Troubleshooting– Direct Draw Systems

DIRECT DRAW SYSTEMS		
Problem	**Possible Cause**	**Possible Solution**
Beer Foaming	Temperature too warm (should be 38° F)	Adjust temperature control or call qualified service person
	Temperature too cold/frozen beer in lines (should be 38° F)	Adjust temperature control or call qualified service person
	Kinked beer line	Change beer line
	Wrong diameter or length beer line (should be 4 to 5 ft. of 3/16" vinyl tubing or possibly even longer)	Change beer line
	Applied pressure too high (should be 12 to 14 psi for most beers)	Adjust CO_2 regulator to brewer's specification
	Applied pressure too low (should be 12 to 14 psi for most beers)	Adjust CO_2 regulator to brewer's specification
	Coupler washers bad	Replace coupler washers
	Faucet washer bad	Replace faucet washers
	System dirty	Clean system or call customer's line cleaning service
	CO_2 leaks or out of CO_2	Check fittings, clamps, shut-offs and regulators, replace as necessary
	Beer foaming in jumper – keg valve seal torn or ripped	If seal is ripped/torn, gas enters the liquid flow stream causing foaming. Replace keg and report defective keg to distributor
	Beer foaming in jumper - physical obstructions at coupler-valve junction	Remove any physical obstructions or debris (e.g. a piece of a dust cover) that could allow gas to enter the liquid flow
	Beer foaming at faucet – clogged vent hole(s)	Disassemble and clean faucet, or call line cleaning service
No Beer at Faucet	Empty CO_2 bottle	Replace with full CO_2 bottle
	Regulator shutoff closed	Open shutoff
	CO_2 bottle main valve turned off	Turn on CO_2 bottle main valve
	Keg empty	Replace with full keg
	Coupler not engaged	Tap keg properly and engage coupler
	Check ball in coupler stuck	Free check ball
	Line/faucet dirty	Clean line/faucet

For more information on draught system cleaning or other components of a draught beer system, visit the Brewers Association's Draught Beer Quality Manual at: www.draughtquality.org

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Troubleshooting– Air-Cooled Systems

For air-cooled systems, the maximum recommended distance for a double-duct system is 25 feet (tube side by side) and for a single-duct system is 15 feet (tube within a tube).

AIR COOLED SYSTEMS		
Problem	**Possible Cause**	**Possible Solution**
Beer Foaming	Check temperature at faucet - too warm (should be 38° F)	Blower fan air flow obstructed
		Adjust temperature control or call qualified service person
		System designed improperly: too long, wrong size fan, etc.
	Check temperature at faucet too cold (should be 38° F)	Adjust temperature control or call qualified service person
	Kinked beer line	Change beer line
	Wrong size beer line	Change beer line
	Applied pressure too high (should be 12 to 14 psi for most beers)	Adjust CO_2 regulator to brewer's specification
	Applied pressure too low (should be 12 to 14 psi for most beers)	Adjust CO_2 regulator to brewer's specification
	Wrong gas (mixed gas blenders recommended)	Change to mixed gas blender, use target pressure
	Coupler washers bad	Replace coupler washers
	Faucet washer bad	Replace faucet washers
	System dirty	Clean system or call customer's line cleaning service
	Beer foaming in jumper – keg valve seal torn or ripped	If seal is ripped/torn, gas enters the liquid flow stream, causing foaming. Replace keg and report defective keg to distributor
	Beer foaming in jumper - physical obstructions at coupler-valve junction	Remove any physical obstructions or debris (e.g. a piece of a dust cover) that could allow gas to enter the liquid flow
	Beer foaming at faucet – clogged vent hole(s)	Disassemble and clean faucet, or call line cleaning service
No Beer at Faucet	Empty CO_2 bottle, N_2 bottle, or mixed gas bottle	Replace with appropriate full gas bottle
	Regulator shutoff closed	Open shutoff
	Gas bottle main valve turned off	Turn on gas bottle main valve
	Keg empty	Replace with full keg
	Coupler not engaged	Tap keg properly and engage coupler
	Check ball in coupler stuck	Free check ball
	Line/faucet dirty	Clean line/faucet

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Troubleshooting– Glycol Chilled Systems

A glycol system is designed to maintain liquid beer temperature from the cooler to the point of dispense.

GLYCOL CHILLED SYSTEMS		
Problem	**Possible Cause**	**Possible Solution**
Beer Foaming	Check temperature at faucet - too warm (should be 38° F)	Check glycol chillers for proper operation; adjust glycol bath temperature if too warm (most systems are designed to operate between 28° and 34° F, check unit's manufacturer specs)
		Adjust temperature control or call qualified service person
	Check temperature at faucet - too cold (should be 38° F)	Check glycol chillers for proper operation; adjust glycol bath temperature if too cold (most systems are designed to operate between 28° and 34° F, check unit's manufacturer specs)
		Adjust temperature control or call qualified service person
	Wrong gas (glycol systems usually require a mixed gas blender)	Change to mixed gas blender, use target pressure
	Glycol pump functioning (check return line)	Call qualified serviceman to adjust glycol chiller temperature or operation
	Gas regulators incorrectly set	Contact installer
	Applied pressure too low (should be 12 to 14 psi for most beers)	Adjust CO_2 regulator to brewer's specification
	Coupler washers bad	Replace coupler washers
	Faucet washer bad	Replace faucet washers
	System dirty	Clean system or call customer's line cleaning service
	Power pack – check condenser, glycol concentration	Call qualified serviceman to clean clogged condenser fins, check glycol strength, service glycol chiller
	Beer foaming in jumper – keg valve seal torn or ripped	If seal is ripped/torn, gas enters the liquid flow stream causing foaming. Replace keg and report defective keg to distributor.
	Beer foaming in jumper - physical obstructions at coupler-valve junction	Remove any physical obstructions or debris (e.g. a piece of a dust cover) that could allow gas to enter the liquid flow
	Beer foaming at faucet – clogged vent hole(s)	Disassemble and clean faucet, or call line cleaning service
No Beer at Faucet	Empty CO_2 source, N_2 source, or mixed gas bottle	Replace with appropriate full gas bottle, refill bulk CO_2 or N_2 receiver, check nitrogen generator
	Regulator shutoff closed	Open shutoff
	Gas bottle or bulk tank main valve turned off	Turn on gas bottle or tank main valve
	Keg empty	Replace with full keg
	Coupler not engaged	Tap keg properly and engage coupler
	Check ball in coupler stuck	Free check ball
	Line/faucet dirty	Clean line/faucet
	FOB detector	Reset FOB detector
	Pneumatic beer pumps	Check gas supply to pumps; check pump diverter setting

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