



Naturizzata Water Machine

On-Site Service Call Problems and Solutions

Technician Contact Number: 1-855-756-6494

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Problem 1: Sparkling water isn't sparkling enough?

A) Check CO2 Tank regulator gauges – Check tank and shut off valve are turned on.

B) First make sure the tank is not empty (needle in the red, needle at zero) (If so change the tank)

C) Second make sure the pressure is reading between 50 and 65 pounds
(When adjusting the pounds of pressure for your CO2 there is a screw on the bottom of the regulator that can be adjusted, see if there is a bolt under the screw if so loosen the bolt and turn the screw, clockwise to increase and anti-clockwise to decrease, that adjusts the pressure, you will see the pounds of pressure go up and down as the screw is turned (sometime you must open the sparkling water for the needle, reading to settle) once adjusted retighten bolt)

D) Final Steps:

1) Turn off CO2

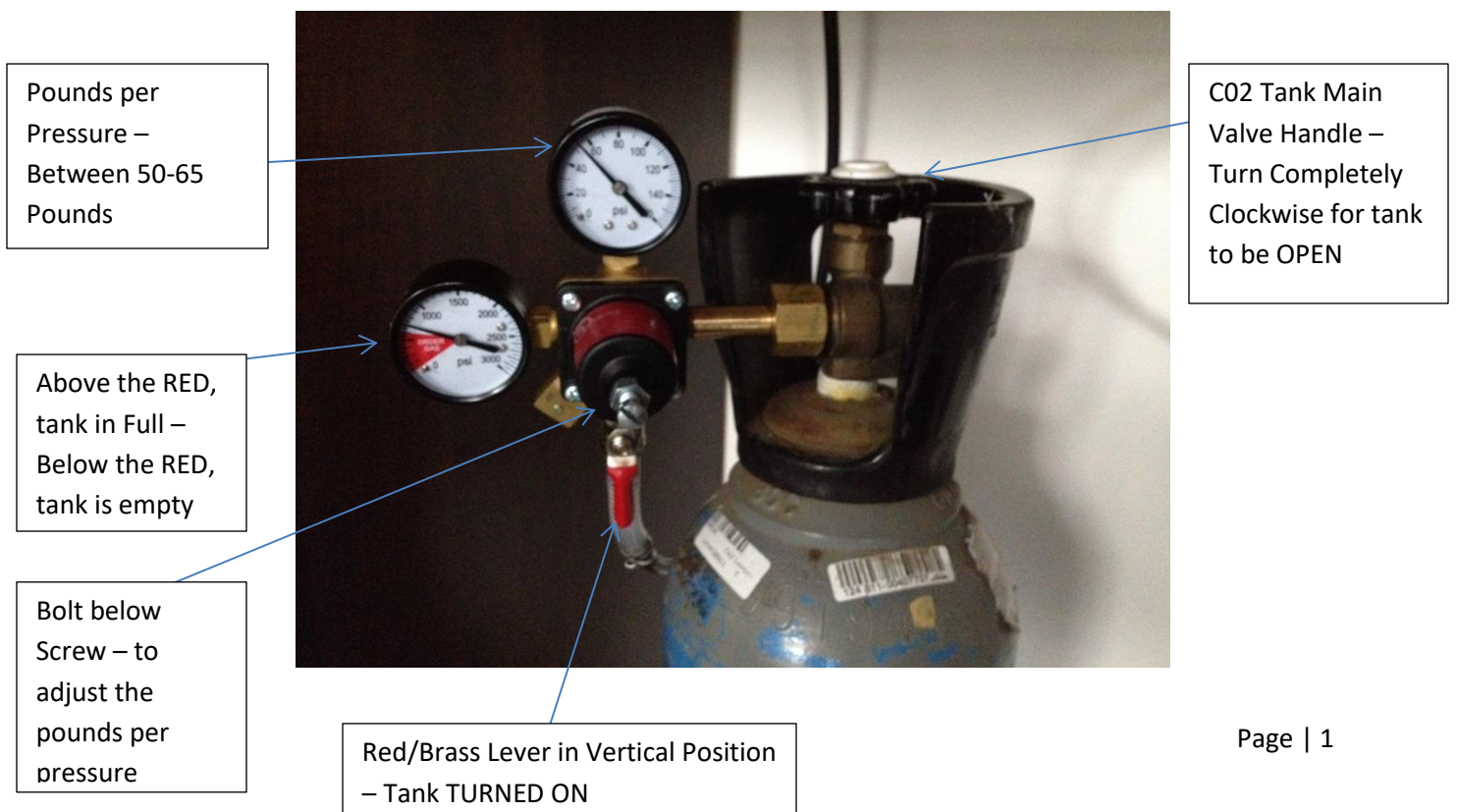
- There is a Red or Brass lever attached to CO2 Regulator that is in the VERTICAL position when CO2 tank is TURNED ON, turn that lever to the HORIZONTAL position to TURN OFF CO2 tank (also you may close the tank itself by turning the valve handle on the top of the tank anti-clockwise).

- Pull a minimum of 2-3 Liters of water from the Sparkling tap to fill the CO2 chamber inside the machine with only water, NO CO2 (water should be coming CLEAR and in a steady stream from the Sparkling tap at this point, the same way as the Chilled or Ambient taps, except somewhat slower).

2) Turn CO2 tank back on (Turn the Red or Brass lever on the CO2 Regulator back to the VERTICAL position)

- Now pull 2-3 Liters of water from the Sparkling tap (you should hear the machine – pump – kick in) the water from the tap now should look WHITISH in color, filled with bubbles

- Taste water, if good, machine is ready to go – if not, repeat steps **A)** to **C)** but in step **A)** adjust the pressure so it is a little higher than last time (**DO NOT EXCEED 55 POUNDS OF PRESSURE**)



Problem 2: There is no water coming out of my sparkling tap only CO2?

First check if water is pouring form ambient tap? Then Chilled tap? If not check water connection valves and setting on the Chilling machine is set to (6).

A) Make sure that both the Purification Unit and the Machine Unit are turned ON

- The GREEN SWITCH on the Purification Unit is on the FRONT of the Unit – It should be light up with the TOP part of the Switch with the “o” on it sticking out

- The GREEN SWITCH on the Machine Unit is on the BACK of the Unit - It should be light up with the BOTTOM part of the Switch with the “o” on it sticking out

B) Turn off CO2

- There is a Red or Brass lever attached to CO2 Regulator that is in the VERTICAL position when CO2 tank is TURNED ON, turn that lever to the HORIZONTAL position to TURN OFF CO2 tank

C) Pull a minimum of 2-3 Liters of water from the Sparkling tap to fill the CO2 chamber inside the machine with only water, NO CO2 (water should be coming CLEAR out of the Sparkling tap at this point, like it would from the Chilled or Ambient tap) only slower.

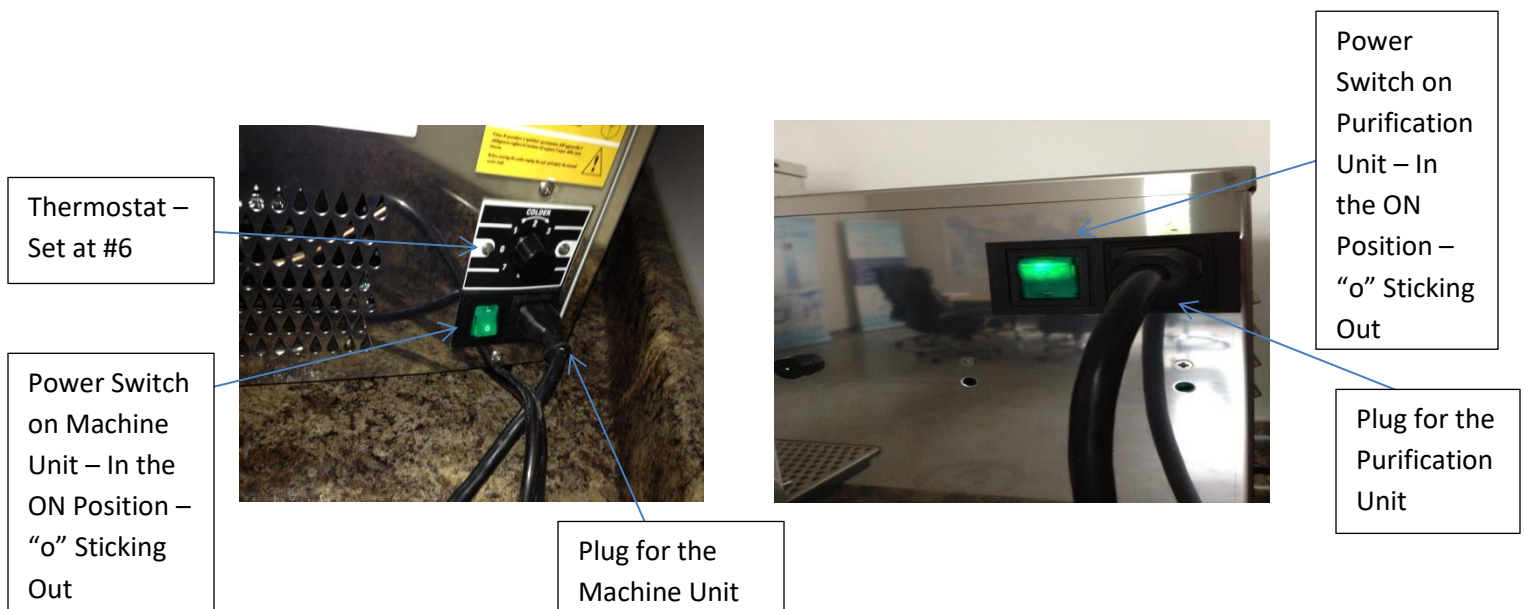
D) Turn CO2 tank back ON

- Turn the Red or Brass lever on the CO2 Regulator back to the VERTICAL position (make sure the pressure is where you want it to be – between 50-65 pounds)

- Reference Pictures on Page #1

E) Now pull 2-3 Liters of water from the Sparkling tap (you should hear the machine – pump – kick in) the water from the tap now should look WHITE in color, filled with bubbles

- Taste, if good, machine is ready to go – if not, repeat steps **B) to E)** but in step **D)** adjust the pressure so it is a little higher than last time (**DO NOT EXCEED 55 POUNDS OF PRESSURE**)



Problem 3: There is no water coming out of any of my taps?

****This is NOT a machine technical problem****

A) Make sure that both the Purification Unit and the Machine Unit are **PLUGGED IN** (Completely) – To the units themselves as well as the wall outlet (each unit has its own power cable) – **Reference Pictures on Page #2**

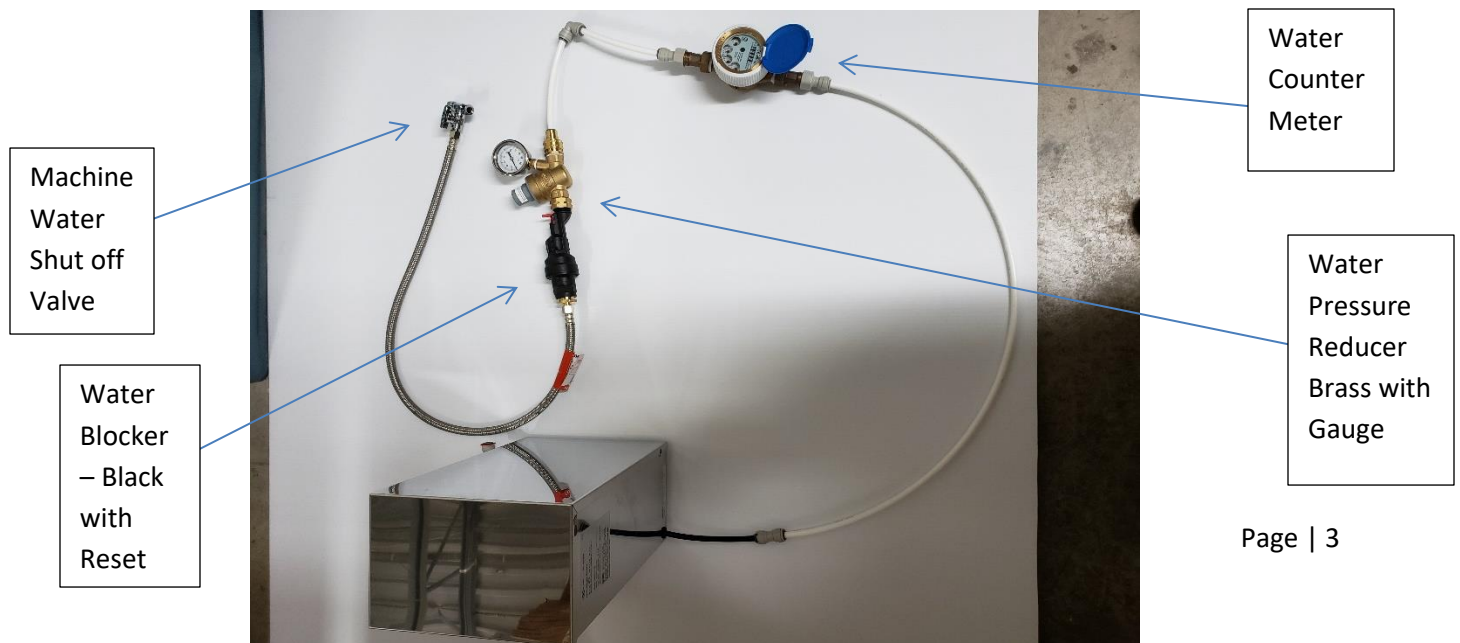
B) Make sure that both the Purification Unit and the Machine Unit are turned ON
- The **GREEN SWITCH** on the Purification Unit is on the **FRONT** of the Unit – It should be light up with the **TOP** part of the Switch with the “o” on it sticking out
- The **GREEN SWITCH** on the Machine Unit is on the **BACK** of the Unit - It should be light up with the **BOTTOM** part of the Switch with the “o” on it sticking out – **Reference Pictures on Page #2**

C) Make sure that the water connection valve to the machine was not shut off and is open; valve handle should be in line with the piping.
- Check that there is water running at the closest sink and that someone has not close water for work in another area of the establishment – **Reference Pictures on Page #10**

****If the Power was OFF or Machine/Machines UNPLUGGED****
-When you turn back on or plug back in the system,
give the machines about 30 seconds minimum before use to activate.

Lastly could be a water blocker has shut off:

- If Water Blocker is Grey: - Call Technician, explain problem
 - On site: Technician will reset water blocker and change to a black water blocker with an external reset
- If Water Blocker is Black: There will be an External Reset attached to the Water Blocker (it is black in color as well but will a Red button/switch on it)
 - Push that Red button/switch downwards and hold it down for 10 seconds and then release. This will reset your water blocker allowing water to flow freely once again to your machine.



Problem 4: There is no water coming out of my sparkling tap and my chilled tap only, ambient is ok? Or only chilled water is not working.

A) Check the Chilling Bath inside the Machine Unit – Make Sure there is no ice on the Stainless Steel coils, if so the water is frozen and will need time to melt.

- Take off the lid of the machine (4 screws at the sides of the lid, need a star screw driver)

- Look inside – if FROZEN – Turn off machine for 24-48 hours, leave lid off the speed up melting process

****Please note – Machine is fine if there is a small amount of ice formed around the White Basin and copper coils (Chilling Bath) as long as the water is free moving*

B) Check Thermostat (temperature dial) on the back of the machine

- Thermostat setting should always be at #6, if it is higher or lower adjust to #6 – if it was higher and bath was frozen, turn off machine and give the required time for melting the ice – **Reference Pictures on Page #5**

*****Please note: If Chilling Bath / Pipes are frozen DO NOT USE MACHINE, turn off and wait for ice to melt. Anything else can DAMAGE and BREAK the machine and pipes*****

White Chilling Basin – If ice is formed – Machine OKAY

Copper Coils/Pipes – If ice is formed – Machine OKAY



Stainless Steel Pipes – CAN NOT BE FROZEN – If there is ice – DO NOT USE MACHINE – Turn off – wait for ice to melt

Problem 5: My chilled water isn't cold?

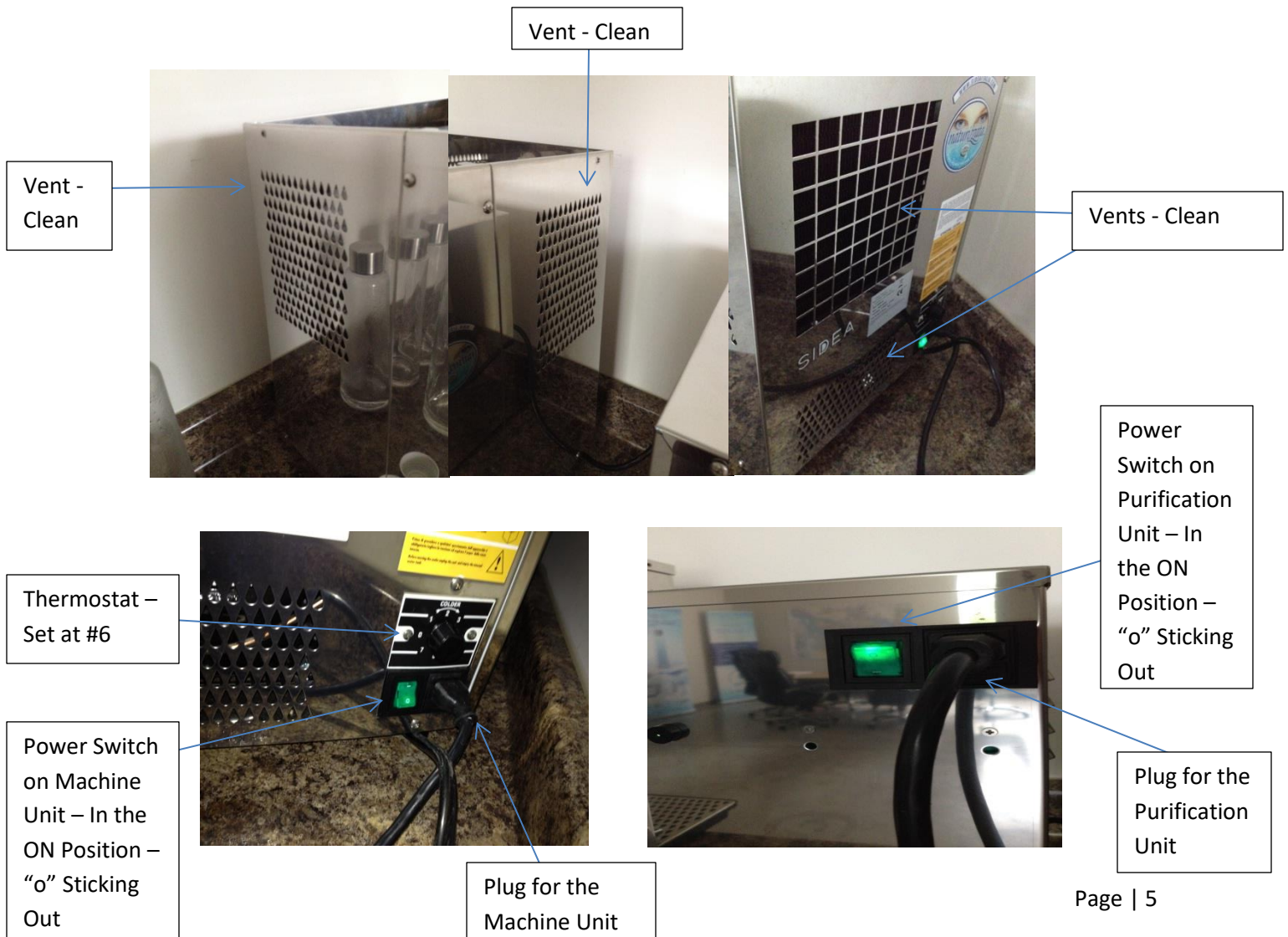
A) Check to make sure system is plugged in and the Green switch is in the on position glowing with a green light; system should have a slight hum to it as well, check Temperature dial setting on the back or side of the machine

- Temperature dial setting should always be at #6, if it is higher adjust to #6 for proper setting.
- If it was lower, adjust to #6 (it will take an hour for the chilling bath to adjust to the colder temperature, you may continue to use the machine, however system will take a little longer to chill down)

B) Verify that the system has at least 3 inches breathing room from back wall and 2 inches on each side, as if it does not the compressor will over heat and be unable to chill the water, eventually it will burn itself out.

Verify that your Machine, Unit is not caked in dust and its vents are not clogged – Machine needs to vent the hot air created by the compressor and the vent fan. (Vents located on the sides and back of the machine).

C) If full of dust, dirt or grease, take a damp rag and wipe vents clean (this should be verified and cleaned if need be every week so machine can work at optimal performance)



Problem 6: There are no bubbles /sparkling in my sparkling water?

A) Check CO2 Tank - make sure the tank is not empty (needle in the red, needle at zero)

- make sure the pressure gage reads between 50 and 65 pounds
- make sure handle on tank is turn on (all the way clockwise)
- make sure the shut off valve is vertical

Pressure adjustments if necessary

(When adjusting the pounds of pressure, find out if there is a bolt under the screw that adjusts the pressure, if so bolt must be loosened to adjust pressure screw – once adjusted retighten bolt)

***If tank is empty – Change CO2 Tank –Turn off CO2 tank, remove CO2 Regulator with wrench (loosen bolt attaching regulator to tank – make sure not to lose plastic washer that's in the regulator's connection bolt), attach new tank to regulator, turn on CO2, make sure shut off valve is vertical
Once tank is changed use step B to adjust CO2

B) Readjust Sparkling Water: - Turn off CO2

- There is a Red or Brass lever attached to CO2 Regulator that is in the VERTICAL position when CO2 tank is TURNED ON, turn that lever to the HORIZONTAL position to TURN OFF CO2 tank

- Pull a minimum of 2-3 Liters of water from the Sparkling tap to fill the CO2 chamber inside the machine with only water, NO CO2 (water should be coming CLEAR out of the Sparkling tap at this point, like it would from the Chill or Ambient tap) only slower.

- Turn CO2 tank back on (Turn the Red or Brass lever on the CO2 Regulator back to the VERTICAL position)

- Now pull 2-3 Liters of water from the Sparkling tap (you should hear the machine – pump – kick in) the water from the tap now should look WHITE in color, filled with bubbles

- Taste, if good, machine is ready to go – if not, repeat steps **A)** and **B)** but in step **A)** adjust the pressure so it is a little higher than last time **(DO NOT EXCEED 55 POUNDS OF PRESSURE)**

Pounds per Pressure – Between 50-65 Pounds

Above the RED, tank in Full – Below the RED, tank is empty

Bolt below Screw – to adjust the pounds per pressure



CO2 Tank Main Valve Handle – Turn Completely Clockwise for tank to be OPEN

Red/Brass Lever in Vertical Position – Tank TURNED ON

Problem 7: My water isn't coming out fast enough from any taps?

First check timing of water, Ambient tap 12 seconds for 750 ml bottle and 15 seconds for 1 liter bottle, this is the specified flow rates. Same for Chilled and Sparkling (note with Sparkling this flow rate is for 2-3 bottles consecutively **NOT FREE FLOWING**, if a continuous pour rate or flow rate is needed for the Sparkling water, flow rate should be 15 seconds for a 750 ml and 20 seconds for 1 liter bottle)

Check for any kinks or elbows or twists in the water line connections.

Slow flow only from Chilled or both Chilled and Sparkling, check for frozen pipes - [Reference Pictures on Page #4](#)

****This is a water pressure problem of the establishment – water pressure below 40 LBS****

A) Check to see if there is a water pressure reducer installed (color: white)

- Go to the water valve of the machine, follow the black or white piping or steel braided line from valve, following that there will be either a grey or black water blocker, following that (if there is one) you will see the white water pressure reducer

- If water pressure reducer is present:

- Call technician, explain problem, request removal of water pressure reducer (on site:

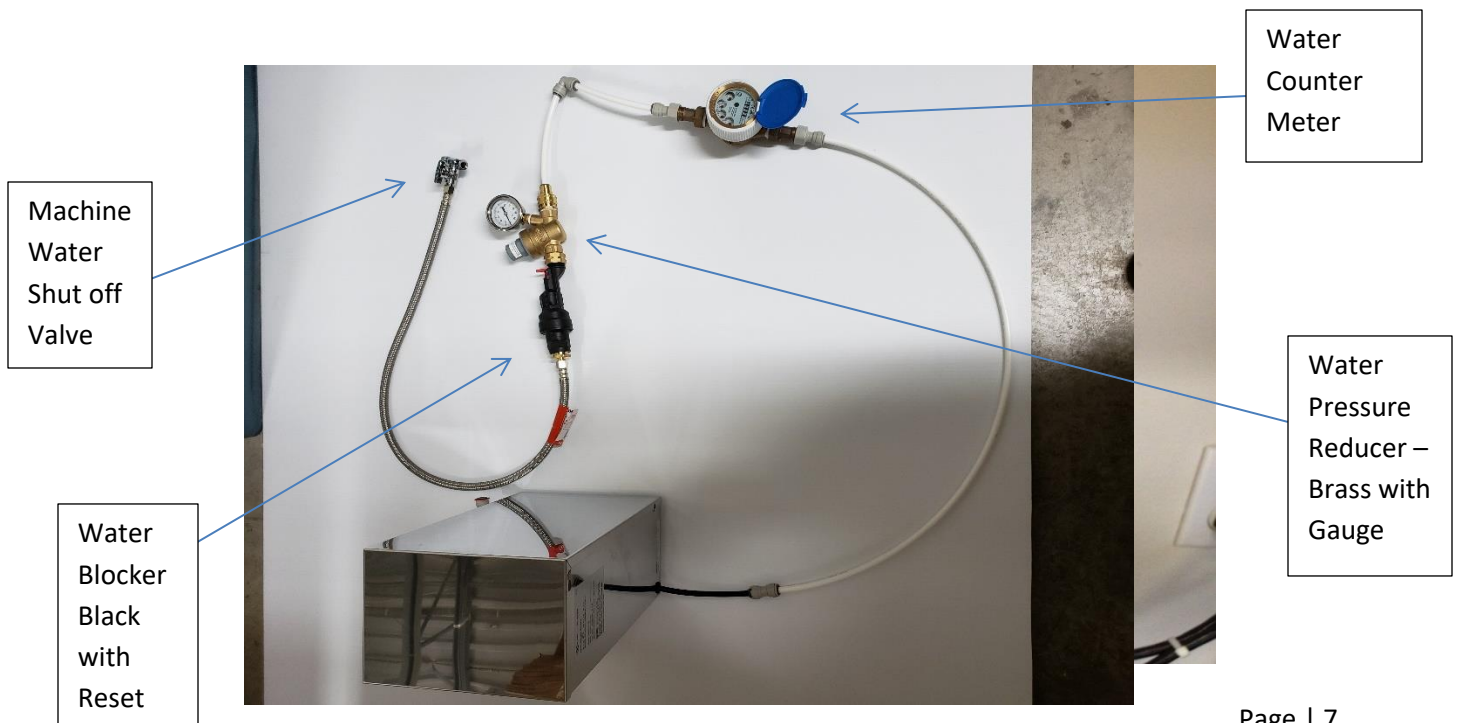
Technician will check pressure, remove pressure reducer.

B) If there is no water pressure reducer - It means there is low Water Pressure at your Establishment

- Either leave flow as is and have a slower flow or call plumber to install a water booster pump to elevate the water pressure to your system.

***Please note: - Water Pressure Reducer can only be removed if water pressure does not exceed 65 LBS*

- Also other machinery on the same line drawing water can cause slower flows at different times of the day



Problem 8: My machine is making a loud roaring, rumbling noise?

This means the water pump is searching for water and there is a water flow problem

A) Make sure that the water connection valve to the machine was not shut off and is open; valve handle should be in line with the piping – **Reference Pictures on Page #10**

- Check that there is water running at the closest sink and that someone has not close water for work in another area of the establishment.

B) Check to see if there is a water pressure reducer installed (color: white)

- Go to the water valve of the machine, follow the black or white piping or steel braided line from valve, following that there will be either a grey or black water blocker, following that (if there is one) you will see the white water pressure reducer

- If water pressure reducer is present:

- Call technician, explain problem, request removal of water pressure reducer (on site:

Technician will check pressure, remove pressure reducer.

C) If there is no water pressure reducer - It means there is low Water Pressure at your Establishment

- Either leave flow as is and have a slower flow or call plumber to install a water booster pump to elevate the water pressure to your system – **Reference Pictures on Page #7**

***Please note: - Water Pressure Reducer can only be removed if water pressure does not exceed 65 LBS*

- Also other machinery on the same line drawing water can cause slower flows at different times of the day

Use ambient tap to test water pressure and flow rate, make a timing test on how long to pour a 750 ml bottle, this will tell you if it is a water pressure or flow problem. (12 seconds 750 ml and 15 seconds 1 liter bottle)

If flow is normal, then it is a frozen coil problem - Flow Problem), if flow is not normal – water pressure problem

D) Check the Chilling Bath inside the Machine Unit – Make Sure there is no ice on the Stainless Steel coils, if so the water is frozen and will need time to melt.

- Take off the lid of the machine (4 screws at the sides of the lid, need a star screw driver)

- Look inside – if FROZEN – Turn off machine for 24-48 hours, leave lid off the speed up melting process – **Reference Pictures on Page #4**

****Please note – Machine is fine if there is a small amount of ice formed around the White Basin and copper coils (Chilling Bath) as long as the water is free moving and not frozen around Stainless Steel Coils/Pipes*

E) Check Thermostat (temperature dial) on the back of the machine

- Thermostat setting should always be at #6, if it is higher or lower adjust to #6 – if it was higher and bath was frozen, turn off machine and give the required time for melting the ice – **Reference Pictures on Page #5**

*****Please note: If this LOUD NOISE and/or Chilling Bath / Pipes are frozen DO NOT USE MACHINE, turn off and wait for ice to melt. Anything else can and will DAMAGE and BREAK the machine and pipes*****

Problem 9: There is only air coming out of my sparkling tap?

****This is NOT a machine technical problem****

A) Make sure that both the Purification Unit and the Machine Unit are PLUGGED IN (Completely) – To the units themselves as well as the wall outlet (each unit has its own power cable)

B) Make sure that both the Purification Unit and the Machine Unit are turned ON

- The GREEN SWITCH on the Purification Unit is on the FRONT of the Unit – It should be light up with the TOP part of the Switch with the “o” on it sticking out

- The GREEN SWITCH on the Machine Unit is on the BACK of the Unit - It should be light up with the BOTTOM part of the Switch with the “o” on it sticking out – Reference Pictures on Page #5

C) Make sure that the water valve to the machine was not shut off

- Check the Water Valve for the Machine (it is silver in color – if open it will be in line with the piping) – Reference Pictures on Page #10

- Check that the main water has not been closed for your Establishment (run some water in the closest sink)

****If the Power was OFF or Machine/Machines UNPLUGGED****

*-When you turn back on or plug back in,
the machine will need about 30 seconds minimum before activating*

D) Turn off CO2

- There is a Red or Brass lever attached to CO2 Regulator that is in the VERTICAL position when CO2 tank is TURNED ON, turn that lever to the HORIZONTAL position to TURN OFF CO2 tank

E) Pull a minimum of 2-3 Liters of water from the Sparkling tap to fill the CO2 chamber inside the machine with only water, NO CO2 (water should be coming CLEAR out of the Sparkling tap at this point, a steady steam like it would from the Chill or Ambient tap) only slower

F) Check CO2 Tank - make sure it isn't empty (needle in the red, needle at zero)

- make sure the pressure is between 50 and 65 pounds

(When adjusting the pounds of pressure, find out if there is a bolt under the screw that adjusts the pressure, if so bolt must be loosened to adjust pressure screw – once adjusted retighten bolt)

G) Turn CO2 tank back ON

- Turn the Red or Brass lever on the CO2 Regulator back to the VERTICAL position (make sure the pressure is where you want it to be – between 50-65 pounds)

H) Now pull 2-3 Liters of water from the Sparkling tap (you should hear the machine – pump – kick in) the water from the tap now should look WHITE in color, filled with bubbles

- Taste, machine is ready to go

- Reference Pictures on Page #6

Problem 10: My machine is leaking?

A) Shut off the water connection valve to the system (you will find this before the smaller of the two units, usually connected to a silver braided line, but not always. Also shut down both units, as they are not to be used at this point.

When the machines are off:

- The GREEN SWITCH on the Purification Unit is on the FRONT of the Unit – It should NOT be lit up with the BOTTOM part of the Switch with the “-” on it sticking out
- The GREEN SWITCH on the Machine Unit is on the BACK of the Unit - It should NOT be lit up with the TOP part of the Switch with the “-” on it sticking out, there should be no noise or hum from the unit at this point.

B) Call Technician immediately – inform him of leak

On site: Technician will locate leak, fix leak and resolve problem

Thermostat –
Set at #6

Power Switch on Machine Unit – In the ON Position – “o” Sticking Out



Plug for the Machine Unit

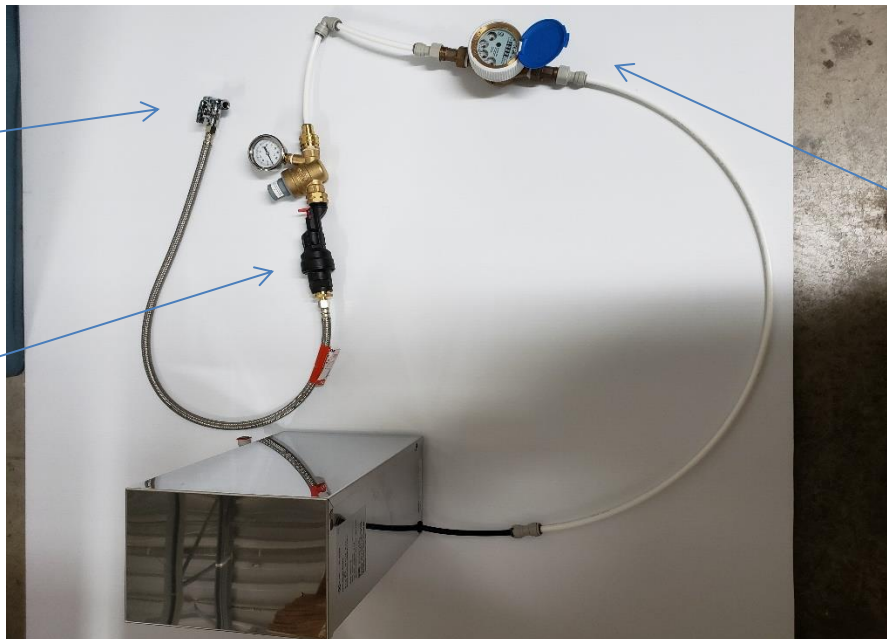


Power Switch on Purification Unit – In the ON Position – “o” Sticking Out

Plug for the Purification Unit

Water Shut Off Valve – If aligned with pipe (like in picture) – Valve is OPEN

Black Water Blocker with External Reset



Water Counter Meter – Informs Liters of Water Used by Establishment

Problem 11: My taps are loose?

A) CALL SERVICE TECHNICIAN - Inform of problem

- On Site: Technician will double bolt each tap on inside of machine and tighten taps

*****Please note: Taps don't need to be pulled on hard or with force – try to be more gentle when using taps**

Problem 12: My machine is making a gurgling and or a buzzing noise (buzz, buzz, buzz) on and off?

A) This is caused by the agitator motor blades hitting the side of the carbonation chamber

- Water Basin tank need to be top off

1) Unscrew the 4 screws on the lid of the Chillier (Machine Unit)

2) Remove lid

3) Add water to the white water basin (Add enough so that the water is just under the overflow outlet on the right side of the white chilling basin.

4) Replace lid, tighten screws



This is the Overflow Outlet inside the Machine Unit – Add enough water so the water level is just a little under the overflow outlet

Problem 13: The water from my machine has an unusual taste?


A) This is a rare occurrence and can be caused by extended none use of the system

1) Take an empty bottle or jug and run 3 Liters of water out of the AMBIENT TAP and then 2 Liters from the CHILLED TAP and 2 more Liters from the SPARKLING TAP

- Machine is ready to go

Problem 14: There is only water coming out of my Sparkling tap, not the other two?

****This is a water flow problem, you only have water flowing from the sparkling tap because some is left in the carbonation chamber inside the machine, if chamber empties only CO2 will come out and sparkling tap will need to be adjusted – reference Problem #9****

- A)** Make sure that the water valve to the machine was not shut off
- Check the Water Valve for the Machine (if valve is open will be in line with the piping) 
 - Reference Pictures on Page #10**
 - Check the water for your establishment has not been closed, run some water in the closest sink.
- B)** If all of the above is on and working - It is a Water Blocker issue which is either Grey or Black in color
- Location of water blocker:
 - Go to the Water Valve for the machine, follow the black or white piping or steel braided line from valve, following that there will be either a Grey or Black Water Blocker
 - If Water Blocker is Grey: - Call Technician, explain problem
 - On site: Technician will reset water blocker and change to a black water blocker with an external reset
 - If Water Blocker is Black: There will be an External Reset attached to the Water Blocker (it is black in color as well but will a Red button/switch on it)
 - Push that Red button/switch downwards and hold it down for 10 seconds and then release. This will reset your water blocker allowing water to flow freely once again to your machine.
- C)** Make sure that both the Purification Unit and the Machine Unit are PLUGGED IN (Completely) – To the units themselves as well as the wall outlet (each unit has its own power cable)
- D)** Make sure that both the Purification Unit and the Machine Unit are turned ON
- The GREEN SWITCH on the Purification Unit is on the FRONT of the Unit – It should be light up with the TOP part of the Switch with the “o” on it sticking out
 - The GREEN SWITCH on the Machine Unit is on the BACK of the Unit - It should be light up with the BOTTOM part of the Switch with the “o” on it sticking out
 - Reference Pictures on Page #5**
 - Machine is ready to use

****If the Power was OFF or Machine/Machines UNPLUGGED****

-When you turn back on or plug back in, give the machines about 30 seconds minimum to reactivate



Water Blocker – Black with
External Reset

Training for Customers:

- 1) If machine makes any other noise that you hear now, turn it off and call customer service.
- 2) If power goes off do not use machine.
- 3) If system is not pouring water, check power switch on both machines is turned on and the plug is plugged in (switch should be green on both units).
- 4) If water is closed do not use machine as you will drain the machine of water and it will start making buzzing noise, (When closing water turn machine off so no one will use it)
- 5) If Sparkling water tap is not pouring water and only CO2 is coming out of the tap, the CO2 carbonation chamber has been drained of water.

5a) Steps to fix problem, close CO2 tank ,then open sparkling water tap and keep open until water pour out continuously, (water will flow continuously but slower than other 2 taps) close tap, open CO2 and pour water until it becomes sparkling again, should take about 1-2 liters.
- 6) If you pour water continuously from any tap of more than 15 liters at a time (continuously means without letting the tap handle return to the closed position) the flood valve will close and the water will be blocked until valve is opened. To open valve turn off water at junction before water blocker, (Grey unit) then unscrew water blocker on the side closest to the water machine (grey plastic piece on the water line) there is a red button inside blocker, press it and the valve will return to the open position, screw back together (make sure it is tight and no leak after turning water back on) and turn water back on.
- 7) Setting for chilling system is #6, (If setting # 7 is used a solid ice block could form in the chilling unit and freeze the water pipes, therefor stopping water flow. To fix this turn off system for 6 – 48 hours and let ice melt, check to make sure ice is melted then restart system and adjust to proper setting.
(It should be noted that this could damage the system and repairs might be necessary at owner expense)
- 8) If a on and off again buzzing noise occurs, this could be caused by the evaporation of water in the water retaining basin, this could be due to excessive heat in area of the system. This is cause by the circulation fan creating a vortex in the basin and touching the carbonation unit. To fix this problem add water to the basin (use purified water from your system) just under over flow pipe, this will eliminate vortex and the problem. When basin is full water will be seen coming out of over flow pipe at the bottom of the system. (This problem rarely occurs and water basin is topped up on every maintenance visit by our technician)
- 9) To add or decrease the amount of sparkling (CO2) in your water you need to adjust the lbs. of pressure on your CO2 gage, this works by turning the small screw below the two gages left or right, (there is a safety bolt before the screw you will need to loosen this in some cases) you will notice the lbs. of pressure move higher and lower as you turn the screw. The higher the

pressure the more sparkling the water, (note for CO2 pressure to settle at the correct pressure you must pour some sparkling water) do not at any point use a pressure above 80 lbs. as this will cause damage to the lines or system. (Light sparkling is about 50 lbs. and bubbly water is about 65 lbs.)

- 10) Never use two tap at the same time as this affects water flow and cause damage to the unit.
- 11) A large noise will sound from the system when water flow is reduced to low levels or shut off, this is cause by the water pump searching for water and not sufficient water available, in this case do not use machine until water flows are restored to normal.
- 12) Please note that if a technician is sent on site to correct one of the problems caused by improper use of system or one of the adjustments that can done through a troubleshooting call standard services charges will apply and site visit will be charged to your account.
- 13) If a leak were to occur in the system, close water from the shut off valve on the water line and call service.