



— FAMILY MADE —

## 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 "0" 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](https://youtu.be/Rf8UVbPf6sl?si=AWPJyFPHiOxqk-_b)

### Problem:

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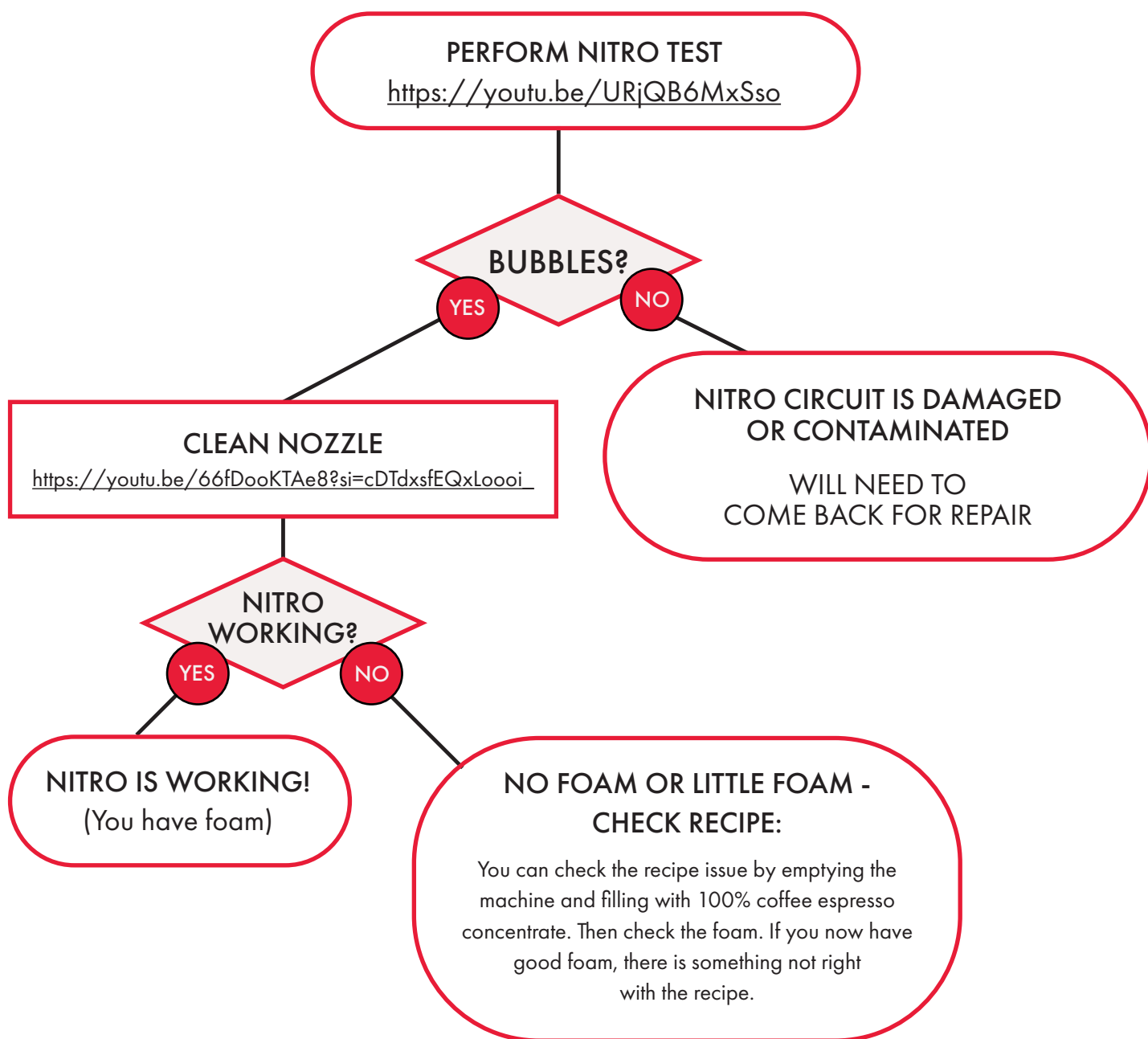
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### Problem: No Foam or No Nitro



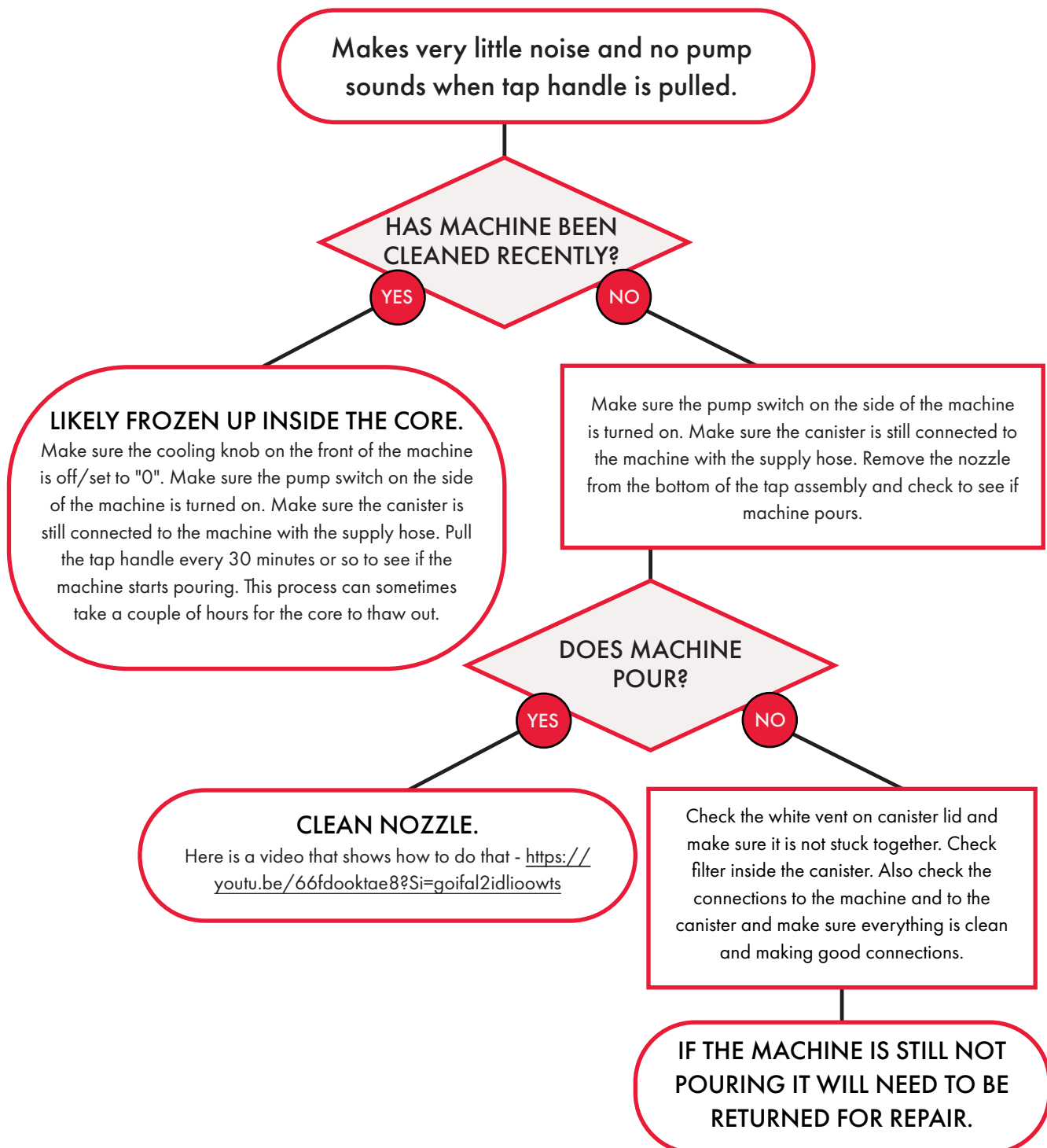
### Problem: Foam Dissolving Quickly

99% of the time this issue is recipe related. Usually when trying to sweeten the taste and adding too 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>

### Problem: Machine Not Doing Anything



## 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=uu883khiudhbm7ut>

## Problem: Tap Assembly Leaking

**TAP ASSEMBLY LEAKING AROUND  
BLACK RING WHEN HANDLE IS PULLED.**

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

**STILL LEAKING?**

**YES**

**NO**

**IF THE ASSEMBLY 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!**

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### Problem: Pouring Very Slowly with Poor Quality of Foam

REMOVE THE NOZZLE FROM  
THE MACHINE AND CLEAN.

HERE IS A VIDEO -

[https://youtu.be/66fDooKTae8?si=Fyx1\\_Tb17UNJOU-R](https://youtu.be/66fDooKTae8?si=Fyx1_Tb17UNJOU-R)

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.