

Frequently Asked Questions: Water Dispenser

Question	Answer
Do I need to register my dispenser for warranty?	<ul style="list-style-type: none"> □ No. Since the dispenser is a Home Depot exclusive product, you do not need to register for warranty. The proof of purchase (receipt) should be kept if you need to claim for warranty in the future.
Why can't the unit dispense water when the door is open?	<ul style="list-style-type: none"> □ It is designed like this. The water pump cannot operate as long as the door is in the open position. The door has to be closed when to dispense water.
Should I clean the dispenser before I use it for the first time?	<ul style="list-style-type: none"> □ The dispenser must be cleaned before the first use. To maintain a hygienic environment within your water dispenser and prevent potential formation (growth) of bacteria, we strongly recommend regular cleaning (i.e. every 4 months).The detailed instruction could be found in the USE AND CARE GUIDE within the Pre-Operation section. The latest version of USE AND CARE GUIDE can be found online at www.homedepot.com.
What type of cleaner should I use to clean my dispenser?	<ul style="list-style-type: none"> □ Professional dispenser cleaner kit could be chose to clean the unit. As an alternative, simply mix 4 cups (1 L) of vinegar with 4 cups (1 L) of hot water as the cleaner to clean the dispenser.
Why the water cannot come out of the hot/cold water side during the initial cleaning process?	<ul style="list-style-type: none"> □ Due to the lack of pressure/water during the initial cleaning process, water may not dispense from the hot/cold water valves. If this happens, place a container/bucket under the drain valve "J" located at the rear of the unit and remove the drain cap and plug to drain the water. The issue should be solved after plugging in the dispenser for normal use.
Why should I let the dispenser stand for 12 hours before initial use?	<ul style="list-style-type: none"> □ The oil in the compressor of the dispenser may not stay at the correct level during transportation. Allowing the dispenser to stand upright for 12 hours allows the oil to re-settle to the bottom of the compressor to maintain maximum cooling efficiency.
How can I get cold water?	<ul style="list-style-type: none"> □ Press the button (G) with the blue indicator until the desired amount of water is dispensed.
How can I get room temperature water?	<ul style="list-style-type: none"> □ For room temperature water, press and hold the room temperature dispensing button (F) with the white indicator until the desired amount of water is dispensed, and release the button.
How can I get hot water?	<ul style="list-style-type: none"> □ Press the red kettle feature button (B). The red light will begin flashing. □ In less than 3 minutes, the red light will stay on, indicating that the hot water is ready for dispensing. □ Place a glass under the spigot (J). □ Press the child resistant safety button (D) and hold. □ Press the hot water button (E) until the desired amount of water is dispensed. To prevent hot water from being dispensed accidentally and possibly harming a child, the hot water dispensing button can only be operated when the child resistant safety button (D) is activated. □ Upon releasing the hot water button (E), the child safety lock automatically returns to the locked position.
What type of bottle should I use for my water dispenser?	<ul style="list-style-type: none"> □ 3 or 5 gallon (11.3 or 19 liter) water bottles should be used with this unit.
Does the cap of the bottle need to be locked in place?	<ul style="list-style-type: none"> □ No. You don't have to lock the bottle cap in place. As long as the stainless steel straw is well inserted into the bottle with the bottom of the straw touching the bottom of bottle, the dispenser will work properly.

How can I adjust the length of stainless steel straw?

- The water bottle drinking straw features an exclusive telescopic design for use with either 5 gallon or 3 gallon water bottles. To adjust the length of the water bottle drinking straw, hold the upper portion of the straw and simply pull/push the lower portion of the straw to the desired length.