VOLLRATH®

SERVICE MANUAL

Refrigerated Beverage Dispensers

Item No.	Bowl Circulation	Capacity Gallon (Liter)	Number of Bowls
VBBC1-37-A	Agitator	2.11 (8)	One
VBBC2-37-A			Two
VBBC3-37-A			Three
VBBC4-37-A			Four
VBBD1-37-S	Stirring Paddle	3.17 (12)	One
VBBD2-37-S			Two
VBBD3-37-S			Three
VBBD4-37-S			Four
VBBE1-37-S		5.28 (20)	One
VBBE2-37-S			Two
VBBE3-37-S			Three
VBBE4-37-S			Four
VBBD1-37-F	Fountain Spray	3.17 (12)	One
VBBD2-37-F			Two
VBBD3-37-F			Three
VBBD4-37-F			Four
VBBE1-37-F		5.28 (20)	One
VBBE2-37-F			Two
VBBE3-37-F			Three
VBBE4-37-F			Four

SAFETY PRECAUTIONS

The Service Manual provides information about the safety, operation, and service of the machine and is meant to provide guidelines for qualified Service Technicians only. This manual follows guidance from ANSI Z535.6, ASTM F760-93, ASTM F1827-13, and the FDA Food Code.

DO NOT ATTEMPT to operate the machine until all instructions and safety precautions are read completely and thoroughly understood. Installation and startup of this machine must be performed by a qualified technician. The warranty will be void if the machine is not installed correctly. For questions with installation, operation, or servicing, contact White Glove Service: 1.800.319.9549.

For complete warranty information, product registration and new product announcement, visit vollrathfoodservice.com.

⚠ WARNING

WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.

⚠ CAUTION

CAUTION indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

NOTICE: addresses practices not related to physical injury.

To reduce risk of injury or damage to the equipment:

- Plug only into grounded single-phase electrical outlets that match the voltage on the rating label.
- Do not use extension cords to connect the machine.
- Use this equipment in a flat, level position.

⚠ WARNING

Lack of proper electrical grounding according to applicable codes could result in serious injury or death.

Please refer to the Operator's Manual for details regarding:

- CLEARANCE AND ENVIRONMENT REQUIREMENTS
- INSTALLATION & FIRST USE
- FEATURES & CONTROLS
- FILL LEVELS
- OPERATION & CLEANING
- DISASSEMBLY & ASSEMBLY
- TROUBLESHOOTING
- MAINTENANCE

INSTALLATION

⚠ CAUTION

Never grasp the machine by bowls or cylinders. Vollrath® is not responsible for damages caused by incorrect handling.

1. Unpack the machine and check for damage.
2. If damage is present, file a claim with the delivering carrier.
3. Ensure the counter will support the machine when filled.
4. Ensure at least 6" airspace around the unit for ventilation.
5. Screw legs tightly into the base of the machine.
6. Before plugging the unit in, ensure voltage is the same as on the data plate. Plug unit into a grounded, protected, single-phase electrical supply according to electrical codes and machine specifications. If you prefer, connect the unit directly to the mains with the supply cord to a 2-pole wall breaker with a contact opening of at least 3 mm. Do not use extension cords.

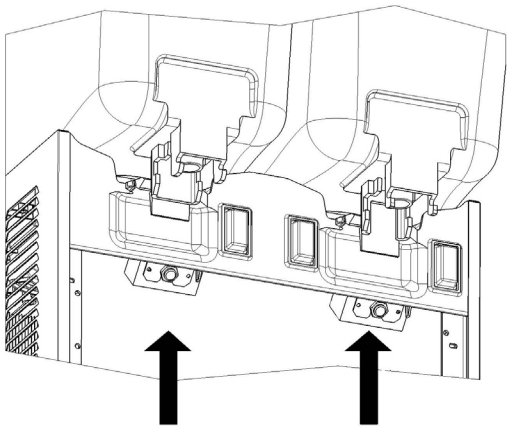
7. Disassemble, clean & sanitize unit before first use!

Description Page

Temperature Controls

TEMPERATURE CONTROLS

All units are equipped with adjustable thermostats, located behind the panel under each bowl.



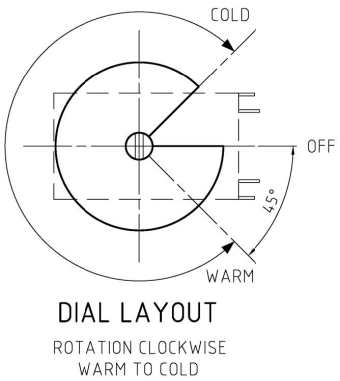
Temperature Control Location

Adjustable temperature range is 34.7 °F—44.6 °F (1.5 °C and 7 °C).

New machines are factory preset to about 39.2 °F (4 °C).

To adjust temperature:

- Decrease — rotate the setting screw clockwise.
- Increase — rotate the setting screw counterclockwise



Adjusting Temperature

NOTICE

Rotating the thermostat setting screw completely counterclockwise will turn off the thermostat for that bowl. To stop refrigeration completely, screws under each bowl must be fully rotated to the off position. To adjust temperature on multiple-bowl models, thermostats must be turned to the same setting.

NOTICE

On multiple bowls units, thermostats are electrically wired in parallel and directly drive the compressor. All bowls must reach the set temperature to stop refrigeration (all thermostats must be electrically open). To start refrigeration, only one thermostat must have a temperature higher than the setting (be electrically closed).

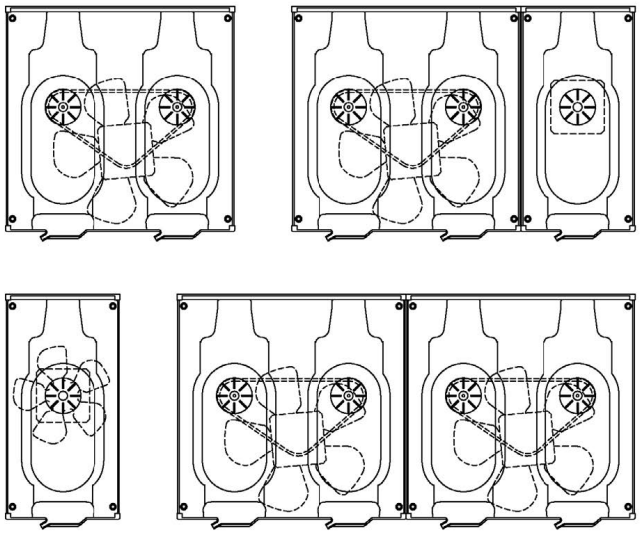
PUMPS

12L & 20L models are equipped with spray pumps. Each pump is magnetically driven by an independent electric motor.

These machines are equipped with one Main Switch to power ON and OFF refrigeration and with one Pump Switch for each bowl (see Operator's Manual for details).

Spray pumps are suitable for a large variety of products but it is better not to spray coffee, tea, natural juices, or other beverages that can foam. To avoid spray on these machines, it is necessary to replace the original impeller with grey impeller pn 33900-01201 — and to remove the spray tube from the bowl.

8L models are equipped with submerged pumps. On double machines, pumps are driven by one motor with a transmission belt and three pulleys. This motor also works as a fan. On triple machines, two pumps are driven by one motor with the same system of double units and the third driven by a single motor. On four-bowl machines, pumps are driven by two motors.



These machines are equipped with one Main Switch to power ON and OFF all functions, refrigeration, and pumps.

Submerged pumps are suitable for almost all kind of beverages — particularly coffee, tea, natural juices, or other beverages that can foam. The following table summarizes available impellers:

PART NUMBER	COLOUR	BOWLS CAPACITY [litres]	MIXING SYSTEM
33900-01201	GREY	8, 12, 20	SUBMERGED
33900-01204	BLUE	12, 20	SPRAY SPRAY

PUMPS (Continued)

Available Bowls:

PART NUMBER	BOWLS CAPACITY [litres]	MIXING SYSTEM
22900-02010	8	SUBMERGED
22900-00000	12	SPRAY
22900-04800	20	SPRAY

Available Spray Tubes:

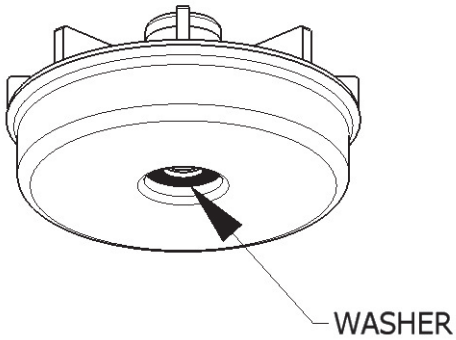
PART NUMBER	BOWLS CAPACITY [litres]
22900-00201	12
22900-00200	20

Configurations can be customized.

IMPELLERS

To maintain efficient mixing and cooling — clean sugar, pulp, and other substances from the impeller and pivot so the impeller spins freely.

A self-lubricating washer is moulded into the bottom of the impeller. Regularly check the washer and replace the impeller if necessary.



MAGNETIC COUPLING

Impellers are magnetically coupled with their respective motors. The magnetic gap is factory preset and does not require adjustment. If magnetic lock is lost, check for a bent pump motor bracket or an impeded impeller due to damaged or dirty parts.

IMPELLER TROUBLESHOOTING

If impellers are noisy, power the unit off and remove them from the pivots. Power the unit on; if the noise persists, power the unit off, unplug it, and remove the panels to check pump motors assemblies. Noise can occur due to: faulty electric motor, improper magnetic alignment due to a bent bracket, a fan blade hitting an obstacle, or a loose part.

On 8L multiple-bowl models, power the unit off and remove the transmission belt from the pulleys. Power the unit on; if the noise persists, the cause could be the electric motor.

If there is no noise, remove magnetic pulley assemblies and check the integrity of their ball bearings. If necessary, replace the entire magnetic pulley assembly.

If the noise does not persist after removing impellers, the cause could be the impeller or magnetic coupling. Check for worn impellers; replace if necessary. Clean impellers and pivots. Install the impellers and put some water into the bowls. If the noise persists, check the pump motor bracket alignment.

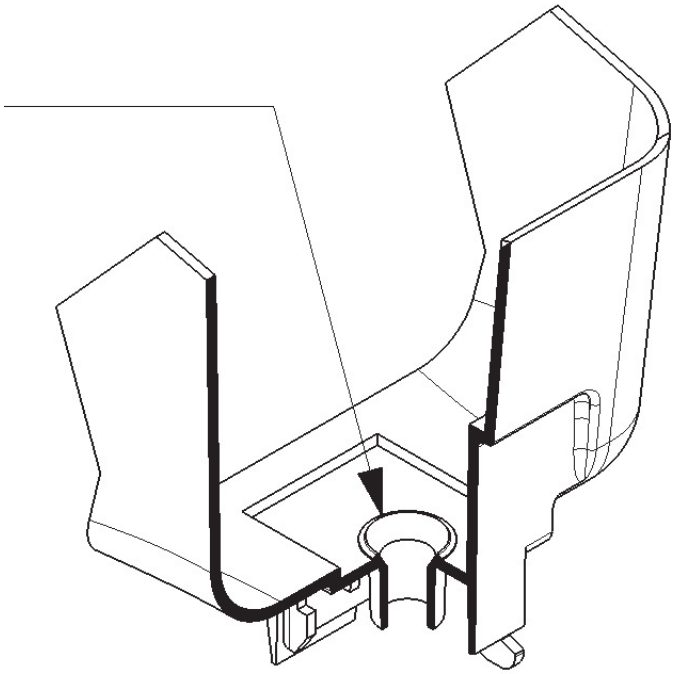
NOTICE

Impellers are designed to spin when submerged and wet. To prevent damage, do not allow them to spin when dry. Always switch off 12L & 20L pumps and remove impellers in 8L models or refill them with water when bowls are empty.

FAUCET

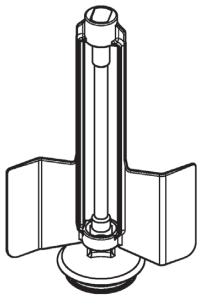
STAINLESS STEEL GRAVITY FAUCET

This faucet is suitable for liquid product without pulp or solid particles. In case of dripping, drain the product out of the bowl, remove the stainless steel piston, clean it with fresh water and check for wear on the rubber gasket — if necessary, replace. Also clean the piston housing in the bottom of the bowl and check for the integrity of the rim around the piston hole.



SLOW MIXING SYSTEM

The mechanical drive slow mixer (B) is suitable for thin or thick drinks.



B

If the mechanical slow mixer is not properly rotating, check for a faulty drive motor or excessive beverage thickness.

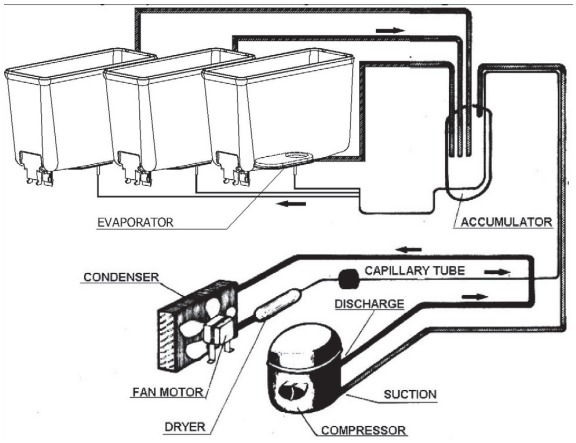
REFRIGERANT SYSTEM SERVICE

CHECKING FOR REFRIGERANT LEAKS

Carefully follow steps 1-7 below to inspect the entire system.

NOTICE

When using a refrigerant detector, follow along the bottom side of the copper tubing since refrigerant gas is heavier than air. Where copper tubing is protected by an insulating jacket, check for leaks at both ends of each jacket section.



1. Check high-pressure compressor line soldered connection
2. Follow copper tubing and check soldered connections at top and bottom of condenser.
3. Check along the copper curves on both sides of condenser.
4. Follow copper tubing and check soldered connections of dryer at evaporators.
5. Remove mixer motors & check inlet (capillary) & outlet (suction) tubing.
6. Check copper tubing all the way back to the compressor.
7. Check low side connections at compressor suction & process tubes.

REFRIGERANT SYSTEM SERVICE (Continued)

⚠ CAUTION

To check for a leak in the low side of the system, it is advisable to have evaporators at or below ambient temperature.

If a leak has been detected, seal it and make a new refrigerant charge per the following instructions.

⚠ WARNING

Refrigerant gas could be highly acidic and toxic.

DISCHARGING

1. Remove dispenser panels.
2. If not present, install a charging valve on the compressor process tube.
3. Remove the screw cap from the compressor process tube.
4. Connect the process tube to the LOW part of the gauge set.
5. Connect the VAC port of the gauge set to an adequately approved gas recovery system.
6. Open the **LOW** and **VAC** valves and recover the refrigerant.
7. Once recovery is complete, close the LOW and VAC valves and disconnect the recovery system.

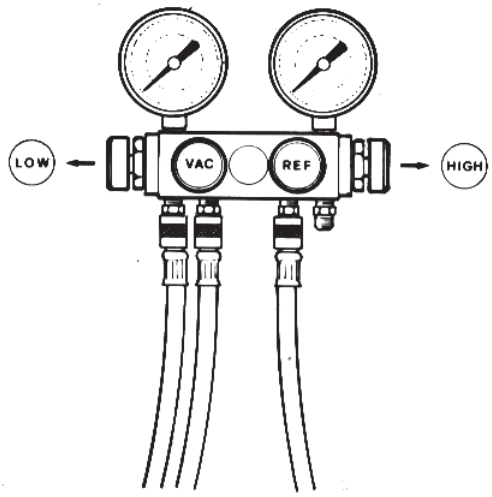


Figure 8 — Gauge Valves & Ports

EVACUATING

NOTICE

Always install a new liquid line filter dryer before evacuating.

1. Connect the REF port of the gauge set to the charging unit.
2. Connect the VAC port of the gauge set to the vacuum pump and open the VAC valve.
3. Open the line valve of the charging unit and for a while, the REF valve to purge air from the REF hose.
4. Open the LOW valve of the gauge set and turn on the vacuum pump for a minimum of 30 minutes.
5. While the pump is running, close the VAC valve once a vacuum has been established.
6. Turn off the vacuum pump.

REFRIGERANT SYSTEM SERVICE (Continued)

CHARGING

The gauge set is usually four ports and four valves (see figure 8). This is the easiest option because it allows the charging through both low and high sides of the system. Our refrigeration systems are manufactured to be chargeable through the compressor process tube only (low side): thus, **the HI port is never mentioned nor used in the following procedure and the HI valve must be kept closed.**

1. Determine the ounces/grams that should be filled by the charging unit by checking the dispenser data plate.
2. Remove bowls and mixers from the dispenser.
3. Plug in the dispenser and turn on the power switch.
4. Open the line valve of the charging unit.
5. Open the REF valve very slowly to allow refrigerant to be pulled into the system as a gas.
6. When the amount of refrigerant listed on the data plate has been used, the system is charged. Close the REF valve and charging unit line valve and allow the compressor to run a few minutes.
7. Ensure that all evaporator plates are covered with frost.
8. Close the LOW valve, disconnect the LOW hose from the compressor process tube and tighten the screw cap.

Suction and discharge pressures of machines with different refrigerants are listed below. They must be verified with:

Ambient temperature: 89.6 °F (32 °C)
Product temperature in the bowls: 41 °F (5 °C)
Evaporation temperature approximately 23 °F (-5 °C)
Condensation temperature approximately 122 °F (50°C)

Refrigerant	Suction Pressure—Low	Suction Pressure—High
R134a	20.7 psi (1,43 bar)	176.5 psi (12,17 bar)
R22	47.9 psi (3,30 bar)	266.7 psi (18,39 bar)
R404a	59.5 (4,10 bar)	327.8 psi (22,60 bar)

COMPRESSOR BURN-OUT

To determine if a burn-out has occurred, perform the following:

1. Disconnect the unit from power source.
2. Remove wiring from compressor terminals.
3. Using an ohmmeter, check for ground between terminals and compressor housing. If a reading exists, the compressor has shorted to the ground and must be replaced.

COMPRESSOR REPLACEMENT

4. Recover refrigerant using an approved refrigeration recovery system per DISCHARGING instructions.
5. Remove the burned-out compressor.
6. Correct the system fault which caused the burn-out. Check the condition of the capacitor(s) and compressor relay.
7. Install a new compressor and liquid line filter dryer.
8. Evacuate and charge the system per EVACUATING and CHARGING instructions.

ROUTINE MAINTENANCE

DAILY

Inspect the machine for signs of leaks, worn seals and gaskets. If proper assembly does not stop leaks around seals or gaskets, check for improper lubrication, and worn or damaged parts. Replace parts as needed with parts from the supplier.

WEEKLY

Clean and sanitize the machine following procedures in the Operator's Manual. Check for worn impellers, bowl gaskets, faucet pinch tubes, or stainless steel piston gaskets. Replace parts as needed with parts from the supplier.

MONTHLY

Clean all internal components, primarily the condenser, using compressed air, vacuum, or a soft brush. To clean internal parts, unplug the unit and remove the panels.

⚠ WARNING

Condenser Fins are Extremely Sharp! Use extreme caution when cleaning.

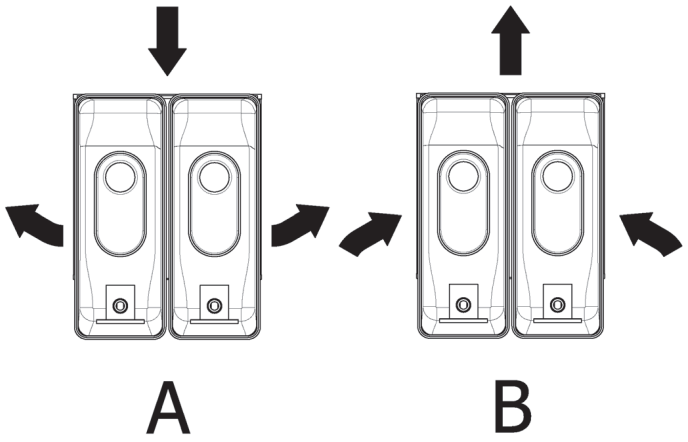
⚠ WARNING

Hazardous voltage

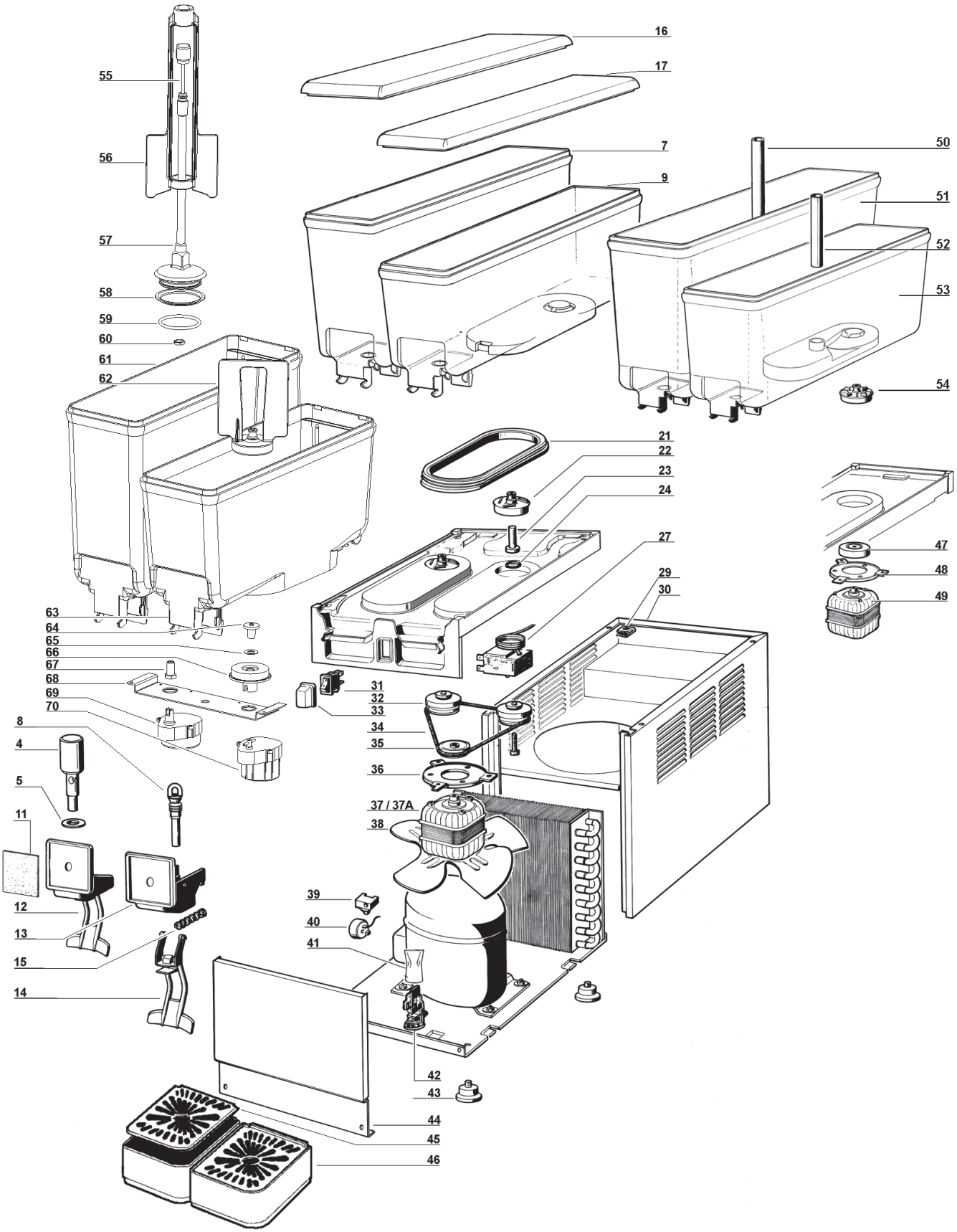
The machine must be disconnected from the electrical supply before servicing. Failure to disconnect power before servicing could result in death or serious injury.

On **12L & 20L** dispensers, the condenser is on the back of the unit and air flow is from back to sides (A). To clean the condenser, disconnect the power and remove the back panel.

On **8L** dispensers, the condenser is also on the back of the unit, but air flow if from sides to back (B). To clean the condenser, disconnect the power and remove the faucet side panel to clean it from the inside.



8L Model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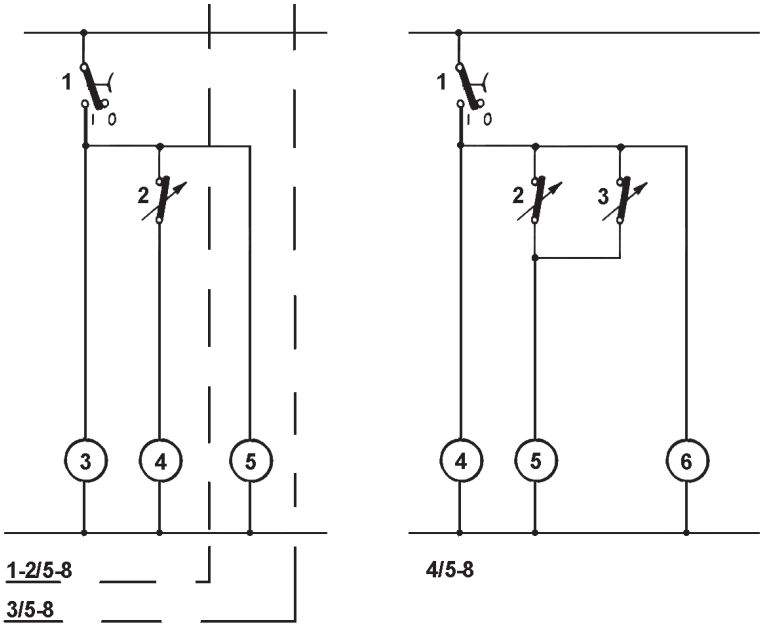
8L Model Service Parts & Wiring Diagram

8L Service Parts

Item	P/N	Description	Item	P/N	Description
4	22800-21903	Spigot piston	36	22800-04800	Motor bracket
5	10028-02503	Spigot gasket	37	22800-18981	Fan/pump motor — 1 bowl
7	22900-02010	Bowl — VBBC (8L)	37A	22900-03011	Fan/pump motor — 2 & 4 bowl
11	10029-00060-465	Spigot handle insert — upper	38	22900-00403	Fan blade — 1 bowl
12	22900-00560-469	Spigot handle — black		22900-00401	Fan blade — 2, 3 & 4 bowl
16	22900-01300	Bowl cover	39	BR0354	Relay
21	22800-17200	Bowl gasket	40	BR0355	Motor protector
22	33900-01201	Impeller — bottom of bowl	41	22800-12700	Terminal block cover
23	22900-00600	Impellor pivot — bottom of bowl	42	BR0059	Cable clamp
24	22040-00000	O-ring — Impeller pivot	43	BR0057	Foot — leveling
27	21087-00001	Thermostat	44	22900-03170	Panel, front — 1 bowl
29	10554-45000	Clip		22900-03171	Panel, front — 2 bowl
30	22900-03210	Cabinet — 1 bowl		22900-03172	Panel, front — 3 bowl
	22900-03211	Cabinet — 2 bowl		22900-03173	Panel, front — 4 bowl
	22900-03212	Cabinet — 3 bowl	45	22800-00501	Drip tray cover — 1 bowl
	22900-03213	Cabinet — 4 bowl	46	22800-00601	Drip tray — 1 bowl
31	21125-00000	Switch	47	33800-00803	Motor magnet for 1 & 3 bowl
32	33900-01052	Pulley, magnet & spacer assembly	48	22800-04800	Motor bracket
33	22800-05100	Switch cap	49	22800-04706	Motor fountain & fan — 3 bowls
34	22900-03602	Belt	69	33800-06701	Motor — stirrer (115V, 60HZ)
35	22800-02201	Pulley — Drive			

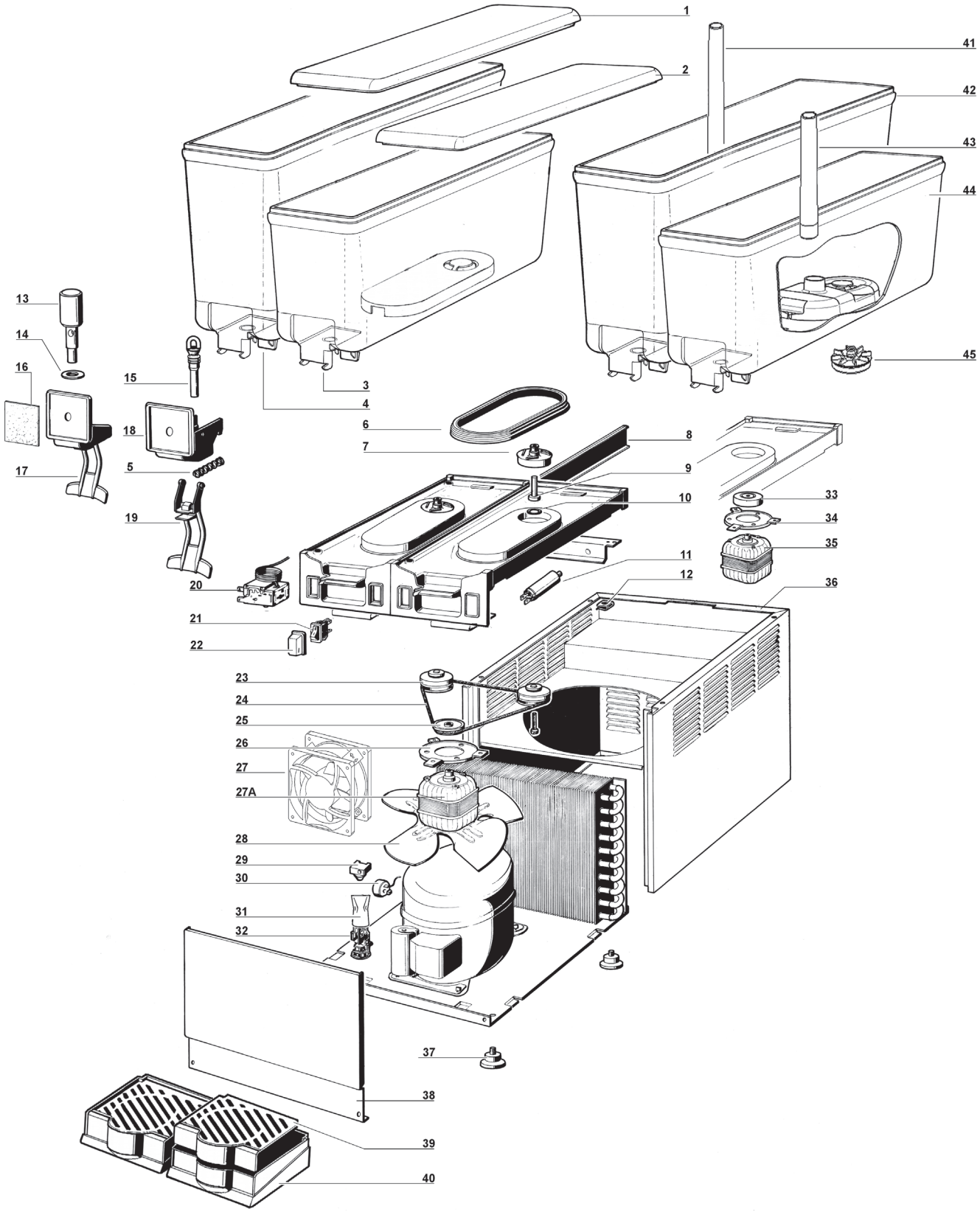


1 Switch
2 Thermostat
3-5 Pump/mixer
4 Compressor

4/5-8

1 Switch
2-3 Thermostat
4-6 Pump/mixer
5 Compressor

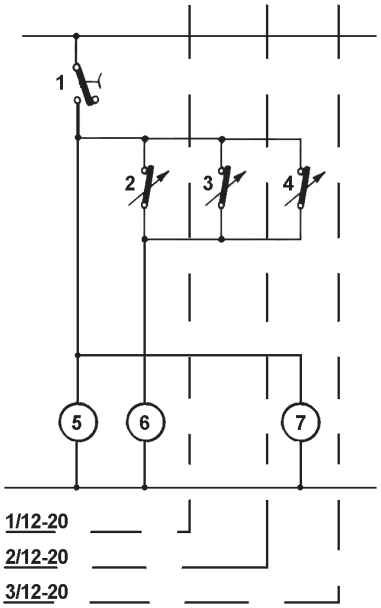
12L & 20L Model Fountain

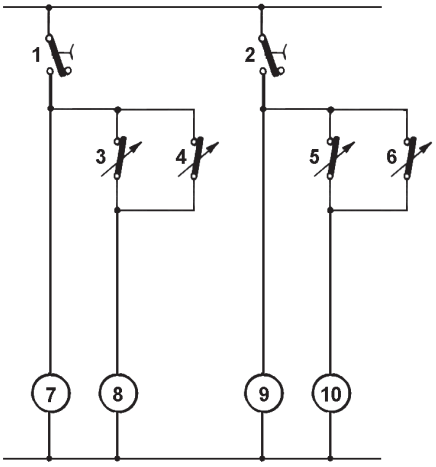


12L & 20L Model Service Parts & Wiring Diagram

12 & 20L Service Parts — Fountain

Item	P/N	Description	Item	P/N	Description
1	22900-00100	20L bowl cover	28	22900-00403	Fan blade — 2,3, & 4 bowl
2	22900-00100	12L bowl cover	29	BR0354	Relay
6	22800-17200	Bowl gasket	30	BR0351	Motor protector — Embraco
8	22900-00760	Plastic I-beam for connection	31	22800-12700	Terminal block cover
9	22900-00600	Impellor pivot — bottom of bowl	32	BR0059	Motor magnet — 1 & 3 bowl
10	22040-00000	O-ring — Impeller pivot	33	33800-00803	Motor protector
11	BRO348	Capacitor	34	22800-04800	Motor bracket
12	10554-45000	Clip	36	22900-03210	Cabinet — 1 bowl
13	22800-21900	Faucet piston		22900-03211	Cabinet — 2 bowl
14	10028-02500	Faucet gasket		22900-03212	Cabinet — 3 bowl
16	10029-00060	Spigot handle insert — upper (Vollrath)		22900-03213	Cabinet — 4 bowl
17	22900-00560	Spigot handle — green	37	22800-10000	Foot leveling
20	21087-00001	Thermostat	38	22900-03171	Front panel — 2 bowl
21	21125-00000	Switch	39	22800-00501	Drip tray cover — 1 bowl
22	22800-05100	Switch cap	40	22800-00601	Drip tray — 1 bowl
23	33900-01052	Pulley, magnet & spacer assembly	41	22900-00200	Spray tube 20L (fountain)
24	22900-03602	Belt	42	22900-04800	Bowl — 20L (fountain)
25	22800-02201	Pulley — drive	43	22900-00201	Spray Tube — 12L (fountain)
26	22800-04800	Motor bracket	44	22900-00000	Bowl — 12L (fountain)
27	22800-18981	Fan/pump motor — 1 bowl	45	33900-01204	Impeller 60Hz
27A	22900-03011	Fan/pump motor — 2, 3 & 4 bowl			





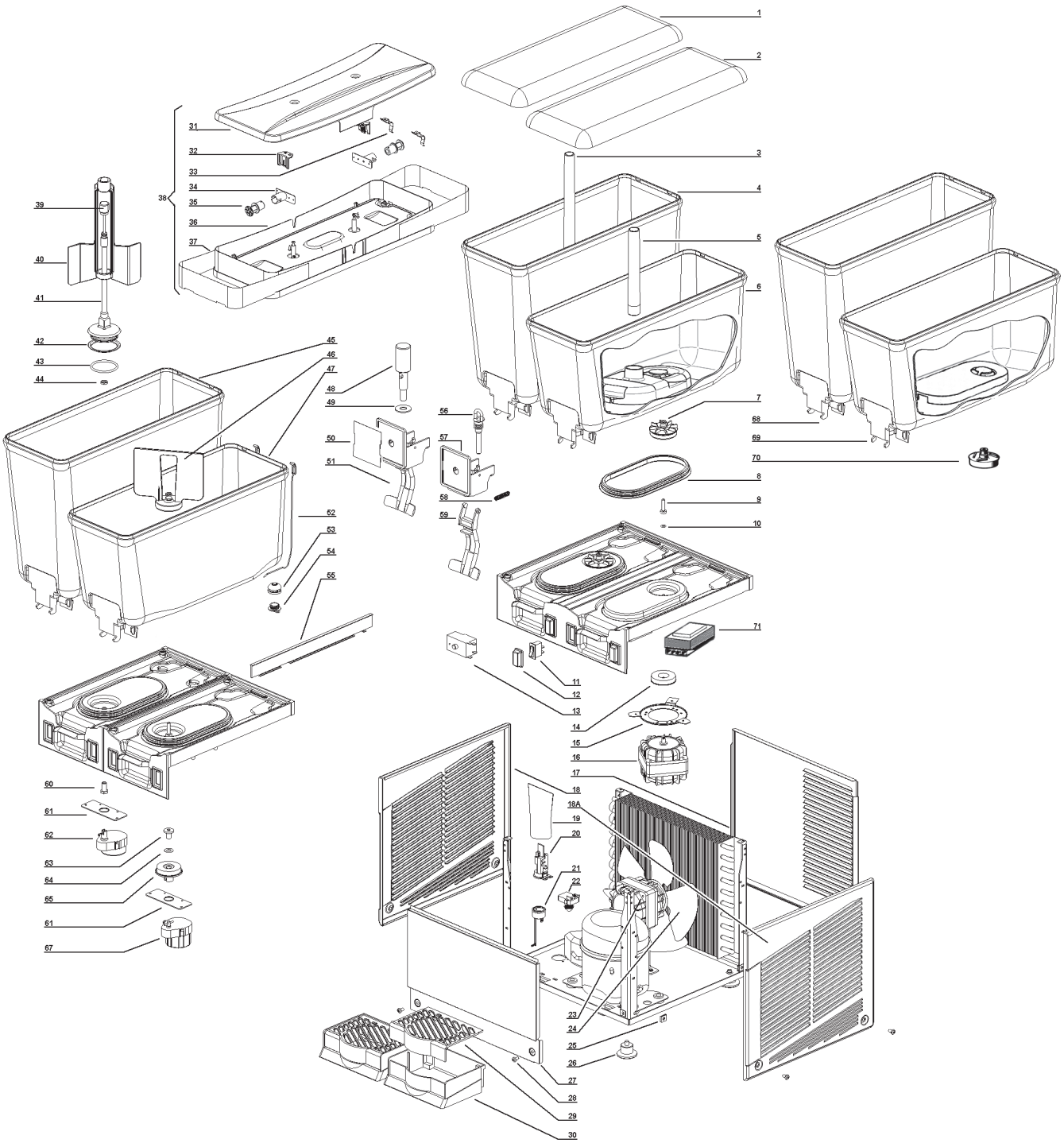
1/12-20 - 2/12-20 - 3/12-20

1	Switch
2-3-4	Thermostat
5-7	Pump/mixer
6	Compressor

4/12-20

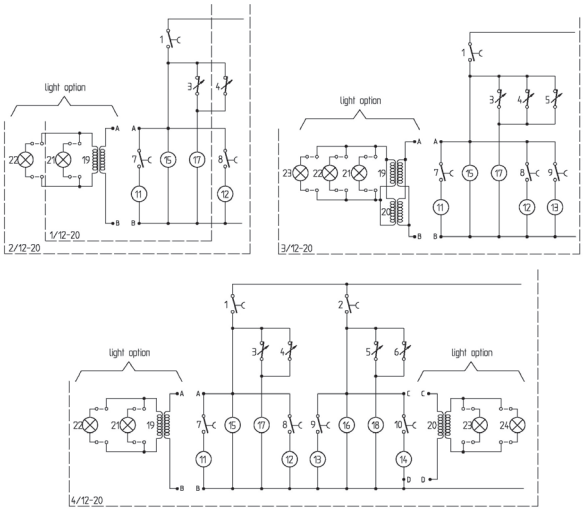
1-2	Switch
3-4-5-6	Thermostat
7-9	Pump/mixer
8-10	Compressor

12L & 20L Model — Stir



12L & 20L Serivce Parts (Stir)

Item	P/N	Description	Item	P/N	Description
1	22900-00100	20L bowl cover	27	22800-06860	Rear panel — 1 bowl
2	22900-00100	12L bowl cover		22900-02370	Rear panel — 2 bowl
3	22900-0200	Sray tube — 20L (fountain)		22900-02380	Rear panel — 3 bowl
4	22900-04800	Bowl 20L (fountain)		22900-02390	Rear panel — 4 bowl
5	22900-00201	Spray tube — 12L (fountain)	28	10502-55010	Panel screw
6	22900-00000	Bowl — 12L (fountain)	29	22800-00501	Drip tray cover — 1 bowl
7	33900-01204	Impeller 60Hz	29A	22800-00562	Drip tray cover — 2, 3 & 4 bowl
8	22800-17200	Bowl gasket	30	22800-00661	Drip tray — 1 bowl
9	22900-00600	Impellor pivot — bottom of bowl	30A	22800-00662-465	Drip tray — 2, 3 & 4 bowl
10	22040-00000	O-ring — Impeller pivot	39	22900-05600	Drive shaft 12L (stir)
11	21125-00000	Switch		22800-14701	Drive shaft 20L (stir)
12	22800-05100	Switch cap	40	22900-05400	Agitator 12L (stir)
13	21087-00000	Thermostat		22900-05401	Agitator 20L (stir)
14	33800-00803	Motor magnet	41	22900-05500	Central shaft 12L
15	22800-04800	Motor bracket		22900-05501	Central shaft 20lt
16	22800-04706	Motor — fountain (12L & 20L all bowls) Fan (12L 2-4 blowls)	42	22900-05710	Central shaft gasket
17	22900-02370	Panel rear — 2 bowl	43	22900-05700	O-ring — central shaft, below seal (stir)
	22900-02380	Panel rear — 3 bowl	44	10533-01303	Central shaft brass nut (stir)
	22900-02390	Panel rear — 4 bowl	45	22900-04820	Bowl 20L (stir)
18	22800-00360	Left side panel (all bowls)	47	22900-00020	Bowl 12L (stir)
18A	22800-00260	Right side panel (all bowls)	48	22800-21903	Spigot piston
19	22800-12700	Terminal block cover	49	10028-02503	Spigot gasket
20	BR0059	Cable clamp	50	10029-00060-465	Spigot handle insert — upper (Vollrath)
22	BR0354	Relay — 1,2 & 4 bowl (3 bowl BR0350)	51	22900-00560-469	Spigot handle
23	22800-04706	Motor — fountain (12L & 20L, all bowls) Fan (12L, 2-4 bowls)	55	22900-00760	Plastic I-beam for connection
23B	33800-06901	Fan motor for 1 bowl	60	22900-05800	Bolt, central shaft (stir)
24	21907-00000	Fan for 12L	62	33800-06701	Motor — 115V, 60Hz (stir)
25	10554-45001	Panel Clip	64	100028-02503	Spigot Gasket
26	22800-10000	Foot leveling	67	33800-06701	Motor — 115V, 60Hz (stir)
			71	22800-18203	Transformer



1-2	Switch
3-4-5-6	Thermostat
7-8-9-10	Pump/mixer switch
11-12-13-14	Pump/mixer
15-16	Fan Motor
17-18	Compressor
19-20	Transformer
21-22-23-24	Top light

PROBLEM	POSSIBLE CAUSES	REMEDY
Machine does not work. Neither pump motors, fan motor, nor compressor are running.	There is an improper/faulty electrical connection. The main switch is defective.	Locate and correct the problem. Replace main switch.
There is no refrigeration. Pump motors & fan motor run, but compressor does not.	Machine protector or compressor relay is defective. Compressor cycles on motor protector. Thermostat is defective (always open).	Replace motor protector. Check the power line for low voltage, then check the starting relay and motor protector; replace if necessary. Replace the thermostat.
Refrigeration is not detectable or poor.	There is not enough air flow/ventilation. Condenser is clogged with dust. Fan motor is defective. Refrigerant gas charge is low.	Provide at least 6" (15cm) of clear air-space around the unit. Clean condenser using compressed air, vacuum or a soft brush. ⚠ **WARNING** **Condenser fins are very sharp, use extreme caution!** Check for obstacles to fan blade rotation. If necessary replace fan motor. Detect possible leak, seal it and
There is excessive refrigeration; the compressor does not stop.	Temperature is not adjusted properly. Thermostat is defective (always closed). Thermostat temperature probe is outside of its housing.	Adjust the temperature setting. Replace the thermostat. Insert thermostat temperature probes into their housing.
There is no pumping or agitation; pump motor runs.	Pump impeller does not spin at all. Pump impeller does not spin freely. Magnetic lock decoupled (is chattering).	Clean impeller and pivot well. Check impeller; replace if necessary. Verify alignment of pump motor bracket.
There is no pumping or agitation; pump motor does not run.	There is an improper or faulty electrical connection. Pump switch is defective. Pump motor is defective. Drive magnet binds on evaporator assembly. Transmission belt is broken (compact series with multiple bowls only).	Locate and correct the problem. Replace pump switch. Replace pump motor. Verify alignment of pump motor bracket. Replace transmission belt.
Gravity/stainless steel faucet is dripping.	Stainless steel gravity gasket is nicked or incorrect. Faucet is not fully in a closed position. Faucet rim in bowl is damaged.	Replace steel gasket. Check that stainless steel is moving freely; thoroughly clean if necessary. Replace the bowl.

PROBLEM	POSSIBLE CAUSES	REMEDY
Unit is noisy.	Impellers are worn. Fan blade is bent. Fan or pump motor is noisy. Magnetic lock decoupled (is chattering). Ball bearings are noisy (on compact, multiple bowl series)	Replace impellers. Bend fan blade to correct alignment. Replace motor. Check alignment of pump motor bracket. Replace magnetic pulley assembly.
Magnetic slow mixer is not rotating.	Drive motor is defective. Magnetic mixer does not rotate freely. There is ice on the evaporator.	Replace drive motor. Clean mixer and pivot thoroughly. Increase product level in the bowl. Adjust temperature setting. Check thermostats.
Mechanical slow mixer is not rotating.	Drive motor is defective. Product is excessively thick.	Replace drive motor. Add drinking water or product that is less viscous/thinner.