Equipment Maintenance and Troubleshooting Steps

Following proper Preventative Maintenance steps can help reduce the need for dispatching repairs.

In case there is a problem with equipment at the store, manager and employees should follow these troubleshooting steps before dispatching any Work Order. These are the most common equipment with issues.

**HVAC**

Do not set temperature below 72 F.

All managers are requested to change filters at HVAC ones a month. Make a schedule and write down when filters were changed. For example:

<table>
<thead>
<tr>
<th>Date filters changed</th>
<th>Name</th>
<th>1/2/13</th>
<th>2/3/13</th>
<th>3/2/13</th>
<th>4/1/13</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td>Mary</td>
<td>Keith</td>
<td>Mary</td>
<td>Mary</td>
<td></td>
</tr>
</tbody>
</table>

If there is problem with HVAC:

**Step 1.** Check the breaker.

**Step 2.** Check temperature settings.

**Step 3.** Check if filter is dirty – it can make a/c stop working or not working effectively.

If it is dirty, change it. Turn a/c on and see if it starts cooling.

**Step 4.** Shut a/c off for 2-3 hours. It can be frozen because of the differences in day & night temperatures. It needs to unfreeze. Turn a/c on and see if it starts cooling.

**Step 5.** After first 4 steps performed and HVAC is still not working, submit work order.

**Sandwich Unit**

If temperature is too high:

**Step 1.** Check the breaker; reset it; make sure the equipment is plugged in and there is a power to the outlet.

**Step 2.** Check coils. If they are dirty, clean them with the brush.

**Step 3.** Reset the sandwich unit.

**Step 4.** Check if bins are too full with food, rotate the bins.

**Step 5.** Cover product for 30 minutes, and then check the temperature.

**Step 6.** After first 5 steps performed and sandwich unit temperature is still high, submit work order.
Walk-In and Reach-In Coolers and Freezers

If gaskets and hinges are torn on the equipment, Manager should submit a work order requesting to order new parts. After the parts delivered, managers should submit a work order to install the parts.

If temperature inside the coolers and freezer are higher than required:

**Step 1.** Check the breaker; reset it; make sure the equipment is plugged in and there is a power to the outlet.

**Step 2.** Check if the equipment is in defrost mode.

**Step 3.** Ask employees if the cooler/freezer was open longer than usually. If it was, check temperature in 30 minutes.

**Step 4.** Check coils. If they are dirty, clean them with the brush. Check temperature in 30 minutes.

**Step 5.** Check the door closure and make sure the hinges are tight. If they are loose, tighten them with screw driver. Check temperature in 30 minutes.

**Step 6.** Check gaskets and threshold and make sure they are secure and connected.

**Step 7.** After first 6 steps performed and temperature is still high, submit work order.

Fountain

If fountain machine is not working:

**Step 1.** Check the breaker; reset it; make sure the equipment is plugged in and there is a power to the outlet.

**Step 2.** Call Coke for troubleshooting steps and repair

If there is any problem with flavors of the drinks:

**Step 1.** Check CO2 levels

**Step 2.** Check syrup

**Step 3.** If CO2 level is correct and syrup is fresh - Call Coke for troubleshooting steps and repair

If there is a popping noise:

**Step 1.** Check syrup

**Step 2.** Call Coke for troubleshooting steps and repair

If drain pan is stopped up:

**Step 1.** Clear the drain with air hose (see the Fountain Drain Cleaning Protocol sheet)

**Step 2.** If you are unable to clear drain, submit work order
If drain under the fountain counter is leaking:

Step 1. Check if none of the hoses are out of the drain. If hose it is out, put hose in the drain and see if it stopped leaking

Step 2. After first step performed and it is the drain stopped up, submit work order

Ice Machine

If ice machine is not making ice:

Step 1. Check the breaker; reset it; make sure the equipment is plugged in and there is a power to the outlet.

Step 2. Check to see if there is ice in the machine

Step 3. Check to see if the ice is jammed in shoot

Step 4. Check if filter on the back is clean

Step 5. Take front cover off, make sure white plastic is pushed in

Step 6. Run thru a cleaning cycle to reset it.

Step 7. After first 6 steps performed submit work order