



## Diagnostic routines for bottled water coolers:

### Hot/Cold units

Problem	Repair Routines
Leaking	<ol style="list-style-type: none"> <li>1. Remove bottle from the top of the water cooler</li> <li>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)</li> <li>3. Check to see if there is water in the reservoir</li> <li>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 <b>different</b> bottle on.</li> <li>5. If the water reservoir has no water in it pour water into empty reservoir to the top if the cooler is empty</li> <li>6. Monitor for at least a ½ hour to see if the water level goes down</li> <li>7. Check: faucet(s) have proper gasket</li> <li>8. Check: faucet(s) are hand tight</li> <li>9. Check: bin nuts are hand tight</li> <li>10. If no leak observed and the water level has not changed, the cooler is probable fine and you can put everything back together again and put a <b>different</b> bottle back on.</li> <li>11. If water on floor find where water coming from, there is a drain plug on the back of hot and cold water coolers, look behind the cooler and ensure that water is not coming from the drain for the hot tank, if it is, tighten the drain screw.</li> <li>12. 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, you may have a cracked water reservoir or a hot manifold that is cracked or built up with minerals causing a leak. In this case, you would need a service call, \$75</li> <li>13. After fixing what you can, you can put the system back together and put a <b>different</b> bottle on. And monitor if it still leaks or not.</li> <li>14. Repeat steps if necessary.</li> </ol>

No cold water but hot works	<ol style="list-style-type: none"> <li>1. Make sure the socket the water cooler is plugged into is working and that the cooler is plugged in properly</li> <li>2. Make sure the hot switch is in the on position. The hot switch is found on the back of the cooler about 30 cm from the ground, or beside the water reservoir. (looks like a light switch)</li> </ol>
No cold water & no hot water	<ol style="list-style-type: none"> <li>1. Make sure the socket the water cooler is plugged into is working and that the cooler is plugged in properly</li> </ol>
Cold works, but no hot water	<ol style="list-style-type: none"> <li>1. Check that hot switch is turned on</li> <li>2. If unit is 1988 and older replace heat limiter (top fuse on hot tank)</li> <li>3. Press reset button on side of hot tank (1989 and newer)</li> <li>4. If unit is 1989 and newer replace heat limiter reset</li> <li>5. Check and if necessary replace fused wire running from heat limiter to hot switch</li> </ol>
Little or no water flow	<p><b>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</b></p> <ol style="list-style-type: none"> <li>1. Remove bottle from the top of the cooler and test both faucets to see if the water flows out.</li> <li>2. If the water flows, replace bottle with a <b>different</b> bottle and everything should be fine</li> <li>3. With the bottle still off 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.</li> <li>4. Some water coolers have this air filter on the back of the water guard assembly that pokes the cap of the bottle, <b>remove from there, but be sure to replace it as this is the piece that stops leaks from leaking on the floor.</b></li> <li>5. 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)</li> <li>6. 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.</li> <li>7. 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.</li> <li>8. 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.</li> <li>9. <a href="http://www.cedarspringswater.ca/customer-faq/#thermostat">http://www.cedarspringswater.ca/customer-faq/#thermostat</a></li> </ol>