

Extra I-Tap Troubleshooting Guide

Response to possible problems

If problems occur, the dispenser will show relevant information and problem-solving hints. If the problem cannot be solved immediately, please contact customer service (see rear page).



WARNING! Danger of injury from repair work!

The water dispenser contains no parts that can be repaired by the operator. Tasks other than those described in these instructions may only be carried out by the manufacturer or by a qualified person.

Visible abnormalities on the display

| Problem | Cause | Remedy |
|---|----------------------------------|---|
| Red exclamation mark lights up on tap display | System has an error | Check the error message on the footer of the undercounter display |
| Water type icons are off | System has an error. | Contact our Service Team |
| Display is off | Appliance is not switched on | Plug the power plug into the power outlet, switch on the power and check possible appliance fault |
| | Water dispenser fuse has tripped | Contact our Service Team |
| Sparkling icons are dimmed | CO ₂ bottle is empty | Change the CO ₂ bottle (p.26 of User Manual) |
| | Standby Mode is active | Touch the icons to wake up the system |

Abnormalities of the dispensed water

| Problem | Cause | Remedy |
|--|---|--|
| Water is not/ only slightly carbonated | CO ₂ content incorrectly set | Contact our Service Team |
| | CO ₂ bottle is empty | Check the fill level of the CO ₂ bottle and change bottle if necessary (p.26 of User Manual) |

Contact:

Phone number: 1-877-999-1044 (option 1)
Email: servicena@vivreau.com

| Problem | Cause | Remedy |
|----------------|--|--|
| Water is warm | Incoming water temperature is too high | Make sure it is connected to cold water |
| | Water temperature incorrectly set | Contact the operator to set the water temperature |
| | Water cooler is defective | Contact our Service Team |
| | Cooling fins are obstructed | Ensure that the cooling fins are not blocked or covered |
| | Cooling fins are contaminated | Contact our Service Team |
| | No chilled water available | Wait 30 minutes until water is chilled |
| Water splashes | Water pressure too high | Contact our Service Team |
| | CO ₂ bottle is empty | Change the CO ₂ bottle (p.26 of User Manual) |
| Low water flow | Water filter is blocked/ clogged | Water filter has to be changed. Contact our Service Team |
| | Water pressure is too low | Check water inlet valve |

Others

| Problem | Cause | Remedy |
|--|--|---|
| Uncontrolled water seepage | Water intake is not tight | Halt water intake/close water shut-off valve |
| Hissing sound occurs | CO ₂ supply is leaking | Check CO ₂ supply |
| No water can be dispensed | Water supply is interrupted | Check water inlet valve Check water supply |
| | Drip tray not inserted correctly/ full | Empty drip tray/ insert drip tray again |
| Only CO ₂ gas emerges from the outlet tap | Intake filter is closed | Contact our Service Team |
| | Water dispenser fuse has tripped | Contact our Service Team |