

# Trouble Shooting

**Notice:**

The information and/or procedures presented in the following demonstration(s) should be performed by a trained Water Cooler Service Technician only.

Never attempt to service or repair a water cooler while it is plugged into any power supply.

Prior to any service or repair of the water cooler, ensure that the water has been completely drained from the system.

Problem	Cause	Repair
1. Compressor runs but water is too cold.	<ul style="list-style-type: none"> <li>a) cold control defective</li> <li>b) cold control sensor incorrectly positioned</li> <li>c) high refrigerant charge</li> <li>d) cold control set too cold</li> <li>e) not enough clearance at rear of cooler</li> </ul>	<ul style="list-style-type: none"> <li>a) adjust or replace as necessary</li> <li>b) reposition sensing tube</li> <li>c) correct the charge</li> <li>d) adjust cold control</li> <li>e) move cooler away from wall at least 3 inches</li> </ul>
2. Compressor runs but water is too warm	<ul style="list-style-type: none"> <li>a) cold control set too low or defective</li> <li>b) blocked refrigerant drier</li> <li>c) refrigerant leak</li> <li>d) evaporator band not tightened around reservoir</li> </ul>	<ul style="list-style-type: none"> <li>a) adjust or replace as necessary</li> <li>b) replace drier and recharge system</li> <li>c) recharge system</li> <li>d) check that evaporator is secure and latched</li> </ul>
3. Compressor will not run	<ul style="list-style-type: none"> <li>a) no power at receptacle</li> <li>b) compressor relay or overload burnt out</li> <li>c) cold control turned off</li> <li>d) cold control defective</li> <li>e) wire came off terminal or broken</li> <li>f) power cord defective</li> </ul>	<ul style="list-style-type: none"> <li>a) check outlet and breaker for power</li> <li>b) Replace relay or overload</li> <li>c) adjust cold control</li> <li>d) change cold control</li> <li>e) check wiring diagram and secure wire accordingly</li> <li>f) replace cord</li> </ul>
4. Excessive cooler noise Note: all refrigeration units emit noise	<ul style="list-style-type: none"> <li>a) compressor start up</li> <li>b) tubing rattles</li> <li>c) compressor not securely mounted</li> <li>d) loose screws</li> <li>e) cooler damaged</li> </ul>	<ul style="list-style-type: none"> <li>a) normal</li> <li>b) reposition tubing inside unit</li> <li>c) secure mounting washers</li> <li>d) tighten screws</li> <li>e) repair accordingly</li> </ul>
5. Water comes out of faucet but will not shut off	<ul style="list-style-type: none"> <li>a) something stuck in faucet</li> <li>b) leaky seal in faucet</li> </ul>	<ul style="list-style-type: none"> <li>a) remove foreign object from faucet</li> <li>b) replace faucet</li> </ul>
6. No hot water but have cold water	<ul style="list-style-type: none"> <li>a) hot tank switch in OFF position</li> <li>b) hot tank reset tripped</li> <li>c) hot tank cut out faulty</li> <li>d) break in hot tank wires</li> <li>e) heater defective</li> <li>f) not enough water in reservoir</li> <li>g) baffle cup not in place</li> </ul>	<ul style="list-style-type: none"> <li>a) switch to ON position</li> <li>b) reset the button</li> <li>c) replace thermostat cut out</li> <li>d) check hot tank wiring diagram and secure accordingly</li> <li>e) replace heater</li> <li>f) fill reservoir</li> <li>g) reinstall accordingly</li> </ul>
7. No hot or cold water	<ul style="list-style-type: none"> <li>a) empty reservoir</li> <li>b) no power at receptacle</li> <li>c) break in wiring system</li> <li>d) blocked water ways to faucet</li> </ul>	<ul style="list-style-type: none"> <li>a) fill reservoir</li> <li>b) check the breakers</li> <li>c) check wiring diagram &amp; fix wires</li> <li>d) replace reservoir</li> </ul>

Problem	Cause	Repair
7. No hot or cold water	e) air lock	e) check floater in crystal guard to make sure it moves freely. check air filter, if wet remove and dry overnight.
8. Water leaks ( not from the faucet outlet)	a) crack in bottle b) over filled reservoir c) faulty faucet washer d) faulty reservoir washer e) cracked reservoir f) hot tank drain cap seal g) hot tank baffle cracked h) drain assembly or cap cracked i) loose baffle stem or nut	a) drain reservoir & replace bottle b) drain reservoir & replace bottle c) replace faucet washer d) replace reservoir washer e) replace reservoir f) tighten cap, check seal g) drain reservoir & replace baffle h) replace accordingly i) tighten accordingly
9. Water freezes in reservoir	a) cold control set too high or defective b) cold control sensing tube not inside evaporator properly c) refrigerant charge incorrect (over charged) d) not enough clearance at rear of cooler	a) adjust or replace as necessary b) reinstall accordingly  c) recharge with correct charge d) move cooler away from wall at least 3 inches