TECH TALK

April 13, 2023

Water Pressure for BUNN OJ

We are experiencing a high volume of BUNN OJ service calls for McDonald's, flagged for insufficient dynamic water pressure. This results in a significant delay to final resolution, as we must engage multiple Service Providers to investigate/address.

Technical Issue Summary

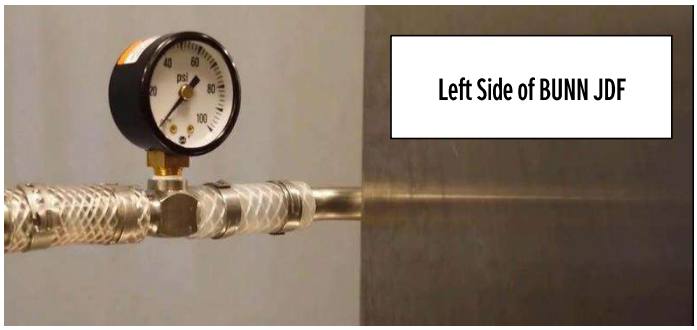
McDonald's BUNN JDF OJ units require a **minimum** 50 psi of constant DYNAMIC water pressure. The BUNN unit is being installed to replace Taylor OJ units. Supply lines are not being replaced/updated. The Taylor units required 50 psi **maximum** regulated water. We think a redundant in-line regulator required for the Taylor unit is causing the new BUNN units to starve when beverages pour.

Action

McDonald's crew members, assisted by the myCoketech team, will identify if the BUNN JDF OJ unit is experiencing a dynamic water pressure issue from supplied water or if it is experiencing an equipment malfunction. This process will be used to dispatch the correct Service Provider with detailed guidance to correct root cause.

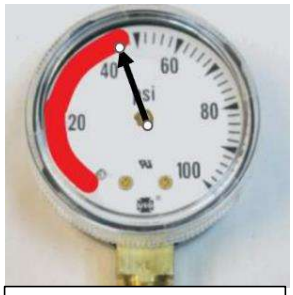
Troubleshooting Steps

1. Locate the in-line water pressure gauge behind the OJ machine. At idle, does it read **70–90 psi**?
    - If "Yes"—continue to step 2.
    - If "No"—skip to step 3.
    - If missing or broken—assign work order to X15 BUNNserve for repair and skip to step 3.



2. While pouring a Large OJ, observe the gauge. Does it maintain greater than **50 psi**?
    - If "Yes"—troubleshoot the BUNN JDF itself or assign work order to X15 BUNNserve for repair.
    - If "No (the gauge drops below 50 psi)"—continue to step 3.

Correct dynamic pressure, before, during, after pour



Insufficient dynamic pressure

Continued from Page 1

3. Find the water booster in the back room. Does it cycle properly and maintain pressure between **70–90 psi**?
    - If “Yes”—continue to step 4.
    - If “No”— troubleshoot water booster or assign work order to the primary fountain repair service provider to fix water booster.

Operating booster pressure should be between 70–90 psi

4. Follow the BUNN JDF’s water supply line from front-to-back and back-to-front. Is there another in-line water regulator spliced into the water supply line?
    - If “Yes”—remove redundant regulator or assign work order to the primary fountain repair service provider to remove the regulator.
    - If “No”—continue to step 5.

Common In-line Water Regulators

5. At the Multiplex unit (or backroom package), verify that the OJ water supply line is plumbed correctly. The water line should be boosted, pressurized, and filtered. The supply line should NOT be plumbed after the carbonator’s water regulator.
    - If any of these errors are located, repair or assign work order to the primary fountain repair service provider.
    - If everything is properly plumbed, repeat troubleshooting to determine cause of water pressure issues.