

Water Machine Reset Procedure

The most common reason for a water cooler to stop working is a stuck float in the internal tank caused by movement of the unit (often when cleaning or re arranging an office).

There are 2 easy ways to reset the float

The first one to try is gently rock the unit forwards and backwards about 10/5 degree to causing a slight bump / jerk as the unit moves. You may hear a gurgle and the sound of water start to flow in which case the float is unstuck and the tank will take a few minutes to refill.

If this fails try removing the unit lid and resetting the float. To do this unscrew the 2 small screws at the back of the lid (right at the top and back of the unit FIG 1) and pull the lid slowly toward the front of the unit this may make a noise as if the lid is breaking as the clips come loose.

Fig 1



Fig 2



Once the lid is off there is a small round tank lid FIG 2 with a blue pipe feeding into the top. There may be a small white button on the lid which can be pushed to resetting the floats below Fig 3 . Sometimes this needs pressing a couple of times. If there is no little white button on the lid gently ease the tank lid off Fig 4 and you will see the floats on the under side. Gently move the floats up and down if removing the lid has not already caused the water to flow.

Fig 3



Fig 4



If water now flows through the lid into the tank then replace the tank lid and unit lid and you are sorted. If not try reset switch 2 procedure described below.

Reset switch 2

From the back of the machine a blue pipe runs to a white plastic tap (under the sink). Where the pipe meets the tap there is a grey cylindrical plastic connector between the tap and pipe. Fig 5

Fig 5



Fig 6



Turn the tap off (If its already off that could be your problem) unscrew by hand the grey cylindrical connector from both ends (tap and pipe) Fig 6.

Fig 7



Fig 8



On then end that was connected to the pipe you will see a little red button Fig 7 . Press the button hard with a pen or small screw driver Fig 8 and you may get a small amount of water coming out. Press it again for good measure and reconnect.

Turn the tap on. If the blue pipe has a small switch in it make sure this is in line with the pipe, the on position fig 9 not at 90 degrees Fig 10 which is off.

Fig 9



Fig 10

