



Troubleshooting Guide

For Instant Hot Water Dispensers

Water is not hot enough/No hot water

Causes • Solutions

- **No power:**

1. Check electrical plug is fully inserted in outlet.
2. Test outlet for power.
3. If plug is connected and power to outlet is working, REPLACE TANK.

- **Thermostat needs adjusting:**

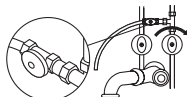
1. Turn thermostat up one notch, draw 2 cups of water, and wait 10 minutes.
2. Test temperature of water at faucet.
3. If not hot, REPLACE TANK.

Water flow has slowed or stopped

Causes • Solutions (Minimum of 30 PSI Required)

- **Water supply valve not fully opened or plugged:**

1. Open water supply valve fully.
2. Open and fully close saddle valve.
3. For units installed with filtration, check to see if the filter cartridge is properly inserted or needs replacement.



- **Bent or kinked tubing below sink:**

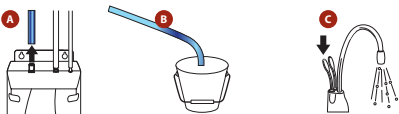
1. Remove aerator.
2. Check water flow from faucet. (For HC models check both hot & cold sides).
3. Inspect and straighten any bent or kinked tubes below sink.

- **Clogged faucet aerator:**

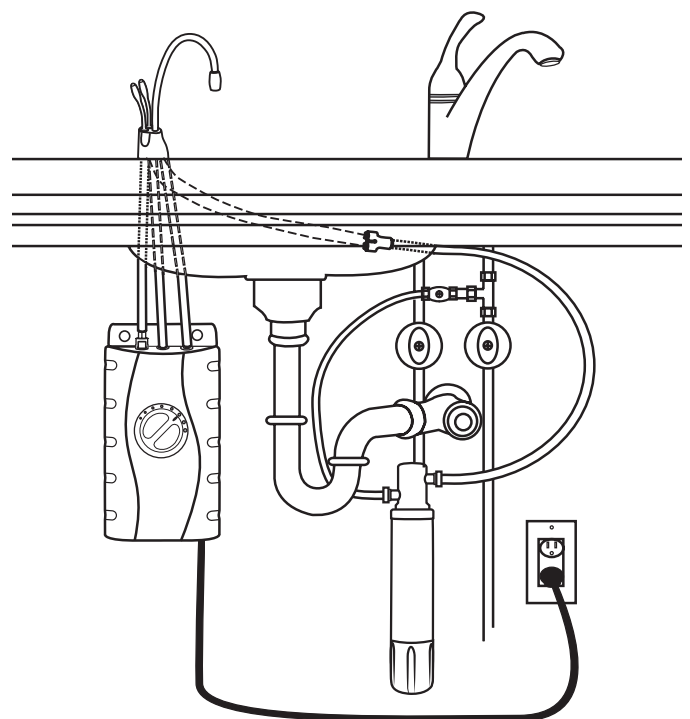
1. Unscrew the aerator in a counter clockwise direction.
2. Inspect aerator.
3. Flush until clean.



- **Obstruction in tank inlet or faucet assembly:**



- A. Disconnect inlet fitting (blue tube) from tank.
- B. Position tube over a bucket to capture water. Depress hot side handle.
- C. A weak hot side flow indicates an obstruction/restriction in faucet. REPLACE FAUCET. A strong flow indicates a tank inlet-fitting blockage. REPLACE TANK.



Water under sink

Causes • Solutions

- **Other plumbing connections:**

- Check all other plumbing under sink including faucet assembly.

- **Loose connections on tank:**

1. Check water supply lines, filter, adapter, and tank connections.
2. Tighten connections and/or replace parts as needed.

- **Loose drain screw:**

- Tighten drain screw (if equipped). If still leaking, REPLACE TANK.

- **Leaking faucet:**

- Check faucet connection below sink and tighten. If still leaking, REPLACE FAUCET.

- **Leaking tank:**

- REPLACE TANK.

Water dripping from faucet assembly spout or vent

Causes • Solutions

• Low water pressure:

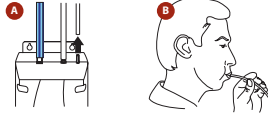
- Check pressure. (Minimum of 30 PSI required).
Note: If used with reverse osmosis (RO) systems, bypassing the system may be necessary.

• Tubing too long:

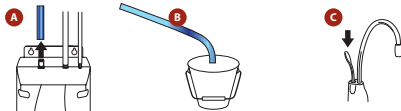
- Maximum distance between tank and faucet should not exceed 16 inches.

• Faucet vent path blocked:

- Disconnect vent tube from tank.
- Blow air through vent tube, ensuring no obstruction. If vent tube is obstructed, REPLACE FAUCET.



• Faucet valve leaking (HOT MODELS ONLY):



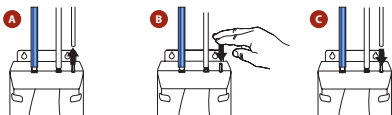
- Disconnect inlet fitting (blue tube) from tank.
- Position blue tube over bucket to capture water.
- Quickly turn hot water on and off with faucet several times.
- If blue tube continues to drip, REPLACE FAUCET.

• Faucet valve leaking (HOT/COOL MODELS):



- Repeat same steps as above for hot side. Follow steps below for cool side.
- Position blue tube over bucket to capture water.
- If water continues to drip from faucet, quickly turn cool side water on and off with faucet several times.
- If spout continues to drip, REPLACE FAUCET.

• Tank not getting air:



- Immediately after thermostat shuts off, disconnect vent tube from tank and turn hot side water on.
- Place finger over tank vent stem. Suction should be felt at vent tube.
- Turn hot side water off and reconnect tank vent tube if suction is strong.
- If there is no suction of the tank vent, REPLACE TANK.

• Water comes up vent while dispensing Cold Water (Hot/Cool models only):

- REPLACE FAUCET.

Tank makes noise

Causes • Solutions

• Water heating in tank:

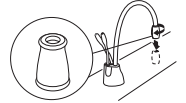
- Normal operation.

Irregular flow of water while dispensing

Causes • Solutions

• Clogged faucet aerator:

- Unscrew the aerator in a counter clockwise direction.
- Inspect aerator.
- Back flush until clean.



• Thermostat set too high or malfunctioning:

- Adjust thermostat to a lower setting, draw 2 cups of water, and wait 10 minutes.
- Check water flow to see if water flow is regular.
- REPLACE TANK if not corrected.



• Air in system:

- REPLACE TANK.

Water spits or steams out of spout WITHOUT dispensing water

Causes • Solutions

• Spitting and steaming is normal during initial startup or after a large water draw. If not under these normal conditions:

- Adjust thermostat to a lower setting, draw 2 cups of water and wait 10 minutes.
- Check water flow to see if spitting subsides.
- REPLACE TANK if not corrected.

• Thermostat set too high or malfunctioning:

- Adjust thermostat to a lower setting, draw 2 cups of water and wait 10 minutes.
- Check water flow to see if spitting subsides.
- REPLACE TANK if not corrected.

