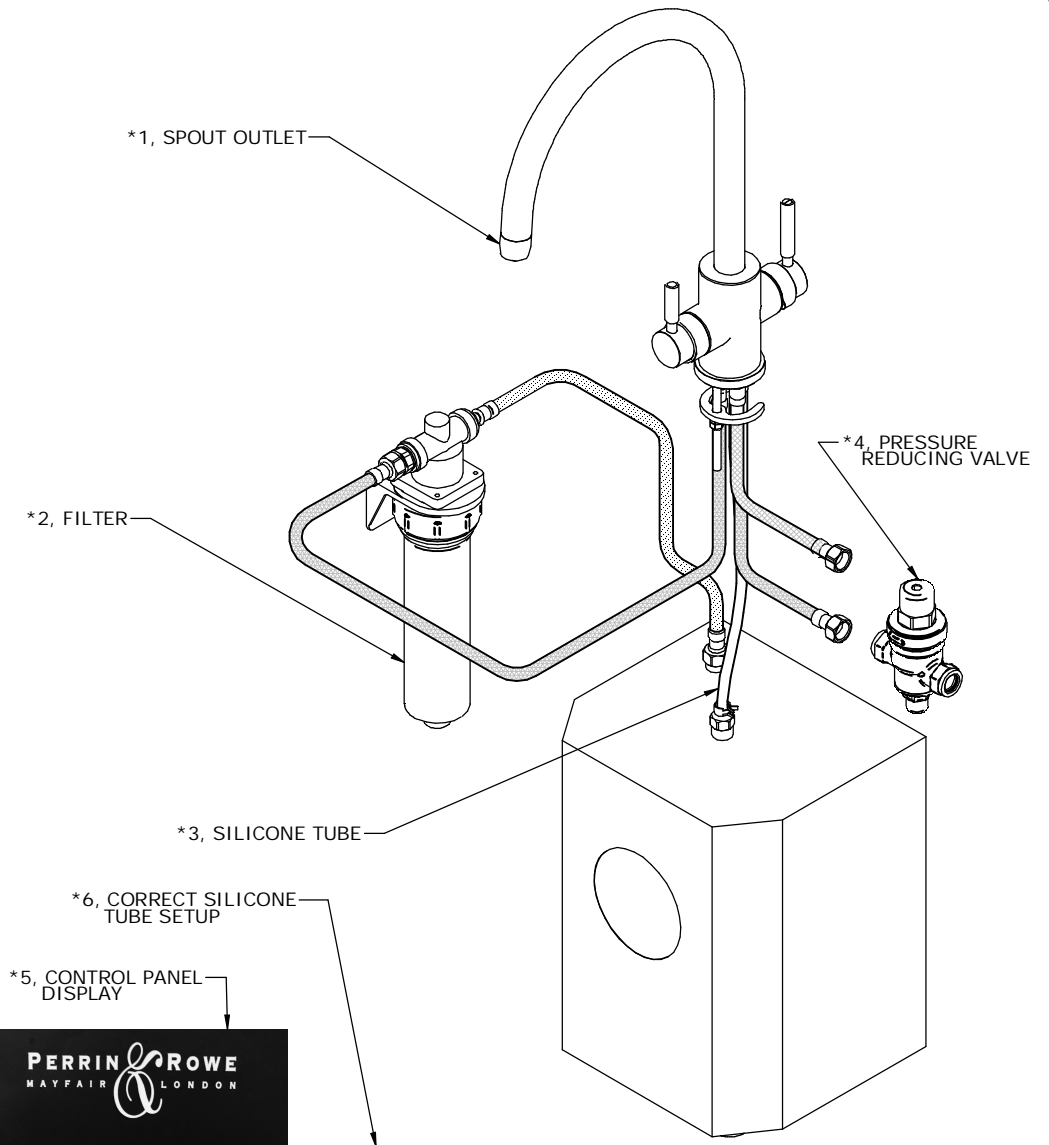


HOT TANK TROUBLESHOOTING GUIDE

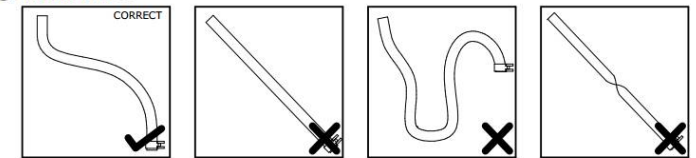
These are some of the more common issues that may be encountered.

If you have an issue with your system that is not listed, or the suggested remedies do not solve the problem please contact our customer service team.

Problem	Possible cause	Remedy
<ul style="list-style-type: none"> Water is not hot: 	<ul style="list-style-type: none"> Tank not plugged into mains socket Selected temperature is too low Selected temperature not confirmed 	<ul style="list-style-type: none"> Plug unit into a suitable earthed socket. Select higher temperature Using the control panel *5. After selecting temperature, press the confirm button *5.
<ul style="list-style-type: none"> Water runs on after valve is closed: 	<ul style="list-style-type: none"> Restriction in silicone tube Blockage in spout outlet Air trapped in system. 	<ul style="list-style-type: none"> Check that the silicone tube is not squashed or pinched *3 Remove outlet and check for any signs of a blockage, remove any debris that is present *1. Draw a quantity of water (2 to 3 litres) through the system to expell any air that may be trapped.
<ul style="list-style-type: none"> Reduction in flow: 	<ul style="list-style-type: none"> Restriction in silicone tube Blockage in spout outlet Filter needs replacing. 	<ul style="list-style-type: none"> Check that the silicone tube is not squashed or pinched *3 Remove outlet and check for any signs of a blockage, remove any debris that is present *1. Order a replacement filter and install it as soon as possible *2.
<ul style="list-style-type: none"> Spitting or dripping water when not in use: 	<ul style="list-style-type: none"> Air trapped in system. Restriction in silicone tube Too much slack in silicone tube 	<ul style="list-style-type: none"> Draw a quantity of water (2 to 3 litres) through the system to expell any air that may be trapped. Check that the silicone tube is not squashed or pinched *3 Cut to length as described in installation guide *6
<ul style="list-style-type: none"> Spitting water when in use: 	<ul style="list-style-type: none"> Air trapped in system. 	<ul style="list-style-type: none"> Draw a quantity of water (2 to 3 litres) through the system to expell any air that may be trapped. If the problem persists gently rock the tank back and forth while operating the dispenser. If the problem reoccurs this may indicate that there is air being drawn into the plumbing system.



3 Silicone Hose



Trim the silicone hose to the right length for the installation. It must not be pulled taut, too slack leading to a 'U' bend or twisted. Please make sure the tube isn't pinched between the threaded stud and the braided hose as this may cause flow restriction. If the silicone is not installed correctly it may effect the performance of the system.