

PRODUCT SUPPORT TECHNICAL BULLETIN

July 19, 2023

Issue: S4 Slow or No Dispense from Hot Water

Cause:

The tubing from the out port of the hot water solenoid is not fully seated onto the stem of the faucet manifold.

Solution:

Push tubing fully onto faucet manifold.

Process: Approx 15-minute repair.

1. Unplug the unit from the outlet.
2. Remove the front panel on the S4, the top and side panels need to be removed first. If the unit is fixed on a base stand, the bolts that hold the unit onto the stand must be loosened to remove the side panels.
3. Locate the tubing on the out port of the hot dispense solenoid in Fig.1.
4. Following the tubing up to the faucet manifold, notice that the tubing is not fully seated onto the faucet manifold stem, creating a kink in the tubing. Fig. 2.
5. Push tubing fully onto the stem of the faucet manifold, eliminating the kink. NOTE: Tubing will contain hot water, execute this step with care. Fig. 3.
6. Plug unit back into the outlet and dispense hot water to ensure better flow.
7. Reassemble unit.

Fig.1.

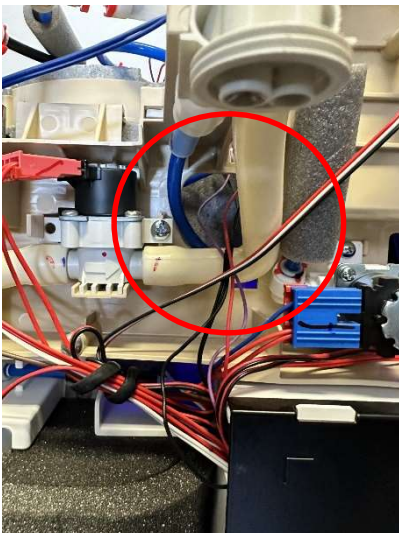


Fig.2.

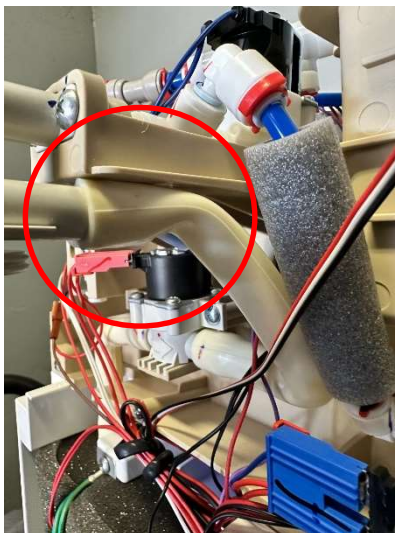


Fig.3.

