

## TROUBLESHOOTING INDEX

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### **1. No Power, Panel not Lit**

Possible Reason	Solution
Power Cord Disconnected	Ensure the power cable is properly plugged into the wall power outlet.
Tripped GFCI	Reset GFCI outlet.
Blown Fuse	Check Fuse at the rear of unit where the power cable connects.

### **2. Cold Water is not Cold**

Possible Reason	Solution
Cold Thermistor Fault	Replace Cold Thermistor.
Compressor Failure	Check temperature of compressor and report your readings to technical support.

### **3. Hot Water is not Hot**

Possible Reason	Solution
Hot Tank Thermostat Failure	Hot Tank Thermostat has tripped and will need to be reset.
Hot Switch is Off	Switch on back of machine has been switched off. Switch it On.

### **4. No or Low Flow of Water**

Possible Reason	Solution
Source Water Turned Off	Make sure the source water feed is turned on.
Clogged Filter	Check flow individually from each filter to ensure flow. Replace any filter with reduced flow.
Solenoid Clog or Failure	Check dispense solenoids for proper function. May need to be disassembled to remove blockage, or replaced if failed.

## 5. Overfill of Cold Tank

Possible Reason	Solution
Mechanical Float Failure	Check function of fill float on underside of tank lid. When the float lifts, it should choke water flow to zero. If not, replace.

## 6. Operation Sensors are Unresponsive

Possible Reason	Solution
Power Failure	Check power at outlet, and check fuse on the back of unit.
Sensor Failure	Ensure sensor has not disconnected from PCB. Ensure front panel protective film has been removed from the unit. If sensor is still unresponsive, replace them.

## 7. Leak Stop Triggered

If water leaks into the bottom tray of the unit, the leak stop will be tripped and the water supply to the filters will be cut off.

To correct this, any leaks must be found and properly repaired/corrected. Then, any water in the bottom tray must be dried up. Then, the leak stop underneath the filters must have its absorbent puck replaced.

**Ensure** that there is no moisture in the bottom of the unit, less it trips the leak stop again.

## 8. Filtration

It is recommended using RO where possible and almost always if TDS from the tap is greater than 150 PPM. For an RO to work properly it is very important that the following variables are addressed and performed properly.

- Incoming Water Pressure: RO's require 60-70psi to work properly.
- Lower PSI will cause the reduction in TDS to suffer greatly, as well as the recovery rate.
  - 60psi results in (roughly) 7.3oz/min from 80GPD membrane.
  - 40psi results in (roughly) 2-3oz/min from 80GPD membrane.
  - 60psi results in (roughly) 98% reduction of TDS from the RO
  - 40psi results in (roughly) 80-85% reduction of TDS from the RO
  - Example:
    - 500 Tap TDS at 98% reduction = 10TDS product water
    - 500 Tap TDS at 85% reduction = 75TDS product water
    - 500 Tap TDS at 80% reduction = 100TDS product water
    - With the mineral add back filter a high concentration of calcium will negatively impact the amount of scale that will, as a result, negatively impact ice systems.
  - When using a bladder, this is much more susceptible to manifesting itself as a problem.

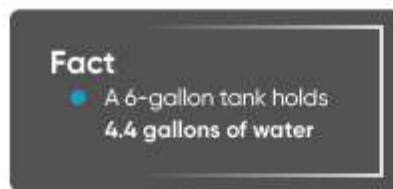
- As the bladder pressure pushes back on the filter, lower pressure will reduce recovery even beyond the above stated levels and will be unable to properly fill the bladder.
  - This will also result in burning through pre filters as it will take much more water to make little product water.
- Signs of this issue in gravity fed tanks will be manifested mostly through form of taste complaints, in this system it will manifest itself as running out of water prematurely.

**Solutions for Low Water Pressure:**

- Add a Booster Pump
- Use Carbon Filtration (be sure to remove the mineral add back filter)

**Bladder Tanks:**

- It is important that the right size bladder tank be used in conjunction with sufficient flow.
- It is ALSO important that the bladder tank be set to the correct pressure.



- Increasing air pressure will reduce the water capacity while also increasing water pressure
- Decreasing air pressure will increase the water capacity while also decreasing water pressure
- With no air the water tank will be full, but there will be no pressure to release water



**Bladder Tank Water Pressure Changes**

Bladder tanks have fluctuating water pressure as they empty. This may impact the flow rate going to the system as the tank is depleted.

- The amount of bladder tanks, filter banks feeding the bladder, pressure, and if a booster pump are needed must all be considered for install requirements. No two accounts are the same and usage will greatly impact the decision. If you have a large bladder tank installed and you have reports of no water, please revert to the above section on how to check to see if water flow is an issue.
- For large usage account with larger bladders, it may be necessary to have additional filter banks to improve the recovery time.
  - Please note that when doing this a booster pump may become necessary even if there a tap pressure of 60psi.

- Failure to take this into consideration may cause the bladder to ineffectively fill due to pressure drop with multiple units in line which mainly manifests itself as the larger bladder tanks get closer to filling
- This will also result in burning through pre filters and using a lot of water that will ultimately be just sent down the drain

Please see below for recommended air pressure that should be in the bladder depending on size of the bladder.

Size	Part Number	Size	Recommended Air Pressure
4 Gallon	EQGENE-0004	11" (Diam.) x 14" (Height)	6-7 psi
14 Gallon	EQGENE-0014	15" (Diam.) x 23" (Height)	6-7 psi
20 Gallon	EQGENE-0020	16" (Diam.) x 29" (Height)	7-10 psi
32 Gallon	EQGENE-0032	21" (Diam.) x 28" (Height)	7-10 psi
44 Gallon	EQGENE-0044	21" (Diam.) x 37" (Height)	10-15 psi
85 Gallon	EQGENE-0085	26" (Diam.) x 45" (Height)	10-15 psi
120 Gallons	EQGENE-0120	26" (Diam.) x 60" (Height)	10-15 psi