


DISPENSING TROUBLESHOOTING INDEX

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1. Dispensing Won't Stop when Not Holding the Dispensing Button

Possible Reason	Solution
Too much water pressure. Recommend 40-60 psi for the WL200 Water Treatment System to operate properly.	<p>The correct input water pressure is critical to the performance of the unit to allow solenoids to open.</p> <p>Check water pressure at the inlet bulkhead with a water pressure gauge.</p> <p>Additional method of verification is to turn off water to unit and press the dispense button. Does the solenoid open without water pressure to the unit? Listen for solenoid to activate, not button "click".</p> <p>Adjust water pressure to 40-60 psi.</p>
Bad Display PCB	Replace Front PCB P/N 12-8615 – Factory P/N EN-6086
Debris in the Solenoid	Inspect Solenoid for debris and clean out as needed.
Dispensing Button Stuck	Dirt or Foreign material is filling the gap around the push-buttons. Inspect the push buttons and clean surrounding area. Inspect faucet assembly inside the unit and clean as necessary.

2. Water does not dispense from Unit

Possible Reason	Solution
Too much water pressure. Recommend 40-60 psi for the WL200 Water Treatment System to operate properly.	<p>The correct input water pressure is critical to the performance of the unit to allow solenoids to open.</p> <p>Check water pressure at the inlet bulkhead with a water pressure gauge.</p> <p>Additional method of verification is to turn off water to unit and press the dispense button. Does the solenoid open without water pressure to the unit? Listen for solenoid to activate, not button “click”.</p> <p>Adjust water pressure to 40-60 psi.</p>
Closed water supply valve	Open the water supply valve.
The unit is not properly plugged into electrical outlet	Check electrical outlet connection, or for blown circuit breaker.
Red Heater and Compressor Switch on unit is in the off position	<p>Turn Red Heater and Compressor switch on. <i>I = ON</i></p> 
15 Amp Fuse Blown	Replace the 15 Amp Fuse as needed.
<p>Water is present in the bottom tray, causing the leak detection to trigger.</p> <p><i>*Leak Detection is on the Counter Top Model only.</i></p>	Remove the Top Cover and Front Panel. Tip the unit slightly to drain, dry bottom tray completely.
Hot and Cold Solenoid connections into the Display PCB are loose.	<p>Turn power off; unplug the unit and visually inspect solenoid connections into the Display PCB. Verify the soldering points on connections are secure into the board.</p> <p>Remove the PCB to inspect the front of the board.</p>
Exhausted Filter	Replace filters as needed.

3. Steady Drip Out of Faucet

Possible Reason	Solution
Debris in Solenoid	Inspect Solenoid for debris and clean out as needed.

4. Irregular / Intermittent Dispensing

Possible Reason	Solution
Too much water pressure. Recommend 40 to 60 psi for WL200 Water Treatment System to operate properly.	<p>Check water pressure at the inlet bulkhead with a water pressure gauge.</p> <p>Additional method of verification is to turn off water to unit and press the dispense button. Does the solenoid open without water pressure to the unit? Listen for solenoid to activate, not button "click".</p> <p>Adjust water pressure to 40-60 psi.</p>
Loose or bad connection on the Front Dispensing PCB or Solenoid Connector	Check that they are connected properly and tightened.
Solenoid	<p>If both the Water Pressure and PCB have been ruled out, then it is the Solenoid.</p> <p>Replace Solenoid.</p>
Dispensing button is broken on PCB	Check PCB for loose or damaged button. Replace PCB as necessary.

5. Small Amount of Water Periodically Dispenses from Faucet Automatically


Possible Reason	Solution
Cold or Hot Water Solenoid Valve malfunction`	Inspect valve components for proper function. Replace as necessary.
Obstruction in Solenoid housing is preventing proper sealing of component	<p>Pre-determine whether water being dispensed is Hot / Cold. Isolate the water supply; push the DISPENSE button to release the line pressure, and remove the coil affixed to the Solenoid stem.</p> <p>Remove the stem from the solenoid housing and allow water from the tank to flush out the contaminate(s).</p>

6. Low Flow of Water – Rated Service Flow is 1.89 Liters (0.5 gallons) per Minute

Possible Reason	Solution
Determine Flow of Water	Rated Flow Rate is 1.89 Liters (0.5 gallons) per Minute. Check Flow Rate by dispensing into a container for one minute. Measure the amount of water that has been dispensed.
Feed Lines too small	Feed lines can restrict flow if run long distances from the supply. It may be necessary to increase the supply line (e.g. use 3/8" feed line versus 1/4").
Elbows and turns in the feed line	Minimize elbows and turns in the feed line.
Filters	Filters with high pressure drop due to fouling or just by design. Change filters more frequently or go to higher micron size filter for local water conditions.
Restrictions	Flow path to ensure there are no undiscovered restrictions due to debris or malfunctioning valves, including the supply valve at the source.
Booster Pump	Add a booster pump to the supply line if the feed is slower than needed.

7. No Cold Water Available

Possible Reason	Solution
Too much water pressure. Recommend 40 to 60 psi for WL200 Water Treatment System to operate properly.	Check water pressure at the inlet bulkhead with a water pressure gauge. Additional method of verification is to turn off water to unit and press the dispense button. Does the solenoid open without water pressure to the unit? Listen for solenoid to activate, not button "click". Adjust water pressure to 40-60 psi.
Closed Water Supply Valve	Open the Water Supply Valve
Cold Water Solenoid Valve malfunction	Inspect the valve components for proper functionality.

Red Heater and Compressor Switch on unit is off.	Turn Red Heater and Compressor Switch on. <i>I = ON</i> 
Loose connection(s) on the Display PCB	Turn power off; unplug the unit and visually inspect solenoid connections into the Display PCB. Verify the soldering points on connections are secure into the board. Remove the PCB to inspect the front of the board.
Exhausted Filter	Replace filters as needed.

8. Cold Water Dispenses from Faucet and Vent Outlet Simultaneously

Possible Reason	Solution
Improper tubing attachment from the tank to faucet or vice versa	Verify tubing is connected properly from tank outlets to correct faucet attachments.
Scale has formed inside cold tank outlet tube.	Remove cold water outlet tube from tank to faucet. Pour some scale remover into cold tank.
Expansion chamber in Cold Tank is not sealed properly.	Replace Cold Tank.

9. Dispense Buttons Stick

Possible Reason	Solution
Dirt or Foreign material is filling the gap around the push-buttons.	Inspect the push buttons and clean surrounding area. Inspect faucet assembly inside the unit and clean as necessary.

10. Run On – Water continues to dispense out of faucet after releasing the dispense button

Reason																				
<p>“Run On” or “Carry On” is present in all Waterlogic pressure fed units without outlet solenoids.</p> <p>“Run On” is defined is the amount of water that continues to dispense out of the faucet after releasing the dispense button.</p> <p>Run On exists because the tanks pressurize as water is being dispensed. Every Waterlogic tank has an outlet restrictor to ensure the tanks remain full of water and water is controlled as it is released to the faucet. The inlet solenoid controls flow into the tanks. The tanks will “depressurize” once the dispense button is released the inlet solenoid closes. A small amount of water will “Run On” through the faucet as the tank depressurizes to atmospheric conditions.</p> <p>Typical “Run On” is 2-3 seconds.</p> <p>“Run On” can be reduced by installing a pressure limiting device.</p> <p>The amount of inlet or supply pressure directly impacts the amount of “Run On” as quantified below.</p> <table border="1"> <caption>WLCP Lab Testing of Rn On 7-31-2013</caption> <thead> <tr> <th>Pressure Static PSI</th> <th>Pressure Dynamic PSI</th> <th>Time 4 Liters</th> <th>Flow Rate l/min</th> <th>Run On Seconds</th> </tr> </thead> <tbody> <tr> <td>68</td> <td>40</td> <td>61</td> <td>2.9508197</td> <td>3</td> </tr> <tr> <td>50</td> <td>30</td> <td>72</td> <td>2.5</td> <td>2.5</td> </tr> <tr> <td>32</td> <td>20</td> <td>92</td> <td>1.956217</td> <td>2</td> </tr> </tbody> </table> <p>Pressure measured at inlet line to unit. Static with unit closed. Dynamic with unit dispensing cold water.</p> <p>No filters were installed in unit.</p>	Pressure Static PSI	Pressure Dynamic PSI	Time 4 Liters	Flow Rate l/min	Run On Seconds	68	40	61	2.9508197	3	50	30	72	2.5	2.5	32	20	92	1.956217	2
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