

## HOT WATER TROUBLESHOOTING INDEX


### 1. Hot Water is not Hot 87°± 5°C (189°± 15°F)

*Also includes related instructions for:*

- *Disabling Energy Star Sleep Mode*
- *Resetting the Hot Tank Overload or High Safety Limit*

### **1. Hot Water is not Hot 87°C± 5°C (189°F ± 15°F)**

The Hot temperature set point is 87°± 5°C (189°± 15°F) and is controlled by a Thermostat on the side of the 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 Hot Tank is dry heated (turned on without water in it). It typically takes 10 minutes for the 500W to heat the 1.6 Liter of room temperature (ambient) water to the 189°F set point.

Possible Reason	Solution
Is unit in Energy Star Sleep Mode?	<p>If no 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><b><u>*If unit does not heat but you would like to Disable Energy Star Sleep Mode - see instructions included further below in this Troubleshooting Section.</u></b></p>
No Power	<p>Check that the Green Heater &amp; Compressor switch is on. </p> <p>Turn Green Heater &amp; Compressor Switch on.</p> <p><i>I = ON</i></p>
Overload Tripped <i>Overload is a safety feature to ensure the tank does not overheat.</i>	<p>Overload will “click” when pushed. The overload is automatically reset when pressed.</p> <p><b><u>*See Overload Reset Instructions that are included further below in this Troubleshooting Section.</u></b></p>
Thermostat or overload “open” on Hot Tank	<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>
Heating Coil Not Heating	<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>
Loose or improperly connected wire(s) to the Heating Element / Hot Tank.	<p>Visually inspect wire leads going to the hot tank; confirm proper connections to the heating elements.</p> <p>Hot tank life is expected to be 3-5 years, depending on usage.</p>

## DISABLING ENERGY SAVING SLEEP MODE

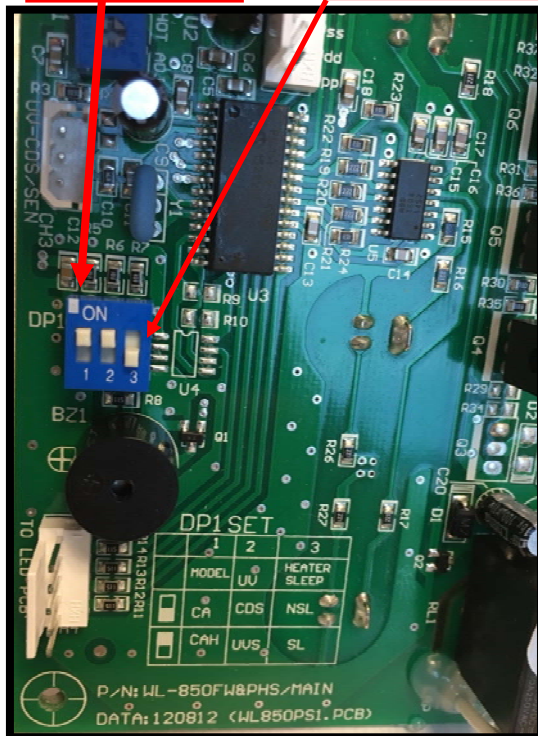
All **WL380 Water Treatment Systems** come from the factory with Energy Saving Sleep Mode enabled to meet the Energy Star Certification requirements. Energy Saving Sleep Mode disables the heater circuit if the unit has not been used for a continuous 3-hour period.

Selecting any button "wakes up" the **WL380 Water Treatment System** and turns the heater circuit back on. The hot tank will typically take less than 10 minutes to heat the water from ambient to the 87°C (189°F) set point.

Unplug Power Cord and remove Top Cover to access front Printed Circuit Board (PCB). Pin 3 on Dip Switch 1 (DP1) controls Energy Saver or Heater Sleep Mode on the WL380.

**Dip Switch 1  
(DP1)**

**Energy Saver (Heater Sleep) is controlled by Pin 3  
Shown in below in the lower NSL (No Sleep) Position  
= Energy Saver OFF = Heater Enabled All the Time**



### Energy Saver Mode (Heater Sleep)




Unit comes set with **energy saver or heater sleep mode enabled (SL)**. Heater will be disabled after 3 hours of machine inactivity (no icons selected). Turn Energy Saver off by moving pin 3 on DP1 located on front printed circuit board (PCB) to the down NSL (No Sleep) position.

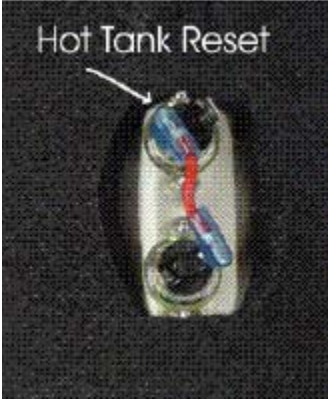

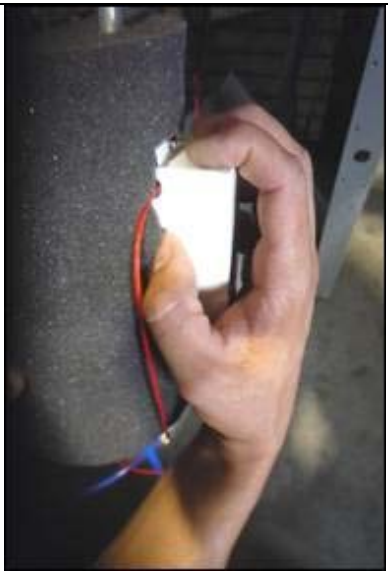

**Ensure DP1 Pin 1 is up in the CAH position or heater will be disabled.**

### Cold, Ambient, Hot (CAH) or Cold, Ambient (CA)

WL380 hot water function can be disabled and the unit converted from a **Cold, Ambient, Hot, Extra-Hot (CHA)** to a Cold and Ambient (CA) only by moving pin 1 on dip switch 1 (DP1) located on front printed circuit board (PCB) to CA position.

## RESETTING THE HOT TANK OVERLOAD OR HIGH LIMIT SAFETY

1.	<p>Green Compressor/Heater Switch must be in the <i>O=OFF</i> position</p> <div style="text-align: right;">  </div>
2.	<p>Unplug the Power Cord from rear of unit.</p>
3.	<p>Remove the Lower Front Panel of unit by removing the Phillips head screws underneath the Lower Front Panel.</p>
4.	<p>Locate the Protective Metal Box on the rear of the hot tank. As you look through the condenser coils on the rear of the unit, you will see the Hot Tank located on the right-hand side.</p> <div style="text-align: right;">  </div>
5.	<p>From the front of the Water Treatment System, reach up behind the hot tank and take hold of the protective metal box covering the thermostat and overload on the hot tank.</p> <p>There are nuts that secure the Protective Metal Box to the Hot Tank, which are loose enough to allow you to remove the Protective Metal Box.</p> <p>If the nuts on the metal box are too tight, loosen the nuts securing the Hot Tank to the upper base of the <b>WL380 Water Treatment System</b> unit and lower the Hot Tank so you can remove the Protective Metal Box.</p> <div style="text-align: right;">  </div>

<p>6.</p>	<p><i>For demonstrative purposes, photos below have lowered the Hot Tank from the WL380 Water Treatment System.</i></p> <p>Press the reset button</p> 	
<p>7.</p>	<p>Reattach the Protective Metal Box by depressing the top flap of the Protective Metal Box so it snaps back into its original position on the hot tank.</p>	
<p>8.</p>	<p>Replace the Lower Front Panel.</p>	
<p>9.</p>	<p>Plug in the Power Cord.</p>	
<p>10.</p>	<p>Turn on the Green Compressor/Heater Switch <i>I=ON</i> position</p> <p><b>The Hot and Cold tanks must be filled with water BEFORE turning on the Green Heater and Compressor Switch.</b></p>	
<p>11.</p>	<p>Verify the cooler is fully operational before installing it at the customers' site.</p>	