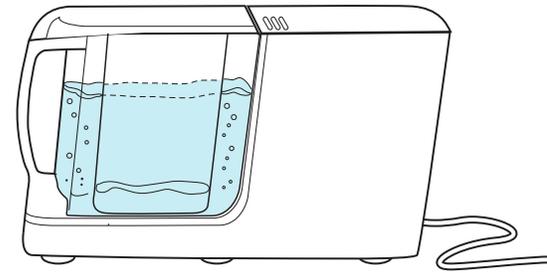
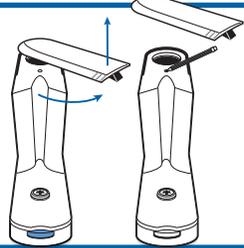
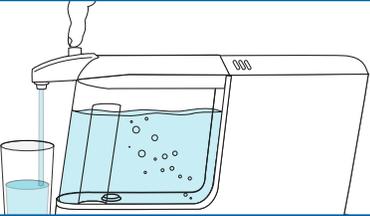
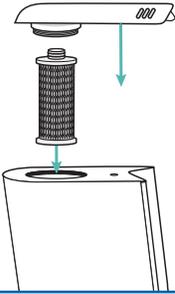
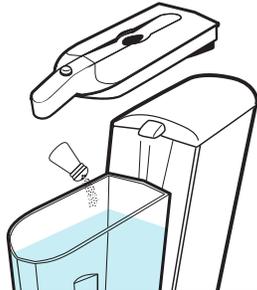
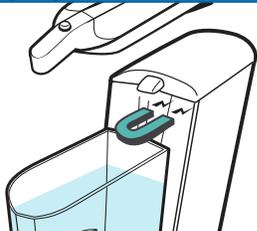


Clean Water Machine

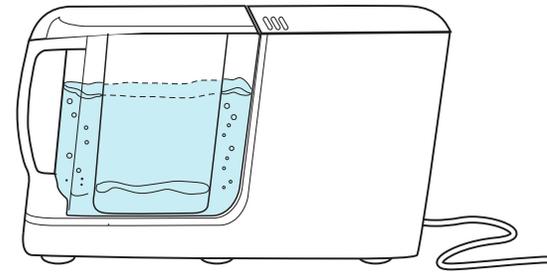
AQ-CWM-D-B, AQ-CWM-D-W, AQ-CWM-P-B, AQ-CWM-P-W

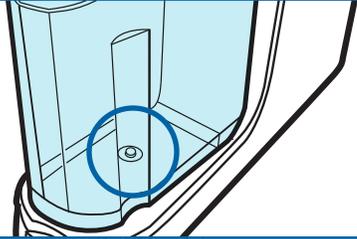
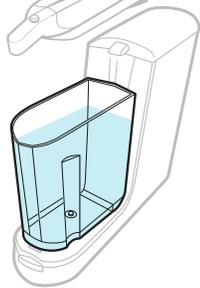
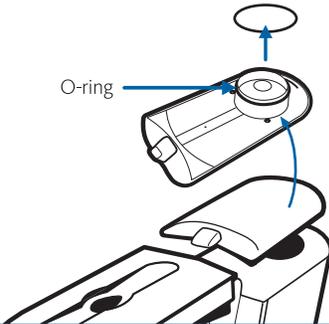
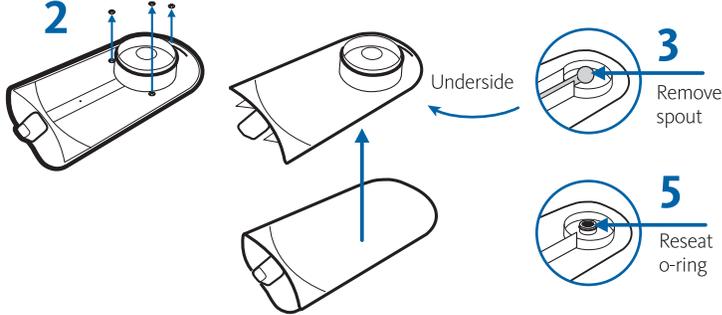


| ISSUE | CAUSE | RESOLUTION |
|--|---|---|
| <p>Purple light comes on</p> | <p>Power surge.</p> | <p>Step 1: Unplug the unit, and then plug back in.</p> <p>Step 2: Reset the light by removing the dock lid and using a pin to hold down the reset button while the unit is plugged in.</p>  |
| <p>Pump running, but no water is dispensing</p> | <p>Pump is not primed.</p> | <p>Step 1: Remove the dock lid.</p> <p>Step 2: Remove the cartridge from the dock.</p> <p>Step 3: To prime the pump, run the system without the filter.</p> <p>Step 4: Place the filter in the dock and run the system for 10 minutes to flush.</p> <p>Step 5: System is ready for use.</p>  |
| <p>Lights on system on, but pump will not run</p> | <p>Pressure switch has been activated. Can be caused by a clogged cartridge.</p> | <p>Step 1: Remove the lid from the dock.</p> <p>Step 2: Remove the cartridge from the system.</p> <p>Step 3: Run the system without the cartridge in place to see if the pump will run. If this helps, the cartridge will need to be replaced.</p> <p>Step 4: If the pump does not turn on without the cartridge, the system will need to be replaced.</p>  |
| <p>Sensor does not detect water. Water with no mineral content will not trigger the sensor to allow the pump to engage.</p> | | <p>Step 1: Add a small amount of salt to the water to allow the sensor to detect the presence of minerals within the water.</p>  |
| <p>Magnet malfunction in the water vessel.</p> | | <p>Step 1: Attach the vessel filled with water to the dock without a lid.</p> <p>Step 2: Wave a magnet over the right side where the vessel's lid would connect.</p> <p>Step 3: If the pump turns on, replace the vessel.</p>  |

Clean Water Machine

AQ-CWM-D-B, AQ-CWM-D-W, AQ-CWM-P-B, AQ-CWM-P-W



| ISSUE | CAUSE | RESOLUTION |
|---|--|--|
| System is leaking from dry-break | Dispenser is not properly seated/ connected. | Step 1: Remove the dispenser and connect, properly ensuring the vessel and dock are fully connected by clicking into place.  |
| | Dispenser could possibly be missing an O-ring on plunger. | Step 1: Replace dispenser vessel.  |
| | Outer O-ring could not be seated correctly. | Step 1: Remove the lid from the base. Step 2: Remove the O-ring from the lid. Step 3: Let the O-ring sit out for 5 minutes to let it re-form. Step 4: Install the O-ring back into the lid and run water through the system again. If this does not resolve the issue, a new O-ring will need to be sent out.  |
| | Small O-ring inside lid could possibly not be seated correctly. | Step 1: Remove the lid from the base. Step 2: Disassemble the system by removing the 3 screws from the bottom. Step 3: Pull the spout off from underside of the lid. Step 4: Pull the O-ring off and let sit for 10 minutes to reform. Step 5: Reseat O-ring. If this does not resolve the issue, a new unit will need to be sent out.  |
| No power | Unit could possibly not be plugged in or outlet has no power. | Step 1: Plug the machine into an outlet with power. |