

**TROUBLESHOOTING ..... 1**

**TESTING WATER TEMPERATURE ..... 3**

**TANK & JACKET ASSEMBLY..... 4**



Troubleshooting performed by untrained personnel could result in electrical shock or damage to the dispenser.

**⚠ DANGER**

**Electric Shock**  
Disconnect power before servicing dispenser.

**⚠ CAUTION**

**Personal Injury**  
Hot water - use caution.

## QUICK TROUBLESHOOTING GUIDE

- Water pressure below 30 p.s.i. will enable expansion chamber to fill up and overflow.
- Water supply lines that are lengthened or kinked will reduce water pressure.
- A thermostat set too high will overheat tank and boil water out of spout.
- Excessive overheating will trip a thermal fuse and turn off heating system.
- An unsoftened water supply will damage tank and heating element.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Water not hot enough	Too much expected. Tested temperature incorrectly. Thermostat set too low.	Will not deliver boiling hot water. See "Testing Water Temperature." Adjust thermostat to higher heat.
No hot water.	No electrical power at outlet. Thermal overload malfunction.  Bad cord or loose wires.  Heater element in tank open or shorted.	Test outlet and correct problem. Replace tank and enclosure assembly.  Visually inspect cord and plug. Replace tank and enclosure assembly if necessary. Replace tank and enclosure assembly.
Water drips from spout every 1/2 hour.	Overheating.  Expansion chamber full - no room for expansion.	Each time heater comes on it pushes some water out of the faucet. Turn thermostat down.  Slow leak past valve in faucet. See "Water Drips Continuously."  Not aspirating expansion chamber. See "Does not Aspirate."
Stems and spits from spout.	Overheating.	Thermostat set too high - adjust thermostat.  Thermostat malfunctioning. Replace tank and enclosure assembly.
Water drips from spout continuously.	Seat not closing in valve of faucet; dirt or foreign object on rubber disc.  Valve stem assembly malfunction.	Clean and flush rubber disc.  Replace valve stem assembly.  (If cleaning rubber disc or replacing stem does not correct problem, replace faucet assembly.)

<b>PROBLEM</b>	<b>POSSIBLE CAUSE</b>	<b>SOLUTION</b>
Makes rumbling and gurgling noise.	Normal operation.	A rumbling noise is normal. The dispenser will perk like a coffee percolator or tea kettle just before the thermostat shuts off.
Does not aspirate and water goes up vent line.	Boiling water inside tank.  Insufficient water pressure.  Supply valve plugged or not fully open.  Handle/knob on faucet not turned to full on position.  Aerator plugged.  200 °F output line (5/16") kinked.  200 °F output line (5/16") extended.	Lower thermostat setting.  Minimum pressure is 30 p.s.i.  Clean and open fully. Test by disconnecting line from valve and open valve.  When drawing water faucet must be turned full on.  Remove and clean.  Will obstruct flow - forcing water into expansion chamber and up vent line. Fix or replace line.  This will slow flow down causing water to flow into vent line. Maximum distance between tank and faucet is 16 inches.
Leaks from bottom of tank.	Colder fitting at top of tank leaking/ water running down onto/into tank enclosure.  Leaking from faucet and running down the tubes onto tank.  Drain screw at tank bottom leaking.  Tank leaking.	Reinstall fittings or replace fittings.  See PROBLEM - <i>Water Leaks Under Sink From Faucet.</i>  Replace drain screw.  Replace tank and enclosure assembly.
Water flow has slowed down or stopped.	Supply valve not fully open or plugged.  Plugged at seat of faucet valve.  Life of filter has expired.	Turn supply valve completely off and then fully open.  Replace supply valve if plugged.  Remove stem assembly and flush (where applicable).  Replace filter cartridge (where applicable).
Water leaks under sink from faucet.	Cracked solder joint on valve body and tube assembly.  Not aspirating and water going up vent line.  Seat not closing in valve of faucet.	Replace faucet assembly.  See PROBLEM <i>Does Not Aspirate.</i>  Dirt of foreign object on rubber disc, clean and flush (when applicable).  Replace stem assembly (when applicable).  If above does not correct, replace faucet assembly.

## TESTING WATER TEMPERATURE

**NOTE:** Water temperature should be tested after the thermostat shuts off.

1. Draw off three or four cups of water to close thermostat and cause heating element to turn on. Dispenser will rumble as water heats - when rumbling stops, water is heated and ready to test. (Sometimes you can hear thermostat click off.)
2. Fill six ounce styrofoam cup with dispenser water and insert high grade thermometer, allowing thermometer to heat up. (Do not use cup made of glass, ceramic, china, or clay - they will absorb heat and cause incorrect reading.)
4. When thermometer is heated, discard water from first cup, immediately draw second cup, and check temperature.

The dispenser should deliver 200°F (93° C) water for up to 60 cups per hour. To adjust the thermostat/temperature setting, turn clockwise to increase temperature, and counterclockwise to decrease temperature. Allow a few minutes for recovery and test again, if necessary.

The thermostat temperature differential (difference between the heating element shut off point and the point at which the heating element turns back on again) is approximately 15 degrees.

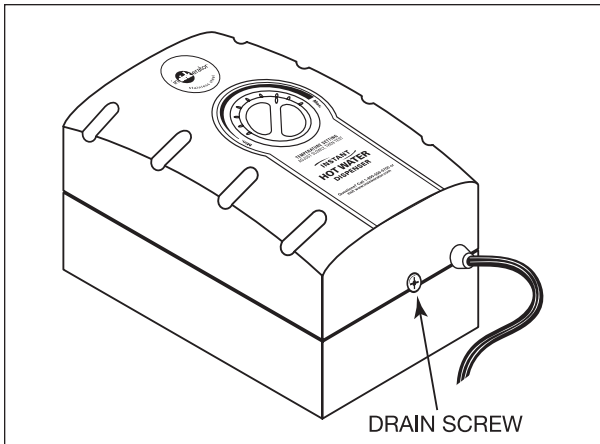


Figure 1

## REPLACING TANK & ENCLOSURE

### **⚠ DANGER**

*Disconnect electrical supply, dispense water until cool, and turn off water supply to dispenser before servicing.*

1. Unplug dispenser and dispense water until water is cool.
2. Shut off water supply to dispenser.
3. Disconnect lines from top of tank.
4. Place bucket below tank and remove drain screw on bottom of tank (see Figure 1). Install screw when water has drained.
5. To replace tank and enclosure assembly, lift tank off mounting bracket.
6. To replace tank and enclosure assembly, align two holes on backside of tank and enclosure over existing mounting bracket tabs and slide downward, hanging tank and enclosure on bracket. If originally mounted with screws through the keyholes, hang new unit using same screws.
7. Connect faucet lines, turn on water supply to unit and turn faucet on until water comes out of faucet. Check for leaks. Plug tank into electrical outlet.