



## TROUBLESHOOTING GUIDE

### Heady Beer

CHECK FOR	POSSIBLE CAUSES	REMEDIES
Beer 'Squirting' or 'Spiralling' from tap	Tap is in need of repair	Repair tap or fit spare tap
Bubbles in between cooler and tap	Beer cooler is off or not working	Check that cooler is on and working
Warm beer from the tap	Beer cooler and/or glycol pump is off or not working	Check that cooler and pumps are on and working
Bubbles in lead from keg to FOB detector	Low gas cylinder contents	Check cylinder contents and change if needed
	Regulator pressure too low	Check regulator pressure – refer to key system settings
Continuous stream of bubbles	Low gas pressure or keg coupler in need of repair	Check gas pressure and repair keg coupler
Beer is 'solid' from keg to tap but excessive wastage	Over-carbonation	Check gas type, pressures and cool room temperature

### No Flow/Slow Flow

CHECK FOR	POSSIBLE CAUSES	REMEDIES
Contents gauge on gas board reads empty	Gas cylinder not turned on or empty	Turn cylinder on/change if necessary
Keg coupler handles are up	Coupler is closed – not engaged on the keg	Engage keg coupler handle
Gas valves not connected to keg	No pressure on the product in keg	Fit gas valves into keg coupler
Beer line not properly connected to coupler	Beer line check valve not engaged	Engage (connect the beer line check valve properly)
After checking all of the above	Possible frozen beer in coil	Seek advice from your beer technician



## TROUBLESHOOTING GUIDE

### Off Flavour/Cloudy

CHECK FOR	POSSIBLE CAUSES	REMEDIES
<b>Beer has an unpleasant odour or flavour</b>	Dirty lines or equipment.	Clean the system as per recommendations.
	Banks of kegs are not run out regularly.	Flush system, tap fresh beer and run out banks completely in future
	Aged Stock	Rotate stock correctly and do not overstock
	Incorrect Storage/transportation	Ensure beer is stored in a cool, dark stable environment
	External odour permeating beer lines	Seek advice from your beer technician or brewery rep.
	Dirty beer glasses	Clean glasses as per recommendations.
	Flow back or beer recovery has spoiled product	Seek alternatives to beer recovery
<b>Chill haze</b>	The beer temperature may be too cold causing haze	Raise temperatures ensuring dispense temp is between 0.5-3 degrees Celsius
<b>Beer is hazy or murky</b>	Dirty system or glasses	Clean the system and ensure glasses are 'beer clean'

### Flat Beer/Poor Head Formation and Retention

CHECK FOR	POSSIBLE CAUSES	REMEDIES
<b>Poor head formation or retention</b>	Dispense temperature too cold (should be between 0.5 to 3 degrees Celsius)	Arrange for cooler temperature to be raised if required
<b>Large, loose bubbles in head or on side of glass</b>	Dirty glasses	Clean glasses thoroughly