



Naturizzata Water Machine

On-Site Service Call Problems and Solutions

Technician Contact Number: 1-855-756-6494

Table of Contents

1) If the Water is Not Cold Coming Out of Machine:	P.1
2) CO2 Gas Keeps Taking Over/Over Ridding Sparkling Water Tap (Only Gas Keeps Coming Out):	P.1-2
3) Sparkling Tap Flow Very Slow Coming Out of the Tap:	P.2-3
4) Taps are Very Stiff, Hard to Open/Pull on:	P.3
5) Sparkling Water is Flat Coming Out of the Sparkling Tap:	P.3-4
6) Reasons why the water in the water basin is evaporating:	P.4
7) When the Power will Not Start for the Chiller Carbonator and/or Purification Unit or it Goes On but then Off Right After:	P.4
8) Nothing is turning on or working on the Chiller Carbonator Machine:	P.4-5
9) The U.V. Light in the Purification Box will Not Turn On:	P.5-6
10) How to Tell if the Compressor is Broken or Missing Freon Gas:	P.6
11) Water Basin is Frozen/Ice Block and Water is Not Coming Out of Cold or Sparkling Tap:	P.6
12) How to Change a Cooling Fan and or Remove it to Clean Condenser / Fan Blades:	P.7

On-Site Service Call Problems and Solutions

1) If the Water is Not Cold Coming Out of Machine:

- Make sure chiller carbonator machine is turned on and plugged in (Green Power Switch Light is Glowing)
- Make sure Thermostat Dial is Set between #5-#6 (Never #7 – Machine Will Freeze Over)
- Make sure Water Basin inside Chiller Carbonator is Full of Water
- Make sure the Cooling Fan is blowing air out of the back of the machine. To Test to see if Cooling Fan is working, turn Thermostat Dial to #7 and Fan should engage/start. If Cooling Fan does not start, make sure all Wires on Fan are connected properly and try again.
- Make sure the Cooling Fan and the Condenser for the Fan is not Clogged with dust and or grease. If so, Remove Fan and Clean Fan and Condenser of grease and dust.
- If the Cooling Fan is still not working next step is to find out if the Cooling Fan or Thermostat is Broken.
 - o Grab New Cooling Fan from Technician Parts Kits and with Machine Off Disconnect the wires attached to the Cooling Fan inside of the machine and Reconnect them to the New Cooling Fan from the parts kit outside of the machine. Once New Cooling Fan is Connected, turn on machine (Be careful of hand and finger placement if holding the New Cooling Fan outside of machine because you can hurt yourself on the spinning fan blades). If New Cooling Fan that is connected Turns On, we know that the Old Cooling Fan inside the machine is broken/malfunctioning and needs to be changed. Change Cooling Fan for New Working Fan and place Thermostat at #5 - #6. Wait 5 to 10 minutes and make sure Cooling Fan is Working and Hot Air is Coming Out of the Back of the machine. If Hot Air comes out of the back of the machine and Fan is working the problem is resolved. If Fan is working but there is No Hot Air Coming out of the machine and its just cool/room temperature the issue is a Freon Gas or Compressor problem – Call Head Office
 - o If New Cooling Fan is Connected and machine is turned on and Cooling Fan still does not start/engage – you know the Thermostat is Broken/Malfunctioning and needs to be Changed for New. Change the Thermostat for New and Turn on Machine, Set Thermostat at #5 - #6 – make sure Cooling Fan starts and blows Air out of Machine. Wait 5 to 10 minutes and make sure Cooling Fan is Working and Hot Air is Coming Out of the Back of the machine. If Hot Air comes out of the back of the machine and Fan is working the problem is resolved. If Fan is working but there is No Hot Air Coming out of the machine and its just cool/room temperature the issue is a Freon Gas or Compressor problem – Call Head Office

2) C02 Gas Keeps Taking Over/Over Ridding Sparkling Water Tap (Only Gas Keeps Coming Out):

- Turn off Chiller Carbonator machine as well as C02 Gas and make sure water is turned on for the machine

- Hold open Sparkling Tap for 2 minutes straight until a clear slow flow of regular water is pouring from the tap (Make sure there is not bubbles, jumps or cuts in the stream)
- Turn on Chiller Carbonator machine followed by CO2 Gas (make sure CO2 Gas is between 55-65 PSI). Pull on the Sparkling Tap, after about 5-10 seconds you should hear the Brass Water Pump Kick in (It makes a BBBUUUURRRR sounding noise). Make Sure you can fill up at least 5 bottles of Sparkling Water (Make sure the Flow Speed of the Sparkling Tap is not too fast, should be between 12-15 seconds per bottle).
 - o If CO2 Gas keeps taking over Sparkling Tap (After 2-3 tries with procedure above), check Brass Water Pump to see if it is Jammed (a good trick to see if it's the pump is to touch the electric motor, if its hot to touch the Brass Water Pump is most probably jammed). Turn Off Chiller Carbonator Machine and Remove Brass Water Pump. Try to Turn Brass Water Pump by hand, if it Does Not Turn or is Very Stiff to Turn you know the Brass Water Pump is Jammed and Needs to be Replace with New Brass Pump from Technician Parts Kit.
 - o Once New Brass Water Pump is replaced, Keep Chiller Carbonator machine off as well as CO2 Gas and make sure water is turned back on for the machine Hold open Sparkling Tap for 2 minutes straight until a clear slow flow of regular water is pouring from the tap (Make sure there is not bubbles, jumps or cuts in the stream)
Turn on Chiller Carbonator machine followed by CO2 Gas (make sure CO2 Gas is between 55-65 PSI). Pull on the Sparkling Tap, after about 5-10 seconds you should hear the Brass Water Pump Kick in (It makes a BBBUUUURRRR sounding noise). Make Sure you can fill up at least 5 bottles of Sparkling Water (Make sure the Flow Speed of the Sparkling Tap is not too fast, should be between 12-15 seconds per bottle) and problem is repaired.

3) Sparkling Tap Flow Very Slow Coming Out of the Tap:

- Try Adjusting the Flow Adjuster on the right-hand side of the Sparkling Tap. If Flow adjuster is really stiff and hard to move, you must remove Sparkling Tap to verify is Sparkling Cone is swollen or warped or if tap needs a cleaning.
 - o Turn off Chiller Carbonator machine and Turn off Water to machine. Hold Open Sparkling Tap unit all water is released from tap and you only have CO2 Gas coming out. Turn off CO2 Gas and Hold Open Sparkling Tap until all CO2 Gas is released from the tap.
 - o Using Tap Tightening Tool, Untighten the Sparkling Tap and Remove it. First Untighten the Flow Adjuster Section of the tap, followed by the screw on the front of the tap and lastly the tap handle itself. Remove the Sparkling Cone from inside the tap and look for discoloration or swelling or damage. If you see any of those, change the Sparkling Cone from a new one found in the Technician Parts Kit.
 - o Before Reassembling the Sparkling Tap with the new Sparkling Cone, place all tap pieces in a bucket/bowl of how water and clean and scrub with a Tap Cleaning Brush.

- After cleaning Reassemble the Sparkling Tap and Test Flow Adjuster and new Sparkling Cone to make sure it moves freely and smoothly. Reattach Sparkling Tap, turn of water to machine and then Turn on the machine as well. Make Sure there are No Leaks from the Sparkling Tap and Turn on CO2 Gas (make sure CO2 Gas is between 55-65 PSI). Pull on Sparkling Tap until regular water turns to sparkling (about 2 liters worth) and adjust Sparkling Flow Adjuster to proper speed (between 12-15 seconds per bottle)

4) Taps are Very Stiff, Hard to Open/Pull on:

- Taps need to be removed from machine and cleaned. Turn the machine off and then turn the water off. Purge water from the Ambient Tap and then the Cold Tap and lastly the Sparkling Tap. Once all water is Purged from Sparkling Tap, turn off CO2 Gas and Purge CO2 Gas from Sparkling Tap.
- Remove one tap at a time and take it apart. Place tap pieces in a bowl/bucket of hot water and clean and scrub each piece clean. Add some Food Grease on the piston (that looks like a bullet) to help with the stiffness in the rubbers and reassemble tap and pull on tap handle to see if it opens and closes smoothly and easily.
 - If the Tap is still stiff and hard, replace the piston (that looks like a bullet) inside the tap for a brand new one found in the Technician Parts Kit.

5) Sparkling Water is Flat Coming Out of the Sparkling Tap:

- Check what the CO2 Gas pressure is at, it should be between 55-65 PSI with a water pressure around 50 LBS.
- Make sure the water is cold inside the water basin and that the Thermostat is set between #5-#6. If you have a thermometer check the temperature of the water basin, it should be around 34-36 degrees.
- Check inside the water basin on all of the sparkling water lines and fittings as well as the CO2 Gas lines and fittings to make sure there are no leaks of water or CO2 Gas (Including the Carbonator Tank). You can do this visually and you can also do the soap/bubble test if you have any doubts.
- If the sparkling water is still flat coming out of the tap, there is an issue with one of the back-check valves on the carbonator tank (Usually with flat sparkling water it is the back-check valves on the CO2 Entry line to the Carbonator Tank).
- Turn Power to Chiller Carbonator off and then turn off water. Purge Sparkling Tap until there is just CO2 Gas coming out. Turn off CO2 Gas and Purge Sparkling Tap so no gas is left.
- Remove the Tubing from the CO2 Gas entrance from the Carbonator Tank and Unscrew the back-check valve / valves from Carbonator Tank.
 - ***Please be careful when removing the back-check valves from Carbonator Tank, inside the valve there is a metal spring and plastic piece and they can fall out if not removed from tank or replaced on tank carefully
 - Once a back-check valve is removed, blow into the tip of the valve with you finger covering the other end (so the pieces inside the valve do not fall out). If it's working

properly it should be hard to blow into but eventually the air should pass through and the valve should open, when you stop blowing the valve closes and goes back in place and the process starts again. If its not working properly the valve will not open at all or it will be very easy to blow through and open. In that case the valve should be changed from a brand new one that is found in the Technician Parts Kits.

***Please note sometimes there is there is 2 back-check valves on top of each other, you must check both valves and if one valve is found with no pieces inside it, that is okay and how its supposed to be. The valve would not need to be changed or replaced.

- Once the back-check valve/valves have been replaced, make sure they are tight and reconnect the fittings and tubing in the correct place. Turn the water on to the machine and check for leaks. After turn the machine power back on and verify for leaks one last time. Once need leaks are found, turn on the CO2 Gas and pull 2 liters of water out of the Sparkling Tap to create the sparkling water.
- Taste Sparkling Water in a clean glass to make sure it is zappy and bubbly

6) Reasons why the water in the water basin is evaporating:

- The Cooling Fan in the machine can be broken or malfunctioning (in one case it was not installed correctly, and the Hot Air was blowing inside the machine instead of out of the machine)
- The Agitator in the water basin that keeps the water moving can be over heating and evaporating the water (it would be hot to the touch). In this case it will need to be changed with a new Submersible Agitator

7) When the Power will Not Start for the Chiller Carbonator and/or Purification Unit or it Goes On but then Off Right After:

- Make sure the electrical plugs are properly and securely plugged into the machine box and the wall outlet
- Make sure the Power Switch is in the correct on position
- If the machine is connected to a power bar, make sure power bar is correctly plugged in and make sure reset switch is in the correct position (also some wall plugs have a reset switch on them as well)
- Check if the Breaker in the Electrical Panel Box of the location is blown and needs to be reset (this happens sometimes if there is a power surge or power outage)
- Check the Fuses where the plug goes in the power switch, there are 2 of them and if one or both is blown the power will not go on until being replaced.
 - o If you put new fuses in and turn the power on and they blow again, that means there is any electrical issue with one of the electrical parts inside the machine, something is malfunctioning or short-circuiting. It could be a loose or damaged wire or a broken part

*** Fuses for Purification Unit are 1 Amp and Chiller Carbonator Unit are 15 Amp

8) Nothing is turning on or working on the Chiller Carbonator Machine:

- If the Chiller Carbonator machine is properly plugged in (and there is nothing wrong with a breaker on the clients electrical panel) and the green light to the machine still does not come on when you flip the power switch, the first thing to check is the 2 fuses located where the plug goes into the machine. Make sure they are burnt.
- If the fuses aren't burnt the next thing to check is to see if the Black Electrical Control box is malfunctioning or broken
 - o Take stainless steel paneling of the sides and back of the chiller carbonator machine and turn off the power
 - o Remove the 2 black wires from the Thermostat and connect them together with a piece of metal or wire. Remove your hands from the system and turn the power on. If the machine and the machine parts does not turn on, then take the new Black Electrical Control box from the Technician Parts Kit. Replace the old Black Electrical Control box with the new one and make sure you plug all the wires in the correct place (it helps to take a picture before hand to make sure the wires are connected properly). Reconnect the 2 black wires to the Thermostat properly and then turn the power on to the machine. If the machine and all its parts work properly, then the problem was resolved, and the Black Electrical Control box was the issue.
 - If the machine and its parts still do not turn on, then you would have to replace/change the "Polysnap" on the chiller carbonator which is the whole power switch and plug component which is found in the Technician Parts Kit. Replace the old "Polysnap" with the new one (also put the old Black Electrical Control box back on because it was not broken to begin with) and then start the machine. When machine turns on and all parts are working correctly, put stainless steel paneling back on and make sure all is working correctly, and no leaks are found.

9) The U.V. Light in the Purification Box will Not Turn On:

- Make sure the plug for the Purification box is correctly plugged into the electrical wall outlet as well as the Purification box itself
- Make sure that the 2 fuses are not blown in the power switch near where the plug goes in
- If the Purification Box has a button that needs to be pressed down inside the box to make the U.V. Light turn on make sure that the wires are connected properly as well as the wires connected to the "Polysnap".
- If all wires are connected properly, you must change the U.V. Light Transformer that is attached to the back of the U.V. Light Serpentine. It is best to remove the filters and the U.V. Light to do this, so you have more room to work.
 - o Take a photo of the wires connected to the current U.V. Light Transformer and the U.V. Light Sockets before you remove it so you will know how to reattach the new one that you get from the Technician Parts Kit. Disconnect the old Transformer from the stainless-steel box by undoing the screws its attached with (make sure you to

take clear photos of where the wires are placed in the sockets and attachments) and then disconnect the red, yellow, brown, blue, white and black wires from the U.V. Light Sockets and attachments. Reconnect the New Transformer and the wires in the correct position, reinstall U.V. Light and turn on Purification box to test that light works.

10) How to Tell if the Compressor is Broken or Missing Freon Gas:

- If the cooling system is not working on the chiller carbonator (water in water basin is warm, not hot air coming out of the back of the machine from the cooling fan) it could be because the compressor is broken/malfunctioning or because the system is low or missing Freon Gas
 - o To tell if the compressor is broken it can be some of the following:
 - Compressor is extremely hot to the touch
 - Compressor is sweating, has condensation on it (Overheating)
 - Compressor is making a clicking sound (or you feel a clicking inside the compressor) like the inside pieces/pistons are not aligned
 - o To tell if the compressor is low or missing Freon Gas:
 - Water is cool but not as cold as it should be (might have frost on coils instead of ice)
 - The air coming out of the back of the machine is slightly warm but not warm or hot as it should be
 - The compressor is vibrating/rumbling like normal, but it is room temperature to the touch (you can leave your hand on it for a long period of time and it not be warm/hot or get uncomfortable)

****A sweating compressor can also mean that the system has too much Freon Gas inside. It will still be cooling the system and making the water basin cold and form an ice bank (there might also be a small puddle of water forming under the chiller carbonator where the compressor is located)*

11) Water Basin is Frozen/Ice Block and Water is Not Coming Out of Cold or Sparkling Tap:

- First check the Thermostat (Usually if the Water Basin is Frozen, the Thermostat was set at max, lower it to #5 never higher than #6)
- Turn the Power Off on the Chiller Carbonator and Remove the Stainless-Steel Cover
- Use a piece of tubing and suck/syphon all the water possible out of the water basin. Add warm water inside water basin to melt ice of stainless-steel coils. Keep repeating the process until ice is melted and Cold and Sparkling Water Lines are working and flowing again
- Replace water in Water Basin with cool water and double check that the Thermostat is set correctly
- Make sure water is flowing correctly from all taps and sparkling water is regulated correctly

12) How to Change a Cooling Fan and or Remove it to Clean Condenser / Fan Blades:

- Turn off the power / unplug the Chiller Carbonator Unit
- Remove the top and back stainless-steel panelling of the Chiller Carbonator
- Use a Flat Head Screwdriver and wedge it in between the Black Plastic Casing of the Cooling Fan and the Silver Metal Condenser Case gently. This will push the Cooling Fan Forward and give you access to remove the Fan because it un-wedges / loosens the plastic plugs that hold the Cooling Fan in place (at the 4 corners of the fan)
***Be gentle and careful with the fan plugs because they are plastic and can break easily and or can also fall out sometimes when removing the fan or re-installing it (there are extra plastic fan plugs in the Technician Parts Kit if you lose or break any)
- Once the Cooling Fan is Removed, clean out the Condenser with a brush gently to get the dust out and use a cloth to clean the Cooling Fan Casing and Blades
 - o If the Fan needs to be changed for new, grab the extra Cooling Fan in the Technician Parts Kit. Remove the wires from the old/broken Cooling Fan and replace them on the new Cooling Fan (If the ground wire with the screw does not fit into the new fan you can always cut it short and tap the end of it up with black electrical tap so it's completely covered)
- Replace Cooling Fan on Condenser (make sure air is blowing in right direction, there is an arrow on the fan casing to indicate the direction the air blows)
- Make sure the push the 4-plastic fan plugs all the way in, sometimes using a Flat Head Screwdriver on top of / against the head of the plastic plug makes it easier to push all the way in
- Turn on the machine and make sure the air is coming out of the Cooling Fan in the correct direction
- Once you know the air the blowing in the right direction, turn off machine and replace stainless-steel back paneling on the Chiller Carbonator. Turn machine back on and make sure everything is working as it should be. Replace stainless-steel top on the machine and make sure the Thermostat is set between #5-#6.