

QUICK SOLUTIONS

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| There is too much nitro | The calibration knob is not set correctly. | Follow steps in to decrease the level of infusion outlined in section “Nitrogen Calibration” |
| Pouring Issue Any issue related to a bad pour is due to a restriction in the tubes. This can be isolated to either the beverage tube going into the machine, or inside the machine itself. | 1. Can the pump be heard running, but nothing, or very little comes out of the spout? | If YES, there is a restriction in the beverage line going into the machine. A) If using a keg, ensure it’s not pressurized. B) Check for kinks in the beverage tube where it connects beneath the machine. Ideally, have the beverage tube come from behind the machine around the back leg. C) Inspect the pre-filter for blockage by unscrewing it and cleaning the stainless-steel mesh inside. Alternatively, bypass the pre-filter by disconnecting the tube from the pre-filter and placing it in a container of water. If the machine pours normally, the pre-filter is likely the issue. D) Ensure the pre-filter isn’t reversed; it is directional, with a small arrow indicating the flow. E) Check that the white elbow connecting to the machine is fully inserted and clipped in place. F) Check that the white elbow connecting to the container is fully inserted and clipped in place. |
| | 2. Does the pump shut off the moment the pour button is pressed? | If YES, there’s a blockage after the pump. To troubleshoot: A) Turn off the machine for 4 hours to defrost any ice in the line (if present). B) Unscrew the spout tip to check for blockage. Try pouring with the spout off. C) Pour a cleaning solution through the machine and let it soak overnight to lubricate and dislodge any buildup in the Module. D) If the issue persists, reverse flush the Nitro Infusion Module. Please follow this link for instructions on how to reverse flush the Nitrogen Infusion Module. |
| | 3. Is the flow on the NITRO setting normal, but lacking foam? | If YES, the Nitrogen Infusion Module requires cleaning. To troubleshoot: A) Pour a cleaning solution through the machine and let it soak overnight to lubricate and dislodge any buildup in the Module. B) Unscrew the spout tip to check for blockage. Try pouring with the spout off. |
| | 4. Is the beverage spraying out of the spout? | If the beverage sprays from the spout, it indicates a blockage. To address this, unscrew the cap and rinse it thoroughly. |
| | 5. Does liquid continuously drip out of the spout? | If the liquid is dripping from the spout, it indicates that either the Bag-in-Box (BiB) or container is empty, or the BiB/Container is positioned above the machine. |
| Too many large bubbles | Beverage tube is not pushed in firmly. | Release the elbow fitting by pushing the spring underneath DRNX and reconnect. If using a keg or a Bag-in-Box make sure that the coupler is secured firmly. |
| Product is not cold enough. | The temperature setting is too high. | Check to see if the main switch underneath the machine is on. Follow the instructions in the manual to change the temperature setting. |
| | The cold brew in the container is too hot. | The variance between the cold brew in your container and at the tap is 20°C. This means if your cold brew is 22°C (room temperature), then the nitro cold brew at the tap will be 2°C. |
| | Pause for a moment between pours. | If pouring more than 1.5 litres (48oz.) continuously and without stopping, then it might be necessary to pause for a few minutes for the exhaust fan to turn off until pouring a subsequent drink. |