



# G3 Series Alpha FreshTrac<sup>®</sup> Decanter Coffee Brewing System



**READ AND SAVE THESE INSTRUCTIONS**

**NOTICE TO INSTALLER:** Please leave this booklet with the machine.

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Due to continued product improvement, the products illustrated/photographed in this guide may vary slightly from the actual product.

## Key Features

- Gold Cup® Series – Digital Control Module provides precise control over all aspects of brewing: time, temperature, volume pre-infusion, pulse-brewing and water bypass.
- Visual Monitoring – Red LED indicator light provides a simple method for at-a-glance coffee freshness monitoring.
- Silent Tracking System – A red LED light provides an instant visual snapshot of the coffee.
- Fully Automatic – Thermal FreshTrac® System starts with every brew cycle and stays with the dispenser. Once brewing is complete, the dispenser and monitoring system can be moved to any location and the monitoring system will continue to track freshness time.
- Industry's most effective mineral tolerant design.

## Specifications (Selected Models)

### Electrical Supply Requirements

MODEL #	DESCRIPTION	PHASE	VOLTS	AMPS	HEATING CONFIG	WIRE	WATTS	HERTZ	GAL/HR
ALP3GT15A800	Standard, single voltage	1 PH	220 V	17.3 A	1 x 3500 W	3W + G	3800 W	50/60 Hz	10.0
ALP3GT63A800	Dual voltage	1 PH	120/220 V	15.0/15.0 A	2 x 1450 W	2W/3W + G	1800/3300 W	50/60 Hz	4.5/9.0

### Dimensions

### Water Supply Requirements

MODEL #	HEIGHT	WIDTH	DEPTH	SHIP WEIGHT	SHIP CUBE	WATER CONNECTOR	WATER PRESSURE	MIN. FLOW RATE
ALP3GT15A800	19.13"	9.13"	20.38"	30.0 lbs	3.92 cu ft	1/4" flare	20 - 90 psi	1.0 gpm
ALP3GT63A800	19.13"	9.13"	20.38"	31.0 lbs	3.92 cu ft	1/4" flare	20 - 90 psi	1.0 gpm

Following are the factory default settings for the Alpha FreshTrac brewer:

- Brew Temperature = 200°F
- Brew Volume = 60oz. (1.8L)
- Energy Save Mode = Off

**Symbols**



This is the safety alert symbol. It is used to alert you to potential physical injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.



**DANGER** - Indicates a hazardous situation which, if not avoided, will result in death or serious injury.



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



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



**NOTICE** - Indicates a situation which, if not avoided, could result in property damage.



**IMPORTANT** - Provides information and tips for proper operation.



**SANITATION REQUIREMENTS**



**WARNING** - This product can expose you to chemicals including Acrylamide and Bisphenol A (BPA), which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information visit [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

**Important Safeguards/Conventions**



**WARNING:**

- Make sure that this appliance is installed and grounded according to the INSTALLATION INSTRUCTIONS by qualified personnel before attempting to use it. Failure to follow the INSTALLATION INSTRUCTIONS could result in personal injury or void the warranty.
- This appliance is designed for commercial use. Any service other than cleaning and preventive maintenance should be performed by an authorized Wilbur Curtis service technician.
- To reduce the risk of fire or electric shock, DO NOT open the service panels. There are no user serviceable parts inside.
- Keep hands, arms and other items away from hot surfaces of the unit during operation.
- Clean the appliance and any dispensers completely before using them for the first time according to the CLEANING INSTRUCTIONS. Clean them regularly as instructed in the CLEANING INSTRUCTIONS.
- Use this appliance only for its intended use, brewing/dispensing hot and/or cold beverages/water.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- Avoid spillage onto the power (mains) connector.

## CE Requirements

- This appliance must be installed in locations where it can be overseen by trained personnel.
- For proper operation, this appliance must be installed where the temperature is between 5°C to 35°C.
- Appliance shall not be tilted more than 10° for safe operation.
- An electrician must provide electrical service as specified in conformance with all local and national codes. For safe use, an all-pole disconnection must be incorporated into the fixed wiring in accordance with the wiring rules outlined in clause 7.12.2 of IEC 60335 for meeting the minimum electrical safety of this standard.
- This appliance must not be cleaned by water jet.
- This appliance can be used by persons aged from 18 years and above if they have been given supervision or instruction concerning use of the appliance in a safe way and if they understand the hazards involved.
- Keep the appliance and its cord out of reach of children aged less than 18 years.
- Appliances can be used by persons 18 years and above with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children under the age of 18 years should be supervised to ensure they do not play with the appliance.
- If the power cord is ever damaged, it must be replaced by the manufacturer or authorized service personnel with a special cord available from the manufacturer or its authorized service personnel in order to avoid a hazard.
- Machine must not be immersed for cleaning.
- Cleaning and user maintenance shall not be made by children unless they are older than 18 years and supervised.
- This appliance is intended to be used in household and similar applications such as:
  - staff kitchen areas in shops, offices and other working environments;
  - by clients in hotels, motels and other residential type environments;
  - bed and breakfast type environments.
- This appliance not intended to be used in applications such as:
  - farm houses
- Access to the service areas permitted by Authorized Service personnel only.
- The A-Weighted sound pressure level is below 70 dBA.



**WARNING:** Installation is to be performed only by a qualified installer.



**WARNING:** Improper electrical connection may result in an electric shock hazard. This brewer must be properly grounded.



**NOTICE:** DO NOT connect this brewer to a hot water supply. The water inlet valve is not rated for hot water. Do not exceed the maximum water pressure stated in the *SPECIFICATIONS* section.



**IMPORTANT:** Observe all governing codes and ordinances.

## Installation Instructions

### Installation Requirements

- A secure surface capable of supporting the weight of the appliance.
- For units without an attached cord set: Appropriately sized, UL listed, grounding type power cable to meet the electrical specifications for the appliance. If you have questions about the correct cable size and length, consult a qualified installer. If the appliance will be hard wired to a junction box, the power cable must be long enough so that the unit can be moved for cleaning underneath.
- A grounded electrical connection to an electrical circuit that meets the electrical specifications of the appliance (see *SPECIFICATIONS*). The circuit must be protected by the appropriate sized circuit breaker. If you are not certain that the existing circuit meets the requirements for your unit, consult a licensed electrician.
- A water filtration system is required to maintain trouble-free operation. Wilbur Curtis Co., Inc. recommends a Wilbur Curtis approved water filter. See the Curtis Equipment Catalog for a full line of Wilbur Curtis approved water filters.
- Potable water supply line connection from the water filter capable of supplying the minimum flow rate required by the specifications. The water supply line must be able to connect to the flare fitting on the back of the unit. See the *SPECIFICATIONS* section for the correct size. The water line should also be capable of being controlled by a shut off valve. Do not connect the water line to a saddle valve or needle valve.



NSF International requires the following water connection:

- 1 A quick disconnect or additional coiled tubing (at least two times the depth of the appliance) is required so that it can be moved for cleaning underneath.
- 2 This equipment is to be installed with adequate back-flow protection to comply with applicable federal, state and local codes.
- 3 Water pipe connections and fixtures directly connected to a potable water supply shall be sized, installed and maintained in accordance with federal, state and local codes.

The International Plumbing Code of the International Code Council and the Food and Drug Administration (FDA) Food Code manual, direct that this equipment must be installed with adequate back-flow prevention in compliance with federal, state and local codes. For units installed outside of the U.S.A., make sure that the installation is in compliance with the applicable plumbing/sanitation code for your area.

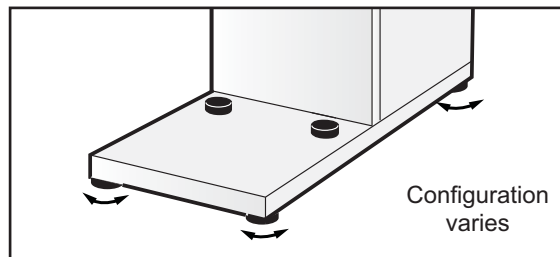
Installation

Leveling



**WARNING:** Use the leveling legs to level the brewer only. Do not use them to adjust brewer height. Do not extend them higher than necessary.

- 1 Position the brewer on the counter top. Level it left to right and front to back by turning the bottom of the legs.

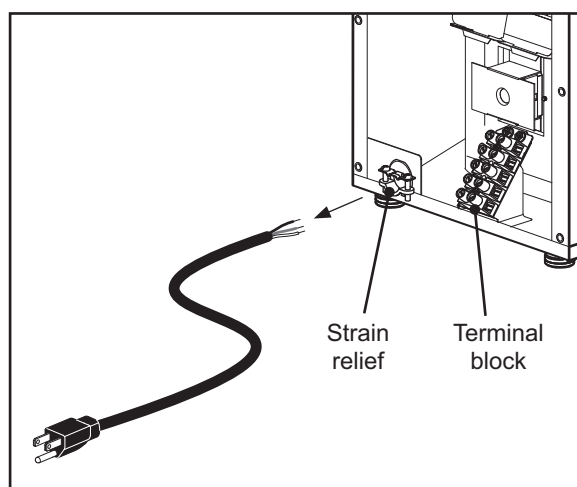
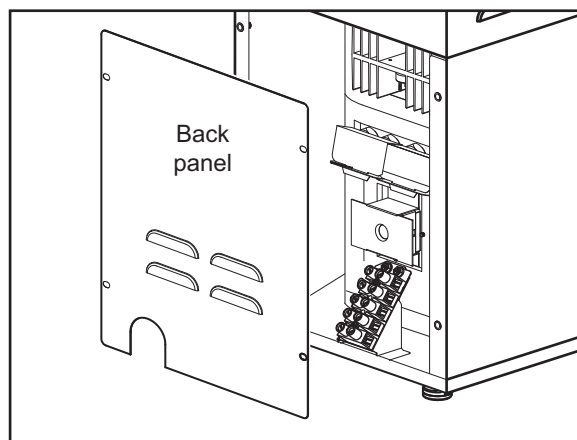


**Connecting the Brewer Wiring on Brewers Operated with a 220 Volt (nominal) power supply.**



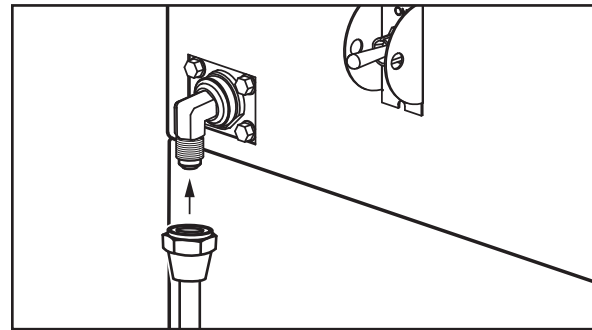
**WARNING:** Turn off power to the junction box at the circuit breaker panel before connecting the power cable to the brewer. Lock out and tag the circuit breaker.

- 2 Remove the screws that hold the back cover in place and remove the cover.
- 3 Loosen the strain relief on the back of the brewer.
- 4 On dual voltage units being operated at 220 Volts disconnect the existing power cable from the terminal block and remove. Disconnect and cap the jumper wire between the “C” and “N” terminals on the terminal block.
- 5 Feed the 220 Volt power cable into the brewer.
- 6 Connect the wires on the power cable to the terminal block inside the brewer.
- 7 Tighten the strain relief and replace the back cover.
- 8 Connect the power cable wires to the terminals in the junction box. See the *ELECTRICAL SCHEMATIC* for the power supply requirements. Keep the power supply to the brewer off until the water supply line is connected.



**Connecting the Water Supply**

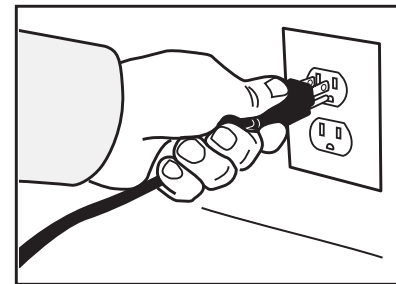
- 9 Flush the water supply line prior to installation to purge air and debris from the water filter and tubing.
- 10 Connect the water supply line to the flare fitting on the back of the brewer. Leave the water supply valve closed until the power is connected.



**Powering Up the Brewer**

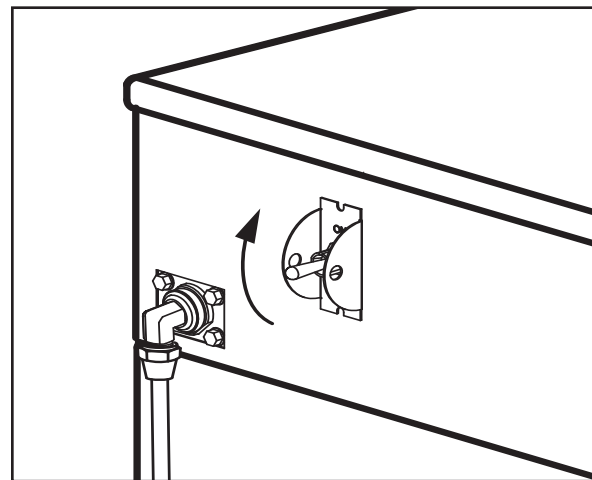
Brewers With A Cord Set Attached

- 11 On brewers with a cord set attached, connect the power cord to the appropriate electrical outlet.



**WARNING:** Connect the power cord only to the appropriate type and size electrical outlet. If the electrical outlet is not compatible with the power cord, have it upgraded by a licensed electrician. Do not modify the power plug. Do not use an extension cord. Do not use a power cord/plug that is damaged.

- 12 Make sure that the circuit breaker supplying power to the brewer is on.
- 13 Turn on the water supply valve.
- 14 Turn the toggle switch on the back of the brewer to the ON position. The water tank will start to fill. While the tank is filling, inspect the water supply line for leaks.
- 15 When the water in the tank rises to the correct level, the heating elements will turn on automatically. Depending on the incoming water temperature and the electrical specifications, the water tank typically requires 20 to 30 minutes to reach the factory set operating temperature. When the water has heated, **Ready to brew** will be displayed on the LCD screen.



**IMPORTANT:** When operating the brewer at higher elevations, reduce the factory set operating temperature (200°F/92°C) by 2°F/1°C for each 1000 ft. (300 m) of elevation above 4000 ft (1200 m). See **PROGRAMMING GUIDE** section.

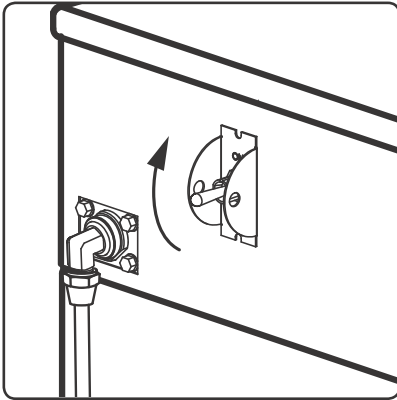
- 16 Perform a brew cycle of a least 12 ounces to purge any remaining air from the system. See **OPERATING INSTRUCTIONS**. During the initial brew cycle and whenever the filter is replaced, you may hear the sounds of air being purged from the filter, tubing and water tank.

## Brewing Instructions

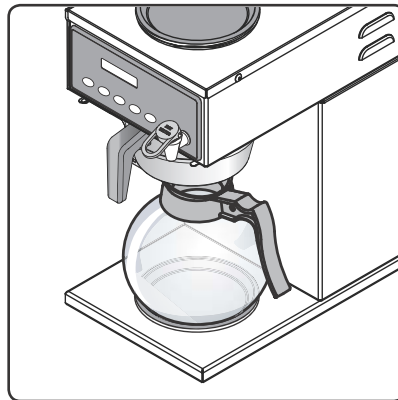


**WARNING - TO AVOID SCALDING, AVOID SPLASHING.** Keep body parts clear of the brewer during brewing. Do not remove the brew basket while “Brewing” appears on the display.

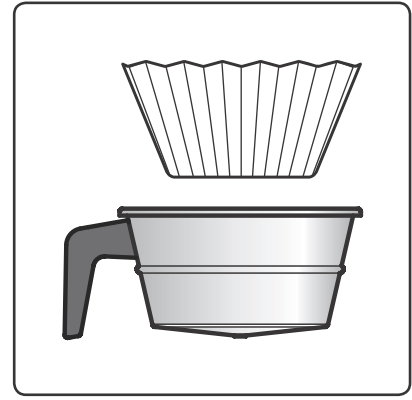
The G3 brewer is factory preset for optimal performance.



- 1 The brewer should be ON. Confirm this at the rear toggle switch. “Ready to brew” should be on the display.



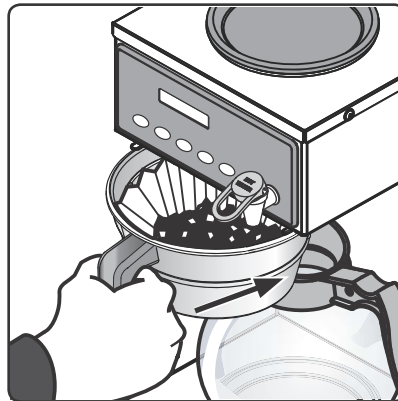
- 2 Center an empty decanter under the brew basket.



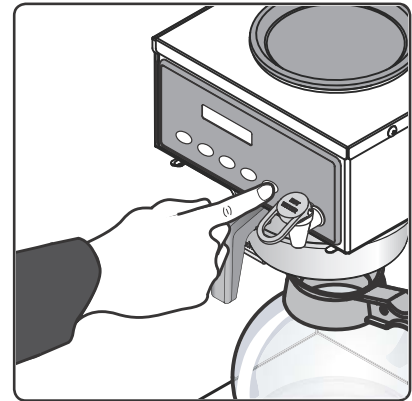
- 3 Insert a clean paper filter into the brew basket.



- 4 Fill with the proper amount of ground coffee. Level the coffee in the filter.



- 5 Slide the filled brew basket into the brew rails under the control panel. Slide it all the way back until it stops.



- 6 Press the brew button. Brewing will begin immediately.

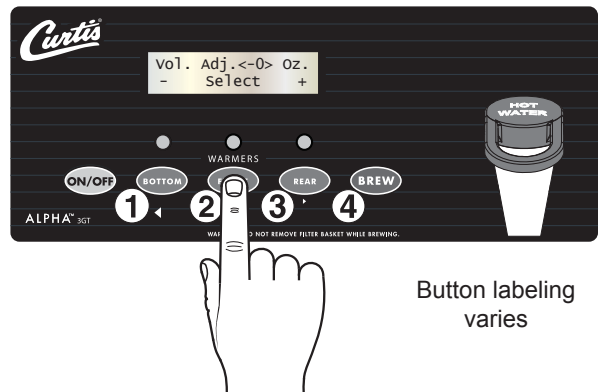
The brewer will brew coffee based on the settings programmed into the universal control module (UCM). To change the settings, see the *PROGRAMMING GUIDE* section.

### Easy Access Features

Certain features can be accessed from the front panel without entering programming mode on brewers manufactured in January 2008 and later. Make sure that the rear toggle switch is in the ON position and that the control panel is on (display is lit), before accessing the following features.

#### Brew Volume Adjustment:

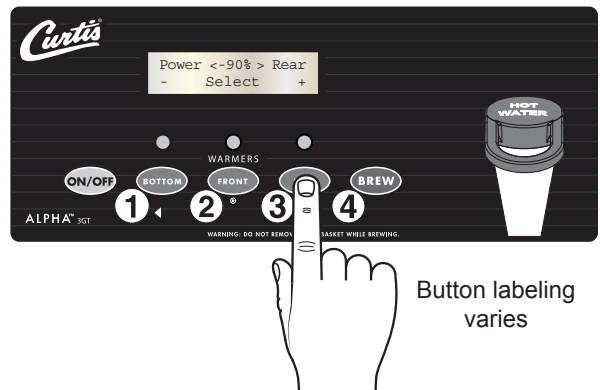
- 1 On ALP1GT series models, press and hold button 2 (⊙) until the Volume Adjustment screen appears on the display. On all other Alpha models, make sure the LED above button 2 (⊙) is lit (press and release button 2 if necessary). Then, with the LED above button 2 lit, press and hold button 2 again until the Volume Adjustment screen appears on the display.
- 2 Press buttons 1 (◀) or 3 (▶) to adjust the brew volume up or down. The range is ± 20 ounces.
- 3 Press button 2 (⊙) again to set and exit.



#### Warmer Temperature Control (Factory setting = 90%):

The warmer to be adjusted must be off.

- 1 Press and hold the desired WARMER button until the power adjustment screen appears.
- 2 Press buttons 1 (◀) or 3 (▶) to increase or decrease power to the warmer. The range is 50% to 100%.
- 3 Press button 2 (⊙) to set and exit.
- 4 Press the WARMER button again to turn the warmer off.



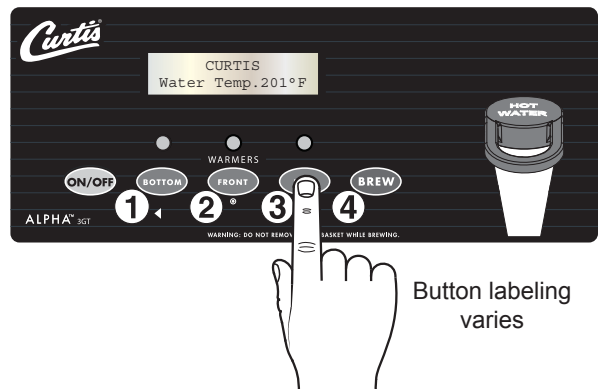
#### Tank Temperature Check

ALP1GT and ALP2GT series models:

Press and hold button 3 (▶) until the tank temperature appears on the display. Release the button. The display will return to the main screen after a few seconds.

ALP3GT, ALP5GT and ALP6GT series models:

Make sure the LED above button 3 (▶) is lit (Press and release button 3 if necessary). With the LED above button 3 lit, press and hold button 3 again until the tank temperature appears on the display. Release the button. The display will return to the main screen after a few seconds.

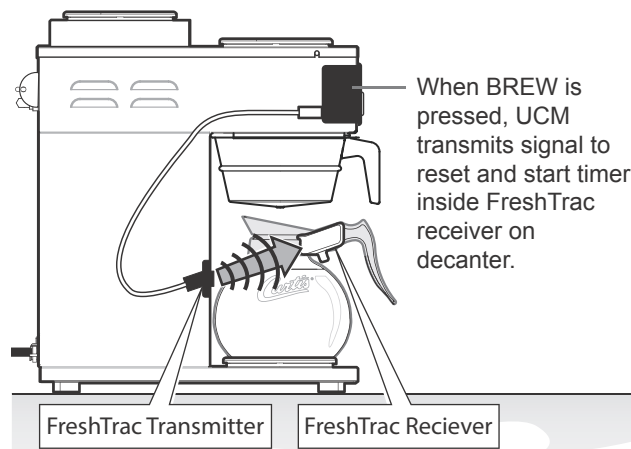


### Using the FreshTrac® Timer

Selected models of the Alpha series brewer are equipped with the FreshTrac freshness timer system. The FreshTrac receiver clips to the side of the handle of an Alpha series glass decanter. When used with Alpha series FreshTrac brewer, an LED inside the receiver flashes when the coffee is no longer at the peak of freshness.

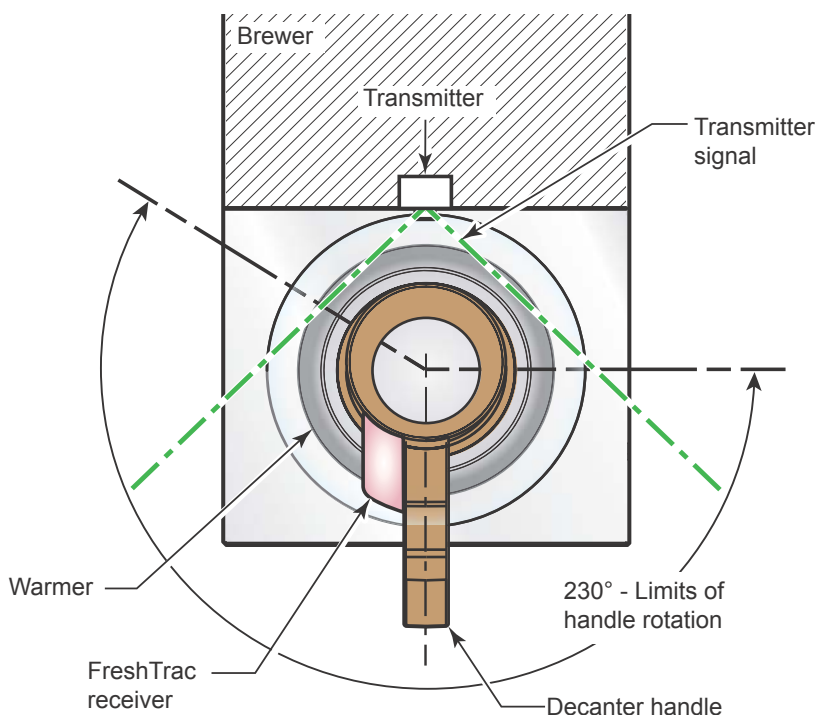
**i** For proper operation, the FreshTrac decanter must be placed in the proper orientation before brewing. See *FreshTrac Decanter Placement* below.

- The timer is set at the brewer's universal control module (UCM). The factory setting is 30 minutes. The adjustment range is from ten minutes to two hours. See the *Programming Guide* section to change the *FreshTrac-Glass* settings.
- At the beginning of the brew cycle, the brewer transmits a signal to the decanter receiver, which flashes five times to indicate that it has been reset. When the freshness time set on the UCM expires, the receiver LED flashes to inform the user that the coffee is no longer fresh. The LED will flash every five seconds for one hour.
- The FreshTrac decanter and receiver are dishwasher safe.
- The expected receiver battery life is two years. The integral receiver battery is not replaceable, however the receiver itself can be removed from the decanter and replaced. Order Curtis part number [WC-10003](#).



#### FreshTrac Decanter Placement

The most effective timer signal reception for the FreshTrac receiver is within the 230° range shown in the FreshTrac Handle Location Diagram. Place the FreshTrac decanter on the warmer with the handle as shown for best performance.



**FreshTrac Handle Location Diagram - Top View**

### FreshTrac Receiver Removal

The FreshTrac receiver can be removed from the decanter when it needs to be replaced due to the battery expiring or due to the decanter breaking.



**WARNING:** Avoid being cut by broken glass. If removing the receiver from a broken decanter, use a hammer or pliers to knock loose any remaining glass shards still attached to the handle before removing the receiver.



Do not dispose of the FreshTrac receiver in an ordinary trash container. Contact your local municipality to determine acceptable procedures for disposal of electronic waste.

- 1 For safety, lay a towel out on top of a desk or countertop and place the decanter on top.
- 2 Remove the receiver by pressing down on the edge of the clip where it hooks onto the handle. The receiver should come off with finger pressure.

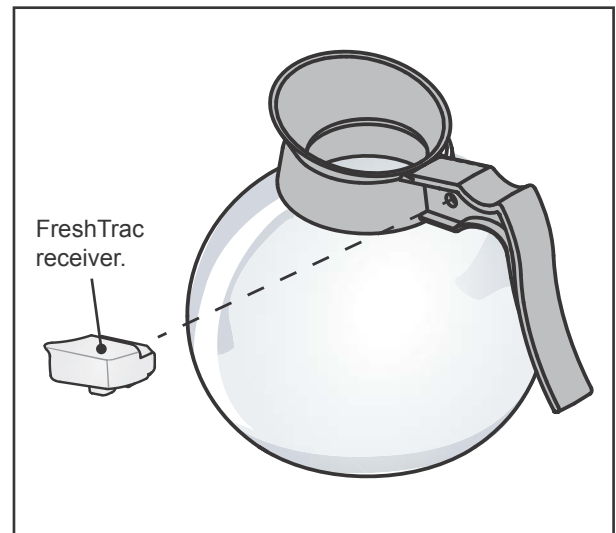
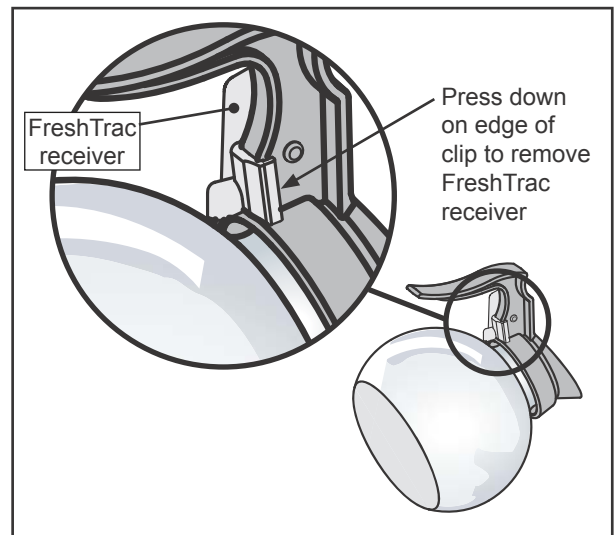
### FreshTrac Receiver Installation



**WARNING:** Avoid using metal tools when installing the receiver. Do not use excessive force to press the receiver onto the handle.

The FreshTrac receiver attaches to the left side of the decanter. It is held in place on the decanter by a pin and a clip with a snap edge. Make sure that the replacement Curtis decanter is FreshTrac compatible (has a hole in the handle).

- 1 Position the receiver into the recessed area of the handle as shown.
- 2 Press the receiver into the handle to attach. The receiver should snap into place.
- 3 Position the decanter on an Alpha FreshTrac brewer and run a test brew to make sure the receiver operates normally. Verify that the FreshTrac receiver flashes five times when the BREW button is pressed. See *Using the FreshTrac Timer* on the previous page for more details.





**WARNING: HOT SURFACES** - To avoid injury, allow the brewer and dispenser(s) to cool before cleaning.



**NOTICE** - Do not use cleaning liquids, compounds or powders containing chlorine (bleach) or corrosives. These products promote corrosion and will damage the finishes. **USE OF THESE PRODUCTS WILL VOID THE WARRANTY.**

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### Cleaning The Brewer - Daily

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**WARNING:** DO NOT immerse the brewer in water or any other liquid.

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**The brewer should be OFF.** Turn the brewer off by flipping the rear toggle switch to the OFF position.

- 1 Remove the dispenser(s). Wipe exterior brewer surfaces with a damp cloth to remove spills and debris.
- 2 Remove the brew basket(s) and clean them in a mild detergent solution. Use a soft bristled brush for hard to clean areas. Rinse with clean water, then dry.
- 3 Wipe the spray head area with a cloth soaked in a mild detergent solution. Rinse with a cloth soaked with clean water removing any residual detergent. Use a clean, soft cloth to dry.
- 4 Dump out the drip tray(s) (if applicable). Rinse with clean water, then dry with a soft, clean cloth.

### Cleaning The Brewer - Weekly

**The brewer should be OFF.** Turn the brewer off by flipping the rear toggle switch to the OFF position.

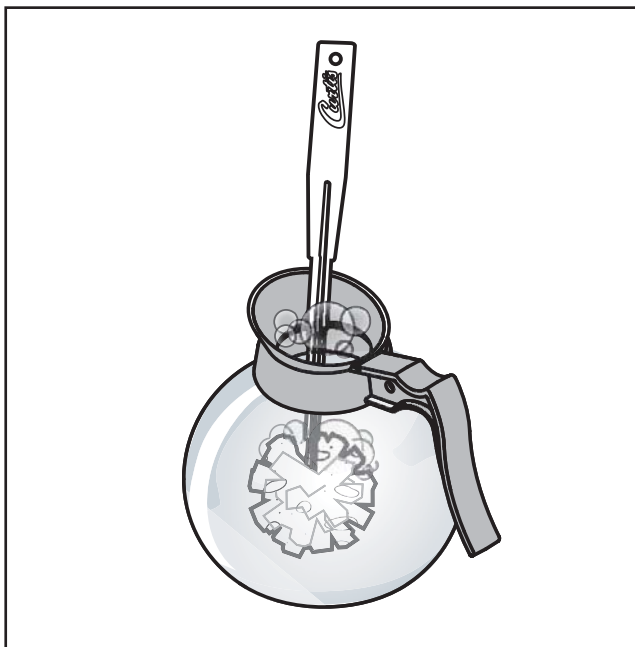
- 1 Remove the spray head(s), unscrewing counterclockwise from the dome plate.
- 2 Thoroughly clean and rinse the dome plate area.
- 3 Clean the brew basket rails with a brush soaked with a mild detergent solution. Rinse the area with a cloth soaked with clean water, removing any residual detergent.
- 4 Dry the area with a soft, clean cloth.
- 5 Reattach the spray head(s).

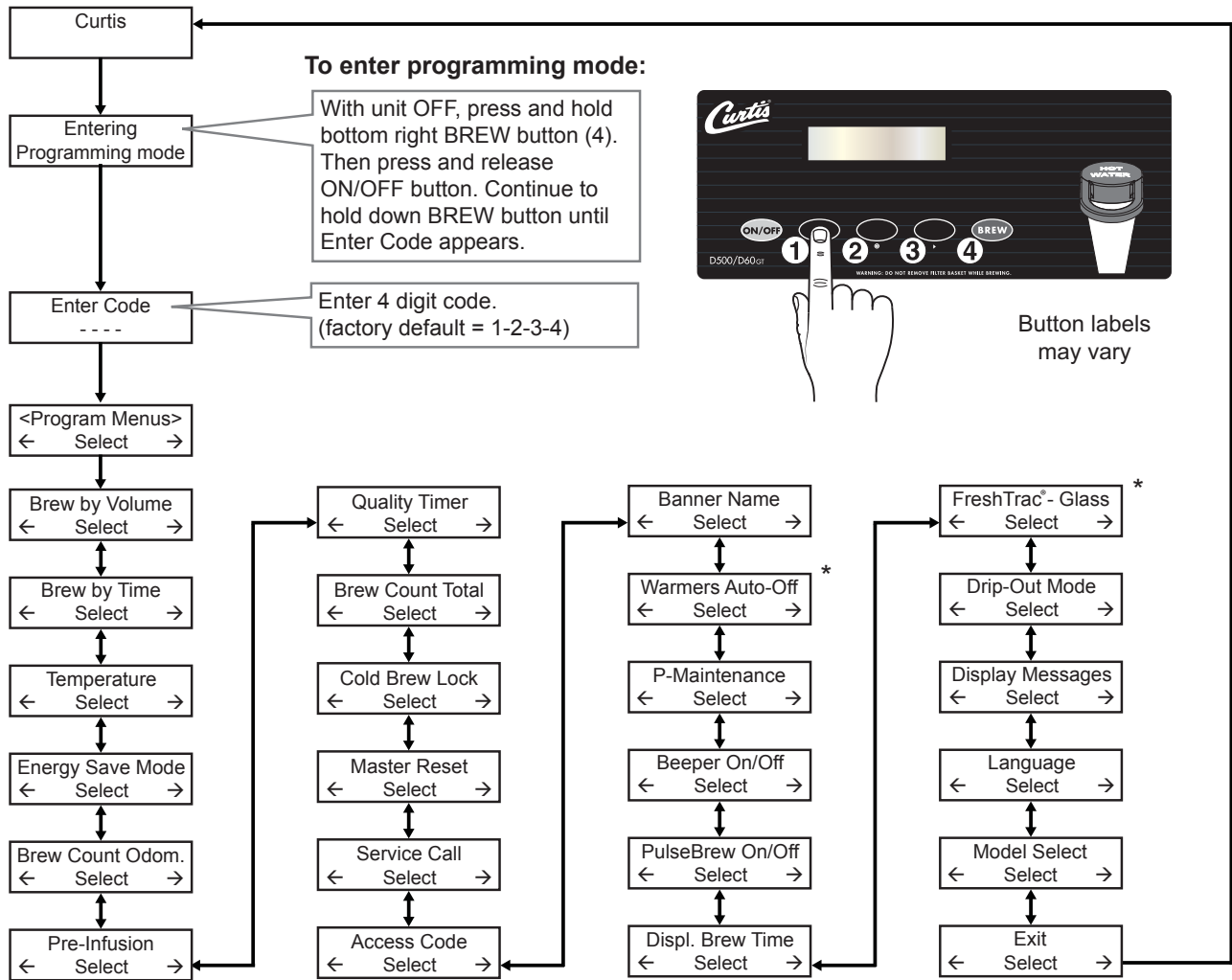
## Glass Decanters

**Avoid injury or damage when cleaning glass decanters: Do not clean with materials that scratch.** Curtis glass decanters are dishwasher safe, or may be hand washed. To clean, prepare a mild solution of detergent and warm water or urn cleaning solution intended for coffee decanters.

### Cleaning the Glass Decanter

Remove the decanter from the brewer and rinse. Immerse the decanter in the detergent solution and clean it with a sponge brush. Rinse it out thoroughly with clean warm water and dry.





\*Alpha series brewers only.

**i IMPORTANT:** All programming functions are performed with the three center buttons.

The symbols below the buttons are:

- ◀ Scroll UP (1)
- ⊙ SELECT or ENTER to save new parameter (2)
- ▶ Scroll DOWN (3)

Once you enter programming mode, press ◀ or ▶ to scroll UP or DOWN through the various functions/features. Press ⊙ (Select) to make changes to the function/feature displayed. Then press ◀ or ▶ to scroll through the various available settings. See *Programming Options* for detailed descriptions.

## Programming Options

See the first page of the programming guide for instructions on accessing each individual menu item. Some menus save and exit automatically when a parameter is updated. Other menus exit to the previous menu when a parameter is saved. To exit, press ► until EXIT appears on the display, then press Ⓞ.

**Brew by Volume** - adjusts the volume brewed (the factory default is 74oz (2.2L)). With an empty airpot in place, press the appropriate BREW button. When the desired volume is reached, press the same BREW button again to stop the brew cycle and set the volume.

**Brew by Time** - adjusts the amount of coffee brewed by time rather than by volume (the factory default is 3min-0sec). Once accessed, press ◀ or ▶ until the number of minutes is flashing. Then press Ⓞ repeatedly to change the number value. Press ◀ or ▶ until the number of seconds is flashing. Then press Ⓞ repeatedly to change the number value. Press ◀ or ▶ until "ex" is flashing, then, press Ⓞ to exit.

**Temperature** - sets the brewing temperature of the water held in the water tank (the factory default is 200°F). The range is 170°F to 206°F. Once accessed, press ◀ or ▶ to choose the desired temperature. Then press Ⓞ to set and exit.

**Energy Save Mode** - saves energy during periods when the brewer is not in use (the factory default is OFF). When set to ON, the brewer automatically shuts off two hours after the last brew cycle. Press the ON/OFF button to return to normal operation. When set to ON 140°F, the brewer shuts off two hours after the last brew cycle, but the water tank temperature remains at 140°F. Use the ON 140°F setting to reach brewing temperature faster after periods of non-use. Once accessed, press ◀ or ▶ to choose the desired setting. Then press Ⓞ to set and exit.

**Brew Count Odom** - When accessed, this feature displays the total brew cycles since the odometer was last reset. Press ◀ to exit or Ⓞ reset and exit.

**Pre-Infusion** - sets the brewer Pre-Infusion time (Pulse Brew must be off to access, the factory default is Disabled). Pre-Infusion increases control of coffee clarity and extraction. When turned on, the range is 10 to 60 seconds. Once accessed, press ◀ or ▶ to choose the desired setting, then, press Ⓞ to exit. To turn off pulse brew mode, choose 0 for the time.



When Pre-infusion is ON, Pulse Brew disappears from the list of menu items.

**Quality Timer** - notifies the user that the coffee is no longer fresh by monitoring the amount of time since the BREW button was last pressed (the factory default is Off). When time expires, an audio alarm turns on and "Quality Timer" flashes on the display. Once accessed (Ⓞ), press ◀ or ▶ to increase or decrease the amount of time. The range is Off to 120 minutes (2 hours). Press Ⓞ to set and exit.

**Brew Count Total** - when accessed, displays the total brew cycles on the brewer. It cannot be reset. The display returns to the previous screen automatically after a few seconds.

**Cold Brew Lock** - adjusts the temperature at which the brewer will brew coffee when the BREW button is pressed (**Ready to Brew** appears on the display, the factory default is 15°F). This feature also adjusts the temperature at which the heating element turns on to reheat the water in the tank. The available settings are 5°F, 15°F and OFF. OFF is within 30°F below the temperature setting. Once accessed, press ◀ or ▶ to choose the desired setting. Then press Ⓞ to set and exit.

**Master Reset** - resets the brewer universal control module (UCM) to the factory default settings. Once accessed, "Are You Sure?" will appear on the display. Press ◀ for Yes or ▶ for No.

### Programming Options (cont.)

**Service Call** - sets the service phone number that appears on the display when the UCM detects a SENSOR ERROR or WATER ERROR . Once accessed, press ◀ or ▶ to choose the number to be changed. Then press Ⓞ repeatedly to change the number value. Press ◀ or ▶ to choose the next number to change or choose exit and press Ⓞ.

**Access Code** - sets the access code entered to access programming mode (the factory default is 1-2-3-4). Once accessed, press ◀ or ▶ to choose the number to change. Then press Ⓞ repeatedly to change the number value (range is 1 to 4). Press ◀ or ▶ to choose the next number to change or choose exit and press Ⓞ.


**Banner Name** - changes the banner name that appears on the display (the factory default is **Curtis**). No banner name appears when all blanks are entered. Once accessed, press ◀ or ▶ to choose the letter to change. Then press Ⓞ repeatedly to change the letter value. Press ◀ or ▶ to choose the next letter to change or choose ex and press Ⓞ to exit.

**Warmer Auto-Off** - (Alpha® series units only) adjusts the length of time that elapses before the warmer(s) shut off automatically. The range is Off to 4 hours (the factory default is Off). Once accessed, press ◀ or ▶ to adjust the number of hours. Then press Ⓞ to set and exit.

**P-Maintenance** - turns on/off and adjusts the P-Maintenance (preventive maintenance) brew monitor (the factory default is OFF). When ON, the UCM measures the number of gallons brewed before the P-Maintenance reminder appears on the display. The range is Off to 9500 gallons. Once accessed, press ◀ or ▶ to choose the desired setting, then, press Ⓞ to exit.

**Beeper On/Off** - turns the beeper that is heard each time a button is pressed on or off (the factory default is ON). Once accessed, press ◀ or ▶ to choose the desired setting. Then, press Ⓞ to exit.

**Pulse Brew** - selects the pulse brew pattern (Pre-Infusion must be off to access, the factory default is C). The pulse brew pattern selected “tunes” or changes the flavor of the coffee. Once accessed, press ◀ or ▶ to choose the desired setting. Then, press Ⓞ to exit.

 When Pulse Brew is on, Cold Brew Lock is set within 5°F and, Cold Brew Lock and Pre-Infusion disappear from the list of program selections.

Setting	Description
A	Starts at beginning of brew cycle. 4 cycles of 10 seconds on and 5 seconds off, then on until end of brew cycle.
B	Starts towards end of brew cycle (without drip-out mode). 4 cycles of 5 seconds off and 4 cycles of 10 seconds on. Ends when brew cycle ends.
C	Starts at beginning of brew cycle. 5 cycles of 25 seconds on and 10 seconds off, then on until end of brew cycle.
D	Manually set. Starts 30 seconds after brew cycle starts. Number of pulses is adjustable from 1 to 10. Pulse on time and off time are both adjustable from 5 to 60 seconds.
E	Manually set. Starts at beginning of brew cycle. Number of pulses is adjustable from 1 to 24. Pulse on time and off time are both adjustable from 1 to 150 seconds.

#### Pulse Brew Guidelines

- Filter pack type coffees typically extract better with the A and B pulse setting.
- Decaffeinated coffees typically extract better with the B pulse setting.
- High-yield coffees typically extract better with the C pulse setting. Of course, any of the A, B or C settings may be used to suit your taste profile.
- Settings D and E are manual pulse counts.

## Programming Options (cont.)

**Display Brew Time** - turns the display of the brew time during brewing on or off (the factory default is ON). Once accessed, press ◀ or ▶ to choose the desired setting, then press Ⓞ to exit.

**FreshTrac-Glass** - (Alpha FreshTrac units only) allows the operator to control when the FreshTrac LED on the decanter will flash. Once accessed, press ◀ or ▶ to change the amount of time (the factory default is 30 minutes), then press Ⓞ to exit.

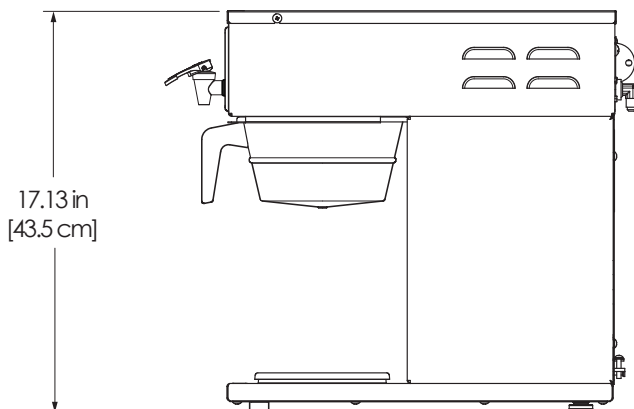
**Drip-out Mode** - sets the drip-out mode timer. After water stops flowing, it allows additional time for the water to drain from the brew basket before the brew basket lock releases (the factory default is 2 min.). This feature reduces the chance that the brew basket will be removed too early. The range is OFF to 5 minutes. Once accessed, press ◀ or ▶ to choose desired setting, then, press Ⓞ to exit.

**Display Messages** - turns display of the message "Rinse Server Before Brewing" ON or OFF (the factory default is ON). Once accessed, press ◀ or ▶ to choose the desired setting, then press Ⓞ to exit.

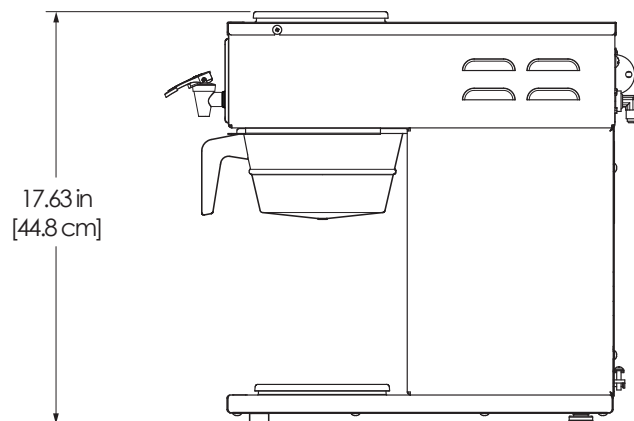
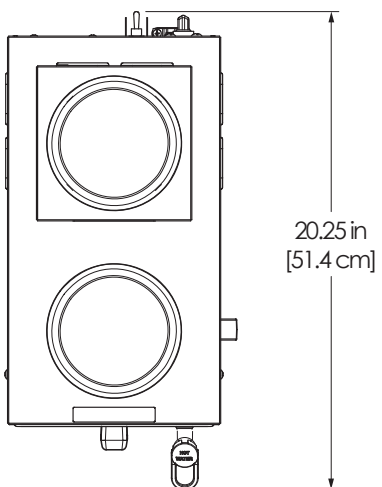
**Language**- changes the language that appears on the display (the factory default is English). Once accessed, press ◀ or ▶ to choose the desired setting (English or French), then press Ⓞ to set and exit.

**Model Select** - changes the model number and number of batches (to match the label on the universal control module, the factory default is Alpha 3/4/5). Once accessed, press ◀ or ▶ until the model number matching the model number label on the brewer appears, then press Ⓞ. Press ◀ or ▶ until the number of batches matches the number of batch sizes on the UCM label, then press Ⓞ to exit.

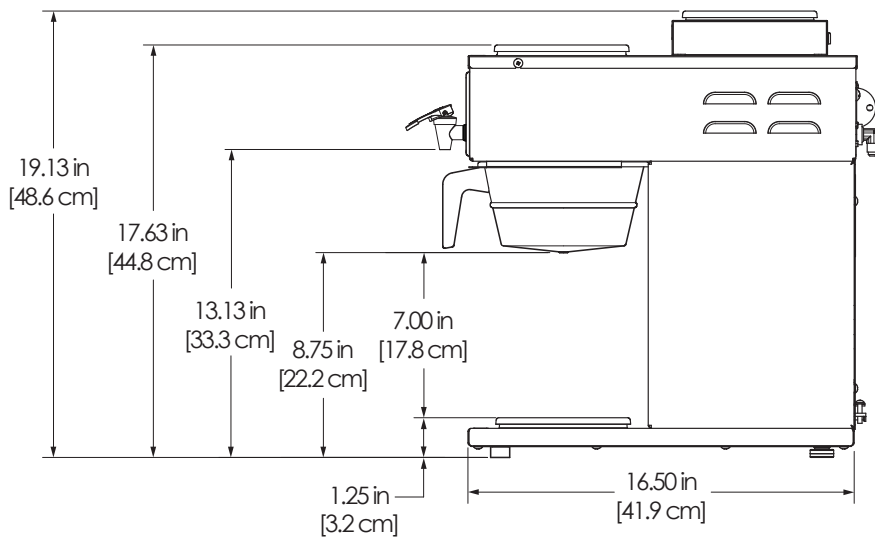
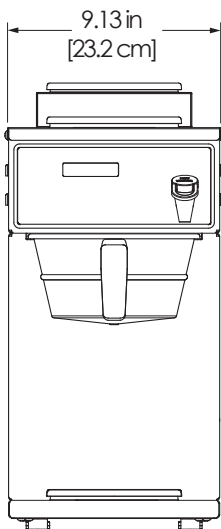
ALPHA1/2/3 Coffee Brewers



ALP1GT



ALP2GT

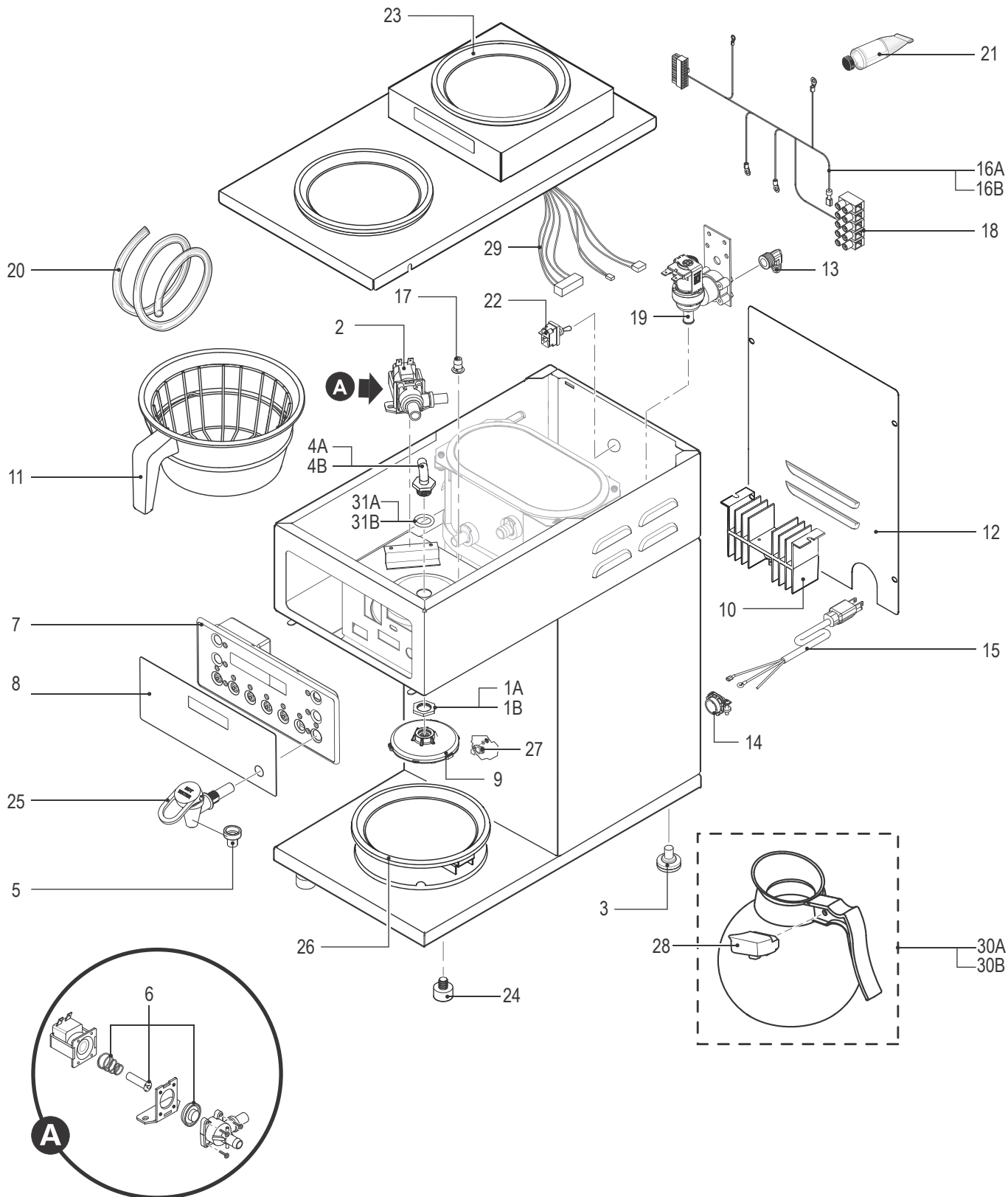


ALP3GT

ALPHA FRESHTRAC - Main Chassis - Exploded View

Water tank assemblies:

- Dual Voltage, see section IP58
- 220 Volt, see section IP59



## ALPHA FRESHTRAC - Main Chassis - Parts List

ITEM #	PART #	DESCRIPTION
1A	WC-4213-P <sup>a</sup>	NUT, 5/8 LOCK PLATED
1B	WC-4212-02 <sup>b</sup>	NUT, 5/8-18 JAM PLASTIC
2	WC-889	VALVE, DUMP LEFT 120V 12W ALPHA'S/D1000/ GEM-12/TLP
3	WC-3518	LEG, GLIDE 3/8"-16 STUD SCREW
4A	WC-2962K <sup>a</sup>	KIT, FITTING SPRAYHEAD SS
4B	WC-2962-101K <sup>b</sup>	KIT, FITTING SPRAYHEAD KYNAR
5	WC-1806	SEAT CUP, SILICONE USE ON WC-1809 FAUCET
6	WC-37132-101	KIT, VALVE REPAIR FOR DELTROL WC- 820WDR, WC-821WDR, WC-844WDR
7	WC-774	CONTROL MODULE, UCM 120V ALPGT/D500GT/ D60GT
8	WC-39345	LABEL, UCM OVERLAY ALPHA-3GT L/R CURTIS LOGO
9	WC-29025	SPRAYHEAD, PURPLE ADVANCE FLOW
10	WC-8556	HEATSINK, ASSY DV ALPDS/D500AP TCTD/ PTTD
11	WC-3316	BREW CONE, W/HANDLE ASSY 7.1"D.W/WC- 3317 & WC-3323 ALP/AP
12	WC-5970	COVER, BACK CTR WRAP ALPGT
13	WC-2401-P	ELBOW 3/8 NPT X 1/4 FLARE
14	WC-1412	CORD GRIP, 3/4" FOR METAL CORD TO .81"OD
15	WC-1200 <sup>2</sup>	CORD, 14/3 SJTO 6' BLK W/PLUG
16A	WC-13315-101 <sup>1</sup>	HARNESS COMPLETE ALPHAGTN-15 (INCLUDES POWER BLOCK)
16B	WC-13315 <sup>2</sup>	HARNESS ASSY, CONTROL 120/220V W/POWER BLOCK ALPHA-GT/GS (INCLUDES POWER BLOCK)

<sup>1</sup> ALP3GT15, <sup>2</sup> ALP3GT63,

<sup>a</sup> Newer units. Stainless steel fitting kit (4A) is compatible with older units.

<sup>b</sup> Older units.

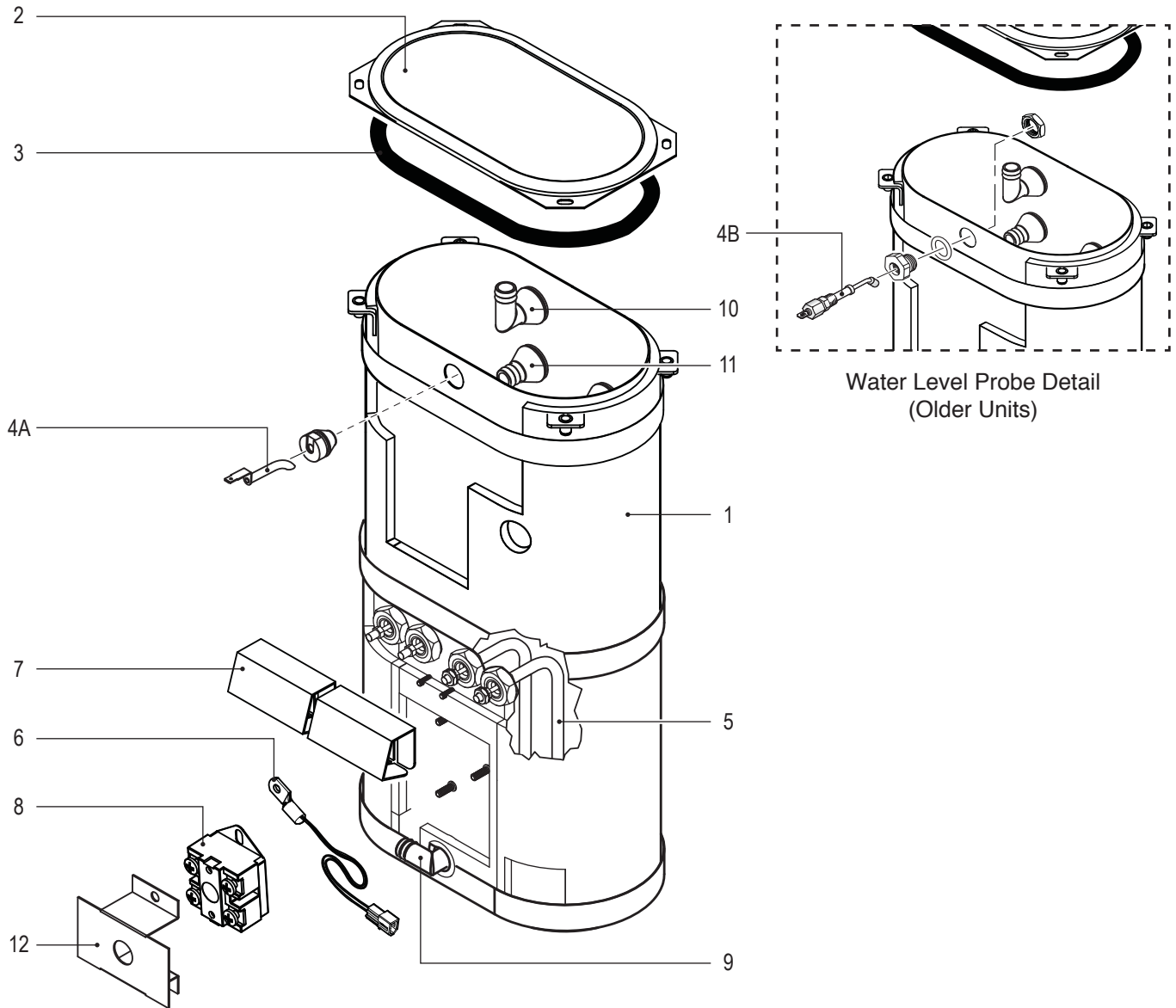
ITEM #	PART #	DESCRIPTION
17	WC-29044-101	SLEEVE, OVERFLOW
18	WC-314	POWER BLOCK, 5 STATION
19	WC-826L	VALVE, INLET 1 GPM 120V 9W
20	WC-5310	TUBE, 5/16 ID x 1/8W SILICONE GEN USE
21	WC-5231	COMPOUND, HEAT SINK 5OZ
22	WC-103	SWITCH, TOGGLE NON-LIT DPST 25A 125/250VAC RESISTIVE
23	WC-6812	WARMER, TOP ASSY 120V
24	WC-3503	LEG, 3/8"-16 STUD SCREW BUMPER
25	WC-37252	KIT, HOT WATER FAUCET REPLACEMENT ALPGT/D60GT/D500GT
26	WC-972	WARMER, ASSY COMPLETE 100W 120V
27	WC-10002D	TRANSMITTER ASSEMBLY, D-STYLE FRESH- TRAC
28	WC-10003	RECEIVER ASSEMBLY 1 LED FRESH TRAC CURTIS DECANter
29	WC-13164	HARNESS ASSY, WARMER ALPHA GT FOR UPPER WARMER
30A	70580000303	CURTIS FRESH-TRAC BLK/WHT 3PK
30B	70580200403	DECAF FRESH-TRAC ORG/ORG 3PACK
31A	WC-4320 <sup>a</sup>	O'RING, 0.4871.D.x 0.693OD x0.103CS BUNA-N #112
31B	WC-43089 <sup>b</sup>	GASKET, 1.00OD X .625 I.D. X .030 THK WHITE EPDM 70 SHORE

## ALPHA FRESHTRAC - Recommended Parts to Stock

ITEM #	PART #	DESCRIPTION
2	WC-889	VALVE, DUMP LEFT 120V 12W ALPHA'S/D1000/ GEM-12/TLP
6	WC-37132-101	KIT, VALVE REPAIR FOR DELTROL WC- 820WDR, WC-821WDR, WC-844WDR
7	WC-774	CONTROL MODULE, UCM 120V ALPGT/D500GT/ D60GT
9	WC-29025	SPRAYHEAD, PURPLE ADVANCE FLOW
18	WC-314	POWER BLOCK, 5 STATION

ITEM #	PART #	DESCRIPTION
19	WC-826L	VALVE, INLET 1 GPM 120V 9W
20	WC-5310	TUBE, 5/16 ID x 1/8W SILICONE GEN USE
21	WC-5231	COMPOUND, HEAT SINK 5OZ
22	WC-103	SWITCH, TOGGLE NON-LIT DPST 25A 125/250VAC RESISTIVE

WC-6285 - Tank Assembly



WC-6285 - Tank Assembly - Parts List

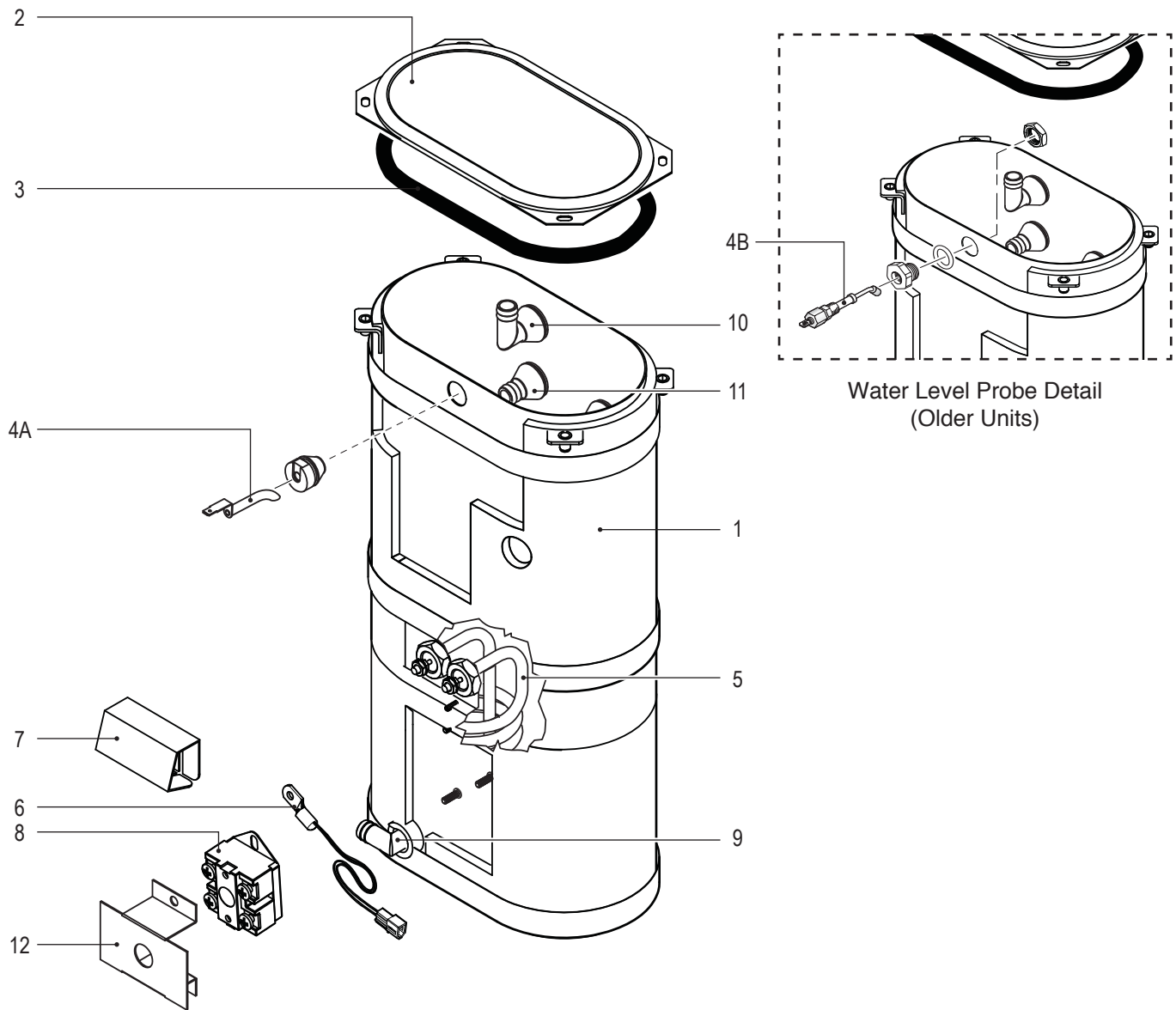
ITEM #	PART #	DESCRIPTION	ITEM #	PART #	DESCRIPTION
1	WC-6285	TANK, COMPLETE ALPHA-GT DV 120/220V	7	WC-4394*	GUARD, SHOCK/HEATING ELEMENT FOR SINGLE HEATING ELEMENT
2	WC-5853-102	COVER, TOP HEATING TANK GEN USE	8	WC-522*	THERMOSTAT, HI LIMIT HEATER CONTROL DPST 277V 40A
3	WC-43062*	GASKET, TANK LID	9	WC-37365*	KIT, FITTING TANK INLET
4A <sup>1</sup>	WC-5528K*	KIT, WATER LEVEL PROBE, SILICONE	10	WC-37266*	KIT, FITTING TANK OVERFLOW
4B <sup>2</sup>	WC-5502-01*	KIT, PROBE, ASSY WATER LEVEL W/HEX FITTING, O-RING & NUT	11	WC-37317*	KIT, STRAIGHT FITTING & BUSHNG 8mm GEN USE
5	WC-917-04*	ELEMENT, HEATING 1.45KW 120V W/JAM NUTS & SILICONE O-RING	12	WC-43055*	GUARD, SHOCK RESET THERMOSTAT (WC-522)
6	WC-1438-101*	SENSOR, TEMPERATURE TANK			

<sup>1</sup> Units built 01/04/2019 and later.

<sup>2</sup> Units built before 01/04/2019. Replaces WC-5527.

\* Recommended parts to stock.

**WC-6267 - Tank Assembly**



**WC-6267 - Tank Assembly - Parts List**

ITEM #	PART #	DESCRIPTION
1	WC-6267	TANK, COMPLETE ALP-DS/GT 220V
2	WC-5853-102	COVER, TOP HEATING TANK GEN USE
3	WC-43062*	GASKET, TANK LID
4A <sup>1</sup>	WC-5528K*	KIT, WATER LEVEL PROBE, SILICONE
4B <sup>2</sup>	WC-5502-01*	KIT, PROBE, ASSY WATER LEVEL W/HEX FITTING, O-RING & NUT
5	WC-922-04*	KIT,ELEMENT HEATING 3.5KW 220V W/JAM NUTS & SILICONE WASHERS
6	WC-1438-101*	SENSOR, TEMPERATURE TANK

ITEM #	PART #	DESCRIPTION
7	WC-4394*	GUARD, SHOCK/HEATING ELEMENT FOR SINGLE HEATING ELEMENT
8	WC-522*	THERMOSTAT, HI LIMIT HEATER CONTROL DPST 277V 40A
9	WC-37365*	KIT, FITTING TANK INLET
10	WC-37266*	KIT, FITTING TANK OVERFLOW
11	WC-37317*	KIT, STRAIGHT FITTING & BUSHNG 8mm GEN USE
12	WC-43055*	GUARD, SHOCK RESET THERMOSTAT (WC-522)

<sup>1</sup> Units built 01/04/2019 and later.

<sup>2</sup> Units built before 01/04/2019. Replaces WC-5527.

\* Recommended parts to stock.





**WARNING:**

**Electric Shock Hazard** - the following procedures are to be performed only by a qualified service technician. Disconnect power when replacing components. Lock out and tag the circuit breaker on units without a power plug. Neither Wilbur Curtis Co., Inc. nor the seller can be held responsible for the interpretation of this information, or any liability in connection with its use.

**Scald and Burn Hazard** - keep body parts clear of hot surfaces during troubleshooting.



**IMPORTANT:** If it is necessary to replace the G3 universal control module (UCM), always check all inlet, dump (brew), bypass\* and dilution\* valve coils for a short and replace the valve as necessary, before replacing the module. See the *Valve Test Procedure*, below to test for defective valves. \*Some units do not have this function, see the *ELECTRICAL SCHEMATIC*.

**Troubleshooting Guidelines**

- If an error message appears on the display, consult the *ERROR CODES* section before troubleshooting.
- A brewer that is not level may not function properly. Make sure the brewer is properly leveled before proceeding.
- This troubleshooting guide identifies some, but not all, of the possible causes for common problems that can occur.
- Use this troubleshooting guide along with the appropriate *ELECTRICAL SCHEMATIC*.

**Valve Test Procedure**

Use a digital multi-meter to measure the resistance of valve coils.

Measure the resistance across the valve coil terminals with the wiring harness disconnected. Reverse the meter leads on the terminals and measure the resistance in the opposite direction. A resistance of less than 100 ohms, in either direction, indicates a shorted coil. The valve must be replaced.

If a shorted coil is not detected, test for an open coil:

- 1 Reconnect the valve terminals to the wiring harness.
- 2 Power up the brewer with the appropriate cover removed to allow access to the valve.
- 3 Run a brew cycle while monitoring the voltage at the valve coil terminals. If voltage is present on the terminals, you should hear the valve click open/closed at the moment power is applied or removed from the terminals. The inlet valve should open any time the water tank is not full. If the valve does not open, replace the valve. If voltage is not detected, first check the wiring. If the wiring is OK, replace the UCM.

**Water Not Hot Enough**

- 1 If the water heats, but is not hot enough, first check for the correct temperature setting on the control panel. Reprogram as necessary.
- 2 If the temperature setting is OK, and the actual water temperature does not match setting on the control panel, replace the temperature sensor.

**Water Heats More Slowly Than Usual**

- 1 Check for power across the terminals of the heating element(s). If power is being supplied, disconnect the heating element(s) and check for continuity. Replace a heating element if the resistance is too high (nominal resistance is 13 Ohms).
- 2 If there is no power to the heating element(s), check the wiring to any element that does not have the proper voltage across it. Also check for corroded connections anywhere between the power cord and the heating element(s).

**Dispenser Overflows During Brewing**

- 1 Check to make sure the control module (UCM) brew, bypass\* and dilution\* levels are set properly.
- 2 Check for a missing spray head. Replace as needed.
- 3 Make sure the dispenser is empty before starting the brew cycle. If not, empty it before brewing.

\*Some units do not have this function, see the *ELECTRICAL SCHEMATIC*.

**No Power - Display Not Lit**

- 1 Make sure the circuit breaker to the circuit supplying power to the brewer is not tripped and is turned on.
- 2 On brewers with a power plug, make sure it is connected to the power receptacle.
- 3 Make sure that the main power toggle switch on the back panel is turned ON.
- 4 Verify that all wires from the power cord are properly connected inside the unit. Check to make sure the wires are not burned/overheated. Loose connections can create heat. Check chassis ground.
- 5 Check to make sure power and ground are being supplied to the control module (UCM). If there is power into UCM, but display is blank, UCM is probably bad.
- 6 If there is no power into the UCM, trace the circuit back (using the wiring diagram) to the power cord to find out where power is lost. If there is power into the thermostat reset switch, but not out, see step 7.
- 7 If there is power into the thermostat reset switch, but not out, check to make sure that the water tank is not empty. If the tank is empty, the reset switch has probably opened up due to a low water level, go to *Water Tank Does Not Fill*. If there is water in the tank, but no power out, push in on the reset switch button to see if it restores power. If power is restored, check to make sure that the switch is not opening up at the wrong temperature (the switch should not open up at normal water temperatures). If there is still no power through the switch after pushing the button, replace the thermostat reset switch.

**Brewer Does Not Start When Brew Button is Pressed**

- 1 If **Brewing** appears on the display, check for faulty wiring and connections between the universal control module (UCM) and the valves.
- 2 If **Brewing** does not appear on the display, check for a faulty universal control module (UCM).

**Sensor Error Message**

This error indicates a malfunction (open circuit) in the temperature sensor system. Once the malfunction is corrected, the error message must be cleared. To reset the brewer and return to normal operation, turn the toggle switch on the back of the brewer to the OFF position for 5 seconds, then back ON.

- 1 Check the resistance across the leads of the temperature sensor while it is disconnected from the universal control module (UCM). If an open circuit is measured (resistance above 200 k), replace the sensor.
- 2 If the sensor resistance is less than 200 k check the sensor wires for corrosion and reconnect them to the UCM. Afterward, if the error message comes back after resetting the control and power modules, replace the UCM.

### Water Tank Overfills

- 1 Turn the toggle switch on the back of the brewer ON and OFF. If water continues to flow when the switch is in both positions, replace the inlet valve.
- 2 If water stops flowing to the water tank when the toggle switch is turned OFF and continues when the switch is turned back ON, remove the orange wire from the water probe on the tank. While power is ON, short the end of the orange wire to the metal surface on the outside of the tank. If the water tank stops filling when the orange wire is shorted to the tank, check for a corroded connection at the water probe.
- 3 If water does not stop flowing when the orange wire is shorted to the tank, check the tank ground connection and the continuity of the orange wire connecting to the universal control module (UCM). If both are OK, replace the UCM.

### Water Tank Does Not Fill



**IMPORTANT:** No water or low water in the tank can cause the tank to overheat, resulting in the thermostat reset switch opening. If after correcting a tank fill problem there is no power to the control panel, push the reset switch button to reset.

- 1 Check to make sure the water supply is turned on. Check for a clogged water supply line, water filter or plugged inlet valve.
- 2 If there are no plugs in the water supply line, check for power across the inlet valve terminals. If power is being supplied, but there is no water flow, replace the inlet valve.
- 3 If power is not being supplied to the inlet valve, check the wires between the universal control module (UCM) and the inlet valve. Check for corroded connections.
- 4 If the wiring between the UCM and the inlet valve is OK, but there is no power to the inlet valve, remove the orange wire from the water tank probe. If the water tank starts to fill, replace the water probe. If the water tank does not start to fill, replace the UCM.

### Coffee/Tea Too Strong

See *Dispenser Not Filled To Normal Level During Brewing*.

### Dispenser Not Filled To Normal Level During Brewing

- 1 Check to make sure that the universal control module (UCM) brew, bypass\* and dilution\* levels are set properly.
- 2 Check to make sure that the flow rate and water pressure from the water supply line meet the minimum specifications for the brewer. See the **SPECIFICATIONS** section.
- 3 Check to make sure that the spray head is clean and free of debris. Clean or replace as needed. Also make sure that the spray head is correctly aligned and that the tubing is routed properly to allow for maximum water flow (no kinks).
- 4 Remove the brew basket and place a large container under the dump (brew) and dilution outlet points. Run a brew cycle and confirm that the dump (brew) valve, bypass\* valve and dilution\* valve open during the brew cycle. Check for flow through any exit point that is slow or non-existent. Not all valves open at the same time. If flow is restricted, check for obstructions in the related tubing or valve. If there are no obstructions, but flow through one particular valve is slow, it can be assumed that the particular valve is not opening all the way and should be replaced. If water does not flow at all through a particular valve during the brew cycle, check to make sure that power is being supplied to the valve in question. Replace any valve that is not opening when power is applied to the terminals. If power is not being supplied to the valve, check the wiring between the valve and the UCM. If the wiring is OK, replace the UCM.

\*Some units do not have this function, see the **ELECTRICAL SCHEMATIC**.

**Dispenser Overflows All Of The Time**

- 1 Check to see if water continues to flow from the spray head, the bypass\* outlet or the dilution\* spout when the toggle switch is turned OFF. Replace any valve that is stuck open.  
\*Some units do not have this function, see the *ELECTRICAL SCHEMATIC*.
- 2 If one or more of the valves mentioned in step 1 turns on when the toggle switch on the back is ON and turns off when the switch is OFF, replace the universal control module (UCM).

**No Water/Tea Flows From Brewer During Brewing**

- 1 Make sure that the water supply is turned on.
- 2 Check to see if the water in the tank is level with the water tank probe? If not, see *Water Tank Does Not Fill*.
- 3 If the water tank is full, the water is hot and power is on, but NO water flows during a brew cycle, the problem is usually a bad universal control module (UCM). Run a brew cycle and check for power from the UCM to the dump (brew), bypass\* and dilution\* valves. If there is no power output, replace the UCM.  
\*Some units do not have this function, see the *ELECTRICAL SCHEMATIC*.

**Low Water Flow Warning**

See *Water Level Error Message*.

**Water Level Error Message**

Water level fill error or overflow. This error message occurs when the inlet valve solenoid has been on too long during initial fill or tank refill, See the *ERROR CODES* section for the maximum times allowed. Once the malfunction is corrected, the error message must be cleared. To reset the unit and return to normal operation, turn the toggle switch on the back of the brewer to the OFF position for 5 seconds, then back ON.

- 1 Check to make sure that the water filter is not clogged.
- 2 Check to make sure that the flow rate from the water supply line meets the minimum flow rate specifications for the brewer. Also check the water pressure. See the *SPECIFICATIONS* section.
- 3 Check for blockage at the inlet valve inlet and outlet and that it opens completely. Check for blockage in the tubing between the inlet valve and the water tank.
- 4 Check the water probe wire for an open condition or corroded connections.
- 5 If the probe connections are OK, cycle power to the unit by turning the rear toggle switch OFF, then ON. Check to see if power is applied to the inlet valve terminals. If power is applied to the terminals, but there is not water flow, replace the inlet valve.
- 6 Check for power from the universal control module (UCM) to the inlet valve. If the wiring is OK, replace the UCM.

### Water Does Not Heat At All

- Check to see if the water level in the tank is in contact with the water level probe. If not, see *Tank Does Not Fill*. The water will not heat unless it is in contact with the probe.
- If the water heats, but is not hot enough, see *Water Not Hot Enough*.
- If **Ready to brew** appears on the display, but the water is not hot, check the resistance across the leads of the temperature sensor. If the resistance is less than 10 k and the water is not hot, replace the temperature sensor. If the sensor resistance is above 10 k when the water is cool, replace the universal control module (UCM).

If **Heating...** appears on the display, but the water is not hot, follow the steps below. The following steps are performed with the rear toggle switch in the ON position.

- 1 Check for power across the terminals of the heating element(s). If power is being supplied, remove the wires and check for an open heating element.
- 2 If there is no power to the element(s), trace the circuit back (using the ELECTRICAL SCHEMATIC) to the power cord to find out where power is lost. If there is power into the triac but not out, see the following step.
- 3 If there is power into a triac, but not out, check for power at the gate terminal. Also check the wire to A2 from the UCM. If the connections are good and power is being supplied to the triac, but there is no voltage out of A2, replace the triac. If power is not being supplied from the UCM, but **Heating...** appears on the display, check the wiring from the UCM to the triac. If the wiring is OK, replace the UCM.

### Water Too Hot (Boiling or Excessive Steaming)



**IMPORTANT:** Before proceeding, make sure that the control panel temperature is adjusted to compensate for higher elevations. The factory setting is 200°F (92°C). Reduce the temperature setting 2°F (1°C) for every 1000 feet (300 m) of elevation above 4000 feet (1200 m).

- 1 If **Over Temp Sensor** or **Ready to Brew** appears on the display and the water is too hot, go to *Over Temp Sensor Error Message*.
- 2 If the display reads **Heating** constantly, first check to make sure that the temperature sensor is attached tightly to the tank and that heat sink compound was used. A properly mounted sensor should have a resistance of around 7 k when the water is hot. If not, replace the sensor.
- 3 Check to see if the universal control module (UCM) constantly has power output to the triac, regardless of the resistance of the temperature sensor. If so, the UCM is probably bad.
- 4 If the UCM is working properly, check for a bad triac.

### Over Temp Sensor Error Message

This error message indicates that the universal control module (UCM) has detected a water overheating problem. The UCM is reading a water temperature in the tank above 210°F (99°C). If the water temperature is too hot, but **Heating...** appears on the display, see *Water Too Hot*. Once the malfunction causing the error is corrected, the error message must be cleared. To reset the brewer and return to normal operation, turn the toggle switch on the back of the brewer to the OFF position for 5 seconds, then back on.

- 1 Check for power at the gate terminal on the triac. If there is no power at the triac gate terminal but the heating elements are always on, replace the triac.
- 2 Turn off power to the brewer and allow water tank to cool. Once cool, turn power back on while monitoring the triac gate voltage. During normal operation, power should be applied to the gate terminal, then drop to below 1 Vac. The universal control module (UCM) should be replaced if power is applied to the triac gate constantly even though **Ready to brew** or **Over Temp Sensor** appears on the display.
- 3 If the UCM is operating normally, check for a false over-temp error caused by the temperature sensor. Check the resistance across the leads of the temperature sensor. If the resistance is less than 10 k when the water is cool, replace the temperature sensor.

## Warmer Does Not Heat

**NOTE:** The heating element is designed to keep brewed coffee hot, but is not of sufficient wattage to reheat cold coffee.

- 1 First, check to make sure that the warmer function is not set to off in brewer program (warmers default). See the *PROGRAMMING GUIDE* section.
- 2 Turn on power to the warmer that is not working. See the *OPERATING INSTRUCTIONS* to determine how the warmer operates for your model. Check for power at the terminals of the warmer element. If power is supplied to the element terminals, but the element does not heat, replace the element.

### 3 Warmers Controlled by the Universal Control Module (UCM)

If the warmer is not receiving power, check to see if power is being supplied by the universal control module (UCM) or the universal power module (UPM), depending on the model. If there is no power out of the UCM/UPM, suspect the module. If there is power output, check the wiring harness.

### 4 Warmers Controlled by a Switch

If the warmer is not receiving power, first check for power to the switch and check the switch itself. If the switch assembly is working, check the wiring harness.

**FreshTrac® Receiver does not work**

- 1 Verify that the FreshTrac receiver flashes five times when the BREW button is pressed. If it does not, check to make sure that the FreshTrac receiver is properly positioned (see *OPERATING INSTRUCTIONS*).
- 2 If the decanter is properly positioned, substitute in a different FreshTrac receiver to see if the battery has expired. Typical battery life is two years.
- 3 If the battery is OK, substitute in a different FreshTrac transmitter/wiring harness. If the problem is not resolved, the universal control module (UCM) is defective.

**System Fault Messages**

An error message will appear on the screen in the event of a malfunction under the following conditions:

- 1 Water level overflow. This error indicates that either there is not enough incoming water flow/pressure or a water overflow condition (unit will stop functioning).
- 2 Break in temperature control circuit.
- 3 Excess temperature in heating tank.

If any of the errors below appear on the screen, turn off the main power toggle switch and call for service.

ERROR MESSAGE	WARNING DESCRIPTION	CAUSE
Water Level Error	Fill run error/Overflow	The water inlet valve has either been open for more than 10 minutes on the initial tank fill or has been open for more than 30 seconds* in normal operation.
Sensor Error	Open Probe	Break in the temperature thermistor circuit.
Over Temp. Error	Excess Temperature	The sensor is reading that temperature in the heating tank has risen above 210°F (99°C).

\* 120 seconds for models with water tanks larger than 2 gallons.

Wilbur Curtis Co., Inc. certifies that its products are free from defects in material and workmanship under normal use. The following limited warranties and conditions apply:

- 3 years, parts and labor, from original date of purchase on digital control boards
- 2 years, parts, from original date of purchase on all other electrical components, fittings and tubing
- 1 year, labor, from original date of purchase on all other electrical components, fittings and tubing

Additionally, Wilbur Curtis Co., Inc. warrants its grinding burrs for forty (40) months from the date of purchase or 40,000 pounds of coffee, whichever comes first. Stainless steel components are warranted for two (2) years from the date of purchase against leaking or pitting. Replacement parts are warranted for ninety (90) days from the date of purchase or for the remainder of the limited warranty period of the equipment in which the component is installed.

All in-warranty service calls must have prior authorization. For authorization, call the Technical Support Department at 800-995-0417. Additional conditions may apply. Go to [www.wilburcurtis.com](http://www.wilburcurtis.com) to view the full product warranty information.

## CONDITIONS & EXCEPTIONS

The warranty covers original equipment at time of purchase only. Wilbur Curtis Co., Inc., assumes no responsibility for substitute replacement parts installed on Curtis equipment that have not been purchased from Wilbur Curtis Co., Inc. Wilbur Curtis Co., Inc. will not accept any responsibility if the following conditions are not met. The warranty does not cover:

- **Adjustments and cleaning:** *The resetting of safety thermostats and circuit breakers, programming and temperature adjustments are the responsibility of the equipment owner. The owner is responsible for proper cleaning and regular maintenance of this equipment.*
- **Replacement of items subject to normal use and wear:** *This shall include, but is not limited to, spray heads, faucets, light bulbs, shear disks, "O" rings, gaskets, silicone tubing, silicone elbows, canister assemblies, whipper chambers and plates, mixing bowls, agitation assemblies and whipper propellers.*

The warranty is void under the following circumstances:

- **Improper operation of equipment:** *The equipment must be used for its designed and intended purpose and function.*
- **Improper installation of equipment:** *This equipment must be installed by a professional technician and must comply with all local electrical, mechanical and plumbing codes.*
- **Improper voltage:** *Equipment must be installed at the voltage stated on the serial plate supplied with this equipment.*
- **Improper water supply:** *This includes, but is not limited to, excessive or low water pressure and inadequate or fluctuating water flow rate.*
- **Damaged in transit:** *Equipment damaged in transit is the responsibility of the freight company and a claim should be made with the carrier.*
- **Abuse or neglect (including failure to periodically clean or remove lime accumulations):** *The manufacturer is not responsible for variation in equipment operation due to excessive lime or local water conditions. The equipment must be maintained according to the manufacturer's recommendations.*

**Repairs and/or Replacements** are subject to Curtis' decision that the workmanship or parts were faulty and the defects showed up under normal use. All labor shall be performed during regular working hours. Overtime charges are the responsibility of the owner. Charges incurred by delays, waiting time, or operating restrictions that hinder the service technician's ability to perform service is the responsibility of the owner of the equipment. This includes institutional and correctional facilities. Wilbur Curtis Co., Inc. will allow up to 100 miles, round trip, per in-warranty service call.

**Return Merchandise Authorization (RMA):** All claims under this warranty must be submitted to the Wilbur Curtis Technical Support Department prior to performing any repair work or return of this equipment to the factory. **All returned equipment must be properly re-packaged in the original carton and received by Curtis within 45 days following the issuance of a RMA.** No units will be accepted if they are damaged in transit due to improper packaging. **NO UNITS OR PARTS WILL BE ACCEPTED WITHOUT A RETURN MERCHANDISE AUTHORIZATION (RMA). THE RMA NUMBER MUST BE MARKED ON THE CARTON OR SHIPPING LABEL. All warranty claims must be submitted within 60 days of service. Invoices will not be processed or accepted without a RMA number. Any defective parts must be returned in order for warranty invoices to be processed and approved.** All in-warranty service calls must be performed by an authorized service agent. Call the Wilbur Curtis Technical Support Department to find an agent near you.