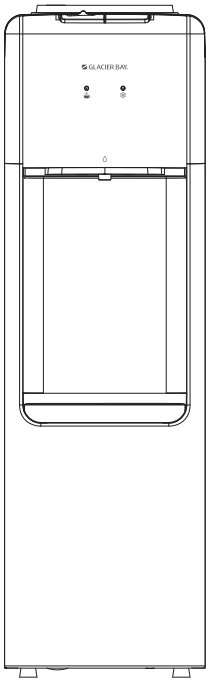
GLACIER BAY®

Item # 1014 041 415
Model #BY575

TROUBLESHOOTING



Questions, problems, missing parts?
Before returning to the store, call Glacier Bay Customer Service
8 a.m. - 7 p.m., EST, Monday - Friday, 9 a.m. - 6 p.m., EST, Saturday

1-855-HD-GLACIER (1-855-434-5224)

HOMEDEPOT.COM

THANK YOU

We appreciate the trust and confidence you have placed in water dispenser through the purchase of this high efficiency water dispenser. We strive to continually create quality products designed to enhance your home. Visit us online to see our full line of products available for your home improvement needs. Thank you for choosing Glacier Bay!

Problem	Solution
No water is dispensing from the spout	□ Make sure that the bottle is not empty. If so, replace it. □ Ensure the bottle seal is removed completely. □ Allow 10 minutes for the water tanks to fill up after replacing the bottle water. □ Press and hold the water buttons for 30 seconds until water begins to flow. □ Make sure that you fully press the water controls.
Water dispensed is not cold	□ Make sure the dispenser stands upright for 24 hours before connecting to the a working outlet. □ Make sure the back of the dispenser is 4" away from the wall and there is free airflow on all 4 sides of the dispenser, do not expose to direct sunlight. □ Make sure the green switch on the back of the dispenser is ON. □ It takes up to one hour after setup to dispense cold water. □ Make sure blue indicator for Cold Water is OFF. □ Make sure the condenser on the back of the dispenser is clean. If covered with dust, please unplug the power supply, wipe the condenser with a dry towel and then plug it in again. □ Over consumption of cold water in short time, wait for cooling to complete.(Blue light change from steady-on to off)
Water dispensed is not hot	□ Make sure the power cord is properly connected to a working outlet. □ Make sure dispense out water from hot faucet before turn on heating switch. If so, turn off heating switch, press and hold hot faucet for 30 seconds until water out. and allow the dispenser to rest for 30 minutes and then turn on heat switch again. □ Make sure red switch on back of dispenser is ON. □ It takes 20 minutes after setup to dispense hot water. □ Heating not complete or over consumption of hot water in short time, wait for heating to complete. (Red light change from steady on to off)
Dispenser is noisy	□ Make sure the dispenser is placed on a level ground. Leveling the dispenser by adjusting the adjustable feet if needed. □ Make sure the dispenser stands upright for 24 hours before connecting to the power source. □ Make sure there is free airflow on all 4 sides of the dispenser. □ The heating element and the compressor may cause some noise in working condition.
Water is leaking in the unit	□ Replace with a new bottle of water. □ Ensure the bottle is installed correctly. □ Check to see if the bottle is cracked or broken. If so, replace the bottle. □ Check if the drip tray is full. If so, please empty the drip tray. □ Make sure the button is not stuck in the ON position and has moved back to the OFF position.
Water tastes bad	□ Drain the water from the reservoirs and replace the bottle with a fresh one. □ Clean the dispenser per the Proper Care & Cleaning instructions.

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Retain this manual for future use.