

TROUBLESHOOTING INDEX

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1. No water or Slow Production (Hot/Cold/Ambient)

Possible Cause	Solution
Check Water Production after Filtration Bank	Ensure water is pushing past the filters. If flow is slow or stopped after filters, one or more filters may be plugged and will need to be replaced. Also check that the booster pump is running. A failed pump could cause very low flow through the filtration system.
Check the Leak Stop	If water gets into the bottom of the system, then the leak stop will shut off the water supply. Drain any water from the leak stop using the plug on the back of the unit. The water line AFTER the leak stop may need to be disconnected then reconnected to break any vacuum that may have developed in the line.
Supply Water Pressure	Check the water pressure into the filter bank and confirm adequate pressure, should be 50-70psi. Ensure the ¼"-turn valve just before the filtration system is open.

2. Hot Water Dispense produces water that is not hot

Possible Reason	Solution
Overload Thermostat Tripped	Locate the Overload Thermostat mounted on the front of the hot tank. Press the red button to manually reset the thermostat and return the hot tank power circuit to normal operation.
Hot Tank Disabled	In the General Setup menu, ensure the Hot Tank option is activated and enabled.

3. Display is unlit, unit not operating

Possible Reason	Solution
Power Cord Disconnected	Ensure the power cable is properly plugged into the wall power outlet.
Tripped GFCI	Reset GFCI outlet.
Screen Connection Error	Check the connection of the main ribbon cable to the UI screen.

4. Dispense operation does not dispense water (any temperature)

Possible Reason	Solution
Touch Screen PCB Failure	Touch Screen PCB may have failed, or become disconnected from touch screen. Check connection.
Dispense Solenoid	If one water selection dispenses and another does not, check corresponding dispense solenoid for failure. Solenoids can sometimes “stick” open and become very hot to the touch. Replace in either case.

5. Cold Water not cold

Possible Reason	Solution
Compressor Issue	If compressor will not engage, or is too hot to touch, contact Technical Support.