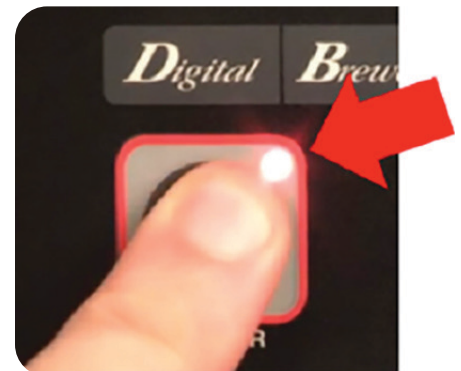


Symptom	Suggestion(s)	Suggestion Content
Brewer will not brew.	Check to make sure ENABLE BREW ON/OFF button is illuminated.	Step 1 Locate button on front of brewer.


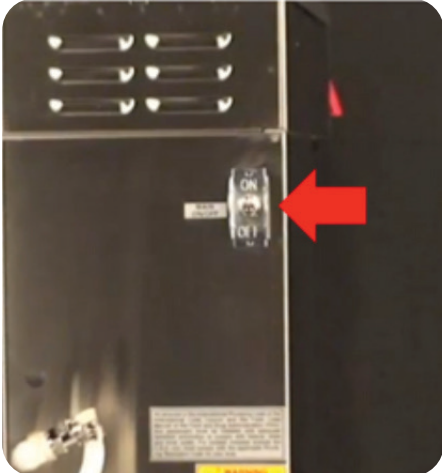



Step 2
Press button to illuminate.



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Troubleshooting (Continued)

Symptom	Suggestion(s)	Suggestion Content
Brewer will not brew. (Continued)	Ensure that the unit is properly connected at the power supply.	
	Ensure the main ON/OFF switch located on the back is ON.	<p data-bbox="1040 674 1136 711">Step 1</p> <p data-bbox="1040 711 1455 747">Locate switch on back of brewer.</p> 
		<p data-bbox="1040 1262 1136 1299">Step 2</p> <p data-bbox="1040 1299 1382 1373">Ensure switch is in upward (ON) position.</p> 

Troubleshooting (Continued)

Symptom

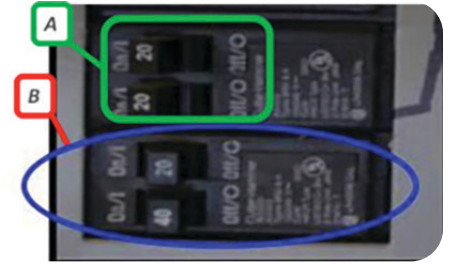
Suggestion(s)

Suggestion Content

Brewer will not brew. (Continued)

Check circuit breaker and ensure it is in the ON position.

A tripped circuit breaker is shown in the picture below (position B). To check if circuit breaker is “ON” (position A), slide the switch to “OFF” and then slide it to “ON”. You should feel the circuit breaker snap into position when it is switched to the “ON” position.



If the steps above do not resolve the issue, call for service.

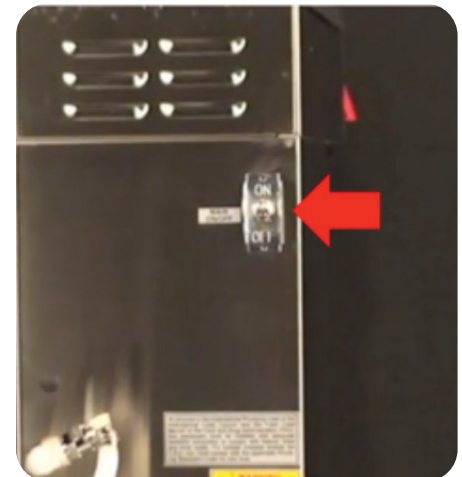
Brewer LCD display is not functioning.

Ensure that the unit is properly connected at the power supply.



Ensure the main ON/OFF switch located on the back is ON.

Step 1
Locate switch on back of brewer.



Troubleshooting (Continued)

Symptom

Brewer LCD display is not functioning. (Continued)

Suggestion(s)

Suggestion Content

Step 2

Ensure switch is in upward (ON) position.



Check circuit breaker and ensure it is in the ON position.

A tripped circuit breaker is shown in the picture below (position B). To check if circuit breaker is “ON” (position A), slide the switch to “OFF” and then slide it to “ON”. You should feel the circuit breaker snap into position when it is switched to the “ON” position.



If the steps above do not resolve the issue, call for service.

Troubleshooting (Continued)

Symptom

Carafe Overflows / High Brew Volume.

Suggestion(s)

Verify no left over beverage from previous brew cycle and clean decanter is empty prior to brewing.

Suggestion Content

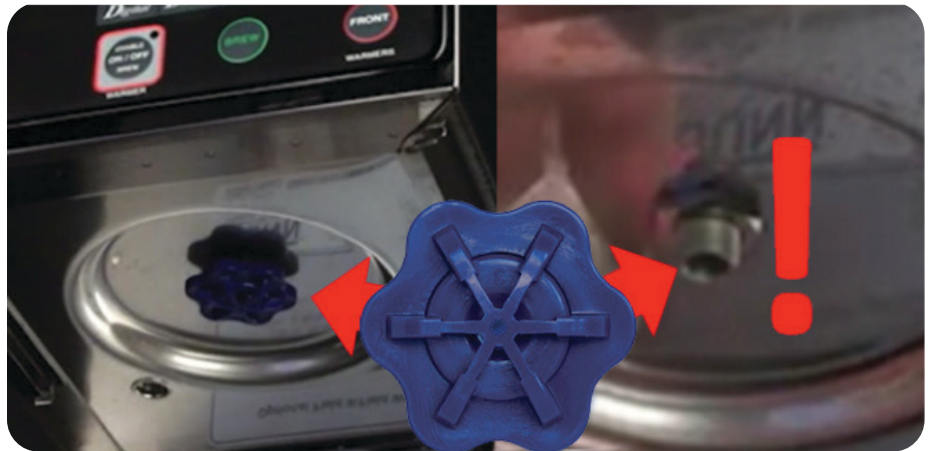
Verify decanter is empty prior to brewing.



Sprayhead is missing or damaged and needs to be replaced.

Step 1




Ensure presence of clean, undamaged BLUE spray head and that it is firmly attached (hand tighten only).



Properly functioning spray head shows “flower” pattern after brewing.



Troubleshooting (Continued)

Symptom	Suggestion(s)	Suggestion Content
Carafe is under filling.	Sprayhead or spray head tube are restricted with scale.	<p data-bbox="1040 195 1442 306">Step 1 Turn off machine using main power switch on rear of brewer.</p>  <p data-bbox="1040 659 1425 770">Step 2 Remove spray head by turning counter clockwise.</p>  <p data-bbox="1040 1184 1481 1367">Step 3 Use long end of the spray head cleaning tool to clean out the spray head tube (A) and vent tube (B). Rotate several times in each tube.</p> 

Troubleshooting (Continued)

Symptom

Carafe is under filling (Continued)

Suggestion(s)

Suggestion Content

Step 4

Inspect the spray head and ensure it is clean and undamaged. Scale can be removed with the short end of the spray head cleaning tool. A damaged spray head should always be replaced with a new one.



Step 5

Reattach clean, undamaged BLUE spray head by turning in a clockwise direction. Hand tighten securely.



Step 6

Turn main power switch on rear of brewer to ON position.



Troubleshooting (Continued)

Symptom	Suggestion(s)	Suggestion Content
Carafe is under filling (Continued)	Sprayhead volume is out of calibration. Note: This step should also be performed whenever a spray head is changed.	<p>Step 1 Prepare brewer for brew volume calibration.</p> <p>Place an empty decanter on the lower warmer. Insert an empty brew basket.</p>



Step 2

Press brew switch.

Allow the brewer to run for an entire cycle.



Troubleshooting (Continued)

Symptom

Carafe is under filling (Continued)

Suggestion(s)

Suggestion Content

Step 3

Measure water volume. Carefully pour the hot water from the decanter into a volume cup. You may need to empty and refill the volume cup. The total water volume should measure 60 ounces (1,774 ml). Or, using 60oz mark on RFID. If the brew volume is 60 ounces (1,774 ml), skip the next step.



Troubleshooting (Continued)

Symptom

Suggestion(s)

Suggestion Content

Carafe is under filling (Continued)

Step 4

Adjust brew volume.

If the brew volume is 60 ounces (1,774 ml), skip this step. To increase the amount of water in the brew cycle, press and hold the brew switch until you hear the solenoid click on and off three times. (This will take about 10 seconds.) Release the brew switch. When water reaches 60oz, press the enable brew ON/OFF button. Allow the brew cycle to finish and measure the water volume. To decrease the amount of water in the brew cycle, press and release the brew switch one time for each ounce of water to be taken away from the brew volume. Then press and hold the brew switch until you hear the solenoid click on and off three times. (This will take about 5 seconds.) Release the brew switch. Allow the brew cycle to finish and measure the water volume.



Troubleshooting (Continued)

Symptom

Suggestion(s)

Suggestion Content

Carafe is under filling (Continued)

Step 5

Confirm brew volume.

Repeat steps 1 through 5 until the brew volume measures 60 ounces (1,774 ml).

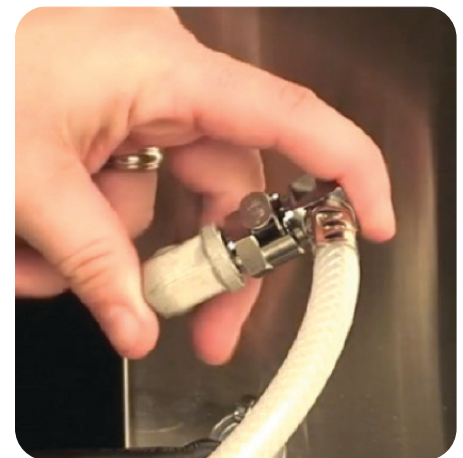


If the steps above do not resolve the issue, call for service.

“FILL TIME TOO LONG” message on LCD display.

Quick Connect water line is not attached properly.

Ensure the Quick Connect water line is firmly connected to the rear of the brewer and to the water source.



Troubleshooting (Continued)

Symptom	Suggestion(s)	Suggestion Content
"FILL TIME TOO LONG" message on LCD display (Continued)	Main water supply line is turned off.	Ensure the water line is turned on.
	Restricted water flow.	 <p>Step 1 Visually inspect water line for blockages or kinks.</p> <p>Step 2 Verify water filtration system is not restricting the flow, replace water filters if needed.</p>
	If the steps above do not resolve the issue, call for service.	

Troubleshooting (Continued)

Symptom

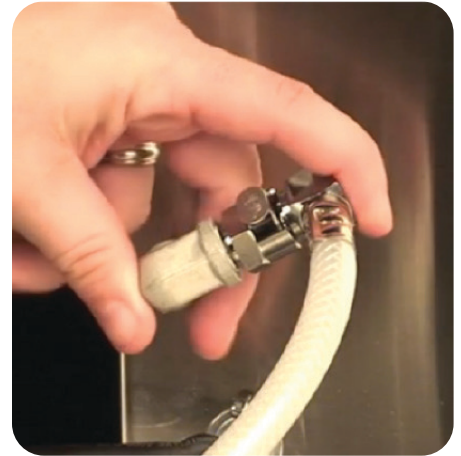
“PLEASE WAIT REFILLING” message on LCD display.

Suggestion(s)

Quick Connect water line is not attached properly.

Suggestion Content

Ensure the Quick Connect water line is firmly connected to the rear of the brewer and to the water source.



Main water supply line is turned off.

Ensure the water line is turned on.



Troubleshooting (Continued)

Symptom	Suggestion(s)	Suggestion Content
"PLEASE WAIT REFILLING" message on LCD display. (Continued)	Restricted water flow.	Step 1 Visually inspect water line for blockages or kinks. Step 2 Verify water filtration system is not restricting the flow, replace water filters if needed.



If the steps above do not resolve the issue, call for service.

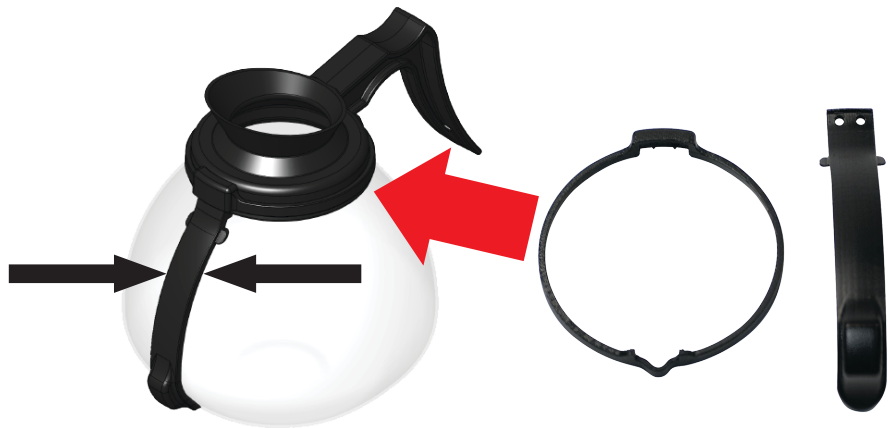
Cold Coffee (when RFID collars are in use)

RFID time has expired and coffee past expiration.

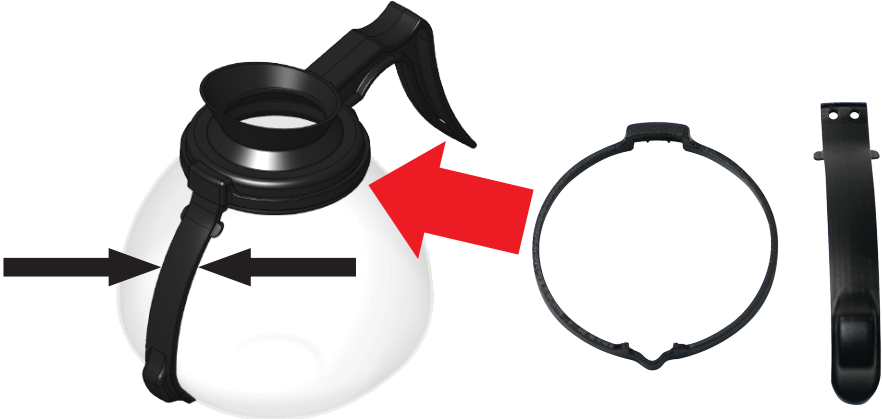

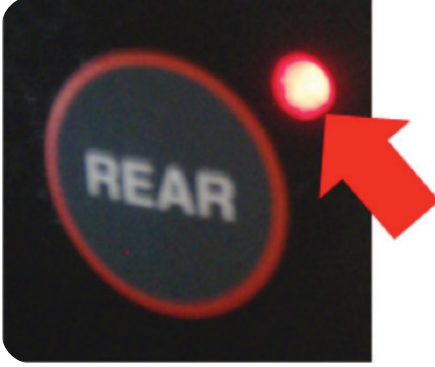
Check time remaining on LCD display. If expired, brew a fresh pot.

RFID collar is missing from carafe.

Ensure RFID Collar is in place.



Troubleshooting (Continued)

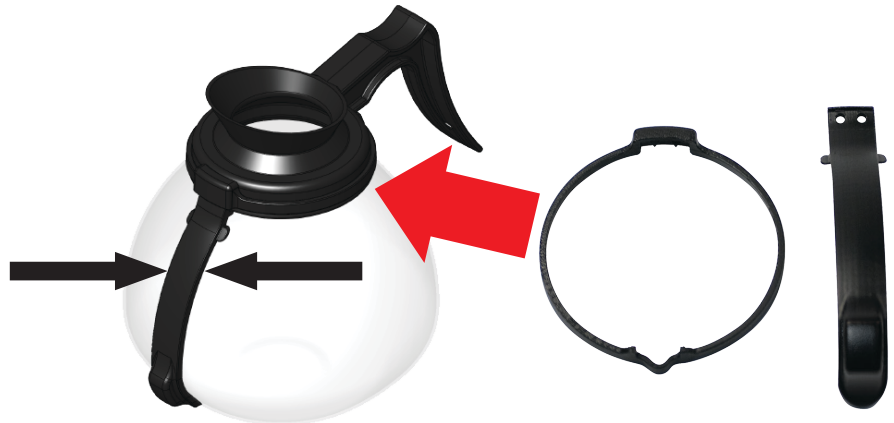
Symptom	Suggestion(s)	Suggestion Content
Cold Coffee (when RFID collars are in use)(Continued)	RFID collar is in place and warmer is not activating.	Replace RFID Collar with a new one.
		<p>Note: If RFID is functioning properly, the LED light corresponding to the warmer plate with RFID carafe will glow green when coffee is fresh.</p>
	If the steps above do not resolve the issue, call for service.	
Cold Coffee (without RFID Collars in place)	Warmer not on.	Press appropriate warmer button to activate (LED light will glow RED).
	If the steps above do not resolve the issue, call for service.	

Troubleshooting (Continued)

Symptom	Suggestion(s)	Suggestion Content
Coffee Freshness Alert feature not operating.	RFID Collar not in place.	Ensure RFID Collar is in place.



Existing RFID Collar is not working.	Replace RFID Collar with a new one.
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Brewers are next to each other and glass carafes, thermal carafes are not operating properly.	Step 1 Verify RFID shield kit is between adjacent brewers.
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Troubleshooting (Continued)

Symptom

Coffee Freshness Alert feature not operating (Continued)

Suggestion(s)

If the steps above do not resolve the issue, call for service.

The same carafe with RFID reads fresh on one AXIOM BrewWISE brewer yet reads expired on another AXIOM BrewWISE brewer.

Brewers date, time and freshness alert menus are not set the same between them and to McDonalds default values.

Suggestion Content

Step 2

In the absence of a RFID shield kit, separate brewers, if possible, by at least 6 inches.

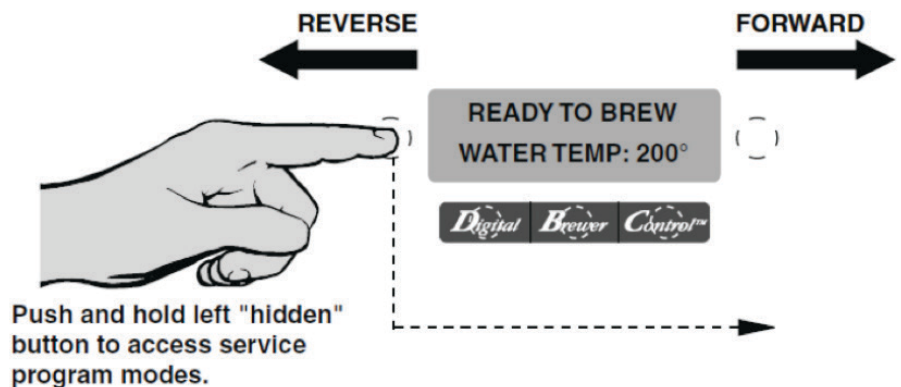


Step 1

Ensure all AXIOM brewers in the same location have the date and time set identical among all of them. By doing this, when a glass RFID carafe is placed on a different brewer warmer, the date and time freshness remaining message will be the same among all the brewers which keeps consistency in coffee serving temperature.

Step 2

Access the service programming menus by selecting the left hidden switch.



Troubleshooting (Continued)

Symptom

The same carafe with RFID reads fresh on one AXIOM BrewWISE brewer yet reads expired on another AXIOM BrewWISE brewer.
(Continued)

Suggestion(s)

Suggestion Content

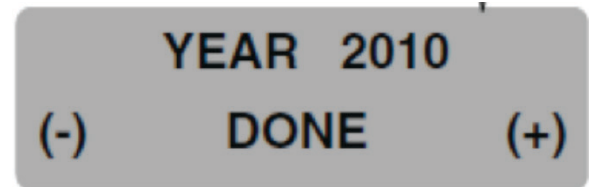
Step 3

Navigate to the “Set Date and Time” program menu option.



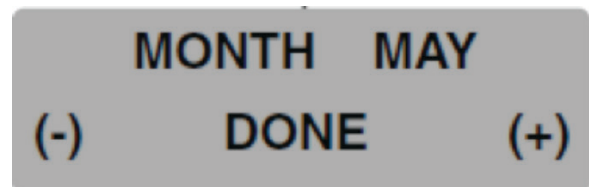
Step 4

Set the year using the “Year” menu.



Step 5

Set the month using the “Month” menu.



Troubleshooting (Continued)

Symptom

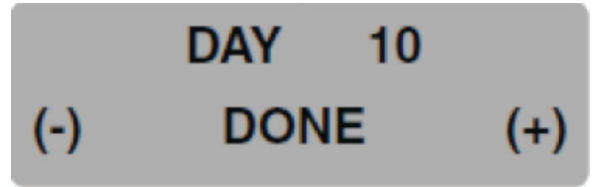
The same carafe with RFID reads fresh on one AXIOM BrewWISE brewer yet reads expired on another AXIOM BrewWISE brewer.
(Continued)

Suggestion(s)

Suggestion Content

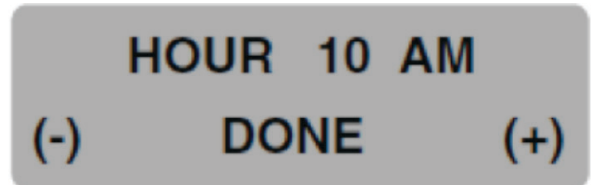
Step 6

Set the day using the “Day” menu.



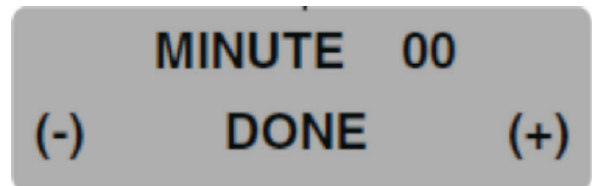
Step 7

Set the hour using the “Hour” menu.



Step 8

Set the minute using the “Minute” menu.



Troubleshooting (Continued)

Symptom

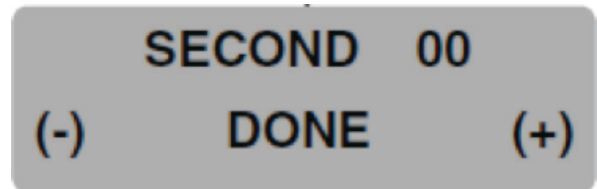
The same carafe with RFID reads fresh on one AXIOM BrewWISE brewer yet reads expired on another AXIOM BrewWISE brewer.
(Continued)

Suggestion(s)

Suggestion Content

Step 9

Set the second using the “Second” menu.



Step 10

Exit programming by pressing the brewers ON/OFF switch.



If the steps above do not resolve the issue, call for service.