

## Room and Cold **WATER DISPENSER**

## **DISTRIBUTEUR D'EAU** *ambient et froid*

## **DOSIFICADOR DE AGUA** *ambiente y fría*

Use & Care Guide  
Guide d'utilisation et d'entretien  
Manual d uso y cuidado

**WWD224BLK-1**  
**WWD224W-1**

**CAUTION:** Before using the water dispenser, read this manual and follow all safety rules and operating instructions.

**MISE EN GARDE:** Avant d'employer votre distributeur d'eau, lisez ce manuel et suivez toutes les règles de sécurité et les consignes d'utilisation.

**PRECAUCIÓN:** Antes de usar el dosificador de agua, lea este manual y siga todas las reglas de seguridad e instrucciones de funcionamiento.

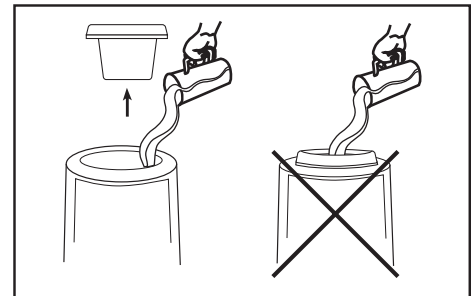


Thank you for purchasing a WaterMAXX® Water Dispenser. Please read the enclosed operating instructions carefully and retain this booklet for future reference. We have carefully engineered your WaterMAXX® Water Dispenser to give you years of enjoyment and trouble free operation.

## IMPORTANT SAFEGUARDS

- Never turn the dispenser upside down or tilt more than 45 degrees. If unit has been resting on its side for an extended period of time, place the water dispenser in the upright position for approximately 12 hours before turning on.
- For use with 3 or 5 gallon (12 or 19 liter) water bottles and most water filtration systems, (not included).
- Never use this dispenser with water that is unsafe to drink or is from an unknown source.
- Never use any other liquid in the dispenser other than known and microbiologically safe bottled water.
- This water dispenser is equipped with a grounded power cord plug for your safety (see Grounding Instructions).
- Do not use an extension cord with your water dispenser.
- Keep your water dispenser in a dry place away from direct sunlight.
- Never put anything flammable close to the dispenser.
- Leave a minimum of 2" (5 cm) around the back and sides of the dispenser for proper ventilation.
- Always install your water dispenser on a level floor. Wait 3 minutes before restarting machine after shutting down.
- Always unplug the water dispenser before servicing or cleaning.
- Regular cleaning of your water dispenser is required for your warranty. Please follow cleaning instructions outlined in this manual and clean the dispenser every 4 months.

**To avoid water overflow when cleaning your dispenser, always remove the bottle support collar before pouring water or cleaning solution into the reservoir.**

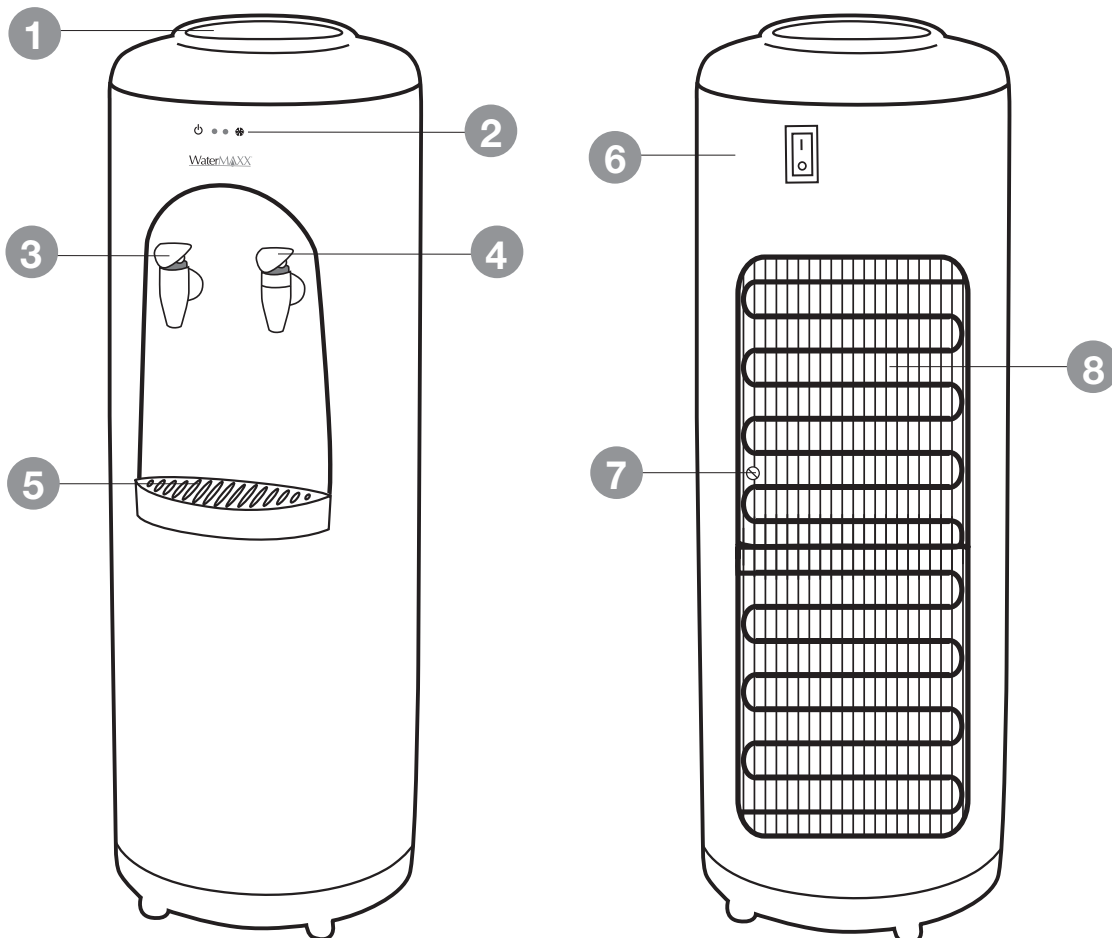


## GROUNDING INSTRUCTIONS

- Improper use of the grounding plug can result in a risk of electric shock causing serious injury, even death.
- This appliance must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current.
- This appliance is equipped with a power cord having a grounding wire with a grounding plug and must be connected into a properly grounded polarized outlet. Consult a qualified electrician if the grounding instructions are not completely understood, or if doubt exists as to whether the appliance is properly grounded. If the wall outlet is a standard 2 prong outlet, it is your personal responsibility and obligation to have it replaced with a properly grounded 3-prong wall outlet.
- Do not under any circumstances cut or remove the third (ground) prong from the power cord plug.
- Do not use an adapter plug with this appliance.
- Do not use an extension cord with this appliance. If the power cord is too short, have a qualified electrician install an electrical outlet near the appliance.

## YOUR WATERMAXX® WATER DISPENSER

1. Bottle support collar
2. Ready-To-Dispense indicator lights:  
Green: "on" Power on  
Blue: "on" The cold water has reached its optimum temperature and is ready for dispensing
3. Room temperature water tap
4. Cold water tap
5. Removable drip tray
6. Cold water power switch (rear of dispenser)
7. Adjustable cold water thermostat (rear of dispenser)
8. Condenser coils (rear of dispenser)



## OPERATING INSTRUCTIONS

### Initial Product Cleaning Procedure

Like most appliances, your water dispenser requires periodic maintenance for maximum efficiency and performance and must be cleaned on a regular basis (i.e. every 4 months). To maintain a hygienic environment within your water dispenser and prevent potential formation (growth) of bacteria, we strongly recommend regular cleaning. A cleaning kit is available through our Customer Service Department at **1-866-253-0447** or can be ordered on line at **www.greenwayhp.com**.

1. Make sure the unit is unplugged.
2. Remove the bottle support collar, saturate a clean cloth with a water dispenser cleaner or vinegar and wipe the inside of the reservoir.
3. Pour the water dispenser cleaner or a mixture of 4 cups / 1 L of vinegar with 4 cups / 1 L of hot water into the reservoir and wait 20 minutes.

**IMPORTANT: To avoid water overflow while cleaning the dispenser, always remove the bottle support collar before pouring water or a cleaning solution into the reservoir (see Figure A).**

4. Press both dispensing taps until water no longer comes out.
5. Rinse again with clean water.
6. Place bottle support collar back on top of dispenser.

### Maintaining Your Water Dispenser

Like most appliances, your new water dispenser requires regular cleaning to operate efficiently. Your water dispenser must be cleaned every 4 months (**see procedure on pg. 5**).

### Installing the Water Bottle

**IMPORTANT: Always wash your hands first! Clean the top (neck) of the bottle with a clean cloth and do not touch the part of the unit that the water touches. Make sure the unit is unplugged and the power switch is in the OFF position. The water bottle can be purchased from your local retailer.**

1. Remove the protective cap from the end of the water bottle unless the bottle has a puncturable cap or sticker.
2. Lift and turn the bottle upside down, placing it securely on the bottle support collar.
3. Press and hold both dispenser taps until water flows from the dispenser. Drain about 4 cups / 1 L of water before initial use. This does not need to be repeated with replacement bottles.
4. Plug in the water dispenser.
5. It may take approximately 1 hour before the cold water reaches optimum temperature. To change the water temperature see adjusting the temperature - cold water only.

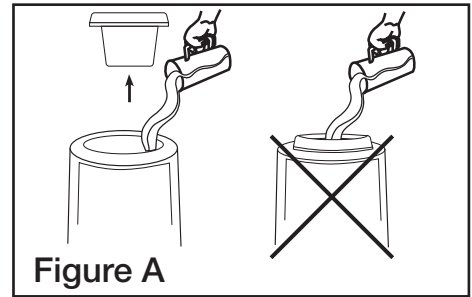


Figure A



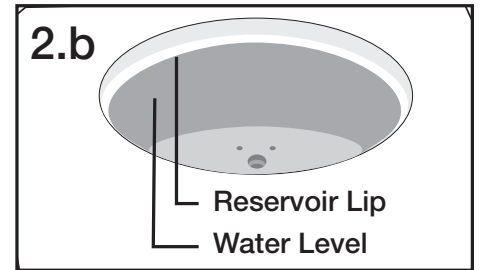
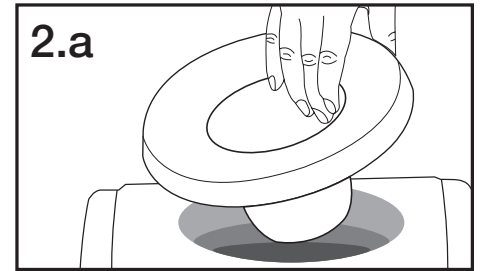
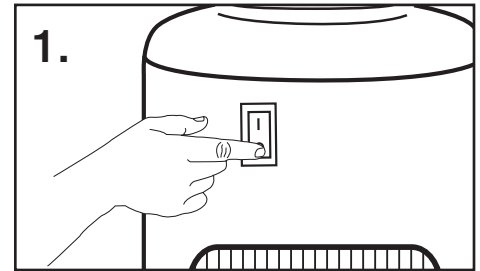
## IMPORTANT NOTICE ABOUT LEAKING BOTTLES

If you find that your dispenser is leaking, check the water bottle first!

Almost all 3 and 5 gallon water bottles are recycled, and handled extensively during cleaning, filling, and shipping. As a result they are very prone to developing pin holes or small cracks that can cause an overflow (or leak) when placed on top of a water dispenser.

Most often, there is nothing wrong with your water dispenser. If you are experiencing a leak, this simple test will allow you to determine whether your water bottle or dispenser is the source of the problem.

1. Unplug the unit and remove the water bottle.
2. a) Remove the bottle support collar and check the water level inside the reservoir – it should be at roughly three - quarters full.  
b) Please add or drain a few glasses of water to achieve the required fill level.
3. Closely monitor the water level inside the reservoir, (1-2 hours) if the water level drops, immediately drain the remaining water from the unit and call customer service at **1-866-253-0447**. If the water level remains constant it is the water bottle not the dispenser that is leaking. Please contact your water supplier for a replacement bottle.



Please visit us at [www.greenwayhp.com](http://www.greenwayhp.com) for water dispenser accessories and helpful use and care tips.

### Dispensing Room Temperature Water

Place a glass under the tap. Press the (white handle) tap downward until the desired amount of water is dispensed (**for cold water, see Dispensing Cold Water**).

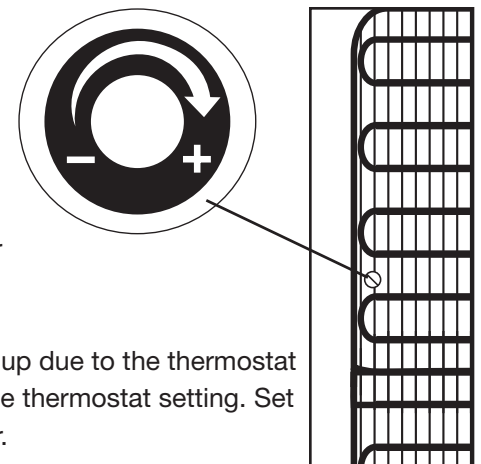
### Dispensing Cold Water

Place a glass under the tap. Press the (blue handle) tap downward until the desired amount of water is dispensed.

### Adjusting the Temperature (Cold water only)

By turning the thermostat at the back of the unit, the temperature can be adjusted. Turn (rotate) the dial between the "High" and "Low" settings until the desired temperature is reached. To change the water temperature, adjust (rotate) thermostat control knob located at the rear of the unit. Rotate control knob "clockwise" colder temperature. Rotate control knob "counter-clockwise" warmer temperature.

If the water dispenser is not dispensing water, there could be a possible ice build up due to the thermostat being set too cold. If this happens, unplug the dispenser overnight and change the thermostat setting. Set thermostat to "High", slowly decrease based on your use and need for cold water.



## CLEANING AND MAINTENANCE

Like most appliances, your water dispenser requires periodic maintenance for maximum efficiency and performance and must be cleaned on a regular basis (i.e. every 4 months). To maintain a hygienic environment within your water dispenser and prevent potential formation (growth) of bacteria, we strongly recommend regular cleaning. A cleaning kit is available through our Customer Service Department at **1-866-253-0447** or can be ordered on line at [www.greenwayhp.com](http://www.greenwayhp.com).

Failure to properly maintain your dispenser will void your warranty.

### Cleaning Your Water Dispenser

**IMPORTANT:** Always unplug the dispenser before performing any of the following cleaning procedures.

#### Cleaning the Outside of the Water Dispenser

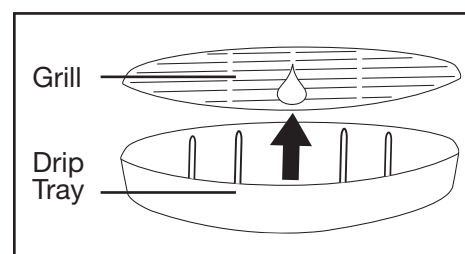
The outside of the dispenser can be wiped clean with a non-abrasive cleaner or a mild soap and water mixture. Never use harsh chemicals or abrasive cleaners. Rinse thoroughly with clean water and then dry surfaces.

#### Cleaning the Drip Tray

To remove, take the grill off the tray and firmly lift the tray up, dislodging it from the guides. Drain and clean.

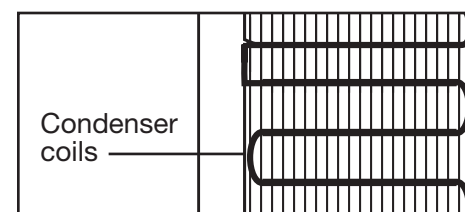
The drip tray should be emptied and cleaned regularly to remove spotting and any mineral deposits. Clean with a water dispenser cleaning solution or a mild soap and water mixture. For tough deposits, add vinegar and let it soak until the deposits come loose. Then wash, rinse and dry thoroughly (not dishwasher safe).

To replace, put the grill back on the tray and slide the tray onto the guides.



#### Cleaning the Condenser

Vacuum or sweep away the dust from the condenser coils at the back of the dispenser. For best results, you can purchase a brush designed specifically for this purpose from your local appliance store. This will improve cooling and efficiency.



#### Draining the Reservoir

Drain the reservoir before and after cleaning, when going on long vacations or if not using the dispenser for long periods of time.

**IMPORTANT!** Always unplug the dispenser before performing this procedure.

1. Remove the water bottle.
2. Press both dispensing taps until water no longer comes out.

**IMPORTANT:** Collect the water in a container, not the drip tray. Replace the drain cap and hand tighten only.

3. Replace the water bottle (see **Installing the Water Bottle on pg. 3**).

### Cleaning the Inside of the Dispenser

To prevent mineral deposits that can affect the taste and flow of the water, and to ensure proper product performance, your water dispenser must be cleaned every 4 months.

1. Unplug the power cord.
2. Remove the water bottle and bottle support collar.
3. Drain the reservoir (see **Draining the Reservoir on pg. 5**).
4. Pour a water dispenser cleaner or a mixture of 4 cups / 1 L of vinegar with 4 cups / 1 L of hot water into the reservoir and wait 20 minutes. If using a water dispenser cleaning solution, please follow the manufacturer's instructions.

**IMPORTANT:** To avoid water overflow while cleaning the dispenser, always remove the bottle support collar before pouring water or a cleaning solution into the reservoir (see **Figure A on pg. 3**).

5. Press both dispensing taps until water no longer comes out.

**IMPORTANT:** Collect the water into a container, not the drip tray.

6. Rinse with clean water and drain (see **draining the reservoir**).
7. Replace the bottle support collar and the water bottle (see **Installing the Water Bottle on pg. 3**).

**IMPORTANT:** Drain approximately 4 glasses of water from each tap before initial use. This does not need to be done with replacement bottles.

### Going Away on Vacation

When not using the dispenser for long periods of time or when going on vacation, unplug the dispenser and drain the reservoir (see **Draining the Reservoir on pg. 5**). Follow Initial Product Cleaning Procedures upon return and startup of the dispenser.

### SPECIFICATIONS

WWD224W-1 / BLK-1

Output per hr:	Cold	0.5 gal / 2.0 L
Internal Tank:	Cold	0.8 gal / 3.2 L
Cooling Temp (approx.):		8°C / 46°F
Power Consumption:	Cold	83 W / 1.0 A / 115V



## TROUBLESHOOTING TIPS

Problem	Possible Cause	Suggested Solution
<b>Water dispenser or dispensing tap is leaking</b>	Small pin hole or crack in the bottle, (common with recycled water bottles).	Conduct water bottle leak test outlined on pg. 4.
	Water was poured directly into bottle support collar and overflowed.	Drain by pressing dispenser taps.
	Possible air pocket.	Press tap several times to relieve air pocket and release to re-set valve.
<b>Water is not cold enough</b>	All the water in the tank has been used.	Replace with full bottle and wait 30-60 minutes for the water to cool.
	The unit is unplugged.	Plug unit into outlet.
	The circuit breaker in your home is tripped or the fuse has blown.	Reset the breaker or replace the fuse.
	Temperature limit tripped.	Wait 10 minutes for the temperature limit switch to re-set automatically.
	Thermostat needs to be adjusted colder.	Adjust thermostat to a lower (cold) setting to achieve desired temperature.
<b>Water dispenser is not dispensing water</b>	Empty water bottle.	Replace with full bottle.
	Mineral deposits clogging tank.	See Cleaning the Inside of the Dispenser.
	Possible air pocket.	Push down on the dispenser taps to prime the unit.
	Possible ice build up due to thermostat set too cold.	Unplug overnight. Set thermostat to higher setting, slowly increasing based on your use and need for cold water.
<b>Water dispenser is noisy</b>	Bottle making a gurgling noise as it fills the tank.	This is normal.
	Water dispenser is uneven.	Make sure the dispenser is on an even surface that can support its full weight.

**Attention: Do not return this product to the store. For questions on operation, assembly or parts, please contact us at [www.greenwayhp.com](http://www.greenwayhp.com) or 1-866-253-0447.**

## FREQUENTLY ASKED QUESTIONS

**Q: Why is my water dispenser leaking?**

**A:** If you are experiencing a leak with your water dispenser please do the following to see if the water bottle or the dispenser is leaking.

1. Unplug the power cord and remove the bottle.
2. Remove the bottle support collar and check the water level inside the reservoir – it should be at roughly three - quarters full.
3. Closely monitor the water level inside the reservoir, (1-2 hours) if the water level drops, immediately drain the remaining water from the unit and call customer service at **1-866-253-0447**. If the water level remains constant it is the water bottle not the dispenser that is leaking. Please contact your water supplier for a replacement bottle.

**Q: Why do I get a plastic taste from my dispenser?**

**A:** As with most new appliances such as coffee makers and kettles, there is often a plastic taste upon initial start-up of the unit. To remove this taste, simply follow the cleaning instructions outlined in Cleaning the Inside of the Dispenser.

**Q: What do the ready-to-dispense indicator lights mean?**

**A:** When illuminated, they mean the following:

- |        |      |                                                                                |
|--------|------|--------------------------------------------------------------------------------|
| Green: | "on" | Power on                                                                       |
| Blue:  | "on" | The cold water has reached its optimum temperature and is ready for dispensing |

**Q: What is the spike that goes into the bottle?**

**A:** WaterMAXX® 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, a small opening may or may not be present in the bottle cap for this specific purpose. If the piercing valve opening is not present, the entire bottle cap must then be removed to eliminate possible damage to the piercing valve. If the opening is present, remove the protective seal prior to installing the bottle.