

LANCER®

TouchPoint



Operation Manual

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ABOUT THIS MANUAL

This booklet is an integral and essential part of the product and should be handed over to the operator after the installation and preserved for any further consultation that may be necessary. Please read carefully the guidelines and warnings contained herein as they are intended to provide the user with essential information for the continued safe use and maintenance of the product. In addition, it provides **GUIDANCE ONLY** to the user on the correct services and site location of the unit.

The installation and relocation, if necessary, of this product must be carried out by qualified personnel with up-to-date safety and hygiene knowledge and practical experience, in accordance with current regulations.

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BEFORE GETTING STARTED

Each unit is tested under operating conditions and is thoroughly inspected before shipment. At the time of shipment, the carrier accepts responsibility for the unit. Upon receiving the unit, carefully inspect the carton for visible damage. If damage exists, have the carrier note the damage on the freight bill and file a claim with carrier. Responsibility for damage to the dispenser lies with the carrier.

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READ ALL SAFETY INSTRUCTIONS BEFORE USING THIS UNIT.

This manual contains important safety information and all applicable safety precautions must be observed. To reduce the risk of fire, electric shock, damage to the equipment or personal injury when using this unit all instructions/warnings on the product being used must be followed:

⚠ WARNING

Text following the Warning signal indicates a hazardous situation, which if not avoided, will result in death or serious injury. Be sure to read all Warning statements before proceeding with the installation.

⚠ CAUTION

Text following the Caution signal indicates a hazardous situation, which if not avoided, could result in death or serious injury. Be sure to read the Caution statements before proceeding with the installation

⚠ ATTENTION

Text following the Attention signal addresses a situation that if not followed could potentially damage the equipment. Be sure to read the Attention statements before proceeding

NOTE

Text following the Note signal provides you with information that may help you more effectively perform the installation procedures within this manual. Disregarding information will not cause damage or injury, however it may limit the performance of the dispenser.

IMPORTANT SAFETY INSTRUCTIONS

Intended Use

- The dispenser is for indoor use only
- This appliance is intended to be used in commercial applications such as restaurants or similar.
- This appliance should not be used by children or infirm persons without supervision.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Cleaning and user maintenance shall not be performed by children without supervision.
- This unit is not a toy and children should be advised not to play with the appliance.
- The min/max ambient operating temperature for the dispenser is 40°F to 105°F (4°C to 41°C).
- Do not operate unit below minimum ambient operation conditions.
- Should freezing occur, cease operation of the unit and contact authorized service technician.
- The maximum tilt for safe operation is 5°.
- This appliance must be installed and serviced by a professional.

Carbon Dioxide (CO₂)

- **WARNING:** Carbon Dioxide (CO₂) is a colorless, noncombustible gas with a light pungent odor. High percentages of CO₂ may displace oxygen in the blood.
- **WARNING:** Prolonged exposure to CO₂ can be harmful. Personnel exposed to high concentrations of CO₂ gas will experience tremors which are followed by a loss of consciousness and suffocation.
- **WARNING:** If a CO₂ gas leak is suspected, immediately ventilate the contaminated area before attempting to repair the leak.
- **WARNING:** Strict attention must be observed in the prevention of CO₂ gas leaks in the entire CO₂ and soft drink system.

Power

- Follow all local electrical codes when making connections.
- Check the dispenser name plate label, located behind the splash plate for correct electrical requirements of the unit. **DO NOT** plug into a wall electrical outlet unless the current shown on the serial number plate agrees with local current available.
- Each dispenser must have a separate electrical circuit.
- **DO NOT** use extension cords with this unit.
- **DO NOT** 'gang' together with other electrical devices on the same outlet.
- **WARNING:** Always disconnect electrical power to the unit to prevent personal injury before attempting any internal maintenance.
- The resettable breaker switch should not be used as a substitute for unplugging the dispenser from the power source to service the unit.
- Only qualified personnel should service internal components of electrical control housing.
- **WARNING:** Make sure that all water lines are tight and units are dry before making any electrical connections
- If this dispenser is installed in an area that is susceptible to ±10% variation of the nominal line voltage, consider installing a surge protector or similar protection device.

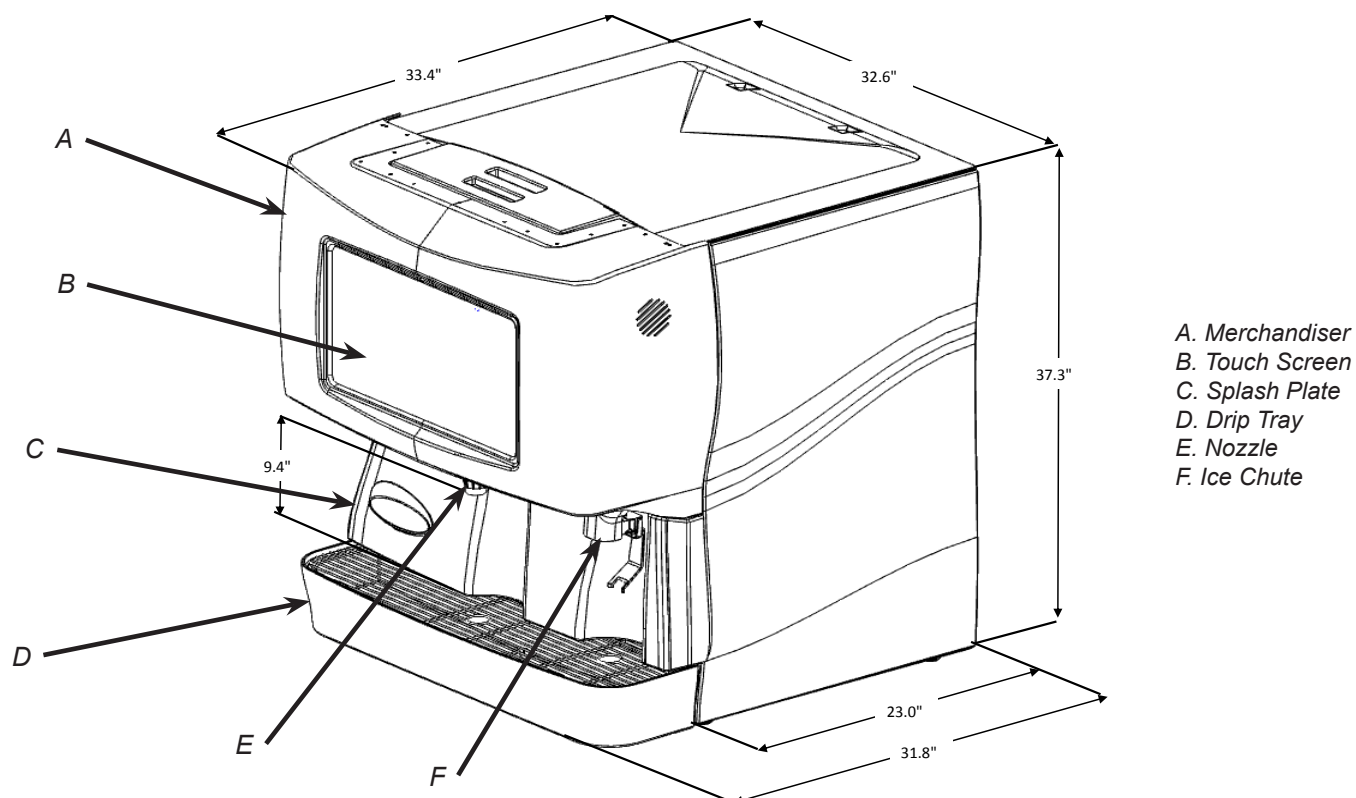
Water Notice

- Provide an adequate, potable water supply. Water pipe connections and fixtures directly connected to a potable water supply must be sized, installed, and maintained according to federal, state, and local codes.
- The water supply line must be at least a 3/8 inches (9.525 mm) pipe with a minimum of 25 PSI (0.172 MPA) line pressure, but not exceeding a maximum of 50 PSI (0.345 MPA). Water pressure exceeding 50 PSI (0.345 MPA) must be reduced to 50 PSI (0.345 MPA).
- Use a filter in the water line to avoid equipment damage and beverage off-taste. Check the water filter periodically, as required by local conditions.
- **CAUTION:** The water supply must be protected by means of an air gap, a backflow prevention device (located upstream of the CO₂ injection system) or another approved method to comply with NSF standards. A leaking inlet water check valve will allow carbonated water to flow back through the pump when it is shut off and contaminate the water supply.
- **CAUTION:** Ensure the backflow prevention device complies with ASSE and local standards. It is the responsibility of the installer to ensure compliance.

Automatic Agitation

- Units are equipped with an automatic agitation system and will activate unexpectedly.
- **CAUTION:** Do not place hands or foreign objects in the ice bin tank. Unplug the dispenser during servicing, cleaning, and sanitizing.
- **CAUTION:** To avoid personal injury, do not attempt to lift the dispenser without assistance. For heavier dispensers, use a mechanical lift.

SPECIFICATIONS AND FEATURES



DIMENSIONS

Width: 32.5 inches (825 mm)

Depth: 33.7 inches (856 mm)

Height: 37.3 inches (947 mm)

WEIGHT

Shipping: 110 lbs (49.9 kg)

Empty: 82 lbs (37.2 kg)

Operating: 127 lbs (57.5 kg)

ELECTRICAL

115 VAC / 60 Hz / 2.0 Amps

220-240 VAC / 50-60 Hz / 1.0 Amps

PLAIN WATER SUPPLY

Min Flowing Pressure: 75 PSIG (0.516 MPA)

CARBONATED WATER SUPPLY

Min Flowing Pressure: 25 PSI (0.172 MPA)

Max Static Pressure: 50 PSI (0.345 MPA)

CARBON DIOXIDE (CO₂) SUPPLY

Min Pressure: 70 PSIG (0.483 MPA)

Max Pressure: 80 PSIG (0.552 MPA)

FITTINGS

Carbonator Inlet: 3/8 inch barb

Plain Water Inlet: 3/8 inch barb

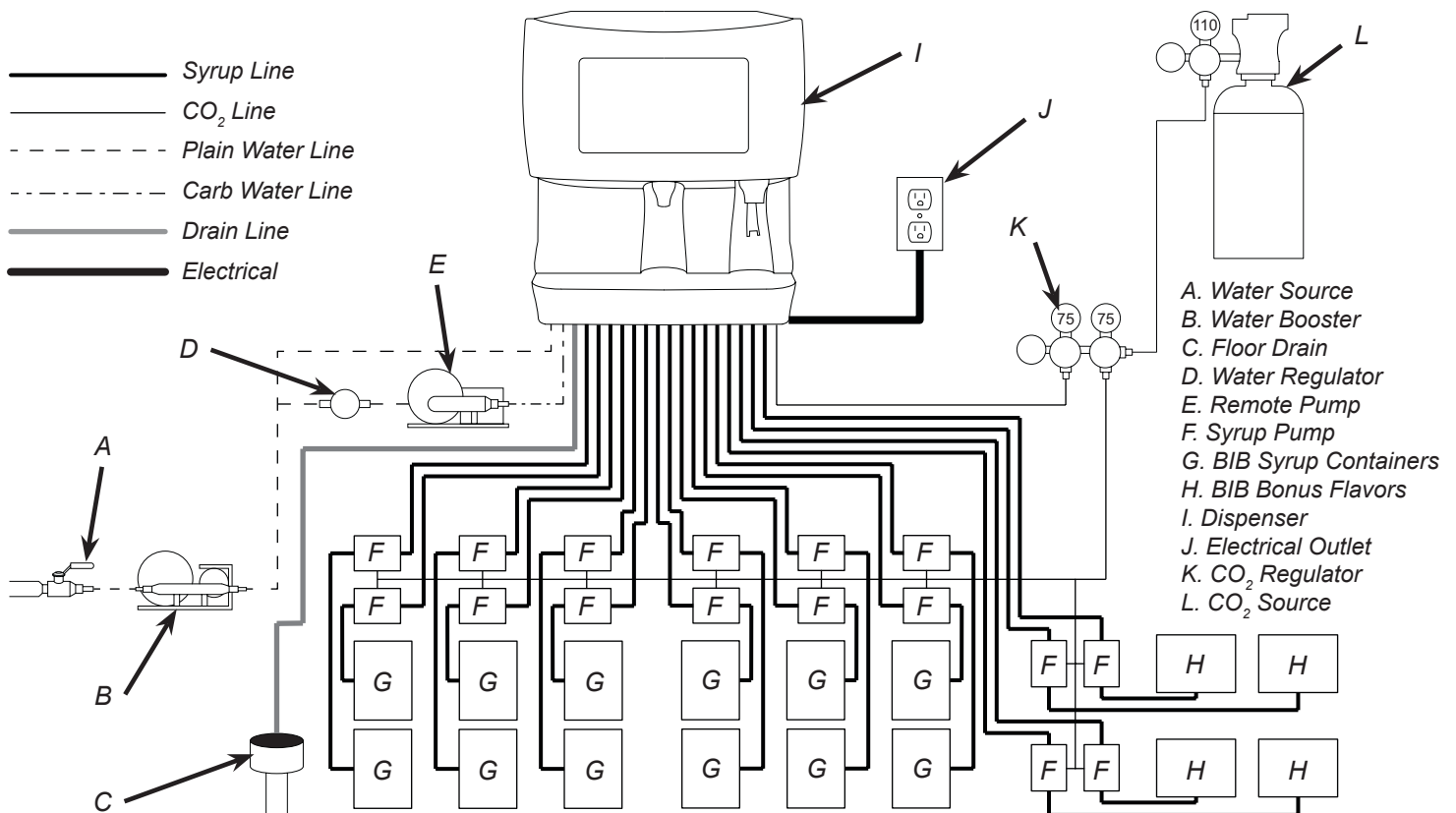
Brand Syrup Inlets: 3/8 inch barb

Injection Flavor Inlets: 1/4 inch barb

CO₂ Inlet: 3/8 inch barb

This unit emits a sound pressure level below 70 dB

General System Overview



PRE-INSTALLATION CHECKLIST

TOOLS REQUIRED:

- ☐ Oetiker Pliers
- ☐ Tubing Cutters
- ☐ Wrench
- ☐ Slotted Screwdriver
- ☐ Phillips Screwdriver
- ☐ Drill

BIB SYSTEM:

- ☐ BIB Rack
- ☐ BIB Syrup Boxes
- ☐ BIB Regulator Set
- ☐ BIB Connectors

POST MIX ACCESSORIES:

- ☐ High Pressure CO₂ Regulator
- ☐ Low Pressure CO₂ Regulator Manifold
- ☐ CO₂ Supply
- ☐ Chain for CO₂ Tank
- ☐ Beverage Dispenser
- ☐ Beverage Tubing
- ☐ Oetiker Clamp Fittings
- ☐ Water Booster (Lancer PN: 82-3401 or MC-163172)
- ☐ Water Regulator (supplied with unit)

CONSIDER THE FOLLOWING BEFORE INSTALLATION:

- ☐ Location of Water Supply Lines
- ☐ Location of Drain
- ☐ Location of Electrical Outlet
- ☐ Location of Heating and Air Conditioning Ducts
- ☐ Do you have enough space to install the dispenser?
- ☐ Is countertop level?
- ☐ Can the countertop support the weight of the dispenser? (Include the weight of an ice machine plus weight of ice, if necessary)
- ☐ Is dispenser located away from direct sunlight or overhead lighting?

INSTALLATION

Read This Manual

This manual was developed by Lancer Corporation as a reference guide for the owner/operator and installer of this dispenser. Read this manual before installation and operation of this dispenser. See pages 19-26 for troubleshooting or service assistance. If the service cannot be corrected please call your Service Agent or Lancer Customer Service. Always have your model and serial number available when you call.

Unpacking the Dispenser

1. Set shipping carton upright on the floor then cut package banding straps and remove.
2. Open top of carton and remove interior packaging.
3. Before removing the unit from shipping base, carefully remove all cladding in the following order to avoid damage during unit transfer from shipping base to counter top:

NOTE

Remove the items listed below in the following order:

1. Ice Chute Lever
2. Splash Plate - (*Disconnect Wires Before Removal*)
3. Outer Nozzle
4. Merchandiser - (*Unscrew Top Merchandiser Screws Before Removal*)
5. Drip Tray/Cup Rest
6. Side Panels

4. Lift carton up and off of the unit.

5. Remove plywood shipping base from unit by moving unit so that one side is off the counter top or table allowing access to screws on the bottom of the plywood shipping base.

NOTE

If unit is to be transported, it is advisable to leave the unit secured to the plywood shipping base.

6. Remove accessory kit and loose parts from ice compartment.

NOTE

Inspect unit for concealed damage. If evident, notify delivering carrier and file a claim against the same.

7. If leg kit has been provided, assemble legs by tilting unit.

⚠ ATTENTION

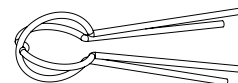
DO NOT LAY UNIT ON ITS SIDE OR BACK

Inspection of Drain Spider

NOTE

The drain spider is located to the right side near the front of the bin under the ice shroud. The coldplate has a cavity designed to hold the drain spider. During shipment, the drain spider may become dislodged from its original position. Prior to installing the unit, ensure the drain spider is in the correct position. This will prevent drain clog issues. Inspect the lower bin area and reach under the shroud to ensure the drain spider is secure in the coldplate cutout. If the spider is not in place, proceed with the following steps.

1. Remove agitator clip and pin from agitator bar.
2. Remove agitator bar from the hub.
3. Remove ice shroud by lifting the side opposite the auger and rotating out from beneath the auger.
4. Locate drain spider and reinstall in the coldplate cavity where drain line exits.
5. Reinstall all components. Ensure agitator clip is locked.



- Drain Spider

Selecting/Preparing a Counter Location

NOTE

The dispenser should only be installed in a location where it can be overseen by trained personnel

1. Select a level, well ventilated location that is in close proximity to a properly grounded electrical outlet, within five (5) feet (1.5 m) of a drain, a water supply that meets the requirements shown in the Specifications section found on page 4, away from direct sunlight or overhead lighting, and has sufficient clearance for air circulation.
2. Sufficient clearance must be provided (if an ice maker is not installed) to allow filling ice compartment from a five (5) gallon bucket (a minimum of 16 inches is recommended).

⚠ ATTENTION

Inspect the counter location where the unit is to be installed. Verify the selected counter is strong enough to safely support the weight of the dispenser, the ice, and the icemaker (if necessary) after counter cut out is made. The total weight (with icemaker) for this unit could exceed 800 pounds (383.6 kg).

NOTE

Lancer does **NOT** recommend the use of shaved or flake ice in the dispenser.

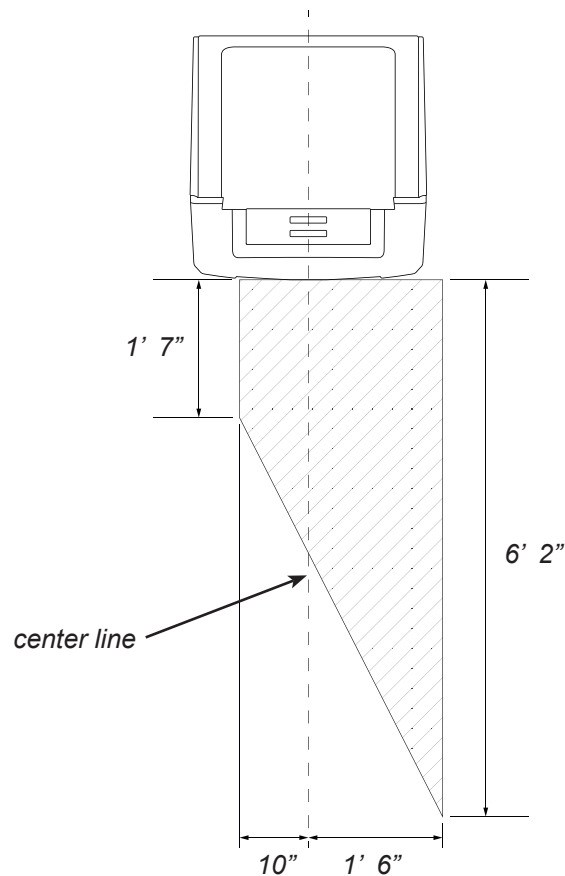
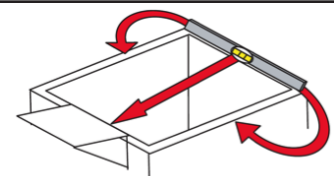
3. Unit may be installed directly on countertop or on legs. If installed directly on the counter, unit must be sealed to the countertop with an FDA approved sealant. If an icemaker is to be mounted on top of dispenser, do not install dispenser on legs.
4. Select a location for the remote pump, syrup pumps, CO₂ tank, syrup containers, and water filter (recommended). Please see General System Overview on page 5 for reference.
5. Using Counter Cutout Template provided, cut out required opening for the water, syrup, and CO₂ lines in the designated dispenser location.

NOTE

The selected location should have sufficient clearance for the proximity sensor located in the front of the unit to be able to clearly identify any movement within its range.

Leveling the Dispenser:

In order to facilitate proper dispenser drainage, ensure that the dispenser is level, front to back and side to side. Place a level on the top of the rear edge of the dispenser. The bubble must settle between the level lines. Repeat this procedure for the remaining three sides. Level unit if necessary. For optimum performance place the unit at a 0° tilt. The maximum tilt is 5°.



NOTE

To assure that beverage service is accessible to all customers, Lancer recommends that counter height and equipment selection be planned carefully. The 2010 ADA Standards for Accessible Design states that the maximum reach height from the floor should be no more than 48" if touch point is less than 10" from the front of the counter, or a maximum of 46" if the touch point is more than 10" and less than 27" from the front of the counter. For more information about the customer's legal requirements for the accessibility of installed equipment, refer to 2010 ADA Standards for Accessible Design - <http://www.ada.gov>.

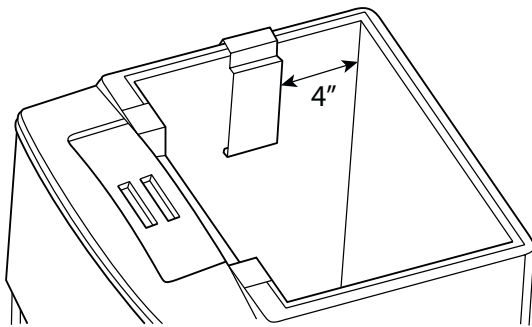
Installing an Icemaker (if necessary)

⚠ ATTENTION

When installing an icemaker on the dispenser, use a bin thermostat to control the ice level (see below). This will prevent damage to the dispensing mechanism. The bracket for mounting a thermostat is located in the ice bin. During the automatic agitation cycle and while dispensing ice, ensure there is adequate space between the top of the ice level and the bottom of the icemaker so the ice can move without obstruction. Contact your icemaker manufacturer for information on a suitable bin thermostat.

1. Install the icemaker per manufacturer specifications. Points of consideration include drainage, ventilation, and drop zones.
2. An adapter plate is required when installing an icemaker. Contact your Sales Representative or Lancer Customer Service for more information.

Attach Bin Stat Bracket As Shown



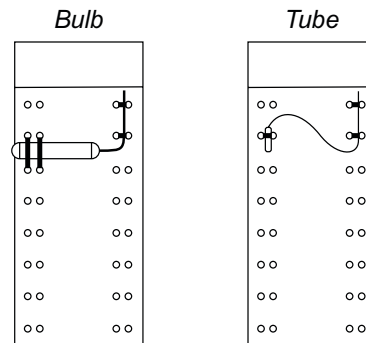
3. A bin thermostat is required in order to control the level of ice in the dispenser (Refer to ATTENTION). Contact your icemaker manufacturer to obtain the correct bin thermostat.
4. Bin thermostat should be a minimum of 2" below the top edge of the dispenser. The preferred location of the bin thermostat is on the left side wall.

⚠ ATTENTION

Failure to use an ice bin thermostat will not only void your IBD's warranty but will result in the inability to control the level of ice in the ice bin which can cause damage to your dispenser.

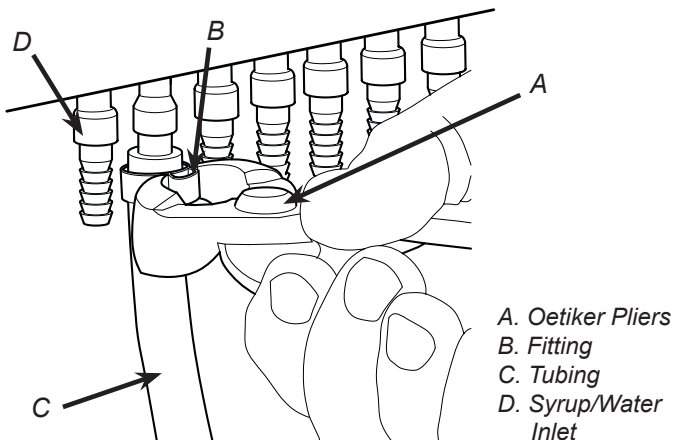
5. Ensure the icemaker is installed properly to allow for removal of the Merchandiser.
6. Ensure manual fill is accessible.
7. Clean and maintain icemaker per manufacturer's instructions.

Recommended Bin Stat Attachment



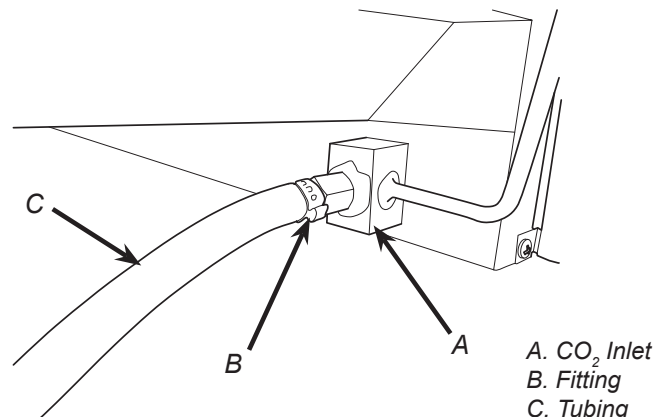
Dispenser Installation

1. Route appropriate tubing from the water source to the plain water inlet at the front of the unit and connect tubing to inlet using the oetiker pliers and fittings, (see Plumbing Diagram on the front of the unit or on page 31 for reference).



2. Route appropriate tubing from the remote pump deck to the carbonated water inlet and connect tubing to inlet.

3. Connect tubing to water source then flush water lines to check for leaks
4. Route appropriate tubing from the syrup pump location to the syrup inlets and connect tubing to all syrup inlets. Repeat for all flavor injection lines.
5. Route appropriate tubing from the CO₂ source location to the CO₂ inlet on the unit and connect tubing to inlet.

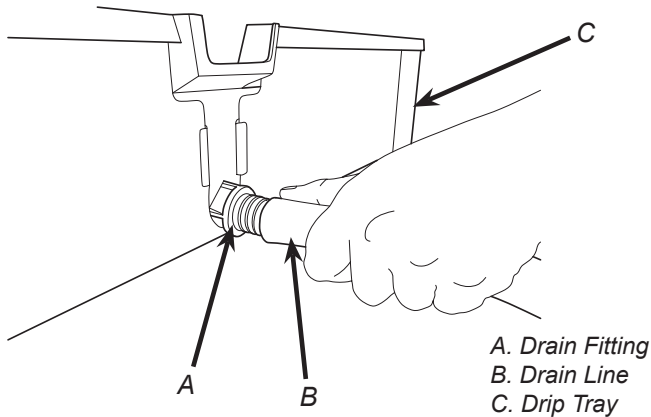


- Route the power supply cord to a grounded electrical outlet of the proper voltage and amperage rating.

⚠ WARNING

DO NOT PLUG UNIT INTO GROUNDED ELECTRICAL OUTLET AT THIS TIME. Make sure that all water lines are tight and unit is dry before making any electrical connections

- Route drain hose from designated open type drain to fitting on Drip Tray and connect hose to fitting.



⚠ CAUTION

Both drain lines must be insulated with a closed cell insulation. Insulation must cover the entire length of the drain hose, including fittings. The drain should be installed in such a manner that water does not collect in sags or other low points, as condensation will form.

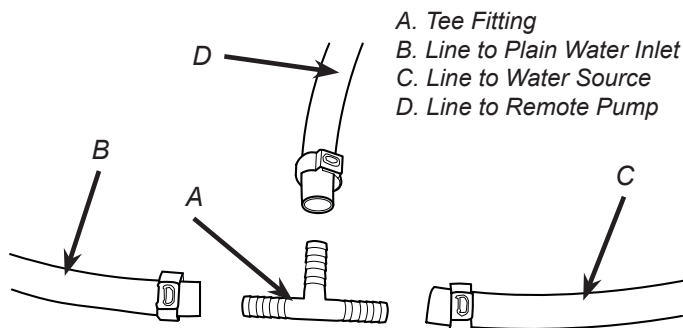
- Reattach Drip Tray/Cup Rest to unit.

⚠ ATTENTION

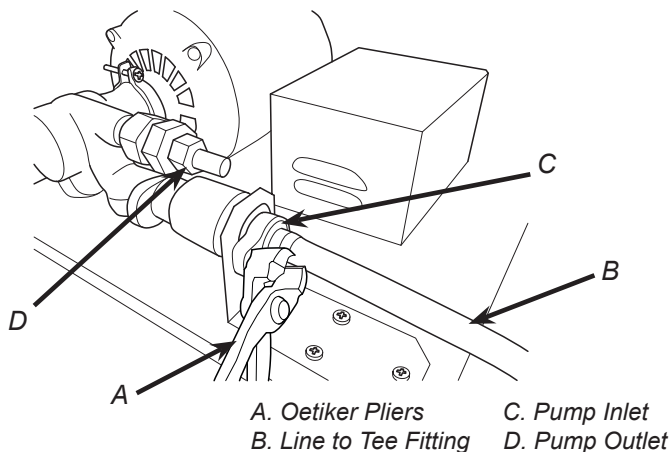
Pouring hot water into drain may cause the Drain Tube to collapse. Allow only luke warm or cold water to enter Drain Tube. Pouring coffee tea and similar substances into drain may cause the Drain Tube to become clogged with coffee or tea grounds, or other solid particles.

Remote Pump Installation

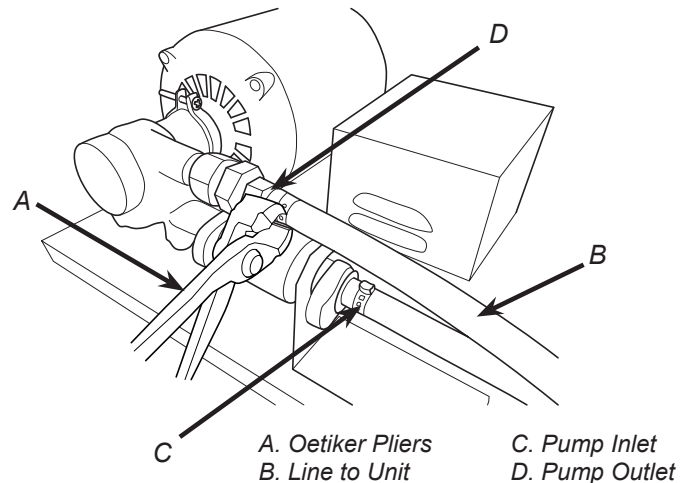
- If necessary, install water booster (Lancer PN MC-163172) between water supply and the unit.
- Using tubing cutters, cut water line and install tee fitting, then route appropriate tubing from the remote pump location to the tee fitting at water line.



- Connect line from tee fitting at water line to the remote pump deck inlet regulator.



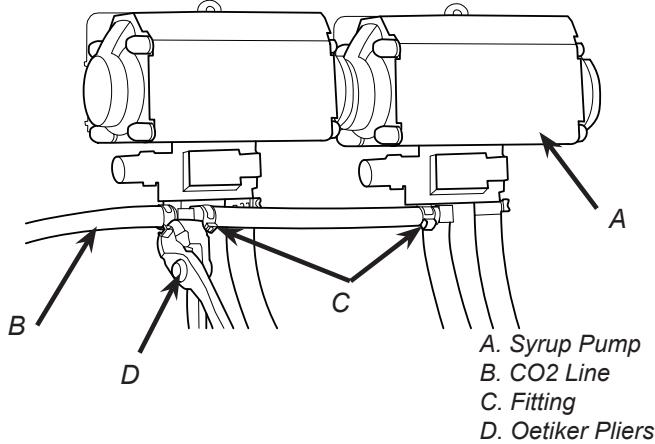
- Complete the carbonated water line connection between the remote pump deck and carbonated water inlet on the unit.



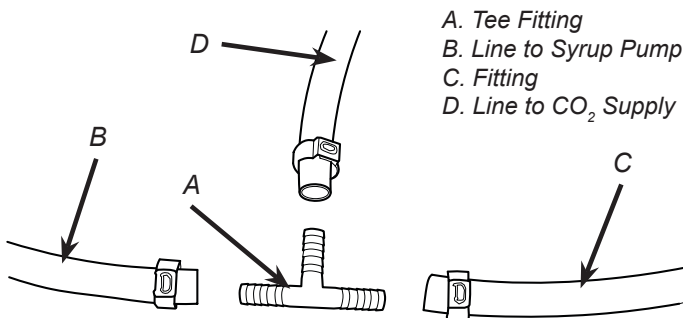
- Install a shut-off valve in the water line feeding the deck. If a separate water line is run for plain water, ensure that it also has a shut-off valve.

Installing Remote Syrup Pumps - Bag In Box

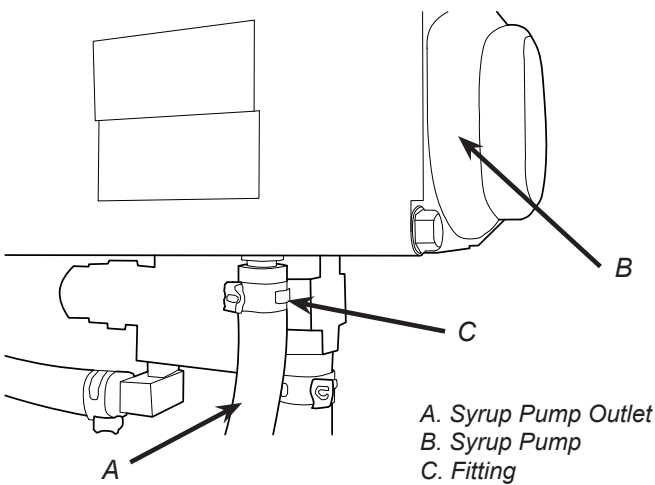
1. Install BIB rack and remote pumps according to manufacturers' instructions.
2. Once pumps and BIB rack are installed, measure and cut tubing to length between the pump CO₂ inlets, then connect tubing to all pumps.



3. Using tubing cutters, cut any pump CO₂ supply line and install tee fitting, then route appropriate tubing from the CO₂ supply to the tee fitting at syrup pumps.



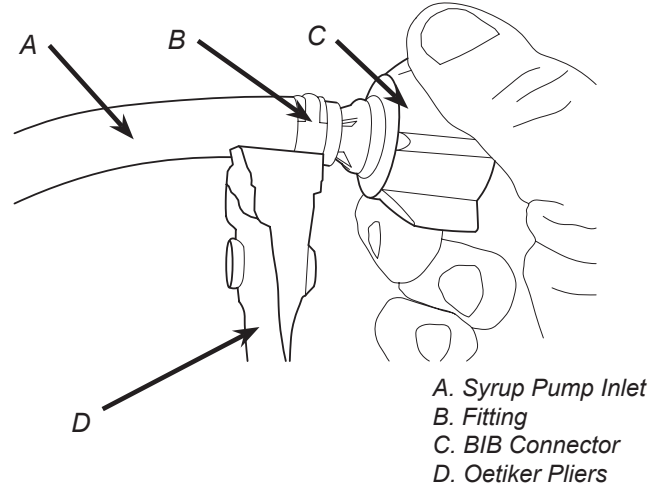
4. Connect tubing from dispenser syrup inlet to the syrup pump outlet fitting. Repeat for each syrup line/pump. Repeat Steps 1-5 for all flavor injector lines.



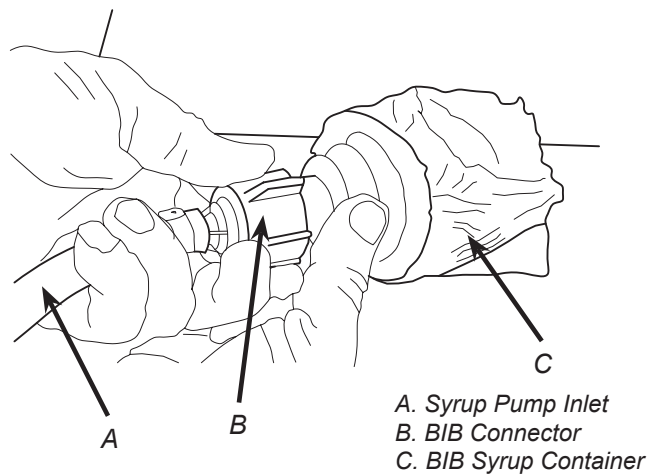
5. Install BIB (bag in box) connectors onto the syrup pump inlet tubing.

⚠ ATTENTION

Use proper connector for syrup manufacturer

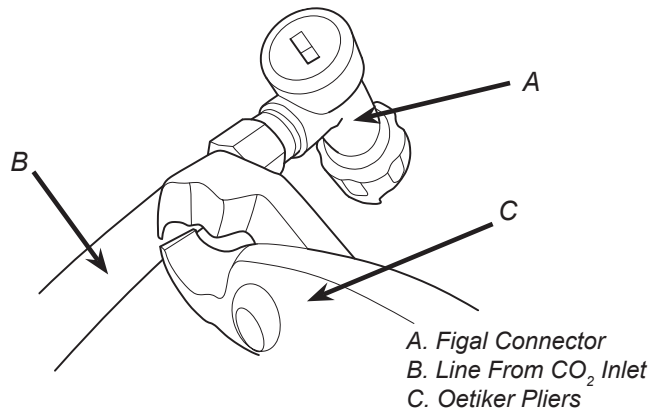


6. Connect syrup BIBs to connectors. Repeat for each syrup line/pump and each flavor injector line/pump.

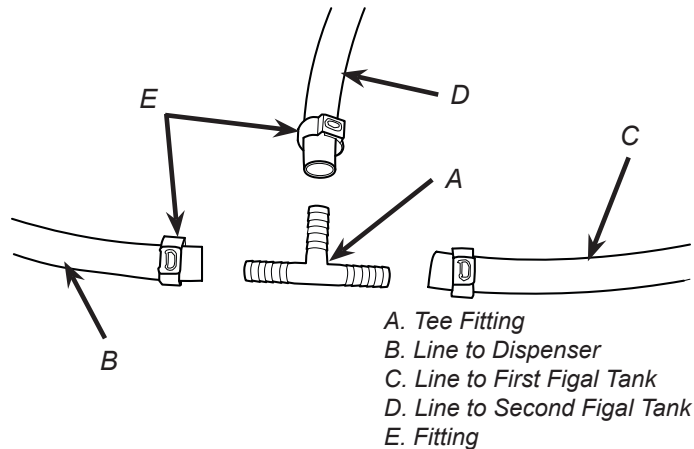


Connecting to Syrup Supply - Figal Syrup Tank

1. Connect tubing routed from CO₂ inlet in dispenser to figal syrup tank CO₂ inlet.

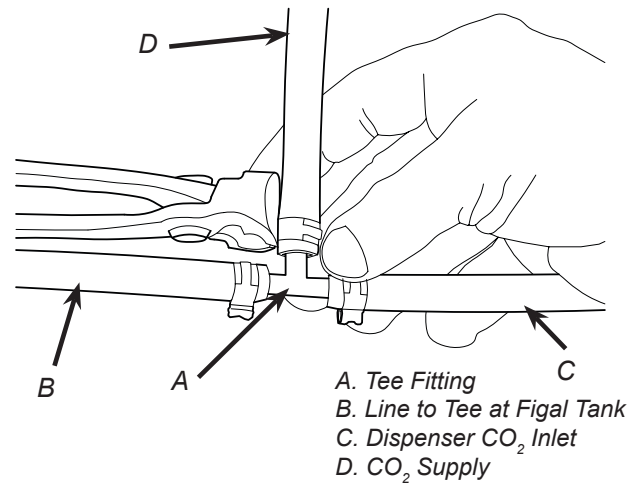


2. Using tubing cutters, cut line from CO₂ inlet to figal syrup tank and install tee fitting, then route appropriate tubing from second figal syrup CO₂ inlet to tee fitting.

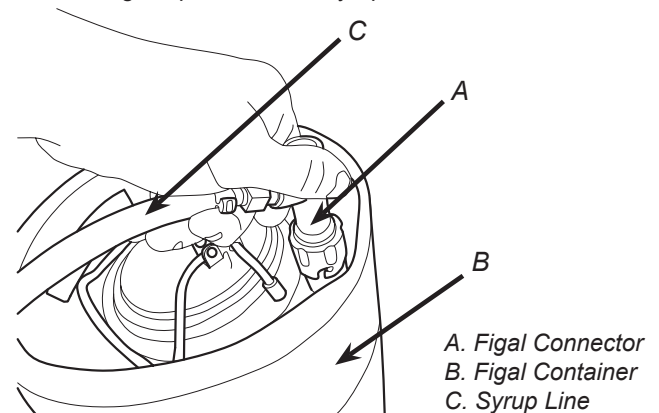


3. Repeat step 2 for remaining figal syrup tanks.
4. Cut tubing from dispenser CO₂ inlet to tee fitting at figal syrup tanks and install another tee fitting.

5. Route appropriate tubing from CO₂ supply to tee fitting between dispenser CO₂ inlet and figal syrup tanks and connect tubing to tee fitting.



6. Connect tubing from dispenser syrup inlet to the figal syrup outlet fitting. Repeat for each syrup line/tank.

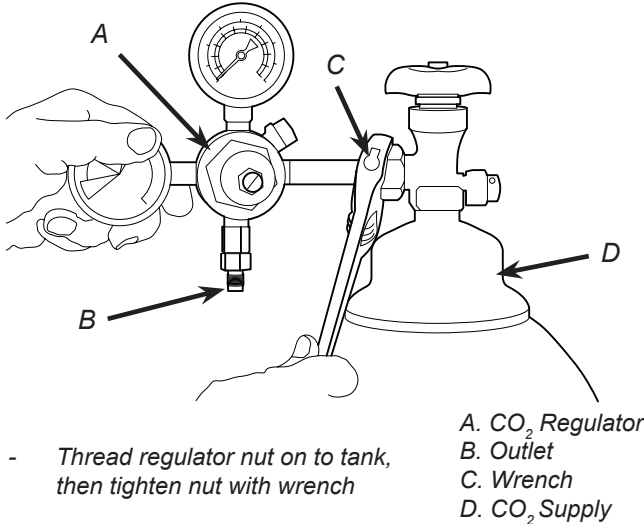


Installing CO₂ Supply

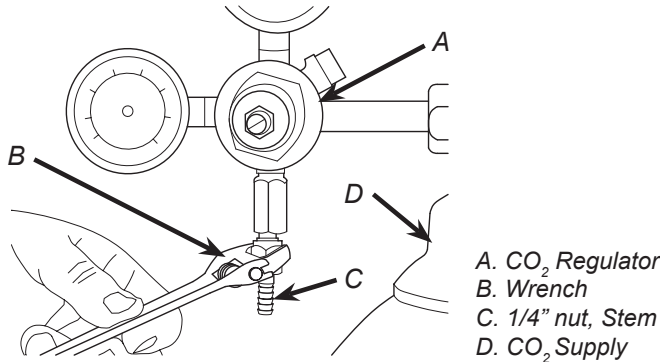
1. Connect high pressure CO₂ regulator assembly to CO₂ cylinder or bulk system.

⚠ ATTENTION

Before installing regulator, assure that a seal (washer or o-ring) is present in regulator attachment nut.



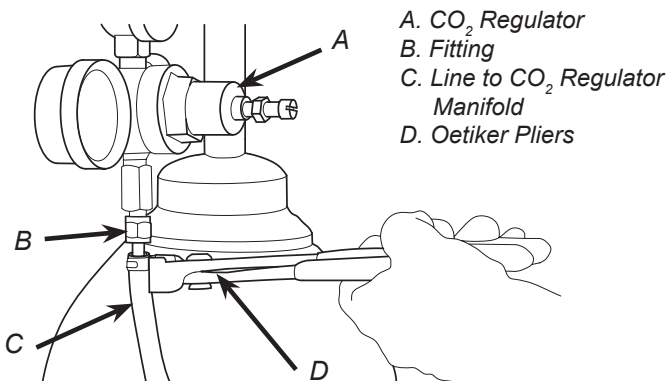
2. Connect a 1/4" nut, stem and seal to CO₂ regulator outlet.



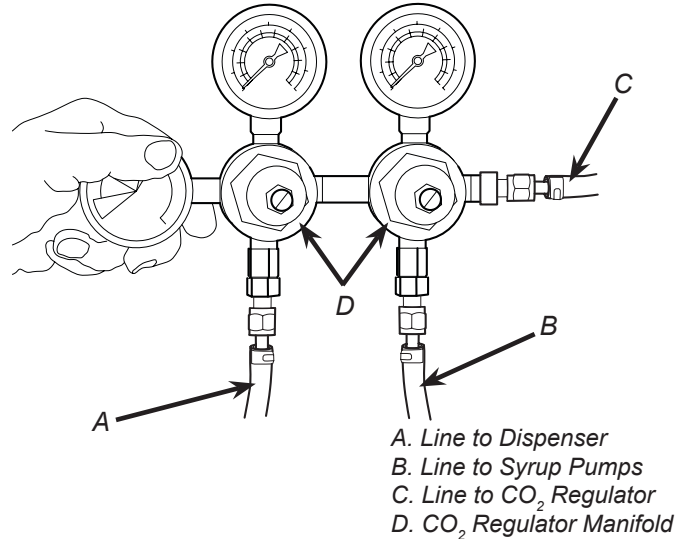
3. Route appropriate tubing from the low pressure CO₂ regulator manifold location to the 1/4" nut, stem on the high pressure CO₂ regulator attached to source and connect tubing.

⚠ ATTENTION

A dedicated CO₂ regulator is required to supply the CO₂ inlet at the unit as well as to all syrup pumps.



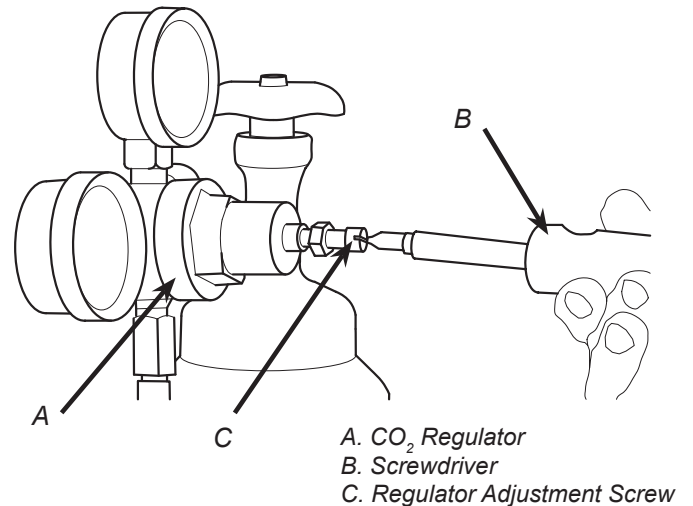
4. Connect tubing routed from the CO₂ inlet at the unit to one of the low pressure CO₂ regulator manifold outlets.
5. Connect tubing routed from the tee at the syrup pumps to the second outlet of the low pressure CO₂ regulator manifold.



6. Using a wrench, loosen lock nut on the regulator adjustment screw of the high pressure CO₂ regulator connected to the source, then using a screwdriver back out lock nut screw all the way.

⚠ WARNING

DO NOT TURN ON CO₂ SUPPLY AT THIS TIME



7. Repeat Step 6 for both low pressure CO₂ regulators on the regulator manifold routed to the unit and the syrup pumps.

Dispenser Setup

1. Turn on the water source.
2. Open the pressure relief valve located on the front of the unit, by flipping up on the valve cap lever. Hold open until water flows from the relief valve then close (flip down) the relief valve.
3. Verify all Bag-In-Box contains syrup and check all connections for leaks.
4. Place enough ice in the ice bin to fill approximately 1/3 of the bin before plugging in the unit.

NOTE

Prior to plugging in the unit, ensure there are no flash drives inserted in any of the USB ports on CPU

5. Reconnect side panels, merchandiser, outer nozzle, splash plate, and ice chute lever.

NOTE

Reconnect wires when reconnecting Splash Plate

6. Connect unit power cord to grounded electrical outlet.

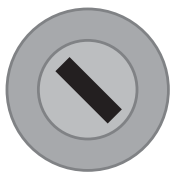
WARNING

The dispenser must be properly electrically grounded to avoid serious injury or fatal electrical shock. The power cord has a three-prong grounded plug. If a three-hole grounded electrical outlet is not available, use an approved method to ground the unit. Follow all local electrical codes when making connections. Each dispenser must have a separate electrical circuit. Do not use extension cords. Do not connect multiple electrical devices on the same outlet.

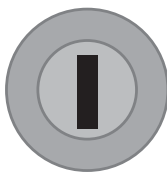
NOTE

TouchPoint will begin booting up as soon as power is connected. Boot-up may take several minutes. Cup selection carousel will appear when complete.

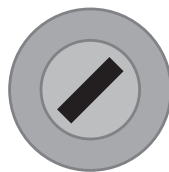
7. Test the motor operation by pushing the ice chute lever until agitator motor begins to turn.
8. Access the Main Menu by turning the turn-key switch one position in the clockwise direction.



"Valve OFF" Position
Touch Screen
Disabled

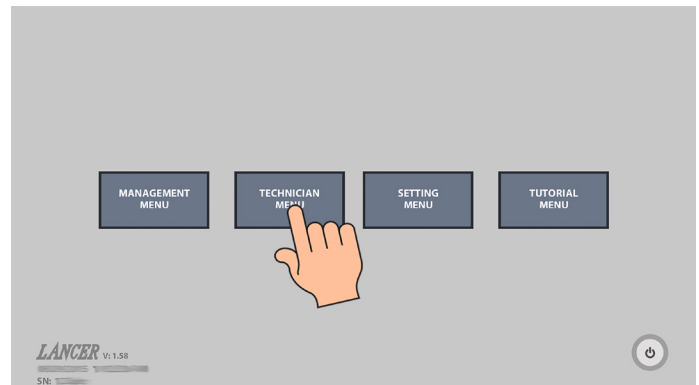


"Run" Position
Normal Operation
Mode

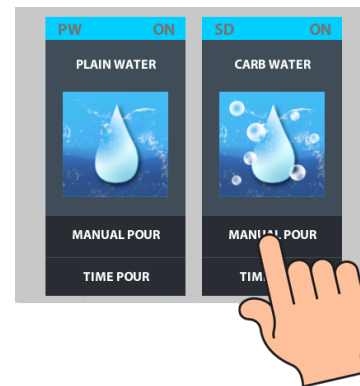


"Service" Position
Service Mode
Main Menu Screen

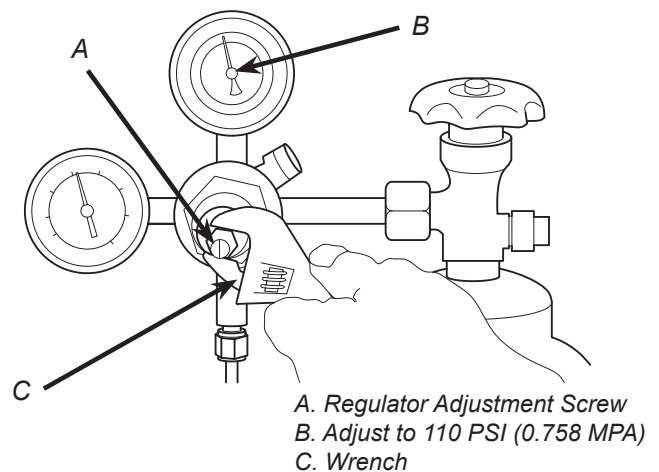
9. Select the Technicians Menu button.



10. Contact Lancer warranty for the default pass-code or ask the store manager if pass code has changed.
11. Activate the Manual Pour buttons for both the Plain Water module and the Carb Water module to ensure a good flow of water is achieved.



12. Ensure pump deck is turned OFF before turning on CO₂.
13. Turn on CO₂ at the source then, using a screwdriver, adjust the high pressure regulator at the source to 110 PSI (0.758 MPA) then tighten locknut with wrench.



14. Adjust both of the low pressure regulators on the regulator manifold to 75 PSI (0.517 MPA) then tighten locknut with wrench.
15. Activate the Carb Water module until gas-out.
16. Plug in the remote carbonator pump deck, if not already done so, and turn the switch to the ON position.

17. Activate the Carb Water module until the carbonator pump comes on. Release the button, allow carbonator to fill and stop. Repeat this process until a steady flow of carbonated water is achieved.

NOTE

The pump deck has a 3 minute timeout feature. If the timeout occurs, turn the deck OFF then ON by flipping the switch on the control box.

NOTE

To check for CO₂ leaks, close the valve on the CO₂ cylinder and observe if the pressure to the system drops with the cylinder valve closed for five minutes. Open the cylinder valve after check.

18. Activate each syrup and flavor module by way of the Manual Pour button, to purge air from the syrup lines.

Setting Up Brands

1. Access the Technicians Menu.
2. Deactivate any syrup or flavor adder valve module not being used by tapping the colored ribbon at the top of the module.

NOTE

The cup associated with each syrup module deactivated will appear with a "SOLD OUT" icon in the cup carousel and will not be selectable. The flavor adder icons associated with each flavor adder module will no longer appear in the pour screen.



3. For each syrup and flavor adder module being used, tap the brand icon to open the Brand Library and reveal additional syrup brands for selection.

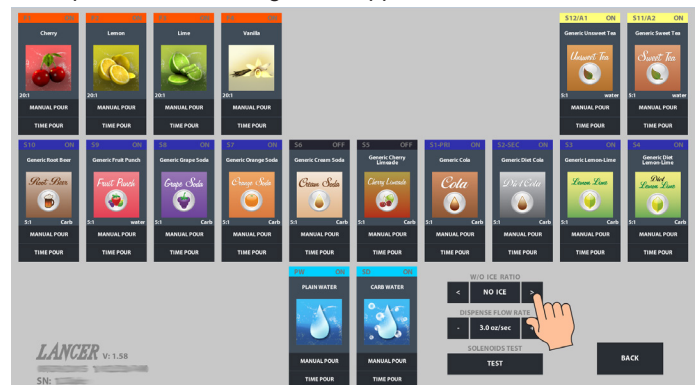


4. Selecting the different tabs on the left side of the screen will reveal even more available brands. Tap Back to return to Technicians Menu.

5. Tap the desired syrup brand. Selected brand will become darker. Tap Save to change assignment. Tap Cancel to remove selection.



6. Modify the Dispense Flow Rate and W/O Ice Ratio if required. Ratios and dispense times will automatically be updated when changes are applied.



7. After completing changes, tap Save to apply all changes made. Tapping Cancel will undo all unsaved changes.

Filling Ice and Setting Ratio

1. Fill unit with ice until the auger is covered then push the ice chute to check for ice delivery.
2. Finish filling the ice bin with ice then install top cover (if applicable).

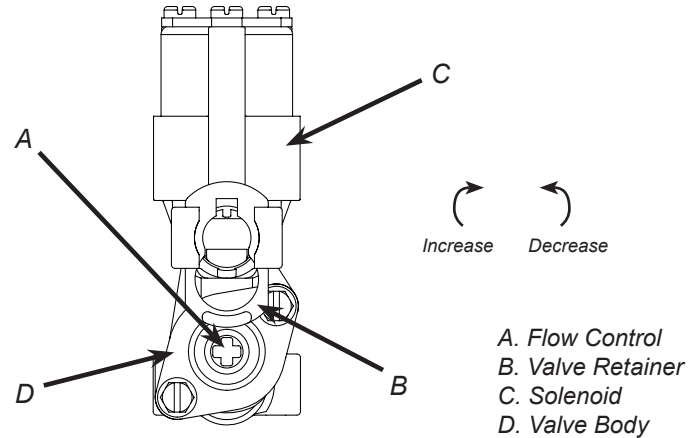
⚠ ATTENTION

If an icemaker is not installed on the unit, it is required to leave at least 6 to 8 inches (158 to 203 mm) of clearance from the top of the bin to the ice line. This ensures the lid will not be displaced due to the ice shifting during agitation.

3. Access the Technicians Menu.
4. Remove the unit merchandiser to access the module flow controls.
5. Place the graduated cylinder, supplied in the installation kit, underneath the nozzle.
6. Press the Time Pour button for the designated module being tested.



7. The unit will dispense a specific amount of product, compare the amount captured in the graduated cylinder to the amount shown on the screen. Tap Dismiss to return to the valve modules.
8. Using a screwdriver, adjust the flow control for the designated module and repeat Steps 7 and 8 until the amount dispensed matches the amount shown on the screen. See Plumbing Diagram on Page 31 for reference.



9. Repeat Steps 5-8 for the remaining modules on the screen.
10. Reinstall the unit merchandiser, and the key switch back to the normal "Run" position.

CLEANING AND SANITIZING

General Information

- Lancer equipment (new or reconditioned) is shipped from the factory cleaned and sanitized in accordance with NSF guidelines. The operator of the equipment must provide continuous maintenance as required by this manual and/or state and local health department guidelines to ensure proper operation and sanitation requirements are maintained.

NOTE

The cleaning procedures provided herein pertain to the Lancer equipment identified by this manual. If other equipment is being cleaned, follow the guidelines established by the manufacturer for that equipment.

- Cleaning should be accomplished only by trained personnel. Sanitary gloves are to be used during cleaning operations. Applicable safety precautions must be observed. Instruction warnings on the product being used must be followed.

⚠ ATTENTION

- Use sanitary gloves when cleaning the unit and observe all applicable safety precautions.
- DO NOT** use a water jet to clean or sanitize the unit.
- DO NOT** disconnect water lines when cleaning and sanitizing syrup lines, to avoid contamination.
- DO NOT** use strong bleaches or detergents; These can discolor and corrode various materials.
- DO NOT** use metal scrapers, sharp objects, steel wool, scouring pads, abrasives, or solvents on the dispenser.
- DO NOT** use hot water above 140° F (60° C). This can damage the dispenser.
- DO NOT** spill sanitizing solution on any circuit boards. Insure all sanitizing solution is removed from the system.

Cleaning and Sanitizing Solutions

Cleaning Solution

Mix a mild, non-abrasive detergent (e.g. Sodium Laureth Sulfate, dish soap) with clean, potable water at a temperature of 90°F to 110°F (32°C to 43°C). The mixture ratio is one ounce of cleaner to two gallons of water. Prepare a minimum of five gallons of cleaning solution. Do not use abrasive cleaners or solvents because they can cause permanent damage to the unit. Ensure rinsing is thorough, using clean, potable water at a temperature of 90°F to 110°F. Extended lengths of product lines may require additional cleaning solution.

Nozzle Sanitizing Solution

Prepare a chlorine solution (less than pH 7.0) containing 50 PPM chlorine with clean, potable water at a temperature of 90 – 110°F. Any sanitizing solution may be used as long as it is prepared according to manufacturer's recommendations and safety guidelines, and provides 50 PPM chlorine.

Sanitizing Solution

Prepare sanitizing solutions in accordance with the manufacturer's written recommendations and safety guidelines. The solution must provide 200 parts per million (PPM) chlorine (e.g. Sodium Hypochlorite or bleach). A minimum of five gallons of sanitizing solution should be prepared. Any sanitizing solution may be used as long as it is prepared in accordance with the manufacturer's written recommendations and safety guidelines, and provides 200 parts per million (PPM) chlorine.

Other Supplies Needed:

- Clean cloth towels
- Bucket
- Extra nozzle
- Sanitary gloves
- Small brush (PN 22-0017)

Daily Cleaning

- Using the cleaning solution, clean Top Cover and all exterior stainless steel surfaces.
- Clean exterior of dispensing valves and ice chute.
- Remove Cup Rest, clean Drip Tray and Cup Rest, and replace Cup Rest.
- Wipe clean all splash areas using a damp cloth soaked in cleaning solution.
- Clean beverage nozzle as specified by the section "Cleaning and Sanitizing Nozzle" on page 18.

Ice Bin Cleaning - Start-Up and Monthly

NOTE

Refer to the Automatic Agitation Warning on page 4.

1. Disconnect power to the dispenser
2. Remove Top Cover.
3. Melt out any remaining ice from the bin.
4. Remove Agitator Pin from Agitator Shaft. Slide Agitator Shaft rearward out Hub and pull out of rear Bearing to remove.
5. Remove Ice Shroud by lifting and rotating out from beneath the auger.
6. Use the Cleaning Solution, and a clean cloth or soft brush, to clean all removable parts, sides of the Ice Bin, Auger, and surface of the aluminum casting.
7. Using the Cleaning Solution and the sponge brush provided, clean all interior surfaces of the ice chute and the ice chute feed through.
8. Repeat Step 6 for all exterior surfaces of the dispenser.
9. Using hot water, thoroughly rinse away the cleaning solution.
10. Wearing sanitary gloves, soak and clean cloth towel in Sanitizing Solution and wash all surfaces of removable parts, sides of the Ice Bin, Auger, and surface of the aluminum casting.
11. Using the Sanitizing Solution and the sponge brush provided, clean all interior surfaces of the ice chute and the ice chute feed through.
12. Repeat Step 10 for all exterior surfaces of the dispenser.
13. Wearing sanitary gloves, reassemble all removable parts. Ensure agitator clip is locked.
14. Fill Unit with ice and replace Top Cover.
15. Reconnect Dispenser to power source.

Cleaning and Sanitizing Syrup Lines - BIB

NOTE

Extended lengths of product lines may require more time for flushing and rinsing lines than described below.

1. Disconnect each syrup/bonus flavor line from BIB's
2. Place syrup lines, with BIB connectors, in a bucket of warm water.
3. Access the Technician's Menu.
4. Activate each valve, by pressing Manual Pour, to fill each line with warm water and flush out syrup remaining in the lines.
5. Flush each line for a minimum of sixty (60) seconds to remove all traces of residual product.
6. Prepare Cleaning Solution described above.
7. Place syrup lines, with BIB connectors, into cleaning solution.
8. Activate each valve, for a minimum of sixty (60) seconds, until lines are filled with cleaning solution then let stand for thirty (30) minutes.
9. Flush out cleaning solution from the syrup lines using clean, warm water.
10. Prepare Sanitizing Solution described above.
11. Place syrup lines into sanitizing solution and activate each valve, for a minimum of sixty (60) seconds, to fill lines with sanitizer. Let sit for thirty (30) minutes.
12. Reconnect syrup lines to BIB's and draw drinks to flush solution from the dispenser.
13. Taste the drink to verify that there is no off-taste. If off-taste is found, flush syrup system again.

⚠ CAUTION

Following sanitization, rinse with end-use product until there is no aftertaste. Do not use a fresh water rinse. This is a NSF requirement. Residual sanitizing solution left in the system creates a health hazard.

Cleaning and Sanitizing Syrup Lines - Figal Tanks

⚠ CAUTION

To avoid possible personal injury or property damage, do not attempt to remove syrup tank cover until CO₂ has been released from tank.

NOTE

Extended lengths of product lines may require more time for flushing and rinsing lines than described below.

1. Disconnect syrup inlet from the figal syrup tank.
2. Prepare cleaning solution and using a plastic bristle brush, scrub both disconnect valves on figal tank with cleaning solution and rinse with clean, potable water.
3. Prepare sanitizing solution and using a spray bottle or clean cloth, sanitize both disconnect valves on figal tank and allow to air dry.
4. Turn off CO₂ supply.
5. Connect syrup line to syrup tank filled with clean, potable water.

6. Connect CO₂ line to tank filled with water and pressurize.
7. Access the Technician's Menu.
8. Activate appropriate valve, by pressing Manual Pour, for a minimum of sixty (60) seconds to fill the line with water and flush out syrup remaining in the line.
9. Turn off CO₂ and disconnect CO₂ line and syrup line from tank filled with water.
10. Repeat Steps 5-9 for each syrup/bonus flavor line.
11. Fill a separate tank with cleaning solution and connect syrup line and CO₂ line to tank and pressurize.
12. Activate appropriate valve for a minimum of sixty (60) seconds to fill the line with cleaning solution then let stand for thirty (30) minutes.
13. Turn off CO₂ and disconnect CO₂ line and syrup line from tank filled with cleaning solution then reattach lines to tank filled with water and pressurize.
14. Activate valve for sixty (60) seconds to flush cleaning solution from the line.
15. Turn off CO₂ and disconnect CO₂ line and syrup line from tank filled with water.
16. Repeat Steps 11-15 for each syrup/bonus flavor line.
17. Fill a separate tank with sanitizing solution and connect syrup and CO₂ line to tank and pressurize.
18. Activate valve for sixty (60) seconds to fill line with sanitizing solution then let stand for thirty (30) minutes.
19. Turn off CO₂ and disconnect lines from the sanitizer tank and reattach to syrup tank and pressurize.
20. Draw drinks and refill line with end use product to flush sanitizing solution from the line.
21. Repeat Steps 17-20 for each syrup/bonus flavor line.
22. Taste each drink to verify that there is no off-taste. If off-taste is found, flush syrup system again.

⚠ CAUTION

Following sanitization, rinse with end-use product until there is no aftertaste. Do not use a fresh water rinse. This is a NSF requirement. Residual sanitizing solution left in the system creates a health hazard.

Cleaning and Sanitizing Nozzle

1. Prepare nozzle sanitizing solution as described on page 16.
2. Turn key switch to VALVE OFF position, two positions counter clockwise, to avoid accidental dispense while the nozzle is exposed.
3. Remove the outer nozzle by twisting clockwise and pulling downward.
4. Wash outer nozzle with cleaning solution.
5. Immerse the outer nozzle in a bath of the nozzle sanitizing solution for fifteen (15) minutes.
6. While the outer nozzle is in the sanitizing solution, using the nozzle brush, provided in the installation kit, dip the brush in the sanitizing solution and thoroughly brush the bottom of the inner nozzle body.
7. Rinse the brush in warm 90° – 110°F (32.2°– 43.3°C), clean potable water and brush the bottom of the inner nozzle body once more *WITHOUT* the sanitizing solution.
8. After the outer nozzle has soaked for fifteen (15) minutes, rinse in warm 90° – 110°F (32.2°– 43.3°C), clean potable water for a minimum of twenty (20) seconds ensuring all surfaces of the nozzle have been thoroughly rinsed.
9. Allow outer nozzle to air dry (to expedite drying, forced convection is recommended).
10. Reinstall the outer nozzle to the unit.
11. Return the key switch position to the RUN position.

⚠ ATTENTION

DO NOT attempt to activate any valves while the outer nozzle is removed.

Ice Chute Cleaning

NOTE

It is recommended to perform this procedure monthly, or more often if desired. Use the cleaning solution described above. An alternate solution of one part water to one part vinegar may be used to remove water spots and calcium deposits.

1. Turn off power to the dispenser.
2. Remove Merchandiser.
3. Remove Ice Chute Lever, then remove Splash Plate Assembly by lifting it up and out from the dispenser face.
4. Remove clip from Auger Motor Shaft. Remove four (4) screws from brackets. Ensure Motor Harness is disconnected and retain the auger shaft key.
5. Remove the Ice Chute Assembly base by removing the four (4) screws that attach it to the unit.
6. Prepare the Cleaning Solution.
7. Soak the Ice Chute Assembly in the solution.
8. Rinse and dry the Ice Chute Assembly thoroughly.
9. Reinstall the Ice Chute Assembly.
10. Reinstall Merchandiser and Splash Plate.
11. Reconnect power to the dispenser.

NOTE

Always remove the ice chute lever before removing the splash plate.

Removal of Ice Chute for Service

1. Disconnect power to the dispenser
2. Remove the merchandiser.
3. Disconnect the wire harness for the auger motor.
4. Remove the C-clip from the auger shaft.
5. Support the auger motor. Remove four (4) screws securing the auger motor mounting plate.
6. Slide the motor off the auger shaft. *DO NOT* discard the shaft key.
7. Remove the two (2) auger motor mounting plate support brackets by removing the four (4) screws securing brackets to the mounting plate.
8. Unhook the ice chute spring from the ice chute.
9. Remove the ice chute assembly from the mounting plate by removing the screws securing it into place.
10. Be sure to retain the o-ring from between the ice chute assembly and the feed-through.
11. Remove the outer ice chute from the base by pushing the hinge tabs inward to release the outer ice chute.

TROUBLESHOOTING

Software, Media, and Touch Screen Troubleshooting

	TROUBLE	CAUSE	REMEDY
MULTI MEDIA & ADVERTISING	Advertising mode does not activate.	1. Object too close to the proximity sensor located on the front of the dispenser	1. Remove object and ensure proper clearances are maintained
		2. No videos uploaded	2. Upload videos. For information on how to upload videos, reference User Guide 28-2810.
		3. Video input selection set to HDMI.	3. Access Settings in Main Menu. Select "Vide Settings" tab. Ensure "Local Video" is green. If not, select Local Video button.
		4. Incorrect format.	4. Reference 28-2810 TouchPoint User Guide for proper video formatting.
SETUP	After turning on unit, receiving error message "Remove disks or other media. Press any key to restart".	1. External USB flash drive is plugged into CPU prior to start up	1. Remove USB from CPU and press the center button on the ADA key pad
	After turning on the unit, receiving a "Windows Error Recovery" message.	1. Unit was not previously shut down properly	1. Allow countdown to auto start the software OR press the center button on the ADA key pad
	System not displaying correct date and time after adjustments.	1. Date and time adjustment settings not saved after previous edits	1. Adjust date and time to correct settings and SAVE changes BEFORE exiting

	TROUBLE	CAUSE	REMEDY
SETUP	After turning on the unit, receiving message on touch screen "No Video Input".	<ol style="list-style-type: none"> 1. Improper connection between CPU power cables. No power to CPU. 2. Video input cables are not connected properly. 3. Incorrect software revision. 4. Malfunctioning video cables. 5. Malfunctioning CPU power supply. 6. Malfunctioning touch screen. 7. Malfunctioning CPU assembly. 	<ol style="list-style-type: none"> 1. Ensure power harnesses are properly connected from main control box to power bricks, and from power bricks to CPU. 2. Ensure video input cables are connected correctly from CPU to touchscreen. 3. Press the red button to reset the unit and contact Lancer technical services to determine if Windows software BIOS should be reset. 4. Replace the video cables. 5. Replace CPU power supply. 6. Replace touch screen. 7. Replace CPU assembly.
	After plugging in unit to power outlet, no power received at the dispenser.	<ol style="list-style-type: none"> 1. Loose connections at the main control box. 2. Tripped breaker 	<ol style="list-style-type: none"> 1. Power cord not plugged into power inlet on control box assembly 2. Check if breaker popped out and push back in.
	Incorrect brand line up appears in Beverage Selection Carrousel after configurations were completed.	<ol style="list-style-type: none"> 1. Configuration edits were not saved 	<ol style="list-style-type: none"> 1. Reconfigure valve modules to display correct brands and SAVE changes BEFORE exiting
TOUCH SCREEN AND USER INTERFACE	Touch screen not responding to any touch inputs.	<ol style="list-style-type: none"> 1. Loose USB connection at touch screen or CPU. 2. CPU not reading touch screen USB. 3. Improperly shutdown 	<ol style="list-style-type: none"> 1. Ensure all touch screen connections are secure on touch screen and CPU. 2. Disconnect touch screen USB from CPU. Plug touch screen USB back into CPU. 3. Press red reset button. Wait 5 seconds. Press red reset button again.
	No dispense occurs when touching the pour button or the cup while in the Pour Screen.	<ol style="list-style-type: none"> 1. Lost communication to valve board. 2. Loose valve connection. 	<ol style="list-style-type: none"> 1. Reset valve communication in technician's menu 2. Run valve diagnostic in technician's menu to identify if loose connection and correct.
SOUND	No sound.	<ol style="list-style-type: none"> 1. Incorrect audio codec in video files 2. Volume level set too low. 3. Loose speaker connection or disconnected harness. 4. Malfunctioning speaker harness. 5. Malfunctioning speaker. 	<ol style="list-style-type: none"> 1. Ensure codec is correct per 28-2810/01 User Guide 2. Ensure volume setting is not at the lowest setting. Increase volume as desired. 3. Ensure all speaker connections are secure. Check harnesses at speaker and also speaker harnesses inside control box. 4. Replace speaker harness. 5. Replace speaker assembly.

	TROUBLE	CAUSE	REMEDY
EXPORTING DATA	When accessing menus, receive message Management USB key required! Please plug-in management USB-key. Then tap CHECK Button	<ol style="list-style-type: none"> 1. No authorized USB flash drive is inserted in the CPU. 2. Unauthorized USB flash drive is inserted in the CPU. 3. Authorized USB flash drive is inserted in the CPU but USB communication error is occurring. 4. Malfunctioning USB flash drive 	<ol style="list-style-type: none"> 1. Insert authorized flash drive into available USB port on CPU box. 2. Authorized flash drives can be obtained by calling Lancer Customer Service 3. File transfers can only be completed with a Lancer provided, authorized USB flash drive. Obtain proper flash drive and insert into available USB port on CPU box. 4. Restart the system by using the 5. TERMINAL CONTROL in the main menu. 6. Replace USB flash drive
ADA	ADA keypad does not respond to input	<ol style="list-style-type: none"> 1. Loose or improperly connected 2. Malfunctioning ADA board 3. Malfunctioning ADA membrane switch 	<ol style="list-style-type: none"> 1. Check all cables are connected properly from the ADA membrane switch to the ADA control board. Ensure no exposed pins at connections. Ensure cable is not twisted, if it is, disconnect and properly reconnect. 2. Replace ADA board 3. Replace splash plate with new ADA membrane switch
KEYSWITCH/ADA BOARD	Menu screen does not appear when key switch turned	<ol style="list-style-type: none"> 1. Loose connections 2. Faulty key switch 3. Faulty ADA board 	<ol style="list-style-type: none"> 1. Check connections: ADA board to control box for power, ensure USB cable connected properly, ensure 4 pin connector from key switch to ADA board connected properly. 2. Replace key switch 3. Replace ADA board
PROXIMITY SENSOR	Auto interrupt/proximity sensor feature not triggering when customer approaches machine	<ol style="list-style-type: none"> 1. Proximity sensor turned off 2. Proximity sensor not included 3. Loose or improper connections 4. Faulty proximity sensor 5. Faulty ADA board assy 	<ol style="list-style-type: none"> 1. Access Menu and change proximity sensor to be turned on. 2. Ensure unit has an oval window just above the ADA keypad. If no window is located there, unit does not have a proximity sensor. 3. Check connections from proximity sensor to ADA board. 4. Replace proximity sensor 5. Replace ADA board assy

Mechanical Troubleshooting

TROUBLE	CAUSE	REMEDY
Touch screen responsive but no product dispensed when POUR icon is touched from flavor selection/pour screen: No clicking can be heard from solenoid activation	<ol style="list-style-type: none"> Unit is in "NO DISPENSE" mode Valve harnesses not connected properly Carbonator pump over pressurized not allowing solenoid to open Malfunctioning solenoid valve Malfunctioning valve board(s) 	<ol style="list-style-type: none"> Check key switch and turn to Normal RUN position Run Solenoid Test to ensure proper harness connection. Fix highlighted valves if open circuit detected Relieve some pressure from the CO₂ relief valve and try actuating valve Replace valve Replace valve board(s)
Touch screen responsive but no product dispensed when POUR icon is touched from flavor selection/pour screen: Clicking can be heard from solenoid activation	<ol style="list-style-type: none"> Kinked line from valve to nozzle blocking flow 	<ol style="list-style-type: none"> Find kinked line and correct
Push chute and nothing happens	<ol style="list-style-type: none"> Dispenser not connected to power source Wiring harness not plugged in Ice board defective Malfunctioning power supply 	<ol style="list-style-type: none"> Connect dispenser to power source Plug in wiring harness Replace ice board Check voltage to power supply. Check fuses.
Push chute. Ice door opens but motor does not run	<ol style="list-style-type: none"> Wiring harness not plugged in Ice board defective Motor defective 	<ol style="list-style-type: none"> Plug in wiring harness Replace ice board Replace motor
Push chute. Motor runs but ice door does not open.	<ol style="list-style-type: none"> Solenoid not connected to ice board Solenoid defective Ice board defective 	<ol style="list-style-type: none"> Connect solenoid to ice board Replace solenoid Ice board defective
Push chute, ice door opens, motor runs, but no ice dispenses, or ice is of poor quality	<ol style="list-style-type: none"> Dispenser is out of ice Agitator pin is missing or damaged Poor ice quality 	<ol style="list-style-type: none"> Fill dispenser with ice Replace agitator pin Service ice machine
Water in ice bin	<ol style="list-style-type: none"> Cold plate drain is obstructed 	<ol style="list-style-type: none"> Remove splash plate to obtain access to drain tubes and clear accordingly
Water leakage around nozzle	<ol style="list-style-type: none"> Damaged or improperly installed o-ring on nozzle 	<ol style="list-style-type: none"> Remove outer nozzle and check o-rings. If damaged, replace. If improperly installed, adjust.
Miscellaneous leakage	<ol style="list-style-type: none"> Gasket not sealing or gap between parts Damaged or improperly installed o-rings 	<ol style="list-style-type: none"> Tighten appropriate retaining screws Replace or adjust appropriate o-rings
Noisy/cavitating carbonator pump	<ol style="list-style-type: none"> Insufficient incoming water supply pressure 	<ol style="list-style-type: none"> Verify incoming supply water pressure to carbonator pump is a min of 25 PSI (0.172 MPA), max of 50 PSI (0.345 MPA).

TROUBLE	CAUSE	REMEDY
Insufficient soda flow (carbonated drinks)	<ol style="list-style-type: none"> 1. Insufficient CO₂ supply pressure 2. Shutoff on mounting block is not fully open 3. Foreign debris in soda flow control 4. Defective LFCV module 	<ol style="list-style-type: none"> 1. Verify incoming CO₂ pressure is between 70-75 PSI (0.482 - 0.517 MPA) 2. Open shutoff fully 3. Remove soda flow control from valve and clean out any foreign material to ensure smooth spool movement 4. Replace module
Insufficient water flow (plain water drinks)	<ol style="list-style-type: none"> 1. Insufficient incoming supply pressure 2. Shutoff on mounting block not fully open 3. Foreign debris in water flow control 4. Water filtration problem 5. Defective LFCV module 	<ol style="list-style-type: none"> 1. Verify incoming supply water pressure to plain water inlet is a min of 75 PSI (0.517 MPA), max of 125 PSI (0.862 MPA). 2. Open shutoff fully 3. Remove water flow control from valve and clean out any foreign material to ensure smooth spool movement 4. Service water system as required 5. Replace module
Erratic ratio	<ol style="list-style-type: none"> 1. Incoming water and/or syrup supply not at min flowing pressure 2. Foreign debris in water and/or syrup flow control 3. CO₂ regulator malfunction 	<ol style="list-style-type: none"> 1. Check pressure and adjust 2. Remove flow control from suspected valve and clean out any foreign material to ensure smooth spool movement 3. Repair or replace CO₂ regulator
Insufficient syrup flow	<ol style="list-style-type: none"> 1. Insufficient CO₂ pressure to BIB pumps 2. Shutoff on mounting block not fully open 3. Foreign debris in syrup flow control 4. Defective BIB pump 	<ol style="list-style-type: none"> 1. Adjust CO₂ pressure to BIB pumps to 80 PSI (0.552 MPA) (min. 70 PSI (0.482 MPA)). Do not exceed manufacturer's recommendations 2. Open shutoff fully 3. Remove syrup flow control from valve and clean out any foreign material to ensure smooth spool movement 4. Replace pump
Valve will not shut off	<ol style="list-style-type: none"> 1. Debris in solenoid seat 2. Solenoid plunger sticking 	<ol style="list-style-type: none"> 1. Activate valve a few times to free debris. Remove the solenoid coil and plunger. Clean out any foreign material 2. Replace solenoid coil
Water continually leaking at connections	<ol style="list-style-type: none"> 1. Loose water connections 2. Flare seal washer leaks 	<ol style="list-style-type: none"> 1. Tighten water connections 2. Replace flare seal washer

TROUBLE	CAUSE	REMEDY
Water only dispensed, no syrup. Or syrup only dispensed, no water	<ol style="list-style-type: none"> 1. Syrup BIB empty 2. Water or syrup shutoff on mounting block not fully open 3. Improper or inadequate water or syrup supply 4. CO₂ pressure to syrup pump too low 5. Stalled or inoperative BIB pump 6. Kinked line 7. CO₂ regulator malfunction 8. Defective LFCV module 	<ol style="list-style-type: none"> 1. Replace syrup BIB as required 2. Open shutoff completely 3. Remove valve from mounting block & open shutoffs slightly. Check water & syrup supply. If no supply, check unit for other problems. Ensure BIB connection is engaged 4. Check the CO₂ pressure to the pump to ensure it is between 70-80 PSI (0.482 - 0.552 MPA) 5. Check CO₂ pressure and/or replace pump 6. Remove kink or replace line 7. Repair or replace CO₂ regulator as required 8. Replace module
Syrup only dispensed. No water, but CO ₂ gas dispensed with syrup	<ol style="list-style-type: none"> 1. Improper water flow to dispenser 2. Carbonator pump motor has timed out (display message on the LCD screen) 3. Liquid level probe not connected properly to PCB 4. Defective PCB assembly 5. Defective liquid level probe 6. Weak or defective carbonator pump 	<ol style="list-style-type: none"> 1. Check for water flow to dispenser 2. Reset by turning the unit OFF, then ON by using the circuit breaker on the power supply or momentarily unplugging unit 3. Check connections of liquid level probe to PCB assembly 4. Replace PCB assembly 5. Replace liquid level probe 6. Replace pump
Excessive foaming	<ol style="list-style-type: none"> 1. No ice in bin 2. Ice not touch cold plate 3. Incoming water or syrup temperature too high 4. CO₂ pressure too high 5. Water flow rate too high 6. Nozzle and diffuser not clean 7. Air in BIB lines 	<ol style="list-style-type: none"> 1. Fill bin with ice and allow cold plate to re-stabilize 2. Increase auto agitation time 3. Correct prior to dispenser 4. Adjust CO₂ pressure downward, but not less than 70 PSI (0.482 MPA) 5. Re-adjust and reset ratio 6. Remove and clean 7. Bleed air from BIB lines

TROUBLE	CAUSE	REMEDY
Circuit breaker tripping	<ol style="list-style-type: none"> 1. Valve wire harness shorted to itself or faucet plate 2. Controller PCB is bad 3. Secondary wire harness has a short 4. Power supply is bad 	<ol style="list-style-type: none"> 1. Detect short by disconnecting valve harnesses from switch panel (4 25-pin harnesses and 4 9-pin harnesses). Restore power. If breaker does not trip, find and replace shorted harness. If breaker trips, re-install the 8 harnesses, and proceed to next step. 2. Detect by disconnecting the white 5-pin harness from the controller PCB. Restore power. If breaker does not trip, replace controller PCB. If breaker trips, re-install the white 5-in harness and proceed to next step 3. Locate short from a motor or solenoid harness and replace. 4. Detect short by disconnecting all harnesses connected to power supply. Restore power. If breaker still trips, replace power supply
BIB pump does not operate when dispensing valve is opened	<ol style="list-style-type: none"> 1. Out of CO₂, CO₂ not turned on, or low CO₂ pressure 2. Out of syrup 3. BIB connector not tight 4. Kinks in syrup or gas lines 	<ol style="list-style-type: none"> 1. Replace CO₂ supply, turn on CO₂ supply, or adjust CO₂ pressure to 70-80 PSI (0.482 - 0.552 MPA) 2. Replace syrup supply 3. Fasten connector tightly 4. Straighten or replace lines
BIB pump operating, but no flow	<ol style="list-style-type: none"> 1. Leak in syrup inlet or outlet line 2. Defective BIB pump 	<ol style="list-style-type: none"> 1. Replace line 2. Replace BIB pump
BIB pump continues to operate when bag is empty	<ol style="list-style-type: none"> 1. Leak in suction line 2. Leaking o-ring on pump inlet fitting 3. Defective syrup BIB pump 	<ol style="list-style-type: none"> 1. Replace line 2. Replace o-ring 3. Replace defective pump
BIB pump fails to restart after bag replacement	<ol style="list-style-type: none"> 1. Leak in discharge line or fittings 2. Empty BIB 3. Air leak on inlet line or bag connector 	<ol style="list-style-type: none"> 1. Tighten BIB connector 2. Clean out or replace BIB connector 3. Straighten or replace line
BIB pump fails to stop when dispensing valve is closed	<ol style="list-style-type: none"> 1. Leak in discharge line or fittings 2. Empty BIB 3. Air leak on inlet line or bag connector 	<ol style="list-style-type: none"> 1. Repair or replace discharge line 2. Replace BIB 3. Repair or replace
Low or no carbonation	<ol style="list-style-type: none"> 1. Low or no CO₂ 2. Low water pressure 3. Worn or defective carbonator pump 4. Backflow preventer not allowing water to flow 5. Probe malfunctioning 6. PCB malfunctioning 	<ol style="list-style-type: none"> 1. Check CO₂ supply. Adjust CO₂ pressure to 70 PSI (0.482 MPA). 2. Need water booster kit 3. Replace carbonator pump 4. Replace backflow preventer, noting the flow direction arrow from pump to coldplate 5. Replace probe 6. Replace PCB

Automatic Agitation and Low Ice Alarm Control

Each Series 4800 ice beverage dispenser is equipped with automatic agitation for the ice bin. Referring to the tables on the wiring diagram included in this manual (also affixed to the electrical box cover), the automatic agitation timing can be changed as follows. A set of DIP switches is provided to control the timing and low ice control. Refer to graph below.

DIP #3 & #4 – AUTOMATIC AGITATION FREQUENCY

The default ON time is preset to 3 seconds. Automatic agitation should not be used with extruded ice types. Only use this feature when dispensing cubed ice.

DIP #5 through #8 – DISPENSE TIME/AGITATION SYNC

Switch	Function	Default Setting	Avail Time Settings
#7 and #8	Set the amount of total dispense time before agitation occurs	12 seconds	6 seconds 9 seconds 12 seconds 15 seconds
#5 and #6	Set the agitation time (should be less than the dispense time). If using an icemaker, the agitation time can be decreased	7 seconds	5 seconds 7 seconds 9 seconds 11 seconds

MODEL 4800 DIP SWITCH LEGEND

SW1

SWITCH #		AUTO AGITATE OFF TIME
3	4	
*OFF	OFF	NO AUTO AGITATION
OFF	ON	20 MINUTES
ON	OFF	40 MINUTES
ON	ON	60 MINUTES

SWITCH #		AGITATOR ON TIME
5	6	
OFF	OFF	11 SECONDS
OFF	ON	9 SECONDS
*ON	OFF	7 SECONDS
ON	ON	5 SECONDS

SWITCH #		AUGER RUN TIME
7	8	
OFF	OFF	6 SEC DISPENSED
OFF	ON	9 SEC DISPENSED
*ON	OFF	12 SEC DISPENSED
ON	ON	15 SEC DISPENSED

SW2 SWITCH 1: MUST BE ON FOR MODEL 4800
SW2 SWITCH 2: POSITION DOES NOT MATTER

SW1 SWITCH 1: NOT USED FOR MODEL 4800
SW1 SWITCH 2: NOT USED FOR MODEL 4800

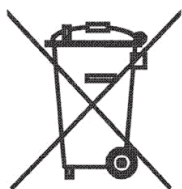
*= DENOTES DEFAULT

SW2

SW1

LANCER PN: 06-3289/01

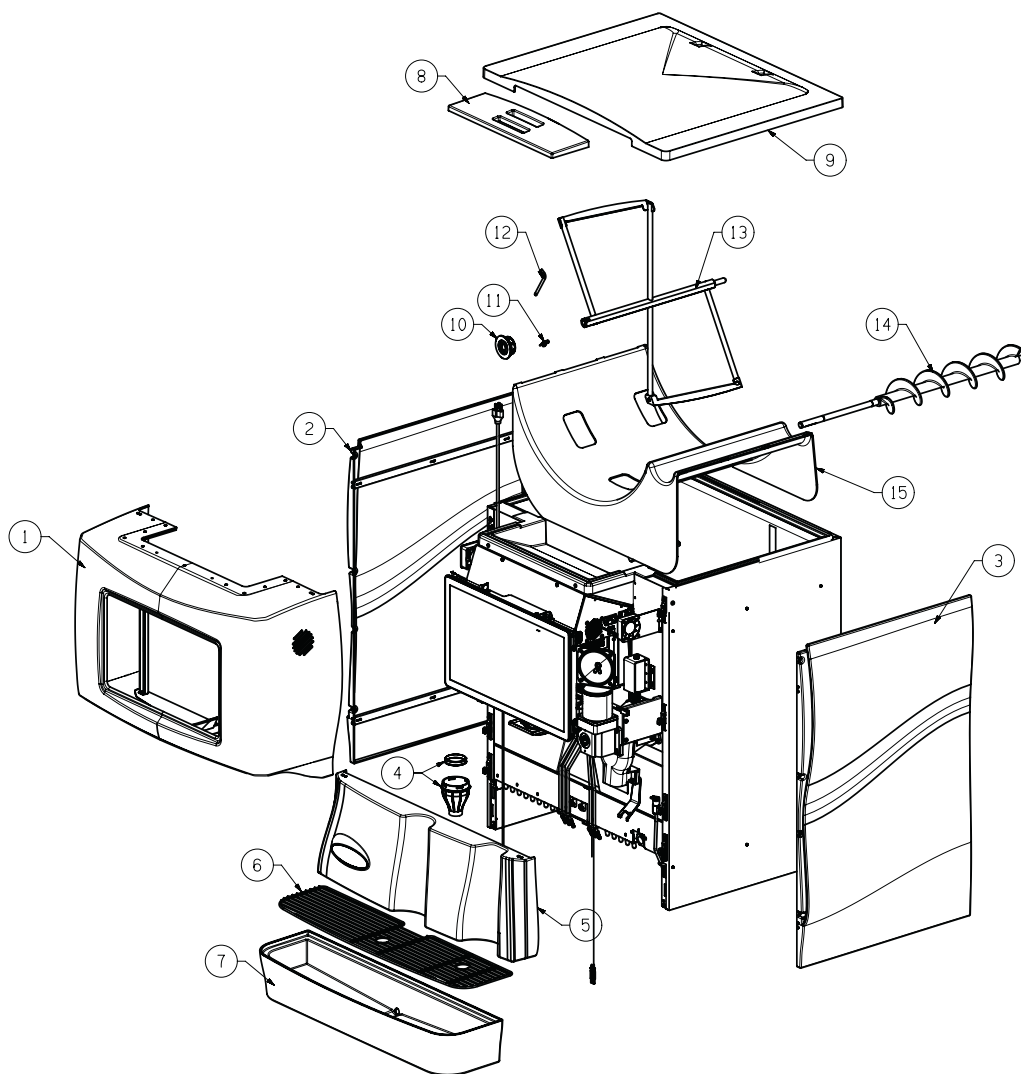
Dispenser Disposal



To prevent possible harm to the environment from improper disposal, recycle the unit by locating an authorized recycler or contact the retailer where the product was purchased. Comply with local regulations regarding disposal of the refrigerant and insulation.

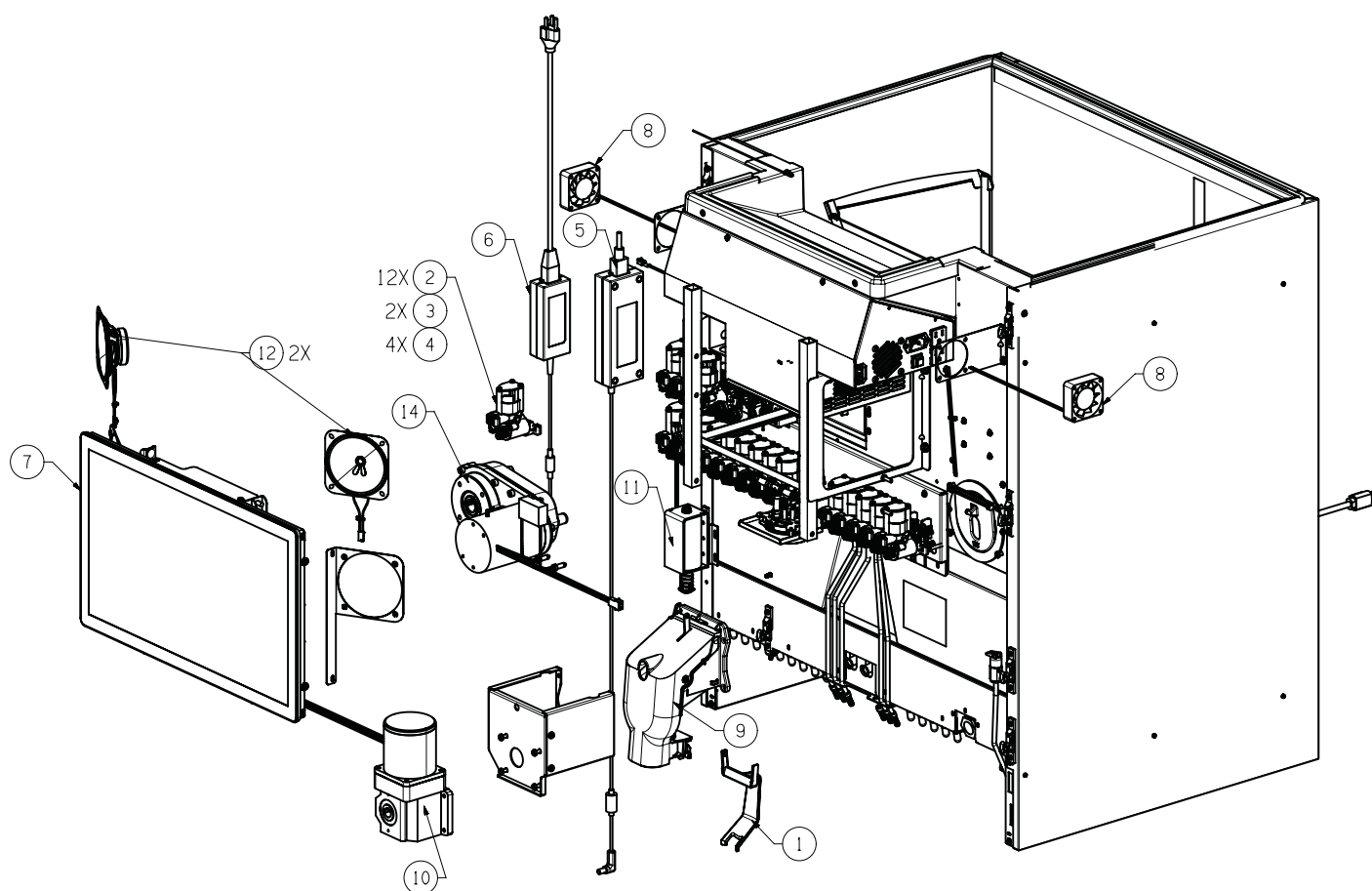
ILLUSTRATIONS AND PART LISTINGS

Main Unit Assembly 1



Item	Part No.	Description
1	82-4683	Merchandiser Assy, TP30
2	82-4515	Panel, Side, Left, Assy
3	82-4513	Panel Assy, Side, Right
4	82-4718	Kit, Spare Parts, Nozzle, TP
5	82-4682	Splash Plate Assy, TP30
6	23-1627	Cup Rest, Wire Form, TP30
7	82-4691	Drip Tray Assy, TP30
8	05-1476	Lid, Front, IBD, RND
9	05-2730	Lid, Back .30 Mercury
10	02-0406/01	Seal, Shaft, Motor
11	03-0368	Retainer, Pin, Agitator, IBD
12	10-0762	Pin, Agitator, IBD, Single Retainer
13	82-4363	Agitator Assy, Angled, P-Ice
14	82-4315	Auger, Plastic Overmold, Pellet Ice
15	05-2845	Insert, Bin, Thermoform, P-Ice

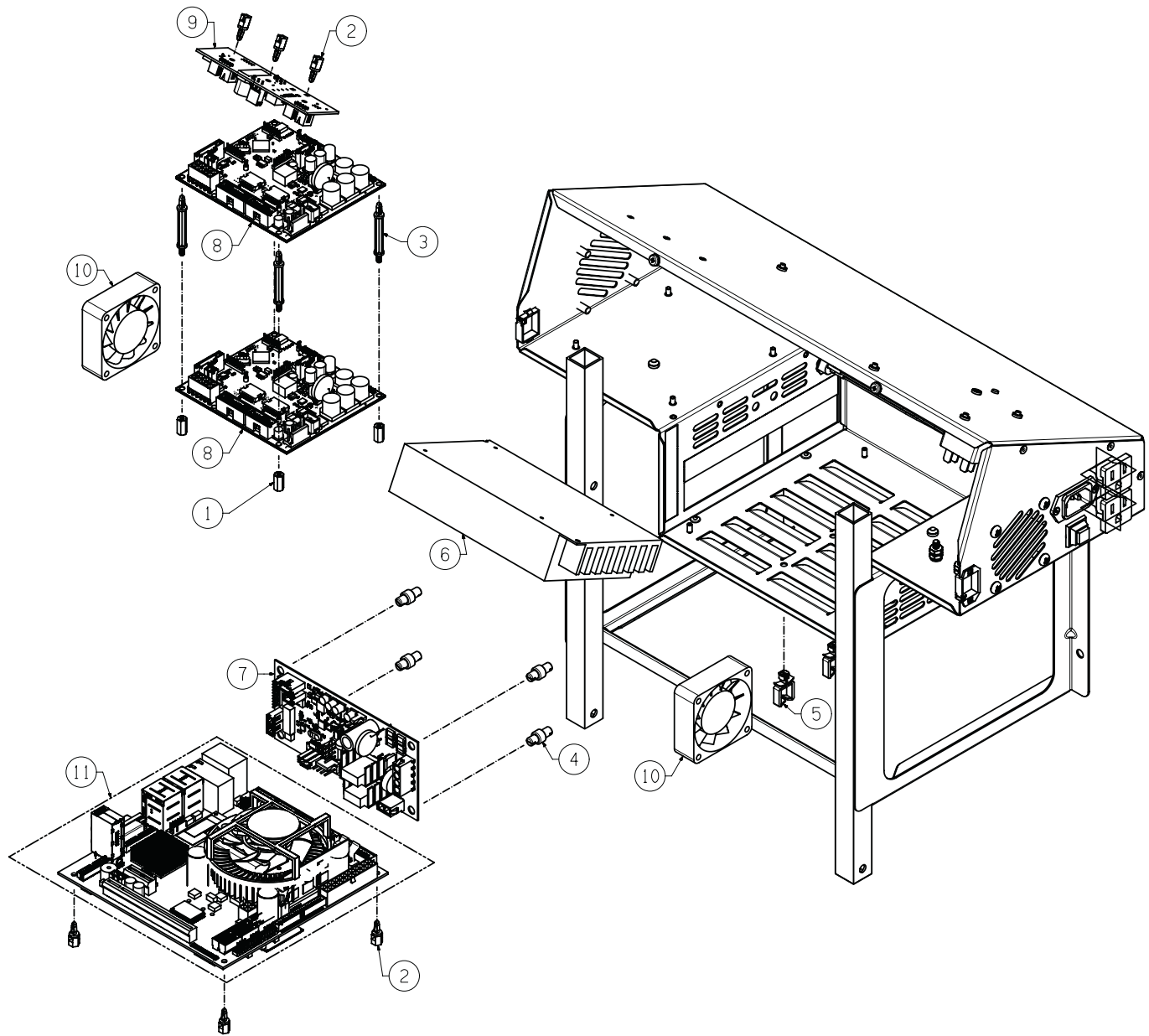
Main Unit Assembly 2



Item	Part No.	Description
1	05-0999/02	Lever, Chute, IBD
2	19-0260/03	Valve Assy, LFCV, 4.5 Syr, Blk, SC
3	19-0261/05	Valve Assy, LFCV, 4.5 Soda, Gry, S
4	19-0262/03	Valve Assy, LFCV, 0.2 INJ, NAT, Sc
5	52-3416	Power Brick, 19V, 4.7A, 90W, TouchPoint
6	52-3417	Power Brick, 12V, 5A, 60W, TouchPoint
7	52-3420	Monitor, Touch Screen, 22, P-Cap, TouchPoint
8	81-0640/02	Fan Motor Assy, Ctrl Bx, FCOJ, 2V
9	82-4450	Ice Chute Assy, Sensation
10	82-4451	Auger Motor Assy
11	82-4507	Solenoid, Door Assy, 24V, Night Fury
12	82-4525	Speaker Assy, Wire And Speaker, TouchPoint
13*	82-4020	Solenoid, LFCV, Rebuild Kit

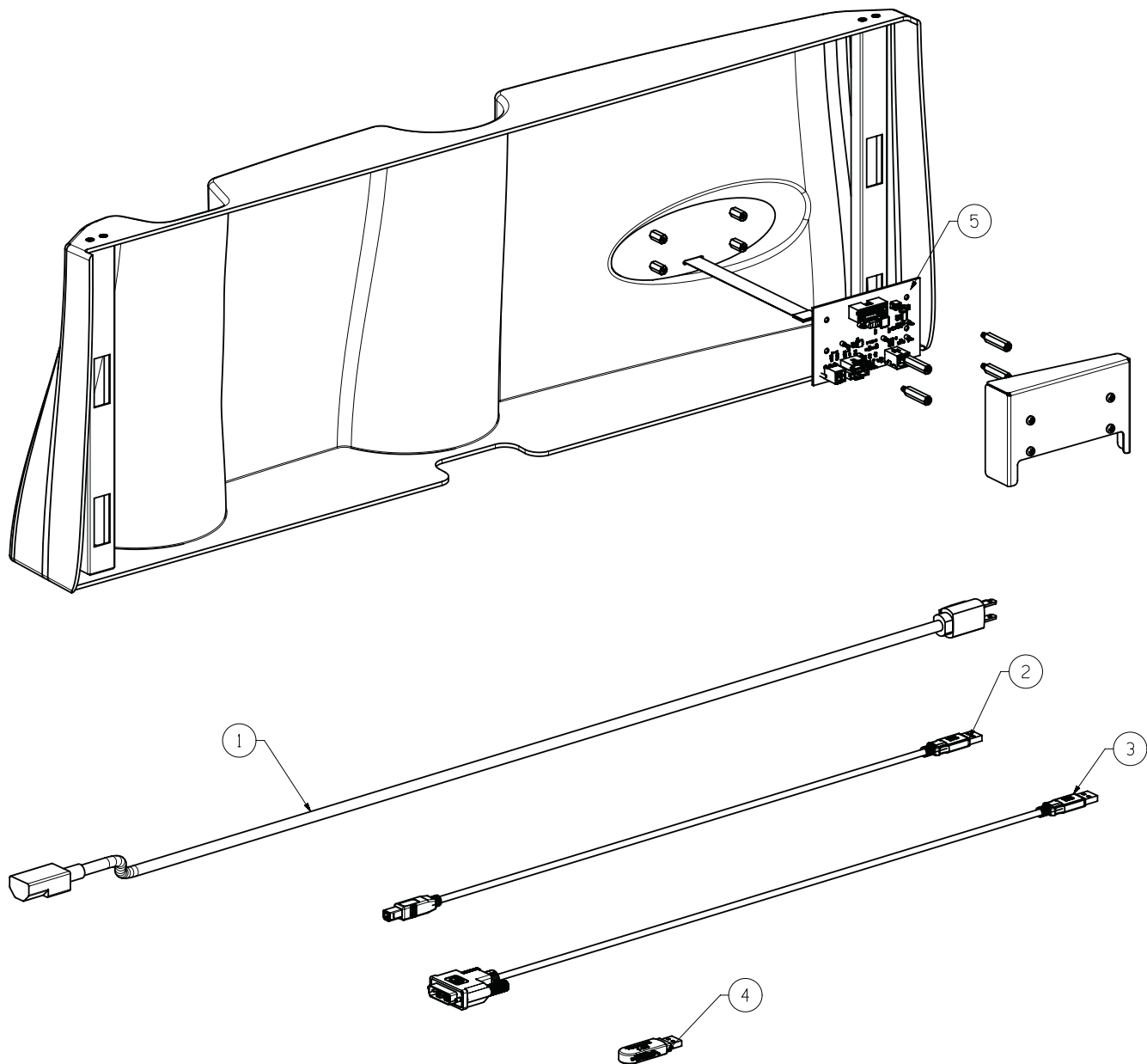
* Denotes that item is not shown on drawing

Control Box Assembly



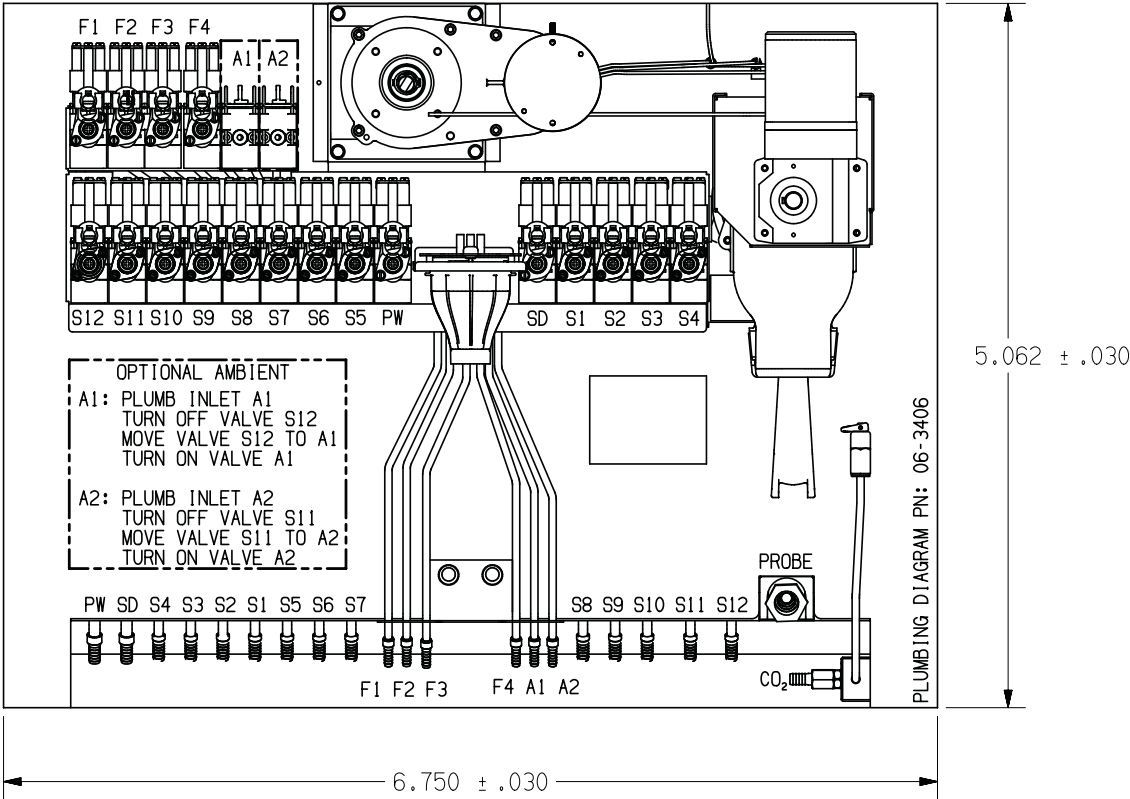
<u>Item</u>	<u>Part No.</u>	<u>Description</u>
1	05-3101	Standoff, #6-32X.5, Nylon
2	05-3185	Standoff, PCB, Snap-Lock, .375, Nylon
3	05-3186	Standoff, PCB, Snap-Fit, 1-3/8, Nylon
4	13-0047	Std. .250 Hartwell #Hnst4-250-1
5	13-0209	Wire Saddle, ROHS, W/Arrowhead
6	52-3422	Power Suplly, 24VDC, TouchPoint
7	64-5037	PCB Assy, Ice Cntrl Bd, Pellet
8	64-5061	PCB Assy, Universal Dispense, Controller
9	64-5077	PCB Assy,Usb To Serial Level Converter, TouchPoint
10	81-0640/02	Fan Motor Assy, Ctrl BX, FCOJ, 2V
11	82-4719-Sp	Kit, Spare Parts, CPU Assy, TP

Splash Plate Assembly

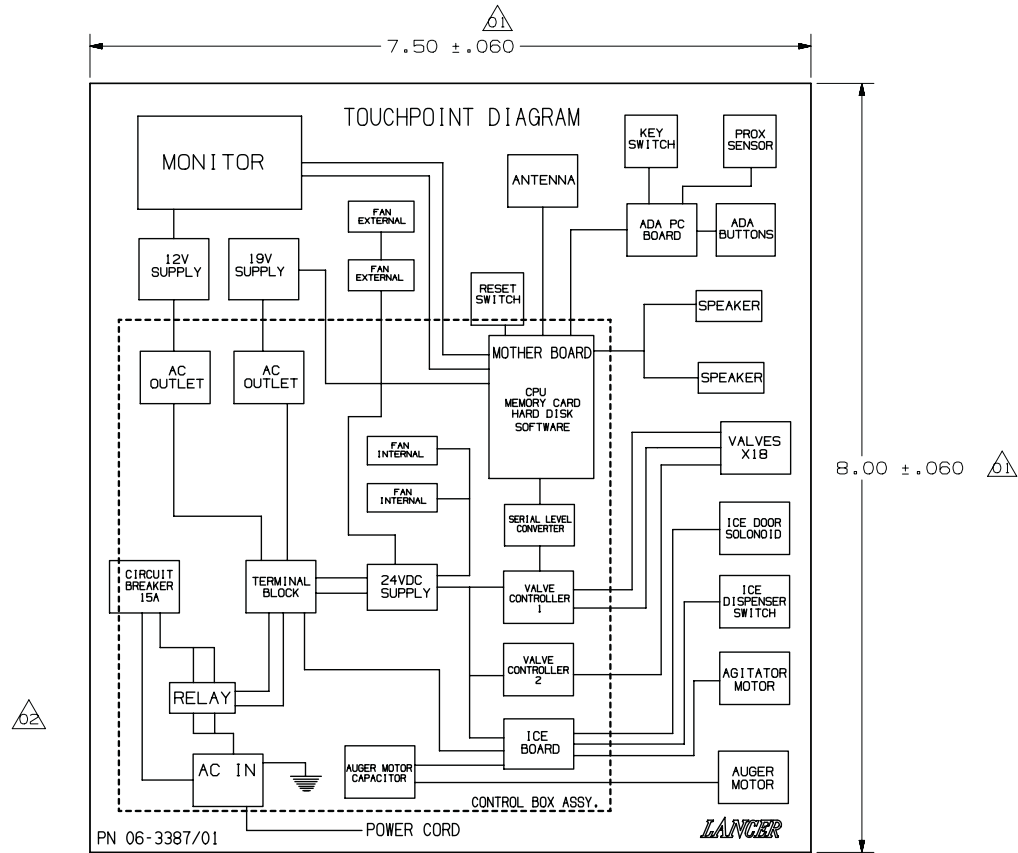


Item	Part No.	Description
1	21-0752	Power Cord, 16/3, SJT
2	52-3418	Cable, USB, ADA Board, TouchPoint
3	52-3429	Cable, HDMI To DVI, TouchPoint
4	52-3550	USB Flash Drive Assy, Update Key, TouchPoint
5	64-5065	PCB Assy, ADA, TouchPoint

Plumbing Diagram



Electronics Diagram



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