

Troubleshooting Guide

**NOTICE TO REPAIR TECHNICIANS:
ALWAYS DISCONNECT POWER AND TURN OFF WATER
BEFORE SERVICING.**

Symptom	Confirm	Solution
Screen is blank	<p>Is the unit plugged in ?</p> <p>Is there power to the outlet? Check the fuse located under the nameplate on the right-hand side of the unit.</p>	<p>→→→ Plug In.</p> <p>→→→ Locate Circuit Breaker and turn on.</p> <p>→→→ Replace blown fuse with maximum 1 amp.</p> <p style="text-align: right;">Call Kisco - (604)823-SILO</p>
Watermeter in Celcius/kg but we need Farenheit/lbs.	→→→	→→→ See Basic Units instructions
Missing Waterflow Signal	<p>Water is flowing when faucet button depressed.</p> <p>NO Water is flowing when faucet button depressed.</p>	<p>Disconnect power to unit.Remove front cover, Check that both green plugs are securely in place. Call Kisco if problem not resolved.</p> <p>See Valve not Opening / Closing Call Kisco if problem not resolved.</p>
Water is not cold	Watermeter can only dispense what is available to it. It is not a WATER CHILLER.	<p>Confirm temperature of available water at an independent faucet.</p> <p>Turn Knob as far as it will go clockwise. This may take several revolutions. Run water through watermeter using faucet button. Is it cold? Call Kisco if problem not resolved.</p>

Temperature Knob is broken off	Knob is designed to snap off when sufficient force is applied in a sideways direction.	Keep White knob	Call Kisco - order part # SH-001-K91
Watermeter dispense incorrect amount of water	Is the watermeter out by the same quantity each time? For example if you ask for 10 lbs and get 11lbs then you ask for 20lbs do you get 21lbs? If you ask for 10lbs and get 11, then ask for 20 and get 22, the watermeter is said to be out by a percentage. Are you getting approximately double the amount requested ?	Refer to Valve not Opening / Closing. Refer to Calibrating your Watermeter Is your watermeter set to kgs instead of lbs?	Call Kisco if problem not resolved. Call Kisco if problem not resolved. Refer to Setting Basic Units / Language
Digital Display INCOMPLETE	→→→	Order Part # PC-001-K91	Call Kisco
Slow Water Flow	Check waterpressure in building Check inlet screens	Clean if necessary and re-assemble See Valve not Opening/Closing	Call Kisco if problem not resolved.
All the touch pad buttons don't work Some of the touch pads don't work	Check that the ribbon plug is secure in the circuit board.	Secure to board with care. Order part # TP-001-K91	Call Kisco if problem not resolved. Call Kisco