

# Frequently Asked Questions: Water Dispenser

Question	Answer
Do I need to register my dispenser for warranty?	<ul style="list-style-type: none"> <li>□ 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.</li> </ul>
Should I clean the dispenser before I use it for the first time?	<ul style="list-style-type: none"> <li>□ 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 <a href="http://www.homedepot.com">www.homedepot.com</a>.</li> </ul>
How can I remove the support collar of my dispenser?	<ul style="list-style-type: none"> <li>□ Twist the support collar counter-clock wise and pull the collar straight up. Note: The support collar may be tight for the first removal. Twist the support collar carefully to avoid damage.</li> </ul>
What type of cleaner should I use to clean my dispenser?	<ul style="list-style-type: none"> <li>□ 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.</li> </ul>
Why the water cannot come out of the hot/cold water side during the initial cleaning process?	<ul style="list-style-type: none"> <li>□ 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.</li> </ul>
Why should I let the dispenser stand for 12 hours before initial use?	<ul style="list-style-type: none"> <li>□ 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.</li> </ul>
How can I get cold water?	<ul style="list-style-type: none"> <li>□ Press the button (E) with the blue marking until the desired amount of water is dispensed.</li> </ul>
How can I get hot water?	<ul style="list-style-type: none"> <li>□ While holding down the red child safety lock (C), press the hot water button (D) until the desired amount of water is dispensed.</li> <li>□ Release the hot water dispensing button, and the child safety lock (C) will re-engage (lock) automatically.</li> </ul>
What are the meanings of the LED indicators?	<ul style="list-style-type: none"> <li>□ When the blue LED light (L) illuminates, the cold water has reached optimum temperature (compressor is off). Cold water is ready to use.</li> <li>□ When the blue LED light (L) is off, the cooling cycle is active (compressor is on).</li> <li>□ When the red LED light (L) illuminates, the hot water has reached optimum temperature (heater is off). Hot water is ready to use.</li> <li>□ When the red LED light (L) is off, the hot water heating cycle is active (heater is on).</li> </ul>
What type of bottle should I use for my water dispenser?	<ul style="list-style-type: none"> <li>□ 3 or 5 gallon (11.3 or 19 liter) water bottles should be used with this unit.</li> </ul>
What is the spike that goes into the bottle?	<ul style="list-style-type: none"> <li>□ The water dispensers feature a “piercing valve” as part of the bottle support collar, providing added convenience for water bottle installation. Depending on the water bottle supplier, some water bottles incorporate a self-piercing membrane in the bottle cap for this specific purpose (ask your water bottle supplier if your water bottle incorporates this feature). If your water bottle does not incorporate this feature, the entire bottle cap must be removed to eliminate possible damage to the piercing valve.</li> </ul>