

Why am I getting a “empty drain bucket” message, when the bucket is empty?

- Moisture builds up on the drain bucket sensor that detects when the bucket is full
- This tricks the machine into “thinking” the bucket is full - the machine stops running until the bucket is “emptied”

Recommendations

1. Remove the cap on the back of the unit to aid in venting
2. Do not unplug the wire from the jack connection. Instead, uninstall the sensor directly from the drain bucket connection.
3. Wipe the sensor contact with a clean, dry cloth to remove any condensation or moisture buildup.
4. Reinstall the connector to the bucket.



Drain Bucket w/ Electronic Sensor
Part Number: 1240-CON-001



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Note: This procedure clears the false signal caused by moisture on the sensor connection. If the issue persists, call technician services at 1-800-778-0990

Additional Recommendation

1. To help prevent future condensation or sensor issues, remind end-users not to pour full beverages or liquids down the drain.
2. We recommend applying a visible label near the drain area with the following message:

"DO NOT POUR DRINKS DOWN DRAIN"