

# Troubleshooting

## 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.

## Water Leaks

If water present only at base of unit (not dripping from above), replace the water bottle.

If water leaking from above the bottle (or not bottle related), unplug Dispenser, remove bottle and contact your water delivery service or Crystal Mountain.

Ensure that the drip tray is not full and overflowing.

## Water Not Dispensing

Ensure Hot/Cold tanks have been primed (see section for Priming the water system).

Ensure bottle is not empty. If empty, replace it.

Ensure that the water selection lever is fully depressed.

Ensure all tubing is free of holes, cuts or cracks and is not kinked or crimped.

Ensure SmartFlo™ Water Cartridge locking knobs (in top) are securely locked in place.

## Not Cooling

Optimum cold temperature will be reached after several hours of operation.

Ensure that the dispenser is at least 4 inches (100mm) from the wall to provide adequate ventilation.

## No Hot Water

Optimum hot water temperatures will be reached after 15-20 minutes.

Ensure that the Hot Water Switch (located on the right hand side of the bottle compartment) is turned on.

## Dispenser is Noisy

Ensure that the dispenser is positioned on a flat, level surface.

Ensure that the bottle is not empty. If empty, replace it.

Ensure that the SmartFlo™ is installed properly. Gently lift up about 1-2 inches and re-install.

## Brewer only makes a Partial Cup or Brew Volumes Vary

The exit needle may be clogged. Follow the instructions for Cleaning the Inlet/Outlet Needle. Slight variations in brew volume may occur due to variations in temperature, pod type, manufacturing processes, etc.

## Grounds in Coffee

The Inlet and/or Outlet Needles may have coffee grounds accumulated in/on them. Follow instructions for Cleaning the Inlet/Outlet Needle.