

TROUBLESHOOTING

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.
- Please refer to Page 10 of the installation manual to adjust cold water thermostat on the back of dispenser, to adjust the cold water temperature

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 30seconds 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
- Make sure the red indicator for hot water is 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

- 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.

Night Light is NOT Working

- Make sure the power cord is properly connected to a working outlet.
- Make sure nightlight switch on the back of the dispenser is ON.