

TROUBLESHOOTING GUIDE INDEX

CTP / JBT PANEL ISSUES

Screen is blank or frozen

Screen is on, but program is not running

Program keeps crashing, looping or fails to load

Panel asks for password; password does not work

JBT Panel will not transfer files

Error Message: "Switch Port Malfunction"

Error Message: "Unfortunately Flavor Burst Has Stopped"

Error Message: "SD Card Not Synchronized"

PRODUCT QUALITY ISSUES

Flavor is too thin, too light, or not strong enough

Product appears to have enough syrup, but has little or no flavor

Flavor is too strong or too dark

Product dispenses too quickly or too slowly

None of the syrups dispense, but the Motor runs when product is drawn

None of the syrups dispense and the Motor does not run when product is drawn

A specific syrup does not dispense, but others do

Soft Serve "striping" systems – Syrup stripes do not stick or they look runny

Blend or Beverage systems - Syrup is not blending well with the product

There is flavor carry-over from one serving to the next

There is too much unflavored product at the end of a timed serving

SYRUP AND PRODUCT LEAKS

Product leaks from the Spout Adapter

Syrup leaks from the Injector / Blending Head

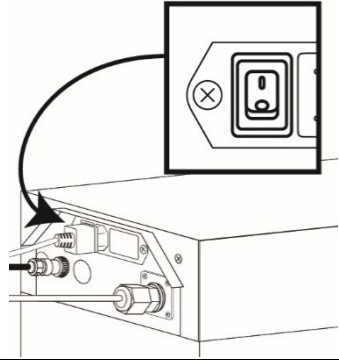
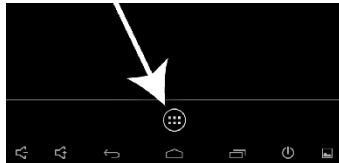
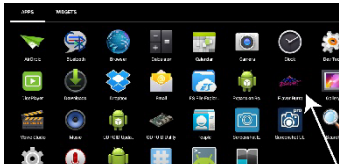
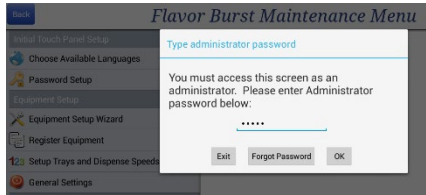
Product leaks below the Injector / Blending Head or under the Gear Box

Syrup leaks from behind the manifold coupler or from the syrup port

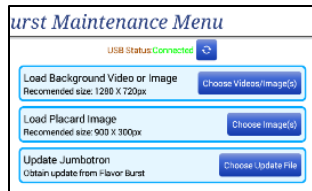
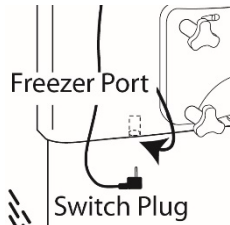
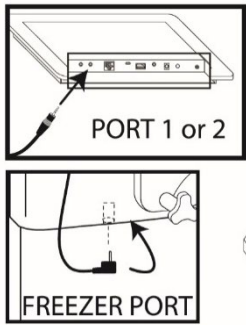
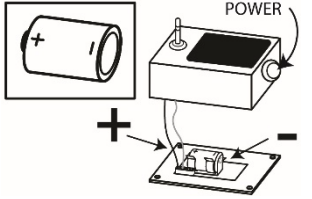
Syrup bag is leaking

Syrup bags and syrup lines won't connect



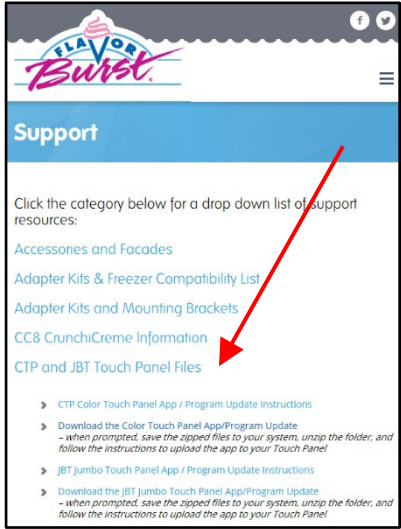
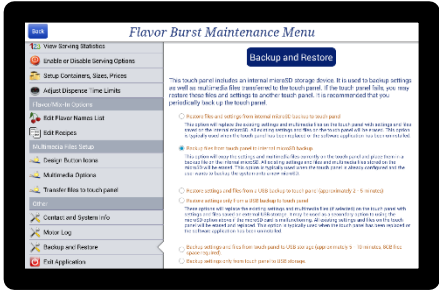
CTP / JBT PANEL ISSUES

PROBLEM	CAUSE	SOLUTION
Screen is blank or frozen.	Program may have overloaded temporarily.	Turn off the whole system (power switch located at the back of cabinet), wait a few seconds, and turn it back on.  the
	Panel, board, driver, or power entrance module may be defective or a fuse may be blown.	If the Panel is still non-responsive, you may have a blown fuse on the driverboard. Call your local distributor for service.
Screen is on, but Flavor Burst program is not running.	Flavor Burst program may have closed.	Restart the app by touching the Flavor Burst logo and agreeing the “Terms of Use” If you do not see the Flavor Burst app, touch symbol at the bottom of screen to see the available apps.  to  the the
Program keeps crashing, is in an endless loop, or fails to load.	CTP / JBT panel or program is malfunctioning.	Reset your Panel by going to SETTINGS and do a FORCE STOP or CLEAR DATA. Restart your Panel.
		Call your local distributor for service.
Panel is asking for a password and/or the password does not work.	Password protection has been activated and/or the password has been changed.	The password protects certain programming areas and can be changed by the administrator. To remove the password protection on some Maintenance Menu areas, see the “Password Setup” section of the Maintenance Menu. If you forgot the password, contact Flavor Burst to learn or reset the password (authorized operators only). 

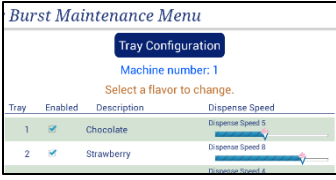
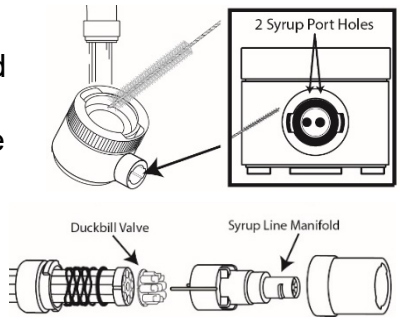

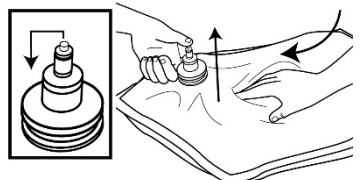
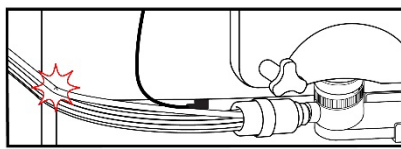
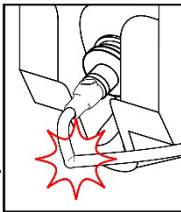

CTP / JBT PANEL ISSUES - *continued*

PROBLEM	CAUSE	SOLUTION
JBT Jumbo Touch Panel will not transfer files.	The files are large and need a longer time to transfer from the flash drive.	Power down the JBT Panel. Insert the flash drive. Power up the Panel and proceed to transfer the files as usual. If even after allowing enough time, the files still will not transfer, contact the Flavor Burst Company. 
Error Message: "Switch Port Malfunction"	Condensation from the freezer has caused corrosion in the freezer switch port and/or draw switch plug, causing it to malfunction.	Inspect the switch cable plug and the freezer port for signs of corrosion. If present, call your local distributor for service. 
	The switch plug may not be fully engaged in the freezer or panel ports. Or the switch is plugged into the wrong Touch Panel port.	Ensure the switch cable is fully inserted the freezer port and into the correct switch port on the CTP panel (there two ports – try them both). 
	The wireless switch box is turned off, needs a new battery, or is defective.	If using the wireless switch box, make sure power button on the box depressed and that the battery isn't dead. 
	The switch may be defective.	If none of the above suggestion work, use the draw handle switch from the Spare Parts Kit. Connect it to the port on the CTP panel (there are two ports – try both). If the draw handle switch fixes the problem, use it as a temporary replacement until a new switch cable is ordered.
	Panel, board, driver, or power entrance module may be defective.	If the draw handle switch does not work, Call your local distributor for service.

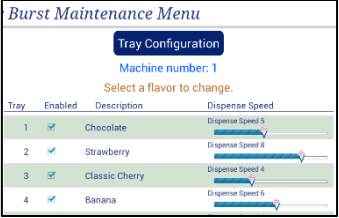
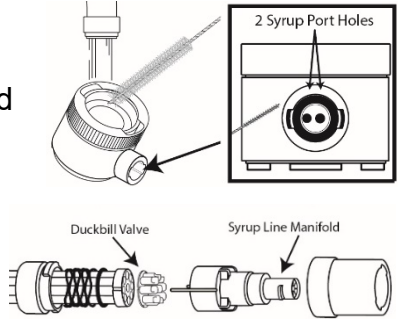
CTP / JBT PANEL ISSUES - *continued*

PROBLEM	CAUSE	SOLUTION
Error Message: “Unfortunately Flavor Burst Has Stopped”	Program temporary overloaded.	<p>If the panel has closed Flavor Burst program, restart the app by touching the Flavor Burst logo and agreeing to the “Terms Use” If you do not touch the  symbol at the bottom of the screen to see the panel's available apps.</p> 
	Program may have a glitch. A newer version of the app may be available.	<p>Visit the SUPPORT section of www.flavorburst.com. Under “CTP and JBT Touch Panel Files”, follow the instructions on how update the program app to the newest version.</p> 
Error Message: “SD Card not Synchronized”	Changes to the program settings have not been backed up yet.	<p>Visit the Backup Restore section the Maintenance Menu and follow instructions to save your current settings the internal card.</p> 
	SD Card could have come loose or be defective.	<p>If you have attempted to save the settings but still see the message, Call your local distributor for service.</p>

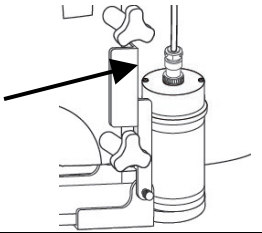
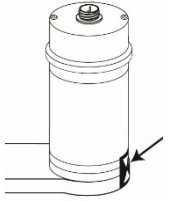
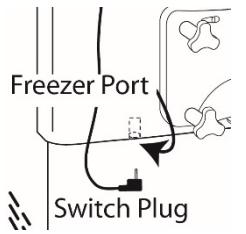
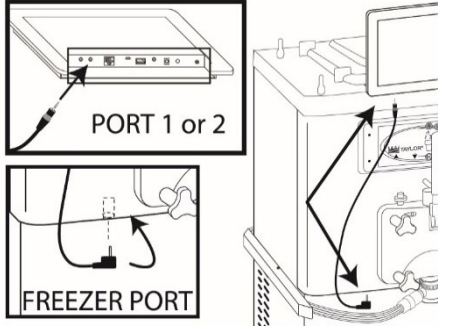
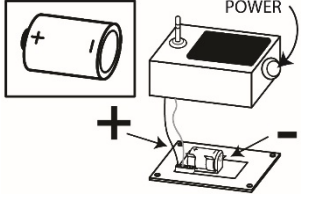
PRODUCT QUALITY ISSUES

PROBLEM	CAUSE	SOLUTION
Flavor is too thin, too light, or not strong enough.	The Flavor Burst system may not be dispensing enough flavoring per ounce of product.	<p>Increase the dispense rate of the flavor in the Maintenance Menu “Setup Trays & Dispense Speed.”</p> 
		Slow down the freezer’s product flow rate.
	Syrup bag is empty.	Check the syrup bag and replace if empty.
	Syrup is expired.	Exchange with new syrup and prime the line.
Syrup ports may be partially clogged.	Soak, clean and sanitize the Injector/Blending Head and Syrup Line Manifold Assembly according to the instructions in the Scheduled Maintenance section of the Manual. Ensure the holes inside the syrup port of the head, Duckbill Valve and manifold are clear of syrup.	
There may be an air pocket in the syrup bag or syrup line.	Prime the syrup line through the Maintenance Menu “Priming Functions” until syrup flows evenly. For air pocket in the syrup bag, remove the syrup bag and lay it on a flat surface. Lift the bag fitment, press the fitment valve to open it, and slowly lower the fitment until the air pocket is gone.	 
Syrup line may be pinched or clogged.	Check the syrup lines of the 9-Tube Assembly from the spout to the back of the unit and ensure none of them are pinched. Also, check that the syrup line connected directly to the syrup bag fitment is not pinched. Check all lines for clogs due to syrups gelling in the lines.	 
Product appears to have enough syrup, but has little or no flavor.	Syrup that sits for a long period of time in the syrup lines can lose their flavor.	<p>Prime the line with fresh syrup through the Maintenance Menu “Priming Functions.”</p> 

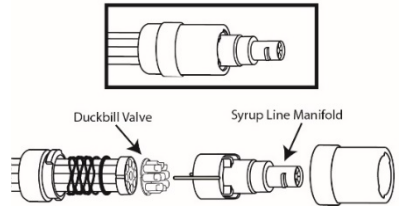

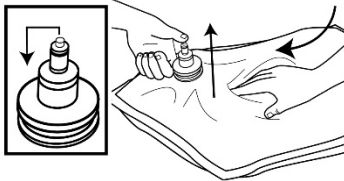
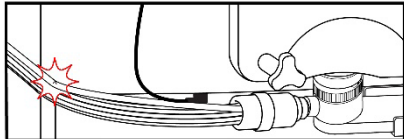
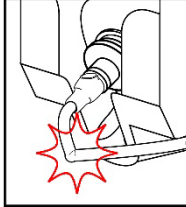
PRODUCT QUALITY ISSUES - *continued*

PROBLEM	CAUSE	SOLUTION
Flavor is too strong or too dark.	The Flavor Burst system may be dispensing too much flavoring per ounce of product.	<p>Decrease the dispense rate of the flavor in the Maintenance Menu “Setup Trays & Dispense Speed.”</p> 
		Increase the freezer’s product flow rate.
Product dispenses too quickly (product looks mushy or wet) or too slowly (syrup globs up or doesn’t blend well).	Product temperature may be too cold or too warm.	<p>Adjust the freezer’s temperature for the product’s ideal temperature:</p> <p>Soft Serve stripe: 17° to 20°F (-8.3° to -6.7°C) Soft Serve Blend: 16° to 19°F (-8.9° to -7.2°C) Shake: 22° to 24°F (-5.5° and -4.4°C)</p>
	The freezer’s flow rate needs to be adjusted.	<p>Increase or decrease the freezer’s flow rate.</p> <p>NOTE: The Flavor Blend systems require a very slow draw rate in order to blend syrups properly.</p>
	The overrun (amount of air whipped into the base product) is not optimized.	If your freezer allows, adjust the overrun and add in more air for a more stable product.
None of the syrups dispense, but the Motor runs when product is drawn.	Syrup ports may be clogged.	<p>Soak, clean and sanitize the Injector/Blending Head and Syrup Line Manifold Assembly according to the instructions in the Scheduled Maintenance section of the Operations Manual. Ensure the holes inside the syrup port of the head, the Duckbill Valve and the manifold are clear of syrup.</p> 
	The system may not have been properly winterized / syrup solidified in the pumps and lines.	Call your local distributor for service.
	Sanitizer solution freezes inside the syrup port orifices when the SPOUT FLUSH function is used frequently in high volume situations.	<p>Call Flavor Burst – we are working on solutions.</p> <p>In the meantime, instead of using SPOUT FLUSH between servings to prevent flavor carryover, dispense a small amount of unflavored product into a container and discard.</p>


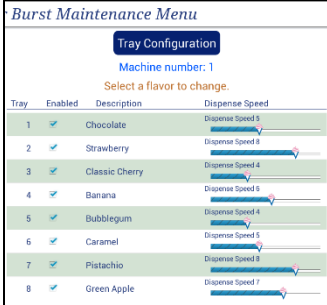
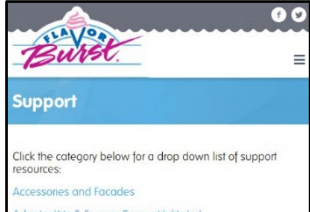
PRODUCT QUALITY ISSUES - *continued*

PROBLEM	CAUSE	SOLUTION
None of the syrups dispense and the Motor does not run when product is drawn.	The Motor is not fully connected or seated properly in the gear box assembly.	Connect the motor cable to the connection on top of the Motor. 
		Remove, realign and install the Motor in the gear box. Line up the arrow mark at the bottom of the Motor with the one on the gear box. 
	Condensation from the freezer has caused corrosion in the freezer switch port and/or draw switch plug, causing it to malfunction.	Inspect the switch cable plug and the freezer port for signs of corrosion. If present, call your local distributor for service. 
	The switch plug may not be fully engaged in the freezer or panel ports. Or the switch is plugged into the wrong Touch Panel port.	Ensure the switch cable is fully inserted into the freezer port and into the switch port on the CTP panel (there are two ports – try both). 
	The wireless switch box is turned off, needs a new battery, or is defective.	If using the wireless switch box, make sure the power button on the box is depressed and that the battery isn't dead. 
	The switch may be defective.	If none of the above suggestion work, use the draw handle switch from the Spare Parts Kit. Connect it to the port on the CTP panel (there are two ports – try both). If the draw handle switch fixes the problem, use it as a temporary replacement until a new switch cable is ordered.
	The driver board, Panel, power entrance module or other electronic part may be defective or a fuse is blown.	If the draw handle switch does not work, Call your local distributor for service.

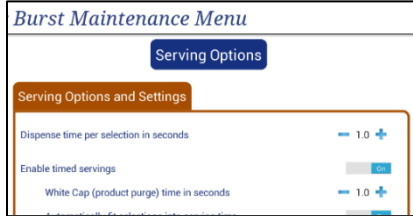

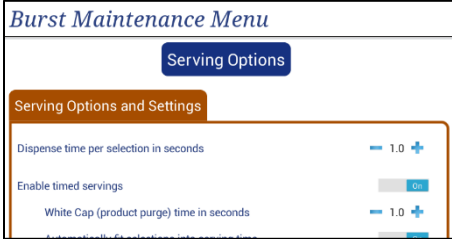
PRODUCT QUALITY ISSUES - *continued*

PROBLEM	CAUSE	SOLUTION
A specific syrup does not dispense, but others do.	Syrup bag may be empty.	Check the syrup bag and replace if empty.
	Syrup ports may be partially clogged.	<p>Soak, clean and sanitize the Syrup Line Manifold Assembly according to the instructions in the Scheduled Maintenance section of the Operations Manual. Ensure the Duckbill Valve and all ports at the end of the manifold are clear of residual syrup.</p> 
	There may be an air pocket in the syrup bag or syrup line.	<p>Prime the syrup line through the Maintenance Menu "Priming Functions" until syrup flows evenly. For air pocket in the syrup bag, remove the syrup bag and lay it on a flat surface. Lift the bag fitment, press the fitment valve to open it, and slowly lower the fitment until the air pocket is gone.</p>  
	Syrup line may be pinched.	<p>Check the syrup lines of the 9-Tube Assembly from the spout to the back of the unit and ensure none of them are pinched. Also, check the syrup line connected directly to the syrup bag fitment and ensure it also is not pinched.</p>  
	The system may not have been properly winterized and syrup solidified in the pump and/or line.	Call your local distributor for service.
	The pump may have malfunctioned.	Call your local distributor for service.

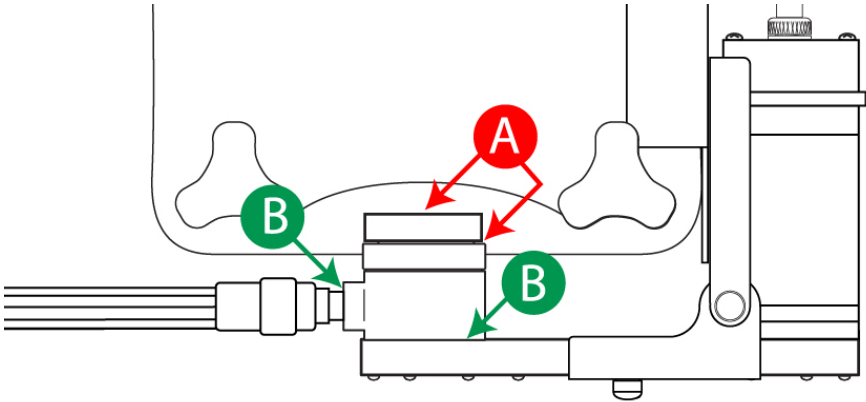
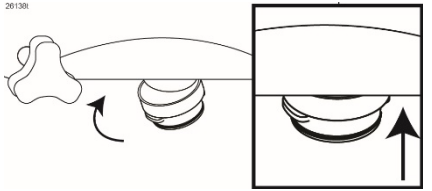
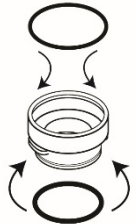
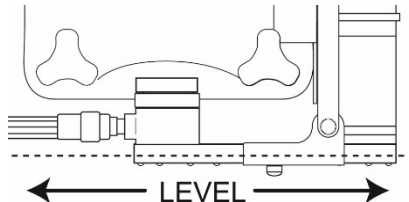
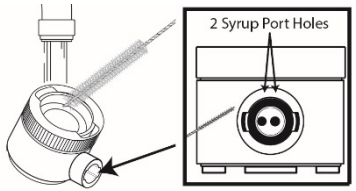
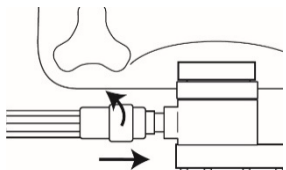
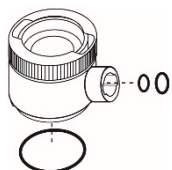
PRODUCT QUALITY ISSUES - *continued*

PROBLEM	CAUSE	SOLUTION
Soft Serve “striping” systems - Syrup stripes do not stick to the soft serve or they look runny.	The product temperature is too cold and the syrup will not adhere to the product.	Adjust the freezer settings so that the product temperature is between 17° and 20°F (-8.3° and -6.7°C)
	The product temperature is too warm and causes the syrup to run.	
Blend or Beverage systems - Syrup is not blending well with the product.	Gear Cartridge may be worn or malfunctioning.	Replace the worn Gear Cartridge with a new one from the Spare Parts Kit. Be sure to reorder any parts taken from the kit to keep it stocked.  (May have blending vanes)
	The freezer's flow rate and syrup dispense rate may not be balanced.	Slow down the freezer's flow rate and set the syrup dispense rate to a low number through the Maintenance Menu “Setup Trays & Dispense Speed.” If too much flavor is coming through, increase the product flow rate. If too little syrup is coming through, increase the syrup dispense rate until a good blend balance is found. 
	Product temperature may be too cold or too warm.	Adjust the freezer's temperature for the product's ideal temperature: Soft Serve Blend: 16° to 19°F (-8.9° to -7.2°C) Shake: 22° to 24°F (-5.5° and -4.4°C)
	Product's butterfat content might be too high.	Use soft serve mix with a 6% or less butterfat content. Soft serve product with a higher butterfat content creates great difficulty in the blending process and also causes a current draw that is not acceptable for some of our driver boards.
	If you are still having difficulties....	Visit the SUPPORT section of www.flavorburst.com for tips and tutorial videos. 

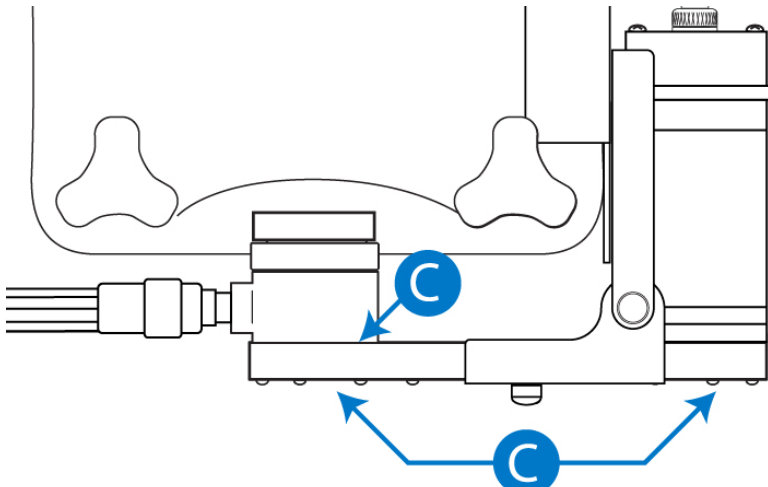
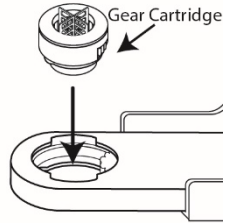

PRODUCT QUALITY ISSUES - *continued*

PROBLEM	CAUSE	SOLUTION
There is flavor carry-over from one serving to the next.	Syrup is being dispensed right up until the end of the serving, leaving residual flavor inside the Injector / Blending Head and Cartridge.	<p>Use Timed Servings with the White Cap option under the “Enable or Disable Serving Options” of the Maintenance Menu. Each serving is programmed to stop the syrup flow at a preset time based on the size selected. Adding the White Cap option will stop the syrup flow a little earlier and allow unflavored product to dispense at the end of the serving.</p> 
		<p>If you are already using the White Cap option, increase the White Cap Time in the “Enable or Disable Serving Options” section of the Maintenance Menu.</p>
		<p>If you do not want to use Timed Servings or the White Cap option, use the Flush Spout button between servings to clean the spout and Injector / Blending Assembly. Enable the Flush Spout button on the serving screen through the “Enable or Disable Serving Options” section of the Maintenance Menu.</p>  <p>Or, manually top the serving off with unflavored product by closing the draw valve near the end of the serving, opening the draw valve for a second, and then closing it again.</p>
There is too much unflavored product at the end of a timed serving.	The White Cap Timing is set to dispense too long.	<p>Go to the “Enable or Disable Serving Options” section of the Maintenance Menu. Lower the White Cap Time.</p> 

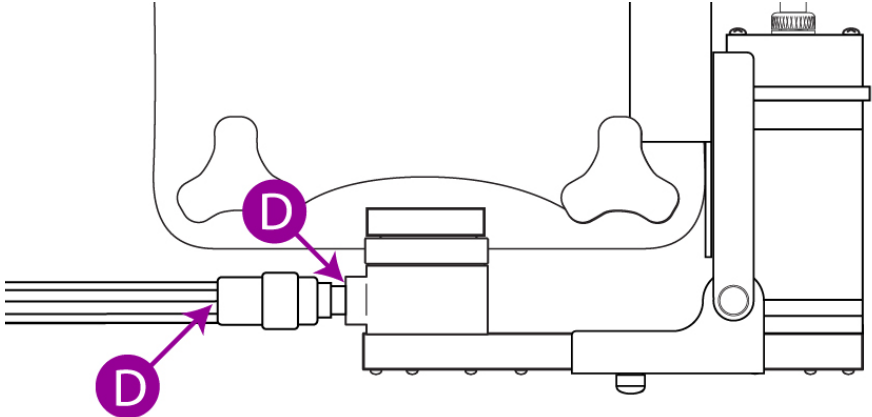
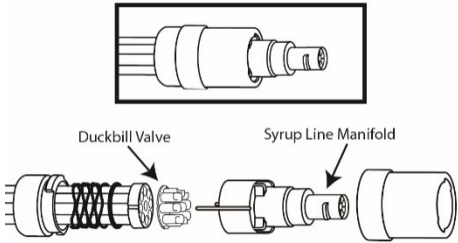

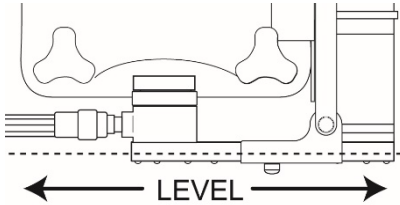
SYRUP AND PRODUCT LEAKS

PROBLEM	CAUSE	SOLUTION
Product and/or syrup is leaking from the Spout Adapter or Injector / Blending Head. Reference the chart for solutions in these specific areas.		
A Product leaks from the Spout Adapter.	The Adapter is not installed fully and evenly on to the spout.	Reinstall the adapter, ensuring it “snaps” onto the spout and is level. 
	The adapter o-rings and/or gasket is worn.	Inspect the o-rings and/or gasket for wear and replace as needed with new ones from the Spare Parts Kit. Be sure to reorder any parts taken from the kit to keep it stocked. 
	The Injector / Blending Assembly is not level horizontally with the 9-Tube Assembly. Ensure the Tubes do not sag.	Ensure the Injector / Blending Assembly and Tubes are level horizontally. 
B Syrup leaks from the Injector / Blending Head.	The syrup port holes may be clogged.	Soak, clean and sanitize the head, clearing out both small holes in the syrup port. 
	The 9-Tube Assembly manifold may not be fully inserted or locked into the syrup port.	Insert the manifold fully into the Head's syrup port and turn to lock it into place. 
	The Head's o-rings may be worn.	Replace worn o-rings with new ones from the Spare Parts Kit. Be sure to reorder any parts taken from the kit to keep it stocked. 

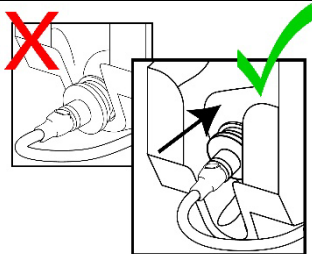
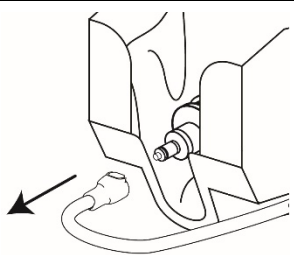
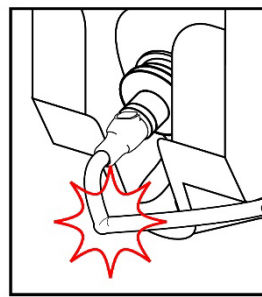
SYRUP AND PRODUCT LEAKS - *continued*

PROBLEM	CAUSE	SOLUTION
Product and/or syrup is leaking from the Injector / Blending Head or Gear Box. Reference the chart for solutions in these specific areas.		
C Product leaks below the Injector / Blending Head or under the Gear Box.	The Gear Cartridge might be crooked in the Gear Box.	Install the Gear Cartridge is seated properly in the Gear Box, so that it is level and the teeth of the cartridge pair with the teeth of the Box gear. 
	The Gear Cartridge may be worn.	Replace the worn Gear Cartridge with a new one from the Spare Parts Kit. Be sure to reorder any parts taken from the kit to keep it stocked.  (May have blending vanes)
	You may be dispensing product too close to the spout and pushing product against the flow so that it “mushrooms” out. This causes product to back up into the spout and gear box, and drip out from under the motor.	Clean and sanitize the assembly. When drawing a serving, always allow room between the spout and container. Allow product to fall into the container, in a circular motion, never pushing up against the flow. See tutorial video on drawing a serving.

SYRUP AND PRODUCT LEAKS - *continued*

PROBLEM	CAUSE	SOLUTION
<p>Product and/or syrup is leaking from the syrup port, manifold or 9-Tube Assembly. Reference the chart for solutions in these specific areas.</p>		
<p>D Syrup leaks from behind the manifold coupler or from the syrup port.</p>	<p>Syrup ports may be partially clogged.</p>	<p>Soak, clean and sanitize the Syrup Line Manifold Assembly according to the Scheduled Maintenance section of the Operations Manual. Ensure the Duckbill Valve and all ports at the end of the manifold are clear of residual syrup.</p> 
	<p>The Duckbill Check Valve may be worn.</p>	<p>Replace the worn Valve with a new one from the Spare Parts Kit. Reorder any parts taken from the kit to keep it stocked.</p> 
	<p>The 9-Tube Assembly is not level horizontally with the Injector / Blending Assembly. Tubes that sag from the syrup port may cause the gasket inside the manifold assembly to become unsealed.</p>	<p>Ensure the Injector / Blending Assembly and Tubes are level horizontally.</p> 

SYRUP AND PRODUCT LEAKS - *continued*

PROBLEM	CAUSE	SOLUTION
The syrup bag is leaking.	Syrup bag valve could be cracked or broken.	Replace the syrup bag.
	Follow these tips to prevent syrup bag valves from breaking:	When connected to the syrup line, place the whole bag fitment (with valve connected to the syrup line) inside the tray, behind the opening. 
		Never pull the trays forward with the syrup line connected to the bag. Doing so can bend the valve, causing cracks and breakage. Always disconnect the bag first, and then pull the tray forward. 
		Push the syrup trays as far back into the cabinet as they will go so that the syrup lines do not get pinched at the front.
		Ensure the syrup bag fitment is not pinched and bending the syrup bag valve. 
Syrup bags and syrup lines won't connect.	You may have the wrong syrup for your system.	<p>Soft serve "striping" systems require syrups labeled FLA ### or FLA ###SEA.</p> <p>Soft serve Flavor Blend systems and Premium Beverage (CBB) systems require syrups labeled FLA ###BLD</p> <p>FCB, standard shake and slush products require syrups labeled FLA ###SH</p>
	You may have an older system with outdated syrup lines.	If your soft serve system has a black syrup connector with a metal ring, you need to update your syrup lines so that they will connect to the new syrup bag fitments. See memo "New Syrup Bag Fitments"