

## **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, <b><u>replace</u></b> if necessary.
Dispense switch Failure	Inspect dispense switch and connection to PCB
Debris in Solenoid	Inspect 3-solenoid dispensing bank.
Dispensing Button Boot Stuck	Check button boot for dirt/sticky spills. Clean if sticking. Inspect and clear any obstructions.

## **2. Water does not Dispense from Unit**

<b>Possible Cause</b>	<b>Solution</b>
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 valve.	Ensure bottom tray is dry. If water is present drain water from Leak Detection solenoid basin to allow water to flow again.
Exhausted/Plugged Filter	Inspect Filters and replace as needed.

## **3. Steady Drip out of Faucet**

<b>Possible Cause</b>	<b>Solution</b>
Debris in Solenoid	Inspect all of the three dispensing solenoids and clean/flush as needed.

## **4. Irregular/Intermittent Dispensing**

<b>Possible Cause</b>	<b>Solution</b>
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 switch 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.
Booster pump failure	If low flow of only hot water, check booster 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.

### 8. Desired Water Temperature Cannot be Selected

Possible Cause	Solution
Exhausted Filter	Replace filter as needed.
Water in Chilling/Heating process	Water tank for specific temperature is in the process of chilling/heating the water to set temperature.
Water Level Sensor Failure	Inspect the Cold or Ambient Water Level Sensor for proper function and connection to PCB.