DISPENSING TROUBLESHOOTING INDEX

1. Hot Water flows, Cold Water does not flow.

Possible Reason	Solution
Cold Tank Frozen	Disconnect power supply for one hour to allow tank to defrost. Flush the cold water system. Check that the cold thermostat settings are correct Cold Water Temperature - Factory Set Point 41° - 5°C Adjustable 1.1°- 12.2°C (34°F - 54°F)
Mechanical Water Outlet Faucet Valve	Check that the mechanical water outlet faucet valve is operating correctly and that water flows through it.

2. Cold Water Flows, Hot Water does not flow.

Possible Reason	Solution
No Hot Water	Verify the pipes feeding the Hot Water Tank. Check that the mechanical water outlet faucet valve is operating and the water flows through it.

3. Low Flow of Water – Rated Service Flow is 1.89 Liters (0.5 gallons) per Minute

Possible Reason	Solution
Determine Flow of Water	**Rated Flow Rate is 1.89 Liters (0.5 gallons) per minute**. Check flow rate by dispensing into a container to measure for one minute and measure the amount of water that was dispensed.
Feed Lines too small	Feed lines can restrict flow if run long distances from the supply. It may be necessary to increase the supply line (e.g., use 3/8" feed line vs. ¼".
Elbows and turns in the feed line	Minimize elbows and turns in the feed line.
Filters	Filters with high pressure drop due to fouling or just by design. Change filters more frequently or go to higher micron size filter for local water conditions.
Restrictions	Follow flow path to ensure there are no undiscovered restrictions due to debris or malfunctioning valves, including the supply valve at the source.
Booster Pump	Add a booster pump to the supply line if the feed is slower than needed.

4. Restricted Flow of Hot Water

Possible Reason	Solution
Partially closed water supply valve to the unit.	Open water supply valve.
Hot Tank outlet hole is scaled over.	Descale Tank. **See Hot Tank Descaling Instructions that are included further below in this Troubleshooting Section.** See instructional video on the Partner Area of the Waterlogic.com website for more information. See instructional video on the Partner Area of the Waterlogic.com website for more information.
Tubing is creased or has a "kink" in it.	Inspect and replace tubing as necessary.
Faucet nipple screen mesh has obstruction(s)	Unscrew faucet nipple from faucet and remove any obstruction(s) from screen mesh.
Exhausted Filter	Replace the Filter
Solenoid connection to the Display PCB	Turn power off; unplug the unit and visually inspect solenoid connections into the Display PCB. Verify the soldering points on connections are secure into the board. Remove the PCB to inspect the front of the board.
Solenoid Valve is Malfunctioning	Inspect valve components for proper function. Replace as necessary.

5. No Water Will Dispense from Unit

Possible Reason	Solution
Too much water pressure. Recommend 40 to 60 psi for the ***WL270 Water Treatment System*** to operate properly.	The correct input water pressure is critical to the performance of the unit to allow solenoids to open. Check water pressure at the inlet bulkhead with a water pressure gauge. Additional method of verification is to turn off water to unit and press the dispense button. Does the solenoid open without water pressure to the unit? Listen for solenoid to activate, not button "click". Adjust water pressure to 40-60 psi.
Closed water supply valve	Open the water supply valve.
The unit is not properly plugged into electrical outlet	Check electrical outlet connection, or for blown circuit breaker.
Red Heater and Compressor button on unit is in the off position	Turn Red Heater and Compressor switch on. *I = ON* 
Fuse Blown	Replace the Fuse as needed.
Water is present in the bottom tray, causing the leak detection to trigger.	Remove the top cover and front panel. Tip the unit slightly to drain, dry bottom tray completely.
Exhausted Filter / Membrane	Replace filters / membrane as needed.

6. Small Amount of Water Periodically Dispenses from Faucet Automatically

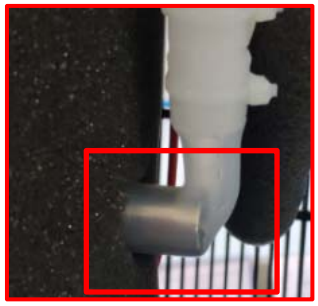
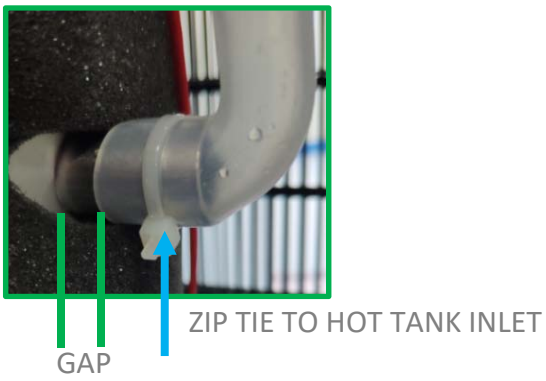
Possible Reason	Solution
Too much water pressure. Recommend 40 to 60 psi for the ***WL270 Water Treatment System*** to operate properly.	The correct input water pressure is critical to the performance of the unit to allow solenoids to open. Check water pressure at the inlet bulkhead with a water pressure gauge. Additional method of verification is to turn off water to unit and press the dispense button. Does the solenoid open without water pressure to the unit? Listen for solenoid to activate, not button "click". Adjust water pressure to 40-60 psi.
Obstruction in solenoid housing is preventing proper sealing of component.	**Drain unit according to Drain Instructions that are included further below in this Troubleshooting Section.** Remove Reservoir Tank Open Faucet Housing and check for Debris. Put faucet back together, replace reservoir and fill unit. If faucet continues to drip, replace the faucet.

7. Dispense Buttons Stick

Possible Reason	Solution
Dirt or Foreign material is filling the gap around the push-buttons.	Inspect the push buttons and clean surrounding area. Inspect faucet assembly inside the unit and clean as necessary.

8. Water Leaks

Most leaks will be detected by the internal ***WL270 Water Treatment System*** leak detection system that will trigger or turn off the inlet solenoid valve.

Possible Reason	Solution
Pinhole in Hot Tank Inlet Silicon Elbow from excessive stretching. Excessive Stretch **REPLACE** 	Inspect Hot Tank Inlet Silicon Elbow – Part Number 19-2065 (AK-0067-NWS) for excessive stretch which can potentially leak. If excessive stretch exists, replace. Guidance to Replace Hot Tank Inlet Silicon Elbow 1. Install with a gap between the silicon elbow and hot tank. 2. Zip tie silicon elbow to Hot Tank Inlet.  There should be no stretching of silicon elbow.
Isolate the supply and start normal fault-finding procedures.	

HOT TANK DESCALING INSTRUCTIONS

The Hot Tank requires removal of mineral deposits (descaling) on a regular basis. Typically descaling should take place every 6 to 12 months to preserve the long-term health of your unit.

Use non-toxic cleaner such as ScaleKleen, DEZCAL, 20% Citric Acid Solution, or Undiluted Vinegar Solution to remove mineral deposits as directed by the manufacturer depending upon filtration and local water conditions.

Descaling is an important process that removes calcium deposits, or scale, that can build up inside a tank over time. Calcium and scale is non-toxic but left unattended will hinder your unit's performance.

⚠ **WARNING!** ***PERSONAL PROTECTIVE EQUIPMENT REQUIRED.*** *Always ensure proper ventilation and use rubber or nitrile gloves and eye protection when using chemicals. Refer to Material Safety Data Sheet for specific requirements of each product.*

⚠ **CAUTION!** ***STAINLESS STEEL TANK DESCALING.***
The Hot Tank is made from stainless steel. Ensure descaling solution is compatible with stainless and always flush the unit completely. Dispose in an environmentally safe manner.

Materials Needed:

- Personal Protective Equipment. Rubber or Nitrile Safety Gloves and Protective Eyewear
- Phillips Screwdriver
- Temperature Gauge
- Water Pitcher or Container to collect water from the faucet
- 5-gallon container or drain basin
- Citric Acid Based Cleaner
- ¼" Plastic Tubing, at least 4 feet in length, and assorted ¼" quick connect fittings
- Sanitizing Cartridge
- Food Coloring

1. Check to ensure that the Red Heater and Compressor Power Switch is the *O=OFF* position.

NOTE: Switches have internal LED that illuminates when placed in I=ON position.

2. Turn off the water supply and unplug the unit.

3. Remove top Cover

4. Remove Reservoir Lid

5. Remove Hot Tank Drain cap on back of unit and allow all water to drain from unit.

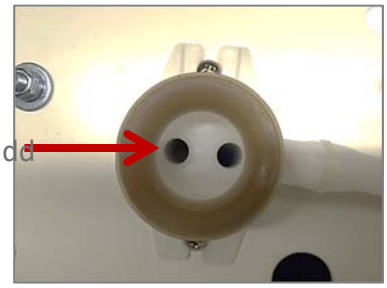
6. When unit has finished draining, replace Hot Tank drain cap.

7. Remove reservoir from unit.

8. Mix descaler per instructions.

9. Add descaling mixture to the Hot Tank through the Hot Tank fill portal located in the water inlet port.

Hot Tank fill portal to add descaling mixture to.



10. Replace reservoir.

11. Turn on water supply and plug in unit.

12. Allow reservoir to fill.

13. Turn on the Red Heater and Compressor Power Switch. *I=ON* position.

14. Allow descaling mixture to remain in Hot Tank for 15 minutes (exposure time may be affected by local water conditions).

15. Flush unit until all descaler is removed.

⚠ **WARNING!** ***HOT WATER HAZARD.*** *Unit Produces Very Hot Water and Steam. Always use insulated and chemically compatible containers and let unit cool down before draining the Hot Tank to avoid injury.*

⚠ **CAUTION!** ***MUST REPLACE HOT TANK 3-5 YEARS DEPENDING ON USAGE.*** *The Hot Tank and its controls must be replaced a minimum of every 3-5 years depending on usage to ensure efficient and dependable operation.*

⚠ **WARNING!** ***REINSTALL ALL PANELS AND COVERS.*** *Always reinstall all panels, protective covers, and fasteners after servicing equipment. Failure to do so could result in severe personal injury and will void the certifications and warranty of the equipment.*

WL270 DRAINING INSTRUCTIONS

Drain the ***WL270*** Water ***Treatment System*** for transportation.

⚠ **WARNING!** ***STORE UNIT EMPTY. ALWAYS SANITIZE BEFORE REUSE.***
The unit must be completely drained and sealed before storing to avoid stagnation and reduce microbial growth).

Prior to draining the Hot Tank, turn off the Red Heater and Compressor Power Switch *O = OFF*, and dispense 2 liters of hot water from the machine. As hot water is dispensed from the faucet of the unit, colder water will be introduced into the Hot Tank. Since the Red Power switch is turned off, the heater will not energize and heat the incoming tap water. Following this precaution prevents exposing personnel and equipment (drains, catch basin, etc.) to scalding hot water.

Disable Cold and Hot Tanks

1. Turn off the Red Heater and Compressor Power Switch to disable the heater and compressor.
2. Dispense 2 liters of water through the Hot Tank to cool the water temperature in the Hot Tank and avoid burns.

⚠ **WARNING!** ***HOT WATER CAN BURN OR SCALD.***
Hot water should be dispensed carefully into insulated container to avoid injury.

Turn off Water Supply and Bleed Water Pressure

3. Isolate the unit from feed water by turning off the supply.
4. Dispense cold still water to relieve any pressure built up in the system.
5. Remove the water supply line from the hose adaptor.

Drain the Cold Water Tank and Circuit

6. Remove Hose Adaptor.
7. Remove Drain Caps located on back of unit.
8. After unit drains, replace drain caps.