

Troubleshooting Guide



Water is not getting cold.

Problem	Cause	Corrective Action
Compressor is warm or hot & fan will not shut off.	<ol style="list-style-type: none"> 1.) Relay connection to compressor is loose. 2.) Relay is defective. 3.) Refrigerant charge problem. 4.) Condenser fins in front of the fan are covered with debris. 	<ol style="list-style-type: none"> 1.) Push relay on to compressor. 2.) Replace relay. 3.) Contact service agent. 4.) Remove debris with compressed air or vacuum (may have caused overload, relay or compressor defect).
Compressor is room temperature. Fan runs continuously.	<ol style="list-style-type: none"> 1.) Possible open overload or relay. 2.) Possible defective compressor. 3.) Condenser fins in front of the fan are covered with debris. 	<ol style="list-style-type: none"> 1.) Replace overload and relay. 2.) Compressor needs to be replaced contact service agent. 3.) Remove debris with compressed air or vacuum (may have caused overload, relay, or compressor defect)
Compressor is room temperature & fan will not run.	<ol style="list-style-type: none"> 1.) Power lost to outlet. 2.) Open cold control. 3.) Wire terminal not plugged in to cold control. 	<ol style="list-style-type: none"> 1.) Restore power to outlet. 2.) Replace cold control. 3.) Locate correct terminal & plug in to cold control.
Compressor or inside of water cooler is hot. Fan is not running.	<ol style="list-style-type: none"> 1.) Fan is blocked by a tube. 2.) Fan is defective. 	<ol style="list-style-type: none"> 1.) Remove tube from fan. 2.) Replace fan.
Compressor is making a loud knocking or grinding noise.	<ol style="list-style-type: none"> 1.) Compressor is defective 	<ol style="list-style-type: none"> 1.) Compressor needs to be replaced. Contact service agent.

Water runs out of bubbler continuously.

Problem	Cause	Corrective Action
Water cooler is an EZ, HTV or electric eye series water cooler and water runs even when the power cord is not plugged in.	<ol style="list-style-type: none"> 1.) Solenoid or solenoid diaphragm is defective. 	<ol style="list-style-type: none"> 1.) Replace solenoid. (To verify: while water is running, unplug the power cord. If the flow does not stop immediately replace the solenoid.)
Water Cooler is an EZ, HTV series water cooler and water stops immediately every time when you unplug the power cord from the outlet.	<ol style="list-style-type: none"> 1.) Press bar is sticking & holding micro-switch down. 2.) Micro-switch behind press bar is defective. 	<ol style="list-style-type: none"> 1.) Replace press bar or repair the cause of the sticking press bar such as the basin hanging on the mounting bracket on the EZ model or the press bar screw too tight on the HTV model. 2.) Locate & replace defective microswitch.
Water cooler is an EHF, WC, HAC, or EMABF series water cooler.	<ol style="list-style-type: none"> 1.) Press bar adjustment screw has not been adjusted properly. 2.) Regulator is not stopping the water. 	<ol style="list-style-type: none"> 1.) Refer to manual & adjust press bar screw clockwise until flow stops. 2.) Replace regulator, could be caused by sand or similar residue consider adding filter.
Water cooler or fountain model other then previous listed.	<ol style="list-style-type: none"> 1.) Regulator is not stopping the water 	<ol style="list-style-type: none"> 1.) Replace regulator, could be caused by sand or similar residue, consider adding filter.

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Water won't flow intermittently.

Problem	Cause	Corrective Action
Water cooler was manufactured prior to 2001 & water is very cold.	<ol style="list-style-type: none"> 1.) Sensing wire on the cold control has vibrated out of the bulbwell partially. 2.) Replace cold control. 3.) Bulbwell has detached from the evaporator coils. 4.) Condenser fins in front of the fan are covered with debris. 	<ol style="list-style-type: none"> 1.) Push sensing wire down in the bulbwell. 2.) Cold control is out of calibration. 3.) Evaporator needs to be replaced - contact service agent. 4.) Remove debris with compressed air or vacuum (may have caused overload, relay, or compression defect).
Water cooler was manufactured after 2001 & water is very cold.	<ol style="list-style-type: none"> 1.) Cold control is out of calibration. 	<ol style="list-style-type: none"> 1.) Replace cold control.
Water is not very cold & compressor & fan will cycle for several minutes.	<ol style="list-style-type: none"> 1.) Low on refrigerant or partial restriction. 2.) Condenser fins in front of the fan are covered with debris. 	<ol style="list-style-type: none"> 1.) Contact service agent. 2.) Remove debris with compressed air or vacuum (may have caused overload, relay or compressor defect).

Water quality problem (taste or odor).

Problem	Cause	Corrective Action
Water has a taste or odor problem.	<ol style="list-style-type: none"> 1.) Install used plumbers putty or other sealant when connecting water supply. 2.) Installer used a commercial grade stainless steel braided flex line to connect water supply to water cooler. 3.) Water has bacteria or sulfur content. 	<ol style="list-style-type: none"> 1.) Remove sealant & use Teflon tape or compression fitting. 2.) Remove stainless steel braided flex line & replace with appropriate supply line. 3.) Contact your local water department & have water tested & add appropriate filter, water cooler may need to be flushed with food grade sanitizer.

Water stream is too low.

Problem	Cause	Corrective Action
Stream is too low after initial installation of the product.	<ol style="list-style-type: none"> 1.) Water pressure is lower than factor test conditions. 2.) Press bar adjustment screw has not been adjusted for EHF, WC, HAC, or EMABF series water coolers. 3.) Solenoid will not open up all of the way on EZ, HTV or electronic eye models. 4.) Strainer screen is plugged with debris. 5.) Water cooler has an added filter that is restricted. 	<ol style="list-style-type: none"> 1.) Remove sealant & use Teflon tape or compression fitting. 2.) Refer to manual & adjust press bar adjustment screw. 3.) Replace solenoid. 4.) Clean or replace strainer screen. 5.) Replace filter.

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Water stream is too low (continued).

Problem	Cause	Corrective Action
Regulator screw is turned all of the way clockwise and the flow is still too low.	<ol style="list-style-type: none"> 1.) Water shut off valve is not open all of the way. 2.) Regulator valve is defective or restricted with debris. 3.) A flexible water line is kinked within the water cooler. 4.) Strainer screen is plugged with debris. 5.) Water cooler has an added filter that is restricted. 	<ol style="list-style-type: none"> 1.) Open shut off valve all of the way. 2.) Replace regulator. 3.) Remove insulation from the line & remove the kink. 4.) Clean or replace strainer screen. 5.) Replace filter.

Water stream is to high.

Problem	Cause	Corrective Action
Water stream is too high.	<ol style="list-style-type: none"> 1.) Water pressure is higher then factory test conditions. 2.) Shut of valve is not open all of the way causing a back pressure. 3.) Bubbler or orifice is partially restricted with mineral deposits causing back pressure (similar to placing your thumb partially over the end of the garden hose). 	<ol style="list-style-type: none"> 1.) Refer to manual & adjust regulator screw counter clockwise to desired height. 2.) Open shut off valve all of the way. 3.) Clean or replace bubbler or orifice.

No water flow.

Problem	Cause	Corrective Action
Water cooler is an EZ, HTV, or electric eye operated model.	<ol style="list-style-type: none"> 1.) No power to outlet. 2.) Wire disconnected from solenoid. 3.) Power cord to water cooler is open (compressor & fan will not run). 4.) Water shut off valve not open. 5.) Regulator valve defective. 6.) Kinked water line internally. 7.) Water is freezing up in the evaporator. 	<ol style="list-style-type: none"> 1.) Restore power to outlet. 2.) Find correct wire & place on to solenoid. 3.) Replace power cord. 4.) Open shut off valve. 5.) Replace regulator. 6.) Locate affected line & remove kink. 7.) Refer to freeze up section of "Water won't flow intermittently".
No water flow on all other water coolers/fountains.	<ol style="list-style-type: none"> 1.) Water shut off valve not open. 2.) Regulator valve defective. 3.) Kinked water line internally. 4.) Strainer screen is plugged with debris. 5.) Water is freezing up in evaporator. 	<ol style="list-style-type: none"> 1.) Open shut off valve. 2.) Replace regulator. 3.) Locate affected line & remove kink. 4.) Clean or replace strainer screen. 5.) Refer to freeze up section of "Water won't flow intermittently".