



## **B3000 / B3000SE Trouble Shooting Guide**

<b>REVISION</b>	<b>ECN#</b>	<b>DATE</b>	<b>REASON FOR CHANGE</b>
A	1672	3 JUN 2010	Initial Release

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## **BREW / HW DISPENSE FUNCTION DIAGRAM**

# B3000 Trouble Shooting Guide

## PART I - DISPLAY (LCD)

### Symptom

### Cause(s) / Solution(s)

1. De-scale message displayed after de-scaling process.

**Primary:** The 'DESCALE' display will not clear until brew times return to normal / *Run cleansing brews, if not cleared, repeat descale procedure to clear display (3 or more).* \*cleansing brew = no k-cup

**Secondary:** Clogged entrance / exit needle(s). *Clear needles and run cleansing brews(3 or more).*

2. Dim LCD.

**Primary:** The LCD brightness is set and fixed at the factory, no adjustment is possible / *Check LCD by placing it in a known working brewer. If the LCD remains dim replace Control Panel module.*

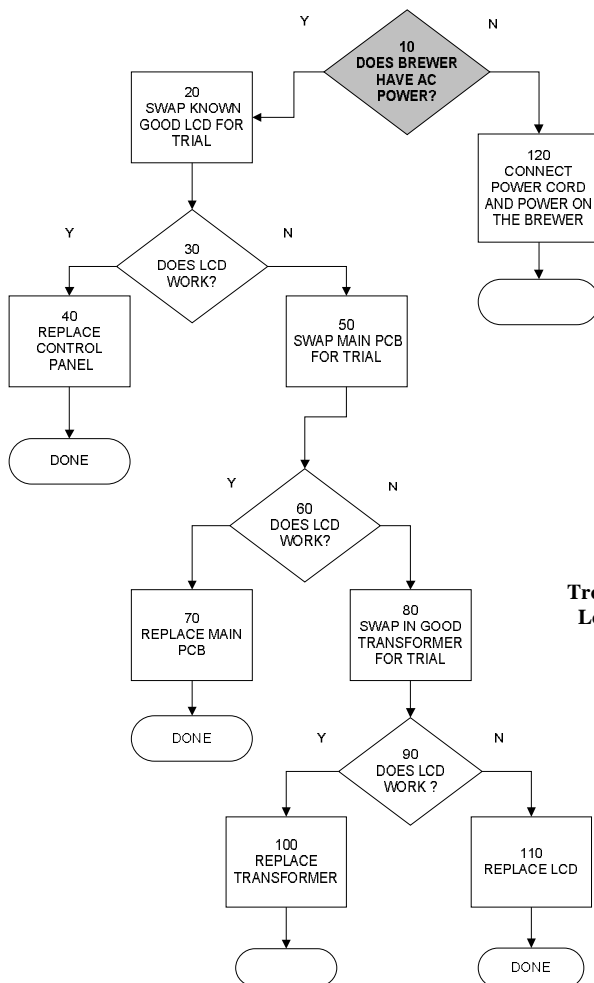
3. No display on control panel.

**Primary:** No power to brewer. / *Check AC power supply and main fuse.*

**Secondary:** Loose board connector or broken harness connection. / *Check connectors(pins) or check LCD by placing it in a known brewer working brewer. If LCD works replace harness.*

**Secondary:** Faulty LCD. / *If LCD doesn't work in a test brewer than replace Control Panel module.*

**Secondary:** Faulty transformer / *Follow diagnostics per logic diagram at left.*



**Trouble Shooting  
Logic Diagram  
I - 3**

**Symptom**

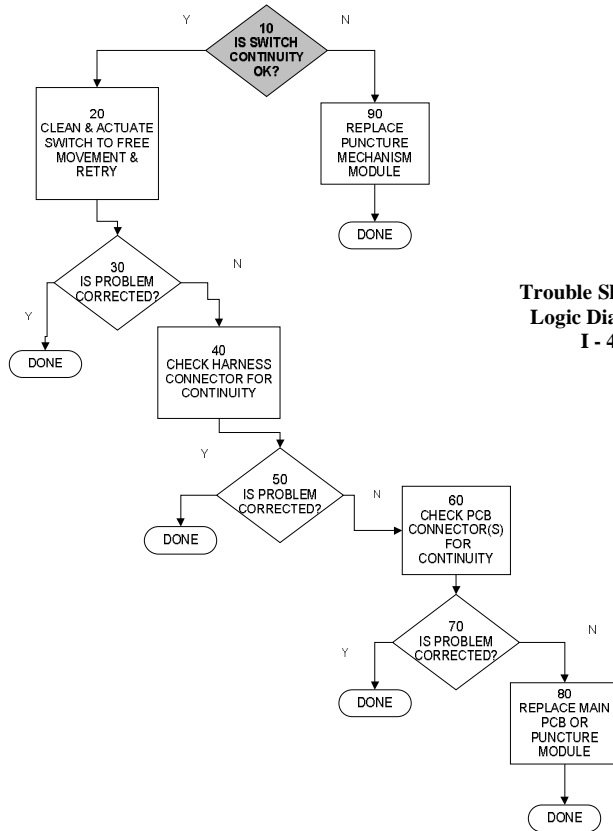
**Cause(s) / Solution(s)**

4. Not advancing beyond 'READY – CHOOSE K-CUP' after K-cup insertion.

Primary: Micro switch in Puncture Mechanism is stuck or intermittent. / *Clean, air dry and actuate switch to free movement.*

Secondary: Micro switch in Puncture Mechanism has failed (no continuity). *Replace Puncture Mechanism.*

Secondary: Faulty PCB. *Replace PCB*

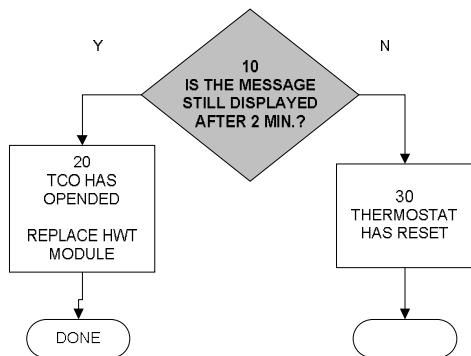


**Trouble Shooting Logic Diagram I - 4**

5. Not heating but displays 'HEATING PLEASE WAIT'.

Primary: Thermostat or re-settable TCO is open. *The TCO should reset itself once reset temperature is reached. Do not replace Tank module.*

Secondary: Non-resettable TCO is open. *Replace Tank Module.*



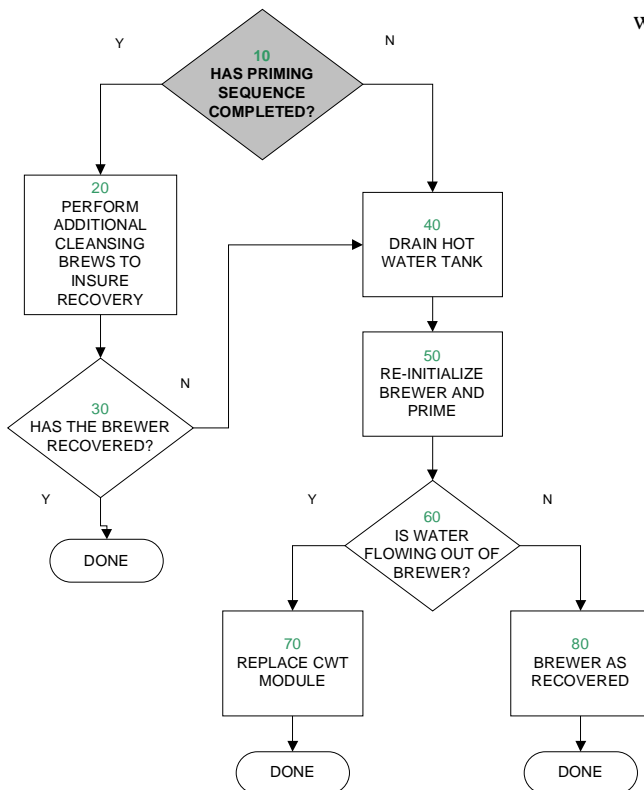
**Trouble Shooting Logic Diagram I - 5**

PART I - DISPLAY (LCD) - continued

Symptom	Cause(s) / Solution(s)
6. Solid blue screen on display.	<u>Primary:</u> Probable chip malfunction on LCD board. <i>Replace Control Panel module.</i>
7. Vertical lines shown through display.	<u>Primary:</u> Probable chip malfunction on LCD board. <i>Replace Control Panel module.</i>

PART II - PRIMING

Symptom(s)	Cause(s) / Solution
1. Not getting beyond 'PRIME' and tripping GFCI.	<u>Primary:</u> Current leakage in HWT Module. <i>Replace HWT module and PCB.</i>
2. Water continues to flow out of brewer during prime.	<u>Primary:</u> This symptom occurs at a re-initiation prime. It is preceded by a HWT overflow or top of tank event. The primary cause is a vent valve that will not close. / <i>Replace CWT module.</i>



Trouble Shooting  
Logic Diagram  
II - 2

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## PART III - FILLING

### Symptom

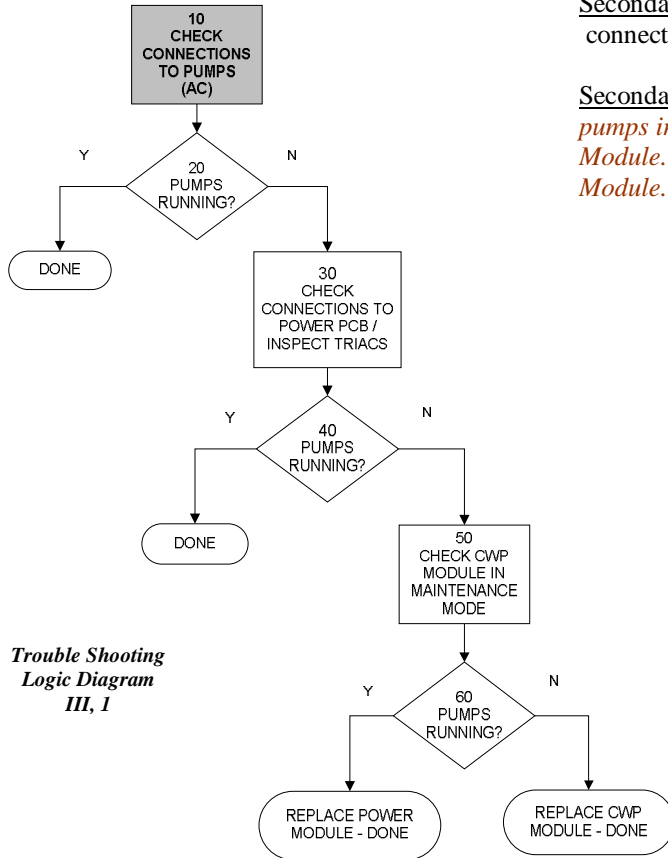
1. CWP(s) not running.

### Cause(s) / Solution(s)

Primary: Will not energize (no power). *Check power connections to power PCB.*

Secondary: Will not energize (bad electrical connections). *Check connections.*

Secondary: Will not energize (faulty pumps). *Check pumps in test brewer. If pumps(s) run replace Power Module. If pump(s) do not run replace CWP Module.*



PART III - FILLING - continued

Symptom

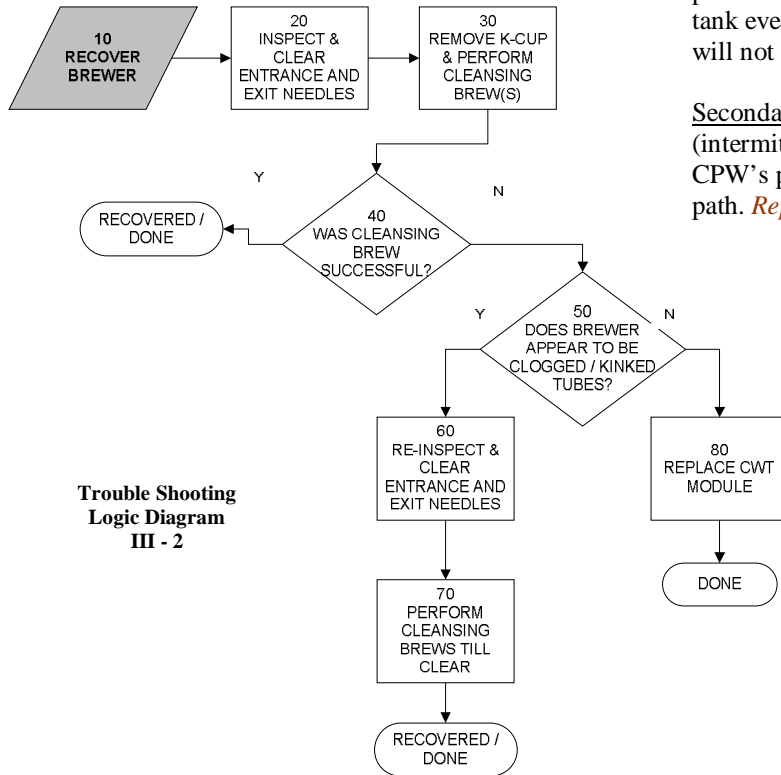
Cause(s) / Solution(s)

2. Constant drip during post fills.

Primary: Incomplete brew, perhaps clogged (needles, tube kinks). / *Recover brewer following diagram.*

Primary: This symptom occurs at a re-initiation prime. It is preceded by a HWT overfill or top of tank event. The primary cause is a vent valve that will not close. / *Replace Main CWT module..*

Secondary: HWT is filling to top of tank (intermittent or leaking vent valve). At refill the CPW's push water out of the HWT through the brew path. *Replace CWT Module.*



Trouble Shooting Logic Diagram III - 2



**Symptom**

**Cause(s) / Solution(s)**

3. CWP(s) make dry running sound.

Primary: Cold water tank is empty (water supply disrupted, clogged filter). *Reconnect water supply.*

Secondary: Cold water tank is empty (CWT float magnet is stuck high). *Visually inspect and replace CWT if necessary.*

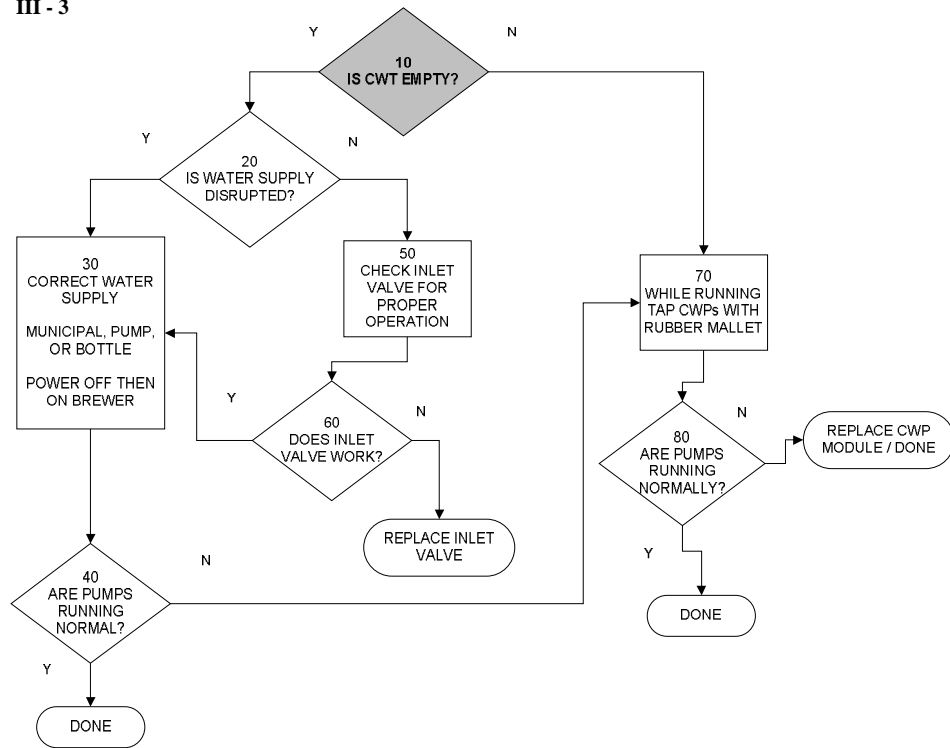
Secondary: Cold water tank is empty (Inlet water valve has clogged screen or is not energizing). *Clean screen or replace Inlet Valve.*

Secondary: Cold water tank is empty (clogged filter). *Replace filter.*

Secondary: Pump(s) check valve stuck open (cold water tank is not empty); usually after brewer is initially put into service or just out of the box. *Remove rear enclosure and tap pump with rubber mallet until water flows.*

Secondary: Cold water tank is empty (Mechanical float valve is clogged). *Replace CWT Module.*

**Trouble Shooting  
Logic Diagram  
III - 3**



PART III - FILLING - continued

Symptom

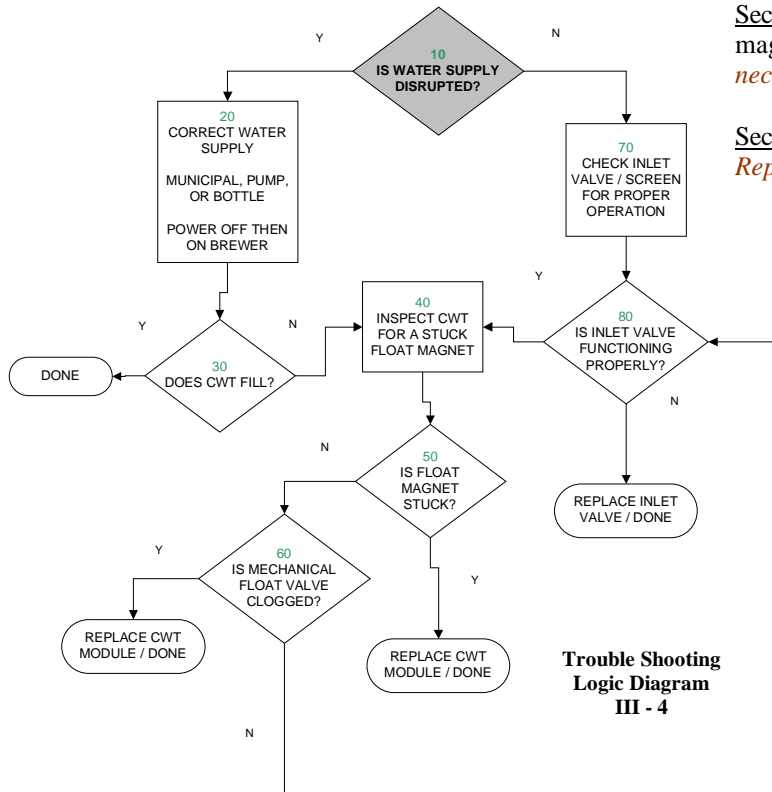
Cause(s) / Solution(s)

4. CWT not filling.

Primary: Water supply disrupted. Check water filter.  
*Reconnect water supply / replace filter.*

Secondary: Cold water tank is empty (CWT float magnet is stuck high). *Inspect, replace CWT if necessary.*

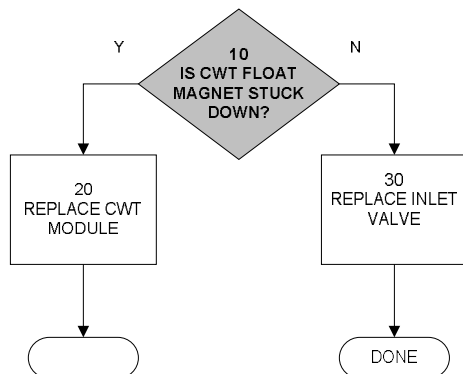
Secondary: Inlet water valve is not energizing.  
*Replace Power Module.*



5. CWT overfilling.

Primary: Leaking inlet valve (mechanical float valve shuts of water supply to CWT). See Error Code 5.  
*Replace Inlet Valve.*

Secondary: CWT float magnet is stuck down. /  
*Replace CWT module.*



PART III - FILLING - continued

Symptom

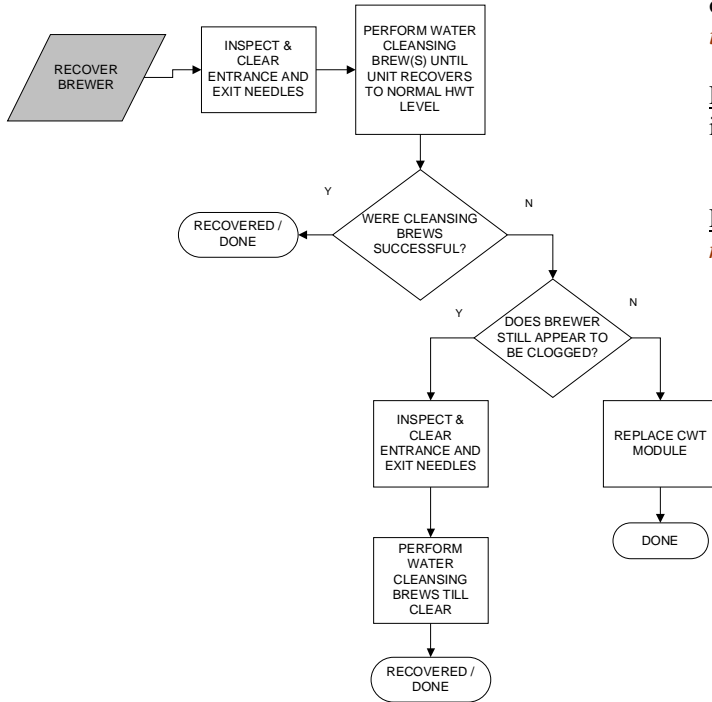
Cause(s) / Solution(s)

6. Over filling to top HWT (top of tank fill).

Primary: Brew timeouts due to clogging or using back to back densely packed k-cups. 10 ounce brews only may be indicated. / *Perform recovery process till HWT returns to normal level.*

Primary: Vent valve is not de-energizing (closing) or is leaking during brew. Brews will timeout to end. *Replace CWT Module.*

Primary: Faulty air pump, no purge. / *Replace CWT module.*

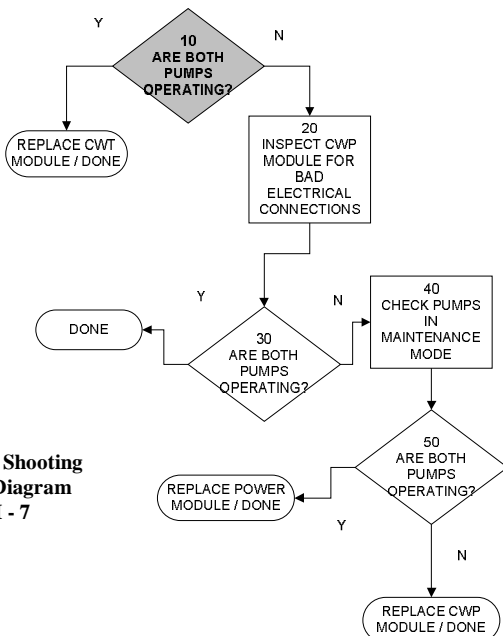


Trouble Shooting Logic Diagram III - 6

7. Slow pre-fill and post-fill.

Primary: One CWP will not energize (bad electrical connections). *Check or correct connections.*

Primary: One CWP will not energize (faulty pump). *Check pumps in test brewer. If pumps(s) do not run replace Power Module. If pump(s) do not run replace CWP Module.*



Trouble Shooting Logic Diagram III - 7

PART III - FILLING - continued

Symptom

Cause(s) / Solution(s)

8. Filling water coming out of brew path.

See part II, symptom 2, page 6 for logic diagram

Primary: HWT is filling to top of tank (intermittent or leaking vent valve). At refill the CPW's push water out of the HWT through the brew path.  
*Replace CWT Module*

PART IV - HEATING

Symptom(s)

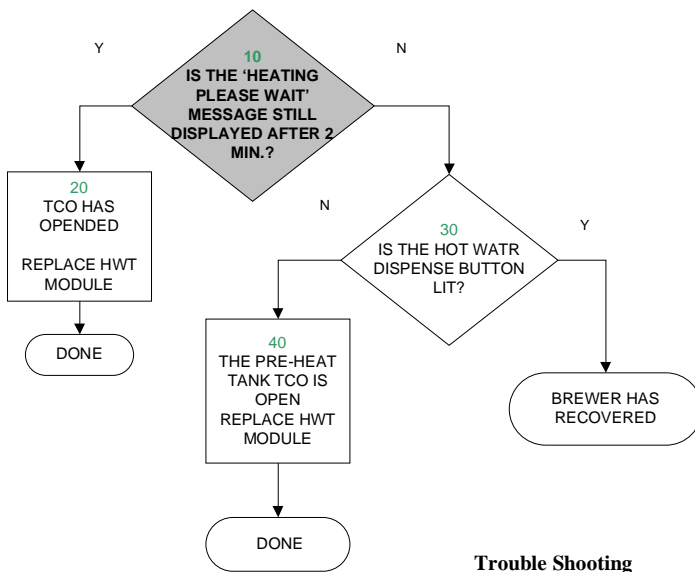
Cause(s) / Solution(s)

1. Long heating time.

Primary: Thermostat or re-settable TCO is open. / *The TCO should reset itself once reset temperature is reached. Do not replace Tank module.*

Secondary: Pre-heat tank TCO is open. / *if this occurs the 'Heating Please Wait' message will not display, but, the HWD button will not light so the HWT & PCB modules should be replaced.*

Secondary: One-time blow TCO is open. *Replace HWT & PCB Modules.*



Trouble Shooting Logic Diagram IV - 1

2. Low water temperatures.

Primary: Thermister is faulty. / *Replace HWT Module.*

3. No heat.

See part IV, symptom 1, page 12 (above) for logic diagram.

Primary: Thermostat or re-settable TCO is open. / *The TCO should reset itself once reset temperature is reached. Do not replace HWT module.*

Primary: TCO is open. *Replace HWT Module.*

4. Stays in heating mode.

See part IV, symptom 1, page 12 (above) for logic diagram.

Primary: Thermostat or re-settable TCO is open. / *The TCO should reset itself once reset temperature is reached. Do not replace HWT module.*

Primary: TCO is open. / *Replace HWT Module.*

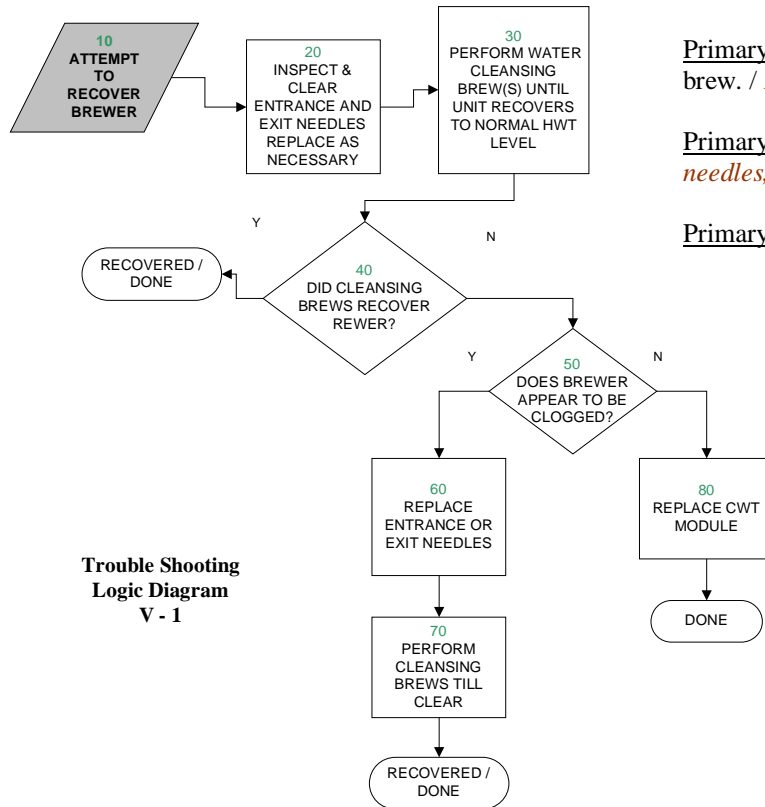
5. Upon entering heating mode unit trips GFCI.

Primary: HWT current leakage. *Replace HWT module*

**PART V - BREWING**

**Symptom(s)**

**Cause(s) / Solution**



**Trouble Shooting Logic Diagram V - 1**

Primary: Broken or clogged needles, or crimped tubes. / *Inspect, clean, or replace as necessary*

Primary: Vent valve will not close (air leak) during brew. / *Replace CWT.*

Primary: Faulty or dense K-cup (no purge) / *Inspect needles, recover brewer.*

Primary: Faulting air pump / *Replace CWT.*

2. Constant ten ounce brews only.

Primary: HWT is filled to top of tank (faulty vent valve). / *Replace CWT Module.*

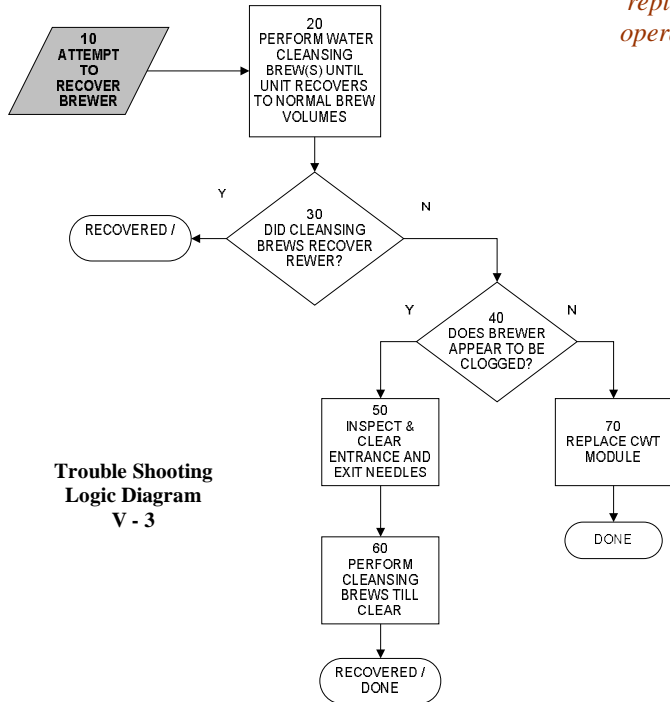
**See part V, symptom 1, page 13 (above) for logic diagram.**

**Symptom(s)**

**Cause(s) / Solution(s)**

3. High brew volumes.

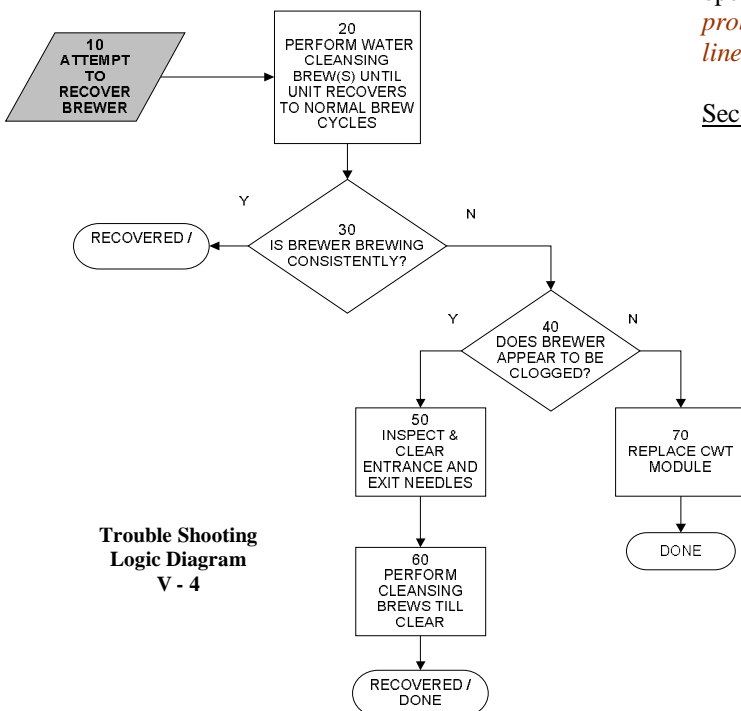
Primary: Vent valve intermittent operation. / *Vent valve can recover, however, if problem persists replace CWT. (pinch vent valve lines to check for operation).*



4. Intermittent no brews.

Primary: Vent valve intermittent operation. *Vent valve can recover, however, if problem persists replace CWT. (pinch vent valve lines to check for operation).*

Secondary: Densely packed K-cups. *Recover brewer*



**Symptom(s)**

**Cause(s) / Solution(s)**

5. Long cycle times.

See part V, symptom 1, page 13 for logic diagram

Primary: Weak brew pump - brewer is not sensing end of brew normally. The brew timeouts are the operational controls. *Replace CWT module.*

Secondary: Intermittent vent valve operation - brewer is not sensing end of brew normally. The brew timeouts are the operational controls. *Replace CWT Module.*

6. Low brew volumes – short cupping.

See part V, symptom 1, page 13 for logic diagram

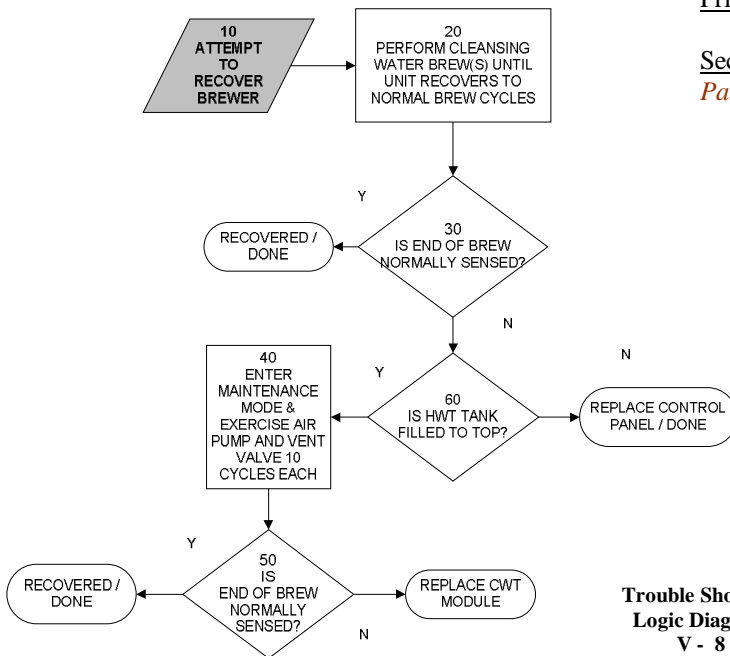
Primary: Vent valve remains open during brew – HWT is not pressurizing normally for a complete brew. Brewer will not sense end of brew normally and will time out. *Replace CWT Module.*

7. Not sensing end of brew.

Primary: Weak brew pump. / *Pump could recover, Replace CWT module.*

Primary: Faulty vent valve. / *Replace CWT module.*

Secondary: Faulty pressure sensor. / *Replace Control Panel Module*



**Trouble Shooting  
Logic Diagram  
V - 8**

8. Over pressure brew termination.

See part V, symptom 1, page 13 for logic diagram

Primary: Unusually densely packed, fine ground K-cups (extra bold). / *Try another K-cup.*

Primary: Clogged needles / *Inspect clean as necessary.*

PART V - BREWING – continued

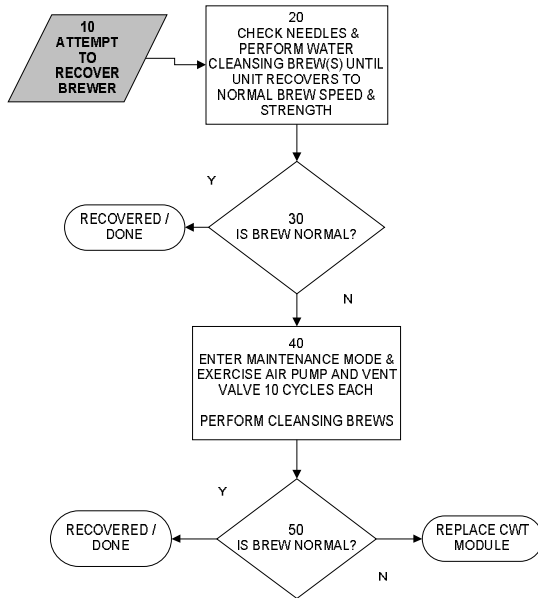
Symptom(s)

Cause(s) / Solution(s)

9. Slow / weak brewing.

Primary: Weak brew pump. *Replace CWT.*

Secondary: Vent valve remains open during brew - HWT is not pressurizing normally for a complete brew. Brewer will not sense end of brew normally and will time out. *Vent valve could recover, if problem persists replace CWT Module.*



Trouble Shooting Logic Diagram V - 10

PART VI - HOT WATER DISPENSE

Symptom(s)

Cause(s) / Solution(s)

1. Constant drip from hot water trough.

Primary: Leaking Hot Water Dispense Valve (HWDV) valve. *Clean or Replace valve asmb.*

2. Hot water dispense button will not illuminate.  
See part IV, symptom 1, page 12 for logic diagram

Primary: Button will not illuminate until HWT is filled and water at operational temperature. *No replacement necessary (check button LED).*

3. Hot water dispense valve is buzzing, noisy, etc.  
  
See part III, symptom 7, page 11 for logic diagram

Primary: Faulty solenoid in HWDV. *Replace HWDV.*

Secondary: Faulty valve TRAC; inadequate or intermittent voltage delivery. *Replace Power Module.*

4. Hot water short cupping; timing out.

Primary: Dispense button must be pressed and held for continuous dispense. Pressing and releasing will Dispense for 2 seconds. *Try again*

CONTINUED ON NEXT PAGE



PART VI – HOT WATER DISPENSE – continued

Symptom(s)

Cause(s) / Solution(s)

Secondary: Weak air pump. / *Pump could recover replace CWT if necessary.*

Secondary: Leaking vent valve. / *valve could recover replace CWT if necessary.*

Secondary: Restrictions in water flow path. / *inspect water path for restrictions i.e. tube kinks, flash in pre-heat tank port, scale build up.*

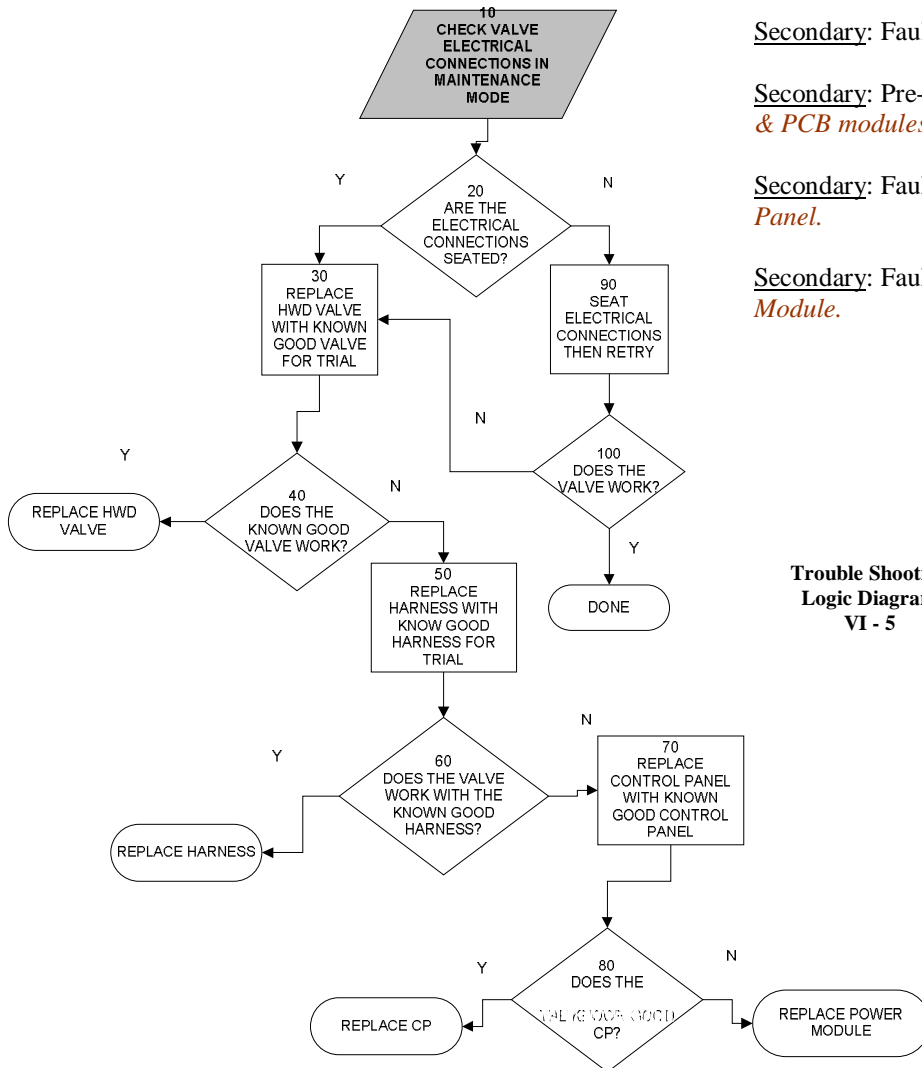
5. Will not dispense hot water (hot water dispense enabled). Primary: Faulty module connector. / *Check connectors.*

Secondary: Faulty HWDV. / *Replace HWD Valve.*

Secondary: Pre-heat tank TCO open / *Replace HWT & PCB modules.*

Secondary: Faulty TACT switch. / *Replace Control Panel.*

Secondary: Faulty valve TRIAC. / *Replace Power Module.*



Trouble Shooting Logic Diagram VI - 5

PART VI – HOT WATER DISPENSE – continued

Symptom(s)

Cause(s) / Solution

6. Short cups hot water (4oz) valve open for 15 sec.

See part IV, symptom 1, page 9 for logic diagram

Primary: Dispense button must be pressed and held or continuous dispense. Pressing and releasing will dispense for 2 seconds. *Try again*

Primary: Weak air pump / *Pump could recover, replace CWT module if necessary.*

Primary: water flow path blocked. / Inspect *path and clear if necessary.*

PART VII - LEAKING

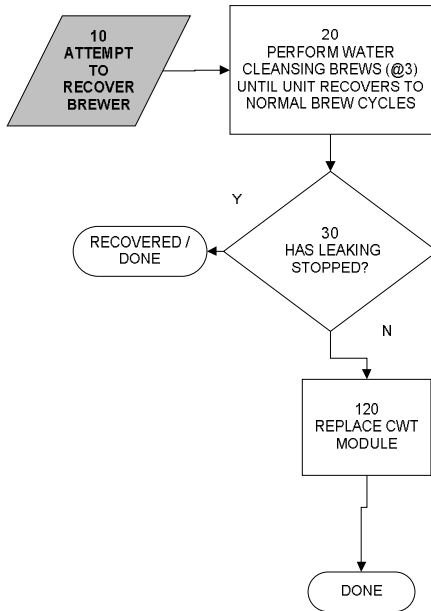
Symptom(s)

Cause(s) / Solution

1. Constant drip from K-cup holder.

Primary: This situation usually coincides with a HWT overflow, 'top-of-tank' situation. *This condition can correct itself; if it persists replace CWT Module as the vent valve is operating intermittently.*

Secondary: ENA has faulty check valve. / *Replace ENA.*



Trouble Shooting Logic Diagram VII - 1

PART VII – LEAKING – continued

Symptom(s)	Cause(s) / Solution
2. HWDV leaking from trough.	Primary: Valve is not closing properly. <i>Replace Valve kit if cleaning fails.</i>
3. HWT.	Primary: Pin hole leak in tank. Replace HWT Module. Primary: Tube leak. <i>Replace leaking tube.</i>
4. Tubing.	Primary: No clamp or improperly assembled clamp. <i>Replace as necessary.</i> Secondary: Cut or Torn. <i>Replace as necessary.</i>

PART VIII - ELECTRICAL / ELECTRONIC

Symptom(s)	Cause(s) / Solution
1. Burning smell.	<u>Primary:</u> PCB component overheat / ignition. Inspect main PCB and power PCB. / <i>Replace faulty board.</i> <u>Primary:</u> fuse holder burning / <i>Replace Power Mod.</i>
2. DC voltage components not working.	<u>Primary:</u> Transformer malfunction. <i>Replace transformer.</i>
3. One or more water level probe(s) is not recognized.	<u>Primary:</u> Loose connector or wires. <i>Inspect and correct, or replace connector (HWT Module) or main harness.</i> <u>Secondary:</u> Vent valve or air pump causing irregular water levels in HWT. <i>Reinitialize brewer to achieve proper operational sequencing.</i> <u>Primary:</u> HWT Module faulty. <i>Replace HWT.</i>
4. Fuse continuously blows.	<u>Primary:</u> Excessive current draw. <i>Replace HWT Module.</i> <u>Primary:</u> Bad fuse holder / <i>Replace Power Module.</i>
5. Will not power on.	<u>Primary:</u> AC power source disconnected. <i>Reconnect AC power source.</i> <u>Secondary:</u> Blown fuse. <i>Replace fuse.</i> <u>Secondary:</u> Faulty power switch. <i>Replace Power Module.</i>

PART VIII – ELECTRICAL / ELECTRONIC – continued

Symptom(s)	Cause(s) / <i>Solution</i>
6. K-cups not detected.	<u>Primary</u> : Blocked IR sensors. <i>Clean sensors.</i> <u>Secondary</u> : IR sensor broken or missing. / <i>Replace puncture mechanism module.</i>

PART IX - MECHANICAL

Symptom(s)	Cause(s) / <i>Solution</i>
1. Does not detect when handle is lifted.	<u>Primary</u> : switch connector not seated. / <i>Properly seat connector.</i> <u>Primary</u> : Faulty micro switch in Puncture Mechanism Module (PMM). / <i>Clean switch or Replace PMM.</i>
2. No bottom puncture.	<u>Primary</u> : Exit needle broken from K-cup holder. <i>Replace K-cup holder.</i>
3. No water flow to cold water tank.  <b>See part III, symptom 4, page 10 for logic diagram</b>	<u>Primary</u> : Water supply disrupted (check filter / IV screen / <i>Reconnect water supply.</i> <u>Secondary</u> : Flo-jet (or similar) water supply empty. <i>Replenish water supply.</i> <u>Secondary</u> : Mechanical float valve is plugged. <i>Clear valve or replace CWT.</i>
4. Loose operation of puncture mechanism.	<u>Primary</u> : Loose assembly. Tighten loose fasteners if possible. <i>Replace PMM if necessary.</i>
5. Sticking float magnet.	<u>Primary</u> : Debris caught between float and tank track. <i>Replace CWT Module.</i>

PART X - ERROR CODES

Symptom(s)	Cause(s) / <i>Solution(s)</i>
1. Error Code 1 – ‘EC01 CALL SERVICE’	<u>Primary</u> : Brew tank thermostat (auto reset TCO) open. Indicative of a heat control abnormality. <i>Brewer will not shut down with SW versions above 2.44. Above 2.44 the brew will shutdown. Replace HWT &amp; PCB Modules.</i>
2. Error Code 2 – ‘EC01 CALL SERVICE’	<u>Primary</u> : Preheat tank thermostat (auto reset TCO) open. Indicative of a heat control abnormality. <i>Brewer will not shut down with SW versions above 2.44. Above 2.44 the brew will shutdown. Replace HWT &amp; PCB Modules.</i>

PART X – ERROR CODES – continued

Symptom(s)

Cause(s) / Solution(s)

3. Error Code 3. – ‘DESCALE REQUIRED’

Primary: Descaling required. Brew times have risen above specification indicative of a clogged brew path. *Brewer will not shut down. Follow descaling procedure.*

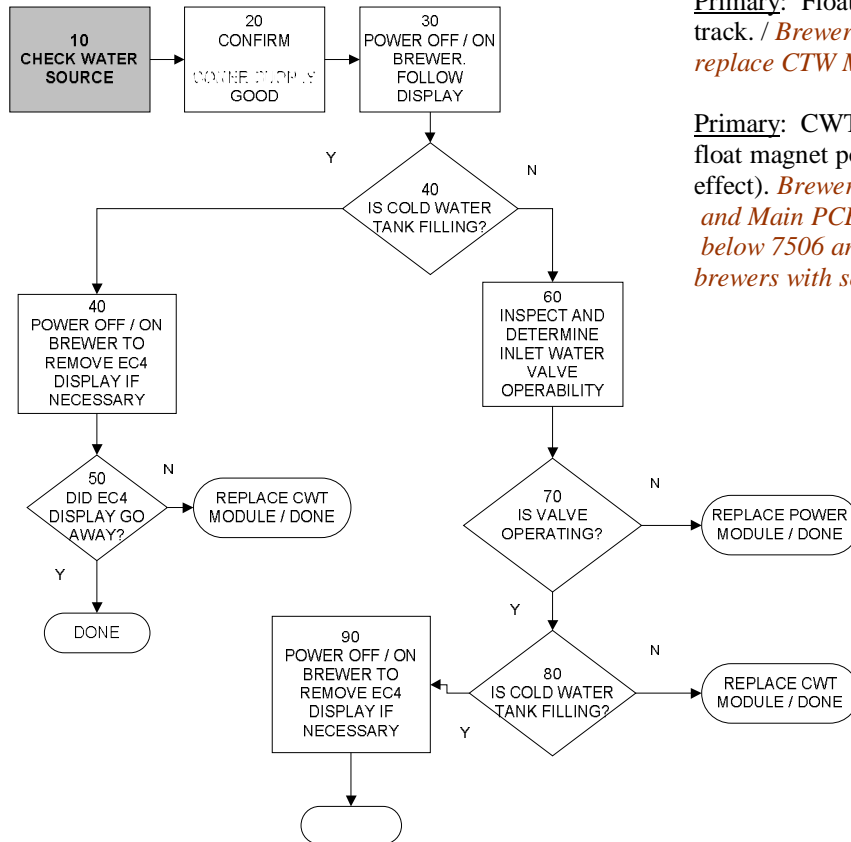
4. Error Code 4 – ‘CHECK WATER SUPPLY’

Primary: Water supply disrupted (check filter & IV screen). *Brewer will not shut down. Reconnect municipal water supply.*

Secondary: No water supply (pump). *Brewer will not shut down. Replenish Flo-jet (or similar) water supply, and / or power on pump.*

Primary: Float magnet suck in down position in its track. / *Brewer will not shut down. Inspect and replace CTW Module if necessary.*

Primary: CWT Proximity switch is not detecting float magnet position (non-uniform float magnet field effect). *Brewer will not shut down. Replace CWT and Main PCB in brewers with serial number below 7506 and below. Replace Main PCB in brewers with serial numbers above 7506.*

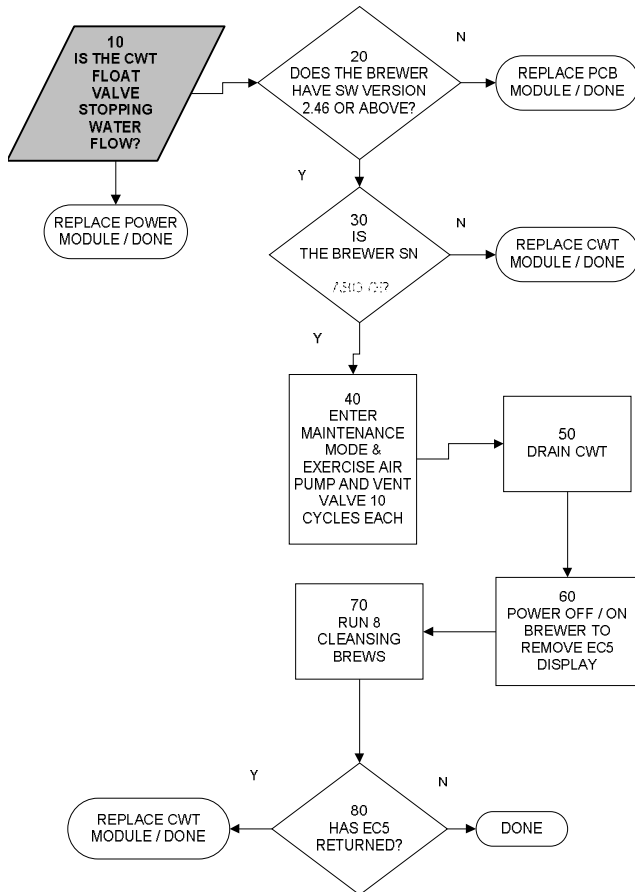


Trouble Shooting  
Logic Diagram  
X - 4

Symptom(s)

Cause(s) / Solution(s)

5. Error Code 5 – ‘EC05 CALL SERVICE’



Primary: Leaking inlet valve (mechanical float valve becomes water supply shut off). Confirm by removing enclosure and observe water level in CWT is touching the valve float. *Brewer will not shut down. Replace power module.*

Secondary: Intermittent vent valve operation. *Brewer will not shut down. Replace CWT and Main PCB in brewers with serial number below 7506. Replace Main PCB in brewers with serial number above 7506.*

Trouble Shooting Logic Diagram X - 5

6. Error Code 6 – ‘BREWER COLD PLEASE WAIT’

a) Preheat tank cold (< 37°F, 2.3°C). *Brewer will not shut down. Brewer should heat and recover.*

b) Thermistor faulty – brewer does not recover from cold state. *Brewer will not shut down. Replace HWT & PCB Module.*

7. Error Code 7 – ‘BREWER COLD PLEASE WAIT’

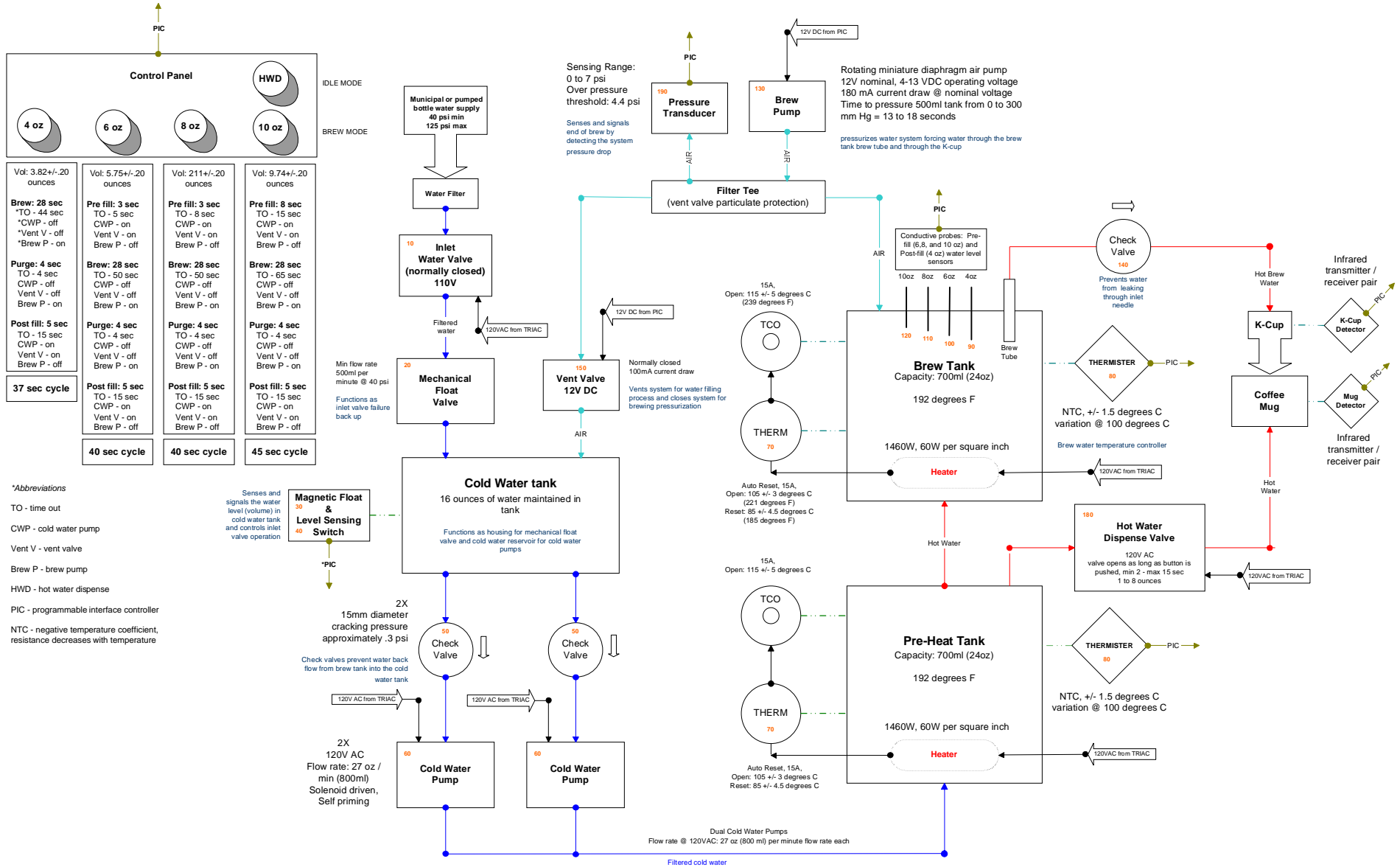
a) Brew tank cold (< 37° F, 2.3°C). *Brewer will not shut down. Brewer should heat and recover.*

b) Thermistor faulty – brewer does not recover from frozen state. *Brewer will not shut down. Replace HWT & PCB Modules.*

PART X – ERROR CODES – continued

Symptom(s)	Cause(s) / Solution(s)
8. Error Code 8 – ‘EC08 CALL SERVICE’	a) Preheat tank is hot (TRIAC shorted): > 240°F, 116°C TCO tripped. <b>Brewer shuts down.</b> <i>Check Power Module in test brewer. Replace Power Module.</i>
9. Error Code 9 – ‘EC09 CALL SERVICE’	a) Brew tank is hot (TRIAC shorted): > 240°F, 116°C TCO tripped. <b>Brewer shuts down.</b> <i>Check Power Module in test brewer. Replace Power Module.</i>

Print next page on 11” X 17” (B size) sheet for ease of reading



B3000 / B3000SE Brew State / HW Dispense Functional Diagram

12 JAN 2010