

## 7 Troubleshooting

Our products were delivered to your home after undergoing stringent quality tests.

Before you schedule a visit by a technician, please consult the following table to ensure that you are experiencing a system fault, and not a problem with electricity or water supply.

Fault	Possible Cause	Solution
No water flow	Water bar is not plugged to the electric power	Verify the water bar is plugged to the electric power
	Water bar is not connected to the main water supply	Check the connection to your water-supply systems
	There is a water stoppage	Check other taps for water flow
	Faulty electrical socket	Plug another appliance to the socket to check whether it is operating properly
	Filter is missing/installed incorrectly	Verify correct installation of filter
	UV lamp is missing/installed incorrectly	Verify correct installation of UV lamp
Water Leakage	Faulty connection of main pipe	Verify correct connection
	Leakage inside the water bar	Close the water inlet port, disconnect the water bar from the power supply, and schedule a visit by a technician
	Drip collector is full	Empty the drip collector
Water dispensed upon pressing the „Hot Water“ button is not hot	Heating switch is not turned on	Verify the heating switch at the back of the water bar is turned on
	Excessive hot-water use	Wait approx. 3 minutes and try again
Water is not dispensed when pressing the „Hot Water“ button	Filter is missing/installed incorrectly	Verify correct installation of filter
	UV lamp is missing/installed incorrectly	Verify correct installation of UV lamp
	Water bar is in „Hot Water Safety“ mode	Please see hot water dispensing mode on section 2.2
	Water bar is in „Child Lock“ mode	Please see „Child Lock“ mode on section 3.8
	The water bar is in power saving Mode	Wait approx. 2 minutes until unit reaches operating temperature
Water dispensed upon pressing the „Cold Water“ button is not cold	Cold water temperature setting is too high	Please see cold water temperature setting
	Excessive cold-water use	Wait approx. 10 minutes and try again
Water is not dispensed when pressing the „Cold Water“ button	UV lamp is missing/installed incorrectly	Verify correct installation of UV lamp
	Filter is missing/installed incorrectly	Verify correct installation of filter
„New“ flavor	New water bar	Run flushing to the cold and hot water tanks section 4.3)
	Water bar has not been used for a long time	Replace the filter and run flushing
	The filter was not replaced on schedule	Replace the filter and run flushing