

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

- . If water is dripping from POU Assembly water system, shut-off mains water supply valve, press faucet lever, dispense water to release pressure from the water lines and verify tubing is connected properly.
- . If water leaking from above the POU Assembly (or not POU Assembly related), unplug Dispenser, remove bottle and call 1-800-878-6422 (North America sales) or +44(0)-1625-439-111(UK/Europe sales) for assistance

Water Not Dispensing

- . 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™ locking knobs (in top) are securely locked in place.
- . Ensure Hot/Cold tanks have been primed (see section for priming of water system).
- . Ensure POU reservoir is not empty. If empty, ensure water supply valve is turned on, and ensure that the float indicator on top of the storage tank is in the GREEN position. If indicator shows RED, slide the lever forward to reset.
- . Ensure siphon tube does not curl upwards.

No Cooling

- . Optimum cold water temperatures will be reached after several hours of operation.
- . Ensure that the dispenser is at least 4 inches (100mm) from the wall to provide sufficient ventilation.
- . If the water still isn't cold, please call 1-800-878-6422 (North America sales) or +44(0)-1625-439-111(UK/Europe sales) for assistance.

No Hot Water

- . Optimum hot water temperatures will be reached after 15-20 minutes.
- . Ensure that the Hot Water Switch (located behind top right side of bottle access door) is turned on.
- . If the water still isn't hot, please call 1-800-878-6422 (North America sales) or +44(0)-1625-439-111(UK/Europe sales) for assistance.

Dispenser is Noisy

- . Remove the SmartFlo™ cartridge and reinstall it.