



Your Guide to Fault Finding Your Bottled 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 bottled water cooler:

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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 Bottled Water Cooler

My Bottled Water Cooler **Is Leaking**



1



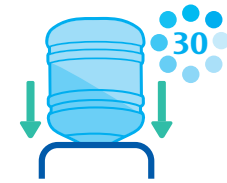
Identify where the leak is coming from.

2



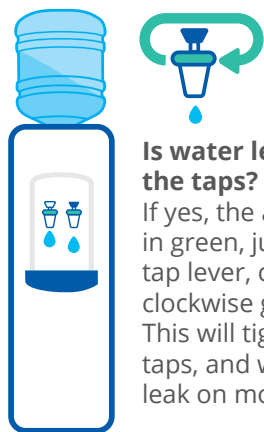
Inspect the water bottle are there any holes or cracks? If yes, the bottle is faulty and will need to be removed and replaced with a new bottle - see step 3.

3



Place the water bottle back onto the unit and check that the water is now dispensing. Leave the cooler for 30 minutes for the tank to re-chill.

4



Is water leaking from the taps?

If yes, the area shown in green, just below the tap lever, can be turned clockwise gently. This will tighten the taps, and will stop the leak on most occasions.

5



If the previous steps don't resolve the issue:

Remove the water bottle from the machine.

6



Open both taps and drain all remaining water from the machine into a large container until the internal tank is empty

Call us to arrange an engineer call-out.

My Bottled Water Cooler **Isn't Chilling**



1



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

2



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

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

3



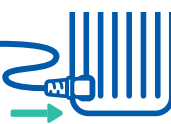
Switch the power off at the wall and safely remove the plug.

4



Disconnect the power lead located at the back of the unit.

5



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.

6



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

Still need assistance?


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




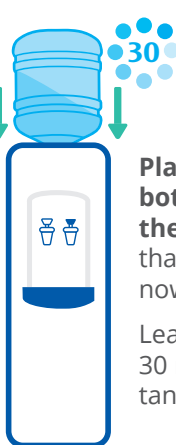
Troubleshooting Your Bottled Water Cooler

My Bottled Water Cooler **Isn't Dispensing**



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1 This may be caused by an air lock.
Remove the water bottle from the machine.
- 

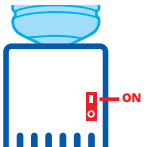
2 Open both taps and drain all remaining water from the machine into a large container until the internal tank is empty.
- 


3 Place the water bottle back onto the unit and check that the water is now dispensing.
Leave the cooler for 30 minutes for the tank to re-chill.


My Bottled Water Cooler **Isn't Heating**

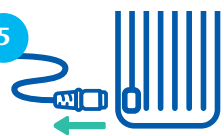


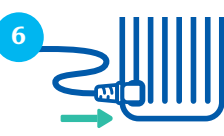
- 


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

2 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 Disconnect the power lead located at the back of the unit.
 - 

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.

My Bottled Water Cooler **Drip Tray Is Full / Needs Cleaning**



The drip tray can be easily removed and emptied. Simply lift up and off of its position on the water cooler. Pour the water into your sink and re-attach the tray to the cooler. This is best performed daily.



The drip tray can be cleaned with dish soap, or put into the dishwasher when the cooler is not in use. Drip trays are dishwasher friendly.

Still need assistance?

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

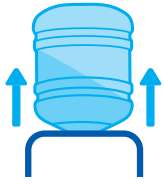


Troubleshooting Your Bottled Water Cooler

My Bottled Water Tastes Funny



1



Remove the existing bottle from the cooler.

2



Open both taps and drain all remaining water from the machine into a large container until the internal tank is empty.

3



Fit a new bottle onto the cooler and dispense 5 litres of fresh water through both taps.

4



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

Storing Your Bottled Water



TIP!

It's best to store new bottles away from direct sunlight. Try our bottle covers to protect your water from sunlight.



TIP!

Rotate your bottled water stock. Ensure that new deliveries are put to the back of your store, and older bottles are used first.



See cap

TIP!

Bottled water has a best before date if your bottles have been in storage for a while please check the date before using.

Bottled Water Cooler Accessories



Bottle Cover

Our stylish bottle cover offers full protection from UV light giving you the flexibility to place your bottled water cooler wherever is convenient for you.



Paper Cups

- 7oz recyclable paper cups
- 7oz biodegradable and compostable paper cups
- 4oz biodegradable paper cones



Bottled Water

- 18.9 Litre Refillable Water Bottle
- 13 Litre Refillable Water Bottle