

#### KETEL ONE ESPRESSO MARTINI MACHINE

## TROUBLESHOOTING GUIDE



# Checklist before troubleshooting:

- Make sure there is power to the machine.
- The product supply line must be connected to the canister lid and to the machine for the machine to operate.
- Turn the cooling dial on the front of machine completely "off". To make sure it is off, turn the knob all the way to "O" until it stops, then turn it just a little bit more until you feel it click off.
- Turn the pump switch on the side of the machine to "on".
- If you are using water to troubleshoot the machine, when your are done, make sure to clear all the water out of the machine before turning the cooling back on.
- Here is a video that shows how to get all the water out https://youtu.be/Rf8UVbPf6sl?si=AWPJyFPHiOxqk-\_b



#### Problem:

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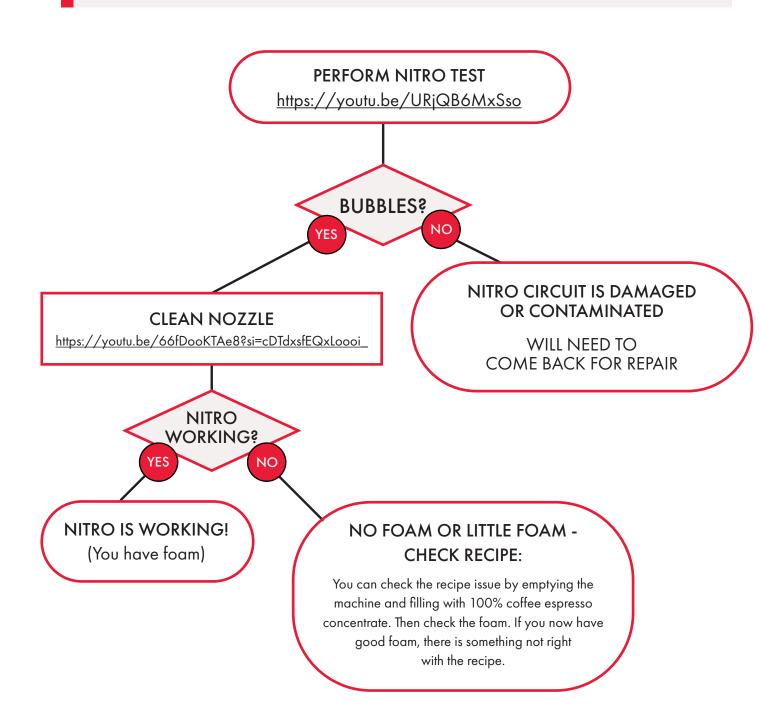
<u>Tap Assembly Leaking Around</u> <u>Black Ring when Handle is Pulled - Page 6</u>

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Problem: No Foam or No Nitro







#### Problem: Foam Dissolving Quickly

99% of the time this issue is recipe related. Usually when trying to sweeten the taste and adding to much sugar/simple syrup.

Check the recipe issue by emptying the machine and filling with 100% coffee espresso concentrate. Then check the foam.

Confirm that the nitro circuit is working by doing the nitro gassing test - https://youtu.be/urjqb6mxsso

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#### Problem: Machine Not Doing Anything

Makes very little noise and no pump sounds when tap handle is pulled.

HAS MACHINE BEEN CLEANED RECENTLY?

YES

NC

#### LIKELY FROZEN UP INSIDE THE CORE.

Make sure the cooling knob on the front of the machine is off/set to "0". Make sure the pump switch on the side of the machine is turned on. Make sure the canister is still connected to the machine with the supply hose. Pull the tap handle every 30 minutes or so to see if the machine starts pouring. This process can sometimes take a couple of hours for the core to thaw out.

Make sure the pump switch on the side of the machine is turned on. Make sure the canister is still connected to the machine with the supply hose. Remove the nozzle from the bottom of the tap assembly and check to see if machine pours.

DOES MACHINE POUR?

YES

NO

#### CLEAN NOZZLE.

Here is a video that shows how to do that - <a href="https://youtu.be/66fdooktae8?Si=goifal2idlioowts">https://youtu.be/66fdooktae8?Si=goifal2idlioowts</a>

Check the white vent on canister lid and make sure it is not stuck together. Check filter inside the canister. Also check the connections to the machine and to the canister and make sure everything is clean and making good connections.

IF THE MACHINE IS STILL NOT POURING IT WILL NEED TO BE RETURNED FOR REPAIR.

Problem: Leaking from Inside

## MACHINE HAS FROZEN UP AND WILL NEED TO BE RETURNED FOR REPAIR.

Please check out this video that shows how to get all the water out of the machine and prevent future freeze up issues - https://youtu.be/rf8uvbpf6si?Si=uu883khiudhhm7ut

### Problem: Tap Assembly Leaking

TAP ASSEMBLY LEAKING AROUND BLACK RING WHEN HANDLE IS PULLED.

Turn pump switch off and dissassemble tap handle assembly and clean with hot soapy water. Then reassemble and try.

STILL LEAKING?

YES

NO

IF THE ASEMBLY STILL LEAKS, THE SEAL HAS BEEN DAMAGED. REPLACE ASSEMBLY.

HERE IS THE LINK TO THE PARTS.

http://shotchillers.kykmarketingstore.com/product/615245/ http://shotchillers.kykmarketingstore.com/product/615246/ LEAKING PROBLEM SOLVED!





Problem: Pouring Very Slowly with Poor Quality of Foam

# REMOVE THE NOZZLE FROM THE MACHINE AND CLEAN.

HERE IS A VIDEO - <a href="https://youtu.be/66fDooKTAe8?si=Fyx1\_Tb17UNJOU-R">https://youtu.be/66fDooKTAe8?si=Fyx1\_Tb17UNJOU-R</a>
Also, check the filter inside the canister.

### Problem: Machine Not Cold Enough

Turn the cooling all the way up to "7". If you hear the compressor running, allow the compressor to turn off before continuing. An easy way to tell if the compressor is running is to put your hand behind the machine and see if you feel warm air blowing out of the machine.

Take a glass and fill it with espresso. Dump the espresso back into the canister. Do this a couple of times. Then fill the glass once more and take some sort of digital thermometer (like a meat thermometer) and check the temperature in the center of the liquid away from the sides. The temperature should be in the low 40 degree range or below.