

Commercial Soda Gun Jetter Machine – Things To Check Before Making a Service Call

Our Customer Service Team is there for you, however, taking a few minutes to run through this pre-service call checklist will help expedite your service request.

When you place a service call to Soda Gun Jetter our focus will be collecting the information necessary for effective servicing of the Soda Gun Jetter equipment, and reminding you of the steps you can take to ensure safety with and around the equipment.



Before you make that service call, review our pre-service call checklist so that you can help us quickly:

Is the problem a safety hazard?

1. For safety reason, unplug the power cord from the wall outlet.
2. Turn off water the valve located on the supply line either at the unit or at the connection to the soda gun water supply.

Pre-Service Call Checklist:

All Soda Gun Nozzles or Drip Cups are Dirty?

1. Verify the Soda Gun Jetter control unit is plugged into a working GFCI protected outlet.
2. Verify the water valve located on the supply line either at the unit or at the connection to the soda gun water supply is on. The picture shows the valve in the off position.



One Soda Gun Nozzle or Drip Cup is Dirty?

1. Ensure all drain hoses and water tubing is connected and not damaged.
2. Verify proper drainage- Run water from the soda gun into the drip cup. It should drain immediately with no standing water. If drainage is slow check the drain tubing to ensure it is not kinked and has a downward installation with no loops.

Your Soda Gun Jetter is running when you would prefer it not to be.

1. Review the Soda Gun Jetter Operation Guide available at www.sodagunjetter.com

Phone Resolution (856) 396-7900 Ext3

Sometimes we can help you resolve the problem over the phone. Here are some questions we'll ask you, depending on what type of problem you are facing:

1. Is the problem a safety hazard?
2. What steps have been taken to minimize or eliminate the safety hazard?
3. When did you first notice the problem?
4. Has there been an interruption of water or power to the Soda Gun Jetter Control Unit?
5. Have any modifications been made to ANY part of the water system (i.e. new dishwasher, new coffee maker, etc.)?
6. Water Leak?- Identify the source of the water leak:
 - a) Supply line
 - b) Interior of Machine
 - c) tubing to soda gun