

Z Troubleshooting

Welcome

What is the issue?

I am receiving an error -> **Go To 'I am receiving an error'.**

I am having another issue -> **Go To 'I am having another issue'.**

I am receiving an error

Which error are you receiving?

4 - Too Hot -> **Go To '4 – Too Hot'**

6 - Max HEX Wort Delta -> **Go To '6 - Max HEX Wort Delta'**

12 - PicoStill Error -> **Go To 'PicoStill Troubleshooting', an external document.**

NET BTypeMismatch -> **Go To 'NET BTypeMismatch'**

The error I received isn't listed -> **Go To 'PicoBrew Support'**

I am having another issue

What seems to be the trouble?

My Z isn't drawing liquid -> **Go To 'Check Intake Points'**

My mash compartment isn't filling properly -> **Go To 'Is your keyhole plug in place?'**

My step filter isn't draining or is overflowing -> **Go To 'My step filter isn't draining or is overflowing'**

I am experiencing another issue -> **Go To 'PicoBrew Support'**

4 – Too Hot

One of your temperature sensors is outside of range.

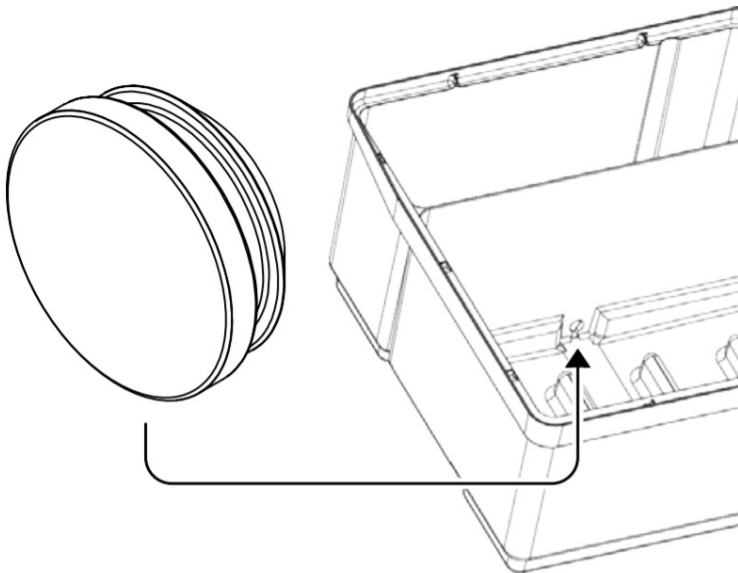
- Check to make sure that the fan on the back of your machine is running
- Make sure that there is at least 6 inches of space behind your machine so that the fan can draw a sufficient amount of cool air
- With the keg containing liquid and attached to the machine, run *Circulate* from the *Utilities* menu for a few minutes. Make sure that you see water passing through the machine.

6 - Max HEX Wort Delta

This error usually occurs when air is being drawn into the system, or there is no flow into the machine.

IF YOU ARE BREWING A PICOPAK:

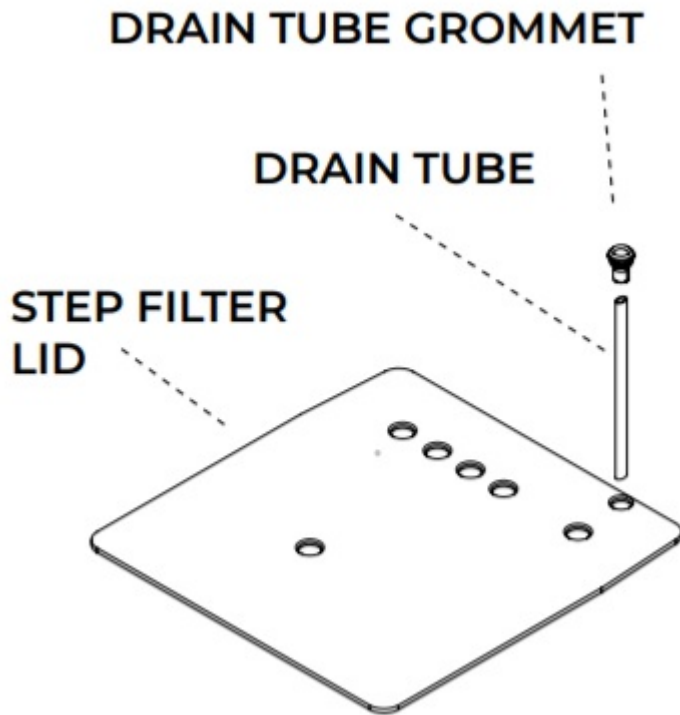
Your keyhole plug should be removed from the step filter when brewing PicoPaks with your Z. Having this plug in place will prevent proper drainage from the mash compartment, causing your keg to run dry which will trigger an error.



IF YOU ARE NOT USING A PICOPAK OR THE KEYHOLE PLUG WAS NOT THE ISSUE:

Your step filter may not be draining correctly, check the following:

- That you have the dip tube and grommet installed correctly in the step filter lid



- That you do not have the metal keg lid sealing the keg
- Push the step filter back firmly on both sides to make sure that it is completely inserted
- If the step filter is full of liquid, run *Drain* from the *Utilities* menu. Does the step filter drain into the keg? If no, **Go To 'My step filter isn't draining or is overflowing'** before proceeding with troubleshooting. Otherwise, continue below.

Check Components

This error usually occurs when air is being drawn into the system, or there is no flow into the machine. If your step filter appears to be draining correctly, check the following points.

- Make sure that you started with the correct amount of water. If you measured your water by weight, make sure that you tared your scale to compensate for the weight of your keg.
- Make sure that the in-line filter is clear of debris, that the red embedded gasket is in place, and that the cap is screwed on tightly. Examine the filter housing and cap for any cracks.



- Make sure that the ball lock fittings are attached to the keg properly; they should click into place. The black ball-lock fitting should be connected to the *OUT* post and the gray should be attached to the *IN*.
- The poppet valves can become clogged with debris over time, make sure that you are disassembling and cleaning your keg posts between sessions.



- Inspect your keg post and dip tube O-rings to make sure that there are no nicks or damage that would prevent a proper seal.

- Make sure that the keg posts are screwed down tightly.
- Make sure that you have the keg posts installed correctly. The keg post with the notches on the side should be on the side labeled *IN* with the short dip tube.



- If this isn't your first brewing session, disassemble and clean your ball lock fittings to make sure that they are clear of debris.



- Check to make sure that the hoses are securely connected to the ball lock fittings and not slipping off of the barb.

After checking these points, remove the keg seal from the keg and run *Circulate* from the *Utilities* menu. You should see a steady stream of water returning to the keg. (The internal passthrough is used for this function so you will not see water going into the step filter when running *Circulate*)

If you see a steady stream, resume your session. If this error is not resolved, **Go To 'PicoBrew Support'**. If you do not see flow when running circulate, **Go To 'Keg Pump Function Check'**.

Keg Pump Function Check

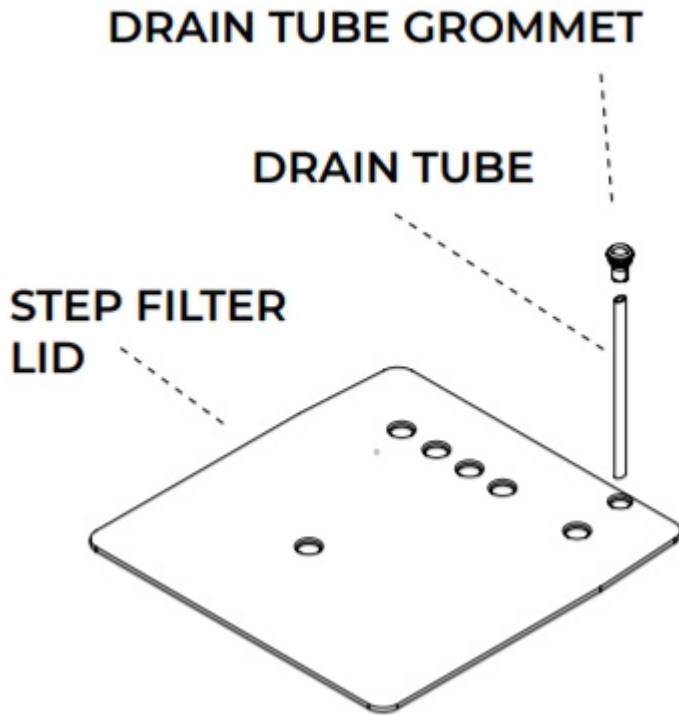
1. Turn your Z off
2. Push and hold the rotary knob while powering the Z back on. This will pull up the service menu.
3. Only access this menu when directed to do so. Do not select any options other than instructed.
4. Scroll down and select *Tests*.
5. Select *HW Keg Pump*.
6. Do you hear the keg pump turn on when *Keg Pump Running* is displayed?
7. Exit the test.

Did your keg turn on? If yes and there still is no flow, **Go To 'Prime Keg Pump'**. If the keg pump does not run when tested, **Go To 'PicoBrew Support'**.

My step filter isn't draining or is overflowing

Make sure of the following:

- The grommet is installed correctly in the step filter lid
- There is no damage to the grommet
- There is no damage to your dip tube, such as cracks
- The dip tube is in place and correctly installed in the grommet
- The step filter is inserted completely by pushing back on both sides
- The gray fitting is securely attached to the IN keg post
- The keg is not sealed with a metal lid



If everything appears to be correct, run *Drain* from the *Utilities* menu. Does the drain pump kick on? The fan on the back of the machine will turn on as well, make certain that the sound that you are hearing is the drain pump which will be in the front-left area of the machine.

If your issue is not resolved and your grommet or dip tube is damaged or the drain pump is not running, this issue exceeds the scope of this guide. If the drain pump is running, and the issue is not resolved, continue with checking the drain line – keg posts.

Checking Drain Line - Keg Posts

- Disassemble and check your keg posts, make sure that they are assembled correctly and clear of debris.



Checking Drain Line - Ball Lock Fitting

Disassemble and check your ball lock fittings to make sure that they clear of debris. Use flathead screwdriver to unscrew the plug on the top of the fitting. Make sure that all components are reassembled in the same order and orientation as the picture below.



Checking Drain Line - Flow

1. Fill your keg with about a gallon of water

2. Select *Circulate* from the *Utilities* menu.
3. Allow this to run for a minute or two

Run Circulate with Keg Wand on Gray Ball Lock Fitting

1. Attach a keg wand to the gray ball lock fitting and insert it into the mouth of the keg.
2. Re-run *Circulate*

If no liquid is circulating, **Go To 'PicoBrew Support'**. If the Z drains with a keg wand, proceed with next step.

My Z drains with a Keg Wand

- Re-check your keg post to make sure that it is assembled correctly and is clear of debris.
- Make certain that you do not have a metal lid sealing your keg

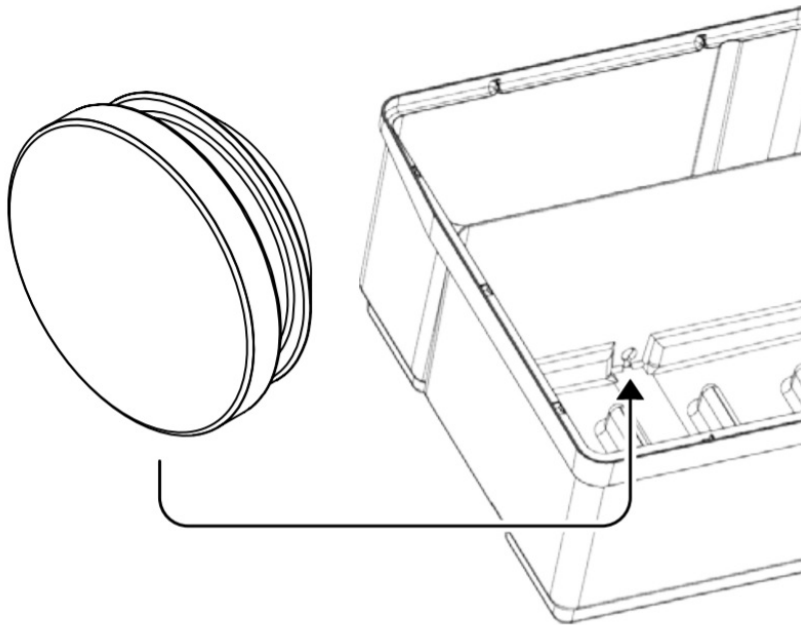


NET BTypeMismatch

This error is caused by the wrong boiler type being associated to your machine in its firmware settings. Go To 'PicoBrew Support'.

Is your keyhole plug in place?

Check to make sure that the black plug is in place in the keyhole. This should be in place for most Z functions except for when brewing PicoPaks.



If this was not the issue **Go To '6 - Max HEX Wort Delta'** and find the Check Components section.

Prime Keg Pump

1. Remove the black keyhole plug from your step filter and fill your step filter with about 2 inches of water.
2. Insert your step filter into your Z, making sure that the drain tube and grommet are in place.
3. Fill your keg about 1/2 full with water, and seal it with the metal lid/gray pressure relief valve. Connect it to your Z.
4. Access the *Utilities* menu and select *Rack Beer*. Ignore the instructions on the screen.
5. What should happen is that as the water drains into the keg it will begin to pressurize, and force water up the line through the keg pump so that it will prime. You should see water start flowing into the machine within a few minutes.
6. Once you see water flowing into the machine, pull up on the pressure relief valve on the keg lid, and remove the lid.

7. Exit *Rack Beer*, and select *Circulate*. You should see a steady stream of water returning to the keg. Allow this to run for a few more minutes to confirm that everything is flowing correctly, then exit.

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

I purchased or am selling a used PicoBrew product

Please send an email to 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.

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.