



Diagnostic routines for bottled water coolers:

Cook/Cold and Cold only units

Problem	Diagnostic/Repair Routines
Leaking	<ol style="list-style-type: none"> 1. Remove bottle from the top of the water cooler 2. Remove the dry guard (the probe that pokes the cap of the bottle) by turning 90 degrees counter clockwise and lifting up. Then pulling directly up on the mechanism that pokes the cap of the bottle. (from the perimeter, do not pull directly on the probe) 3. Check to see if there is water in the reservoir 4. If there is water, cooler more than likely is not leaking, it was probably just the bottle. You can put the system back together and put a different bottle on. 5. If the reservoir has no water in it, pour water into empty reservoir to the top if the cooler is empty 6. Monitor for at least a ½ hour to see if the water level goes down 7. Check: faucet(s) have proper gasket 8. Check: faucet(s) are hand tight 9. Check: bin nuts are hand tight 10. If the water level changes, check to see where the water is coming from, if it appears to be coming from the bottom, look around the coolers reservoir and behind, the water is traveling down the inside of the cooler from the reservoir. 11. If the water level does not change in the cooler, more than likely is not leaking, it was probably just the bottle. You can put the system back together and put a different bottle on.

<p>Not Cooling;</p> <p><i>Compressor runs when first plugged in</i></p>	<ol style="list-style-type: none"> 1. The cooler should be left unplugged for at least 30 minutes before starting this test to ensure that the compressor is cold and will start if it can 2. Plug cooler into working electrical socket and put ear to side or back of cooler as close as possible to hear if the compressor is running 3. If compressor is running leave plugged in for 30 minutes, then return to see if inside wall of water reservoir is cold. If cold, then the cooler is fine and working ok. If the cooler not cold continue to next step 4. If the water reservoir is not cold or not cold enough check that motor is still running, put your hand on the back grill to see if it is warm and put your ear as close as possible to see if you can hear the compressor running or not 5. If the Compressor is running and the cooler is still not cold, try adjusting the cold control up (clockwise about a quarter turn at a time) found on the back grill, it has a small slot screw in the middle which is what need to be turned up. http://www.cedarspringswater.ca/customer-faq/#thermostat 6. Leave the cooler for another 30 minutes to see if it chills 7. If still not cold and the compressor is still running, the cooler more than likely has a Freon or gas leak and is quite extensive to repair, 8. If the cooler has stopped running you may be able to get a piece replaced on it, \$75 for the service call
<p>Not Cooling</p> <p><i>Compressor not running when plugged in</i></p>	<ol style="list-style-type: none"> 1. The cooler should be left unplugged for at least 30 minutes before starting this test to ensure that the compressor is cold and will start if it can. 2. Plug cooler into working electrical socket and put ear to side or back of cooler as close as possible to hear if the compressor is running 3. If the compressor is not running you may have an issue with the cold control and/or the relay. \$75 service call plus parts 4. The cooler should be left unplugged for at least 30 minutes before starting this test to ensure that the compressor is cold and will start if it can.

Little or no water flow

Test to see if unit is freezing over, allow cooler to remain on test (with full bottle on it, and plugged in) for at least 72 hours to see if it freezes solid

1. Remove bottle from the top of the cooler and test both faucets to see if the water flows out.
2. If the water flows, replace bottle with a **different** bottle and everything should be fine
3. You may also need to, with the bottle still off...
4. Remove the dry guard (the probe that pokes the cap of the bottle) by turning 90 degrees counter clockwise and lifting up. Then look to see if you see a little foam filter, about the size of a dime, see if it is wet. If it is, remove it completely. If it is not, leave it there.
5. Some water coolers have this air filter on the back of the water guard assembly that pokes the cap of the bottle, **remove from there, but be sure to replace it as this is the piece that stops leaks from leaking on the floor.**
6. You can now remove the entire mechanism that pokes the cap of the bottle by pulling directly up on the mechanism that pokes the cap of the bottle. (from the perimeter, do not pull directly on the probe)
7. Check to see if there is water in the reservoir, and see if you can see an ice buildup, it may be under the water, but if water still doesn't flow from the cooler, an ice buildup is more than likely what is causing little or no flow from the cooler.
8. At this time, you should unplug your water cooler, and leave it unplugged for at least 24hrs to observe if water flows the next day.
9. If water flows the next day after being unplugged for at least 24 hours, you may need to turn the thermostat setting down counter clockwise a quarter turn or so. The cold control is found on the back of the cooler, it has a small slot screw in the middle which is what need to be turned down.
10. <http://www.cedarspringswater.ca/customer-faq/#thermostat>