

## Elkay Water Cooler Trouble Shooting Guide

PROBLEM	CAUSE OF PROBLEM	CORRECTION
<b>WATER QUALITY</b>		
<i>Water is warm, compressor is not running</i>	No power to outlet	Check to see if circuit breaker/fuse is shut off or blown. Check to see if outlet is malfunctioning.
	Unit not plugged in	Plug unit into outlet.
<i>Water is warm, compressor is running</i>	Cold control set too cold	Readjust cold control (1/4 turn counter-clockwise). See owners manual for location of cold control.
	Cold control set too warm	Readjust cold control (1/4 turn clockwise). See owners manual for location of cold control.
	Dirty condenser	Clean dirt off of condenser. See owners manual for location of condenser.
<i>Water is too cold</i>	Cold control is set too cold	Readjust cold control (1/4 turn counter-clockwise). See owners manual for location of cold control.
<i>Water has an odd taste and/or odor</i>	Inlet water has high mineral content	Change or add water filter to fountain.
	Fountain has not been used for a period of time	Run water until taste and/or odor is gone.
	Electrolysis	Make sure water line has non-metallic strainer (furnished) and plastic trap (by others).
<b>WATER FLOW</b>		
<i>No water flow from bubbler</i>	No power to outlet	Check to see if circuit breaker/fuse is shut off or blown. Check to see if outlet is malfunctioning.
	Unit not plugged in	Plug unit into outlet.
	Tank freezing	Readjust cold control (1/4 turn counter-clockwise). See owners manual for location of cold control.
	Debris in regulator	Clean out regulator. See owners manual for location of regulator.
	Clogged inlet water strainer	Turn off water supply to fountain. Clean screen in strainer or replace inlet water strainer. See owners manual for location of inlet water strainer.
<i>Water weeps out of bubbler</i>	Cold control is set too cold	Readjust cold control (1/4 turn counter-clockwise). See owners manual for location of cold control.
	Alignment of front push bar	Readjust front push bar. See owners manual for adjustment of push bars.
<i>Sometimes water flows and sometimes it does not</i>	Cold control is set too cold	Readjust cold control (1/4 turn counter-clockwise). See owners manual for location of cold control.
<i>Erratic bubbler stream</i>	Cold control is set too cold	Readjust cold control. See owners manual for location of cold control.
	Clogged inlet water strainer	Turn off water supply to fountain. Clean screen in strainer or replace inlet water strainer. See owners manual for location of inlet water strainer.
	Water supply	Call service agent/technician.
<i>Water stream too high</i>	Regulator assembly	Adjust regulator (Turn counter-clockwise). See Owners manual for location of regulator.
	High water pressure	Call service agent/technician.
<i>Water stream too low</i>	Regulator assembly	Adjust regulator (Turn clockwise). See Owners manual for location of regulator.
	Low water pressure	Call service agent/technician.
	Clogged inlet water strainer	Turn off water supply to fountain. Clean screen in strainer or replace inlet water strainer. See owners manual for location of inlet water strainer.

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If the corrections on this sheet do not solve the problem, Contact the dealer the fountain was purchased from.