

# Troubleshooting: Microbulk CO2



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

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## **Is it a microbulk tank or do you use cylinders?**

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 it's a cylinder, consult our cylinder troubleshooting page at [askzephyr.com/resources](http://askzephyr.com/resources).

If it's microbulk, please check the gauges. They should read as follows:

- *The Supply Pressure Gauge should read between 95 to 120 PSI*
- *The Vessel Pressure Gauge should read between 125 to 300 PSI*
- *The Contents Gauge should read EMPTY TO FULL (just like a gas gauge)*
- *If any of the gauges read outside of these, the tank does not have enough pressure to push the CO2. A call to the supplier will need to be made.*

## **Do you hear a popping sound?**

Please contact your soft drink service agent.

## **Are the other items being run by CO2 working correctly?**

Examples would be: Cups, drive-thru window (if applicable based on type of business).

## **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.

## **Can you switch to a backup tank to override BULK tank?**

The backup tank may be found by the fountain/syrup boxes. There is a switch located near the top of the tank that would need to be turned on in order to switch from the main tank to the back up.

## **Is there ice on the bulk tank?**

Frost is normal during times of high CO2 demand (lunch or dinner rush). The presence of frost just after opening in the early morning hours, during slow periods, or if the frost is CONSTANTLY present is NOT normal. A call to the supplier will need to be made.

## **Think you may have a leak in one of the hoses?**

You can test this theory by performing the following spray test: Create a mixture of soap and water and place it in a spray bottle. Next, spray the mixture on all of the hoses and around the gauges. If there are bubbles, that indicates a leak.

## **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.

## **The tank was recently filled and it quickly ran out of CO2.**

Each time a bag in box syrup container is replaced, the fitting should be cleaned thoroughly in warm water to remove syrup build up. This allows the check valve in the fitting to close when the bag in the box is empty or removed.