



Troubleshooting Guide – AA1200L



If your AA1200L boiler displays a message other than the current temperature of the water then there could be a fault which may need an engineer call out. Prior to contacting us, please read the below a guide to help establish what the error code may mean and if the equipment is at fault or as a result of user error. This will help us to diagnose the problem as quickly as possible and ensure the correct action is taken. Furthermore, by using this guide, a call out charge can be avoided if the fault is for example 'because the user shut off the water supply'.

| Displayed Error Code | Possible Cause | Action Required |
|----------------------|--|--|
| EOR | Failure of Water Into Tank | (See Points 1 & 2) |
| LLL | Element / Sensor Failure | Turn off power / Isolate water supply (see point 1) Call Aqualeader |
| HHH | Heat Sensor Short Circuit | Turn off power / Isolate water supply (see point 1) Call Aqualeader |
| OFL | Over Filling of Tank – Faulty Inlet Solenoid | Turn off power / Isolate water supply (see point 1) Call Aqualeader |

Solutions Guide

- Please make sure your machine is plugged in and 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.**



This is OFF



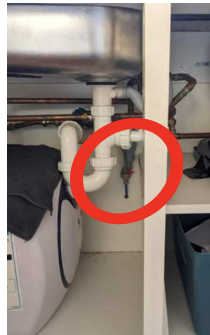
This is ON



Solution Option 2 - ' Water Blocker has tripped out' and needs resetting.
The 'Water Blocker' is an anti-flooding device and acts also as the 1st stage filtering process for the water cooler. Sometimes, if a large 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. Press this down firmly and this will reset the water blocker, allowing water to flow back into the machine. These can be stiff so a strong hand may be needed.



The water block is most often located under the sink where the connection was originally made.



Possible problem No: 3 'Dripping Tap / Faucet Head'

In some instances, over time, the tap or 'faucet head' can develop a drip. This is caused by the tension spring in the faucet head gradually loosening through repeated use of the lever. Aqualeader engineers will tighten these during service visits. In the event that yours starts to drip – it can be quickly and easily resolved by applying some 'pipe grips' or a similar type of tool to tighten the faucet head nut as shown below. This only requires a small / slight tighten / turn in order to stop dripping and should not be over tightened as this will tighten the tap lever too much. See below and example.



If after checking all of the above you are still experiencing problems - then please contact us on 01273 29968 - 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 may be chargeable.

Many Thanks

Aqualeader Service & Maintenance

