



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 present only at base of unit (not dripping from above), first try to replace the water bottle.
- . If water leaking from above the bottle (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 (see section for priming of 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 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 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 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