

# VIPER FCB QUICK REFERENCE CREW CARDS



# QUALITY

## STANDARD SPECS

Ratio: 4.4 parts  
water to 1 part syrup

Brix: 13° +/- .5

Overrun: 80-110%

Temp: 24-28°F

Typical syrup best  
by date is 75 days  
from manufacture

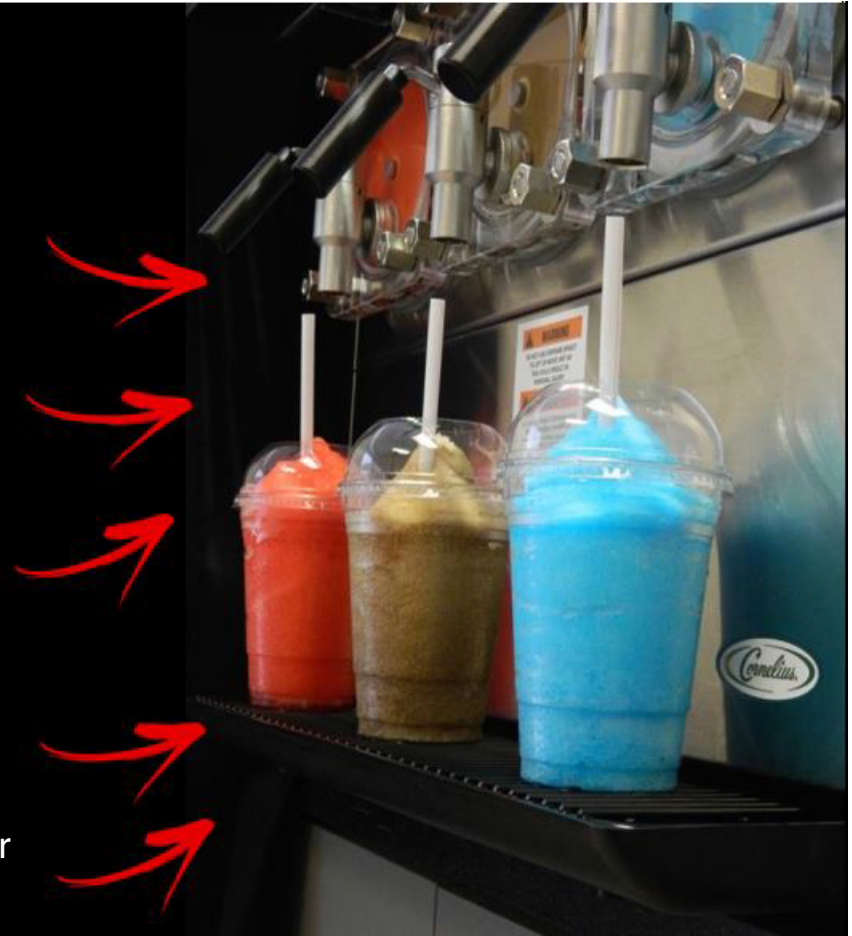
Does not collapse in the  
cup after dispense

Draws easily through  
a straw, no air gaps

“Stiff” enough to stack and  
form a dome above the  
brim of the cup

Uniform and consistent;  
syrup does not drain to  
the bottom of the cup

Free from off-taste and odor



# OK TO SERVE



# NOT RECOMMENDED TO SERVE



**If you see this condition immediately after defrost you may need to wait for 1-2 refrigeration cycles and dispense 1 or 2 cups of wet product for the system to recover. If this condition persists after waiting 2 compressor cycles, proceed to trouble shooting.**

# DAILY CLEANING

- Empty drip tray and rinse.
- Wipe exterior with clean towel and water (NOT SANITIZER)
- Wipe nozzle with clean sanitized towel.
- Spray sanitizer into nozzle opening.
- Purge product to remove any remnant sanitizer.



# MONTHLY MAINTENANCE

- Clean air condenser filter monthly.
- Open the merchandiser door
- Pull out the filter
- Wash in the 3 compartment sink
- Shake to dry
- Slide into place



# STATUS INDICATORS



**CALL SERVICE**



**DO NOT DISPENSE**



**OUT OF PRODUCT**



# DO NOT DISPENSE



- The Equipment is in defrost mode.
- Product is **Not Ready** to serve.
- The product will be soft / wet.
- Dispensing can / will cause the product ratio / brix change.
- This can cause the product / barrel to freeze.



# OUT OF PRODUCT



<u>Message</u>	<u>Probable cause</u>	<u>Corrective Action</u>
Syrup Out	BIB Syrup empty	Replace Syrup BIB
	BIB connector not properly seated	Tighten BIB connector
	CO2 cylinder valve closed	Open CO2 cylinder valve
	CO2 pressure to BIB pump low	See below
CO2 Out	CO2 cylinder valve closed	Fully Open CO2 cylinder valve
	CO2 tank near empty, low pressure	Replace / refill CO2 cylinder or changeover to back up
	CO2 supply pressure low	Qualified technician to correct / adjust
H2O Out (water)	Water supply valve closed	Open water valve.
	Water filter dirty or blocked	Replace water filter
	Water booster pump off / not connected.	Connect or turn ON water booster pump
	Water booster pump not working	Call for service
	CO2 cylinder valve closed	Open CO2 cylinder valve
	CO2 pressure to BIB pump low	See below

# SYRUP

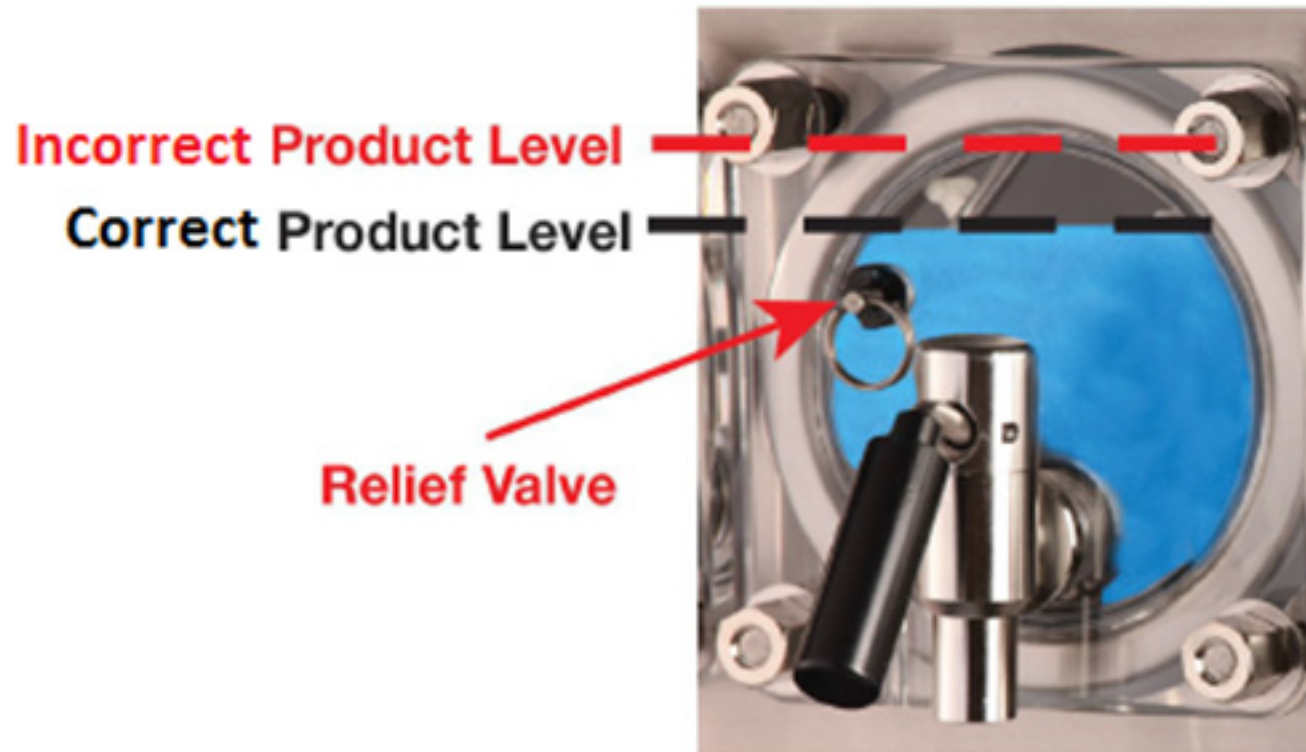
- FCB syrups are formulated to expand when dispensed
- Fountain are not recommended for use for the following reasons:
  - Reduces Profits – You will actually be putting more syrup to each drink
  - Reduce beverage quality. The taste profiles and sensory experience will not be the same.
  - Use of un-approved products increase the chances for a barrel freeze.



# TROUBLESHOOTING

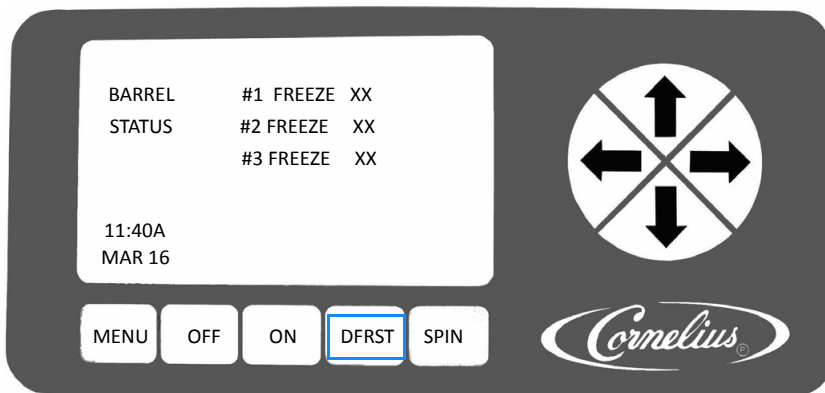
<u>Symptom</u>	<u>Probable cause</u>	<u>Corrective Action</u>
Wet Product	Just completed defrost	Wait for 2nd / 3rd cycle
Dry or light product	Not enough syrup (Low Brix)	Call for service
	High Barrel Pressure	Call for Service
Not Pouring	Ice crystals blocking dispensing valve	Defrost barrel
	Product too stiff	Defrost barrel, Purge several cups of product from barrel
Dispensing Valve Leaking	Ice crystals blocking dispensing valve	Defrost barrel
Relief Valve Leaking	Not seated correctly, Too much product in barrel.	Pull and twist valve, Purge product from barrel

# BARREL FILL HEIGHT



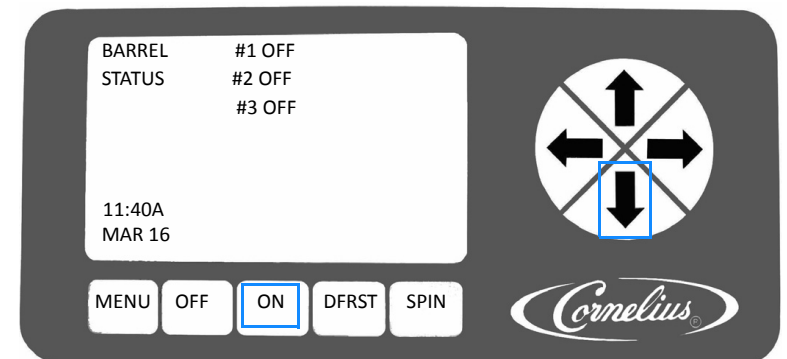
# CLEARING A FROZEN NOZZLE - DEFROST

- Scroll to problem barrel
- Press defrost button (may require multiple defrosts)
- When completely thawed, open dispense valve to purge ice crystals
- Press ON button to return to operation



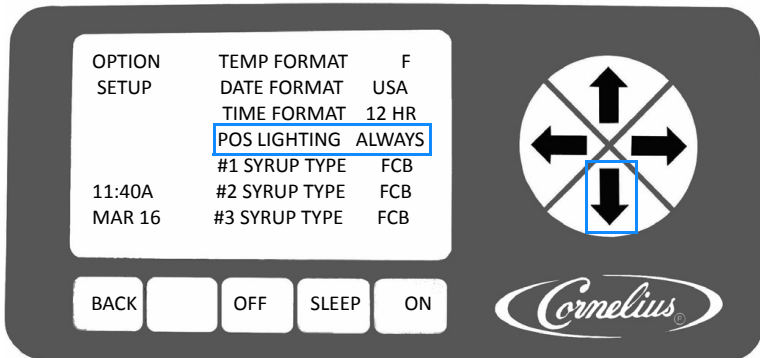
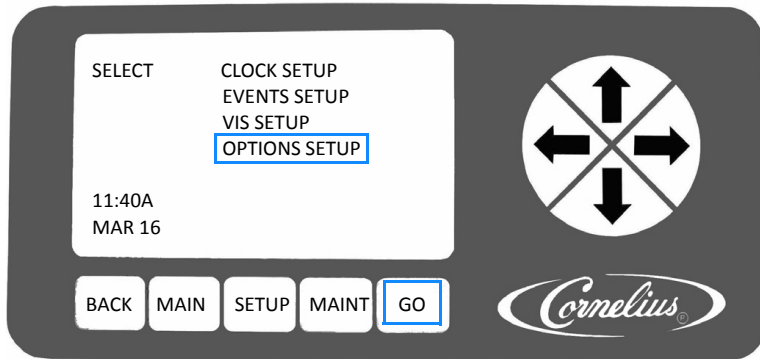
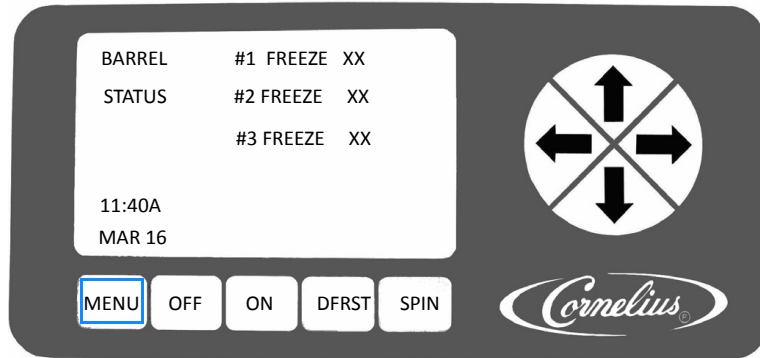
# POWER LOSS

- If power is removed from the unit and then restored, the equipment will recover with the barrels in the off position. To return the equipment to operating, all barrels should be turned on.
- Use the arrow key to highlight each barrel and then press the “ON” key.
- If you do not see all 3 barrels in the display call Cornelius Technical Service at 1-800-238-3600





# POS LIGHTING



Caution – The setup menu provides access to critical machine settings that ensure proper operation. Follow the instructions closely. Do not change other machine settings. Doing so may effect product quality and result in a service call. These functions are not intended for use by crew.

The POS Lighting can be turned on or off through the OPTIONS SETUP feature.

The option set up menu can be accessed by pressing the MENU key. Once in MENU, use the arrow key to move to OPTIONS SETUP, then press the GO key.

To turn off the merchandiser lighting, press the OFF button while the POS LIGHTING field is highlighted. To turn on the merchandiser lighting permanently, press the ALWAYS button. To turn the merchandiser lighting on and off with the Sleep settings, press the SLEEP button.

## CALL SERVICE



### Phone Support (troubleshooting)

- Cornelius Technical Service 1-800-238-3600 M-F 8Am – 5PM

### On Site Service Support

**Service Company Place Label Here**