HOT WATER TROUBLESHOOTING INDEX

Hot Water Problems

1. Hot Water is not Hot 85 +/- 15°C (185° +/- 5°)

   Also includes related instructions for Resetting the Hot Tank Overload or High Limit Safety

Hot Water is not Hot 85 +/- 15°C (185° +/- 5° F)

NOTE: The ***Aramark Countertop or Refresh Center*** does NOT have Sleep or Power Saving Mode and the hot water should be a of 85 +/- 15°C (185° +/- 5° F) under normal operating conditions.

The Hot temperature set point is 85 +/- 15°C (185° +/- 5° F) and is controlled by a thermostat on the side of the tank.

There is a resettable overload or high limit safety above the thermostat on the side of the tank that will trip to prevent damage to the unit if the tank is dry heated (turned on without water in it).

The ***Aramark Countertop or Refresh Center*** does NOT have Extra Hot capability and the maximum hot temperature is 87°C (189°F).

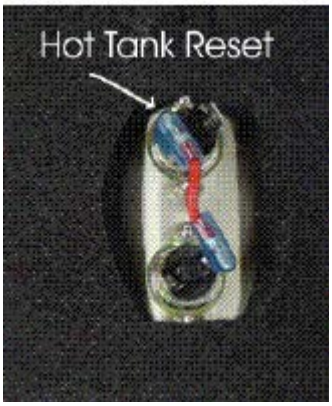
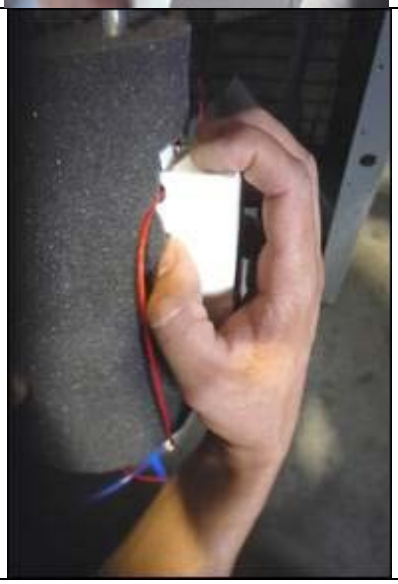
It typically takes 10 minutes for the 500W to heat the 1.6 Liter of room temperature (ambient) water to the 85°C (185°F) set point.

Possible Reason	Solution
No power to heater elements	Check that the Red Heater and Compressor switch is on. Turn Red Heater and Compressor Switch on. *I = ON* 
Hot Tank Overload Tripped *Overload is a safety feature to ensure the tank does not overheat.*	Overload will "click" when pushed. The overload is automatically reset when pressed. **See Resetting the Hot Tank Overload or High Limit Safety Instructions that are included further below in this Troubleshooting Section**
Thermostat or overload "open" on Hot Tank	Turn Power off. Check OHM's resistance across terminals on each Thermostat and Overload separately. Good components will indicate a closed circuit or zero OHM's on the meter. Replace components as necessary.

Heating Coil Not Working	Turn Power off; Drain hot tank; Use multi-meter to check heater element for approximately 26 OHM's resistance. Hot Tank must be empty if you are checking for continuity. Replace Hot Tank as necessary.
Loose or improperly connected wire(s) to the Heating Element / Hot Tank.	Visually inspect wire leads gong to the hot tank; confirm proper connections to the heating elements. Hot tank life is 3-5 years, depending on usage. **Typically, dealers swap out the Hot Tank at site, take back to the shop to repair.*

RESETTING THE HOT TANK OVERLOAD OR HIGH LIMIT SAFETY

1.	Red Heater and Compressor Switch must be in the OFF position *O=OFF* 
2.	Unplug the Power Cord from rear of ***ARAMARK COUNTERTOP AND REFRESH CENTERS .***
3.	Refresh Center Model: Remove the Lower Front Panel by removing the Phillips Head Screws underneath the Lower Front Panel. Counter Top Model: Remove the Side Panel by removing Phillips Head Screws from Side Panel.
4.	Locate the protective metal box on the rear of the Hot Tank. As you look through the condenser coils on the rear of the unit, you will see the Hot Tank located on the right-hand side. 
5.	Reach up behind the Hot Tank and take hold of the Protective Metal Box covering the Thermostat and Overload on the Hot Tank. There are nuts that secure the metal box to the Hot Tank. However, the nuts are loose enough to allow you to remove the metal box. If the nuts on the metal box are too tight, loosen the nuts securing the Hot Tank to the upper base of the unit and lower the hot tank so you can remove the metal box. *For demonstrative purposes, photos below have lowered the Hot Tank from the unit*. 

6.	Press the reset button 	
7.	Reattach the metal box by depressing the top flap of the Metal Box so it snaps back into its original position on the Hot Tank.	
8.	Replace Panel on unit using Phillips head screws.	
9.	Plug in the Power Cord.	
10	Make sure the Hot and Cold Tanks are filled with water BEFORE turning on the Red Heater and Compressor Switch. Verify the cooler is fully operational before installing it at the customers' site.	