

Troubleshooting Guide – ‘Glacier’ 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 = No Water Coming Out Dispensing.

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 lid by simply lifting (no screws)

Step 2 = Locate the re-set switch and lift the rubber cover

Step 3 – Flick the re-set button down so the red panel changes to green. Once re-set you should hear water coming back into the tank.



Solution Option 3 = Tank Frozen – blocking output of water. This can be caused if a water cooler 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.



Option 2 'Water Blocker has tripped out' – and needs re-setting.

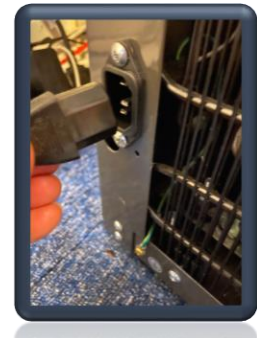
The 'Water Blocker' is an anti-flooding device and acts also as the 1st stage filtering process for the water cooler. Sometimes, if an increase in pressure has been detected it can shut itself off. Similarly, if large containers or single higher a volume is dispensed the water blocker can think that 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 above. 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The water block is most often located under the sink where the connection was originally made.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 = Water not chilling

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



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

