

# PRODUCT SUPPORT TECHNICAL BULLETIN

October 17, 2024

## Issue: i14 - Condensation Building on Cold Tank Drain Tube Causing Puddling on Floor Pan

### Symptom:

Unit stops producing water due to the Leak Stop activation. Evidence of a leak is on the floor pan; however, no leak can be found from any of the components or fittings.

### Cause:

Condensation is building up on the Cold Tank Drain Tube to the point that puddling forms on the floor pan of the unit eventually activating the Leak Stop.



### Solution:

Insulate the Cold Tank Drain Tube using existing insulation from the inlet feed line going to the filter bank.

### Process:



Begin by removing the upper and lower front panels of the unit. Locate the Cold Tank Solenoid directly below the PCB and disconnect the green leads to the solenoid.



Using 5/8" silicone tubing, drain the cold tank completely into a bucket by opening the cold tank drain valve circled in RED. The tank will not refill as we disconnected the cold tank solenoid.



Slide the spring clamps off the stem by squeezing the ears of the clamps and disconnect the 1/4" tubing. Remove the cold tank drain tube.



Locate the inlet water line to the filter bank and remove the insulation after the ball valve by simply slipping it off.



Cut off a small section of insulation for the short side of the drain tube as shown above.



Notch out a piece of insulation to allow the insulation to go over the T section of the drain tube then cut a slit in the insulation lengthwise. Work the insulation over the tubing and fix it in place with tape.



Cut off a section of insulation as shown for the longer side of the drain tube. Notch one end of the tubing, as shown, so that it fits in the notch of the smaller piece of insulation then cut a slit on the insulation lengthwise. Work the insulation onto the drain tube and fix with tape. Reinstall the drain tube to the cold tank, ensure the cold drain valve is closed, and reconnect the leads to the Cold Tank Solenoid.

