

## Troubleshooting Guide - Calomax 5 & 10 Litre Boiler

If your Calomax Eclipse boiler has the service light illuminated at the front, it may need an aqualeader engineer to be called out. Prior to contacting us, please read the below a guide to help establish what the lights may mean. 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 has shut off the water supply'.



### **Light on Solid – No flashing**

Constant light illuminated means that water supply not connected / is interrupted to boiler. You will need to check if water is turned on at mains / isolator. **See solutions guide 'point 1 & 2' on the next page.**

**PLS NOTE** if boiler has been turned off at water supply this will put it into "hibernation mode". If this has happened, turning the water back on won't reset the boiler. You will need to turn the boiler off at the On/Off switch or on the mains supply to reboot the boiler – this will extinguish the light. Pls do these steps before calling an Aqualeader engineer.



### **Flashing 1 / 2 /3 flashes per sequence**

This indicates scale on the probes. If your boiler is flashing in groups of 1, 2 or 3 flashes then there is an issue with limescale. You will need to call an Aqualeader engineer to help resolve this. Please make a note of how many times the lights flash prior to contacting us.

### **Flashing 4 times in a sequence**

This means that the internal probes are detecting that the boiler is overflowing. This can be due to sediment or limescale (especially in new builds) getting stuck in the inlet solenoid and this causes the machine to stop working. You will need to call an Aqualeader engineer to help resolve this.

### **Flashing 9 times – or more....**

Thermister has possibly gone out of range – (boiling over 97 degrees) You will need to call an Aqualeader engineer to help resolve this.

**Solutions Guide**

- 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. Make sure this is turned away from you and in line with the tube. See below.....**



**This is OFF**



**This is ON**

- 2. Possible problem No: 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 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.



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

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