

Office Cooler Trouble Shooting Guide

Cooler water not heating?

- Make sure you are using the red or hot spigot (It is a child resistant design and must be depressed only after pushing front of the lever in).
- Is the cold water coming out?
 - If no, then make sure that cooler is plugged in and outlet is working properly
 - If yes, then check switch on back of cooler and make sure it is on (The hot tank is on when the rocker style switch on back of unit is pushed in at the “-“ (minus) symbol or “reset” side).
- If switch is on, outlet is working, and you are using the correct spigot then call Superior Water’s cooler service department.

Cooler water is not cooling?

- Make sure cooler is plugged in.
- Make sure outlet is working correctly.
- If you have had cold water recently or if you have a large number of users the cold water tank could be depleted and not enough time has passed to cool the water in the tank.
- If no to the above examples call Superior Water’s cooler service department.

No water?

- Check reset button by lifting lid off cooler and pushing red button on top of tank. (Note: you may not be able to lift lid of some model coolers).
- Check ball valves behind cooler and by filters or R/O, and ball valves on R/O tanks.
- Check to see if cooler is plugged in and outlet is working properly.
- If problem is not resolved call Superior Water’s cooler service department.

Taste issue?

- If water tastes bad please call Superior Water’s cooler service department.

Leak?

- If leak is coming from filters, shut off ball valve situated just prior to filter housings.
- If leak is coming from inside cooler, shut off ball valve behind cooler (Note: because of pressure inside cooler you may need to drain some water out of cooler through spigots to completely stop water from leaking).
- Call Superior Water’s cooler service department as soon as water is turned off and if you need help in turning water off to stop leak.

SUPERIOR WATER COOLER SERVICE DEPARTMENT

Service Department - (801)952-5929 direct line
Superior Water - (801)974-9090