

## CBS-62H Coffee Brewer

**Maritime Version  
Rated IP44**



*Driven To Pioneer Innovation™*

# Troubleshooting

Brewing Problem	Possible Cause	Solution
<b>Brew handle</b> will not stay down	Power switch off.	-Turn switch on.
	No power to the brewer (Brewer lights are not illuminated)	-Make sure the brewer is plugged in. -Check the wall circuit breaker / reset -Turn the brewer power switch off then back on (it has an internal breaker)
	Bad timer or dispense latch assembly. (Brew light <b>does not</b> come on and handle won't stay down)	-Check for voltage reaching the timer from the dispense latch assembly if yes replace timer. If no, replace latch assy.
	Bad dispense latch assy. (Brew light <b>does</b> come on and handle won't stay down)	-Replace the dispense latch assembly
	Bad dispense latch assembly (brewer buzzes when in brew cycle)	-Replace the dispense latch assembly
<b>Brew handle</b> stays down but no water is dispensed	No water reaching the brewer	-Make sure the shut off valve is open. -Check water line for kinks; replace line if necessary -Check to see if filter is clogged by changing it.
<b>Short brew levels</b> EVERY BREW  (One or Both sides are affected and levels are <b>consistent</b> )	Flow discs in spray heads in upside down	-Reassemble spray heads - bumps on spray cutter face ↓ with flange on flow disc facing ↓
	Water filter clogged	(See details in next section)
	Spray head clogged	-Clean and or replace the sprayhead
	Timer/s are set too low	-Advance timers to proper level.
	Incoming Voltage is too low for timers to function at proper time sequences	-Reset wall circuit breaker as one side may drop out & not flag the breaker. -Call an electrician to find loose connections in the building
<b>Short brew levels</b> SOME BREWS  (One or Both sides are affected and levels are <b>erratic</b> )	Water filter clogged. (problem is worse during simultaneous brews)	-Replace water filter
	Weak dispense latch assembly (usually buzzes during cycle)	-Replace dispense latch assembly.
	Water pressure or flow rate is too low or fluctuates too much to support a full brew. (problem is worse in simultaneous brews)	-Make sure brewer has a dedicated water line -Ensure that the shut off valve is open all the way (Never use needle saddle valves) -Increase the diameter of the water line to the brewer and or find stable source.
<b>Brew Time required to fill LUXUS are not the same for both sides</b>	Brewer is not level	-With an accurate level, level the brewer front to back and left to right by adjusting the feet.
<b>High brew levels</b> EVERY BREW (overfills but does stop) SOME BREWS	Timer/s are set too high	-Adjust timers down to appropriate level
	Thermal server not empty	-Empty the server and try again
<b>Brew basket or filter overflows</b>		-Call FETCO Service Dept. to discuss. (800) 338-2699
<b>Weak Coffee</b>	Spray head missing	-Attach spray head assembly.
	Improper dose	-Measure and confirm correct dose
	Filter papers	-Make sure only one paper is used
	Cracked dispense tube	-See "spray head drips MAJOR", below
	Low brew temperature (Temperature inside the hot water tank is set to 205° F, the metal delivery system drops the temp.)	-Adjust thermostat so the water stream measured at the bottom of the brew basket, 1/3 of the way through the brew cycle, equals 190 degrees + or - 5 degrees
<b>Grounds not saturated</b>	Spray head missing	-Replace spray head
	Half batch used incorrectly	-Use smaller "half batch" brew basket -Discourage half batch use -Investigate the need for a smaller brewer
	Water Softener in use	-Move brewer water feed to a non-softened source.
	Degassing - extremely fresh coffee	-Call FETCO Service Dept. to discuss. (800) 338-2699
<b>No bypass</b> EVERY BREW → SOME BREWS →	Bypass valve closed	-Open bypass valve
	Flow disc wrong size or missing	-Correct or replace flow disc
<b>Spray head / brew basket drips either side or both</b> MINOR	Condensation around the sprayhead area	-Wipe sprayhead area after brewing; place an empty container under brew cone when not in use.
	Condensation from water tank dripping through dispense tube	-Insert an empty brew basket and server under brew heads when not in use

<b>Brewing Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
<b>Spray head / brew basket drips either side or both</b> MAJOR	Cracked dispense tube/s (This problem starts out minor but gets steadily worse)	-Replace both dispense tubes even if other side is not dripping
	Fill valve not sealing (Will drip even with power off.)	-See next section - "Brewer won't stop brewing", "Bad or stuck fill valve".
<b>Brewer won't stop brewing</b> (not same as high brew levels)	Dispense tube cracked	-See "sprayhead drips MAJOR" above
	Mechanical binding (brew handle stays down / brew light turns off at normal time)	-Re-align the brew handle / brass sprayhead tower / and dispense tube into a straight line by moving brass tower
	Water pressure over 75psi	-Place a water pressure regulator on the line and reduce to 20-75 psi
	Dispense tube drive screw off. A 2.5" screw that connects the handle to the dispense tube at the brass sprayhead tower. (handle returns up and brew lamp turns off but brewing continues)	-Ensure that the drive screw is straight (can be straightened by hand while still in the brew handle) and reconnect to the dispense tube. The flange that the drive screw engages MUST be held flat against the brass sprayhead tower, without being able to back out.
	Water level probe bad or encrusted with lime. (causes brewer to continue filling hot water tank which will overflow into the brew baskets)	-Clean lime build up on the probe tip and/or tank wall. (Holding the probe wire (green) from the probe end to the body of the brewer should stop the fill if the probe is bad but the liquid level board is good)
	Bad liquid level control board	-Replace the LLC board if grounding the probe end of the (green) probe wire to the body of brewer does not remove the voltage at the fill terminal on the LLC board.
	Bad or stuck fill valve	-Rebuild or replace the fill valve if no voltage is on the coil (it is not magnetic) and it still passes water to the tank. (Disconnect the outlet side to see if it leaks water to the tank)
<b>Coffee tastes too strong</b>	Incorrect dosage	-Measure and confirm the correct amount of coffee required
	Short brew levels	-See "Short brew levels", above.

<b>Temperature Problem (brewer only)</b>	<b>Possible Cause</b>	<b>Solution</b>
<b>See also LUXUS problems</b>		
<b>Brew water is cold / not hot enough, ready light is OFF.</b> (Before proceeding, make sure water tank refills when water is dispensed. The brewer will not heat unless the tank is full.)	No power to brewer.	-Make sure power switch is on. -Reset machine circuit breaker. -Check power connection. (plug or hard wire connection). -Check building circuit breaker. (Always reset breaker by switching off, then on.)
	Defective liquid level control board. (No power to thermostat).	-With power on, and water tank full, check LLC board for 120 volts on brown wire and neutral. Replace LLC board if there is no voltage.
	Bad connections on solid state relay. (No power to heaters).	-Check relay for burned or loose connections. Replace with high temperature connectors if necessary.
	Defective solid state relay. (No power to heaters).	-Check input and output voltages on relay. 120 volts on blue wire (input) but no voltage out to heaters indicates a bad relay.
	Bad heating element/s.	-Check amperage draw on heater wires. 0 amps = bad heater.
<b>Brew water is cold / not hot enough, ready light is ON.</b>	Bad Thermostat (the thermostat believes that it is at set temperature)	-Replace the thermostat and or thermal probe. It's not possible to trouble shoot the probe.
	Low brew temperature setting on thermostat	-See "Low brew temperature" under "Weak Coffee" section.
<b>Slow to recover temperature</b> (Ready light takes along time to come back on after brewing.)	Brewers with more than one heater can have just one fail	-Check amperage draw on heater wires. 0 amps = bad heater.
	Hot water tank limed up	-Remove access cover to the hot water tank and inspect for lime. Remove the brewer for shop de-liming if build up is thick.
<b>Boiling</b>	Thermostat set too high for altitude (Denver etc.)	-Reduce temperature setting to 3 degrees below boiling at your altitude
	Defective thermostat	-Replace the thermostat and or thermal probe. It's not possible to trouble shoot the probe.

<b>LUXUS TPD-1.5 Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
<b>LUXUS leaking from the base</b>	Overflow of coffee, or water from cleaning running down the side and collecting in the black plastic base (1.5 gallon LUXUS only)	-Remove the plastic base (it slips on and off) wipe the interior and plastic base dry and reassemble. Monitor brew practices & do not clean containers in sinks or dishwashers
	Bad O-ring gasket behind faucet shank (1.5 & 3 gallon LUXUS)	-Remove the faucet, then unbolt the faucet shank from the LUXUS and replace the O-ring.
<b>LUXUS leaking from sight gauge</b>	Brew level set too high	-Adjust timers for proper level
	Sight gauge cap not tight	-Tighten gauge cap (show operators how this could have been loosened when the vent cap was opened)
	Lower gasket missing or bad	-Replace and or discourage casual cleaning practices
<b>Coffee not hot enough</b>	LUXUS not preheated before first brew of the day	-Preheat the LUXUS 1/2 full with hot water and let stand for 15 minutes
	Attempting to hold coffee too long.	-Review discard times
	Using 1/2 batch on regular basis	-Encourage full batch use except at end of day or shift. Explore the need for smaller brewers
	Judging temperature from a sample that is too small, taken from an infrequently used LUXUS	-A small amount of coffee in the faucet body will cool in about 15 minutes.
<b>Drip from faucet</b>	Blockage in faucet (hair from cleaning brush, coffee oils, etc.)	-Remove faucet bonnet (top part with handle attached) and clean seat cup and faucet body. Clean on regular basis
	Faucet seat cup	-Remove faucet bonnet (top part with handle attached) and replace seat cup. Stained cups are OK cracked or brittle are not.
<b>Coffee won't dispense</b>	Vents closed on top of gauge tube and or twist lock cover	-Open vents (vents are closed only for transporting the servers or to extend holding times prior to serving coffee)