



# G3 PRIMO CAPPUCINO SYSTEMS TROUBLESHOOTING GUIDE



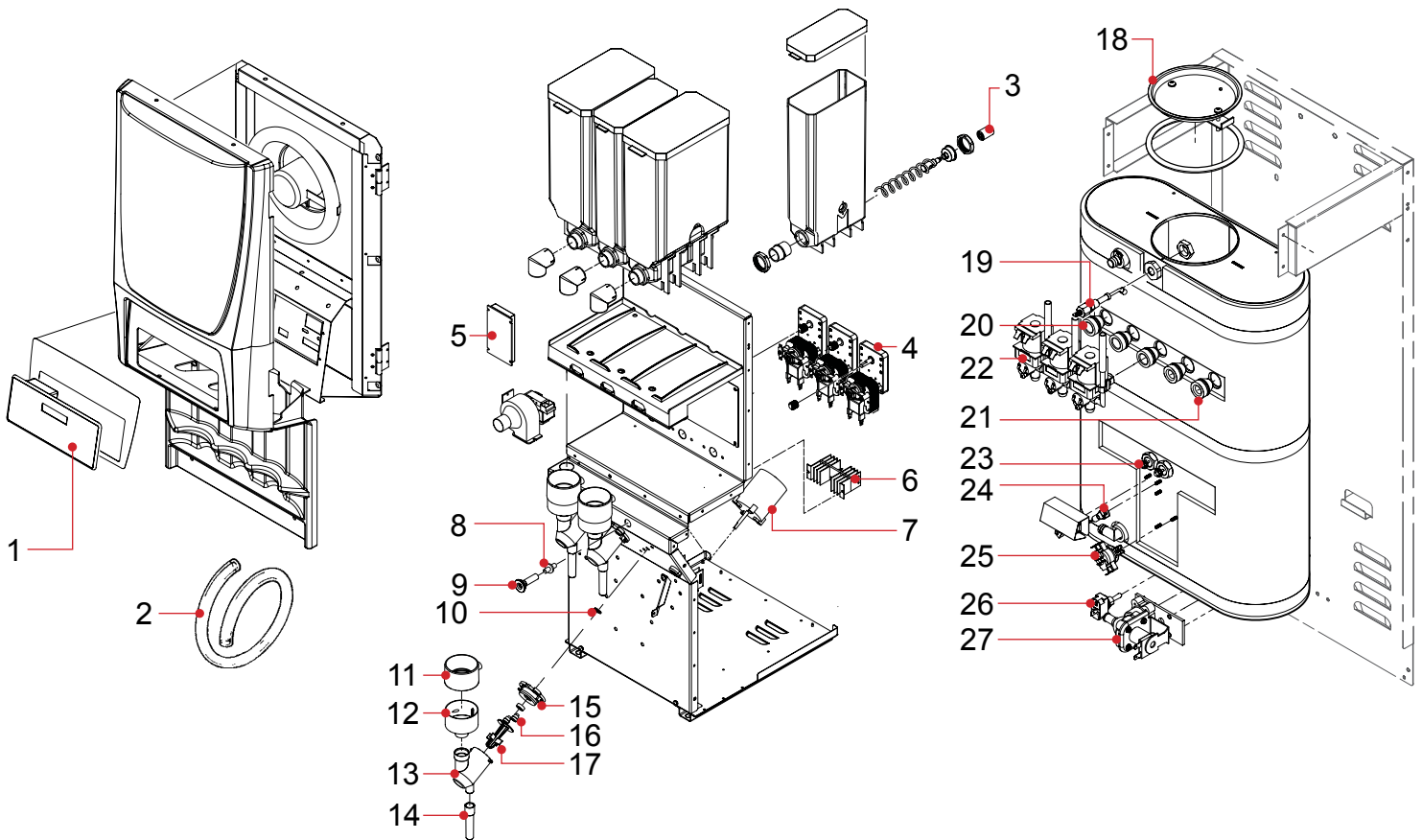
MODELS: PCGT3, PCGT4, PCGT5, PCGT6

# PCGT3 PARTS IDENTIFICATION

FRONT VIEW

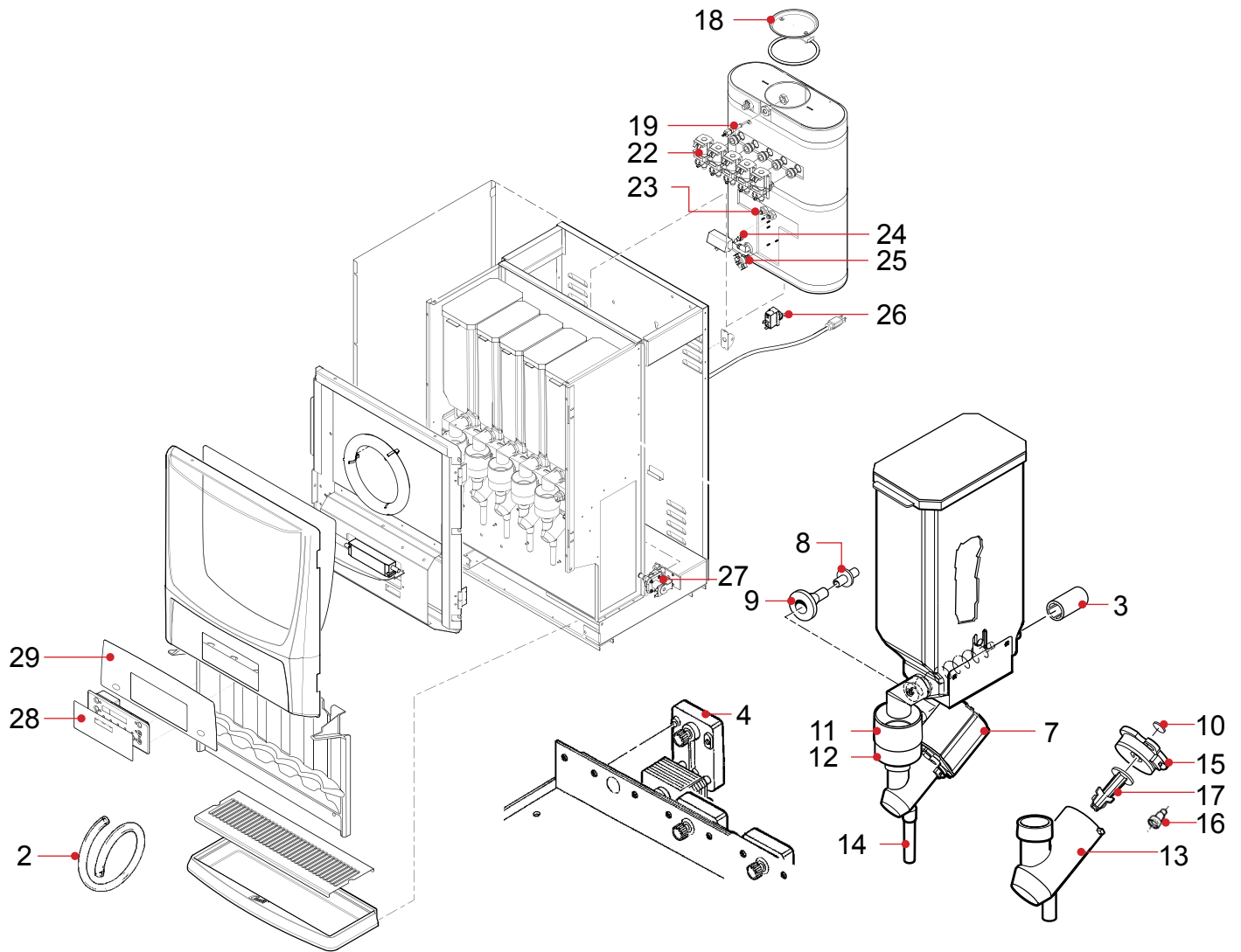
CHASSIS VIEW

HEATING TANK VIEW



PART #	DESCRIPTION	PART #	DESCRIPTION
1. <a href="#">WC-37126</a>	KIT, UCM BOARD & LABEL PCGT3	15. <a href="#">WC-37118</a>	KIT, WHIPPER PLATE (3/PKG)
2. <a href="#">WC-5310</a>	TUBING, 5/16" ID x 1/8" W SILICONE	16. <a href="#">CA-1024-05</a>	PILLAR, LOCATION BLACK
3. <a href="#">WC-37054</a>	SOCKET, GEAR	17. <a href="#">CA-1008-07K</a>	KIT, PROPELLER WHIPPER 6/PKG OFFSET BLD
4. <a href="#">WC-37174</a>	KIT, GEAR MOTOR & GEAR	18. <a href="#">WC-37008</a>	KIT, TANK LID ROUND
5. <a href="#">WC-780</a>	CONTROL, POWER MODULE CORK BREAK	19. <a href="#">WC-5502-01</a>	KIT, PROBE, ASSY WATER LEVEL W/HEX FITTING, O-RING & NUT
6. <a href="#">WC-6193-0</a>	HEAT SINK ASSEMBLY	20. <a href="#">WC-2627</a>	BUSHING, CONICAL
7. <a href="#">WC-3739</a>	WHIPPING MOTOR	21. <a href="#">WC-2630</a>	BUSHING, CONICAL BLIND
8. <a href="#">CA-1095</a>	CONNECTOR, ORIFICE WATER	22. <a href="#">WC-3734</a>	KIT, DUMP VALVE 120V 12W
9. <a href="#">CA-1011-05</a>	BULKHEAD, WATER FITTING	23. <a href="#">WC-904-04</a>	HEATING ELEMENT 1600W 120V W/JMNUT
10. <a href="#">WC-43791</a>	RING, MOTOR SHAFT PLASTIC	24. <a href="#">WC-1438-101</a>	SENSOR, TEMPERATURE TANK
11. <a href="#">CA-1005-03</a>	STEAM TRAP	25. <a href="#">WC-523</a>	THERMOSTAT, MNL RESET 120/240V 25A
12. <a href="#">CA-1009-03</a>	MIXING BOWL	26. <a href="#">WC-102</a>	SWITCH, TOGGLE NON-LIT 25A 120/240VAC
13. <a href="#">CA-1006-06</a>	CHAMBER, WHIPPER OFFSET PCGTs	27. <a href="#">WC-826L</a>	VALVE, INLET 1GPM 120V 10W
14. <a href="#">CA-1037-3Y</a>	TUBE, EXTENSION YELLOW		

# PCGT4/5/6 PARTS IDENTIFICATION



PART #	DESCRIPTION	PART #	DESCRIPTION
1. <a href="#">WC-37126</a>	KIT, UCM BOARD & LABEL PCGT3	18. <a href="#">WC-37008</a>	KIT, TANK LID ROUND
2. <a href="#">WC-5310</a>	TUBING, 5/16" ID x 1/8" W SILICONE	19. <a href="#">WC-5502-01</a>	KIT, PROBE, ASSY WATER LEVEL W/HEX FITTING, O-RING & NUT
3. <a href="#">WC-37054</a>	SOCKET, GEAR	20. <a href="#">WC-2627</a>	BUSHING, CONICAL
4. <a href="#">WC-37174</a>	KIT, GEAR MOTOR & GEAR	21. <a href="#">WC-2630</a>	BUSHING, CONICAL BLIND
5. <a href="#">WC-780</a>	CONTROL, POWER MODULE CORK BREAK	22. <a href="#">WC-3734</a>	KIT, DUMP VALVE 120V 12W
6. <a href="#">WC-6193-0</a>	HEAT SINK ASSEMBLY	23. <a href="#">WC-904-04</a>	HEATING ELEMENT 1600W 120V W/JMNUT
7. <a href="#">WC-3739</a>	WHIPPING MOTOR	24. <a href="#">WC-1438-101</a>	SENSOR, TEMPERATURE TANK
8. <a href="#">CA-1095</a>	CONNECTOR, ORIFICE WATER	25. <a href="#">WC-523</a>	THERMOSTAT, MNL RESET 120/240V 25A
9. <a href="#">CA-1011-05</a>	BULKHEAD, WATER FITTING	26. <a href="#">WC-102</a>	SWITCH, TOGGLE NON-LIT 25A 120/240VAC
10. <a href="#">WC-43791</a>	RING, MOTOR SHAFT PLASTIC	27. <a href="#">WC-826L</a>	VALVE, INLET 1GPM 120V 10W
11. <a href="#">CA-1005-03</a>	STEAM TRAP	28. <a href="#">WC-37127</a>	KIT, UCM BOARD & LABEL PCGT4
12. <a href="#">CA-1009-03</a>	MIXING BOWL	<a href="#">WC-37128</a>	KIT, UCM BOARD & LABEL PCGT5
13. <a href="#">CA-1006-06</a>	CHAMBER, WHIPPER OFFSET PCGTs	29. <a href="#">WC-39957</a>	MEMBRANE CONTRL PANEL PCGT4/5
14. <a href="#">CA-1037-3Y</a>	TUBE, EXTENSION YELLOW	<a href="#">WC-39753</a>	MEMBRANE CONTRL PANEL PCGT4/5 (OLD)
15. <a href="#">WC-37118</a>	KIT, WHIPPER PLATE (3/PKG)	30. <a href="#">CA-1039</a>	O-RING, DUMP VALVE
16. <a href="#">CA-1024-05</a>	PILLAR, LOCATION BLACK	31. <a href="#">CA-1135</a>	LATCH ASSY, DOOR
17. <a href="#">CA-1008-07K</a>	KIT, PROPELLER WHIPPER 6/PKG OFFSET BLD		

# PARTS IMAGES

1



**WC-37126**

KIT, UCM BOARD & LABEL PCGT3

2



**WC-3734**

TUBING, SILICONE

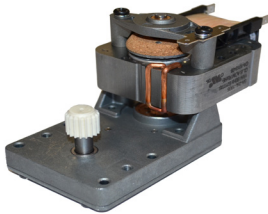
3



**WC-37054**

SOCKET, GEAR

4



**WC-37174**

KIT, GEAR MOTOR & GEAR

5



**WC-780**

CONTROL, POWER MODULE

6



**WC-6193-0**

HEAT SINK ASSEMBLY

7



**WC-3739**

WHIPPING MOTOR

8



**CA-1095**

CONNECTOR, ORIFICE WATER

9



**CA-1011-05**

BULKHEAD, WATER FITTING

10



**WC-43791**

RING, MOTOR SHAFT PLASTIC

11



**CA-1005-03**

STEAM TRAP

12



**CA-1009-03**

MIXING BOWL

13



**CA-1006-06**

CHAMBER, WHIPPER OFFSET

14



**CA-1037-3Y**

TUBE, EXTENSION YELLOW

15



**WC-37118**

KIT, WHIPPER PLATE

# PARTS IMAGES

16



**CA-1024-05**  
PILLAR, LOCATION BLACK

17



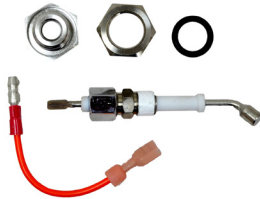
**CA-1008-07K**  
KIT, PROPELLER WHIPPER OFFSET

18



**WC-37008**  
KIT, TANK LID ROUND

19



**WC-5502-01**  
KIT, PROBE ASSY

20



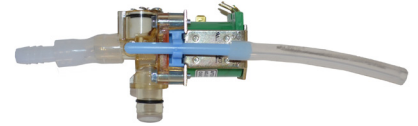
**WC-2627**  
BUSHING, CONICAL

21



**WC-2630**  
BUSHING, CONICAL BLIND

22



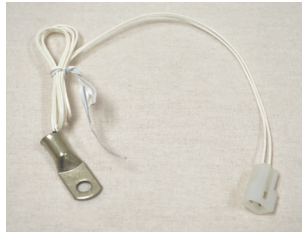
**WC-3734**  
KIT, DUMP VALVE

23



**WC-904-04**  
HEATING ELEMENT

24



**WC-1438-101**  
SENSOR, TEMPERATURE TANK

25



**WC-523**  
THERMOSTAT, MNL RESET

26



**WC-102**  
SWITCH, TOGGLE NON-LIT

27



**WC-826L**  
VALVE, INLET

28



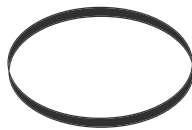
**WC-37127 / WC-37128**  
KIT, UCM BOARD & LABEL PCGT4/5

29



**WC-39957 / WC-39753 (OLD)**  
MEMBRANE, CONTROL PANEL PCGT4/5

30



**CA-1039**  
O-RING, DUMP VALVE

31



**CA-1135**  
LATCH ASSY, DOOR

# TROUBLESHOOTING INSTRUCTIONS

## POWER ISSUES

### The LED light on the front door are not lit:

- 1 Verify that the panel breaker is turned on. If okay, proceed STEP 2.
- 2 Verify that the voltage at the receptacle is correct: L1-N = 120 vac, N-G = 0 vac. if okay, proceed to STEP 3.
- 3 Verify that the toggle switch is turned on. Verify 120 vac on both terminals.  
  
No: Replace Toggle Switch  
Yes: Proceed to STEP 4
- 4 Verify that there is 120 vac on both sides of the Reset Thermostat, measuring between L1-N.

No: Replace Reset Thermostat  
Yes: Proceed to #5

- 5 Verify that there is 12 vac between pins 1 & 2 on the 14 pin connector at the UPM and 120 vac between pins 1 & 2 on the 12 pin connector at the UPM.

No: Replace transformer.  
Yes: Verify 5 vdc between pins 1 & 2 on the 4 pin connector at the Smart Card Module.

No: Replace UPM  
Yes: Replace Smart Card Module

## HEATING ISSUES

### Not heating:

**Is the water level in the tank in contact with the water level probe? If not, See TANK FILLING ISSUES.**

Yes: Verify 120 volts at the Heating Element. If 120 volts is present, replace the Heating Element.

No: Verify 120 volts to the Triac Gate: If yes, replace Triac. If no, replace UPM.

If the LCD does not read "Heating" verify correct Temperature programming, then replace the Temperature Sensor.

**i** **If the water in the tank is not in contact with the probe – refer to tank filling issues.**  
The unit will not heat until the water in the tank has contacted the probe.

### Overheating:

#### Does the LCD read "Heating"?

Yes: Verify that resistance on temp Sensor reads less than 10k ohm. Verify correct mounting to tank. Replace sensor.

No: Check Triac for continuity between A1 & A2. If continuity is present, replace Triac. If there is no continuity, replace the UPM.

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## TANK FILLING ISSUES

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### Not filling:

#### Is the water turned on?

Yes: Verify 120 volts at inlet valve coil

Yes: Replace Inlet Valve

No: Remove Orange wire from the Water Level Probe. Does the Tank Fill?

Yes: Replace Water Level Probe.

No: Replace UPM

### Overfilling:

#### Does the tank continue to fill after the toggle switch has been turned off ?

Yes: Replace Water Inlet Valve.

No: Remove the Orange wire from the Water Level Probe and connect it to ground. Does the tank stop filling?

Yes: Replace the Water Level Probe

No: Replace the UPM

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## DISPENSING ISSUES

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### Powder not being dispensed on any selection:

Verify that the wiring to the Auger Motors is correct. If the wiring is correct and unbroken, replace the UCM UCM (shorted wash button) or Membrane Control Panel (PCGT 4/5/6).

### Powder not being dispensed from a single selection:

Verify that the canister has sufficient product.

Verify that the Auger Motor has 120 volts.

If yes, replace the Auger Motor. If the Auger Motor does not have 120 Volts, replace the UPM.

### Not dispensing water on any selection:

Refer to **TANK FILLING ISSUES**.

### Whipper Motor not running:

Verify that the propeller and chamber are assembled correctly (not binding).

Verify that the Whipper Motor has 120 volts. If yes, replace the whipper motor. If the Whipper Motor does not have 120 volts, verify that the wiring is correct and unbroken. If so, replace the UPM.

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**i** If the Dispense valve on the same selection is operating, the UPM does not need to be replaced. The Whipper Motor and Dispense valve are powered together by the UPM.

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**Wilbur Curtis Co., Inc.**

6913 Acco Street, Montebello CA 90640  
Customer Service: 800.421.6150 | 323.837.2300  
csrassistance@wilburcurtis.com  
Tech Support: 800.995.0417  
www.wilburcurtis.com