

Restarting Equipment after Emergency Shutdown

As operators start getting customers back up and running following emergency shutdown, they may be faced with an overwhelming task. This document is to help aid with common parts that may need to be replaced and provide some guidance on what to look for when restarting various models.

ACE, IA, FC, AK, AKH, R/L, 20:1, GX, GK, KB and NK Brewers:

Please read in entirety before restarting equipment!

Treat any recovery from emergency shutdown with more detail than a fresh install. Water levels could be depleted and in a dry fire status requiring tanks be filled before powering up (refer to installation and operation manuals if required for specific models). If the unit is not heating after startup, the high limit could be tripped and requires reset.

Newco does not recommend poly lines, as they can be transparent which allows light to possibly create algae growth in the water line feeding machine if used. These lines may need to be replaced or sanitized before feeding water into the equipment. Refer to separate attached document regarding filters (Pentair) and start up procedures before turning water lines back on. Water left in equipment can be drained and replaced. Further evaluation may be required to identify if sanitation is required.

If wanting to drain tanks, disassembly is required. Contact technical support group for assistance if not familiar with process. Open tank systems (Ace, IA, FC, KB and R/L) can all be turned over to drain after removing top cover and tank lid. Disconnect machine from power and water supply line before emptying water. Closed tank models (AK, 20:1, GX, NK, GK) can require more disassembly to drain. Check for any discoloration or odor in the dispensed water indicating that sanitization is required.

If equipment was started up without draining, cycle the brewer 3-4 times to cycle water that was in brewer. Further inspection inside tank might be required to identify if there is any sanitation required. The baskets and dispensers used should be thoroughly cleaned and sanitized especially if left with product.

After restarting equipment, check for any discoloration or odor indication sanitization being required. Below are common part numbers for heating circuit components and baskets.

Refer to sanitizing document for regular external cleaning to prevent surface contamination during normal operation. 70% alcohol wipes are sufficient.

110985 – 12 Cup Basket
(ACE, IA, FC, AK, R/L, 20:1, KB AND NK)
701714-BLK – 13x5 basket plastic (GX)

704215 – Thermostat (Ace, FC)
110190 – EGO thermostat (AK, R/L)
100551 – Robert Shaw thermostat 5"
(alternate thermostat for AK, R/L)

500502 – Robert Shaw thermostat 8" (NK and GK)
101299 – Sun/Peco Thermostat (GX)
773300 – Robert Shaw 5" assly (KB)

111592 – High limit horizontal spade connection
(R/L, NK, GK, KB)
111593 – High limit vertical spade connection
(Ace, IA, FC, 20:1, LCD, Bistro, FK, CX)
701305 – High Limit 25A (GX)

Liquid Coffee (LCD) Equipment

The power up procedures for all brewers with a tablet is listed inside the door of equipment on a label.

Any brewer that has a tablet will need the power switch left on to recharge tablet before it can be started back up again if tablet was left on and brewer power was lost.

Check inside the dispenser's door for any error codes that may be displayed. For touch screen models, errors will be visible on screen when powered up. Common errors could include filling or heating errors after unit has been idle for prolonged periods. E4 – Filling time out error, E3 – Heating time out error. Power cycling will reset any error and attempt to resume normal operation. Address water line issues / filter replacement prior to restarting machine.

If LCD Touch has been powered down without powering down tablet, the battery may have discharged. It will require turning power switch on to allow battery to charge. This may take 20-30 minutes to acquire enough charge for the tablet to power up.

Tank can be drained and refilled using drain tubes. LCD2 accessed through back panel, located below tank. LCD1 and Touch has a black plug on rear of machine attached to tube, it can be pulled out from back of machine.

External product hoses and internal pump assemblies may need to be sanitized as this product could spoil. Use open product at own risk after cleaning. It is recommended to dispose of any used BIB product and load fresh product into dispenser. The parts listed below will cover all the plumbing for liquid concentrate on LCD 1, LCD 2 and LCD Touch.

Running the cleaning cycle will flush out any product still in the machine. Running another cycle using a sanitizer will sanitize the lines. If product ceases to pump through system, the pump head assembly may need to be replaced. As a reminder, cleaning products to flush are not sanitizers, a separate solution using water and hypochlorite (bleach) can make a solution. Make sure product being used has proper sodium hypochlorite ratio for sanitizing. 2 tablespoons per gallon of water is a sufficient ratio to sanitize.

Refer to sanitizing document for regular external cleaning to prevent surface contamination during normal operation. 70% alcohol wipes are sufficient.

120493 – pump head kit (pump head / tubing)

104155 – pump head (pump head kit including motor)

120422 – External Tube assembly (includes JG elbow and Scholle fitting) 12" assly.

773213 – Drip Tray (LCD2)

773214 – Grid for Drip tray (LCD 2)

121304 - DRIP TRAY,LCD-1

121305 - GRID,DRIP TRAY,LCD-1

Bistro Equipment (B1&2, B10 and Bistro Touch)

The power up procedures for all brewers with a tablet is listed inside the door of equipment on a label.

Any brewer that has a tablet will need the power switch left on to recharge tablet before it can be started back up again if tablet was left on and brewer power was lost.

Check for error messages (inside door on B1&2, main display on B10 and Touch). Common error messages could include filling or heating errors due to machine being idle for prolonged period of time. Keep rest of paragraph. Bistro 1&2, E4 – Filling time out error, E3 – Heating time out error. B10 and Touch will display error on front display. Power cycling will reset any error and attempt to resume normal operation. Address water line issues / filter replacement prior to restarting machine.

If Bistro Touch has been powered down without powering down tablet, the battery may have discharged. It will require turning main power switch of dispenser to allow battery to charge. This may take 20-30 minutes to acquire enough charge for the tablet to power up.

Powder Hoppers will need to be removed and cleaned or if product has not been used for more than 1 week. Powder sitting idle will harden in hopper and potentially damage auger motors if not replaced with fresh product.. Sitting idle it will harden in hopper and risk damaging equipment if used.

Tank assemblies can be drained and refilled. Whippers will need to be disassembled and cleaned with hot, soapy water. Replace whipper shaft seal if hardened product was found in the whipper bowl. They all have drain tube connected to a black poly plug on bottom rear of machine. Pull clamp with tube, remove plug and open clamp to drain. Squeeze tube open if it has been clamped and not naturally opening at clamp point.

Running the cleaning cycle (liquid coffee) will flush out any product still in the machine. Running another cycle using a sanitizer will sanitize the lines. If product ceases to pump through system, the pump head assembly may need to be replaced. As a reminder, cleaning products to flush are not sanitizers, a separate solution using water and hypochlorite (bleach) can make a solution. Make sure product being used has proper sodium hypochlorite ratio for sanitizing, a couple tablespoons per gallon of water is a strong enough ratio.

Refer to sanitizing document for regular external cleaning to prevent surface contamination during normal operation. 70% alcohol wipes are sufficient.

121934	HOPPER ASY, BIST1	767195	WHIPPER MOTOR
767204	HOP ASY, 2LB MILK BISTRO 2	781566	SHAFT SEAL
767205	HOP ASY, 2LB CHO BISTRO 2		
123101-10	HOP ASY BISTRO 10 & 10T RIGHT	121304	DRIP TRAY (B1&2)
123102-10	HOP ASY BISTRO 10 & 10T LEFT	121305	GRID,DRIP TRAY (B1&2)
123422-10	HOP ASY,RT,BISTRO 10T3		
123425-10	HOP ASY,LFT,BISTRO 10T3	784025	DRIP TRAY (BISTRO 10, 10T, 10T3)
123429-10	HOP ASY,CTR,BISTRO 10T3	123002	GRID,DRIP TRAY (BISTRO 10, 10T, 10T3)
		767195	MOTOR,WHIPPER
		781566	SEAL,WHIPPER SHAFT

Pod Brewers (CX and FK)

The power up procedures for all brewers with a tablet is listed inside the door of equipment on a label.

Any brewer that has a tablet will need the power switch left on to recharge tablet before it can be started back up again if tablet was left on and brewer power was lost.

Tanks can be drained via tube behind brew head. Turn water line back on if it was shut down, restart machine. It will fill and heat back up. Follow separate procedures for water line / filter on separate Pentair PDF.

(CX) Hoppers will need to be removed and cleaned out if product has spoiled or if product has not been used for more than 1 week. Powder sitting idle will harden in hopper and potentially damage auger motors if not replaced with fresh product. Sitting idle it will harden in hopper and risk damaging equipment if used.

Whippers will need to be disassembled and cleaned with hot, soapy water. Replace whipper shaft seal if hardened product was found in the whipper bowl.

Clean the brew mechanism using a Cafiza cleaning tablet. Insert tablet into brew mechanism and run 3-4 brew cycles to dissolve tablet, clean mech and rinse any remaining residue.

Waste bins and drip trays should be cleaned in a sink with mild detergent.

Refer to sanitizing document for regular external cleaning to prevent surface contamination during normal operation. 70% alcohol wipes are sufficient.

780002 – WASTE BIN ASSEMBLY, INCLUDING DRIP TRAY (CX)

780170 – WASTE BIN ASSEMBLY (FK)

782169 – DRIP TRAY ASSEMBLY (FK)

780196 – HOPPER RH, MILK (CX)

780197 – HOPPER LH, COCOA (CX)

767195 – WHIPPER MOTOR (CX)

781566 – WHIPPER SHAFT SEAL (CX)

780585 – REFURBISHED BREW HEAD UNIVERSAL (FK)

780099 – REFURBISHED BREW HEAD UNIVERSAL (CX)

Café Espresso

Remove both the water reservoir and complete drip tray assembly and empty. Clean both assemblies in sink with mild detergent.

Refill and run brew head cleaning cycles using Urnex tablet.

Recommended to run descaling cycle to help flush out lines and descale from sitting. Descaling cycle will take up to 30 minutes to complete. Use Dezcal product which is available from Newco.

Remove milk frothing head and milk tubing from unit. Using Rinza cleaning product, soak frothing head, tubing and thermal container to clean and sanitize. Reassemble and run milk cleaning cycle.

Refer to sanitizing document for regular external cleaning to prevent surface contamination during normal operation. 70% alcohol wipes are sufficient.

Please contact Newco technical support for support. 800.556.3926.