

DISPENSE TROUBLESHOOTING INDEX

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1. Dispensing won't stop when not holding the Dispensing Button

Possible Cause	Solution
PCB Failure	Inspect main PCB, replace if necessary.
Dispense Button Failure	Inspect dispense switch and connection to PCB
Debris in Solenoid	Inspect 4-solenoid dispensing bank.

2. Water does not Dispense from Unit

Possible Cause	Solution
Closed Water Supply Valve	Ensure the water supply valve is open.
Unit is not properly plugged into power	Check electrical connection. Check for blown circuit breaker. Check for blown fuse.
Water is present in the bottom tray, triggering the leak detection alarm.	Ensure bottom tray is dry. If water is present, drain water from Leak Detector basin to allow water to flow again.
Exhausted/Plugged Filter	Inspect Filters and replace as needed.

3. Steady Drip out of Faucet

Possible Cause	Solution
Debris in Solenoid	Inspect all of the 4 dispensing solenoids and clean/flush as needed.
Hot Tank scale buildup	Descale the hot tank.

4. Irregular/Intermittent Dispensing

Possible Cause	Solution
Loose or bad connection from solenoid to PCB	Check to make sure this connection is made properly and tight.
Solenoid	Solenoid may have debris keeping it from closing completely. Check for obstruction and clear/flush as needed.
Dispense button is broken/damaged	Inspect Dispense switch for damage and power.

5. Small amount of water periodically dispenses from the faucet automatically

Possible Cause	Solution
Solenoid Malfunction	Inspect Dispensing Solenoids for proper function. Replace as necessary.

6. Low Flow of water

Possible Cause	Solution
Tanks close to empty	Give the tanks time to refill.
Carbonator pump failure	If low flow of only sparkling water, check carbonator pump for proper operation.
Filter failure/plugging	Filters that have failed or are plugged will create large pressure drop across them. Replace filters as needed.
Restrictions	Ensure flow path is unrestricted due to blockages, malfunctioning valves, etc.

7. Dispenses Hot and Cold/ Hot and Ambient Water at the same time

Possible Cause	Solution
Hot, Cold, or Ambient Solenoid Malfunction	Check all three solenoids for proper function.