



Your Guide to Fault Finding Your Mains Fed Water Cooler

Still need assistance?

Ask us for further advice

Call **01392 877172**

Email **hello@thirstywork.com**



thirstywork

we're all about water!

The following advice has been produced to help you to identify any faults that can be quickly and easily fixed without the need for an engineer call-out.

In this guide you'll learn what to do if your mains fed water cooler:

⚠ Is Leaking	2
⚠ Isn't Chilling	3
⚠ Isn't Dispensing	3
⚠ Isn't Heating	3



These points only cover some of the basic checks that can easily be performed. If these don't resolve your issue quickly then please call us to arrange an engineer call-out.

Troubleshooting Your Mains Fed Water Cooler

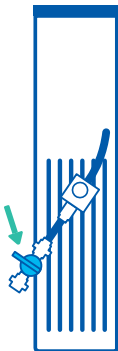
My Mains Fed Water Cooler Is Leaking



-  **Switch the power off at the wall** and safely remove the plug.
-  **Identify where the leak is coming from.** Can you see water coming from the water pipe or cooler itself?

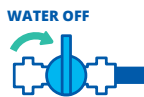
Isolate the water supply before the leak.
Be prepared to turn off your water supply at the mains connection point.

3



If water is detected leaking from the cooler you can isolate the water from the cooler.

Locate the BLUE water isolating tap on the back of the machine and turn it to the OFF position.



WATER OFF:
The switch is turned at a 90° angle away from the direction of the water pipe.



WATER ON:
The switch runs inline with the water pipe.

4



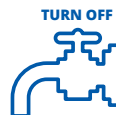
If the cooler has an internal waste tank check whether it needs to be emptied.

Open the cabinet at the base of the cooler, remove and empty the tank.

If this resolves the issue when the tank is re-installed you can turn the BLUE isolating tap on the back of the cooler to the OPEN / ON position and continue to use your cooler as normal.

If the issue hasn't been resolved continue with the following steps:

5



If water is detected leaking from the water pipe before it gets to the blue isolation tap you need to locate your mains connection tap and turn the water off.

It's a good idea to familiarise yourself as to where this is located.

6



Drain the water from the cooler tank.

Press the water dispense button to drain all remaining water from the machine into a large container until the internal tank is empty.

If your machine is operated by a push button you will need to restore power to the machine for this step, and turn it off again on completion.

Please call us to arrange a visit from an engineer.

Still need assistance?

If the above hasn't resolved the issue please give our team a call on **01392 877172**

Troubleshooting Your Mains Fed Water Cooler

My Mains Fed Water Cooler **Isn't Chilling**



1



Check that the machine is plugged in and switched on.

2



Check that there are no loose wires.

If the issue hasn't been resolved try the following:

3



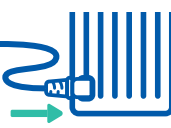
Switch the power off at the wall and safely remove the plug.

4



If removable, **disconnect the power lead** located at the back of the unit. If fixed please skip this step.

5



Reconnect all leads and ensure that the power lead at the back of the unit is firmly in place.

6



Leave the cooler for 30 minutes for the tank to re-chill.

My Mains Fed Water Cooler **Isn't Dispensing**



1



Check that the machine is plugged in and that the power is switched on.

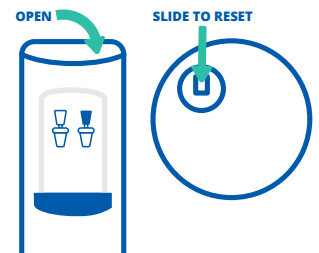
2



Check that the water isolation taps are open. Locate the BLUE water isolating tap on the back of the machine and turn it to the ON position.

3

Some coolers will have a reset window.



My Mains Fed Water Cooler **Isn't Heating**

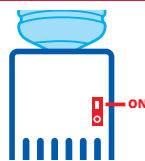


1



Check that the machine is plugged in and that the power is switched on.

2



At the back of the cooler Ensure that the hot tank is switched on. Locate the red switch at the back of the cooler I = ON.

3



Check that the power lead is fitted securely - this can sometimes become loose.

If the issue hasn't been resolved try the following:

4



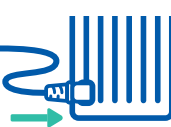
Switch the power off at the wall and safely remove the plug.

5



If removable, **disconnect the power lead** located at the back of the unit. If fixed please skip this step.

6



Reconnect all leads and ensure that the power lead at the back of the unit is firmly in place. Turn the power on at the wall.

7



Leave the cooler for 30 minutes for the tank to re-heat.