COCA-COLA NORTH AMERICA EQUIPMENT BULLETIN
SERVICE

DATE: December 14, 2020 **NUMBER:** SERV-376

SUBJECT: Stalled G55 Pump Troubleshooting Process

SITUATION

After inspecting several G55 BIB pumps that were returned due to being defective, we determined the pumps were not actually defective but instead were in a *stalled* state. Many of these pumps did not need to be replaced and could have been **repaired** at the location.

ACTION

Please follow the attached troubleshooting guidelines before deeming a G55 pump defective.

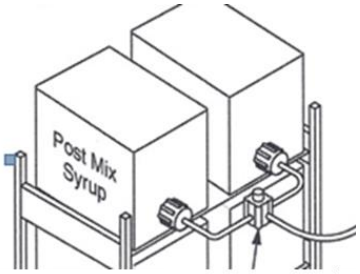
WARNING: You will be working with a pump driven by CO_2 gas.
If a leak occurs, CO_2 can displace oxygen and contaminate the atmosphere. Levels of exposure from concentrations as low as 4% CO_2 is considered IDLH (Immediately Dangerous to Life or Health), as defined by The National Institute for Occupational Safety and Health (NIOSH). These levels can be lethal and are most likely to occur in the following situations: areas with poor ventilation, confined spaces, storage rooms, basements and cellars where heavier gas such as CO_2 can collect and displace oxygen, areas where a large gas leak occurs or when a relatively small leak continues over a long period and remains without dispersion, and areas where larger amounts of CO_2 are stored (bulk tanks).

The risk relating to a CO_2 leak in a food service location such as a restaurant or cafeteria depends on many factors, including the design and layout of the facility and the level of ventilation in the area. These and other hazards can be evaluated and addressed by performing a risk assessment. For more information refer to the Xylem CO_2 Safety Bulletin (LINK).

1. *Wear eye protection and proper PPE (Personal Protective Equipment).*
2. *Be sure area where work is performed is well ventilated.*
3. *Alert someone outside the working area that you will be working with CO_2 and where the main shutoff valve is for the CO_2 supply in the event assistance is needed.*

If pump is stalled and not operating, follow the steps on Page 2–3.

1. If an Automatic Switchover Valve (ASV, aka Transfer Valve) is installed, before taking any action, verify the ASV is not connected to an empty BIB.

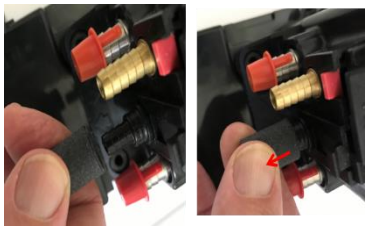


Transfer Valve

   a. If it is connected to an empty BIB, manually switch the valve to a BIB with syrup.
      ASV may need to be cleaned or replaced.
   b. If pump and ASV are operational, action is complete.
   c. If pump does not operate, proceed to next steps.

2. Release vacuum on suction side (Tygon/BIB connector) of BIB system. Verify it is connected to a BIB with syrup.
   a. Remove BIB connector from BIB.
   b. Press in on the BIB connector valve and hold open for 3–5 seconds.
   c. Reconnect BIB connector to BIB.
   d. Operate dispensing valve to see if syrup pumps.
      i. Check water/syrup ratio to verify proper syrup flow.
      ii. Adjust water/syrup ratio as needed.

3. Check exhaust muffler for blockage or restriction.



   a. Remove muffler from exhaust port and check pump operation. If pump runs and syrup dispenses properly, replace or clean the muffler (CCP# 162231).
   b. If pump exhaust ports are connected by manifold to route exhaust gas outside, check to see if exhaust manifold is blocked.
      i. Remove any blockage.
      ii. Consider adding a protective mesh cover (such as a muffler) over the open end of the exhaust gas manifold to prevent similar blockage. Avoid any gas restrictions.

4. Remove CO_2 inlet fitting. CO_2 will release but should immediately stop. A short “puff” should be all that is heard.

   a. If CO_2 continues to flow, re-insert inlet fitting immediately and turn off CO_2 tank.
   b. With CO_2 tank Valve closed, remove CO_2 inlet fitting for inspection.

5. Inspect CO_2 inlet fitting. If the fitting looks different than the one pictured below, it is not a genuine Flojet fitting and must be replaced.

   a. See Flojet G55 CO2 Inlet Fittings (Tech Talk 2016-03-21), attached to the Coca-Cola Parts Manual for Flojet BIB Pumps for details.

   b. Reinstall a genuine Flojet CO_2 inlet fitting.

6. FINAL CHECK: Operate dispensing valve again to see if syrup pumps.

   a. Check connection of BIB connector to BIB.

   b. Check water/syrup ratio to verify proper syrup flow.

   c. Adjust water/syrup ratio as needed.

7. If none of the steps above resolve the problem, replace pump and return the defective pump to Xylem, with information about the installation.

   a. Customer location name and address.

   b. BIB product name connected to pump.

   c. Photo of pump connected to BIB (including BIB connector).

   d. S/N date code from the label. The S/N is on a silver foil label with the G55XXXX model number.

   e. Your contact information for questions about pump being returned.

   f. Contact Rynie Lagaras (Rynie.Lagaras@Xyleminc.com) for Return Authorization.

FOR ADDITIONAL INFORMATION CONTACT:

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