

## TECHNICAL SERVICE BULLETIN

**Product:** Quest Elite

**Subject** Quest Elite Product Dripping Troubleshooting

**Date:** November 10<sup>th</sup>, 2022

**Affected Part Numbers:**

**Affected serial numbers:** 74D1951QE037 (January 2022) - 74A2242QE089 (October 2022)

### Observations:

Product concentrate may drip through the nozzle during idle times. Dripping may empty product container during an extended period with or without power to the unit.

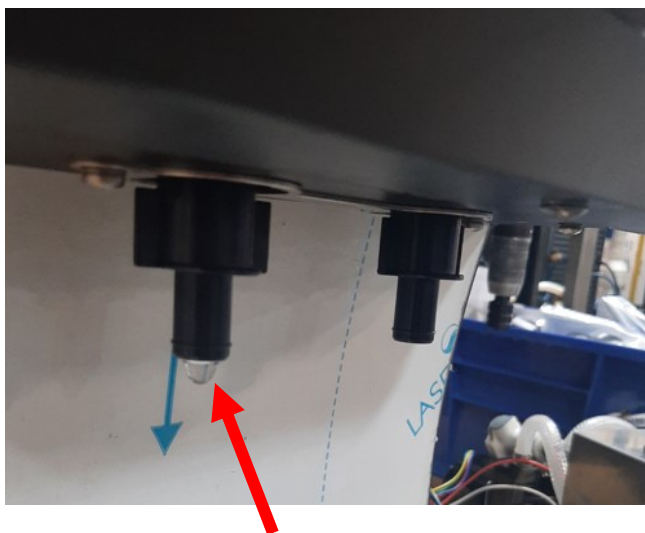
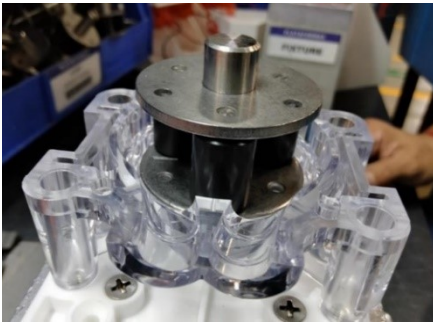


Figure 1: Example of product dripping through the nozzle

**Field replacement suggestions:** Replace the neoprene tube inside the peristaltic pump

1. Turn off the unit
2. Uninstall platform deck inside the cabinet
3. Unfasten roller assembly screws from the pump body and remove plastic housing (see Figure 2)
4. Replace neoprene tubing with [“Pump Tube Service Kit P/N 45098.”](#)
  - a. Ensure the roller assembly is positioned with one roller on the input/output extrusions of the housing as shown in Figure 3
  - b. Do **not** stretch the tube prior to installing it
  - c. Reassemble roller assembly and ensure the tube is not pinched in the assembly

5. Run the pump to verify the dripping is no longer present. Dripping should be evident 3 to 5 minutes after operating the pump



**Note:** Pump Tube Service Kit P/N 45098 is available to purchase in Marmon Link.

**Corrective actions on manufacturing floor:** Starting September 26<sup>th</sup>, 2022, additional assembly and testing quality control put into place to eliminate the leaking issue.