



## SECTION 5: 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.

Symptom	Solution Checklist
No Cold Water and No Hot Water	A) Ensure a full Bottle of water is on the cooler. B) Insure the that the cooler is “ VENTED”. <b>VENTED MEANS, AFTER THE FULL BOTTLE OF WATER IS ON THE COOLER, PLEASE OPEN BOTH THE HOT AND COLD FAUCETS FOR UP TO 90 SECONDS AND MAKE SURE WATER IS COMING OUT OF BOTH FAUCETS.</b> C) Then plug in the cooler to the power outlet. D) Then turn the hot tank switch to “ON” position.
No Cold Water	A) Ensure a full Bottle of water is on the cooler. B) Ensure that the cooler is “ VENTED”. <b>VENTED MEANS, AFTER THE FULL BOTTLE OF WATER IS ON THE COOLER, PLEASE OPEN BOTH THE HOT AND COLD FAUCETS FOR UP TO 90 SECONDS AND MAKE SURE WATER IS COMING OUT OF BOTH FAUCETS.</b> C) Then plug in the cooler to the power outlet. D) Check to ensure that the cold control/cold water thermostat is in the “ON” position. “ON” position is where the gold screw going into the cold control/cold thermostat is directly at the 12'oclock/Noon position. Should you wish to make the water colder please turn the gold screw clockwise. CAUTION Turning this cold control/cold thermostat too much in the clockwise position could freeze your cold tank completely. Ensure to make adjustments in small increments when adjusting temperature. E) Wait for water to be refrigerated before dispensing. Allow 30-45 mins. F) Check ventilation of the condenser – Ensure adequate condenser air circulation. Place cooler at least 4” (10cm) from wall. G) Check baffle –Reinstall if necessary.
No Hot Water	A) Ensure a full Bottle of water is on the cooler. B) Ensure that the cooler is “ VENTED”. <b>VENTED MEANS, AFTER THE FULL BOTTLE OF WATER IS ON THE COOLER, PLEASE OPEN BOTH THE HOT AND COLD FAUCETS FOR UP TO 90 SECONDS AND MAKE SURE WATER IS COMING OUT OF BOTH FAUCETS.</b> C) Then plug in the cooler to the power outlet. D) Then turn the hot tank switch to the “ON” Position. <b>ALLOW THE HOT TANK TO BE ON FOR 30 MINUTES BEFORE WITHDRAWING WATER.</b> (Hot tank switch is located at the back of the cooler)
Unit Runs Noisy	a. Ensure that cooler is on flat surface. b. Move the cooler away from other appliances. c. Check for vibration at refrigeration line.
Water Leaking	a. Check that the cold water tank is not overfilled. b. Check for the any leaks in the bottle. c. Check hot water drain cap. d. Check for loose faucet or damaged faucet gasket.