

## ADVANCED TROUBLESHOOTING INDEX

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### 1. Tanks will not fill

Possible Cause	Solution
Feed Water Shut Off	Ensure feed water line is open and flowing.
Unit is not powered	Ensure Unit has a stable energy source connection.
Clogged Filters	Inspect Filters and replace as needed.
Leak Prevention Valve Flooded	Inspect bottom tray for standing water. If present, drain Leak Prevention Valve basin and release vacuum in line on equipment side. Water should begin flowing to filter bank.
Booster Pump Failure	Inspect Booster pump for proper function and connection to main PCB. Also check lines to and from pump for vacuum.

### 2. Ambient Tank overfills, Tank full LED blinks with audible alarm

Possible Cause	Solution
Ambient Tank fills too Quickly	Ensure feed water is passing through built in RO filtration system. Circumventing this system will cause machine to overfill due to high rate of fill.
Ambient Tank Optical Level Sensor Failure	Inspect Ambient Tank Level sensor for proper functionality and connection to main PCB.

### 3. Water dripping from Ice Chute

Possible Cause	Solution
Cold Tank Overflow; Level Sensor Failure	Inspect Cold Water Level Sensor and ensure proper function and connection to main PCB. Replace as needed.
Ice Door Failure; Ice Exposed to Warm Air	Inspect Ice door and ensure proper seal. Improper seal can lead to ice melt off and flood the Cold Water Tank.

### 4. Hot Water dispenses, but is Not Hot

Possible Cause	Solution
High Temp Limiter Tripped	Manually reset BOTH of the High Temp limit switches on the Hot Tank.
Hot Tank Temp Sensor Failure	Inspect the Hot Tank Temp Sensor and ensure proper function and connection to the main PCB. Replace as needed.

### 5. Cold Water Dispenses, but is Not Cold

Possible Cause	Solution
Cold Water Temp Sensor Failure	Inspect the Cold-Water Temp Sensor and ensure proper function and connection to main PCB. Replace as needed.
Compressor failure	Inspect compressor and ensure proper functionality. Check for leaking of refrigerant.

### 6. Water fills the Cold Tank but not the Ambient Tank, or vice versa

Possible Cause	Solution
3-way Diverter Solenoid Failure	Inspect the Diverter Solenoid for proper function and clear any debris or obstruction that would hinder the plunger mechanism. Also check for proper connection to main PCB.