Installation and Maintenance Manual

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NOTICE: Read the instructions in this manual and retain for future reference.
Declaration of Conformity

Materials compliant for contact with drinking water
This unit is intended for the dispensing of drinking water, and so the materials that enter into direct contact with water meet the criteria for food-grade components pursuant to the current legislation. In addition, the unit is manufactured in compliance with Italian Ministerial Decrees 174 of 04/06/2004 and 25 of 02/07/2012.

Electrical safety
This water cooler is designed, manufactured and marketed in compliance with:
- the safety objectives of the Low Voltage Directive 2006/95/EC;
- the protection requirements of the Electromagnetic Compatibility Directive 2004/108/EC.

The electrical safety of the product is ensured only when it is properly connected to an efficient, legally compliant grounding circuit.

CSA standard for refrigeration equipment, CSA C22.2 No. 120, Issued: 2013/03/01, Ed: 4

Association

International Awards

2015 - BEST PROMOTION OF HEALTH AND HYDRATION
EUROPEAN AQUA AWARDS 2015, ROME

2015 - BEST ENVIRONMENTAL PRACTICE
EUROPEAN AQUA AWARDS 2015, ROME

2014 – BEST PROMOTION OF HEALTH AND HYDRATION
EUROPEAN AQUA AWARDS 2014, BUDAPEST

2013 – BEST PRODUCT INNOVATION
EUROPEAN AQUA AWARDS 2013, BERLIN

2012 – BEST ENVIRONMENTALLY FRIENDLY PRACTICE
EUROPEAN AQUA AWARDS 2012, ISTANBUL
Recommendations for Safeguarding the Environment

Packaging materials

The packaging materials are 100% recyclable. Please follow the local guidelines on waste disposal. For safety reasons keep the packaging material out of the reach and sight of children.

Scrapage

The DSWH160UVPC water cooler is made using recyclable material.

This unit is marked in compliance with European Directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE). By ensuring that the product is scrapped correctly, you will help to prevent potential negative consequences for the environment and for health. This symbol indicates that the product should not be treated as domestic waste but should be taken to a dedicated recycling center for electrical and electronic equipment. Immediately prior to scrapping, cut off the power cable.

For more information on the treatment, recovery and recycling of this product, please contact the appropriate local office, the waste disposal service or the reseller from which the product was purchased.

This product contains no CFCs or HFCs, which contribute to global warming.

This is the first water cooler on the American market to use natural refrigerant.

The refrigerating system is filled with R134a: a natural gas that does not contribute to global warming and that allows for substantial Energy Savings.

Explanation of Warning/Safety Icons

NOTICE: Indicates an instruction which, if not followed, could result in damage to product or property or poor product performance.

CAUTION: Indicates an instruction which, if not followed, could result in minor or moderate injury.

WARNING: Indicates an instruction which, if not followed, could result in serious injury or death.
Introduction

The DSWH160UVPC cooler brings contemporary style and state-of-the-art technology to commercial water dispensers. DSWH160UVPC offer the highest level of quality and modern design.

- Multiple dispensing options: cold still water, cold sparkling water, and hot water
- Natural materials throughout: stainless steel
- Internal components made entirely of stainless steel
- High-insulation ice bank ensures a high output of cold water, still and sparkling
- Self-diagnosis and alarm system responds to little or no water flow, an accidental water leak or the need for CO₂ cylinder replacement
- Energy Saving command: when selected, this feature enables standby functionality of the unit, with consumption reduced by 75% compared to full functionality

⚠️ NOTICE: Due to rigorous testing, product may reasonably be expected to contain traces of sanitizing solution.
Components Guide

DSWH160UVPC

Removable top cover
Keypad
Front door
Drip tray
Water inlet
CO$_2$ inlet
Front Panel lock
Power cord

DSWH160UVPC Keypad

Cold sparkling dispenser
Cold still dispenser
Hot dispensers
Energy Saving button

LED alarms
Energy Saving
No/low H$_2$O/CO$_2$ pressure
# Product Specifications

<table>
<thead>
<tr>
<th>Specification</th>
<th>DSWH160UVPC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cooling capacity <em>gal/h (lt/h)</em></td>
<td>4 (15) 85 6 oz. cups/h</td>
</tr>
<tr>
<td>Cold water temperature</td>
<td>42°F – 48°F (5.5°C – 8.8°C)</td>
</tr>
<tr>
<td>Ice bank capacity <em>gal (lt)</em></td>
<td>2 (7)</td>
</tr>
<tr>
<td>Ice bank <em>lb (kg)</em></td>
<td>6.6 (3.5)</td>
</tr>
<tr>
<td>Cooling technology</td>
<td>ICE BANK single stainless steel coil</td>
</tr>
<tr>
<td>Condensation</td>
<td>Ventilated</td>
</tr>
<tr>
<td>Adjustable cooling thermostat</td>
<td>Yes</td>
</tr>
<tr>
<td>Refrigerant gas</td>
<td>HFC R134a</td>
</tr>
<tr>
<td>Pump</td>
<td>Professional booster pump</td>
</tr>
<tr>
<td>Max hot water temperature</td>
<td>185°F (85°C)</td>
</tr>
<tr>
<td>Hot water tank capacity <em>gal (lt)</em></td>
<td>0.265 (1)</td>
</tr>
<tr>
<td>Heater wattage</td>
<td>1000W</td>
</tr>
<tr>
<td>Inlet water pipe</td>
<td>ø 3/8&quot;</td>
</tr>
<tr>
<td>Power</td>
<td>110V - 60Hz</td>
</tr>
<tr>
<td>Power consumption</td>
<td>1350 W - 11 A</td>
</tr>
<tr>
<td>Working room temperature</td>
<td>Min 41°F – Max 107.6°F (Min 5°C – Max 42°C)</td>
</tr>
<tr>
<td>UNIT WEIGHT <em>lb (kg)</em></td>
<td>71.65 (32.5)</td>
</tr>
<tr>
<td>SHIPPING WEIGHT <em>lb (kg)</em></td>
<td>80 (36.3)</td>
</tr>
<tr>
<td>Dimensions W x D x H in (mm)</td>
<td>13 x 19.48 x 18.41 (330 x 494.9 x 467.5)</td>
</tr>
<tr>
<td>Dispensing area height in (mm)</td>
<td>10.67 (271)</td>
</tr>
<tr>
<td>Packaging dimensions W x D x H in (mm)</td>
<td>15.23 x 21.54 x 27.38 (387 x 547 x 695.5)</td>
</tr>
<tr>
<td>Dispensing</td>
<td>Supply option (sparkling, cold and hot water)</td>
</tr>
<tr>
<td>Push buttons</td>
<td>Stainless steel push buttons</td>
</tr>
<tr>
<td>Energy Saving device</td>
<td>Included, dedicated push buttons</td>
</tr>
<tr>
<td>Display Alarms</td>
<td>No/low water, No/low CO₂</td>
</tr>
<tr>
<td>Materials</td>
<td>All robust stainless steel parts</td>
</tr>
</tbody>
</table>

* rated at a room temp. of 77°F and inlet water temp. of 68°F
Before You Begin – Requirements for Installation

Mounting Dimensions

Over counter (includes 4” clearance on sides and back)

DSWH160UVPC

Depth 23.2” (589mm)
Width 20.9” (531mm)
Height 22.4” (569mm)

Footprint: 12.9” wide x 19.2” deep
330mm x 489mm

Under counter

Water filter

CO₂ cylinder (typical, 20 pound)
**Operating Environment**

- Install the machine in a clean, dry, well-ventilated room. It is designed to function correctly in environments with a temperature of 16°C to 32°C – Climatic Class N, (between 61°F and 90°F).
- Check that the water cooler is level, that it is on a surface that can support its weight and in an environment suitable for its size and use.
- Do not place the machine near a source of heat.
- To guarantee adequate ventilation, leave at least 4" (100 mm) of space around the unit.
- Take care not to damage the cooling fluid circuit. It is essential to ensure that the tubes of the refrigerant circuit are not damaged.
- The unit is not intended for use by children.
- Keep the areas surrounding the unit dry to avoid the risk of people slipping.
- The unit must not be cleaned with a water jet.

**Water**

- Always connect the water cooler to a water main that supplies drinking water only.
- Use of 3/8" diameter connections for DSWH160UVPC is recommended.
- Turn off the main water inlet tap if the unit is not to be used for a long period.

**Electrical**

- Check that the voltage shown on the serial number plate corresponds to the voltage being supplied at the installation site.
- Do not use extension cables or multiple-power sockets. The machine must be located close enough to a standard power socket that the supplied power cable reaches without stretching.
- After installation, check that the machine is not standing on its power supply cable.
- Ensure that it is possible to disconnect the power supply either by removing the plug or via a two-pole circuit breaker placed upstream of the plug.
- Before any maintenance or cleaning operation is carried out, remove the plug from the socket or disconnect the power supply.
- If the power cable is damaged, it must be replaced by the manufacturer, by its technical support service or by a qualified technician.
- Do not position other electrical equipment in the immediate vicinity of the water cooler.
Tools You Will Need

(2) 8" adjustable wrenches
(1) 12" adjustable wrench
(1) 12" pipe cutter
(1) 10" adjustable pliers
(1) universal screwdriver
(1) wire cutting pliers

Unpacking the Kit

Remove the front panel (labeled FRONT) and cover of the wooden packing case.

Remove the cardboard box and the internal protective packaging by sliding them up and over the top.

Once you have unpacked the machine, check all components to ensure that they are not damaged. Contact the carrier immediately if there has been any damage during shipping.

**NOTICE:** Ensure that your machine is installed by a qualified technician in compliance with the manufacturer’s instructions and the local safety guidelines.

**NOTICE:** Only qualified technicians should access the internal components of your machine, other than to fill the ice bank.
What’s in the Kit

(1) DSWH160UVPC water cooler

(1) CO₂ regulator

(1) external water filter

PLUS

Front panel keys

(1) 10' coil water 3/8" OD tubing (blue)

(1) supply hose 1/2 ips x 3/8 tube x 12" long

(2) 3/8" - quick connect connector

(1) 3/8" x 3/8" 90° quick connect elbow

(1) water pressure regulator

(1) 10' coil CO₂ tubing (natural) 1/4" OD

(1) 3/8" x 1/4" quick connect connector

(1) 4" piece of 1/4" OD tubing

NOTICE: CO₂ source is not included and must be supplied separately.
Installing the Machine

**CAUTION:** Wear safety gloves when handling the machine. Metal edges are sharp, and touching them could result in minor or moderate injury.

**CAUTION:** The unit weighs more than 100 lbs (45 kg) when the ice bank is filled. Lifting without proper support could result in minor or moderate injury.

1. **Install external water filter and CO₂ cylinder.**
   1. Use (2) Phillips head screws to mount bracket to under-counter wall or DSCABWH cabinet panel.
   2. Use (4) Phillips head screws to mount filter head to bracket.
   3. Remove cap from filter. Insert filter into filter head and turn clockwise (right) until it stops.

When installing external water filler within the DSCABWH cabinet, please refer to the following mounting instructions:

1. Use 3 Phillips head screws and washers to mount filter bracket to cabinet mounting strip as shown below.

**NOTICE:** Install CO₂ source per manufacturer’s recommendations.
2. Cut, size and connect water and CO₂ piping to fit your installation.

⚠️ **NOTICE:** The water pressure entering the machine must be between 14.5 psi (0.10 MPa) minimum and 51 psi (0.35 MPa) maximum. If the inlet water pressure is higher than 51 psi, the water pressure regulator supplied must be used.

⚠️ **NOTICE:** An incoming flow rate of >1.0 gallon/minute is recommended for optimal quality of sparkling water.

⚠️ **NOTICE:** Check all input piping and connections for leaks before connecting to the machine.

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**Using the quick connect fittings**

**To connect:**
1. Make clean, 90° cut to piping end.
2. Push piping straight into fitting until it stops.
3. Pull back to check that connection is secure.

**To disconnect:**
1. Press in the end tab.
2. Pull piping out.
3. Release tab.
3. Fill the ice bank in your machine.

**DSWH160UVPC**

1. Unlock and open the side door using the supplied key (A).

2. Look for the bright yellow label with the arrow (B), which points to the ice bank inlet hole (C).

3. Insert piping from water supply directly into the ice bank inlet.

4. Fill slowly until water starts to come out of the ice bank drainage pipe (D).

5. If you have to move the unit, remember to empty the ice bank first.

6. Turn off water supply and remove piping from ice bank inlet.

4. Place the machine in its operating location.

**NOTICE:** Ensure machine remains level while being lifted into place to prevent spillage from ice bank.
5. Connect external water and \( \text{CO}_2 \) piping.

![Diagram showing water and \( \text{CO}_2 \) inputs]

6. Plug the machine into the wall socket and turn it on.

   1. Connect the power cable to the nearest socket.
   2. Open the front panel with the supplied key and press the power button at the top left of machine (B).

   ![Diagram showing power button and front panel]

**NOTICE:** Chilling of the ice bank begins immediately when unit is turned on. Complete chilling of ice bank will require around 30 minutes - 1 hour. The machine should not be used as a water dispenser until chilling is complete.
7. Purge the water lines.

1. Place receptacle beneath tap to catch dispensed water. Discard water as necessary.

   **NOTICE:** The "No/low CO₂" error LED will flash when dispensing begins. This is correct, as the CO₂ connection has not been activated yet. This alarm can be ignored during this step.

2. Allow water to run continuously until flow is clear of air.

3. Repeat for all taps.

8. Turn on the boiler

   **NOTICE:** Never turn on the boiler unless you have filled the machine with water.

   **NOTICE:** Never turn on the boiler when the inlet water is disconnected.

1. Open the front panel with the supplied key and press the boiler button at the top center of machine.

2. After around 10 minutes, the water reaches the setted temperature.

   **CAUTION:** Hot water reaches 185°F. Keep children away. Hot, boiling water and steam will scald if spilled on skin. Do not touch the dispensing nozzle to avoid burns.
9. **Open the CO\textsubscript{2} valve.**

1. Using a screwdriver slowly turn valve screw counterclockwise (left) to open valve.

2. Continue until pressure reads 50 to 58 psi max.

10. **Re-purge the line for sparkling water.**

   **NOTICE:** The water will flow flat at first, then gradually become more sparkling as the line is purged of still water.

   **NOTICE:** If the "No/low CO\textsubscript{2}" error LED flashes during this step, there is a problem with the connection to the CO\textsubscript{2} source. Check all components in the gas system before proceeding.

11. **Allow machine to complete initial chilldown.**

   **NOTICE:** Complete chilling of ice bank will require around 30 minutes - 1 hour. The machine should not be used as a water dispenser until chilling is complete.

   **NOTICE:** Complete water heating will require around 10 minutes. The machine should not be used as a water dispenser until heating is complete.
Operating the Keypad

To dispense your water serving
Hold down the button for that dispenser.

Note: For safety reason, to dispense hot water you must hold down the upper hot water button first and then the lower hot water/Energy Saving button at the same time.

To stop dispensing your water serving
Release the button for that dispenser.

To turn on Energy Saving mode
Press and release for less than 4 seconds the Energy Saving button.

Note: The green LED on the right turns on.

⚠️ NOTICE: Energy Saving mode slows down the activation time of the compression. This mode should only be used when the machine will not be operated, such as when the business has closed for the day.

To turn off Energy Saving mode
Press the Energy Saving button or any of the dispensing buttons.

Alarms
The blue LED on the left is flashing if an alarm is active:

- Quick flashing - Little or no water at the inlet
- Slow flashing - Little or no CO₂ remaining

To reset an alarm
Turn the machine off, then on again.

⚠️ NOTICE: Alarms indicate a problem with the water, CO₂, or electrical system of the machine. Do not operate the machine until the problem has been located and fixed.
Routine Maintenance

Daily

- Clean all external surfaces of the machine, the drip tray and the dispensing nozzles.

⚠️ **NOTICE:** It is recommended that all external components of the product be cleaned daily.

It is recommended that you use dish soap, warm water and a clean, soft cloth to clean the product.

**DO NOT USE THE FOLLOWING PRODUCTS:**

- **Do not use** ... chlorine bleach solutions on the product. Chlorides found in most soaps, detergents, bleaches and cleaners can attack stainless steel. These products can cause surface-pitting.

- **Do not use** ... metal fibers to clean the product. Metal fibers have a tendency to disintegrate and release small metal particles that are embedded in the surface. Metal particles oxidize and give the impression that the surface of the product is rusting.

- **Do not use** ... abrasive cleaners or abrasive pads, as these will scratch the surface of the product.

- **Do not use** ... a water jet.

- To remove limescale, use a slightly acidic product (e.g. citric acid) that has been heavily diluted – excessive acidity may damage the surface of the steel.

- To clean the drip tray, use a diluted limescale cleaner such as citric acid. The drip tray may also be washed in the dishwasher.

- Before cleaning the keypad, turn off the machine to prevent accidentally dispensing water.

Weekly

- Use a vacuum to clean out all vents.
Annually

- Replace the water filter after 6000 gallons or a maximum of 1 year, or earlier depending on water quality.

**NOTICE:** The filter head has an internal shutoff valve that stops the flow of water when the filter is removed. It is not necessary to shut off the water supply.

1. Turn used filter counterclockwise (to the left) 1/4 turn to remove from filter head. Pull filter away from head and remove.
2. Remove the cap from the new filter. Place the cap on the used filter to seal it.
3. Insert the new filter into the filter head and turn the filter clockwise (to the right) until it stops.
4. Place a receptacle under the still water dispenser and dispense continuously for a minimum of two gallons to purge air and fine carbon particles from filter.

- Sanitize the machine

**NOTICE:** This operation must be carried out by your ELKAY reseller or by a qualified technician.

When required

- Replace the UV lamp

**CAUTION:** The light emitted by the ultra-violet lamp may cause serious burns to the eyes and skin. Disconnect the electrical source of supply of the UV radiation before opening the machine.

**NOTICE:** The UV OUT lamp can not be installed on the hot water nozzle.

1. Disconnect the unit from its electrical source.
2. Once the unit is shut down, open the side panel with the key provided in the kit.
3. Disconnect the electrical connector of the UV OUT lamp. Pull the lamp removing it from its fitting holder — handling it carefully.
4. Insert the new lamp and reconnect the connector — handling it carefully.
5. Repeat the procedure for all the dispensing valves.
6. The used UV lamps can be disposed at your local waste management site.

**NOTICE:** This operation must be carried out by your ELKAY reseller or by a qualified technician.

**NOTICE:** For the replacement of UV OUT pipe is not necessary to turn water off.
Set the thermostat

1. Set the thermostat between 5 and 6 to control the temperature of the cold water.

2. If you want to avoid the formation of ice in the bank, turn the thermostat screw located on the back side of the machine at least 1/4 anti-clockwise.
## Troubleshooting

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Cause</th>
<th>Action To Take</th>
</tr>
</thead>
<tbody>
<tr>
<td>No water dispense</td>
<td>The main water valve is closed</td>
<td>Open the valve</td>
</tr>
<tr>
<td></td>
<td>The power switch is set to OFF</td>
<td>Set the power switch to ON</td>
</tr>
<tr>
<td></td>
<td>Malfunction in the ribbon cable connection/spade connectors</td>
<td>Repair connection to main circuit board</td>
</tr>
<tr>
<td></td>
<td>The water inlet solenoid is not working</td>
<td>Bypass the solenoid and replace it</td>
</tr>
<tr>
<td></td>
<td>The ice bank is frozen</td>
<td>Defrost the ice bank</td>
</tr>
<tr>
<td></td>
<td>The low voltage transformer is not working</td>
<td>Reduce the thermostat setting</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Replace the transformer</td>
</tr>
<tr>
<td>Low flow dispense</td>
<td>The filter is clogged</td>
<td>Replace the filter</td>
</tr>
<tr>
<td></td>
<td>The main water valve is not fully opened</td>
<td>Open the valve</td>
</tr>
<tr>
<td></td>
<td>The flow control valve is not fully opened (sparkling water only)</td>
<td>Open the valve</td>
</tr>
<tr>
<td></td>
<td>The CO₂ cylinder is empty</td>
<td>Replace the cylinder</td>
</tr>
<tr>
<td>Sparkling water doesn’t come out</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>The CO₂ cylinder is empty</td>
<td>Replace the cylinder</td>
</tr>
<tr>
<td></td>
<td>The pump is not working</td>
<td>Force the pump to start</td>
</tr>
<tr>
<td></td>
<td>The solenoid is not working</td>
<td>Repair or replace the solenoid</td>
</tr>
<tr>
<td></td>
<td>The flow control valve is too tight</td>
<td>Open the valve</td>
</tr>
<tr>
<td>Water is not cold enough</td>
<td>The ice bank is empty</td>
<td>Fill the ice bank with water</td>
</tr>
<tr>
<td></td>
<td>The thermostat is not adjusted properly</td>
<td>Adjust the thermostat</td>
</tr>
<tr>
<td></td>
<td>The condenser is dirty</td>
<td>Clean the condenser</td>
</tr>
<tr>
<td></td>
<td>The fan is not working</td>
<td>Replace the fan</td>
</tr>
<tr>
<td></td>
<td>Cold or not warm enough air is blowing through the condenser</td>
<td>Check for faulty compressor or gas leak on the refrigerant circuit and repair</td>
</tr>
<tr>
<td></td>
<td>Malfunction in the over temperature switch/relay</td>
<td>Switch the machine off and wait 5 minute for restart</td>
</tr>
<tr>
<td></td>
<td>The compressor is not working</td>
<td>Replace if broken</td>
</tr>
<tr>
<td></td>
<td>Leak in the refrigeration system</td>
<td>Replace the compressor</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Refrigeration system requires repair or replacement</td>
</tr>
<tr>
<td>Hot water is not hot</td>
<td>The power switch is off</td>
<td>Switch on the boiler</td>
</tr>
<tr>
<td></td>
<td>The safety therm-o-disk has tripped</td>
<td>Reset the therm-o-disk</td>
</tr>
<tr>
<td></td>
<td>Disconnected wires to the boiler</td>
<td>Connect the wires</td>
</tr>
<tr>
<td>Problem</td>
<td>Possible Cause</td>
<td>Action To Take</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Poor sparkling water quality</td>
<td>Incorrect air gap in the carbonator</td>
<td>Close the CO₂ cylinder valve, pull up the ring on safety valve (on the carbonator bowl head) until all air gap is out</td>
</tr>
<tr>
<td></td>
<td>Use of rinse aid or highly polished glass</td>
<td>Avoid excessive use of rinse aid</td>
</tr>
<tr>
<td></td>
<td>The CO₂ regulator is set low</td>
<td>Set the CO₂ regulator between 55-60 psi (3.5-4 bar)</td>
</tr>
<tr>
<td></td>
<td>Water is not cold enough</td>
<td>Set the thermostat properly</td>
</tr>
<tr>
<td></td>
<td>The incoming water pressure is too high</td>
<td>Install an inlet water pressure reducer (included)</td>
</tr>
<tr>
<td></td>
<td>The carbonator bowl is filled by the inlet high water pressure and not by the pump</td>
<td>Install an inlet water pressure reducer (included)</td>
</tr>
<tr>
<td></td>
<td>Incorrect inlet pressure</td>
<td>Install an inlet water pressure reducer (included)</td>
</tr>
<tr>
<td>Slow flashing blue LED (no CO₂) alarm on</td>
<td>The CO₂ cylinder is empty</td>
<td>Replace the cylinder</td>
</tr>
<tr>
<td></td>
<td>The CO₂ valve is closed</td>
<td>Open the valve</td>
</tr>
<tr>
<td></td>
<td>The seal is leaking</td>
<td>Tighten regulator connection at CO₂ tank Replace seal</td>
</tr>
<tr>
<td></td>
<td>The CO₂ exit pressure lower than 36 psi (2.5 bar)</td>
<td>Set the pressure between 55-60 psi (3.5-4 bar)</td>
</tr>
<tr>
<td></td>
<td>A reset is needed</td>
<td>Turn the machine off and back on</td>
</tr>
<tr>
<td>Quick flashing blue LED (no water) alarm on</td>
<td>The pump runs for 4 minutes continuously</td>
<td>Check why the water is not entering the unit and fix it</td>
</tr>
<tr>
<td></td>
<td>The water valve is closed</td>
<td>Open the valve</td>
</tr>
<tr>
<td></td>
<td>The filter is clogged</td>
<td>Replace the filter</td>
</tr>
<tr>
<td></td>
<td>The main inlet water valve is closed</td>
<td>Open the valve</td>
</tr>
<tr>
<td></td>
<td>The water inlet solenoid is not working</td>
<td>Look for disconnected or loose wires Replace the solenoid</td>
</tr>
<tr>
<td></td>
<td>The ice bank is frozen</td>
<td>Defrost the ice bank</td>
</tr>
<tr>
<td>Dripping water</td>
<td>The solenoid is dirty</td>
<td>Open the solenoid and clean it, use diluted solution for removal of mineral and calcium buildup Replace the solenoid Clean the nozzle</td>
</tr>
<tr>
<td></td>
<td>There’s sparkling water still in the nozzle</td>
<td>Clean the nozzle</td>
</tr>
<tr>
<td>Noise/Vibration</td>
<td>The ice bank is empty</td>
<td>Fill the ice bank</td>
</tr>
<tr>
<td></td>
<td>The agitator or the pump is not covered by water</td>
<td>Fill the ice bank</td>
</tr>
<tr>
<td></td>
<td>The copper tubing is vibrating against the cabinet</td>
<td>Fix the position of the the tubing</td>
</tr>
<tr>
<td></td>
<td>The fan is dirty</td>
<td>Clean or replace it</td>
</tr>
</tbody>
</table>
Contacting Customer Support

Elkay Manufacturing Company
2222 Camden Court
Oak Brook, IL 60523
800-726-0553
## Replacement Parts

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Product Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>x 1000002622</td>
<td>Motor Fan 120x120x25</td>
</tr>
<tr>
<td>x 1000002623</td>
<td>Booster Pump</td>
</tr>
<tr>
<td>x 1000003891</td>
<td>Main PCB</td>
</tr>
<tr>
<td>x 1000002625</td>
<td>General Power Switch</td>
</tr>
<tr>
<td>x 1000002626</td>
<td>Ice Bank Thermostat K55</td>
</tr>
<tr>
<td>x 1000002627</td>
<td>Feet 4MA</td>
</tr>
<tr>
<td>x 1000002629</td>
<td>Submerged Agitator Pump</td>
</tr>
<tr>
<td>x 1000002631</td>
<td>Inlet Solenoid Valve</td>
</tr>
<tr>
<td>x 1000003894</td>
<td>Exit Solenoid Valve 2IN-1OUT</td>
</tr>
<tr>
<td>x 1000003895</td>
<td>Exit Solenoid Vavle (hot)</td>
</tr>
<tr>
<td>x 1000003896</td>
<td>Flow Control 6mm</td>
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<tr>
<td>x 1000003897</td>
<td>Flow CONTROL 8mm</td>
</tr>
<tr>
<td>x 1000003898</td>
<td>Transformer 110-24</td>
</tr>
<tr>
<td>x x 1000002636</td>
<td>Lock with 2 Keys</td>
</tr>
<tr>
<td>x 1000003900</td>
<td>UV OUT Pipe</td>
</tr>
<tr>
<td>x 1000003902</td>
<td>Blusoda DripTray and Grill complet Set</td>
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<tr>
<td>x 1000003903</td>
<td>Wave DripTray and Grill complet Set</td>
</tr>
<tr>
<td>x 1000003904</td>
<td>BOILER TERMODISK 87°</td>
</tr>
<tr>
<td>x 1000003905</td>
<td>BOILER SAFETY TERMODISK 110°</td>
</tr>
<tr>
<td>x 1000003906</td>
<td>BOILER EVO NO PRESSURE 1 Lt 1000W 110V</td>
</tr>
<tr>
<td>x 1000003842</td>
<td>WASHER M4 19x5,7mm</td>
</tr>
<tr>
<td>x 1000003840</td>
<td>SCREW PHILLIPS M4x12</td>
</tr>
<tr>
<td>x 1000003837</td>
<td>CABINET BASE</td>
</tr>
<tr>
<td>x 1000003836</td>
<td>CABINET BODY</td>
</tr>
<tr>
<td>x 1000003839</td>
<td>SCREW SOCKET HEAD 10x30</td>
</tr>
</tbody>
</table>