



***ASPEN***  
*Water Dispenser User Manual*



### **FEATURES**

- 1.Hot Water Faucet**
- 2.Cold Water Faucet**
- 3.Drip Tray**
- 4.Carry Handle**

- 5.Hot Water ON/OFF Switch**
- 6.Drain Valve**
- 7.Power Cord**

• Product may not appear exactly as show

## THANK YOU FOR BUYING A CRYSTAL MOUNTAIN WATER COOLER!

### RECEIVING

Inspect the cooler box immediately and carefully for any evidence of shipping or handling damage before signing to receive goods. In case of shipping damages, claims should be filed immediately with the carrier. Please note that the carrier will not accept claims for any damage discovered after signing for UNINSPECTED GOODS.

Ensure the cooler stands upright for 24 hours before plugging it in.

### OPERATION

1. Place the water cooler on a flat level surface in a cool shaded location near a grounded wall outlet.  
2. Position the water cooler so that the back of the unit is a minimum of 4 inches/10 cm away from the wall to ensure proper ventilation.

3. Place the water bottle on top of the cooler appropriately.

**Note: On Hot & Cold models, vent the hot tank by holding the hot faucet open until water flows out.**

4. Ensure that the available power supply matches the cooler's voltage specifications indicated on the nameplate label (located at the rear). Plug power supply cord into receptacle. Please ensure that cooler is set up so as access to the power outlet and plug is unobstructed. Turn on heater switch.

**Note: To provide additional protection from the risk of shock, this unit MUST be connected to a ground fault circuit interrupter (GFCI) outlet at all times. Use of an extension cord will void any warranties.**

5. Do not draw water from the cooler for about 30 minutes to let the water cool or heat. Optimum water temperatures will be reached after several hours of operation.

6. Ensure the following when cooler is to be serviced:

6.1 Turn off Hot Tank Switch (Hot & Cold models only) and disconnect power supply cord.

6.2 Remove bottle from reservoir.

6.3 Use a bucket to drain water from the cold water reservoir through faucets. On Hot & Cold models, turn off hot tank switch as above. Allow 1 hour for the hot water to cool down inside the hot water tank. Remove the drain plug at the rear of the cooler to drain into a container.

**CAUTION! ALWAYS DRAIN WATER COMPLETELY BEFORE SHIPPING OR STORING THE COOLER!**

### CLEANING

To ensure that the cooler's warranty is not voided and to ensure safe operations of the cooler:

- Never Immerse the Cooler in Water for Cleaning or Any other Reason
- Never Use a Pressure Washer/Power Washing Device to Service, Maintain or Clean the Cooler
- Follow all Instructions in this Manual

**External:** With the electrical power off, use only mild dishwashing liquid or cleaning products and a soft cloth for cleaning the exterior surfaces. DO NOT USE bleach or abrasive cleaners. Use a vacuum cleaner to remove dirt and lint from the condenser. The unit should be cleaned every 3 months, except where fingers touch the temperature selectors, which can be wiped often with hygienic wipes or mild food grade disinfecting or cleaning products.

**Caution: Do not clean unit with a pressure washer**

**Internal:** In the interest of hygiene it is recommended that the water cooler is cleaned every 6 months. Please contact your distributor for further information

**Caution: This operation should be carried out by properly trained personnel. Only use FDA food grade approved sanitizing products. The use of these products must be in accordance with the manufacturer's safety instructions and recommendations.**

### TROUBLESHOOTING

#### **Water Leaks**

- If water dripping from above, first try to replace the water bottle
- If water leaking (or not bottle related), unplug Dispenser, remove bottle and contact us at 1-800-878-6422 or send an email to [service@crystalcoolers.com](mailto:service@crystalcoolers.com) for assistance.

#### **Not Cooling**

- Optimum cold water temperatures will be reached after several hours of operation
- Ensure that the dispenser is at least 4 inches (10cm) from the wall to provide sufficient ventilation
- High usage may deplete the cold water reservoir faster than the cooler can cool it
- If the water still is not cold, please contact us at 1-800-878-6422 or send an email to [service@crystalcoolers.com](mailto:service@crystalcoolers.com) for assistance.

### **No Hot Water**

- Optimum hot water temperatures will be reached after 15-20 minutes
- Ensure that the Hot Water Switch (located on the rear of the cooler) is turned on
- If the water still is not hot, please contact us at 1-800-878-6422 or send an email to [service@crystalcoolers.com](mailto:service@crystalcoolers.com) for assistance.

### **Dispenser is Noisy**

- Ensure the dispenser is positioned on a flat, level surface

### **WARNING**

**To reduce risk of injury and property damage, user must read this entire guide before assembling, installation and operation of the dispenser.**

**Failure to follow the instructions in this manual can cause personal injury or property damage.**

**This product dispenses water at very high temperatures. Failure to use properly can cause personal injury.**

**When operating this dispenser, always exercise basic safety precautions, including the following:**

- Prior to use, this dispenser must be assembled and installed in accordance with this manual.
- Install indoors on a flat level surface only. Place dispenser in a dry place away from direct sunlight. Do NOT use outdoors.
- This appliance is intended to be used in household and similar applications such as
  - Staff kitchen areas in shops, offices and other working environments;
  - Farmhouses and by clients in hotels, motels and other residential type environments;
  - Bed and breakfast type environments;
  - Catering and similar non-retail applications.
- Do NOT place dispenser into an enclosed space or cabinet.
- The Red Faucet dispenses hot water during normal operation that may cause severe burns.
- This dispenser is intended for dispensing water only. Do NOT use other liquids. Never use any other liquid in the dispenser other than known and microbiologically safe bottled water.
- Do not use an extension cord.
- To provide additional protection from the risk of shock, this unit MUST be connected to a ground fault circuit interrupter (GFCI) outlet at all times. Use of an extension cord will void any warranties.
- If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
- Always grasp plug and pull straight out from outlet. Never unplug by pulling on power cord.
- To protect against electric shock, do NOT immerse cord, plug, or any other part of dispenser in water or other liquids.
- This appliance is not intended for use by persons (child or adult) who would not reasonably understand the safe installation and operation of the appliance.
- Children should be supervised to ensure that they do not play with the appliance.
- Use with caution only.
- Service should only be performed by properly trained personnel. Please contact us at 1-800-878-6422 or send an email to [service@crystalcoolers.com](mailto:service@crystalcoolers.com) for assistance.

### **SERVICES REQUIRED**

See nameplate located on the back of the dispenser

Refrigeration System

Refrigerant Type: R134a 34g (1.12 oz)

Pressure (Refrigeration): High Side: 1.7MPa (246 psi) , Low Side: 0.71MPa (103 psi)

The customer acknowledges that water, like other liquids, can cause damage to surfaces. The customer takes full responsibility for placing the cooler within a residence or business, and acknowledges that failure to address drips, leaks or spillages is at the customer's risk.

The Warranty and Canadian Standards Association listings for the coolers are invalidated if any alteration, modification, or use or misuse in combination with any other machine or devices is deemed to be the source of any claim. The manufacturer accepts no liability (including for bodily injury) resulting from any alteration, misuse, neglect, accidents, improper installations or repairs.

Environmental application temperature: 50~90°F (10~32°C)

The unit is rated IPX0. (This unit is not protected against ingress of water)