

*** IMPORTANT - PLEASE READ**



Taking Care of Your Cooler

Direct Order Line ROI: (01) 6765926
Direct Order Line NI: (028) 8775 8306 (EXT 103)
To Call an Engineer: (028) 8775 8306 (Option 3)

PROPER BOTTLE INSTALLATION

Prior to lifting a new bottle onto the cooler, it should be examined to ensure that there is not more than 20ml (approx) of water in the water guard-well. This would reduce the risk of any air locks.

WARNING: Full Weight 19.5KG APPROX. If You Decide To Lift:

1. Peel off the safety label from the top of the bottle cap.
2. If lifting from the floor, find a comfortable position to hold the bottle ensuring that your back is straight and your knees are bent.
3. Keep your back straight as you slowly lift the bottle to a standing position.
4. Rotate the bottle until it is lined up directly over the cooler opening.
5. Keeping the bottle straight and ensuring that hands are kept away from the curved surface of the bottle, push it down until it clicks into the cooler opening.
6. If you are unsure of proper manual handling, please speak to your Health & Safety officer.



CUSTOMER RESPONSIBILITIES

- You should keep areas around the cooler free from dirt and rubbish
- You should not put any liquid other than Rocwell Natural Mineral Water into the cooler
- You should clean out the drip tray once a week using mild soap and water
- Always ensure that the drip tray does not overflow
- You should not leave the cooler without a bottle fitted
- You should keep the cooler exterior clean using mild soap and water (do not use bleach or any other cleaning agents containing bleach or chlorine)
- You should not expose the cooler to direct sunlight
- You should not locate the cooler next to a radiator
- You should not use the cooler as a shelf for plants or objects
- You should not attempt to move the cooler with a bottle in place
- To ensure that the water cooler is in an upright position at all times
- To take care of the water bottles (see below).

CARE OF WATER BOTTLES

- All bottles should be used in rotation (FIFO)* to ensure a continuous fresh supply
- Ensure that all bottles are kept clean
- Do not store bottles in direct sunlight or close to a radiator
- Do not write or draw on any part of the bottle
- Any bottles damaged whilst on site will result in the loss of the bottle deposit
- All bottles should be stored in a clean environment.

Remember, to call out a service engineer may incur a fee. Therefore it would be to the customers benefit to check whether the problem can be fixed internally as those shown on this chart before calling for an engineer.

*First In, First Out

ROCWELL'S RESPONSIBILITIES

To sanitise the cooler quarterly or when requested by the customer depending on the customers agreement terms.

Remember, it is the customers responsibility to keep the outside of the cooler clean at all times!

LEAKING BOTTLES

On receipt of 19L bottles, the customer should;

1. Check that all water levels are approximately the same, and therefore that none are leaking.
2. No leaking bottles should be placed on the cooler as no vacuum will be created, forcing the contents of the bottle to siphon through the cooler air intake valve and onto the floor.

COMMON COOLER PROBLEMS AND SOLUTIONS

Problem A - Leaking Water

- **Cause 1 - Drip Tray**
Is the drip tray overflowing?
(Remove tray and empty)
- **Cause 2 - Bottle**
Are there any visible cracks on the bottle? *(Remove bottle and leave for collection in a suitable area)*
- **Cause 3 - Taps**
Are the taps screwed in tightly?
 1. Remove the bottle, drain all the water from the taps.
 2. Unscrew the tap from the cooler.
 3. Ensure that all parts of the tap are fitted tightly together.
 4. Screw the tap back onto the cooler.
 5. Do not overtighten the taps.

If the cooler continues to leak, call for an engineer.

1. Take off the bottle.
2. Using a clean towel, remove any water that has leaked into the cooler and around the air filter.
3. Take out the air filter and shake until dry. Once fully dried, replace filter and bottle.

- **Cause 3 - Cooler Freezing**
It could be that your cooler is frozen preventing water dispensing.
 1. Turn the cooler off and leave it to defrost overnight.
 2. Drain the water from the cooler and call for an engineer.

Problem B - No Water Coming From Taps

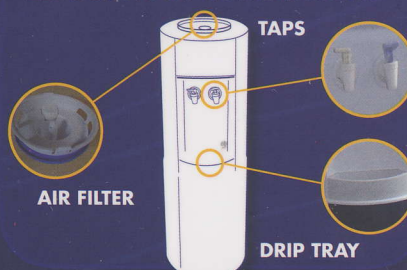
- **Cause 1 - Bottle Label**
Was the protective label peeled from the top of the cap before the bottle was installed?
- **Cause 2 - Air Filter Blocked**
If the Air Filter was to become wet, no air would be able to enter the bottle to displace the water being taken from the bottle. Therefore, no water can be dispensed.

(If none of the above, call for an engineer)

Problem C - Water Not Chilling Can you hear the Cooler chilling!

- **Cause 1 - Power**
Is the power lead tightly inserted into the back of the cooler?
Is the power lead switched on at the mains?
Check the socket for power by plugging in something else that you know to be working.
- **Cause 2 - Fuse**
The fuse in the coolers power lead plug may have blown.

LOCATION OF COOLER PARTS



THE ROCWELL RANGE



We also supply various bottle sizes for home and office use.

Email: info@rocwellwater.com Website: www.rocwellwater.com