

## PICO S/Pro TROUBLESHOOTING

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### Welcome

What is the issue?

I am receiving an Error -> **Go To 'I am receiving an Error'**

I have a different Issue -> **Go To 'I have a different Issue'**

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### I am receiving an Error'

Which Error?

Reservoir Empty/Shuttle Pump Error -> **Go To 'Reservoir Empty/Shuttle Pump Error'**

'Silence Alarm' is displayed while brewing -> **Go To "Silence Alarm' is displayed while brewing'**

'Securely Attach Hoses to Keg Posts' -> **Go To 'Go To 'Which keg are you brewing with?'**

Error 1 RFID FAILED TO INITIALIZE -> **Go To 'Error 1 RFID FAILED TO INITIALIZE'**

Error 3 COULD NOT RESOLVE DNS -> **Go To 'Error 3 COULD NOT RESOLVE DNS'**

Error 4 STEPPER MSP UNRESPONSIVE -> **Go To 'Error 4 STEPPER MSP UNRESPONSIVE'**

Error 5 PROCESSOR SENT WRONG COMMUNICATION -> **Go To 'Error 5 MSP SENT WRONG COMMUNICATION'**

Error 6 PICO NOT IN DATABASE -> **Go To 'PicoBrew Support'**

Error 7 SERVER COMMUNICATION ERROR -> **Go To 'Error 7 or 11 - Server or Network Communication Error'**

Error 8 NOT CONNECTED TO ACCESS POINT -> **Go To 'Error 8 NOT CONNECTED TO ACCESS POINT'**

Error 9 WIFI INITIALIZED INCORRECTLY -> **Go To 'PicoBrew Support'**

Error 10 WIFI ACCESS POINT DISCONNECTED -> **Go To 'Error 10 WIFI ACCESS POINT DISCONNECTED'**

Error 11 PICO NOT ASSIGNED IP ADDRESS -> **Go To 'Error 7 or 11 - Server or Network Communication Error'**

Error 12 RFID READ ERROR -> **Go To 'Error 12 RFID READ ERROR'**

Error 13 PARSING RECIPE ERROR -> **Go To 'PicoBrew Support'**

Error 14 RFID NOT FOUND IN DATABASE -> **Go To 'Error 14 RFID NOT FOUND IN DATABASE'**

Error 15 TEMP SENSOR FAILURE -> **Go To 'Error 15 TEMP SENSOR FAILURE'**

Error 17 TESTING CONNECTION -> **Go To 'Error 7 or 11 - Server or Network Communication Error'**

Error 18 ROTARY VALVE SEIZED -> **Go To 'Error 18 ROTARY VALVE SEIZED'**

Error 19 THERMO BLOCK NOT HEATING -> **Go To 'Error 19 THERMO BLOCK NOT HEATING'**

Error 20 RESERVOIR EMPTY OR SHUTTLE PUMP ISSUE -> **Go To 'Reservoir Empty/Shuttle Pump Error'**

Error 21 KEG PUMP ERROR -> **Go To "Securely Attach Hoses to Keg Posts' - Check Keg Posts'**

Error 22 SHUTTLE PUMP NOT PRIMING -> **Go To 'Reservoir Empty/Shuttle Pump Error'**

Error 24 HEATER MALFUNCTION -> **Go To 'Error 24 SSR MALFUNCTION'**

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## **I have a different Issue**

My Pico will not vacuum from the reservoir during the First Rinse -> **Go To 'My Pico will not vacuum from the reservoir during the First Rinse'**

I am experiencing overflowing or an unusual amount of liquid in my step filter -> **Go To 'I am experiencing overflowing, or an unusual amount of liquid in my step filter'**

My beer will not transfer into my serving keg -> **Go To 'My beer will not transfer into my serving keg'**

My Pico appears to be leaking -> **Go To 'I am experiencing leaking'**

My OLED screen isn't working -> **Go To 'My OLED Screen died while I was brewing'**

I am buying or selling a used Pico -> **Go To 'Used Equipment'**

My issue isn't listed -> **Go To 'PicoBrew Support'**

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## **My OLED Screen died while I was brewing**

If your OLED screen is cutting out or has gone black, this is usually the result of moisture on the circuit board causing a short. When this happens, the power button will remain illuminated, but the screen will be blank.

- Make sure that you have the lid in place on the step filter. If you have a rigid, clear plastic lid, make sure that the black squeegee is installed and oriented upward.
- Make sure that there is plenty of room behind the machine. Blocking airflow to the vent can prevent moisture from being dispelled.
- Make sure that water wasn't spilled on the user interface while filling the reservoir.

Power off the machine, remove the step filter, and temporarily remove the 'Do Not Remove' cover from the front left area of the reservoir. Allow a few hours for the circuit board to dry, then try powering the machine back on. If the OLED is still not working, turn the machine off and let it dry overnight.

If this does not resolve your issue, **Go To 'PicoBrew Support'**

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## **I am experiencing overflowing, or an unusual amount of liquid in my step filter**

- Make sure that your keg is not sealed with the metal keg lid
- Push the rotary knob and select '*Drain*'
- Allow this to run until the step filter is empty of liquid

Did your Step Filter drain?

Yes -> **Go To 'Check Step Filter Drain Port'**

No -> **Go To 'Drain Pump Function Check'**

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### **Drain Pump Function Check**

Select *Drain* from the Utilities menu, do you hear the Drain Pump turn on when you do this?

My Drain Pump Turns On -> **Go To 'Check Step Filter Drain Port'**

My Drain Pump Does Not Turn On -> **Go To 'PicoBrew Support'**

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### **Check Step Filter Drain Port**

- Remove the step filter and inspect it for any loose grain, check your grain pack to make sure that the lid hasn't separated from the base.
- Examine the drain port of your step filter and remove any grain that may be clogging it and preventing proper drainage.



If this did not resolve your issue, **Go To 'Check Drain Fitting, Keg Post, And Poppet Valve'**

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### **Check Drain Fitting, Keg Post, And Poppet Valve**

Remove and check your keg posts to make sure that the poppets are clear of debris and assembled correctly. Make sure that they are screwed down tightly and that your O-rings are in place and in good shape.



Disassemble and check your ball lock fittings for any debris that may be clogging them.



If this did not resolve your issue, **Go To 'PicoBrew Support'**.

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### **My Pico will not vacuum from the reservoir during the First Rinse**

Check to make sure that the embedded gasket is in place in the in-line filter, and that the cap is screwed down tightly.

Make sure that the wand is completely inserted into the black ball lock fitting.



If this did not resolve your issue, **Go To 'Keg Pump Function Check'**

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### **Reservoir Empty/Shuttle Pump Error**

Is there water in your reservoir?

Yes -> **Go To 'Check the tubes in your reservoir'**

No -> **Go To 'Confirm that water was in the reservoir'**

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### **'Silence Alarm' is displayed while brewing**

Press the knob to silence the alarm. Which error is being displayed?

Shuttle Pump -> **Go To 'Reservoir Empty/Shuttle Pump Error'**

Securely Attach Hoses -> **Go To 'Which keg are you brewing with?'**

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## Which keg are you brewing with?

1.75 Gallon Ball Lock Keg -> **Go To 'Securely Attach Hoses to Keg Posts' - Check Keg Posts'**

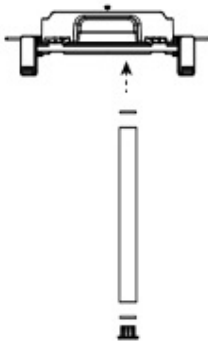
Pico C Style Keg w/ Adapters -> **Go To 'Securely Attach Hoses – C Keg'**

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### Securely Attach Hoses – C Keg

There are a few potential causes for this issue, but first check the following:

1. Make sure that your step filter is draining correctly. There should be no more than an inch of liquid in your step filter at any time.
2. Make sure that you started with 1 gallon + 6 cups of water in your brewing keg.
3. Check to make sure that the adapters are securely attached to your lid, and that you are not using the racking adapter which covers both holes.
4. Make sure that the dip tube is securely attached to the keg lid and that its O-rings are in place and in good condition.
5. Check your dip tube for any cracks.
6. Make sure that nothing is blocking the flow into the dip tube.



If you did not find and resolve the issue, **Go To 'Check Filter and Fittings (C Keg)'**

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### Check Filter and Fittings (C Keg)

Check your in-line filter to make sure that it is clear of debris, the embedded gasket is in place, and that the cap is on tight.



Disassemble and check your ball lock fittings for any debris that may be clogging them.



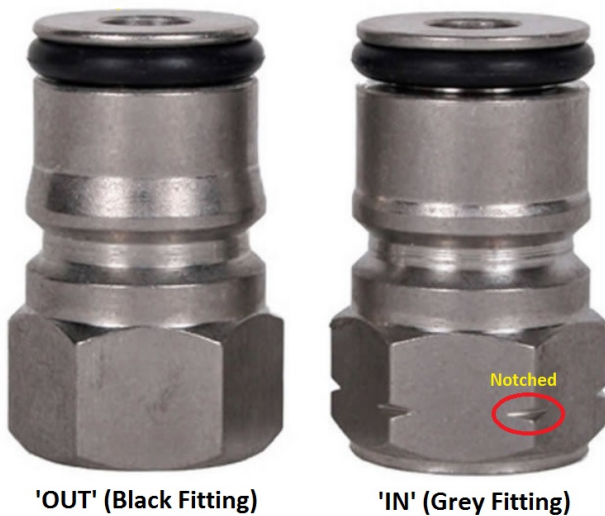
Try to resume the brewing session. If this did not resolve your issue, **Go To 'PicoBrew Support'**.

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### **'Securely Attach Hoses to Keg Posts' - Check Keg Posts**

There are a few potential causes for this issue, but first check the following:

1. Make sure that your step filter is draining correctly. There should be no more than an inch of liquid in your step filter at any time.
2. Make sure that you started with 1 gallon + 6 cups of water in your brewing keg.
3. Check to make sure that your ball lock fittings are securely attached to the keg posts. If you are having trouble connecting the keg posts, check to make sure that they are oriented correctly on the keg with the notched post on the "IN" position with the short dip tube.



Was this the issue?

Yes -> Problem Resolved!

There is no issue with my keg posts -> **Go To 'Check Filter, Keg Posts, and Poppets'**

My Step Filter is not draining correctly -> **Go To 'My Step Filter is not draining correctly'**

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## My Step Filter is not draining correctly

Press the rotary knob and select 'Drain to Keg', allow this to run for a few minutes to try do drain the liquid from the step filter. If this does not resolve your issue, **Go To 'PicoBrew Support'**

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### Check Filter, Keg Posts, and Poppets

Check your in-line filter to make sure that it is clear of debris, the embedded gasket is in place, and that the cap is on tight.



Remove and check your keg posts to make sure that the poppets are clear of debris and assembled correctly. Make sure that they are screwed down tightly and that your O-rings are in place and in good shape.



Disassemble and check your ball lock fittings for any debris that may be clogging them.



If this did not resolve your issue, **Go To 'Keg Pump Error – Still Receiving Error'**

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### **Keg Pump Error - Still Receiving Error**

Are you seeing water/liquid enter your Pico?

Yes -> **Go To 'PicoBrew Support'**

No -> **Go To 'Force Prime Keg Pump'**

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### **My beer will not transfer into my serving keg**

Are you transferring from a 1.75 gallon Ball Lock Keg (Pico S/Pro), or was this brewed using a Pico C style keg and adapters?

1.75 Gallon Ball Lock Keg -> **Go To 'My beer will not transfer into my serving keg 1.75 Gallons'**

Pico C Keg -> **Go To 'My beer will not transfer into my serving keg Pico C'**

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### **Error 1 RFID FAILED TO INITIALIZE**

Turn the Pico off and on again.

If this did not resolve your issue, **Go To 'PicoBrew Support'**.

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### **Error 3 COULD NOT RESOLVE DNS**

The host name "picobrew.com" cannot be resolved by your router's provided DNS server.

Check your internet connection, then reboot both your Pico and your Router.

If this did not resolve your issue, **Go To 'Satellite Internet?'**.

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### **Error 4 STEPPER MSP UNRESPONSIVE**

Turn the Pico off and on again.

If this did not resolve your issue, **Go To 'PicoBrew Support'**.

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### **Error 5 MSP SENT WRONG COMMUNICATION**

Turn the Pico off and on again.

If this did not resolve your issue, **Go To 'PicoBrew Support'**.

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#### **Error 6 PICO NOT IN DATABASE**

**Go To 'PicoBrew Support'**

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#### **Error 7 or 11 SERVER OR NETWORK COMMUNICATION ERROR**

Check your internet connection, then reboot both your Pico and your Router.

If this did not resolve your issue, **Go To 'Satellite Internet?'**.

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#### **Error 8 NOT CONNECTED TO ACCESS POINT**

Check your internet connection, then reboot both your Pico and your Router.

If this did not resolve your issue, **Go To 'PicoBrew Support'**.

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#### **Error 9 WIFI INITIALIZED INCORRECTLY**

**Go To 'PicoBrew Support'**

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#### **Error 10 WIFI ACCESS POINT DISCONNECTED**

Check your internet connection, then reboot both your Pico and your Router.

If this did not resolve your issue, **Go To 'PicoBrew Support'**.

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### **Error 11 PICO NOT ASSIGNED IP ADDRESS**

**Go To 'Error 7 or 11 SERVER OR NETWORK COMMUNICATION ERROR'**

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### **Error 12 RFID READ ERROR**

Your Pico is unable to read the RFID tag on the PicoPak.

Is there a silver sticker on top of your PicoPak?

Yes -> **Go To 'Remove and reinsert step filter'**

No -> **Go To 'My PicoPak is still not detected'**

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### **Error 13 PARSING RECIPE ERROR**

**Go To 'PicoBrew Support'**

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### **Error 14 RFID NOT FOUND IN DATABASE**

PicoBrew servers are unable to recognize your PicoPak RFID.

Is this a PicoPak that you have already brewed or attempted to brew with?

Yes -> **Go To 'A session was attempted with this PicoPak'**

No -> **Go To 'PicoBrew Support'**

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### **Error 15 TEMP SENSOR FAILURE**

**Go To 'PicoBrew Support'**

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## **Error 17 TESTING CONNECTION**

**Go To 'Error 7 SERVER COMMUNICATION ERROR'**

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## **Error 18 ROTARY VALVE SEIZED**

The Rotary Valve inside your Pico unit is not moving fluidly and it is catching.

1. Turn the machine off, then power it back on while holding the rotary knob in. This will pull up a service menu. Release the knob when 'Service' appears on the screen.
2. While in this menu be very careful to only do exactly as instructed.
3. Press the knob once to navigate past your machine info.
4. Select 'Test Pico'
5. Scroll down and select 'High Torque'
6. 'High Torque Set' should appear, click 'Continue'
7. 'Testing Rotary Valve' will be displayed for the next 2-3 minutes while the machine is running this test.
8. At the end of the test it should tell you if it passed or not. Select 'Continue'.
9. Turn the machine off.

What happened?

My Pico would not run the High Torque Test -> **Go To 'PicoBrew Support'**

My Pico passed the High Torque Test -> **Go To 'My Pico passed the High Torque Test'**

My Pico did not pass the High Torque Test -> **Go To 'PicoBrew Support'**

Other -> **Go To 'PicoBrew Support'**

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## **Error 19 THERMO BLOCK NOT HEATING**

The heating element inside your Pico unit is not heating.

1. Make sure that you have distilled water to the reservoir.
2. Reboot the machine while holding down the rotary knob, this will open the service menu. Release the knob when you see 'Service' on the screen.
3. Click the knob once to skip past the machine info
4. Navigate to 'Test Pico'
5. Select and run 'Thermoblock' twice.
6. Watch the 'Steam Temp', does it rise while you are running this test?
7. Immediately after the second 'Thermoblock' test, run 'Shuttle Pump'
8. You should see and hear steam being generated.

I see and hear steam -> **Go To 'I see and hear steam'**

I don't see or hear steam -> **Go To 'PicoBrew Support'**

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#### **Error 20 RESERVOIR OR SHUTTLE PUMP ISSUE**

**Go To 'Reservoir Empty/Shuttle Pump Error'**

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#### **Error 21 KEG PUMP ERROR**

**Go To 'Securely Attach Hoses to Keg Posts' - Check Keg Posts**

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#### **Error 22 SHUTTLE PUMP NOT PRIMING**

**Go To 'Reservoir Empty/Shuttle Pump Error'**

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#### **Error 24 SSR MALFUNCTION**

Your heater safety relay has malfunctioned.

Turn your Pico off and unplug it.

**Go To 'PicoBrew Support'**

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#### **My beer will not transfer into my serving keg 1.75 Gallons**

1. If you are racking using your Pico (not a CO2 regulator) please make sure that the step filter is completely inserted into the machine, and that the drain valve in your step filter is clear of debris.
2. Make sure that the grey ball lock is completely seated on the 'IN' post of the keg that you are transferring from.
3. Make sure that both black fittings of the transfer assembly are completely seated on the 'OUT' post of both kegs.

4. Is this a dry hopped beer? The dry hops were added with the filter paper sachets intact, correct? The sachets weren't opened and the contents poured into the keg loose?
5. Make sure that you have the metal keg lid in place on the brewing keg with the red Fast Fermentation valve. Check that your keg lid is seated correctly so that it is getting a proper seal. Pull up on the ring to make sure that you hear pressure being released.
6. Disassemble and check your 'OUT' keg posts, remove the dip tubes and check it for any kind of clogs. Rinse anything you see blocking it out with hot tap water. After everything has been re-assembled make sure that your black ball lock fitting is seated correctly.
7. Ensure that the pressure relief valve in the lid of the keg that you are transferring to is locked open so that it can release pressure.



Did this correct the issue?

No -> **Go To 'PicoBrew Support'**

I tore open my hop sachets -> **Go To 'PicoBrew Support'**

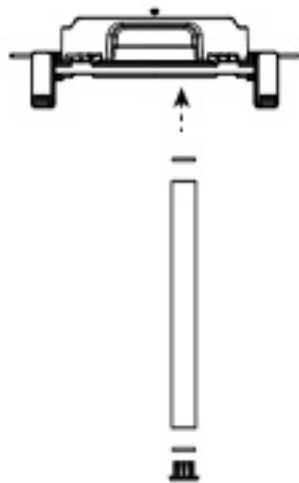
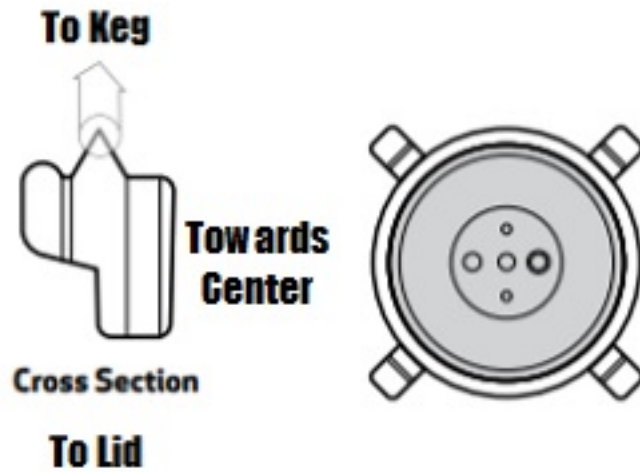
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### **My beer will not transfer into my serving keg Pico C**

1. Please make sure that the step filter is completely inserted into the machine and that the drain port in your step filter is clear of debris.
2. Make sure that the gasket is correctly seated in the keg lid so that the keg lid seals correctly (see below).
3. Make sure that the dip tube is correctly attached to the keg lid and that the O-rings are in good condition.
4. Make sure that you are using the 'Racking' adapter, which covers both holes on the lid.



5. Is this a dry hopped beer? The dry hops were added with the filter paper sachets intact, correct? The sachets weren't opened and the contents poured into the keg loose?
6. Make sure that the grey bung is not in place in the mouth of the serving keg while you are racking.



Did this correct the issue?

No -> **Go To 'PicoBrew Support'**

I tore open my hop sachets -> **Go To 'PicoBrew Support'**

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**My Pico will not vacuum from the reservoir during the First Rinse**

**Go To 'Keg Pump Function Check'**

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**My Pico appears to be Leaking**

**Go To 'I am experiencing leaking'**

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**My step filter isn't draining properly or is overflowing**

**Go To 'Check Drain Port'**

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**My OLED screen isn't working**

**Go To 'PicoBrew Support'**

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## **Used Equipment**

Please send an email to [pbfg.deregister@outlook.com](mailto:pbfg.deregister@outlook.com) with the product's serial number from the email account currently associated with the device. We will attempt to deregister the device so it can be used again by a new user. Please allow 7-10 business days and understand that no replies or support will be provided at this email address.

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**My issue isn't listed**

**Go To 'PicoBrew Support'**

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**PicoBrew Support**

Unfortunately PicoBrew is unable to provide additional support at this time. Your problem exceeds the scope of this basic troubleshooting guide which has been provided as a courtesy. PicoBrew users have several active communities on Facebook and other sites that may be able to answer your questions. Please do not continue to operate a machine that was not repairable under this guide.

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### **Check the tubes in your reservoir**

In your reservoir area there are two small tubes. One of these should be inserted into a √ shaped pocket in the back left corner.

Is this tube inserted into the pocket?

Yes -> **Go To 'Priming Your Shuttle Pump'**

No -> **Go To 'Check Filter Sock'**

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### **Confirm that water was in the reservoir**

Did you start with water in your reservoir?

Yes -> **Go To 'Check Reservoir Plug'**

No -> Add 1 gallon of distilled water to your reservoir and resume your session.

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### **Priming Your Shuttle Pump**

Please make sure there is water in your reservoir.

1. You will need a flashlight
2. Reboot the Pico while pushing the knob, this will pull up a service menu. Release the knob when 'Service' appears on the screen.
3. Click once to skip past the machine information
4. Go to 'Test Pico' and select 'Shuttle Pump'
5. There will be some noise as the machine resets the rotary valve, then it should show 'Shuttle Pump Active.'
6. Once the shuttle pump is active, shine the flashlight back into the right hand corner of the step filter, you should see a steady trickle of water being deposited into the back right area of the step filter.
7. If you don't see the stream, try pinching the hose in the back left corner of the reservoir a few times so that the pump can build up suction and prime.

8. Let this run for a few minutes, then exit the test. Let it finish parking the rotary valve, then once it has stopped making any noise turn it off to exit the menu.

Did you see a trickle of water being deposited into the back right corner of the step filter?

Yes -> **Go To 'Re-run First Rinse'**

No -> **Go To 'Force Prime Shuttle Pump'**

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### **Check Filter Sock**

Make sure that the small white filter sock is in place on the end of this tube. This prevents small debris from being pulled into the steam generator.

Insert the end of this hose into the little V pocket in the back left corner, being careful to not insert it to the point where the end of the hose is blocked.

If your filter sock is damaged or missing, you will need to find a suitable replacement before you continue troubleshooting.

**Go To 'Continue to run First Rinse'**

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### **Check Reservoir Plug**

Check to make sure that the plug in the rear center area of the reservoir is completely inserted into the hole.



If this was not the issue, please **Go To 'PicoBrew Support'**

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## Re-run First Rinse

Re-run the 'First Rinse' protocol. As long as you do not receive an error you should be OK to brew.

If you received an error, try to resolve it using this guide. If you end up here again, **Go To 'PicoBrew Support'**.

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## Force Prime Shuttle Pump

The shuttle pump is most likely having trouble priming initially.

Try the steps below, but only do this this once. Repeatedly doing this could potentially damage your machine. If your shuttle pump still is not priming, you will need to proceed to the steps with the oral medication syringe.

- Make sure that there is water in the reservoir
- Access the Pico Test Menu again, and select 'Thermoblock'
- Let this run, then allow the machine to sit for 5 minutes
- Run 'Thermoblock' again, allow the machine to sit for a few more minutes
- Hopefully what will happen is that the vacuum created as the thermoblock cools will draw water into the shuttle pump and prime it.
- Re-run 'Shuttle Pump', and look for the trickle of water to be deposited into the back right corner of the step filter.

If you still are not seeing water when you run the Shuttle Pump, please try to track down something like an oral medication syringe (picture attached).

- Remove the hose from the V pocket in the back left corner of the reservoir
- Take off the filter sock and put it somewhere safe
- Draw water from the reservoir into the syringe
- Re-run 'Shuttle Pump' from the test menu
- While the shuttle pump is active, use the syringe to force water down the line to prime the pump. If you do not have a syringe, you can try blowing through the line.
- Replace the filter sock on the end of the tube, and reinsert it back into the V pocket towards the back of the left wall of the reservoir.



Allow shuttle pump to run for another minute or so, do you see a trickle of water being deposited to the back right corner of the step filter?

Yes -> Problem solved!

No -> **Go To 'PicoBrew Support'**

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### **Continue to run First Rinse**

Re-run the 'First Rinse' procedure. As long as you do not receive any errors you should be OK to brew.

Did you receive any errors while running First Rinse?

Yes -> **Go To 'PicoBrew Support'**

No -> Problem resolved.

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## Keg Pump Function Check - (Check Fittings Error)

- If you have a PicoPak in your step filter, remove it.
- Fill your keg halfway with water, and connect the hoses. If you do not have a keg available, fill your accessory bucket with water and immerse the ends of the hoses in the water.
- Reboot the machine while pushing in on the knob until the unit displays 'SERVICE'.
- This will pull up a service menu. While in this menu be very careful to only go exactly where instructed.
- Push the knob three times to skip past machine info.
- Scroll to and select 'Test Pico', then select 'Keg Pump'.
- The rotary valve will position itself, then the keg pump should turn on.
- Allow this to run for a minute.
- Push the knob to exit the test, then once the machine has stopped making noise as the rotary valve parks, power the machine down.

Do you hear the keg pump kick on after the rotary valve has moved? Does water transfer into the step filter?

My pump is engaging and water is transferring -> **Go To 'Check Drain Port (Check Fittings Error)'**

My pump is engaging but no water is transferring -> **Go To 'Force Prime Keg Pump'**

No, my keg pump isn't engaging -> **Go To 'PicoBrew Support'**

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## Keg Pump Function Check

- Reboot the machine while pushing in on the knob until the unit displays 'SERVICE'.
- This will pull up a service menu. **While in this menu be very careful to only go exactly where instructed.**
- Push the knob once to skip past machine info.
- Scroll to and select *Test Pico*, then select *Keg Pump*.
- The rotary valve will position itself, then after a few seconds the keg pump should turn on.
- **Do you hear the keg pump kick on after the rotary valve has moved?**
- Push the knob to exit the test, then once the machine has stopped making noise as the rotary valve parks, power the machine down.

My pump is engaging and water is transferring -> **Go To 'Re-run First Rinse'**

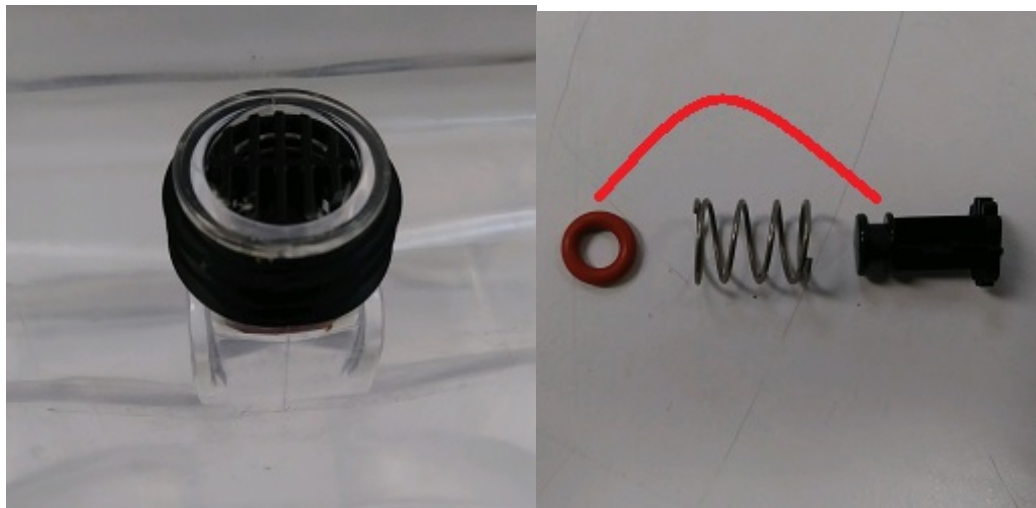
My pump is engaging but no water is transferring -> **Go To 'Force Prime Keg Pump'**

No, my keg pump isn't engaging -> **Go To 'PicoBrew Support'**

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### Check Drain Port (Check Fittings Error)

- Empty any liquid from your step filter.
- Remove the step filter and inspect it for any loose grain, check your grain pack to make sure that the lid hasn't separated from the base.
- Examine the drain port of your step filter and remove any grain that may be clogging it and preventing proper drainage.
- Your drain port can be disassembled for cleaning if necessary by carefully removing the red O-ring from the assembly.
- Examine the outer seal for any damage that may be allowing air to be drawn in.



Did you find the issue?

Yes -> **Go To 'Re-run First Rinse'**

No -> **Go To 'PicoBrew Support'**

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### Force Prime Keg Pump

To force prime your keg pump:

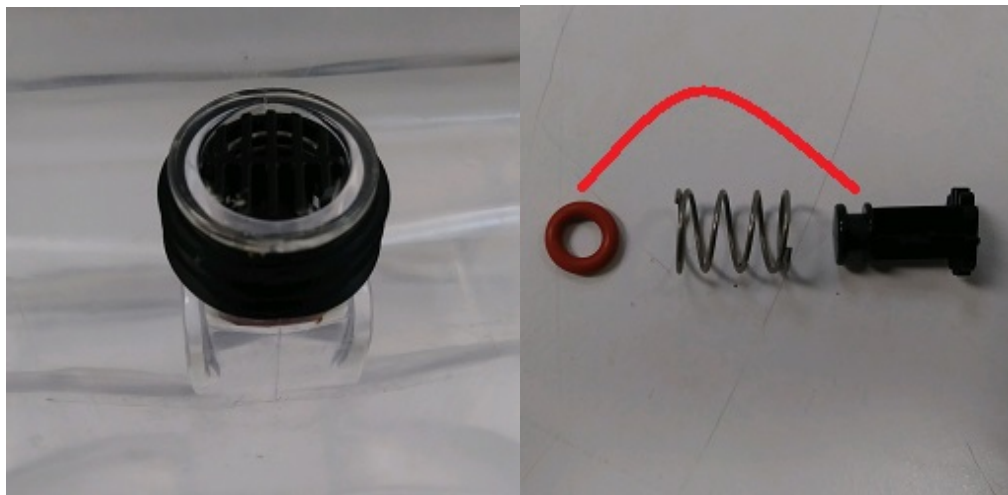
- Add 2 inches of water to your step filter and insert it into your Pico.
- Fill your keg 1/3 full with water and connect your Pico's hoses to it.



- Temporarily seal your keg with the metal lid, with the gray pressure relief valve installed. (This lid should not be in place while brewing)
  - Reboot the machine while pushing in on the knob, this will pull up a service menu. While in this menu be very careful to only do exactly as instructed.
  - Click once to skip past machine info, and select *Circulate*.
  - What should happen is that the drain pump will pressurize the keg within a few minutes, and force the keg pump to prime. You should see a stream of water begin flowing into the step filter within a few minutes.
  - Once you see water flowing, pull up on the pressure relief valve on the keg lid, and remove the lid. Allow it to run for a few more minutes to confirm that everything is flowing correctly, exit the test, reboot the machine, and re-run the First Rinse procedure.
  - If you do not see water flowing into the machine after about 5 minutes, **Go To 'PicoBrew Support'**
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### Check Drain Port

- Push the rotary knob and select 'Drain', allow this to run until the step filter is empty of liquid.
- Remove the step filter and inspect it for any loose grain, check your grain pack to make sure that the lid hasn't separated from the base.
- Examine the drain port of your step filter and remove any grain that may be clogging it and preventing proper drainage.
- Your drain port can be disassembled for cleaning if necessary by carefully removing the red O-ring from the assembly.



Did you find the issue?

My step filter still isn't draining -> **Go To 'My Step Filter is not draining correctly'**

My drain port was clogged -> **Go To 'My drain port was clogged'**

The lid separated from my grain pack -> **Go To 'PicoBrew Support'**

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### **My Step Filter is not draining correctly**

Press the rotary knob and select 'Drain to Keg', allow this to run for a few minutes to try do drain the liquid from the step filter.

Does the Drain Pump turn on and drain the Step Filter?

My Drain Pump doesn't turn on -> **Go To 'PicoBrew Support'**

My Drain Pump turns on but it's not draining -> **Go To 'Force Prime Drain Pump'**

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### **My drain port was clogged**

If the integrity of your PicoPak still looks good, reinsert the step filter into the machine and continue with your brew.

If this did not solve your issue (unable to clear drain, PicoPak is not salvageable, etc.), **Go To 'PicoBrew Support'**

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### **Force Prime Drain Pump**

- Select Drain Step Filter in the Utilities menu, then try drawing on the end of the hose with the grey fitting to prime the drain pump like you would to start a siphon.
- If you feel resistance, disassemble and check the drain port in the step filter to ensure that it is clear of debris (see attached picture).
- If the drain port appears to be clear, leave the step filter removed from the machine, and while 'Drain Step Filter' is running, try drawing on the end of the hose again. If you do not feel resistance, the issue is within the drain port of the step filter.

If you feel resistance, Try the following:

- Fill the step filter with about 2 inches of water and insert it into the machine.
- Connect the ends of the hoses to each other.
- Select Utilities from the main menu, then Drain Reservoir.
- What should happen is that the keg pump will draw water through the drain pump line, clearing the line and pulling water through to prime the drain pump.
- Let this run for about 5 minutes, then turn the machine off.
- Power the machine back on, and run Drain from the Utilities menu again.

If this did not resolve your issue, **Go To 'PicoBrew Support'**

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### **My Pico will not vacuum from the reservoir during the First Rinse**

Check to make sure that the embedded gasket is in place in the in-line filter, and that the cap is screwed down tightly.

Make sure that the wand is completely inserted into the black ball lock fitting.



If this did not resolve your issue, **Go To 'Keg Pump Function Check'**

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**Satellite Internet?**

Are you connecting via a satellite internet provider?

Yes -> **Go To 'Satellite Internet - Disabling Precaching'**

No -> **Go To 'PicoBrew Support'**

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### **Satellite Internet - Disabling Precaching**

Access your modem settings. Look for any feature with a name similar to Speed Booster or Web Accelerator and disable it. This setting prevents your Pico from communicating with our servers correctly.

If this did not solve your issue **Go To 'PicoBrew Support'**

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### **Remove and reinsert step filter**

Make sure that the machine is powered on, then remove the step filter from your Pico and reinsert it into the machine.

Does your Pico now detect the PicoPak?

My Pico now detects the PicoPak -> Problem resolved.

My PicoPak is still not detected -> **Go To 'My PicoPak is still not detected'**

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### **My PicoPak is still not detected**

1. Go to [picobrew.com](https://picobrew.com) and log into your account.
2. Navigate to Support>Product Resources>Pico C>PicoPaks
3. Locate the box that your PicoPak was shipped in.
4. On the side of this box is a sticker with UPC codes printed on it.
5. The serial number of the PicoPak is printed on the very bottom of this sticker. Type this number into the field on this page and click the 'Associate PicoPak' button.
6. This will manually associate the PicoPak to your machine.
7. Select 'Brew PicoPak' from the main menu of your Pico.
8. When 'Please Insert PicoPak' is displayed, click the knob once.
9. Navigate to and select your PicoPak recipe.

Did this correct the issue?

Yes -> Problem Resolved

No -> **Go To 'PicoBrew Support'**

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### **A session was attempted with this PicoPak**

If a certain amount of time has passed since a session was started with a PicoPak, that PicoPak's serial number will be marked as having already been brewed.

Did you successfully complete a session with this PicoPak?

Yes, a session was completed -> **Go To 'I have successfully brewed this PicoPak'**

No, a session was not completed -> **Go To 'PicoBrew Support'**

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### **I have successfully brewed this PicoPak**

This PicoPak has already been brewed. Add it to your compost, dispose of it in your yard waste bin, feed the grain to your chickens, make some bread or dog biscuits!

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### **My Pico passed the High Torque Test**

1. In the same service menu, select *Test Rotary Valve*. This will cycle the rotary valve through all positions.
2. Allow this to run for about 2 minutes, then exit the test, then power the machine off and back on.
3. If this error originally occurred during the First Rinse, re-run First Rinse
4. If this occurred while brewing, resume your brewing session.

If you received an error during brewing or first rinse **Go To 'PicoBrew Support'**

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### **I see and hear steam**

1. Turn the machine off and on again to exit the service menu.

## 2. Re-run First Rinse

If you received an error during brewing or first rinse **Go To 'PicoBrew Support'**

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**I am experiencing leaking**

**Go To 'PicoBrew Support'**

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