

# AQUALEX T1 (Cabinet)

The **AQUALEX T1** is a countertop water cooler that dispenses filtered drinking water. The filtered water can be supplied at different temperatures and textures: still at room temperature, chilled still, or chilled sparkling. The AQUALEX T1 is equipped with a touchscreen for user-friendly operation. Various settings, such as temperature and automatic doses, can easily be configured via the screen. The installation can be extended with a filter, a CO<sub>2</sub> bottle, and a Flex-mat with water leak protection. The AQUALEX T1 is suitable for both domestic and commercial applications.

The **AQUALEX T1 Cabinet** is the floor-standing version of the same water cooler, mounted on an AQUALEX Cabinet. The filter and CO<sub>2</sub> bottle are integrated inside the Cabinet.

The EU Declaration of Conformity and the Declaration of Compliance can be consulted at [www.aqualex.com](http://www.aqualex.com) or by scanning the QR code below.

AQUALEX continues to innovate, which may result in changes to the technical documentation. The version number is indicated at the bottom of this document. Always consult and follow the most recent version. You can find it at [www.aqualex.com](http://www.aqualex.com) or access the product page directly by scanning the QR code:



If you have any questions after reading this user manual, please contact AQUALEX customer service via [my.aqualex.com](mailto:my.aqualex.com)



## MANDATORY TO READ:

Before first use, carefully read the chapters 'Safety' and 'Use and maintenance' in all supplied documentation. Keep all documentation in a safe place for future reference.

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# MEANING OF SYMBOLS

This manual and the water cooler use various symbols to indicate warnings, instructions, or important information. Below is an overview of these symbols and their meanings.

## Symbols used in this user manual:



**MANDATORY TO READ:** Verwijst naar externe documentatie of hoofdstukken met essentiële informatie over veilig en correct gebruik. Moet volledig worden doorgenomen.



**CAUTION:** Indicates a hazardous situation which, if safety instructions are not followed, may result in minor to moderate injury and/or damage to the installation or surroundings.



**WARNING:** Indicates a hazardous situation which, if safety instructions are not followed, may result in serious or fatal injury and/or severe damage to the installation or surroundings.



**Info:** Contains useful information important for correct installation or use.

## Symbols on the water cooler and product label:



**CE marking:** Indicates that the product complies with European regulations for safety, health, and the environment.



**WEEE symbol:** Indicates that the product must not be disposed of with regular household waste. It must be taken to an authorized collection point for recycling or environmentally friendly disposal.



**WARNING: Flammable refrigerant (R290):** Indicates that the system contains a flammable gas which may pose a fire hazard if damaged, improperly serviced, or dismantled by unqualified personnel.



= Filtered chilled still water



= Filtered still water at room temperature



= Filtered and chilled sparkling water

See chapter “**Use of the Water Cooler**” for more information about the symbols on the touchscreen.

# SAFETY INSTRUCTIONS



## WARNING:

- Do not touch the water cooler with wet hands and do not operate the unit with bare feet; risk of electric shock.
- Connect the water cooler only to a drinking water supply that is microbiologically safe and of known quality.
- The water cooler must only be connected to an electrical installation that complies with the relevant European harmonized standards and any applicable national deviations. The installation must be protected by a 30 mA residual current device (RCD).
- Check whether the electrical installation is suitable for the power requirements of the water cooler. Insufficient capacity may lead to overload or malfunctions.
- Never use the water cooler in case of a water leak, damage, or if it is not functioning properly. If safe to do so, unplug the power cord with dry hands. Contact AQUALEX customer service via [my.aqualex.com](https://my.aqualex.com) for inspection, adjustment, or repair.
- Only a qualified AQUALEX technician is permitted to make modifications to the water cooler. Never open or move the water cooler yourself. The housing contains live components, hot surfaces, and a sealed refrigeration circuit with refrigerant gas. Incorrect opening or movement may result in electric shock, burns, water leakage, refrigerant leakage, or permanent damage to the water cooler.
- If the power cable is damaged, it must not be replaced by the user. It is mandatory to have it replaced by an AQUALEX technician.



## CAUTION:

- Use the water cooler only as described in this user manual. AQUALEX accepts no liability and provides no warranty in case of improper installation, incorrect use, damage caused by misuse, operating errors, or failure to follow the instructions.
- The water cooler is designed for indoor use and must be operated within the specified environmental conditions. The water cooler must never be exposed to freezing temperatures, not even during storage or when out of operation.
- Place the water cooler on a flat, level surface in a dry, dust-free environment, away from direct sunlight and heat sources. Never expose the water cooler to vibrations, and do not place it near flammable solvents such as alcohol or thinners.
- Do not place objects on or against the water cooler and ensure that the ventilation openings remain free of dust. Reduced ventilation shortens the lifespan.
- The water cooler may be used by children aged eight and older under supervision, provided they have been instructed on safe use and understand the associated risks; the water cooler must not be used as a toy.
- Maintenance, as described in the chapter '**Use and Maintenance**', must only be performed by adults.
- The water cooler may be used by persons with limited physical, sensory, or mental capabilities, or lacking experience and knowledge, provided they are supervised or have received instructions regarding safe use and understand the risks involved.
- Keep pets away from the water cooler.

# COMPONENT OVERVIEW AQUALEX T1

- Tap water - cold
- - - Filtered water
- Electricity
- CO<sub>2</sub>

- A) AQUALEX T1
- B) Water stop protection
- C) Water pressure regulator
- D) Filter
- E) CO<sub>2</sub> bottle with pressure regulator

## Optional:

- F) Flex-mat with water leak protection\*
- G) Drain connection\*\*
- H) Riser

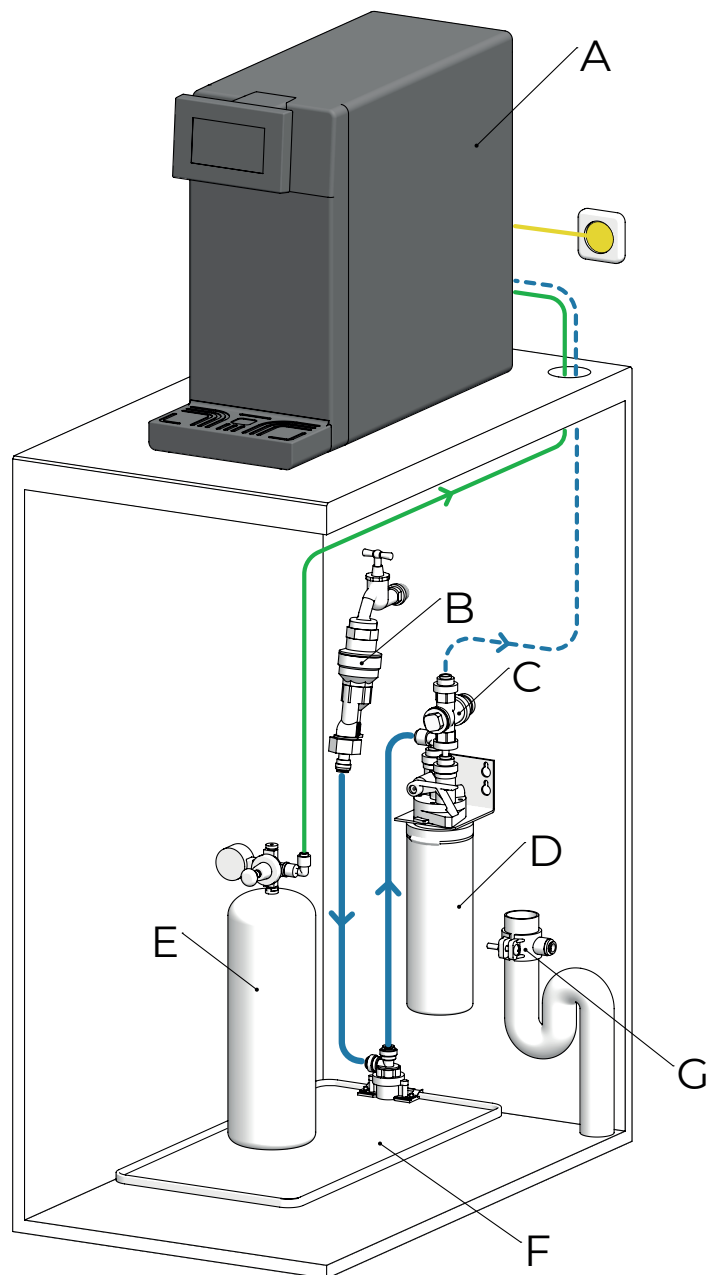
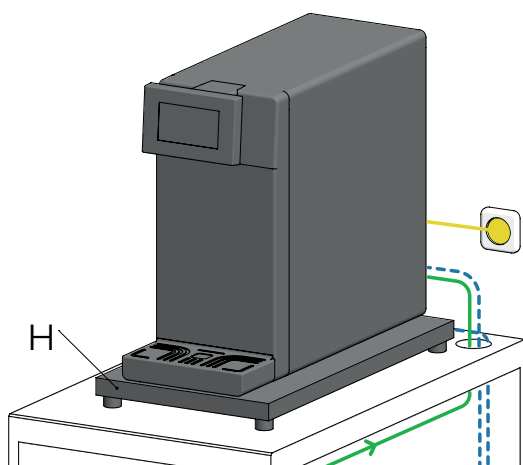
\* The Flex-mat with water leak protection is sometimes omitted in humid environments to prevent false detections.

\*\* Choice between a drip tray or a drain connection.



## Important for the drain connection:




The AQUALEX T1 is placed on a riser to allow the connection to the drain:



The images above are a schematic representation of an installation.

The actual installation may differ from the illustrations.

# COMPONENT OVERVIEW AQUALEX T1 Cabinet

-  Tap water - cold
-  Filtered water
-  Electricity

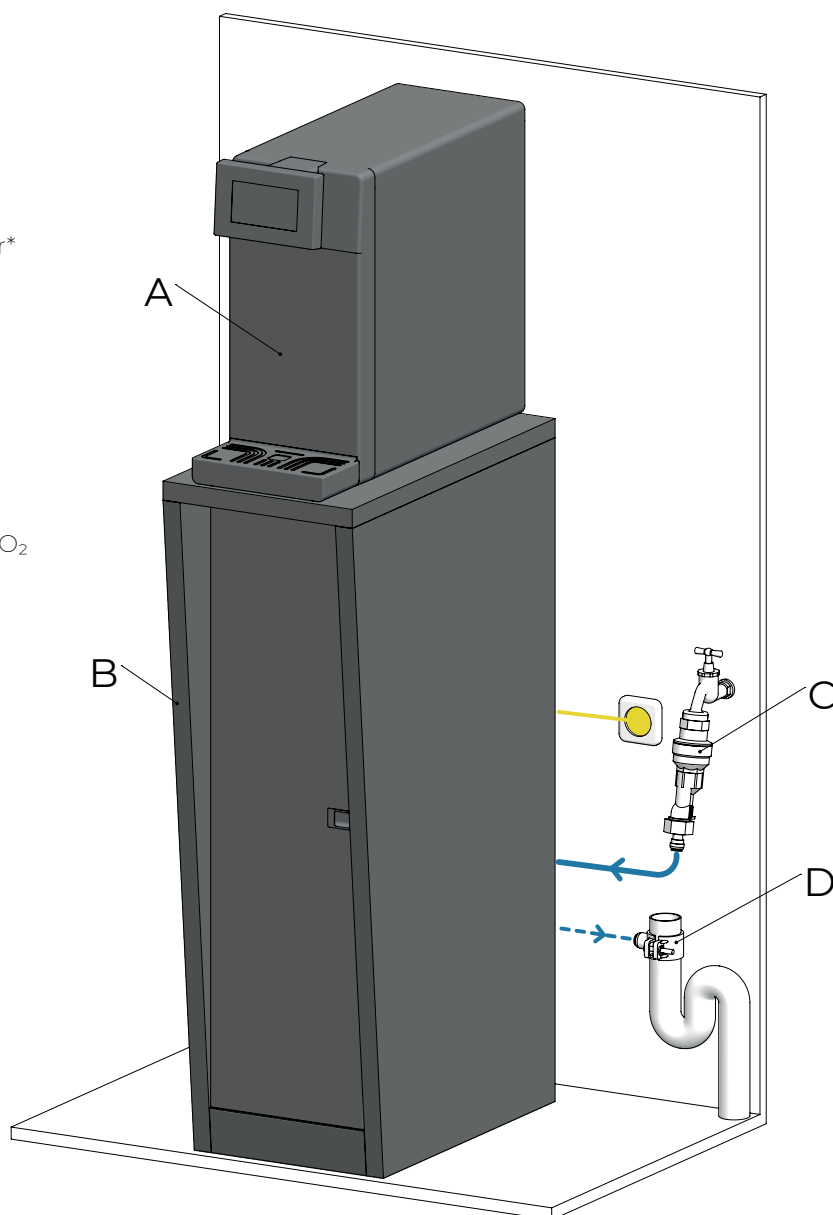
- A) AQUALEX T1
- B) T1 Cabinet, including:
- Water pressure regulator
  - Filter
  - CO<sub>2</sub> bottle with pressure regulator\*
- C) Water stop protection

Optional:

- D) Drain connection\*\*

\*The following CO<sub>2</sub> bottles fit inside the Cabinet: 0.6 kg, 1.2 kg, 2 kg and 3.7 kg CO<sub>2</sub> bottles (type A), as well as 2 kg and 6 kg CO<sub>2</sub> bottles (type B).

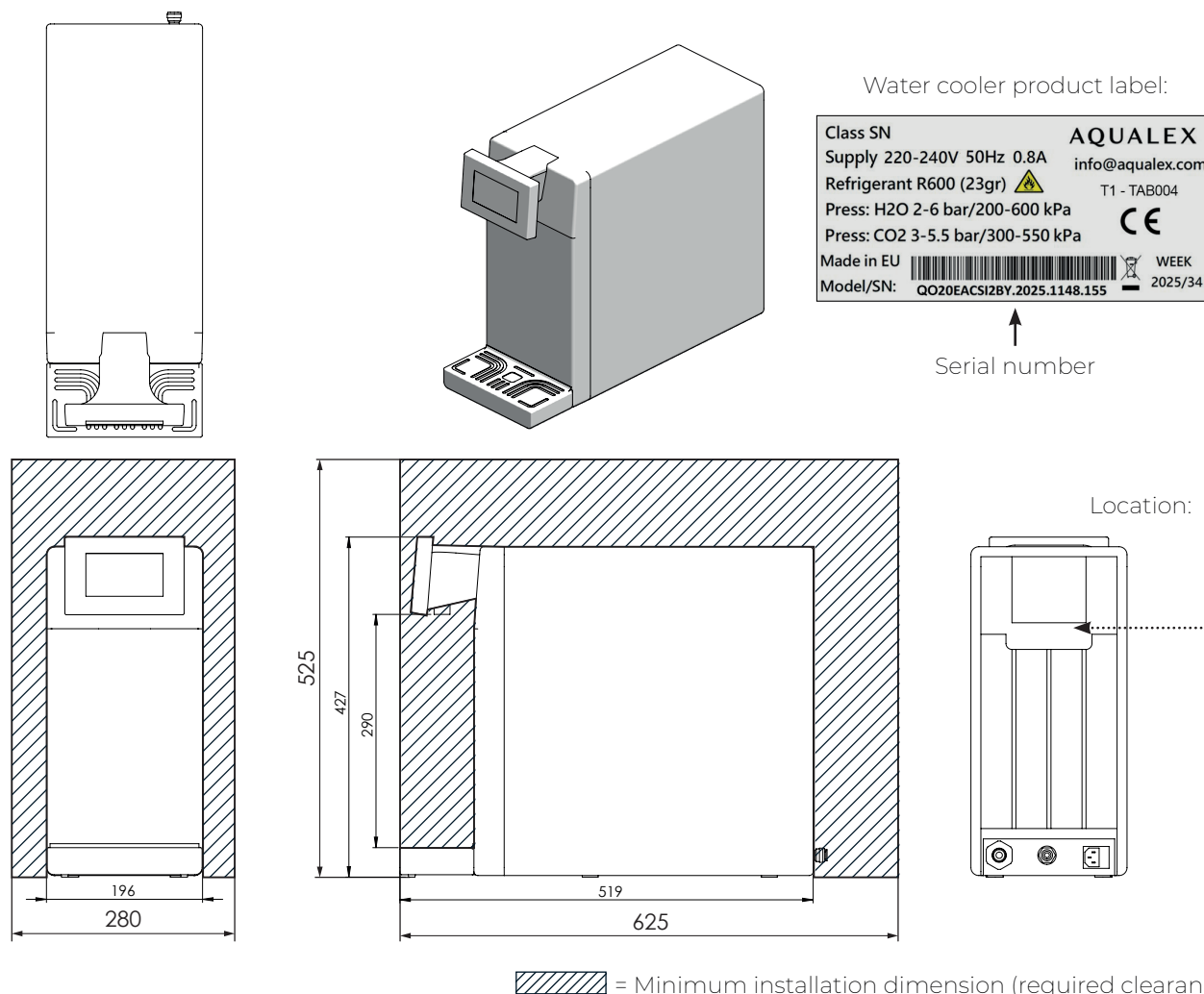
\*\* Choice between a drip tray or a drain connection.



The image above is a schematic representation of an installation.  
The actual installation may differ from the illustration.

# WATER COOLER T1

Model AC: TAB003 / QO20EACI2B(Y)  
Model ACS: TAB004 / QO20EACSI2B(Y)



## Technical Specifications

Minimum installation space L×W×H 625 × 280 × 525 mm  
Product dimensions L×W×H 519 × 196 × 427 mm

Voltage 230 V AC - 50 Hz  
Max. current 0.8 A  
Max. power 184 W

Drip tray capacity 0.8 liter  
Option for connection to drain Yes

Net weight 20 kg  
Refrigerant (weight) R600 (23 g)

Ambient temperature 10 - 32 °C

Filtered water type - IN Still

Water pressure - IN 0.25 - 0.4 MPa (2.5 - 4 bar)

CO<sub>2</sub> pressure - IN 0.4 MPa (4 bar)

Filtered water types - OUT

- Model AC = Still + chilled still

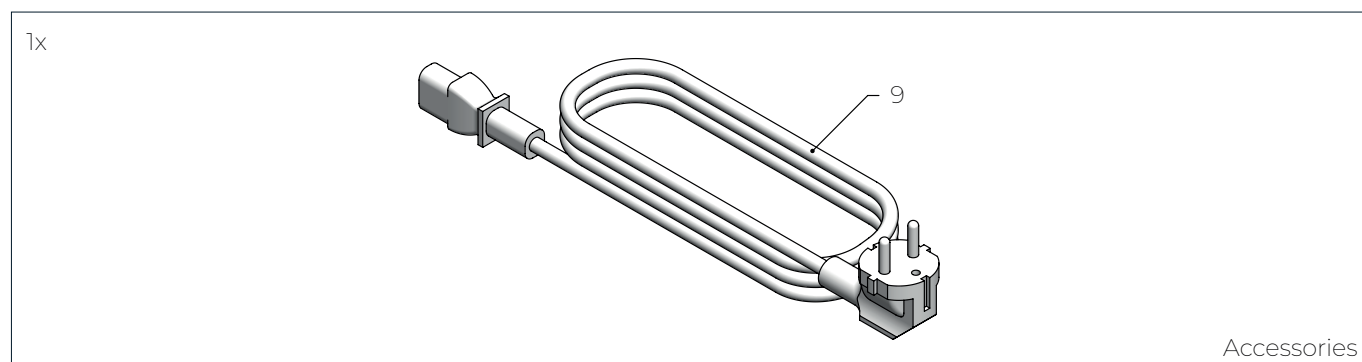
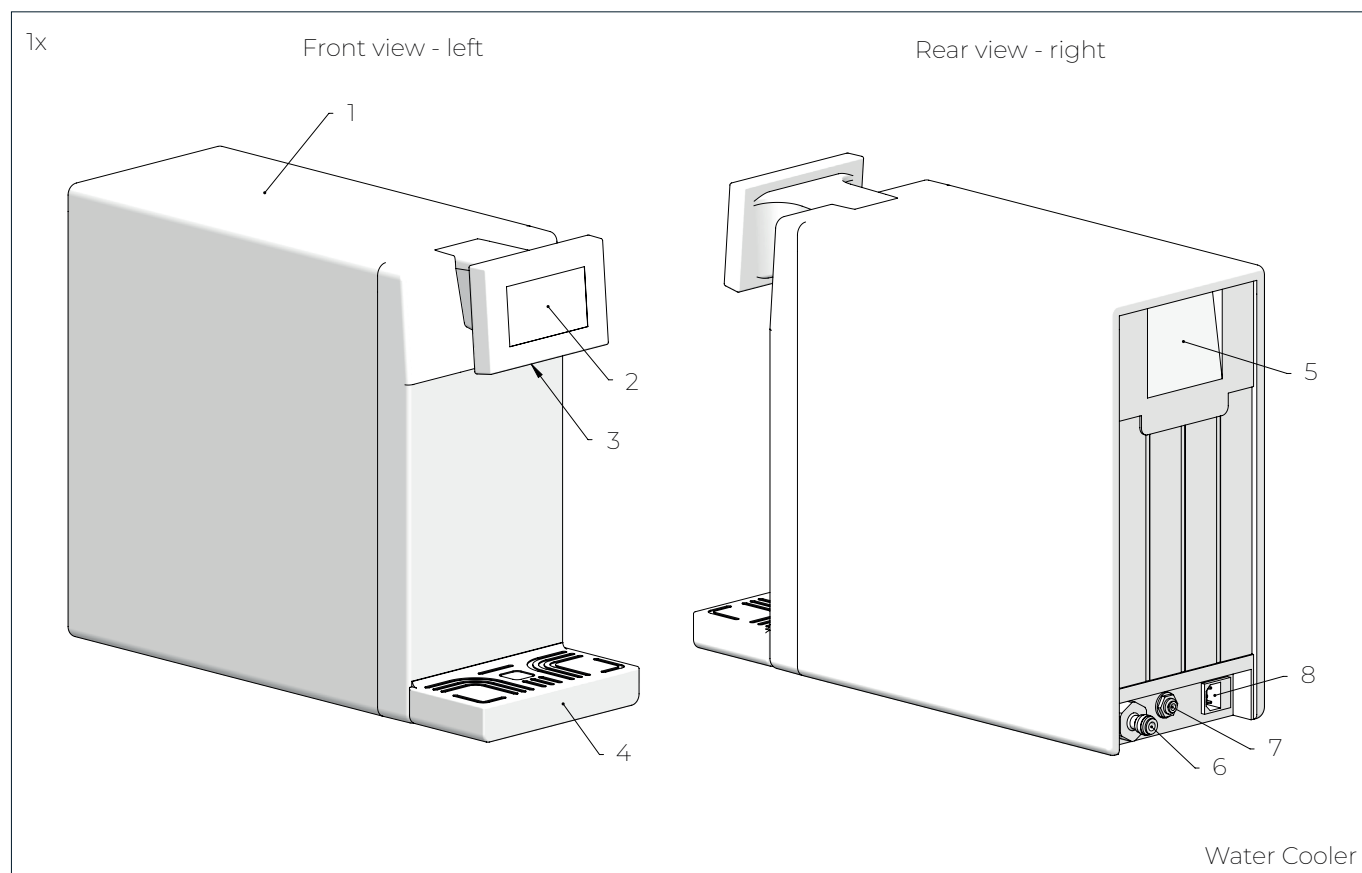
- Model ACS = Model AC + chilled sparkling

Chilled water temperature - OUT 4 - 12 °C

Optional: installation with "Ozon Care Shield" technology - actively reduces up to 99 % of all bacteria around the dispensing points for maximum hygiene.

# WATER COOLER T1

Model AC: TAB003 / QO20EACI2B(Y)  
Model ACS: TAB004 / QO20EACSI2B(Y)



## Components

- |                     |                            |
|---------------------|----------------------------|
| 1 Housing           | 6 Filtered water - IN      |
| 2 Touchscreen       | 7 CO <sub>2</sub> - IN     |
| 3 Dispenser         | 8 Power cable connection   |
| 4 Drip tray         | 9 Power cable water cooler |
| 5 Ventilation - OUT |                            |

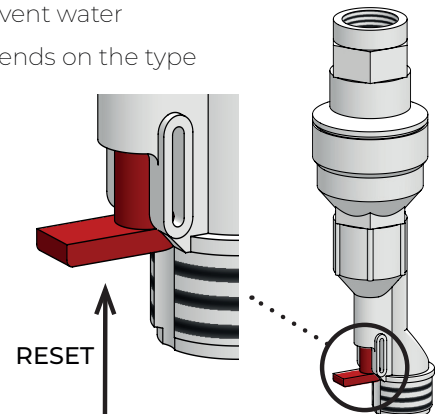


# WATER STOP PROTECTION

The water stop (type Aquastop) is a mechanical safety device directly connected to the cold water supply, protecting the entire installation. In the event of excessive water flow (e.g. a leak), the water stop automatically shuts off the water supply to prevent water damage. The sensitivity of the protection is set by the technician and depends on the type of water cooler.

The water stop may be triggered when a large amount of filtered water is dispensed. The water supply remains closed until the reset button is pressed.

If no leak is present, the water stop can be reset by pressing the red button as shown alongside.



# FILTER WITH PRESSURE REGULATOR

Each installation is standardly equipped with a filter. The type of filter depends on the water cooler and expected annual water consumption. A filter cartridge needs to be replaced annually. The pressure regulator protects the water cooler from excessive water pressure and is set to approximately 3 bar by default.



All information about the filter can be found in the accompanying datasheet.

# CO2 BOTTLE WITH PRESSURE REGULATOR

For a water cooler with the sparkling water option, a CO<sub>2</sub> bottle is connected to the water cooler. The type of CO<sub>2</sub> bottle may vary depending on the installation.



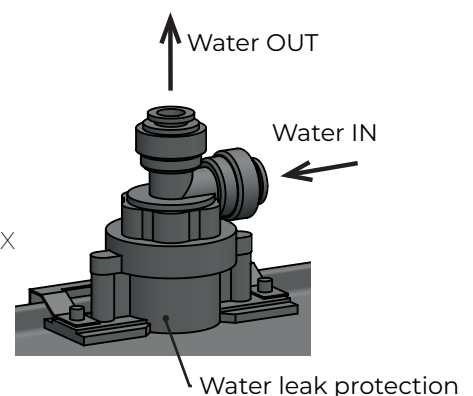
All information about the CO<sub>2</sub> bottle with pressure regulator and how to replace it can be found in the accompanying user manual.

# FLEX-MAT WITH WATER LEAK PROTECTION

The Flex-mat is a silicone mat that collects water and protects the cabinet from water damage. In case of a leak, the Flex-mat fills with water, activating the leak protection. This shuts off the water circuit, preventing further water damage.

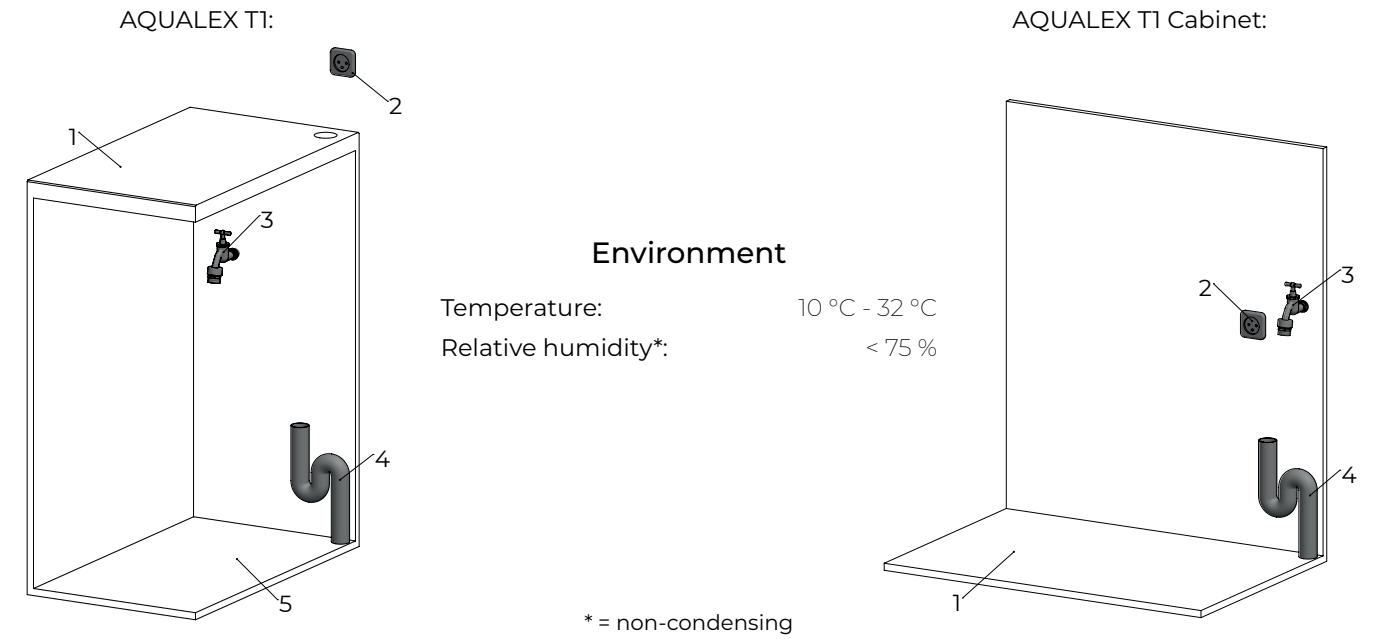
The protection must be reset by an AQUALEX technician. Contact AQUALEX if there is water in the Flex-mat and filtered water cannot be dispensed.

*Maximum working pressure = 6 bar.*



# OVERVIEW OF PROVISIONS

What must be available before the AQUALEX installation.

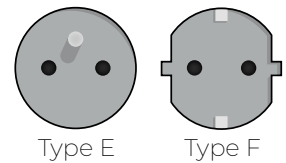


## 1 - Installation of the AQUALEX T1 (Cabinet)

- Refer to the following page for the required installation space.
- Refer to page 12 for details on any feed-through openings that may need to be provided.

## 2 - Electrical connection

- 1 x 230 V AC - 50 Hz socket type E or F\*.



### \* CAUTION:

The socket must comply with European standards and the national regulations of the country where the water cooler is installed. Sockets must be positioned so that they remain easily accessible during and after installation.

## 3 - Water connection

- COLD drinking water supply: draw-off valve with 3/4" outlet\*.



**\*\* CAUTION:** Equip the 3/4" outlet with a **type EA backflow preventer** in compliance with EN 1717.

Use only nationally approved components. Water pressure: maximum 0.6 MPa (6 bar).

## 4 - Drain connection

- The water cooler can be connected to a drain. Provide a Ø 40 mm drain pipe. Connection to an existing drain of Ø 40 mm is possible.

## 5 - Additional installation space required

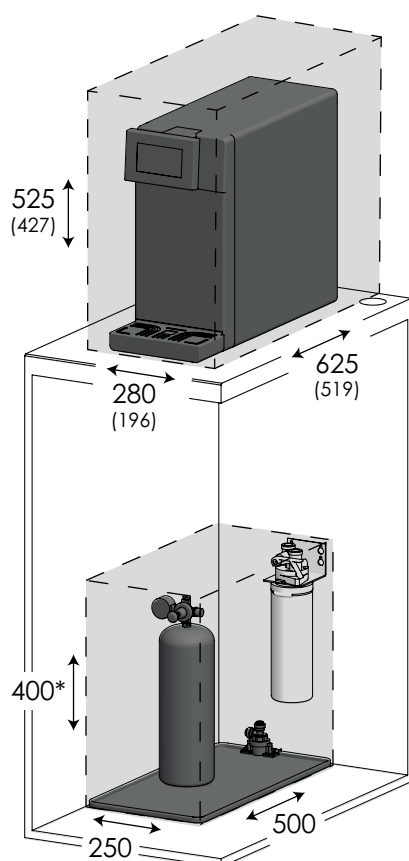
- For the AQUALEX T1, additional installation space must be provided for the filter, CO<sub>2</sub> bottle, and the optional Flex-mat with water leak protection. Refer to the following page for more information.

# REQUIRED INSTALLATION SPACE

At the designated installation location, sufficient space must be available for the installation of the water cooler and its associated components. In addition, **extra free space** must be provided around the unit to ensure proper ventilation.

*The illustrations below indicate the minimum space that must be provided:*

AQUALEX T1:

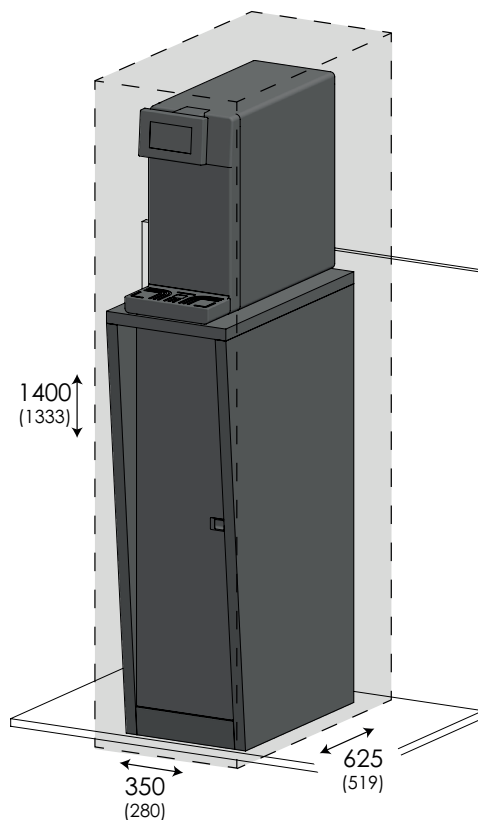


- Minimum installation space  
L×W×H: 625 × 280 × 525 mm
- Product dimensions L×W×H: 519 × 196 × 427 mm
- Weight: 25 kg

## Additional installation space required:

- Dimensions L×W×H\*: 500 × 250 × 400\* mm

AQUALEX T1 Cabinet:



Minimum installation space L×W×H:  
625 × 350 × 1400 mm

Product dimensions L×W×H:  
519 × 280 × 1333 mm



The filter and any CO<sub>2</sub> bottle are integrated into the Forte Cabinet; therefore, no additional space is required for these components. Store spare CO<sub>2</sub> bottles in a separate, well-ventilated room.



## \* Note:

- For an installation without a CO<sub>2</sub> bottle, or with a 0.6 kg or 1.2 kg CO<sub>2</sub> bottle (type A), a minimum free height of 400 mm is required. A CO<sub>2</sub> bottle (type A or B) of 2 kg requires a free height of 550 mm. Bottles with a larger volume may be higher and therefore require more free height. The exact required installation space can be found in the user manual of the respective CO<sub>2</sub> bottle.
- Within the additional installation space, a free wall must be available for installing the filter. Refer to the corresponding data sheet of the filter for the exact dimensions.

## FEED-THROUGH OPENING for tubing and cables



### Important:

If the required connections (water, CO<sub>2</sub>, electricity, and/or drain) are located inside a cabinet or an adjacent room, a feed-through opening must be provided:

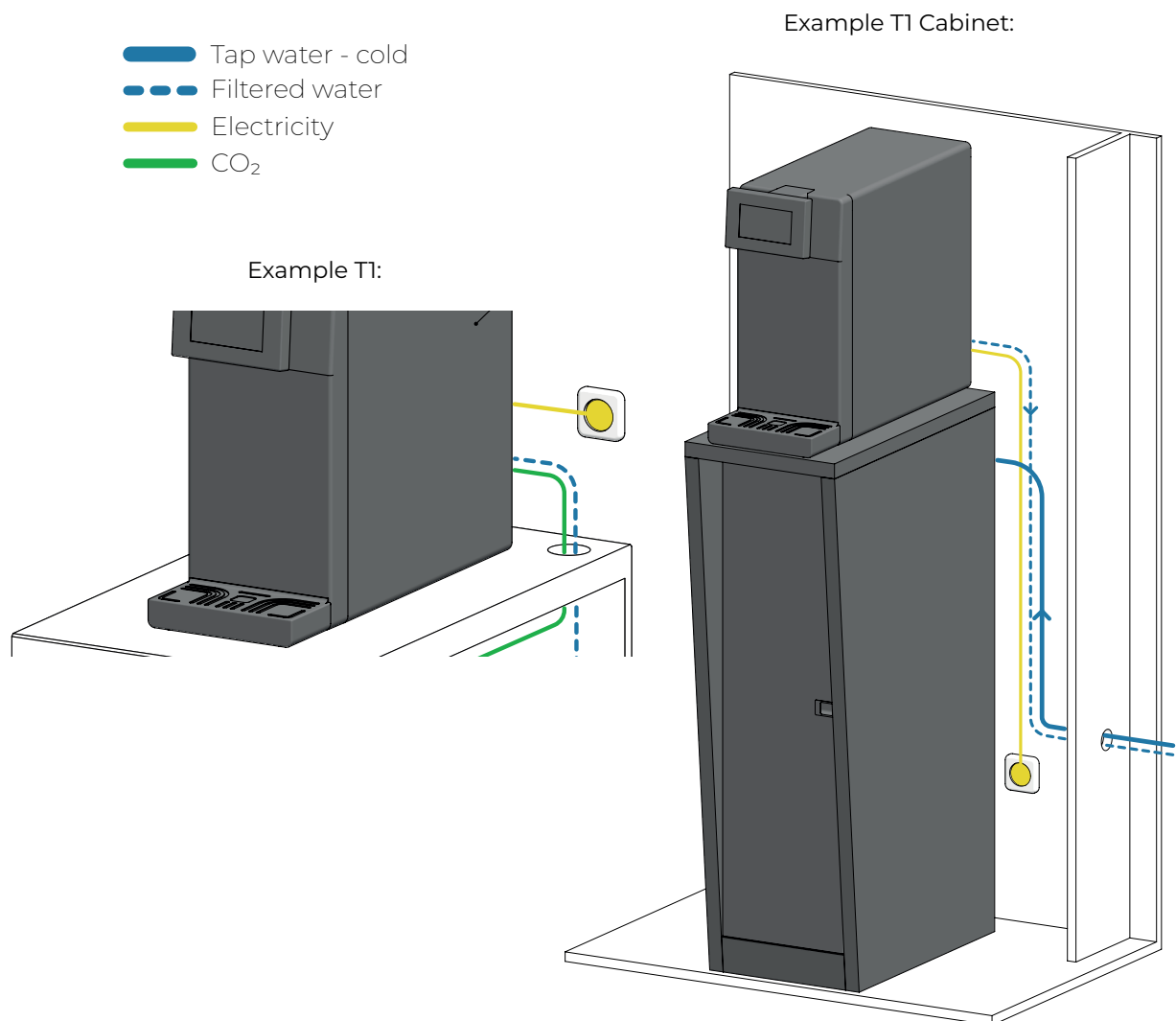
- Ø 35 mm without power cable (plug)
- Ø 50 mm if the power cable (plug) also needs to be routed through

If the countertop or wall material is wood, the AQUALEX technician can usually make this opening during installation. For other materials (such as stone, metal, or composite), it is important that the customer provides the opening themselves or informs AQUALEX in advance to ensure a correct installation.



### Info:

Place the necessary provisions preferably **within a radius of 1.5 m around the water cooler** to ensure smooth installation.



## USE of the water cooler

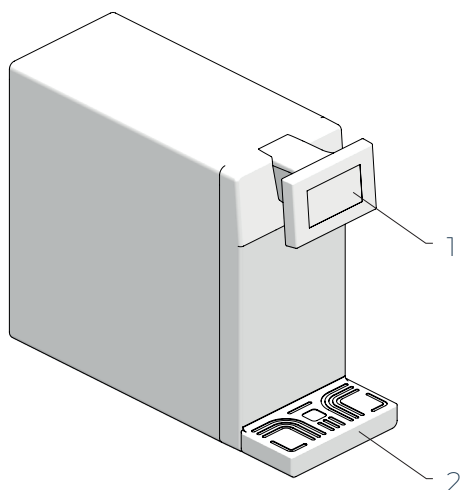
After installation by the AQUALEX technician, the water cooler is fully ready for use. Operation and adjustment of settings are performed via the touchscreen on the front panel.



**WARNING:** The cooler is not equipped with an ON/OFF switch. To switch it off, unplug the power cord from the socket.



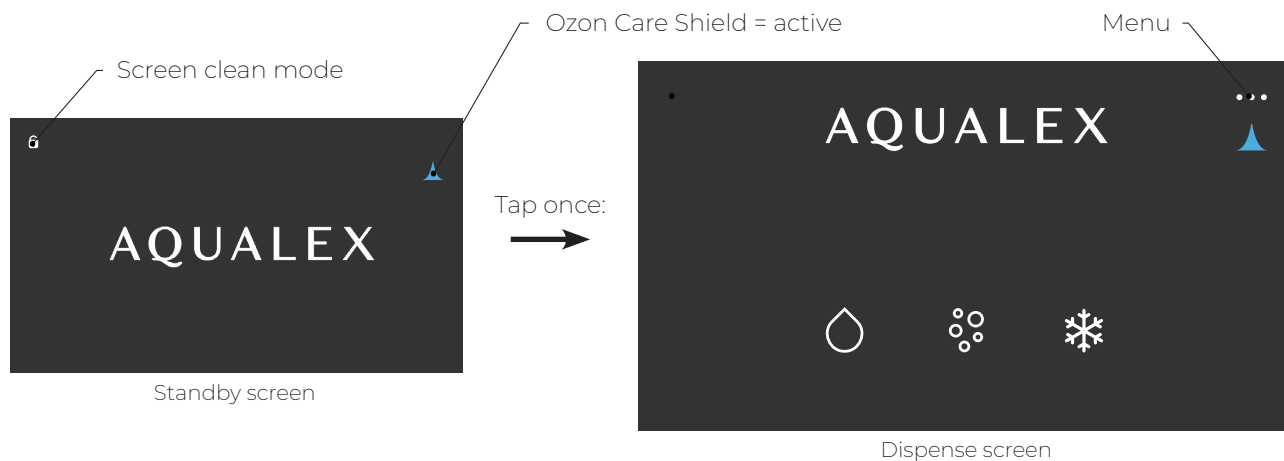
**CAUTION:** A water cooler must be used regularly. If it has not been used for more than one week, the water must be flushed before dispensing drinking water. See chapter “Decommissioning and disposal” for more information.



### 1) Touchscreen

The water cooler is equipped with a touchscreen for operation. System information can also be viewed, and settings can be adjusted. Tap the screen once to open the dispense screen.

Use of the touchscreen:



**Center icons:** Press and hold to dispense water. Release to stop. Depending on the type of water cooler, two or three options are available.



= Filtered chilled still water



= Filtered still water at room temperature








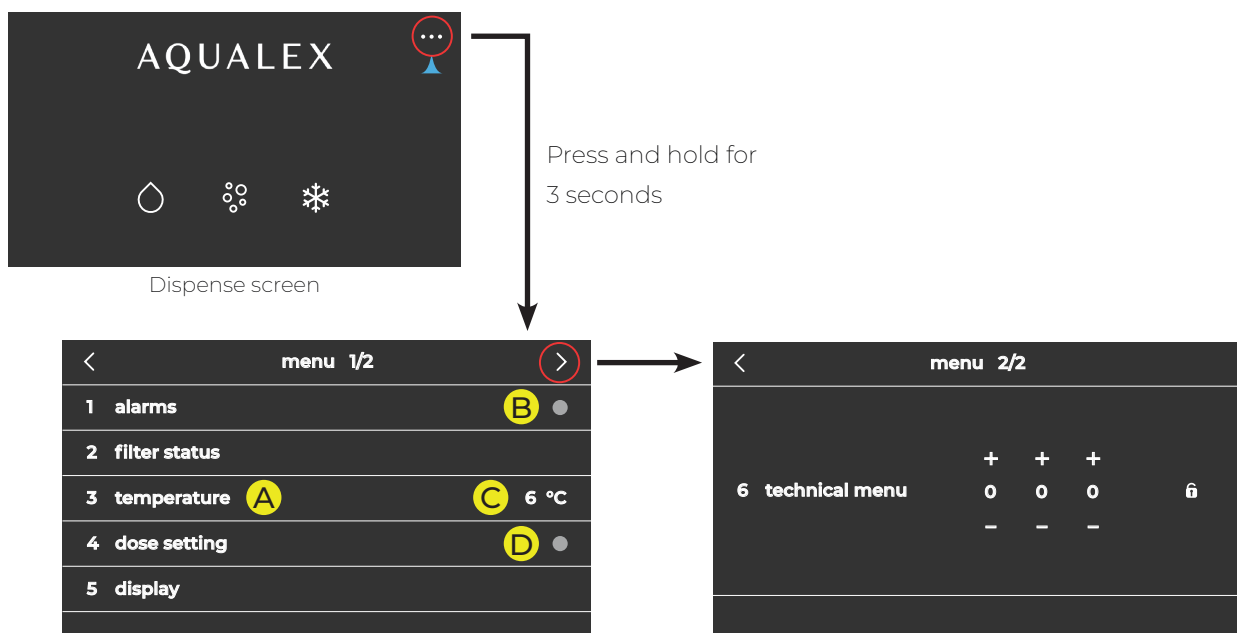
= Filtered and chilled sparkling water

#### Explanation of the standby and dispense screens:

- **Screen clean mode:** Hold the icon for three seconds to activate the screen clean mode. The touchscreen will be temporarily locked for safe cleaning. Press and hold again for three seconds to resume operation.
- **Ozon Care Shield:** the icon appears when the “Ozon Care Shield” technology is active.
- **Menu:** Hold the icon for three seconds to open the settings menu.
- **Dose mode on icon:** Indicates whether the dose mode is active. Refer to the chapter “Dispense settings” later in this user manual for more information.

#### Menu:

 	= Tap one of the arrows to go to the previous or next page.
 	= Tap ‘-’ or ‘+’ to adjust the settings.
	= Tap to save the settings. A beep may be heard when pressing “Save”.



#### A - Submenus

Tap the text to access a submenu. See the following pages for more information.

#### B - Status indicator “alarms”

The dot on the screen indicates the status of the system. The dot is grey when no alarm is active and red when the system detects an alarm.

#### C - Current temperature status

The current temperature of the chilled water is displayed.

#### D - Status indicator “dose setting”

The dot on the screen indicates whether the dose mode is enabled (blue) or disabled (grey). For more information, refer to the chapter “Dispense settings”.

## 1 - Submenu “Alarms”

Displays detected faults in the water cooler. A red dot next to the error code indicates an active fault. For more information, refer to the chapter “Water Cooler Error Codes”.

<	alarms 1/2	>	
1.1	the drip tray is full	●	Active fault
1.2	filter replacement necessary	●	
1.3	the pump is blocked	●	
1.4	possible water leakage	●	
1.5	drip tray not detected	●	

<	alarms 2/2	>
1.6	filter pre-alarm	●
1.7	compressor temperature	●
1.8	refrigeration system	●
1.9	long inactivity	●
2.0	tank level	●

## 2 - Submenu “Filter status”

Displays information on the volume of water dispensed:

- Number of days since the last reset
- Total volume of water dispensed
- **At the bottom, the counter can be reset.** This function may be password-protected.

## 3 - Submenu “temperature”

Allows adjustment of the chilled water temperature. This can be set between 4 and 12 °C.

<

3 temperature

set water temperature

current set point06 °C

new set point- 06 °C +

save



**CAUTION:** An AQUALEX technician sets the temperature to 6 °C by default. Setting a lower temperature without authorization from AQUALEX is not recommended. In certain cases, this may lead to unwanted ice formation or excessive condensation inside the water cooler.






## 4 - Submenu “Dose settings”

Refer to the chapter “Dispense Settings” later in this user manual for more information.

## 5 - Submenu “Display”


Shows both general settings and display settings: See the following pages for more information.



Available languages:

- English 
- French 
- German 
- Italian 
- Spanish 


<

5 display



Sleep Mode Time5 min  

brightness- 100 +

volume- 100 +

languages > Vision service >

Display information

- **Sleep mode:** Set when the screen enters sleep mode. This function can be enabled or disabled, and the duration can be adjusted by tapping the time.
- **Brightness:** Tap ‘–’ or ‘+’ to adjust the screen brightness.
- **Volume:** Tap ‘–’ or ‘+’ to adjust the volume of the tone for error messages. Tap “**Test**” to test the selected volume.
- **Languages:** Set the user language.
- **Display information:** Information about the operating system.

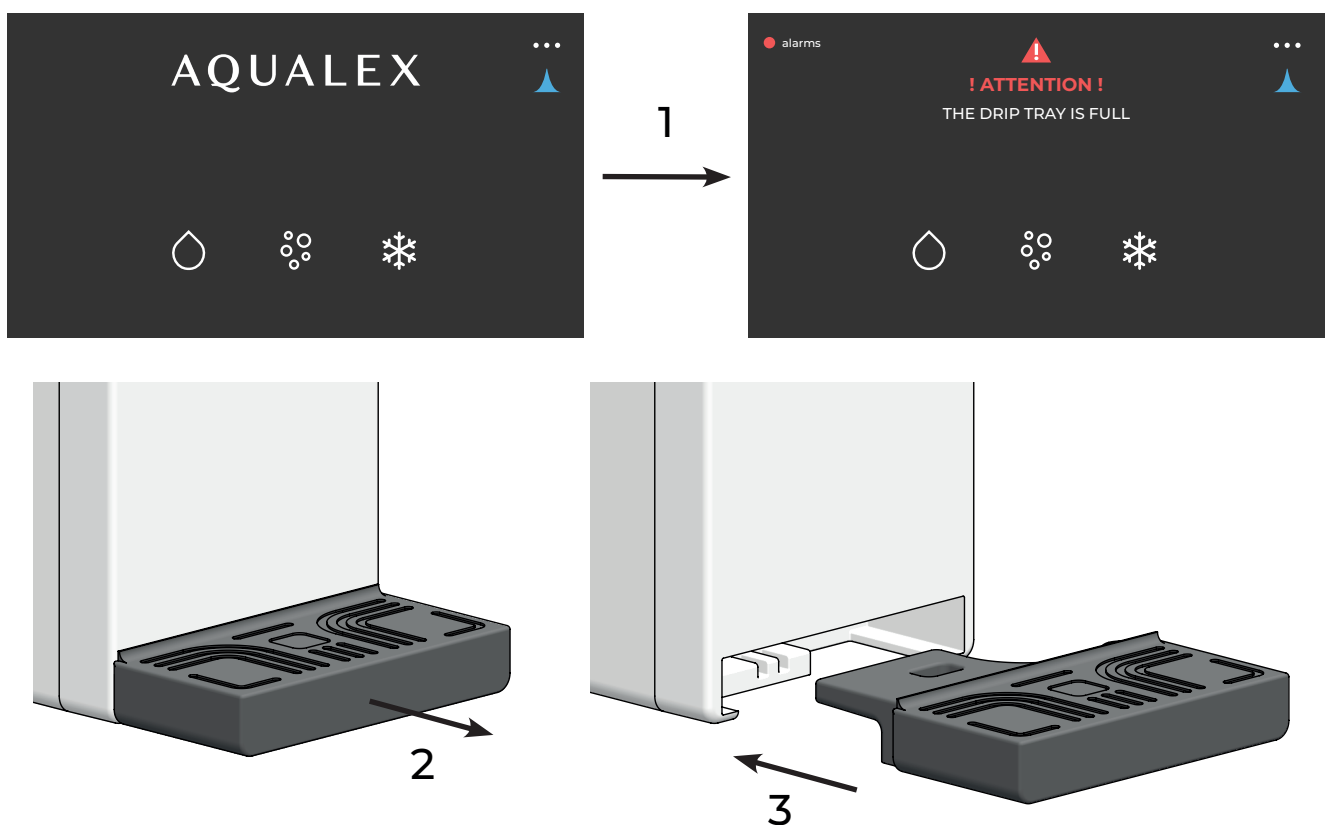
The **Vision service** function is intended for software updates and does not apply to the user.

## 6 - Submenu “Technical menu”

This menu is accessible only to an AQUALEX technician and is password-protected.

### 2) Emptying the drip tray

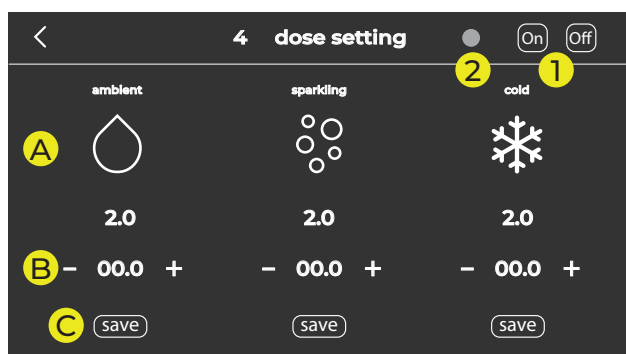
When the drip tray is not connected to a drain, it must be emptied regularly. As soon as the drip tray is full, no more water can be dispensed. The following message appears on the screen: “**THE DRIP TRAY IS FULL**” (1). Slide the drip tray out of the unit (2), empty it, and place it back correctly (3). The message on the screen will disappear, and water can be dispensed again.





# DISPENSE SETTINGS

A dose can be set for each water type. Go to the submenu “Dose setting” to activate and configure this option.



Tap the “On” or “Off” button in the upper right corner (1) to activate the dose mode. The dot next to the ON/OFF buttons indicates the status (2):

- Grey = dose mode disabled
- Blue = dose mode active



**Info:** The dose mode may be disabled by the technician. In that case, it cannot be activated by the user.

Follow the steps below to set a dose. This can be configured separately for each water type:

## A - Fill the desired glass or bottle

Place a glass or bottle under the dispenser. Tap and hold the icon of the desired water type until the required amount of water is dispensed. The numeric value below the icon indicates the duration in seconds.

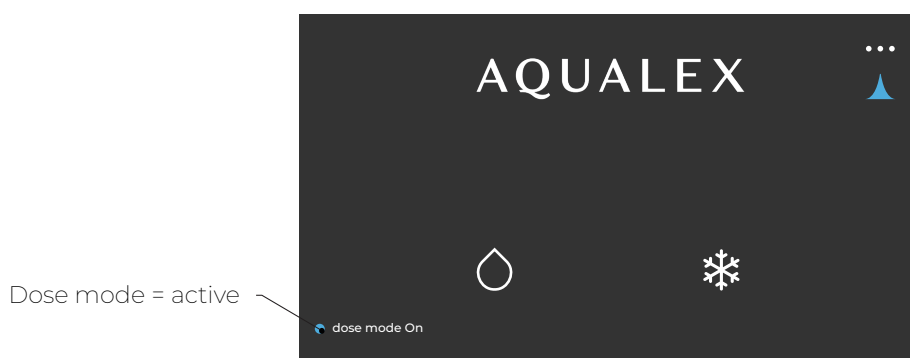
## B - Fine adjustment

Tap ‘-’ or ‘+’ to adjust the measured dose. Adjustment is possible in steps of 0.5 seconds.

## C - Save

Tap to save the dose. When pressing “Save”, a beep may be heard.

Using the dispense screen when the dose mode is active:



Dispense screen

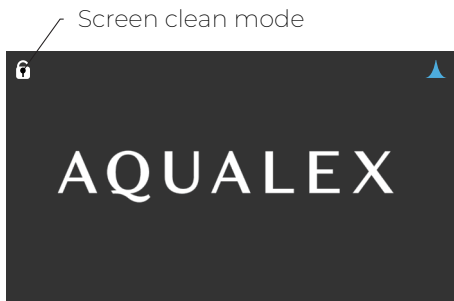
- Tap the desired water type briefly to dispense the preset dose. The dispensing process can be stopped at any time by tapping again.
- By holding the desired water type icon continuously, this function is overridden. It remains possible to dispense a custom amount larger than the preset dose



**Tip:** Use the dose mode to set small doses, such as for filling glasses. With one tap, a glass is filled automatically. By holding down the icons, larger volumes such as bottles can be filled.

## MAINTENANCE of the Water Cooler

- The **annual maintenance** of the water cooler is carried out by an AQUALEX technician.
- Clean the surface of the water cooler **weekly** with a dry or slightly damp cloth. Avoid contact with electronic components and ventilation openings. If necessary, a mild soap may be used. Avoid solvents and abrasive cleaning agents.
- **Cleaning the touchscreen (when necessary):** Use the cleaning mode:



Hold the icon in the upper left corner of the **standby screen** for three seconds to activate the screen clean mode. The touchscreen will be temporarily locked for safe cleaning. Press and hold again for three seconds to resume operation.



### WARNING:

- Disconnect the water cooler from the power supply before performing maintenance.
- Use a soft, slightly damp microfibre cloth (without alcohol or solvents) to gently clean the screen. Never spray liquid directly onto the screen and avoid abrasive or corrosive products. Then dry with a dry microfibre cloth.
- Never spray or pour water on or around the water cooler.

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## DECOMMISSIONING AND DISPOSAL

### 1) Decommissioning:

If the water cooler will not be used temporarily (for example, during vacation periods), unplug the power cable from the socket outlet to save energy. When restarting:

- **After 1 week of inactivity:** Flush the dispenser with at least 2 litres of filtered water.
- **After 2 weeks of inactivity:** Flush the dispenser with at least 10 litres of filtered water.
- **After more than 8 weeks of inactivity:** it is recommended to have the system inspected or cleaned by an AQUALEX technician. Contact AQUALEX via [my.aqualex.com](https://my.aqualex.com)

### 2) Disposal:

The method of disposal depends on the type of agreement:

- **Purchase:** The customer is responsible for the correct disposal of the installation. For more information, please contact AQUALEX via [my.aqualex.com](https://my.aqualex.com)
- **Rental:** Disposal is always carried out by AQUALEX at the end of the rental period. AQUALEX ensures proper dismantling and recycling in accordance with applicable regulations.



The water cooler contains electronic components that may be harmful to the environment. The water cooler must not be disposed of with household or business waste. Disposal must be carried out through specialized collection and recycling to prevent environmental damage and comply with legal regulations.

# STEP-BY-STEP TROUBLESHOOTING GUIDE

## In case of urgent issues:

In case of urgent issues such as a water leak, immediately shut off the water supply. Then, **if it can be done safely and with dry hands**, unplug the water cooler from the socket. Contact AQUALEX using the phone number on the last page of this manual.



### WARNING:

If water is present on or around a socket outlet, immediately switch off the circuit breaker and do not touch any plugs or power adapters to prevent a short circuit.

## For non-urgent issues:

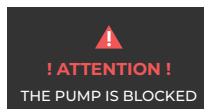
Follow the steps below:

### Step 1) Check the display of the water cooler

For a water cooler with a display, check whether an error message is shown.

This can often be recognised by a red exclamation mark with the message “Alarm” or “Attention”.

Example:



=> Error message on the display? Continue to the next page.

=> No error message on the display? Proceed with Step 2 below.

### Step 2) Follow the troubleshooting table

Refer to the chapter “**Troubleshooting table**” later in this document. If the troubleshooting table does not provide a suitable solution, proceed with Step 3 below.

### Step 3) Contact AQUALEX

If none of the above steps provide a solution, you can contact us via the MyAQUALEX platform at:  
***my.aqualex.com***

Under ‘**My units**’, select the unit experiencing an issue.

Click on ‘**Report a problem**’ and follow the on-screen instructions.

=> If you do not yet have a MyAQUALEX account, you can create a new account by entering the activation code found on your most recent invoice at ***my.aqualex.com***

# WATER COOLER ERROR CODES


An error message is displayed on the water cooler touchscreen. On some models, the dispenser turns red. Dispensing water is not possible.



Go to the **alarm page** by tapping the red dot in the upper left corner. On the alarm page, a red dot indicates which alarm is active. Use the numerical code shown before the alarm to find the corresponding solution in the table below.



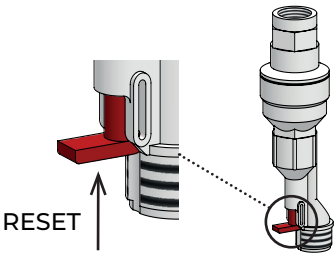
If the problem persists after following the suggested solution, or if the alarm code is not listed, contact AQUALEX via [my.aqualex.com](https://my.aqualex.com)

Code	Cause	Solution
1.1	Drip tray is full	The drip tray at the bottom of the water cooler is full. See " <b>Emptying the drip tray</b> " in the chapter " <b>Use of the water cooler</b> " for more information.
1.3	Pump is blocked	Reset the water cooler by unplugging it from the socket, waiting 10 seconds, and then plugging it back in.
1.4	Possible water leakage	<p>=&gt; In case of visible water around the water cooler, turn off the water supply. Then, <b>if it can be done safely and with dry hands</b>, unplug the power cord from the socket. Contact AQUALEX using the phone number provided on the last page of this user manual.</p> <div>  <p><b>WARNING:</b> If water is present on or around a socket: immediately switch off the circuit breaker and avoid touching plugs or power adapters to prevent short circuits.</p> </div> <p>=&gt; No visible water: The cooler may have an internal leak. Shut off the water supply. <b>If it can be done safely and with dry hands</b>, unplug the cooler from the socket outlet. Contact AQUALEX via <a href="https://my.aqualex.com">my.aqualex.com</a></p>
1.5	Drip tray not detected	The drip tray at the bottom of the water cooler is not making proper contact. Remove it from the cooler (empty it if necessary) and click it back into place. See " <b>Emptying the drip tray</b> " in the chapter " <b>Use of the water cooler</b> " for more information.
1.9	Long inactivity	After a long period of inactivity, the water must be flushed for some time before it is consumed. In more critical cases of non-use, the filter should be replaced. Refer to the chapter " <b>Decommissioning and disposal</b> " for more information.

# TROUBLESHOOTING TABLE

The table below can help you solve the most common problems when no error message is displayed on the water cooler screen.

If the problem persists despite following the suggested solution, please contact AQUALEX via [my.aqualex.com](https://my.aqualex.com)

Problem	Cause	Solution
No filtered water	Water stop protection is active	The water stop is a mechanical safety device that shuts off the water supply in the event of an abnormally high water flow, thereby preventing a possible leak. Check for any leaks. If no leak is present, the water stop can be reset by pressing the red button, located on the cold water supply. 
	Water leak protection is active	For a countertop model, check whether the Flex-mat under the filter is wet, especially around the water leak protection. If water is present, contact AQUALEX via <a href="https://my.aqualex.com">my.aqualex.com</a>
	Water cooler is not receiving power	Check if the water cooler is connected and if the on/off switch, if present, is turned on.
	Water cooler error codes	For a water cooler with a display, check whether an error code is shown. Refer to the chapter "Water Cooler Error Codes" for further information.
(Too) little filtered water	Water supply valve not fully open	Check that the water supply valves upstream of the installation are fully open.
No filtered chilled water	Recently a large amount of chilled water was dispensed.	A water cooler can only deliver a maximum continuous amount of chilled water. Please wait a moment until new chilled water is available.
No or lightly sparkling water	Empty CO <sub>2</sub> -bottle	Is there too little carbonation in the water? Does the pressure gauge indicate below 3.5 bar (0.35 MPa)? If so, replace the CO <sub>2</sub> bottle. See the accompanying CO <sub>2</sub> bottle user manual for more information.
	Water not cold enough	The production of sparkling water is difficult with warm water. Allow the cooler to cool down sufficiently before dispensing sparkling water.
CO <sub>2</sub> bottle emptying too quickly	CO <sub>2</sub> bottle not properly tightened	The CO <sub>2</sub> bottle must be tightly connected to the pressure regulator. See the associated CO <sub>2</sub> bottle user manual for more information.
Water leak		Shut off the water supply and unplug the cooler, boiler, and the power adapter of the tap set ( <b>if it can be done safely</b> ). Contact AQUALEX as soon as possible via the phone number on the last page of this manual.

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