

# TROUBLESHOOTING GUIDE

Product Type: S18, S18 UC

Before you call for support, try these simple troubleshooting measures to quickly solve your issue.

If after trying these solutions the problem still exists, give us a call/ email for additional support.

## • I DON'T HAVE SPARKLING WATER, ONLY AIR IS COMING OUT.

- Check to ensure machine is plugged in
- Check to ensure that the breaker is not tripped
- If the Sparkling is dispensed numerous times without a break, the pump will time-out causing it to stop working.
  - \* Please turn off unit for 10 seconds, and reboot. This will reset the timer.

## • MY SPARKLING WATER IS NOT CARBONATED, NO BUBBLES.

- Ensure that the CO<sub>2</sub> Tank is full with air and is set between 55-60psi
- Check Still Water and ensure water is cold (A Thermometer should read under 40° F)
  - \* If not under 40° F, the machine will need to recover from overuse (1-3hours)

## • MY WATER IS NOT COLD.

- Check to see if there is hot air blowing out of the back of the machine.
- Ensure Light is On, if not check Power switch, plug, and outlet GFI.
- If the unit is powered and there is still no cold water, stop dispensing Still/Sparkling for 1-3 hours to allow recovery.

## • MY MACHINE DISPENSES VERY SLOW.

- Check the incoming water supply and ensure that your source water has sufficient pressure
  - \* Go to nearest sink and turn on cold water. Time how long it takes to fill a bottle under that sink. Then time how long it takes to fill the same bottle from the machine. The machine should take about 20% longer than the sink did to fill the same bottle.

## • MY CO<sub>2</sub> TANKS DO NOT LAST VERY LONG.

- When changing tanks, ensure that there is the proper o-ring in place between the tank and the CO<sub>2</sub> regulator.
  - \* You should see either the grey o-ring that is between regulator and tank, or the black o-ring built inside of the regulator post. If this is missing you need to call your CO<sub>2</sub> provider to supply you with a new one.
  - \* If you see the correct O-ring in place, make a concentrated soapy water solution and spray or brush it around the CO<sub>2</sub> line connecting to the CO<sub>2</sub> tank. Look for air bubbles to form. If they are forming, you have a leak in the line and it needs to be replaced.

## • MY WATER DOES NOT TASTE RIGHT AND / OR HAS AN ODOR.

- Dispense 5 liters out of the Ambient and Still Taps flushing the system
  - \* Each filter contains almost a liter of water. If system has not been used for an extended period of time, water will capture inactive contaminants stored in the filters. A simple flush can fix this temporary problem.

## • THE DRAIN PAN KEEPS FILLING UP.

- \*Condensation sometimes raises the level of the water bath, this can be lowered by draining the clear tube that is located on the inside front corner by removing the left panel. There is a Min/Max level. Simply unhook the line and route to a bucket/drain. This will lower the level. Please ensure that the level does not fall below the Min line. If drain continues to fill, contact service.

## • MY MACHINE IS MAKING A LOUD NOISE AFTER I DISPENSE SPARKLING THEN USE THE STILL TAP.

- \*\*After pouring Sparkling, a pump will turn on for 10-15 seconds. If the Still Tap is used during this time, the taps will compete for the available water. Wait for the pump to turn off, and then try again