

## DISPENSING TROUBLESHOOTING INDEX

1. Hot Water flow, Cold Water does not flow
2. Cold Water flows, Hot Water does not flow
3. Low Flow of Water
4. Restricted Flow of Hot Water
5. No Water Will Dispense from Unit
6. Small Amount of Water Periodically Dispenses from Faucet Automatically
7. Dispense Buttons Stick
8. Water Leaks

*Included in this section are the Draining Instructions.*

### 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 thermistor settings are correct Cold-Water Temperature  Factory Set Point 5°C (41°F)  Adjustable 3°- 7°C (37°F - 45°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	<p>Verify the pipes feeding the Hot Water Tank.</p> <p>Check that the mechanical water outlet faucet valve is operating and the water flows through it.</p>

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

Possible Reason	Solution
Determine Flow of Water	<p><b>Rated Flow Rate is 1.89 Liters (0.5 gallons) per minute.</b></p> <p>Check flow rate by dispensing into a container to measure for one minute and measure the amount of water that was dispensed.</p>
Feed Lines too small	<p>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. 1/4").</p>
Elbows and turns in the feed line	<p>Minimize elbows and turns in the feed line.</p>
Filters	<p>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.</p>
Restrictions	<p>Follow flow path to ensure there are no undiscovered restrictions due to debris or malfunctioning valves, including the supply valve at the source.</p>
Booster Pump	<p>Add a booster pump to the supply line if the feed is slower than needed.</p>

#### 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.  <b><u>See Hot Tank Descaling Instructions that are included further below in this Troubleshooting Section.</u></b>
Feed lines restricted	Feed lines can restrict flow if run long distances from the supply and it may be necessary to increase the supply line size (e.g., use 3/8" vs. 1/4")
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 <b>WL290 Water Treatment System</b> 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>I = ON</i>
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 <b>WL290 Water Treatment System</b> to operate properly.	<p>The correct input water pressure is critical to the performance of the unit to allow solenoids to open.</p> <p>Check water pressure at the inlet bulkhead with a water pressure gauge.</p> <p>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”.</p> <p>Adjust water pressure to 40-60 psi.</p>
Obstruction in solenoid housing is preventing proper sealing of component.	<p><b><u>Drain unit according to Drain Instructions that are included further below in this Troubleshooting Section.</u></b></p> <p>Remove Reservoir Tank</p> <p>Open Faucet Housing and check for Debris.</p> <p>Put faucet back together, replace reservoir and fill unit. If faucet continues to drip, replace the faucet.</p>

## 7. Dispense Buttons Stick

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

## 8. Water Leaks

Possible Reason	Solution
Water Leak	<p>Most leaks will be detected by the internal <b>WL290 Water Treatment System</b> leak detection system that will trigger or turn off the inlet solenoid valve.</p> <p>Isolate the supply and start normal fault-finding procedures.</p>

## **DRAINING INSTRUCTIONS**

Drain the **WL290** 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 both Drain Caps located on back of unit.
8. After unit drains, replace drain caps.