

Troubleshooting: Cylinder CO2



Please review the common troubleshooting solutions below. If you need further or immediate help, please contact us via email at co2@askzephyr.com

Is it a cylinder or do you use microbulk tanks?

If you are not sure of the difference, is the tank smaller like an oxygen or helium tank, or is it so big that it looks like it would need to be brought in by a major piece of equipment? If it's small, you have a cylinder. If it is large enough to have to be brought in by a major piece of equipment, you have a microbulk tank. If microbulk, consult our microbulk troubleshooting page at askzephyr.com/resources.

If it's a cylinder, is the twist valve at the top open?

- *Your normal tank operating pressure is between 100-200 PSIG.*
- *Your tank pressure may be as high as 300 PSIG after CO2 delivery.*
- *The amount of CO2 in the tank is determined by reading the contents gauge located on top of the tank knuckle.*

Do you hear a popping sound?

Please call supplier for service.

Only carbonated water is dispensing

You are out of syrup. Please replace the bag in a box.

Check syrup bag in the box - does it need to be replaced?

If so, you will need to unhook the empty box and attach the nozzle to a new bag.

Is there frost on the cylinder?

Frost near the bottom of the tank is normal during periods of high CO2 draw (i.e., lunch or dinner rush). If frost appears continuously, there may be a leak in the beverage system.

The drink tower is not functioning

This is not a problem caused by your CO2 system. Please contact your fountain soft drink service agent for assistance.

Before calling for service on the cylinder:

Please check and record the following:

- *Tank contents*
- *Supply pressure*
- *Vessel pressure*

In case of emergencies:

If it is an emergency, it is necessary to shut the CO2 supply off and close the valve labeled GAS USE.