



## Troubleshooting Guide PowerSmart Boiler

If your PowerSmart 'Eco' Boiler stops working please refer to this guide before calling an Aqualeader engineer. This simple guide provides possible fixes to get your boiler up and running again.

The PowerSmart 3 ECO Boiler can be used in two ways

1. To save about £265 in electricity using the Factory Set ECO Light Setting. This will shut the boiler down “once the office lights go out” to stop it from constantly re boiling when there is no use. Ensure the ECO On/Off switch on the back of the Boiler is in ON position.
2. If you do not want to use the PowerSmart 3 ECO Light Setting ensure that the ECO On/Off switch on the back of the Boiler is in OFF position.

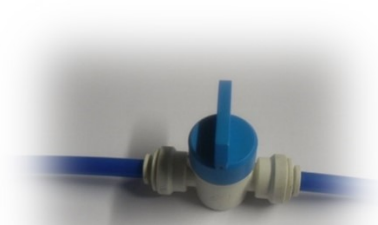


Possible problem No: 1 - No water being dispensed,

### Solutions Guide - Solution 1

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

### Solutions Guide - Solution 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.

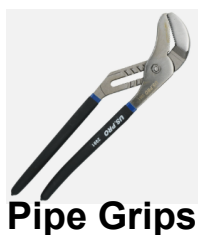
The water block is most often located under the sink where the connection was originally made.





Possible problem No: 2 '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 an example of how to remedy the drip.



**Pipe Grips**



**Tighten nut just below tap lever**

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

