**Troubleshooting Common Issues Guide**

It is not uncommon for a printer to sometimes go on the fritz or have the internet go out, and it’s important that MITs and Shift Leader have a base knowledge of how to handle common issues that come up. Below is a list of some common issues that arise.

It is recommended to go through each these issues with your GM to cover them sufficiently.

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| **Issue** | **What it affects** | **Solution(s)** |
| Label printer jam | * Communication of order details
 | * Remove jammed debris and reprint labels
* “Reset” the printer:
	+ Power off/on
	+ Restart the POS it’s connected to (Usually the driver POS)
* If problem persists, contact Breakaway
	+ 817-299-4500 Ext 1
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| Internet goes out | * Phones (VoIP lines)
* Credit Cards and Gift Cards
* Online ordering
 | * Contact internet service provider
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| POS is down | * All orders
* Credit Cards and Gift Cards
 | * Take orders using Emergency Kit
	+ Resource(s): - “When the Wheels Fall Off” – Toppers U (Library)
* Enter hand-written orders into POS when back up
* Diagnose issue
	+ Call Breakaway support and/or contact Toppers IT support
	+ Switch out Server computer, if necessary
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| Oven breaks down | * All products
 | * Try to diagnose problem if possible
* Call manufacturer
	+ New ovens come with a warranty – Issue may be covered, but you must call the manufacturer (**not a different repair company**) to honor the warranty
* Get fixed ASAP even if other oven is operational
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| Makeline breaks down | * Most products
* Efficiency
* Food safety
 | * Try to diagnose problem if possible
* Call manufacturer
	+ New equipment usually comes with a warranty - Issue may be covered, but you must call the manufacturer (**not a different repair company**) to honor the warranty
* Get fixed asap. This is a health risk issue because food must be kept out of the temperature danger zone
* Short-term solution
	+ Pack the rail with ice
	+ Store items that would normally go under the makeline on a cart in the walk-in cooler
	+ Take food temps every hour to ensure proper temps
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