



Frequently Asked Questions



ALP3GT15A826

Alpha G3 Coffee Brewing System with FreshTrac™ Technology



70517430303  
McCafe Decanter - Regular with FreshTrac™ Transmitter  
White ink/black handle  
WRIN 10560-000



70517430103  
McCafe Decanter - Decaf with FreshTrac™ Transmitter  
White ink/orange handle  
WRIN 10562-000



70217430303  
McCafe Decanter - Regular without FreshTrac™ Transmitter  
White ink/black handle  
WRIN 10561-000



70217430103  
McCafe Decanter - Decaf without FreshTrac™ Transmitter  
White ink/orange handle  
WRIN 10563-000

1. The unit will not turn on.

- Verify that the unit is plugged in.
- Ensure that the rear toggle switch is in the ON position.
- Check power to control board by checking if lights on control board are lit.

2. The unit is not brewing.

- Make sure "Ready to Brew" light is on, or the display reads "Ready to Brew".
- Ensure water in the tank is touching the water level probe. The inlet valve energizes when water level drops below the probe.
- Check for 120V at the dump valve while pressing the brew button.

3. My G3 brewer is indicating a "Water Level Error", what should I check?

- Verify that the water supply to the brewer is on.
- Ensure that there is a flow rate of 1 GPM
- Check that the inlet valve is operating correctly.
- Reset the rear toggle switch - the board should display "Filling", "Heating" "Ready to Brew".

4. I get coffee grounds in my coffee.

- Check amount of coffee being used.
- Check grind profile of coffee.
- Ensure correct brew cone and paper filter size are used (one filter per brew cycle).
- Ensure sprayhead is in place.

5. The brew time displayed is different than in the program mode.

- Pulse brew, drip out or bypass settings are active and will affect display time.

6. The brew time display is counting down but no liquid is coming from the brew basket.

- "Pulse brew" or "Pre-infusion" is activated or the unit is at the end of the brew cycle. The last 2 minutes are drip time.

7. The warmer does not work.

- Verify the correct model is selected.
- Check power to the elements. Refer to Troubleshooting Guide.
- Check wiring connection.
- Check warmer resistance. 220VAC/less than 300ohm.



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