

# FCB

## Troubleshooting Guide

Yellow highlighted screens are for reference only. They are not highlighted on the machine.

	BARREL #1	BARREL #2	BARREL #3	
NORMAL	AUTO OK  CO2=OK	AUTO OK	AUTO OK  WATER=OK	SECTION 1
PRODUCT NOT FROZEN	<b>BTR</b> OK  CO2=OK	AUTO OK	AUTO OK  WATER=OK	SECTION 2
FAULT CODE	<b>BTR</b> OK <b>FAULT</b> CO2=OK	AUTO OK	AUTO OK  WATER=OK	SECTION 3
SYRUP OUT	<b>AUTO</b> <b>OUT</b>  CO2=OK	AUTO OK	AUTO OK  WATER=OK	SECTION 4
SYRUP OUT	AUTO OK  CO2=OK	<b>AUTO</b> <b>OUT</b>	AUTO OK  WATER=OK	SECTION 5
SYRUP OUT	AUTO OK  CO2=OK	AUTO OK	<b>AUTO</b> <b>OUT</b>  WATER=OK	SECTION 6
WATER OUT	AUTO OK  CO2=OK	AUTO OK	AUTO OK <b>FAULT</b> <b>WATER=OUT</b>	SECTION 7
CO2 OUT	OFF OK <b>FAULT</b> <b>CO2=OUT</b>	OFF OK	OFF OK  WATER=OK	SECTION 8

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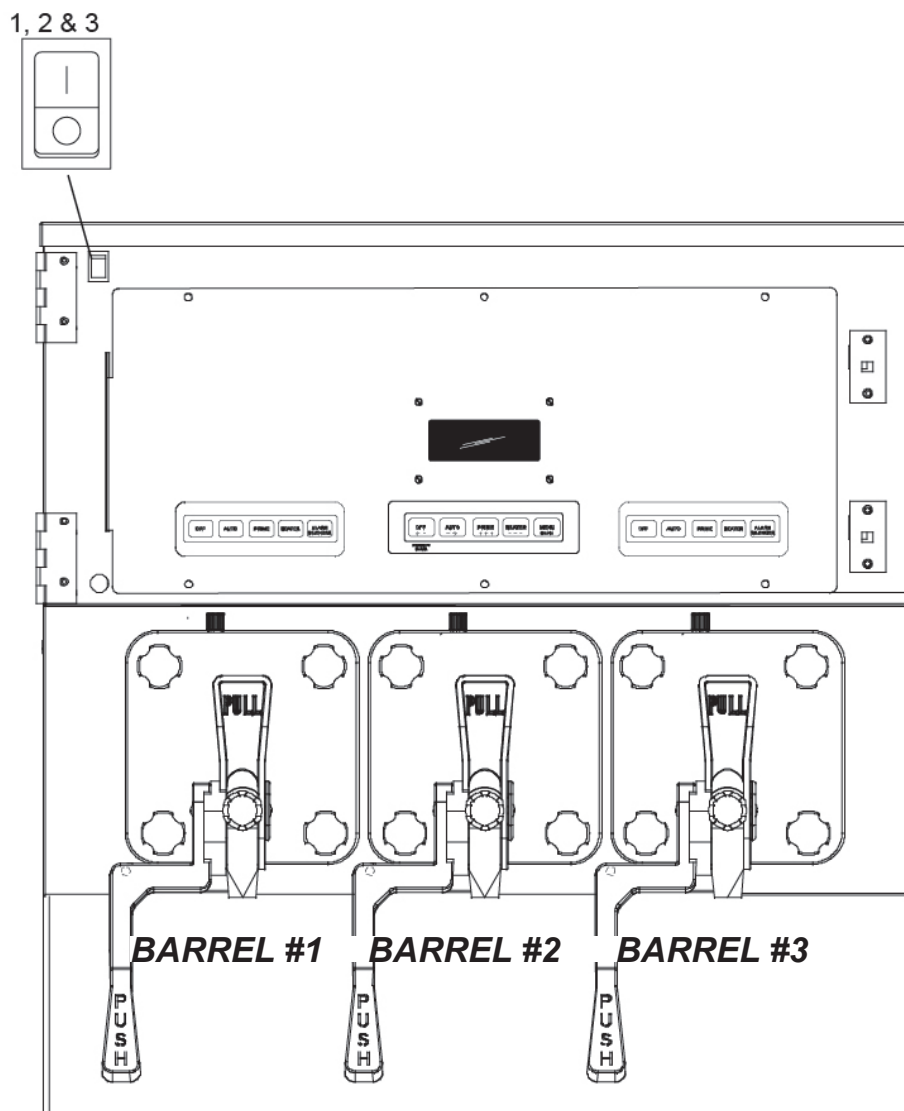
## Section 1

### NORMAL SCREEN DISPLAY

BARREL #1	BARREL #2	BARREL #3
AUTO OK	AUTO OK	AUTO OK
CO2=OK		WATER=OK

### Important to the Operator:

1. The Control Screen is read line by line from left to right.
2. The ON/OFF switch controls BARREL #1, BARREL #2, and BARREL #3.



**If any fault will not clear, call McCormack Distributing at 800-383-5678 and ask for the Service Department.**

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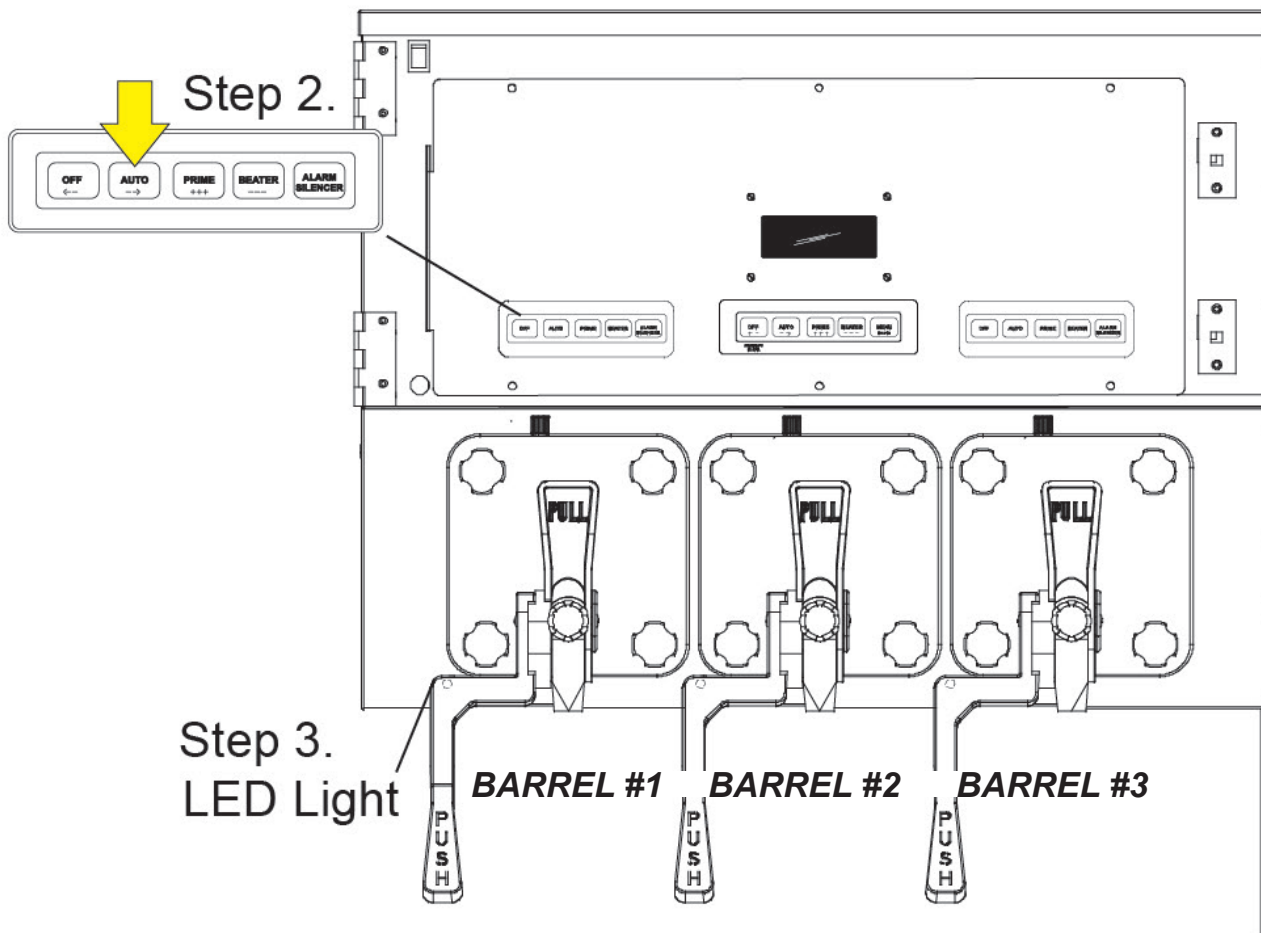
## Section 2

### PRODUCT NOT FROZEN

BARREL #1	BARREL #2	BARREL #3
<b>BTR</b> OK	AUTO OK	AUTO OK
CO2=OK		WATER=OK

### Important to the Operator:

1. The Product Not Frozen screen indicates that BARREL #1 is not in the freeze mode.
2. Press the "AUTO" key on the BARREL #1 key pad.
3. The Product Not Ready LED light will flash until the product is at serving viscosity.



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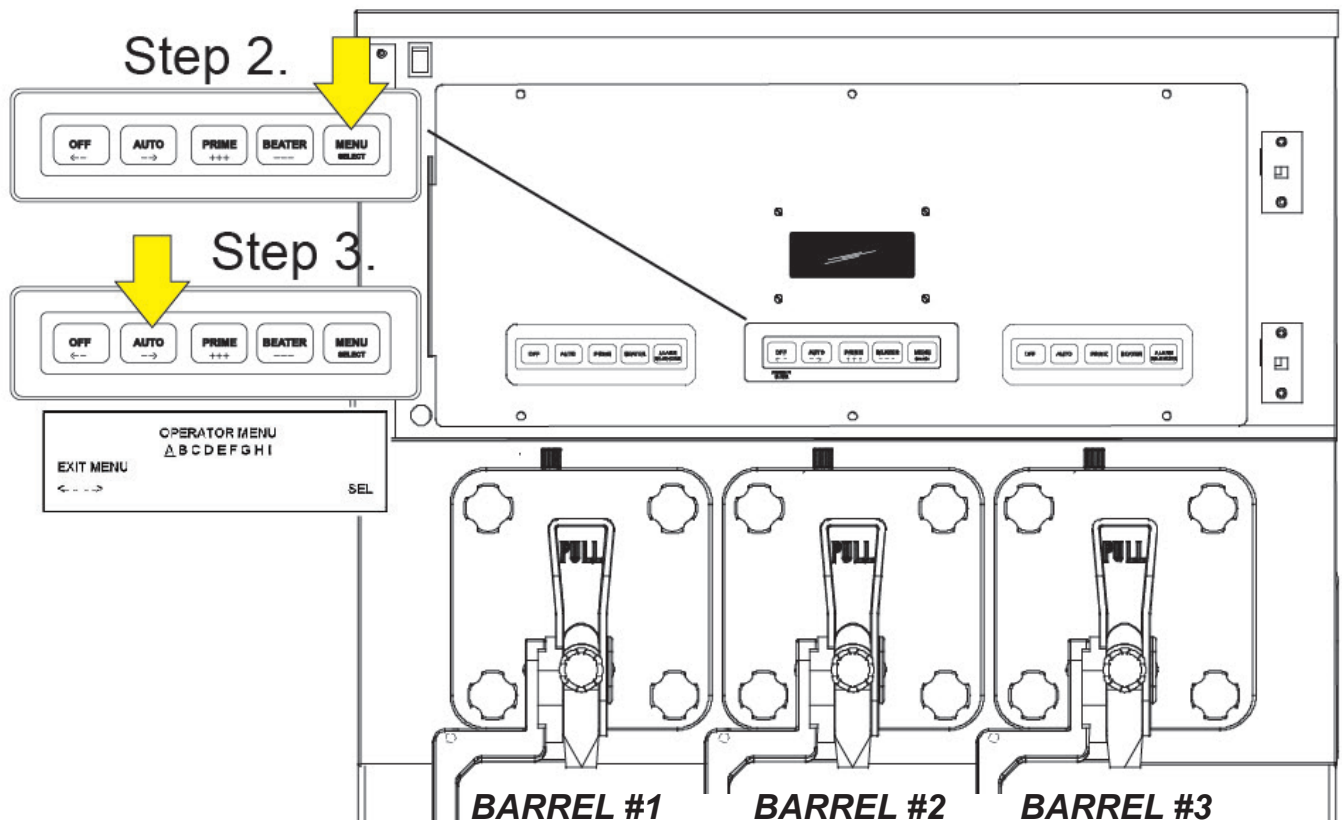
## Section 3

### FAULT CODE

BARREL #1	BARREL #2	BARREL #3
BTR OK FAULT CO2=OK	AUTO OK	AUTO OK
		WATER=OK

### Important to the Operator:

1. This Fault Code screen indicates there is an unknown fault.
2. Press the "MENU" key to enter the menu functions.
3. Press the "AUTO" key to move the cursor to the letter B, then press the "MENU" key to display the unknown fault.
4. Using an example fault (BRL Not Cooling), press the "Off" key to clear the fault.
5. Then press "MENU", then "OFF, then "Menu" again to return to the main screen.
6. Press the "AUTO" key on both sides.



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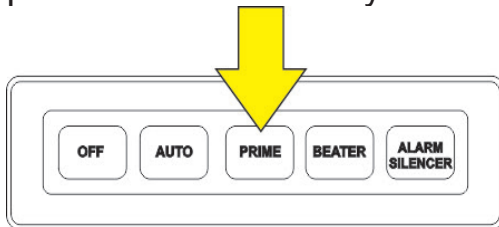
## Section 4

### SYRUP OUT

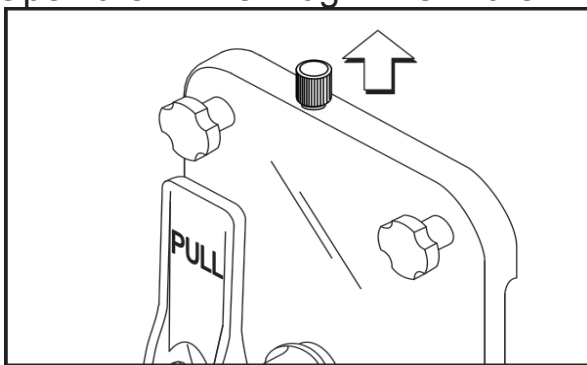
BARREL #1	BARREL #2	BARREL #3
AUTO OUT	AUTO OK	AUTO OK
CO2=OK		WATER=OK

### Important to the Operator:

1. Warning indicators will be blinking if the product is not ready.
2. The above display indicates that BARREL #1 is out of syrup.
3. Change the bag of syrup on BARREL #1 and push the “AUTO” key on the left board.
4. If the unit still reads “SYRUP OUT” after changing the syrup, then press the “PRIME” key on BARREL #1.



5. Place a cup under the Prime Plug.  
Open the Prime Plug while in the Prime mode.



6. Pull approximately one quart of product out of the barrel. When the syrup reads “OK”, close the Prime Plug then press the “AUTO” key.
7. The Product Not Ready LED light will flash until the product is at serving viscosity.

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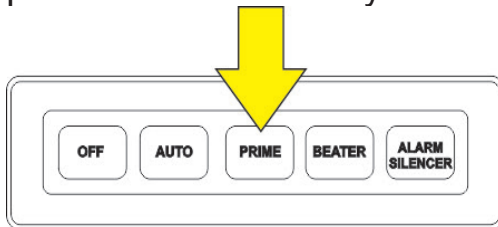
## Section 5

### SYRUP OUT

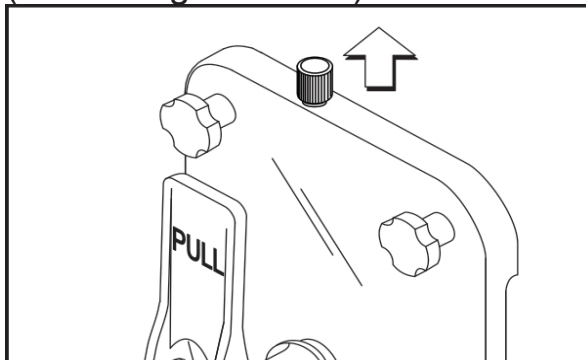
BARREL #1	BARREL #2	BARREL #3
AUTO OK	AUTO OUT	AUTO OK
CO2=OK		WATER=OK

#### Important to the Operator:

1. Warning indicators will be blinking if the product is not ready.
2. The above display indicates that BARREL #2 is out of syrup.
3. Change the bag of syrup on BARREL #2 and push the “AUTO” key on the left board.
4. If the unit still reads “SYRUP OUT” after changing the syrup, then press the “PRIME” key on BARREL #2.



5. Place a cup under Prime Plug. Open the Prime Plug (see the figure below) while in the Prime mode.



6. Pull approximately one quart of product out of the barrel. If the syrup reads “OK”, close the Prime Plug then press the “AUTO” key.
7. The Product Not Ready LED light will flash until the product is at serving viscosity.

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# FCB Troubleshooting Guide

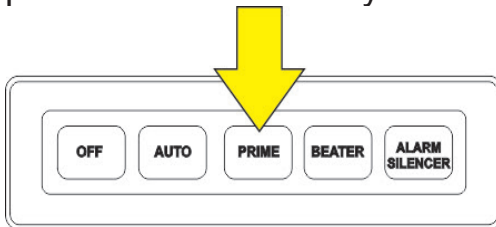
## Section 6

### SYRUP OUT

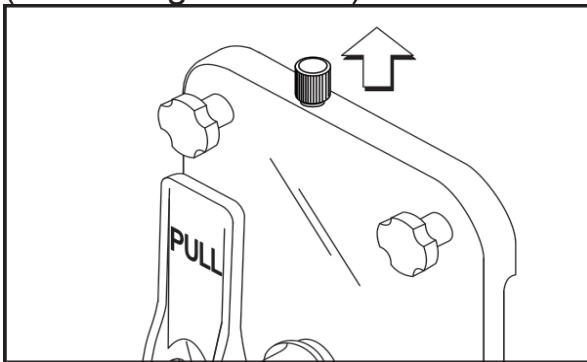
BARREL #1	BARREL #2	BARREL #3
AUTO OK	AUTO OK	AUTO OUT
CO2=OK		WATER=OK

### Important to the Operator:

1. Warning indicators will be blinking if the product is not ready.
2. The above display indicates that BARREL #3 is out of syrup.
3. Change the bag of syrup on BARREL #3 and push the “AUTO” key on the right board.
4. If the unit still reads “SYRUP OUT” after changing the syrup, then press the “PRIME” key on BARREL #3.



5. Place a cup under Prime Plug. Open the Prime Plug (see the figure below) while in the Prime mode.



6. Pull approximately one quart of product out of the barrel. If the syrup reads “OK”, close the Prime Plug then press the “AUTO” key.
7. The Product Not Ready LED light will flash until the product is at serving viscosity.

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# FCB Troubleshooting Guide

## Section 7

### WATER OUT

<b>BARREL #1</b>	<b>BARREL #2</b>	<b>BARREL #3</b>
AUTO OK	AUTO OK	AUTO OK
CO2=OK		<b>FAULT</b> <b>WATER=OUT</b>

### Important to the Operator:

1. Warning indicators will be blinking if the product is not ready.
2. Turn on the water or inspect and straighten the water line.
3. Check the store filters and water valves.
4. Press the “AUTO” keys on the left and right side keypads to restart.
5. The Product Not Ready LED light will flash until the product is at serving viscosity.



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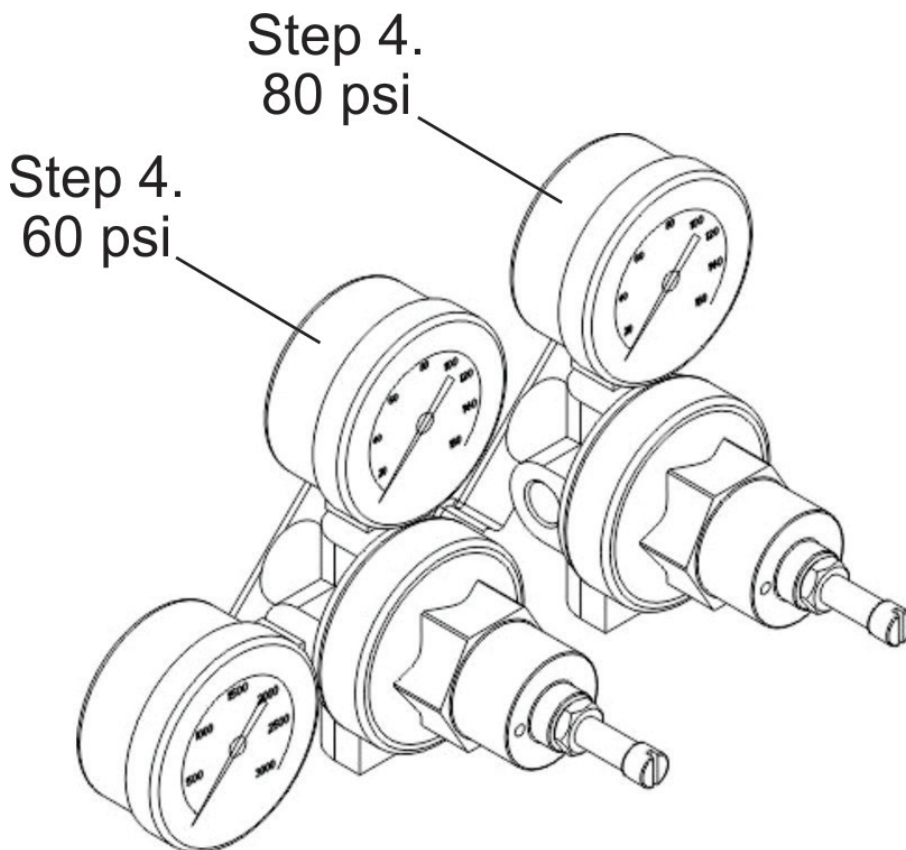
## Section 8

### C02 OUT

BARREL #1	BARREL #2	BARREL #3
OFF	OFF	OFF
OK	OK	OK
<b>FAULT</b>		
<b>CO2=OUT</b>		WATER=OK

### Important to the Operator:

1. Check the gauges on the tank.
2. Check the regulator and shut off valves.
3. The CO<sub>2</sub> pressure supplied to the store needs to be between 105-115 psi.
4. On the CO<sub>2</sub> regulator the middle gauge should read between 55-60 psi. The gauge to the right should read 80 psi.
5. The Product Not Ready LED light will flash until the product is at serving viscosity.



*If any fault will not clear, call McCormack Distributing at 800-383-5678 and ask for the Service Department.*

**Service Calls Not Covered by  
Warranty or Service Contract:**

1. The unit is not in the auto mode.
2. The syrup bag is empty.
3. The CO<sub>2</sub> supply is empty or low.
4. The power switch is turned off.
5. The water or CO<sub>2</sub> supply valves are closed.
6. The unit is unplugged or the circuit breaker is tripped.

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800-383-5678 and ask for the Service Department.***

**Warranty Information:**

1. If equipment has an active service contract, all mechanical repairs will be covered.
2. If you are unsure if unit is currently under a service contract, please ask your service provider before dispatching a service call.
3. Please make sure you follow the recommended troubleshooting guide before placing a service call to avoid an unnecessary service call.
4. Please call McCormack Distributing at 800-383-5678 for support.

***If any fault will not clear, call McCormack Distributing at 800-383-5678 and ask for the Service Department.***