SERVICE REQUIREMENTS

⚠ **WARNING!** ***Read and understand the contents of this manual before attempting to service the i14 Ice and Water Dispenser. Failure to follow the instructions in this manual could result in death, serious personal injury, or severe property damage. Only trained and qualified technicians should attempt to install, maintain, or service Wellsys Equipment.***

1. Visually inspect all electrical and water connections for signs of wear or damage.

   ⚠ **DANGER!** ***HIGH VOLTAGE ELECTRICAL HAZARD.*** *Unplug before inspection and service.*

   ⚠ **WARNING!** ***ULTRAVIOLET RADIATION.*** *Protect your skin and eyes against ultraviolet rays. Never look directly at an operating UV light. Disconnect before removing UV Lamp.*

   ⚠ **CAUTION!** ***UV LIGHTS ARE HAZARDOUS.*** *Lamps are considered Hazardous Waste and must be disposed of accordingly. Refer to Product MSDS sheet for details.*

2. Ensure there is adequate (minimum of 5”) clearance around the ***i14 Ice and Water Dispenser*** and clean the condenser grill to provide efficient cooling system operation.

3. Sanitize the unit per instructions in the sanitization procedures.

⚠ **WARNING!** ***SANITIZER MAY CONTAIN HAZARDOUS CHEMICALS.*** *Use of proper personal protective equipment such as rubber gloves and eye protection are required.*

4. Clean and sanitize external surfaces of the ***i14 Ice and Water Dispenser***. Use soap and water or chemicals that are compatible with ABS plastic and will not damage or degrade the product surfaces.

5. Remove and clean the Faucet. Replace as needed.

6. Flush in filters per instructions, and change filters on predetermined schedule, commonly every 12 months for standard filters.

i14 DIAGNOSTIC ERROR CODES

The ***Wellsys i14 Ice and Water Dispenser*** can display error codes on the front panel through LED signals for specific system statuses as well as using the several icons to distinguish certain failures or errors. Below is a breakdown of these status and error codes.

ERROR STATUS	ERROR CAUSE	SOLUTION
"REFILLING WATER" BLINKING	OVER FLOW DETECTED	ENSURE INLET SOLENOID IS WORKING PROPERLY. IF IT IS, REPLACE AMBIENT LEVEL SENSOR
"REFILLING ICE BIN" BLINKING	NO ICE AND NO COLD WATER	UNIT IS NOT PRODUCING ICE OR CHILLING WATER IN THE COLD TANK, REPLACE SURROUNDING TEMP SENSOR.
	COLD WATER LEVEL NOT DETECTED	IF THE COLD WATER SOLENOID IS WORKING CHECK THE COLD WATER LEVEL SENSOR.
	ICE TRAY LOCATION NOT DETECTED	ENSURE ICE TRAY COUPLER IS NOT BROKEN. IF NOT, CHECK MICRO SWITCHES FOR CONTINUITY. CHECK THE MOTOR IS WORKING PROPERLY
	COOLING OPERATION FAILURE	ENSURE CIRCULATION PUMP IS WORKING PROPERLY. REPLACE IF NOT. CHECK COMPRESSOR FOR HIGH HEAT, CALL TECHNICAL SUPPORT.
"REFILLING ICE BIN" & "COLD SELECT" BLINKING	COLD & SURROUNDING TEMP SENSOR FAILURE	REPLACE COLD AND SURROINDING TEMP SENSOR
"COLD SELECT" BLINKING	COLD TEMP SENSOR FAILURE	REPLACE COLD TEMP SENSOR
"AMBIENT WATER SELECT" BLINKING	SURROUNDING TEMP SENSOR FAILURE	REPLACE SURROUNDING TEMP SENSOR
"HOT WATER SELECT" BLINKING	ICE TEMP SENSOR FAILURE	REMOVE ICE TEMP SENSOR (C6 ON PCB)

i14 SELF-DIAGNOSTIC MODE

The ***Wellsys i14 Ice and Water Dispenser*** has a diagnostic mode that can be activated through a specific sequence of sensor activation. This diagnostic mode allows the machine to perform manual checks of several processes and components and give an error signal if it finds anything wrong.

How to Enter Diagnostic Mode

1. Place a container (or two) to catch both dispensed water and ice on the drip tray.

2. Unplug the unit. Reconnect to power.

3. Within 5 minutes of reconnecting to power, ***SIMULTANEOUSLY*** activate the Water Dispense function ***AND*** the Ice Dispense function for 5 seconds. Once 5 seconds has passed, the unit will chime, all LEDs will light, and water and ice will cease dispensing. Diagnostic Mode is now ready.

How to Begin the Diagnostic Function

4. Activate the following functions in order: Ice Dispense (all LEDs will turn off) > Temp Select > Water Dispense > Water Dispense > Water Dispense > Ice Dispense. Step away from the unit so as not to accidentally activate any other functions.

5. The unit will begin the Diagnostic Function for the next 30 seconds.

6. Once the unit completes the Diagnostic Function it will display any blinking error codes. If no errors found, it will only display solid lit LEDs.

7. If any errors are found, address those issues. Refer to the Error Codes section on the previous page. To exit the diagnostic mode, disconnect the unit from power, then reconnect to power.

TROUBLESHOOTING INDEX

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 Wiring Failure	Damage or disconnection of one of several connections in the hot tank circuit. Check all wiring, ensure no connections have arced.

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.
Blown Fuse	Check the Fuse inside the black housing behind the filtration bank. Fuse should be white. If black or gray, fuse has burned. Replace.

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

Possible Reason	Solution
Dispense Capacitive Sensor Failure	Sensor may have failed. Ensure the unit chimes when the sensor is activated. If no chime, this may indicate the sensor has failed and will need to be replaced.
Dispense Solenoid	If the unit chimes when the sensor is activated, check corresponding dispense solenoid for failure. Solenoids can sometimes “stick” open and become very hot to the touch. Replace in either case.

5. Overfill Error (Constant Chime)

Possible Reason	Solution
RO Filtration System Bypass	If the RO filtration system has been bypassed, the delay built into the level sensors in the unit will be overwhelmed and the unit will fill past its full point. Drain some water from the unit and DO NOT bypass the RO filtration system.
Ambient Level Sensor Failure	Check water level in the ambient level sensor. If water is to the top white dot, this will set off the overfill alarm. Investigate why the unit overfilled. If RO system is not bypassed, and flow from the filtration system is normal, replace the ambient level sensor.

6. Cold Water not cold

Possible Reason	Solution
Cold Water Temp Probe Failure	If ice is being produced, but the cold water is not cold, replace the cold water temp probe.
Circulation Pump Failure	If Cold water is not cold AND Ice is not being produced, check that the circulation pump is working and pushing water to the ice tray in the compartment below the ambient tank. Replace if not working correctly.
Ice Tray Rotation Failure (Motor or Coupler)	If Cold water is not cold AND Ice is not being produced BUT the circulation pump is working, check that the tray in the ice-making compartment is rotating. If it is not, determine if the Tray Coupler is broken and replace if it is. If not, check for proper operation of the Tray Motor. Replace if necessary.

7. Ice not being produced

Possible Reason	Solution
Circulation Pump Failure	If Cold water is not cold AND Ice is not being produced, check that the circulation pump is working and pushing water to the ice tray in the compartment below the ambient tank. Replace if not working correctly.
Ice Tray Rotation Failure (Motor or Coupler)	If Cold water is not cold AND Ice is not being produced BUT the circulation pump is working, check that the tray in the ice-making compartment is rotating. If it is not, determine if the Tray Coupler is broken and replace if it is. If not, check for proper operation of the Tray Motor. Replace if necessary.
Compressor and Gas System	If Circulation Pump, and the Ice Tray Motor and Coupler are working properly, check if compressor is operating normally. Check heat levels. Compressor body should be warm to the touch and condenser should also be slight warm. If compressor is extremely hot and condenser is cold, call technical support. If compressor is not running, call technical support.

8. Ice is produced, but does not dispense OR dispenses very slowly

Possible Reason	Solution
Dispense Capacitive Sensor Failure	Ice Dispense Sensor may have failed. Ensure the unit chimes when the sensor is activated. If no chime, this may indicate the sensor has failed and will need to be replaced.
Check Ice Dispense Door Operation	If the unit chimes when the Ice Dispense Sensor is activated, but no ice is dispensed, inspect the Ice Dispense Door for proper operation. Ensure all electrical connections are secure. If Ice Dispense Door mechanism is unresponsive, replace the door unit.
Ice Turntable Failure	If dispense sensor is operating correctly, and dispense door is opening, check that the Ice Turntable inside the unit is turning and pushing ice out of the unit. If unresponsive, call technical support.