



Trouble Shooting Guide Quartz Water Cooler

Provided here is a short 'troubleshooting' guide to re-starting your water cooler, in the event of it stopping. Very rarely do our machines stop working and in the majority of cases these can be easily be resolved by referring to this 'troubleshooting guide'. Please follow these instructions and you should have your machine working again very soon.



Problem 1 - No Water Coming Out

Solution Option 1 = Check isolator / water supply.

Please make sure the water supply to the machine is turned on.

To check this, look at the back of the machine for a small part on the tube which we call a "smurf" it has a blue handle and a white body



Solution Option 2 = Safety Float Tripped

This can occur if the machine has been knocked or moved as it activates a safety float which is easily reset.

* STEP 1 *

Remove the 2 x screws to the rear of the lid.
Then remove the outer lid so that you can see the tank lid.



* STEP 2 *

Press the rubber button re-set. Once re-set you should hear water coming back into the tank.
Reinstall the lid and the 2 screws at the back.



Solution Option 3 = Tank Frozen – blocking output of water

This can be caused if a watercooler has been positioned near to a heater / radiator or similar hot appliance.

Please turn the power off for 48 hours to allow the tank to thaw – then reposition the heat.



Solution Option 4 = Water Blocker has tripped out' – and needs re-setting

The 'Water Blocker' is an anti-flooding device and acts also as the 1st stage filtering process for the water cooler. Sometimes, if an increase in pressure has been detected it can shut itself off. Similarly, if large containers or single higher a volume is dispensed the water blocker can think that there is a leak and isolate itself from the mains water supply.

To re-set it is very simple. Simply press down the red re-setter button as shown on the image. Press this down firmly and this will reset the water blocker, allowing water to flow back into the machine.



The water block is most often located under the sink where the connection was originally made.

Problem 2 - Water Not Chilling

Option 1 = Check Power Lead Connection

Please check that the power lead is fully inserted at the back of the water cooler and the power point at the wall.



Option 2 = Warmer than normal weather.

During warmer months we receive a lot of calls from customers advising that their coolers aren't chilling as well as normal. The reason for this is that more people are using the cooler which means that the tank is being drained quicker than it can re-fill then chill .

This particular model of machine is tank fed – not direct chill – so it can only chill what sits in the tank – during cooler months it sits in the tank longer and so has more time to chill. Therefore, we would advise you to check the temperature of the water 1st thing in the morning (before anyone has had a chance to use it) and then compare it to later on in the day. It may also be worth double checking that the plug points are fully inserted at both ends as per the above.

If after checking all of the above you water cooler is still not producing water or chilling - then please contact us please contact us via email to help@aqualeader.co.uk – whereby we can instruct an engineer to attend.

Please note - if an engineer attends and the fault is as a result of any of the above then a call out fee of £90 is chargeable.

**Many Thanks
Aqualeader Service & Maintenance**

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