



Customer Troubleshooting Guide for a Dispense System

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Introduction

This troubleshooting guide has been produced by Molson Coors Customer Technical Services to support a standard dispense system. The aim is to provide guidance and support to competent persons in carrying out basic maintenance tasks with dispense equipment.

If you are not experienced and competent in working with the dispense equipment described in this document, you should seek competent support to facilitate the safe completion of the tasks outlined in this guide.

If you have any concerns about the safety of the dispense equipment at your location (including the electrical cables and associated dispense peripherals), at any time, do not touch it – contact Molson Coors Customer Technical Support who will be happy to advise you on the safe operation of the dispense equipment.

For more information on Molson Coors dispense equipment you can also visit the [Molson Coors YouTube Page](#)



SAFETY NOTE



For any work which involves working with electrical equipment, the equipment MUST be isolated (disconnected from the electrical supply by switching off and unplugging) from the mains supply prior to starting work.

Before the equipment is turned back on, you MUST make sure that the equipment is safe to use. This could include, but not limited to; making sure that fluid has not made its way into any area that it is not supposed to be and making sure that the electrical connection is safe and free from damage.

No Dispense

7. Keg Empty

Check container

8. Defective spear or keg

Try another container

9. Gas Cylinder Empty

Check gas bottle

10. No supply to gas pump if fitted

Check gas in cylinder and valve to pump turned on. If air (blue pipe) check compressor turned on

11. Electric pump needs priming

Press PCU button until green light or LED comes on. Check power to pump

12. Fob detector float stuck

Use button to push float up. Bleed chamber and feed pipe to remove air locks



Note: Push plunger up to release float



13. Kinked pipe

Visual check – e.g. under bar, keg drop, cooler

14. Flow control or shut off valve closed

Unscrew to achieve desired pint characteristics



15. Frozen coil/line in remote

Ensure there is no water in the lines when starting cooling system. Beer should be pulled through to the tap to avoid freezing. Note that cooling system should be off during line clean

16. Keg ale sparkler to tight or creamer/orifice plate blocked/incorrect

Unscrew to achieve desired pint characteristics. Creamer/orifice plates will need cleaning after a period without use. Check you have the right plate for the right brand

Fobbing

1. Defective spear or keg

Try another container

2. Incorrect gas connected

For lagers and ciders use CO₂ or 60/40, for ales use 30/70. If unsure, pipes are colour coded; grey = CO₂, white = 60/40, green = 30/70

3. Cellar temperature not between 11-13°C

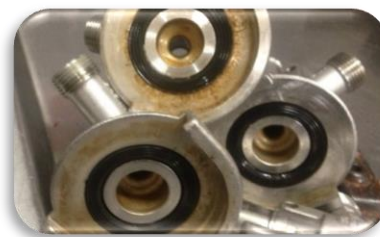
Ensure cellar is in the correct temperature range. If not running, check that power supply is on. If still outside temperature range after 12 hours or more, contact your cellar cooler provider for support as MCBC do not service this equipment



4. Yeasty lines, fobs or couplers due to inadequate clean

Check fob detectors and lines (cellar, cooler, under bar) for any sign of yeast – repeat clean if necessary.

Visually inspect the coupler and its black seal for damage and debris. To clean, soak coupler in warm water and use a soft cloth to gently remove dirt and debris.



It is NOT recommended to use any cleaning detergent when cleaning coupler. Clean warm water is sufficient to clean the coupler and/or spear.

5. Not allowing time for product to reach cellar temperature after delivery

Kegs should be stored for 24-48 hours at 11-13°C before dispensing

6. Remote cooler low on water

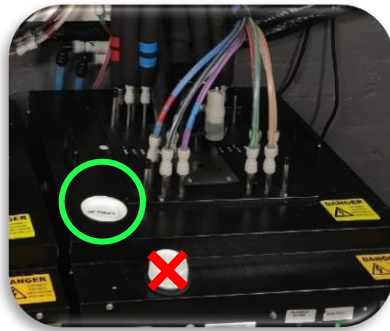
Water level should be slightly above the top copper coils which run around the perimeter of the water bath. Visually check the water level in the remote cooler by looking through the circular cap in the lid.

If a top up is needed, safely isolate the remote cooler at the supply, by switching it off and unplugging it, then top up the remote cooler with cold water from a hose pipe or a jug through the white fill cap.

If you overfill the remote cooler, it will spill out of the overflow pipe located on the side of the cooler in most cases. Take extra care to not overfill the remote cooler. If this happens you **MUST** ensure that the cooler is free from water and water-damage before turning it back on – please contact Molson Coors Technical Services for further support.



Take extra care when topping up with water, any spillages onto or into the cooler will need to be dried thoroughly before connecting the cooler back up to a power supply.



Please note the fill hole for the remote will be on the LID not the body of the cooler. In this image you can see the glycol tank fill hole as well, marked with an X.

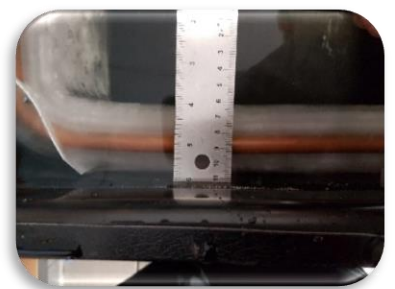
7. Insufficient ice bank in remote cooler

Switch the device off at the mains and unplug it.

Using the white fill cap carry out a visual inspection of the water bath. Inspect the water bath for a strong ice bank all around the edge of the water bath.

If no ice, check the cooler power supply is switched on.

Note - it can take up to 6 hours for a full ice bank to build from a water bath at ambient temperature.



8. Account electrics tripping when turning coolers on

Ensure you allow suitable time in between powering up coolers (recommended 2-minute wait). This will avoid excessive current draw on the wiring circuit if all units are switched on simultaneously.



If issues persist after following the above guidance, DO NOT attempt to carry out any electrical work on your beer dispense equipment. Contact MCBC technical services for further support.

9. Insufficient air flow

Allow the remote cooler to have enough airflow around it – we recommend at least 1m space between the front of the remote cooler and any obstructions.

If obstructions are present, safely move them to another location if possible.



Take extra care if moving kegs, practice good manual handling techniques always. Remember; never try to lift or move anything beyond your capability and competence.

10. Glycol level low

On the front of the cooler there will be a plastic tank, inspect the fill level of this tank using the guide markers embossed in it.

If the level is on or below minimum marker, it will need topping up with glycol. Contact Molson Coors Technical services for further support



DO NOT top up the glycol tank yourself

11. Undercounter cooler off

Check power to undercounter coolers and turn on at socket if necessary. Make sure to follow guidance in point 8 on starting up multiple coolers if several are in situ

12. Undercounter cooler low on water

Check the overflow by removing the overflow bung, if water flows out, replace bung and move on. If no water is released from the overflow or no bung present, top up the cooler.

Safely isolate cooler by switching off and unplugging at the socket. Slide the cooler out a few inches from shelf until (taking care that the unit does not drop off the shelf and cause injury) until the fill spout is clear of the shelf.

Open the fill spout to reveal the fill hole and carefully top up with clean cold water using a jug until it begins to spill out from the overflow.

Replace bung or place a plastic container under the spout to catch the drips until it stops if you don't have one. Be aware, water may overflow at a later point if the cooler builds more ice due to displacement.

Once you have topped up the cooler, reconnect the unit to the supply and check operation.



Take extra care when topping up with water, any spillages onto or into the cooler will need to be dried thoroughly before connecting the cooler back up to a power supply. Practice good manual handling techniques at all times and never try to lift or move anything beyond your capability and competence.

13. Insufficient air flow around undercounter cooler

If obstructions like crisp boxes are present, remove them. Leave plenty of airflow around and in front of the cooler



Take extra care when moving obstructions around the cooler as there may be broken glass stuck on or around the unit.

Wearing cut proof gloves would be best practice when carrying out this task.

Remember; never try to lift or move anything beyond your capability and competence.

14. Undercounter cooler grill full of dirt/dust/debris

Check if the grill of your cooler is covered in dirt/dust/debris.

Switch the unit off and unplug it at the mains.

Using a stiff dry brush, carefully remove the debris in a downward motion then reconnect the unit to the supply and check operation.



Take extra care as the grill is sharp.

Wearing cut proof gloves would be best practice when carrying out this task.

15. Not bleeding fob detector at changeover

Ensure the fob detector is bled for enough time so that any air/gas is removed from the drop line and fob before re-opening the tap at the bar



16. Knob at base of fob pushed up

When you are dispensing beer/product, the plunger needs to be pulled down



*Plunger up when
cleaning*



*Plunger down
when serving*

17. Keg on sale too long

After 5 days some products will absorb too much gas

Flat

1. Defective spear or keg

Try another container

2. Incorrect gas connected

For lagers and ciders use CO₂ or 60/40, for ales use 30/70. If unsure, pipes are colour coded; grey = CO₂, white = 60/40, green = 30/70

3. Yeasty lines, fobs or couplers due to inadequate clean

Check fob detectors, couplers and lines as per instructions in the fobbing section (pg. 5)

4. Keg on sale too long

After 5 days some products will lose too much gas

Bad Taste or Hazy

1. Defective keg

Try another container

2. Cellar temperature above 13c

High temperature will cause gas breakout and speed up yeast growth in lines

3. Yeasty lines, fobs or couplers due to inadequate clean

Check fob detectors, couplers and lines as per instructions in the fobbing section (pg. 5)

4. Lines not properly flushed after cleaning

Flush lines with clean water thoroughly (approximately 8 pints per line). If a chlorine taint is still present and you have access to Guardian Beer Line Protector, soak the line overnight

Contact Details

If you continue to experience dispense issues, after reviewing the points outlined in this support document, please speak to Molson Coors Technical Services Help Desk using the following contact details:

Phone: **0345 6000 888 - Option 2**

Web: www.MyMolsonCoors.com or www.molsoncoors.com/InYourCorner