

## HOT WATER TROUBLESHOOTING INDEX

### Hot Water Problems

1. Hot Water is not Hot 85°C +/- 15°C (185°F +/- 5°F)
2. Hot Water Icon blinks and audible alarm sounds

*Also includes related instructions for Resetting the Hot Tank Overload or High Limit Safety*

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

**NOTE:** The Hot temperature set point is 85°C +/- 15°C (185°F +/- 5° 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 tank that will trip to prevent damage to the unit if the tank is dry heated (turned on without water in it).

It typically takes 10 minutes for the 500W to heat the 1.5 Liter of room temperature (ambient) water to the 85°C (185°F) set point.

Possible Reason	Solution
No power to heater elements	Check that the Green Heater and Compressor switch is on.  Turn Green Heater and Compressor Switch on. <i>I = ON</i> 
Hot Tank Overload Tripped	Overload will “click” when pushed. The overload is automatically reset when pressed.
Thermostat or overload “open” on Hot Tank	Turn Power off. Check OHM’s resistance across terminals on each Thermostat and Overload separately. Good components will indicate a closed circuit or “0.00” OHM’s on the meter. Replace components as necessary.
Heating Coil Not Working	Turn Power off; Drain hot tank; Use multi-meter to check heater element for approximately 26 OHM’s resistance. Hot Tank must be empty if you are checking for continuity. Replace Hot Tank as necessary.
Loose or improperly connected wire(s) to the Heating Element / Hot Tank.	Visually inspect wire leads going to the hot tank; confirm proper connections to the heating elements. Hot tank life is 3-5 years, depending on usage.

## 2. Hot Water Icon blinks and audible alarm sounds

Possible Reason	Solution
Temperature has risen too fast in the hot tank and ROR protocols have been activated	Usual indication that hot tank is dry heating (no water in hot tank). Unplug machine from power to reset alarm. Reconnect to power and turn off the green switch to power down the compressor and heater. Attempt to dispense water from the hot tank. Once water flows, turn the green switch back on.
Hot Tank Overload Tripped	Overload will “click” when pushed. The overload is automatically reset when pressed.