

PICO C TROUBLESHOOTING

Welcome

What issue are you having?

I am receiving an error -> **Go To 'I am receiving an error while operating my Pico C'**

I am having a different issue -> **Go To 'I am having a different issue'**

I am receiving an error while operating my Pico C

Which Error are you receiving?

Shuttle Pump Error -> **Go To 'Shuttle Pump Error'**

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

'Securely Attach Hoses...' -> **Go To 'Securely Attach Hoses...'**

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'**

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Error 20 RESERVOIR EMPTY OR SHUTTLE PUMP ISSUE -> **Go To 'Error 20 RESERVOIR EMPTY OR SHUTTLE PUMP ISSUE'**

Error 21 KEG PUMP ERROR -> **Go To 'Error 21 KEG PUMP ERROR'**

Error 22 SHUTTLE PUMP NOT PRIMING -> **Go To 'Error 22 SHUTTLE PUMP NOT PRIMING'**

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

I am having a different issue

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

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

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

My step filter isn't draining properly or is overflowing -> **Go To 'Check Drain Port'**

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

I purchased or am selling a used PicoBrew product-> **Go To 'I purchased or am selling a used PicoBrew product'**

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

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'**

'Silence Alarm' is displayed while brewing

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

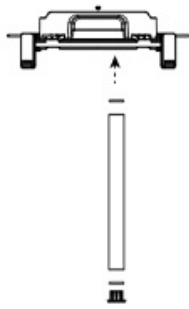
Check Reservoir (Shuttle Pump) -> **Go To 'Shuttle Pump Error'**

Check Hose Fittings (Keg Pump) -> **Go To 'Securely Attach Hoses...'**

'Securely Attach Hoses...'

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 hoses are securely attached to the keg lid.
4. Make sure that the dip tube is securely attached to the keg lid and that it's O-rings are in place.



Was this the issue?

I'm using a function that doesn't use a keg -> **Go To 'Keg Pump Function Check - (Check Fittings Error)'**

This was the issue -> Resume your brewing session.

This was not the issue -> **Go To 'Keg Pump Function Check'**
My Step Filter is not draining correctly -> **Go To 'Check Drain Port'**

Error 1 RFID FAILED TO INITIALIZE

Turn the Pico off and on again.

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

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?'**.

Error 4 STEPPER MSP UNRESPONSIVE

Turn the Pico off and on again.

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

Error 5 MSP SENT WRONG COMMUNICATION

Turn the Pico off and on again.

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

Error 6 PICO NOT IN DATABASE

Go To 'PicoBrew Support'

Error 7 SERVER 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?'**.

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'**.

Error 9 WIFI INITIALIZED INCORRECTLY

Go To 'PicoBrew Support'

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'**.

Error 11 PICO NOT ASSIGNED IP ADDRESS

Go To 'Error 7 SERVER COMMUNICATION ERROR'

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'**

Error 13 PARSING RECIPE ERROR

Go To 'PicoBrew Support'

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'**

Error 15 TEMP SENSOR FAILURE

Go To 'PicoBrew Support'

Error 17 TESTING CONNECTION

Go To 'Error 7 SERVER COMMUNICATION ERROR'

Error 18 ROTARY VALVE SEIZED

The Rotary Valve inside your Pico unit is not moving smoothly or is getting stuck.

1. Reboot the Pico while pushing the knob, 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. Push the knob 3 times to skip through the machine info.
4. Scroll down and 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'**

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 Pico while pushing the knob, this will pull up a service menu. Release the knob when 'Service' appears on the screen.

3. Push the knob 3 times to skip through the machine info
4. Scroll down and select 'Test Pico'
5. Select and run through the 'Thermoblock' test twice back to back.
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'**

Error 20 RESERVOIR OR SHUTTLE PUMP ISSUE

Go To 'Shuttle Pump Error'

Error 21 KEG PUMP ERROR

Go To 'Securely Attach Hoses...'

Error 22 SHUTTLE PUMP NOT PRIMING

Go To 'Shuttle Pump Error'

Error 24 HEATER MALFUNCTION

Your heater safety relay has malfunctioned.

Turn your Pico off and unplug it.

Go To 'PicoBrew Support'

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. 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 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'**

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

Go To 'Keg Pump Function Check'

My Pico appears to be Leaking

Go To 'I am experiencing leaking'

My step filter isn't draining properly or is overflowing

Go To 'Check Drain Port'

My OLED screen isn't working

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.

My issue isn't listed

Go To 'PicoBrew Support'

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.

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'**

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.

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. Push the knob 3 times to skip through the machine info
4. Scroll down '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 'Priming Shuttle Pump Pt. 2'**

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.

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'

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'**

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'**.

Priming Shuttle Pump Pt. 2

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: Try to track down something like an oral medication syringe.



- 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'**

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.

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'**

Keg Pump Function Check

- 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.
- In the Utilities menu, select Drain Reservoir. (Make sure that you select this and not Drain Step Filter)
- The rotary valve will position itself, then the keg pump should turn on.
- Do you hear the keg pump kick on after the rotary valve has moved? Is there suction at the end of the hose with the black fitting?
- 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?

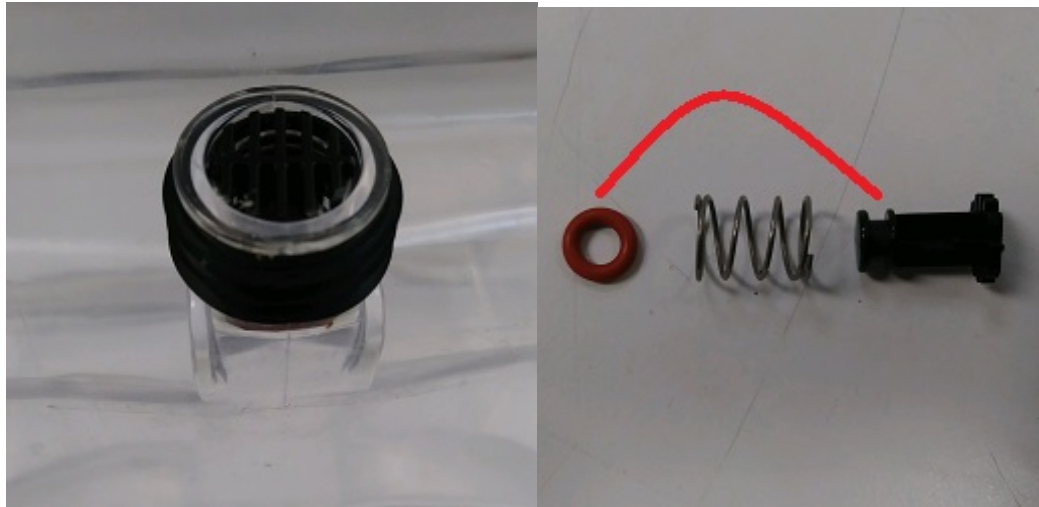
My pump is engaging and water is transferring -> **Go To 'Re-run First Rinse'**

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'**

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'**

Force Prime Keg Pump

To force prime your keg pump:

- Fill your step filter with two inches of water and insert it into the machine
- Securely connect the ends of the hoses to each other
- Turn the machine on while pushing in the selection knob, this will pull up a service menu. While in this menu be very careful to only go exactly where instructed.
- Push the knob in three times to skip through the machine info.
- Select Circulate from the first menu
- Hold the hoses together as the pressure may cause them to separate.
- Once the rotary valve has moved into position, allow this to run the pumps for just 3 seconds before pressing the knob to stop.
- Uncouple the hoses, and add a few inches of water to your accessory bucket
- Go to Test Pico in the same menu and select Keg Pump
- Immerse the end of the hose with the black fitting into the water
- Allow this to run for about a minute.
- If water is being deposited into the step filter, exit the test, and re-run first rinse.

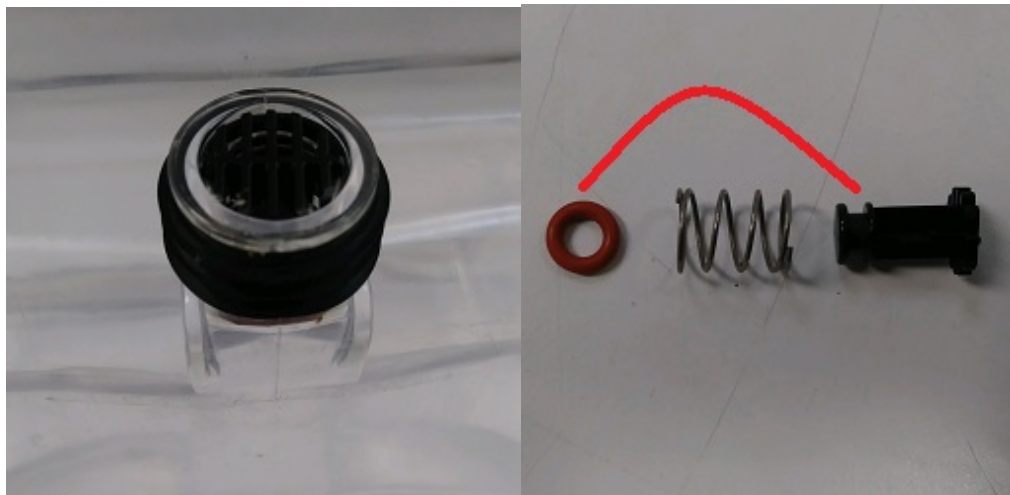
Is water deposited into the step filter? Do you experience any further errors?

I am still receiving an error when running Rinse -> **Go To 'PicoBrew Support'**

Water is flowing and I am no longer receiving this error -> Problem resolved.
Water is not flowing into the step filter -> **Go To 'PicoBrew Support'**

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'**

My Step Filter is not draining correctly

If you are brewing, press the rotary knob and select Drain Step Filter. If you are not brewing, Drain Step Filter in the Utilities menu. Your Drain Pump should turn on and begin draining the

step filter (the cooling fan on the back of the machine will turn on when you do this, make sure that you are not mistaking the sound of the fan for the pump). Allow this to run for a few minutes to try to 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'**

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'**

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'**

Satellite Internet?

Are you connecting via a satellite internet provider?

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

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

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'**

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'**

My PicoPak is still not detected

1. Go to 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'**

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'**

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!

My Pico passed the High Torque Test

1. Turn your machine off and on again to exit the service menu.
2. If this occurred during the First Rinse, re-run First Rinse
3. If this occurred while brewing, resume your brewing session.

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

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'**

I am experiencing leaking

What is the location of your leak?

The back left corner of my machine -> **Go To 'Rotary w/ Keg Test'**

The front of my machine or from underneath my step filter -> **Go To 'Rotary w/ Keg Test'**

The two small holes on the back of my Pico- > **Go To 'PicoBrew Support'**

The location isn't listed -> **Go To 'PicoBrew Support'**

Rotary w/ Keg Test

1. Temporarily remove the black squeegee piece from the lid. (If your lid is a single piece of clear silicone, remove the entire lid)
2. Fill your keg halfway with water, if a keg is not available, use your accessory bucket.
3. Connect the ends of the hoses securely to the keg, or if you are using the bucket, immerse the ends of the hoses into the bucket.
4. Reboot the machine while pushing in on the knob until the unit displays 'SERVICE'.
5. This will pull up a service menu. *While in this menu be very careful to only go exactly where instructed.*
6. Push the knob three times to skip past machine info.
7. Scroll to and select *Test Pico*, then select *Rotary Valve w/ Keg*.
8. This function will circulate water through the machine as the rotary valve cycles through all positions.
9. Let this run for a few minutes. Push the knob to exit the test, then once the machine has stopped making noise as the rotary valve parks, power the machine down.

While the test is running:

- Watch to make sure that only one stream is going into the step filter at a time. This includes a weaker second stream, or dripping/dribbling from another position.
- A stream of water should be deposited into the step filter at every position. Make sure that streams are running in all positions, and that none of them seem significantly

weaker. If you notice a stream that is missing, make a note of which position the rotary valve is in.

- Watch to make sure that the streams are going straight into the step filter, and are not hitting the step filter lid.
- Look for any leakage from the back of the machine, the base, or underneath the step filter while this is occurring.

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