



## **DRAFT BEER TROUBLESHOOTING GUIDE**

*To diagnose a draught problem, hold a clean glass at a 45 degree angle under the faucet and open the tap completely. Use the troubleshooting guide below to find a potential cause and solution for your problem.*

<b>Problem</b>	<b>Potential Causes</b>	<b>Symptoms</b>	<b>Possible Solutions</b>
<b>No Beer is Coming Out</b>	Keg is empty	Gas will rush out of faucet	Connect a full keg.
	Keg Coupler is disengaged	Nothing is coming out of the faucet	Re-engage keg coupler so it is twisted clockwise all the way down.
	Gas tank is empty	Other draught lines will start to pour slowly, gas tank volume gauge will read "0"	Connect a full gas tank.
	Gas valves are shut off	Beer pours very slowly and stops, but gas tank volume gauge shows that there is gas in the tank	Turn the toggle so that it is parallel with the gas line.
	Beer line is frozen	Beer trickles out or stops in one tap or multiple adjacent taps	Check temperature of beer cooler; 34°-38°F. If glycol, turn the glycol system off for 1 hour, then try pouring.
<b>Beer is Pouring Foamy</b>	Improper Pour	Partially opening the faucet creating agitated beer	Open the faucet quickly and completely. Keep the glass at an appropriate distance from the faucet throughout the pour
	Frosted or Frozen glasses	Pouring into an un-rinsed glass will cause the beer in the glass to blow-up	Rinse some fresh, cold water on the inside of the frosted glass before pouring.
	Gas regulator set at wrong pressure	Beer pouring very rapidly or very slowly, with excessive foam	Adjust pressure - downstairs keg systems should be set at about 20 P.S.I., and direct draw systems (under the bar) should be set at about 15 P.S.I.
	Keg storage or coolant temperature is too high	Beer pours above 40°F with excessive foam	Lower the cooler temperature, 34-38°F, limit traffic through the cooler door, and lower the temperature of the glycol

			reservoir to about 35°F.
	Beer was just delivered	The first few pints in a keg pour foamy	Wait 1-2 hours, then pour again
<b>Beer "Burps" or Sputters</b>	There is a warm spot, kink, pinhole, or bacteria buildup somewhere in the beer line	The beer starts pouring fine, then "burps"	Check to see if a full keg could be sitting on a beer line. If not, plan to get lines cleaned.
	There is a bad seal around the faucet or keg coupler	The beer starts pouring fine, then "burps"	Replace washers in the keg coupler and faucet or exchange for new equipment.
<b>Beer Tastes "Off"</b>	Beer tastes metallic when running through recently cleaned lines	All beers on draught have a metallic taste	Lines cleaned with caustic acid can leave a faint metallic taste. Pour a few pints off and the taste should return to normal.
	Beer has a strong buttery, butterscotch, or a "creamed corn" flavor	Diacetyl, or D.M.S. could have formed in the beer during fermentation, creating this off taste	The keg is filled with bad beer and should be returned to the distributor.
	Beer tastes stale, with a papery or "wet cardboard" aroma	The keg could be past it's expiration date.	If the keg has been on tap for longer than 4 weeks, it can go bad, and should be returned to the distributor.
<b>Cloudy Beer</b>	Beer appears hazy and not clear	Over chilling: excessive low temperatures may cause cloudy beer	Maintain your refrigeration between 34°- 38°F.
	Improper pour	Partially opening the faucet creating agitated beer	Open the faucet quickly and completely. Keep the glass at an appropriate distance from the faucet throughout the pour.
<b>Flat Beer</b>	Beer pours with 'no head'	Not enough pressure	Check CO2 tank; if empty, replace. Make sure CO2 tank and regulator is ON. Increase the pressure if beer runs too slowly.
	Beer pours with a head, but quickly goes away	Glasses are not "Beer Clean"	Never wash beer glasses with other dishes. Always use non-petroleum based detergent. Allow to air dry. Rinse in fresh cold water just before serving.
	Improper pour	Pouring the beer with 'no head', or pouring the 'head' off	Open the faucet quickly and completely. Should have a ½" – 1" foam head. Beer drawn without a head has the appearance of being flat.