HOT WATER TROUBLESHOOTING INDEX

Hot Water Problems

1. Hot Water is not Hot 185° +/- 5°
2. Boiling of the Hot Tank at higher elevations

Also includes related instructions for

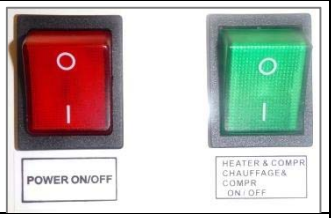
- *Disabling Sleep Mode*
- *Resetting the Hot Tank Overloads or High Limit Safety*

1. Hot Water is not Hot (185° +/- 5° F)

The Hot temperature set point is 185° and is controlled by a thermostat on the side of the tank.

There are two resettable overloads or high limit safety above the thermostat on the side of the tank that will trip to prevent damage to the unit if the tank is dry heated (turned on without water in it).

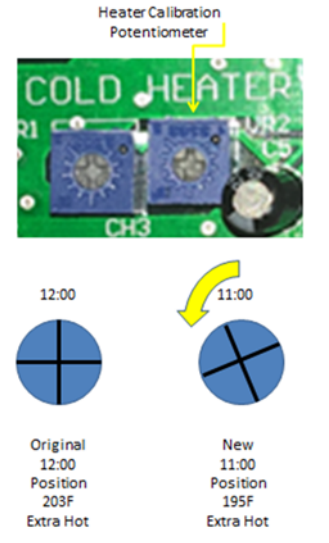
It typically takes 10 minutes for the 500W to heat the 1.2 Liter of room temperature (ambient) water to the 185°F set point.

Possible Reason	Solution
Is unit in sleep mode?	If no water has been dispensed for 3 or more hours, unit goes into sleep mode. Dispense hot water, wait 5 minutes, check temperature. If unit still does not heat proceed to "No power to heater elements" below. **See Disabling Sleep Mode Instructions that are included further below in this Troubleshooting Section**
No power to heater elements	Check that the Green Heater / Compressor switch is on. *I = ON* 
Loose or improperly connected wire(s) to the heating element / hot tank.	Visually inspect wire leads gong to the hot tank; confirm proper connections to the heating elements. Hot tank life is 3-5 years, depending on usage. **Typically, dealers swap out the hot tank at site, take back to the shop to repair.*

Overloads Tripped *Overloads are a safety feature to ensure the tank does not overheat.*	Overloads will "click" when pushed. The overload is automatically reset when pressed. **See Resetting the Hot Tank Overloads or High Safety Limit Instructions that are included further below in this Troubleshooting Section**
Thermostat or overloads "open" on Hot Tank	Turn Power off. Check OHM's resistance across terminals on each Thermostat and Overloads separately. Good components will indicate a closed circuit or zero OHM's on the meter. Replace components as necessary.
Heating Coil not Working	Turn Power off Drain hot tank Use multi-meter to check heater element for approximately 26 OHM's resistance. Hot tank must be empty if you are checking for continuity. Replace Hot Tank as necessary.

2. Boiling of the Hot Tank at higher elevations

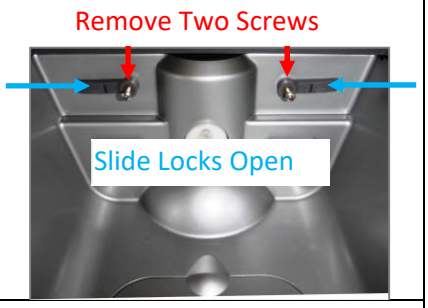
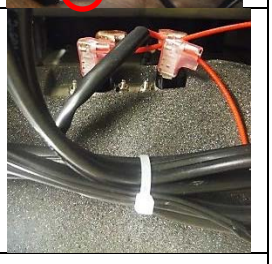
The ***WL400*** Water Treatment System has an extra hot temperature reset preset to 95°C (203°F). This leads to boiling of the Hot Tank at higher elevations. There are two options to correcting this issue.

<table>
<tr><td colspan="2">Option 1 - Replace Main PCB Part Number EN-6137 (Waterlogic Spare parts have a lower 90°C (194°F) Extra Hot Setting.</td></tr>
<tr><td colspan="2">Option 2 - Turn down the temperature calibration on the Main PCB Part Number EN-6137.</td></tr>
<tr><td colspan="2">1. Remove Left Hand Side Panel</td></tr>
<tr><td colspan="2">2. Remove the Main PCB Metal Cover</td></tr>
<tr><td>3. Access and locate the Hot Temperature Calibration Trimmer (potentiometer) on the Main PCB</td><td>  </td></tr>
<tr><td>4. Turn the Hot temperature calibration counterclockwise from 12:00 position to 11:00 position</td><td> 
</td></tr>
<tr><td colspan="2">5. Check the output temperature of both the Hot and Extra Hot. Extra Hot should be approximately 87.8 – 90.6 °C (190 -195°F) at the faucet.</td></tr>
</table>

DISABLING SLEEP MODE

Sleep Mode - press any button to bring machine out of sleep mode

RESETTING THE HOT TANK OVERLOADS OR HIGH LIMIT SAFETY

1.	Turn off Green Heater/Compressor Switch on rear of unit. *O=OFF* 
2.	Unplug the Power Cord from rear of unit.
3.	Remove the Tower Cover Locking Screws and Slide Locks towards outside of unit to unlock both locks. 
4.	Slide Top Cover forward and lift in front of top cover to open.
5.	Remove the 2 Phillips Screws from Left Side Panel (when standing behind unit) and remove side panel. 
6.	Check and press both Thermal Overload buttons on Hot Tank. 
7.	Close, lock and replace Top Cover Screws
8.	Turn on Red Power Switch and Green Heater / Compressor Switch. *I=ON*