



# Trouble Shooting Guide Onyx Desktop Water Cooler

Provided here is a short 'troubleshooting' guide to re-starting your water cooler, in the event of it stopping. Very rarely do our machines stop working and in the majority of cases these can be easily resolved by referring to this 'troubleshooting guide'. Please follow these instructions and you should have your machine working again very soon.



## Problem = No Water Coming Out

### Solution Option 1 = Check isolator / water supply.

Please make sure 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 ON



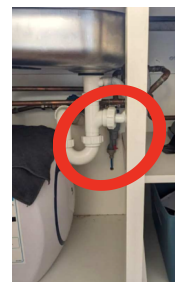
This is OFF

### Solution Option 2 - 'Water Blocker has tripped out'

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 thumb may be needed.



The water block is most often located under the sink where the connection was originally made.



### Solution Option 3 = Tank Frozen blocking output of water.

This can be caused if the watercooler has been positioned near to a heater / radiator or similar hot appliance.

Please turn the power off to the water cooler for 48 hours to allow the tank to thaw.

Then, reposition the heatsource further away from the water cooler.





### Solution Option 2 = Safety Float Tripped.

This can occur if the machine has been knocked or moved as it activates a safety float which is easily reset.

Step 1 - remove screws x 2 from lid



Step 2 - remove screws x 2 from front under side



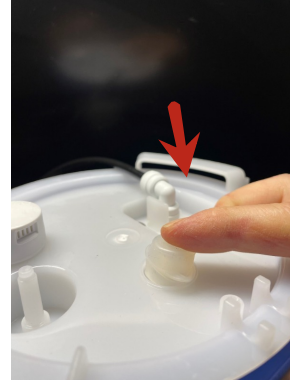
Step 3 - Lift up to remove the front panel and set aside.



Step 4 - Remove lid



Step 5 = Remove the lid so that you can see the lid of the water cooler tank. Then press the rubber button. You should then hear water start to enter into the tank. Then place lid & front panel back on water cooler and affix x 4 screws



### Problem = Water not cold or not chilling.

Solution Option 1 = Check power supply / plug at both ends. Please ensure the plug / lead is inserted fully in the back of the cooler and in the plug point at the wall.



If after checking all of the above you water cooler is still not producing water or chilling - 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 is chargeable.

Many Thanks  
Aqualeader Service & Maintenance

