Troubleshooting Guide –Quest and Elite Refrigeration System

This guide is designed to assist you in troubleshoot a refrigeration issue with the Quest dispenser.

Be sure the condenser is clean and good air flow is present to the dispenser

No Ice present in water bath /no cooling of dispensed water

STEP 1

Refrigeration charge validation test

With dispenser cabinetry and dispensing nozzles removed, identify the Ice bank control located in the front of the unit on the left side Carefully push the control to the right or toward the center of the dispenser to release. Gently pull out the front of the dispenser positioning it as shown.

STEP 2



On the left rear of the dispenser identify and pull the black power cord wire. You may have to cut the wire tie bundle to access. Place your Amp clamp around this wire.

STEP 3



Carefully remove the probe connector using a crescent wrench. Position it across the connector as shown and gently moving up and down rocking the connector up and out. Using standard pliers, grab the middle while touching the other connectors. After up to a 3 minute delay the system should activate.

A proper functioning control will always have a delay on start up and shut down.

A properly operating Quest system will show an amperage readings in the ranges:

4.5- 4.7 amps- start up

3.8- 4.0 amps- running

4.4- 4.5 amps- running

Quest Elite does not have a capacitor

A system with a low refrigerant charge will show readings in the range of:

2.8- or less amps- running

No Ice present in water bath /no cooling of dispensed water

Compressor running at correct amperage


If the compressor is running at the correct amperage and there is no ice in the water bath then a system blockage has occurred . The easiest way to check this is by finger testing the temperature of the compressor outlet and the condenser inlet on the hot gas line. This line is located on the right side rear of the unit .

A properly operating system will have the out let and inlet hot to the touch.
A system with blockage will have a hot outlet but cool to cold inlet.

May -2016 Cornelius