



# TROUBLESHOOTING

## CHECK THE ELECTRIC

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Before you call is the electric plug, plugged in? Is it plugged into a surge protector and is that plugged in? Is the plug, plugged into a GFS outlet and is that in the on position?

## NEWCO®

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**Issue:** Newco® Pod Brewer water coming out weak or out the sides of the brew head.

**Solution:** Check the POD you are using to see if one of the sides has printed on it, "this side up"? If so, the POD needs to be placed with that printing up. If no printing is on the POD, examine the POD and you'll see it has a flat side and a little belly on the opposite side. The flat side needs to be up or the water will simply run off the sides and come out extremely weak or simply water.

**Issue:** Newco® Freshcup 4 is not resetting and won't brew.

**Solution:** Make sure the POD bin is pushed all the way in. Wait until the countdown is completed, approximately 13 seconds, before you try and brew. If you brew prior machine will not reset.

**Issue:** Newco® Glass Pot system making weak coffee or water coming out sides.

**Solution:** Wipe the brew head to make sure all five holes are open. If grinds get in any of the holes the brewer will concentrate too much water in one spot instead of acting like a rain head. Remember the more spread-out the water is when it hits the grinds the better the coffee will be.

## KEURIG®

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**Issue:** No water coming through.

**Solution:** Run one brew without a K-Cup® Pod (remember to place a cup on the drip tray.) Unravel a paperclip, open K-Cup® lever and stick the paperclip in the entrance needle (top portion), swirl around and repeat on exit needle (bottom portion). These needles are sharp so please be careful. After you do that run another brew without a K-Cup® Pod. This should clear any dried coffee grinds stuck in the needles.

## VKI

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**Issue:** Simply not working properly...problems with powder, etc.

**Solution:** Stay on top of daily maintenance. Run powder and brewer flush daily. Do not overfill the bean hopper (tends to jam grinder). Clean tubes and powder dispenser cups. You will receive training from our Techs upon initial install.

## STARBUCKS®

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**Issue:** Simply not working properly.

**Solution:** Maintenance, maintenance, maintenance! You will be trained at time of install but with this machine you must commit to doing the daily/weekly service items.