

HOT WATER TROUBLESHOOTING INDEX

Hot Water Problems

1. Hot Water is not Hot 85°C ± -15°C (185° +/- 5°)

Also includes related instructions for Disabling Energy Saving Sleep Mode and Resetting the Hot Tank Overload or High Limit Safety

1. Hot Water is not Hot 85°C ± -15°C (185° ± 5° F)


The Hot Temperature set point is 85°C (185°F) and is controlled by a thermostat on the side of the Hot Tank.

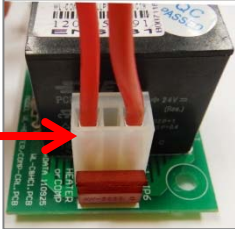
There is a resettable overload or high limit safety above the thermostat on the side of the Hot Tank that will trip to prevent damage to the unit if the tank is dry heated (turned on without water in it).

The *infiniti Water Treatment System* is programmable to make Cold / Ambient water – refer to Disabling Sleep Mode instructions included further below in this Troubleshooting Section.

The *infiniti Water Treatment System* does NOT have Extra Hot capability and the maximum hot temperature is 87°C (189°F).

It typically takes 10 minutes for the 500W to heat the 1.6 Liter (0.4 Gallon) of room temperature (ambient) water to the 85°C (185°F) set point.

Possible Reason	Solution
No power to Heater elements	<p>Check that the Red Heater and Compressor switch is on.</p> <p>Turn Red Heater and Compressor Switch on. <i>I = ON</i></p> 
Is unit in sleep mode?	<p>If no hot water has been dispensed for 3 or more hours, unit goes into sleep mode. Dispense hot water, wait 5 minutes, check temperature.</p> <p>If unit still does not heat proceed to “No power to Heater elements” below.</p> <p><u>If unit does heat but you would like to Disable Sleep Mode, refer to the instructions included further below in this Troubleshooting Section</u></p>

<p>Hot Tank Overload Tripped</p> <p><i>Overload is a safety feature to ensure the tank does not overheat.</i></p>	<p>Overload will “click” when pushed. The overload is automatically reset when pressed.</p> <p><u>See Resetting the Hot Tank Overload or High Limit Safety Instructions that are included further below in this Troubleshooting Section</u></p>
<p>Energy Saver PCB Relay Board Connector Bad</p>	<p>Inspect connector for discoloration. If there is no discoloration, contact Waterlogic Technical Department.</p> 
<p>Thermostat or overload “open” on Hot Tank</p>	<p>Turn Power off. Check OHM’s resistance across terminals on each Thermostat and Overload separately.</p> <p>Good components will indicate a closed circuit or zero OHM’s on the meter.</p> <p>Replace components as necessary.</p>
<p>Loose or improperly connected wire(s) to the heating element / Hot Tank.</p>	<p>Visually inspect wire leads going to the Hot Tank; confirm proper connections to the heating elements.</p> <p>Hot Tank life is 3-5 years depending on usage, depending on usage.</p> <p><i>*Typically, dealers swap out the Hot Tank at site, take back to the shop to repair.</i></p>
<p>Heating Coil Not Working</p>	<p>Turn Power off; Drain Hot Tank; Use multi-meter to check Heater element for approximately 26 OHM’s resistance.</p> <p>Hot Tank must be empty if you are checking for continuity.</p> <p>Replace Hot Tank as necessary.</p>
<p>Improper Jumper Settings</p>	<p>The unit has been changed to a cold/ambient setting (JP9 has been moved from Pin 1 and Pin 2).</p> <p>Verify that Jumper Pins are located properly for Hot Water Option.</p> <p><u>See Changing Hot Water Mode to Ambient Water Instructions included further below in this Troubleshooting Section</u></p>







PROGRAMMING “DISABLING ENERGY SAVING SLEEP MODE”

Infiniti Water Treatment System comes programmed to Energy Saver Mode. To turn off the Energy Saving Mode, move the Jumper on CH6 from Pins 1-2 to Pins 2-3

<p>Display PCB – P/N EN-0033-L00-00</p>	<p>Pin Numbers</p>	<p>Jumper Pin Part Number EN-6082 WLCP PN 20-1005</p>
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<p><i>Infiniti</i> is programmed in Energy Saving Mode from the factory</p> <p>Jumper Pin Position – Pin 1 and 2</p>	
<p>Turn off Energy Saving Mode</p> <p>Jump Pin Position – Pin 2 and 3</p>	

RESETTING THE HOT TANK OVERLOAD OR HIGH LIMIT SAFETY

1.	Red Heater and Power Switch must be in the off position <i>O=OFF</i>	
2.	Unplug the Power Cord from rear of unit.	
3.	Locate the Hot Tank Overload with Manual Reset. <div style="display: flex; justify-content: center; align-items: center;">    </div> <p style="text-align: center;">Overload with Manual reset - 221°F (105°C) WLCN PN 12-1360 – Factory P/N HT-3012</p>	
4.	Depress the Red Hot Tank Overload Button	
5.	Plug in the Power Cord.	
6.	Make sure the hot and cold tanks are filled with water BEFORE turning on the Red Heater and Power Switch.	
7.	Turn the Red Heater and Power Switch On <i>I = ON</i>	
8.	Verify the <i>infiniti Water Treatment System</i> is fully operational before installing it at the customers' site.	