

# No water from tap

1. Water in tank is frozen – thermostat needs replacing.
2. Child lock hook has cracked / broken off

**OR / AND**

3. Tap lever has cracked / broken off



# 1. Tank frozen over

Check the temperature reading on the cold. If it reads really high (ex 92°) it means the thermostat has gone.



To confirm this is the case - Take bowl off machine and place it in a bucket



**Remove spindle by putting fingers through the holes and pulling straight up**



**There will be a solid block off ice visible in the tank – pour boiling water in to defrost.**



For older models (prior to  $\pm$  2009) the thermostat / cold reader is located in the bottom of the tank.

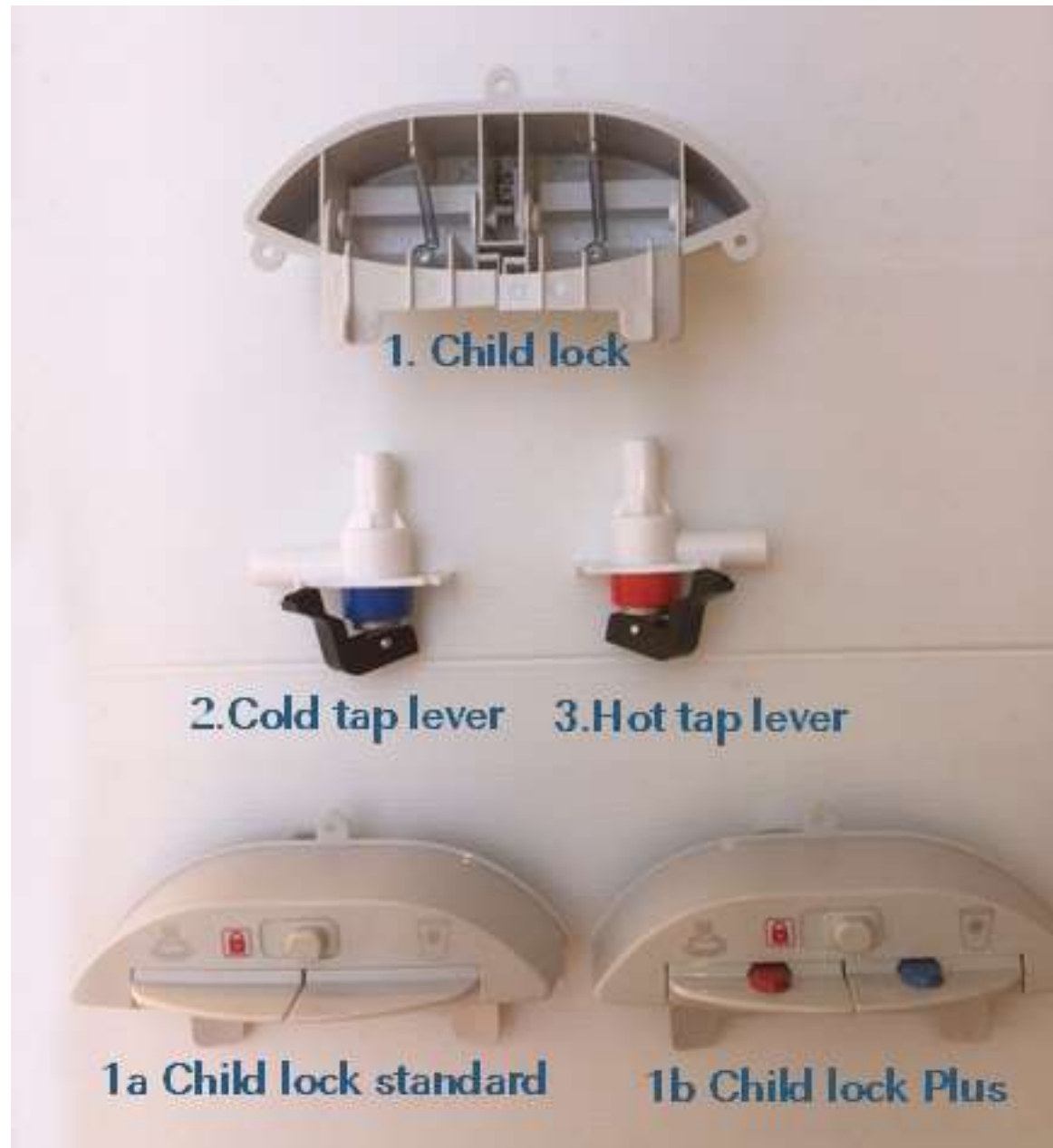
This can be a very tricky job, so if you're not a confident handyman, we wouldn't recommend a DIY job .



For newer models (after  $\pm$  2009) the thermostat / cold reader is located in the side of the tank.

This is a pretty easy DIY job.

# 2&3 Tap and/or Child lock broken





# Opening up machine to check which part(s) required

Turn Off Power & Unplug



1. Unscrew 2 x top screws at back – loosening the lid



2. Gently wiggle the lid loose – remove lid ensuring wires stays in tact

## Opening up machine ... p2



3. Unscrew 2 x top screws at back – loosening the lid



4. Remove drip tray & unscrew 2 x screws behind drip tray



## Opening up machine ... p4



5. Cut zip tie securing silicon tube to pipe



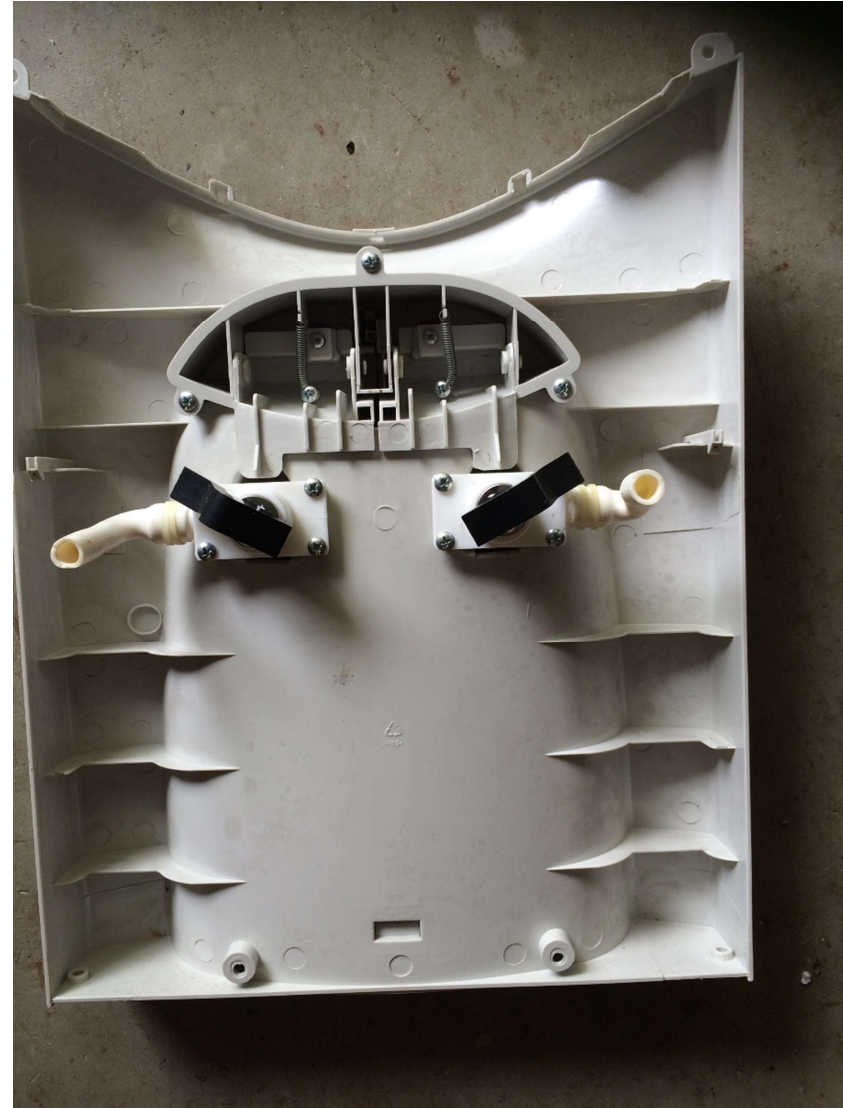
6. Use your name to push silicone tube off pipe – this could be tricky, just continue bit by bit



## Opening up machine ... p5



7. Unclip hooks securing the front cover the machine



8. Front Face cover can now be removed .

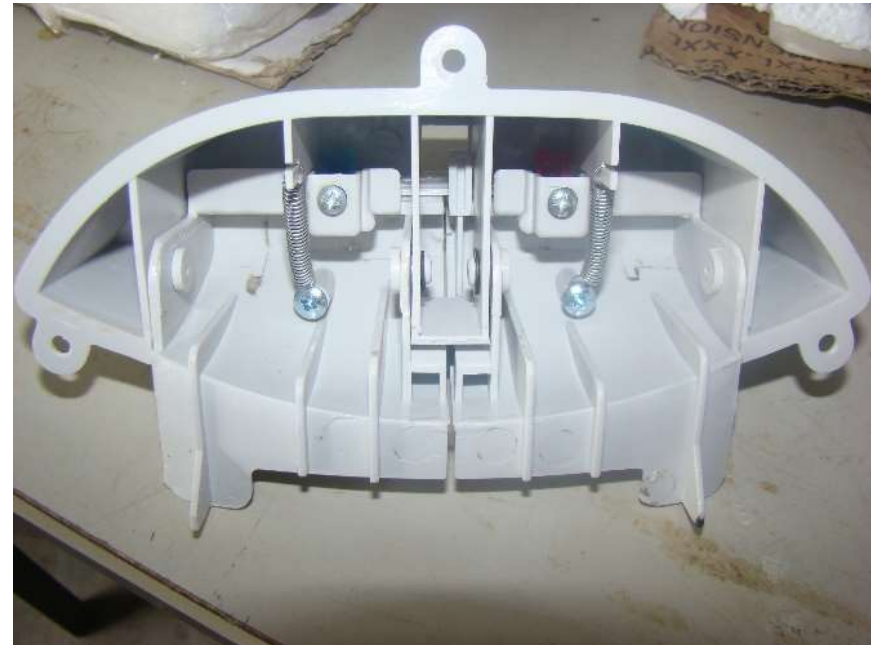
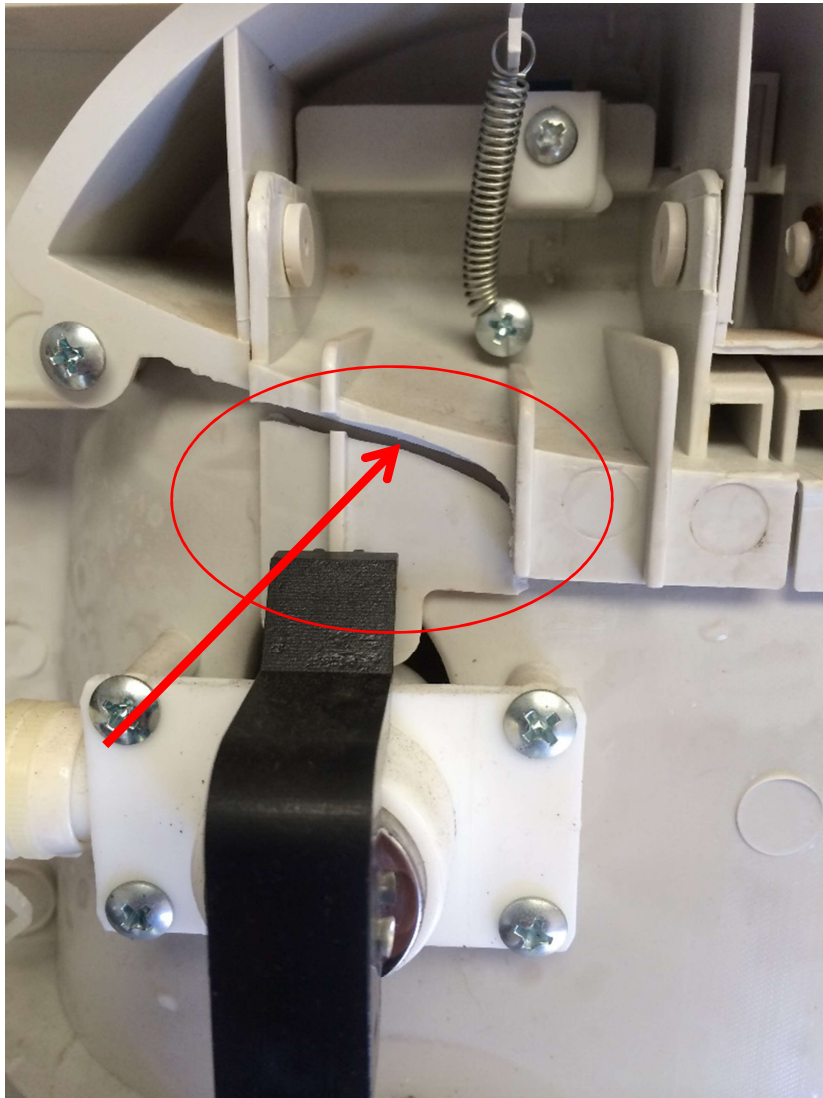
It could be one of two parts (or both) that needs replacing

1. Child lock Hook

2. Tap lever

Item 1

Child lock Hook is broken





Item 2

The tap lever is broken





## **VERY IMPORTANT**

The child lock & tap lever works in conjunction with each other. If one is broken, the other one also often needs replacement.

If it is the child lock that is broken, also check the tap lever on the side that is broken. If the tap lever is hard to open & close, it is recommended that this part also gets replaced, as the spring in the tap lever wears out - causing the child lock to break off. If you don't replace the tap lever, the problem will keep recurring over a period of time. If the tap has not started to crack you can spray some WD40 on the tap to improve movement.

Childlock Standard



Childlock Plus



Tap Lever – Please specify **hot** or **cold**





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