

SECTION 6: 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.

Water Leaks (checking that the drip tray is not full)

- If water dripping from above, first try to replace the water bottle.
- If water leaking (or not bottle related), unplug Dispenser, remove bottle and call 1-800-878-6422 for assistance

Water Not Dispensing

- Ensure Hot/Cold tanks have been primed
- Ensure that the water selection lever is fully depressed
- Ensure all internal tubing is free of any holes, cuts or cracks

Not Cooling

- Optimum cold water temperatures will be reached after 1-2 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 isn't cold, please call 1-800-878-6422 for assistance

No Hot Water

- Optimum hot water temperatures will be reached after 15-20 minutes
- Ensure that the Hot Water Switch (located at the top of the back panel) is turned on (Figure 6-1)



Figure 6-1

- If the water still isn't hot, please call 1-800-878-6422 for assistance

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