

**TROUBLESHOOTING GUIDE  
COSTCO  
READY TO MAKE**

**TECHNICIANS FIRST RESPONSE GUIDE. ALWAYS CALL  
WUNDERBAR  
800-722-6738  
FOR GUIDANCE AND TECHNICAL SUPPORT**

**SYMPTOM:**

No keyboard display/No response

**CHECK:**

- Power source
- On/Off switch

**SOLUTION:**

- Plug in another appliance to confirm power to the outlet. If no, move unit to another location. Check circuit breaker. Call a qualified electrician.
- On/Off switch in On position. Operate switch for proper feel. If 110 volts on input side, replace switch
- Check for 110 volts at input side of switch. If OK and green light is on, check the primary side of power supply.
- Unplug existing keyboard from Main control board and plug into new keyboard. If new keyboard does not light up, unplug all other components on Main control board one at a time until keyboard lights up. If all are unplugged and board still not on, replace Main control board.

**SYMPTOM:**

Keyboard unresponsive to any/all touches, or keyboard initiates a dispense on its own.

**CHECK:**

- Keypad

**SOLUTION:**

- Look for evidence of moisture under keyboard lens. Moisture will be evident as either air bubbles or moisture. Lens will be solid but it will be warped under lens. Replace keyboard. Advise customer to keep water spray away from machine.

**SYMPTOM:**

Display reads, "Pump Comm Error"

**CHECK:**

- Grey pump cord condition
- Grey pump cord connection for tightness
- Water infiltration

**SOLUTION:**

- Reboot unit to clear electronics
- Check that cord has not been damaged.
- Check screw in cord connector to ensure the locking ring is fully tight in CW position.
- Open pump box & rear panels and inspect for signs of moisture. If moisture is present replace short, inside comm cable, outside comm cable, pump control board, main control board.
- If no moisture, replace, in order:
  1. Pump control board
  2. Main control board
  3. Both comm cables.

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**SYMPTOM:**

Display reads, "Searching for System".

**CHECK:**

- Reboot to clear electronics.

**SOLUTION:**

- If display has same message, replace Main control board.

**NOTE: Specify:**

1. Brand (Costco)
2. Revision (B=Globe motor | C=Stepper motor)
3. Sauce scheme (RTM)

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**SYMPTOM:**

Display reads, "Pump Searching for Home"

**CHECK:**

- Pump piston and shaft
- Home sensor

#### SOLUTION:

- Reboot to clear electronics
- Check pump piston position. If piston is home, check shaft traveler nut. If traveler nut is ¼" from shaft guard end, replace Home sensor. If piston is not Home and shaft nut is protruding from shaft guard, shaft has separated from piston. Replace pump.

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#### SYMPTON:

Display reads, "Sold Out"

#### CHECK:

- Concentrate level in vat
- Vat float position
- Debris in vat strainer
- Strainer missing-debris in pump inlet
- Vacuum sensor
- Vacuum green board

#### SOLUTION:

- If all concentrate has been consumed, vat must be removed, cleaned, sanitized and refilled.
- If concentrate was refilled on top of vat float, all concentrate must be removed and float removed. Vat to be cleaned, sanitized.
- Remove strainer from vat. Clean, sanitize, install
- If vat is used w/o the strainer, debris can accumulate in the pump inlet. Pump must be removed, disassembled, clog removed, assembled. Strainer must be found and reinstalled.
- Check ribbon cable from vacuum sensor to board. All pins should be straight and in proper sockets.
- 5 pin connector must be on white connector on green board. It can be mis-installed on the 2 brown connectors.
- If connectors are OK, replace the vacuum board.

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#### SYMPTOM:

During dispense the grippers release and fly to the outside.

#### CHECK:

- Rotation motor brace
- Turn table wheels
- Rotation speed

#### SOLUTION:

- Motor brace should be mounted *under* the L shaped brackets. If not, move brace.
- Watch operation from below. If all 6 wheels are not touching turn table, loosen brace bolts and add 2 flate washers, side by side ó front and rear, to lower the brace.
- The 6 turn table wheels are designed to transmit a certain resistance to rotation. If wheels freewheel, tighten bolts or check to see if the õwaveö washer is broken. If so, replace wave washers.
- Rotation speed is design speed of 85. Check for proper speed.

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#### SYMPTOM:

After dispense is complete, dispense arm stutter on return to Home position.

#### CHECK:

- Arm slider
- Arm drive

#### SOLUTION:

- Check black plastic arm slider for damage or signs of binding.
- Remove the 8 captive screws holding the 2 piece guard. Pull slider forward. Thoroughly clean slider and both guards.
- Check arm motor drive gear and the two guide pins. Clean and lube.

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#### SYMPTOM:

- Dispense is watery
- There are gaps in the dispense
- Nozzle begins at correct start point but sauce does not dispense until arm start moving.
- Display reads, õCheck Vat Connectionsö

#### CHECK:

- Vat O-rings
- Vat strainer
- Vat installation
- Outlet check valve

#### SOLUTION:

NOTE: CHECK VAT CONNECTIONS MESSAGE INDICATES THAT AIR IS BEING DRAWN INTO THE PUMP. ALL CHECKS HAVE TO DO WITH ENSURING A TIGHT SYSTEM.

- Check vat O-rings. There are 5 O-rings. 3 on the vat snout; 2 on the vat strainer. Check O-rings for cuts, tears, gouges. Replace with new O-rings if unsure. Use Taylor lube to improve seal and for longer life.
- Ensure that vat strainer is installed.
- Ensure that vat strainer is properly placed in the metal housing. The strainer groove should rest in the metal housing.
- Ensure that vat is fully installed into the pump inlet. When fully installed the 3 install holes should be visible.
- Install the Priming nozzle and re-prime system.