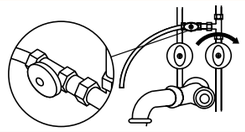
Water flow has slowed or stopped

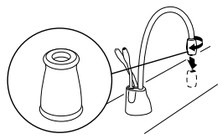
Causes • Solutions (Minimum of 30 PSI Required)

- **Water supply valve not fully opened or plugged:**
  (1) Open water supply valve fully.
  (2) Open and fully close saddle valve.
  (3) For units installed with filtration, check to see if the filter cartridge is properly inserted or needs replacement.

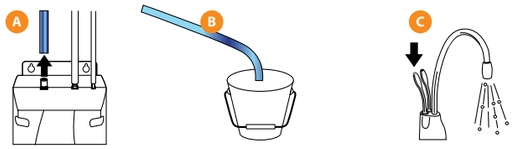


- **Bent or kinked tubing below sink:**
  (1) Remove aerator.
  (2) Check water flow from faucet. (For HC models check both hot & cold sides).
  (3) Inspect and straighten any bent or kinked tubes below sink.

- **Clogged faucet aerator:**
  (1) Unscrew the aerator in a counter clockwise direction.
  (2) Inspect aerator.
  (3) Back flush until clean.



- **Obstruction in tank inlet or faucet assembly:**



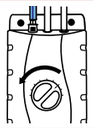
(A) Disconnect inlet fitting (blue tube) from tank. **(B)** Position tube over a bucket to capture water. Depress hot side handle. **(C)** A weak hot side flow indicates an obstruction/restriction in faucet. REPLACE FAUCET. A strong flow indicates a tank inlet-fitting blockage. REPLACE TANK.

Water spits or steams out of spout WITHOUT dispensing water

Causes • Solutions

- **Spitting and steaming is normal during initial startup or after a large water draw. If not under these normal conditions:**
  (1) Adjust thermostat to a lower setting, draw 2 cups of water and wait 10 minutes.
  (2) Check water flow to see if spitting subsides.
  (3) REPLACE TANK if not corrected.

- **Thermostat set too high or malfunctioning:**
  (1) Adjust thermostat to a lower setting, draw 2 cups of water and wait 10 minutes.
  (2) Check water flow to see if spitting subsides.
  (3) REPLACE TANK if not corrected.



Water is not hot enough/No hot water

Causes • Solutions

- **No power:**
  (1) Check electrical plug is fully inserted in outlet.
  (2) Test outlet for power.
  (3) If plug is connected and power to outlet is working, REPLACE TANK.

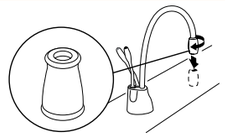
- **Thermostat needs adjusting:**
  (1) Turn thermostat up one notch, draw 2 cups of water, and wait 10 minutes.
  (2) Test temperature of water at faucet. See "Testing Water Temperature" instructions on back.

- **Incorrect temperature reading:** REPLACE TANK if not corrected.

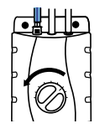
Irregular flow of water while dispensing

Causes • Solutions

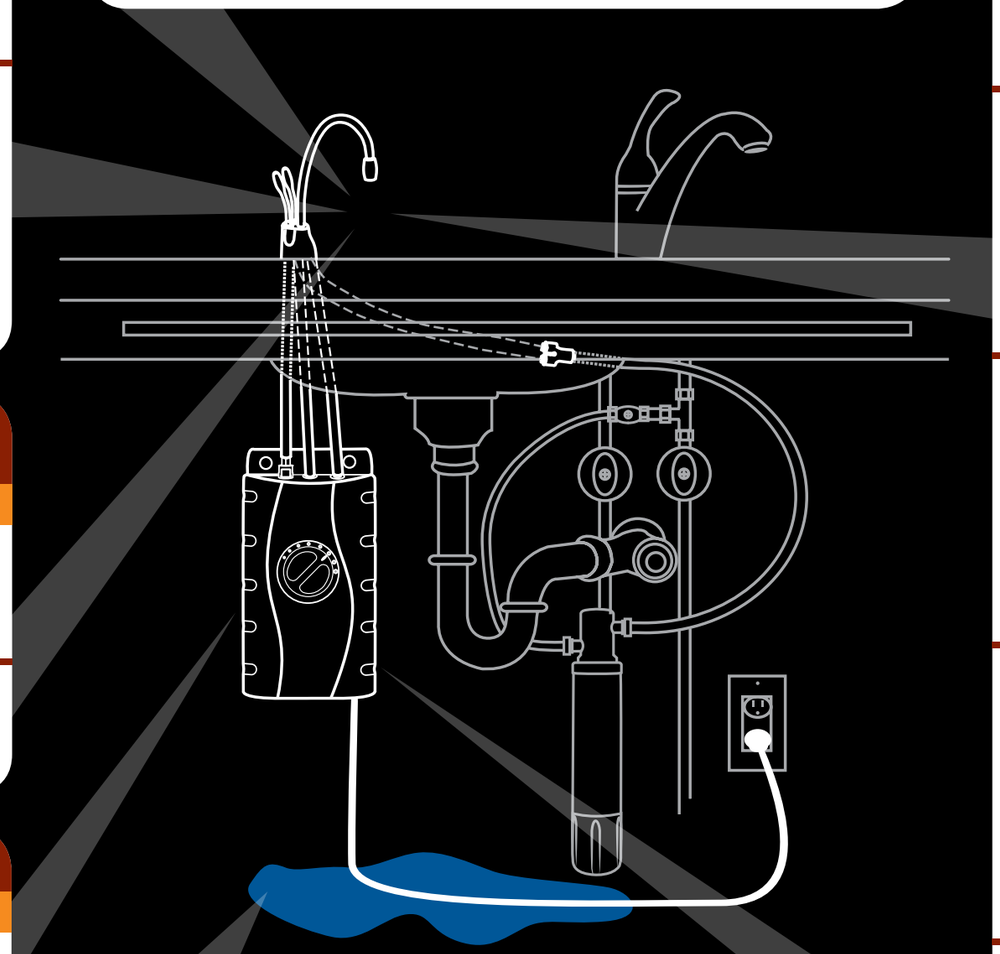
- **Clogged faucet aerator:**
  (1) Unscrew the aerator in a counter clockwise direction.
  (2) Inspect aerator.
  (3) Back flush until clean.



- **Thermostat set too high or malfunctioning:**
  (1) Adjust thermostat to a lower setting, draw 2 cups of water, and wait 10 minutes.
  (2) Check water flow to see if water flow is regular.
  (3) REPLACE TANK if not corrected.



- **Air in system:** REPLACE TANK.



Water under sink

Causes • Solutions

- **Other plumbing connections:** Check all other plumbing under sink including faucet assembly.

- **Loose connections on tank:**
  (1) Check water supply lines, filter, adapter, and tank connections.
  (2) Tighten connections and/or replace parts as needed.

- **Loose drain screw:** Tighten drain screw (if equipped). If still leaking, REPLACE TANK.

- **Leaking faucet:** Check faucet connection below sink and tighten. If still leaking, REPLACE FAUCET.

- **Leaking tank:** REPLACE TANK.

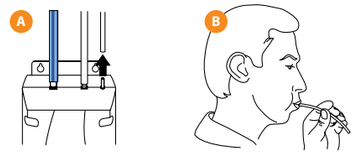
Water dripping from faucet assembly spout or vent

Causes • Solutions

- **Low water pressure:** Check pressure. (Minimum of 30 PSI required).
  Note: *Many reverse osmosis (RO) systems may not deliver a constant 30 PSI, therefore bypassing the RO system may be necessary.*

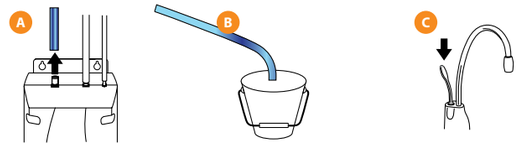
- **Tubing too long:** Maximum distance between tank and faucet should not exceed 16 inches.

- **Faucet vent path blocked:**



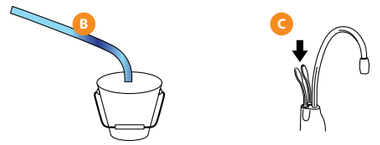
(A) Disconnect vent tube from tank. **(B)** Blow air through vent tube, ensuring no obstruction. If vent tube is obstructed, REPLACE FAUCET.

- **Faucet valve leaking (HOT MODELS ONLY):**



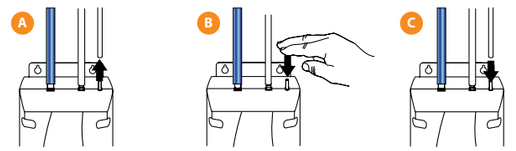
(A) Disconnect inlet fitting (blue tube) from tank. **(B)** Position blue tube over bucket to capture water. **(C)** Quickly turn hot water on and off with faucet several times. **(D)** If blue tube continues to drip, REPLACE FAUCET.

- **Faucet valve leaking (HOT/COOL MODELS):**



Repeat same steps as above for hot side. Follow steps below for cool side. **(B)** Position blue tube over bucket to capture water. **(C)** If water continues to drip from faucet, quickly turn cool side water on and off with faucet several times. **(D)** If spout continues to drip, REPLACE FAUCET.

- **Tank not getting air:**



(A) Immediately after thermostat shuts off, disconnect vent tube from tank and turn hot side water on. **(B)** Place finger over tank vent stem. Suction should be felt at vent tube. **(C)** Turn hot side water off and reconnect tank vent tube if suction is strong. **(D)** If there is no suction of the tank vent, REPLACE TANK.

- **Water comes up vent while dispensing Cold Water (Hot/Cool models only):** REPLACE FAUCET.

Tank makes noise

Causes • Solutions

- **Water heating in tank:** Normal operation.

in sink erator®

FOOD AND DRINK:

- Make tea, coffee and other hot drinks
- Prepare pasta and rice
- Blanche vegetables
- Create gravies, sauces, and soups
- Thaw frozen food and warm ice cream scoops
- Re-hydrate dried food

PRACTICAL USES:

- Washing up
- Remove lids from jars
- Clean wax from candle burners
- Remove labels from containers for recycling
- Thaw frozen food and warm ice cream scoops
- Re-hydrate dried food
- Add shine to silver
- Fill hot water bottles
- Warm baby bottles and food
- Clean without harsh chemicals

Troubleshooting Guide

For Instant Hot Water Dispensers

in sink erator®

in sink erator®

1.800.558.5700
www.insinkerator.com

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Appliance Solutions

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InSinkErator may make improvements and/or changes in the specifications at any time, in its sole discretion, without notice or obligation and further reserves the right to change or discontinue models.

HWD445-13F-45-02

Testing water temperature

Note: Water temperature should be tested after the thermostat opens.

(1) Draw off three or four cups of water to close thermostat and cause heating element to turn off. Give it a minute or so for the thermal lag to reach and affect the thermostat. Dispenser will rumble as water heats–when rumbling stops, water is heated and ready to test. (Sometimes you can hear thermostat click off.)

(2) Fill six ounce styrofoam cup with dispenser water and insert high grade thermometer, allowing thermometer to heat up. (Do not use cup made of glass, ceramic, china, or clay–they will absorb heat and cause incorrect reading.)

(3) When thermometer is heated, discard water from first cup, immediately draw second cup, and check temperature.

The dispenser should deliver approximately 200ºF (93ºC) water for up to 60 cups per hour. To adjust the thermostat/ temperature setting, turn clockwise to increase temperature, and counterclockwise to decrease temperature. Allow a few minutes for recovery and test again, if necessary.

The thermostat temperature differential (difference between the heating element shut-off point and the point at which the heating element turns back on again) is approximately 15 degrees.

Replacing tank and enclosure

DANGER Disconnect electrical supply, dispense water until cool, and turn off water supply to dispenser before servicing.

(1) Unplug dispenser and dispense water until water is cool.

(2) The water does not need to be shut off unless the faucet is being disconnected. Water is stopped at the valve in the faucet, unless the faucet is operated no water should flow.

(3) Disconnect lines from top of tank.

(4) Unhook tank from wall. Hold tank upside down and drain the water into the sink. Towel dry any water drippings from tank area.

(5) To replace tank and enclosure assembly, lift tank off mounting bracket.

(6) To replace tank and enclosure assembly, align two holes on backside of tank and enclosure over existing mounting bracket tabs and slide downward, hanging tank and enclosure on bracket. If originally mounted with screws through the keyholes, hang new unit using same screws.

(7) Connect faucet lines, turn on water supply to unit (if applicable), and turn faucet on until water comes out of faucet. Check for leaks. If installing two lever faucet, the water must flow with the HOT lever to fill the tank. Plug tank into electrical outlet.

DISPENSER WARRANTY REVIEW

All Serialized 3300 Series Faucet Head Assemblies Model Numbers F-HC3300, F-H3300	5 years
All Serialized 2200 Series Faucet Head Assemblies Model Numbers F-HC2200, F-GN2200, F-HC2215 & F-GN2215	5 years
All Serialized 1100 Series Faucet Head Assemblies Model Numbers F-GN1100 & F-HC1100	5 years
Stainless Steel Tank and Stainless Steel Tank with Filtration Model Number HWT, HWT-F1000S	3 years
All Serialized Faucet Assemblies (excluding 1100, 2200 & 3300 Series) Model Numbers H-Contour, H-Classic, F-GN3, F-HC3, F-Wave, F-View	3 years
Stainless Steel Tank (bundled with non-1100 & 2200 Series faucets) Model Number HWT	3 years
All Serialized Commerical and Emerson Dispenser Kits Model Numbers C1300-SS, E340	1 year

All Stainless Steel Dispenser Kits such as H-Contour-SS, H-Classic-SS, GN3-SS, HC3-SS H-Wave, H-View, C1300-SS, and E340 contain a serialized faucet head assembly and serialized stainless steel tank. Even though these components are bundled together as a kit, please treat them as separate serialized components for warranty purposes.

INSTANT HOT WATER DISPENSER SERIALIZATION INFORMATION

Beginning December 2005, all faucet assemblies were serialized to include a specification decal and serial number for increased warranty validation accuracy. Serialized faucet assemblies should now be treated as a stand-alone component (even when the tank and faucet are sold together as a finished good). When submitting a claim for a faucet assembly, use the following procedures:

With Serialized Faucets:

- Enter the claim against the faucet head assembly, using the serial number provided on the faucet specification decal. Select the appropriate fault codes based on the faucet head failure.

Important Note Regarding Non-Serialized Faucets:

- Non-serialized faucets were manufactured before December 2005 and were sold with a 1 year warranty.
- All non-serialized faucets and DuraTank® products should be considered out-of-warranty unless the customer can provide a valid proof of purchase.

Please be aware that Series 1100, 2200, and 3300 dispenser heads and stainless steel tanks with filtration are sold separately. Customers have the ability to mix and match products. When consumers call for service, warranty validation should occur on the affected product. **Do not rely solely on a TANK serial number for warranty validation purposes. Keep in mind that a consumer may have a tank and faucet assembly with varying warranties.**

When troubleshooting over the phone and in doubt as to which product is defective, ask the consumer to provide serial number information for BOTH the tank and faucet for warranty validation (refer to the Dispenser Warranty Review matrix). If you have questions, please contact the InSinkErator Warranty Claims Administrator at 1-800-558-5712, ext. 2025.