

FAULT CODE TROUBLESHOOTING INDEX

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1. Display indicates “Change Filters”


Enter Programming Mode

Menu	Options	Brief Description
Filters Timer	3 months	Timer for Filters Life set at 3 months. Displays “Change Filters” after 3 months
	6 months	Timer for Filters Life set at 6 months. Displays “Change Filters” after 6 months
	9 months	Timer for Filters Life set at 9 months. Displays “Change Filters” after 9 months
	None	Timer for Filters Life is turned off. Default is None
Filters Life	00 DAYS	Indicates amount of water flowed(gal/liters) or days elapsed since last reset Ensure Filters Timer is enabled and Filters Life indicates DAYS
Reset	OK?	Resets the Filters Life to zero. Confirm by selecting Button 3 (Hot) to Save and Exit. This resets the timer.

2. Display indicates “Drip Tray Full” - Continuous Alarm Will Sound

Action
Empty and clean the drip tray. Make sure the metal clips on the tray are clean.

3. Display indicates “Cold Fault”


Possible Reason	Solution
No power or refrigeration elements	<p>Check that the GREEN Heater and Compressor switch is on.</p> <p>Turn GREEN Heater and Compressor Switch on. <i>I = ON</i></p> 
<p>Tank has run out of cold-water.</p> <p><i>Cold Tank capacity is 4 liters for Tower and 2 liters for Counter Top.</i></p>	<p>Wait for Cold Tank to chill water to temperature prior to dispensing more cold-water.</p> <p>A greater capacity of Waterlogic Water Systems is available.</p>
Cold-Water Thermostat	Check continuity of thermostat with multimeter. Replace thermostat as required.
Refrigerant has run out	Run Compressor for at least ten minutes. If condenser is not warm then refill the refrigerant.
Compressor problem	If Compressor is not running, repair or replacement is needed.

4. Display indicates “Hot Fault”

Action
Indicates a Hot Tank sensor fault. Check to make sure the sensor is plugged in to the main PCB properly.

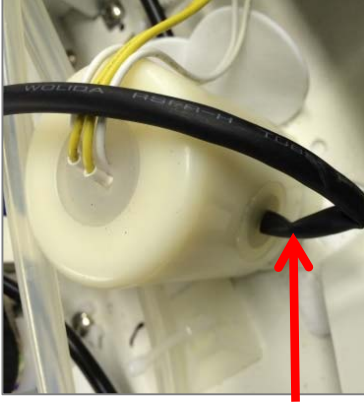
5. Display indicates “No Water Supply”

Possible Reason	Solution
The Flow Counter is Enabled	<p>A No Water Supply Fault will occur when the Flow Counter is enabled because there is no longer a flow counter device in the unit and will be looking for a signal it cannot find. To check this, enter into programming mode and scroll down to Filters Life and Enter.</p> <p>Filters Life should be displayed in Days or Months and not in Liters or Gallons. Always ensure the Filters Timer is on and set to the Default of None then save and exit (select button 4 = Extra Hot) to store this setting.</p> <p>Enabling the Filters Timer disables the Flow Counter. Always check the programming first to see if the Filters Life is shown in Days or Months instead of Gallons or Liters to validate the selection. Filters Timer should always be enabled and set and saved to NONE. Filters Life should always be displayed in time (Days or Months) instead of flow (Gallons or Liters).</p>
The Sparkling Injection Pump Runs Too Long	<p>A “No Water Supply Fault” will occur if the Sparkling Water Injection Pump runs for 10 minutes. This is a safety feature to prevent the Pump from being damaged. When operating properly, it should take about 1-1/2 minutes for the Pump to inject enough water to completely fill the 1 liter Sparkling Chamber. This can occur when there is not adequate supply of water to fill the Sparkling Chamber, or the pump cannot overcome the CO₂ pressure in the Sparkling Chamber, or there is not a proper ground signal from the level sensor in the Sparkling Chamber to shut off the pump once it is filled.</p> <ul style="list-style-type: none"> • The water supply is not adequate. Ensure proper water supply to the cold circuit. Remember that the WL500 Water Treatment System contains two Carbon Filters inside the Front Access Panel. The first Filters head has a valve that will shut off water supply when the Filters is removed. The water supply has been shut off or is not adequate. Always ensure there is 40-60 psi and 1.5 Liters/Min (0.4 gal/min) water supply. <ul style="list-style-type: none"> I. The internal Filters is removed and the Safety Valve in the first Filters head is stopping water supply. II. The Filters have become fouled and plugged, thereby starving the pump of make-up water. Change the Filters. III. There is not adequate water supply to the unit IV. The drip tray is full and/or a Solenoid Valve is not opening to allow water to pass. • The CO₂ gas pressure is above 45 psi, and the Booster Pump has dead-headed and cannot fill the Sparkling Chamber.

	<ul style="list-style-type: none"> • The Level Sensor has become fouled and no longer senses water ground, thereby dead-heading the booster pump on the full tank. Remove the probe and clean with file or sand paper to provide proper ground. • The pump is faulty or not producing enough pressure to fill the carbonator. Check pump to ensure output pressure is above 80 psi. If not, replace pump.
Water supply has been shut off	Turn water supply on
Too much water pressure. Recommend 40-60 psi for the WL500 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 just the dispense button “click”)</p> <p>Adjust water pressure to 40-60 psi.</p>
The Filters have become fouled and plugged, thereby starving the booster pump of make-up water	Change Filters
The CO ₂ gas pressure is above 45 psi, and the booster pump has dead-headed and cannot fill the Sparkling Chamber.	Turn CO ₂ gas pressure to 45 psi, verify with pressure regulator.
The Sparkling Water Level Sensor has faulted and is not properly signaling the PCB to turn off the water injection pump once water fills to the probe level in the tank. No Water Supply error message will display and the pump will shut down after 10 minutes to prevent damage.	<p>Remove the probe and clean. Disconnect from power, shut off CO₂ gas to isolate Sparkling Chamber and relieve pressure in tank through the Pressure Relief Valve before removing the probe.</p> <div style="border: 2px solid red; padding: 5px; margin: 10px 0;">Approximately ¼” of Probe Sticking out of Plastic Sleeve</div> <div style="text-align: center;">  </div> <p><u>Level Probe Checks</u></p>

	<ol style="list-style-type: none"> 1. Ensure plastic sleeve is in place and properly seated. There should be approximately ¼” of probe sticking out the end. 2. Ensure O-ring is in place. 3. Tip should be clean and in good condition and the Level Probe is installed <p>⚠ DANGER! <i>If incorrectly installed, operated, or maintained, this product can cause death or sever injury. All individuals who install, operate or maintain the WL500 Water Treatment System should be trained in its proper use, warned of its dangers, and should read the entire product manual before attempting to install, operate or maintain.</i></p> <p>⚠ WARNING! <i>HIGH PRESSURE CO₂. Disconnect WL500 Water Treatment System from power. Shut off CO₂ to isolate Sparkling Chamber and relieve pressure in Tank through the Pressure Relief Valve before removing the Probe for inspection.</i></p> <p>⚠ CAUTION! <i>RIBBON CONNECTORS MUST BE FULLY ENGAGED. Ensure Ribbon Connectors are properly engaged and fully seated in Front PCB (Printed Circuit Board) to avoid intermittent / connectivity issues any time the Front Hatch Panel is accessed.</i></p>
Filters Counter is enabled and there is no signal.	Disable the Filters Timer.

6. Display indicates “UV Fault” – Audible Alarm will sound for 15 Seconds

Possible Reason	Solution	
UV Lamp Failed	<p>Verify the UV Sensor is properly installed into Cold Tank UV Lamp Retaining Nut to ensure proper orientation.</p> <p><i>Always ensure the UV light is properly installed into cold tank cap to ensure proper operation.</i></p>	

7. Display is Intermittent

Possible Reason	Solution	
<p>Ribbon Connectors are not fully engaged</p>	<p>Verify ribbon connectors are properly engaged and fully seated in front PCB (Printed Circuit Board) to avoid intermittent / connectivity issues anytime the front Hatch Panel is accessed.</p>	