frozen drinks your customers want.

Familiarity with troubleshooting minor issues not only saves time but also mitigates unnecessary and costly calls to 3rd party technicians which often result from employees neglecting to check basic items such as syrup, water, and gas before reaching out for technical assistance.

Combine those steps with preventative maintenance and proper cleaning. With a proactive approach to upkeep, you can keep your investment profitable for years to come.