



Water Cooler Troubleshooting Instructions Supplement

*****Warning do not plug water cooler in until water bottle is in place and dispensing water through the faucets*****

General Information Helpful To Trouble Shooting

1. If cooler is not functioning make sure you are using a working outlet by testing it with a lamp.

What To Do If:

1. Cooler Is Not Dispensing Water

- a. Make sure water bottle is full
- b. Confirm that cooler is not frozen by checking inside water tank, and determining if water is frozen.
- c. Check faucets to determine if water is blocked by any obstructions (see figures below)



2. Cooler Is Not Dispensing Chilled Water

- a. Check that cold water thermostat is not turned to the off position (see figure below)



- b. Determine whether the compressor is working by putting your ear close to the top of the cooler with the bottle off (if you hear silence, the compressor is not working, if you hear a humming noise the compressor is working)
- c. Turn the thermostat all the way clock wise (see figure below)



3. Cooler Is Not Dispensing Hot Water

- a. Check the back of the cooler, and make sure the hot tank switch is in the on position (see figure below)

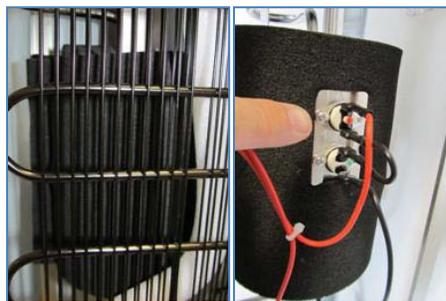


- b. Depress the hot tank reset button by:

1. Unplug water cooler
2. Turning the cooler around so you are facing the back (wire caged portion) of the cooler (see figure below)



3. Locate the hot tank through the back cage, and then locate the hot tank reset button on the right side of the hot tank (see figures below)



4. *Using a chopstick or screwdriver, depress the hot tank reset button (water should be hot in 30 minutes time, see figure R below which pictures hole used to access hot tank reset button)*



4. **Water Is Leaking**

- a. Identify the source of the leak (i.e. internal, faucets, or top)
- b. If the faucets are the source of the leak, check to make sure the faucets have been screwed on completely. If still leaking, drain the cooler of water and remove the faucets (see above instructions under Parts Removal section 3), and make sure the gaskets around the water spigots are in good condition (see figure S). If leaking is occurring from the nozzle of the faucets please contact customer service at 1-866-872-5722



- c. If the leak is internal, please contact customer service at 1-866-872-5722