



Draft Beer System Troubleshooting Guide



Beer is foamy

- Did you just receive a keg delivery or tap the keg?
 - Wait 1-2 hours, then use.
- Is the beer too warm?
 - Check that the temperature is 34-38°F.
- Are you opening the faucets all the way when pouring?
 - Be sure to open the faucet completely and quick.
 - Hold the clean glass at correct angle and distance.
- Check your regulators to make sure that the correct pressure is applied: 12-14psi
- When was your last line cleaning? Dirty lines can cause foam.



Beer is flat

- Is the beer too cold?
 - Check that the temperature is 34-38°F.
- Does the beer have “head”?
 - No
 - Check CO2 tank and regulator. It may not have enough pressure. Do NOT have customer adjust pressures! Service is required.
 - Yes, but quickly disappears
 - Your glasses might not be clean enough



Beer is warm (above 40°F)

- Temperature of coolant or keg storage is too high. Lower the temperature to 34-38°F, lower the glycol reservoir to 35°F



Beer comes out too fast or slow

- The regulator is set at wrong pressure. Adjust the regulator to 12-14psi



No beer is coming out

- Is air coming out of the faucet?
 - Yes
 - Check to see if the keg is empty
 - No
 - Is the keg coupler disengaged? Make sure the coupler is twisted all the way down
 - What is the CO2 tank gauge reading? Does it read “0”?
 - Yes: The tank may be empty. Replace with a full gas tank.
 - No: Check that the beer gas valves are open (parallel to the gas line.)
- Is the beer only trickling out of one or a couple adjacent faucets?
 - Your beer line is frozen. Check that the beer cooler temperature is 34-38°F. Check glycol power pack is between 28-32°F. If necessary, turn off glycol system for 1 hours, then try pouring.



Beer is hazy or cloudy

- Is the cooler temperature set to 34-38°F? It could be too cold. Check glycol power pack is between 28-32°F.
- Are you opening the faucets all the way when pouring?
 - Be sure to open the faucet completely and quick.
- Regulators could be set improperly. Do NOT have customer adjust pressures! Service is required.



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Beer tastes funny

- Does it have a metallic taste?
 - Were your lines recently cleaned? Pour a few glasses to completely rinse the cleaning solution from the beer lines.
- Does it have a butterscotch or creamed corn flavor?
 - DMS (diacetyl) could have formed in the fermentation process. The keg of beer is bad.
- Does it taste stale or have a wet cardboard aroma?
 - Check the “use by” date as the beer may have expired.
 - Beer can go stale if tapped for over 4 weeks.



Beer sputters, burps and spits

- Does the beer pour fine then sputters and burps?
 - Check to see if there are any kinks or heavy objects sitting on the beer line.
 - Have the lines been cleaned recently? It could be a bacteria buildup.
 - Check to see if there's a pinhole somewhere in the line.
 - Check to see if the seal around the faucet or keg are good. They could have a bad seal and need replacing



CO2 alarm is going off

- Open any windows and doors in the area to allow the gas to escape, evacuate the area and call for service immediately!