

Cooler leaking from bottom

Reasons for float not locking

- Float valve needs cleaning — residue from calcium, charcoal dust & biofilm affects the operation of the float valve
- Float not tightened enough
- Float washer not in position
- Bottle not level on the tank
- Treads on float worn out - needs replacing

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95% of leaks are due to the float valve not locking properly



The float regulates the flow of water into the tank. If it doesn't lock properly, the tank will overflow, and water will run over in the inside of the machine and out the bottom.

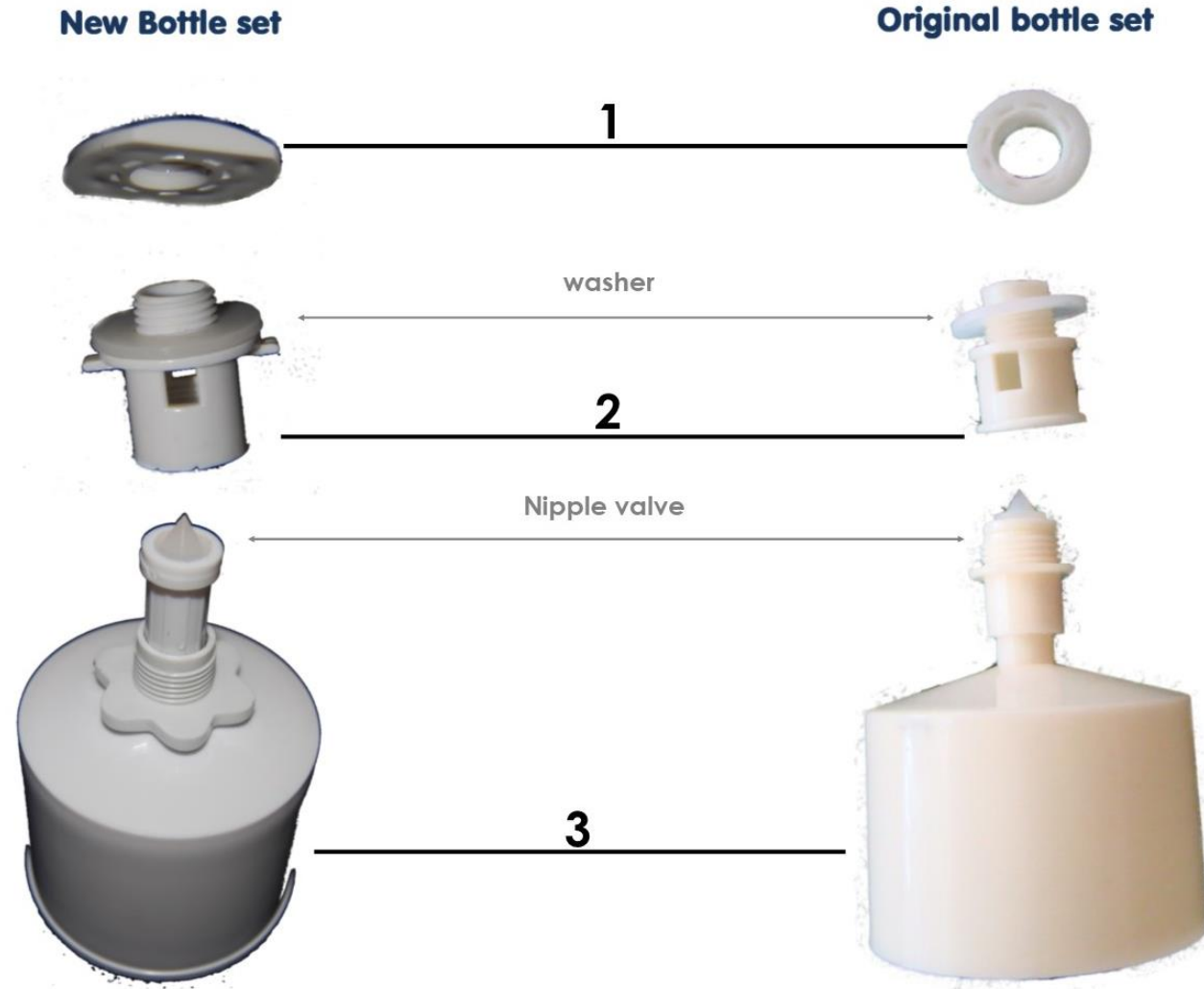


Float Valve



The float valve is very sensitive – following a few instructions carefully can easily resolve this issue.

These instructions are based on the new style bottle set (since ± 2013) Although they look a little bit different, the instructions are the same for both float valves





Lift the bowl out of the machine - be careful – the top & bottom bowl are separate pieces - pick up on **bottom** bowl part !
Obviously this will be easier to do when the water level in the bottle is low.

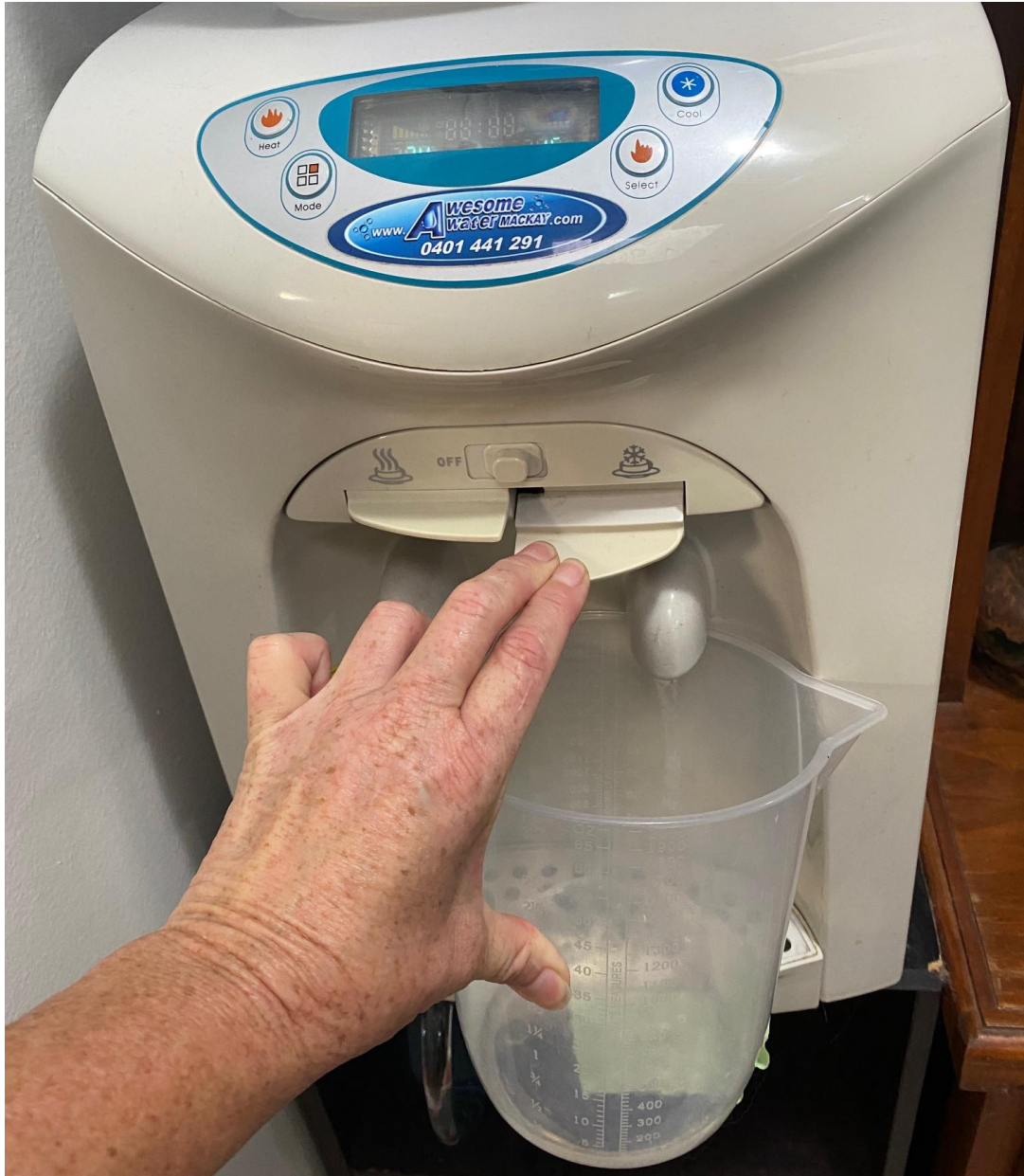
Have a bucket handy to place the bowl into





Check the **water level** in the **tank** – if it's all the way to the top (or close to the top), it means the float valve is not locking properly and slowly fills up the tank until it spills over on the inside and then run down the side and out the bottom of the cooler.

There is a small gab between the tank and the cover where water spills over on the inside of the machine



Drain the water in the tank by running the **cold tap** until the water level in the tank is just above the plastic plate.





Tap the float valve with your finger a few times to make sure it hasn't gotten stuck.

The 2 parts should move freely up & down when tapped.



Give the float a wipe down with a clean chux.

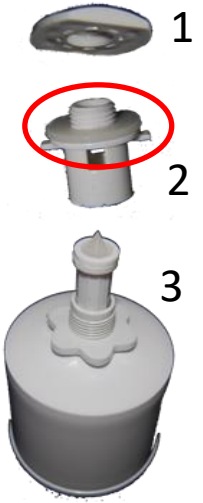
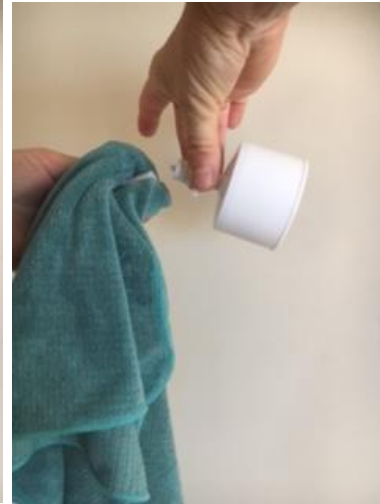
If it's been a while since the last service, proceed to next step to unscrew float valve & clean

UNDO FLOAT VALVE



With your thumb on the inside of the bowl, hold onto the nut (1), while with the other hand on the outside holding onto part 2 of the float tightly as close to the bottom of the bottle as possible – twist anti clockwise.

Once removed from the bowl, undo part 2 & 3 of the float by gripping it where the two parts separate and twisting anti clock wise. Sometimes it helps to use a towel to have a better grip.



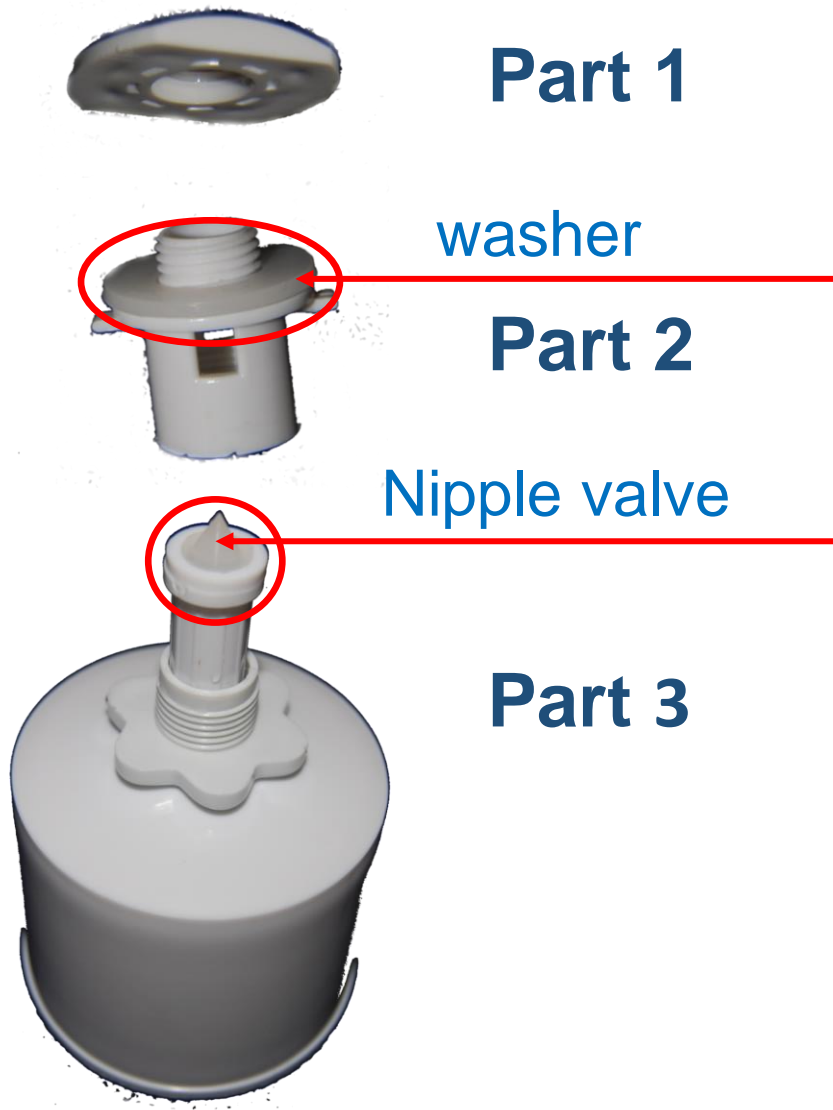
Still no luck unscrewing part 2 & 3 ?

Push a small screw driver or nail through the 2 holes at the top, but be careful not to damage the nipple valve.

Now you should have a better grip to unscrew – anti-clockwise



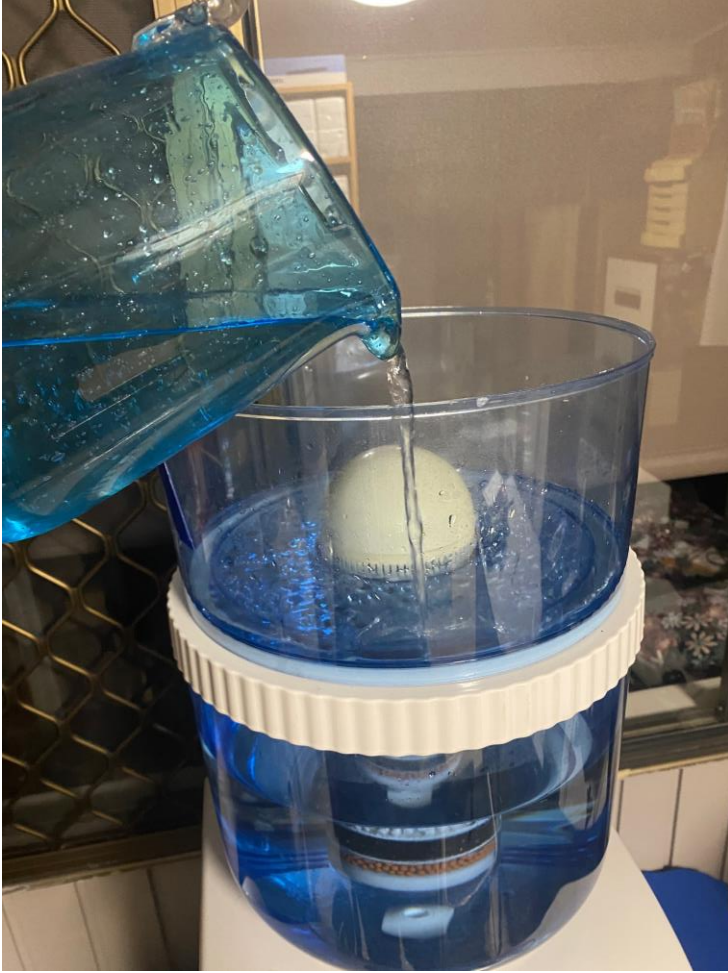
Wipe the float valve clean under running water using a NEW chux. Focus especially on the threads and the stem of part 3



Reassemble float making sure you tighten it securely but do not force.

Check that you have the washer on part 2 and the nipple valve on part 3

Screw float backback to bottom bowl.



- If not done already drained the water in the tank to halfway full ? (page 6) If not done the problem will re-occur
- Reassemble bowl & return to water cooler
- Make sure the bowl is locked (page 14) in & sitting level on the cooler (page 13)
- Fill up with water
- Test to see if leaking has been resolved.



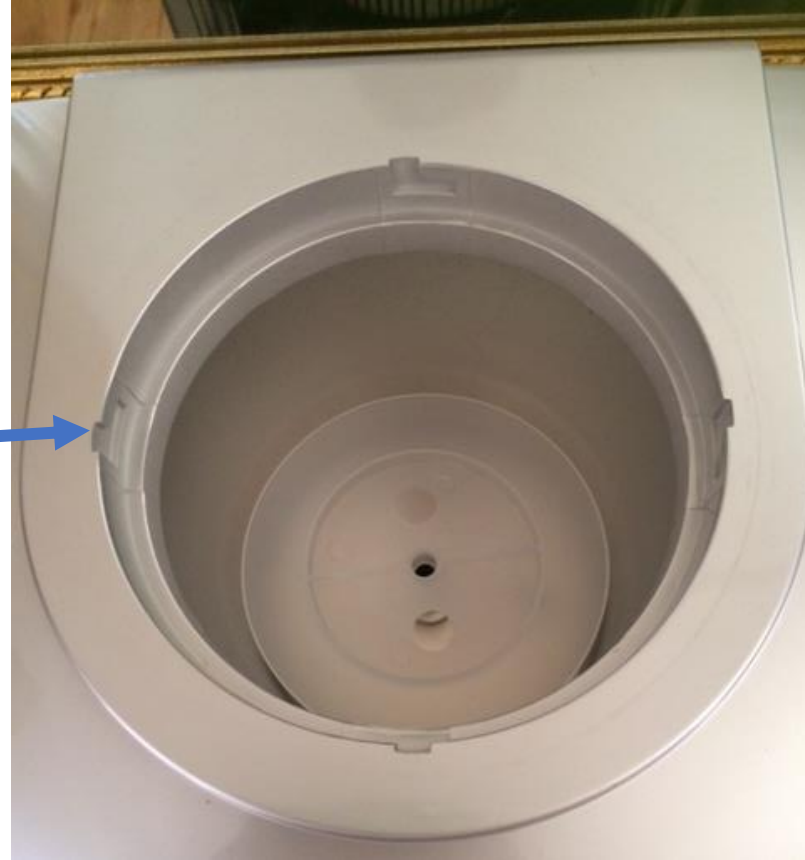
Level the bottle on the cooler

Another reason why the cooler could leak, is if the machine is not 100% level, and / or if the bowl is not locked-in to the slots in the base of the tank, which means the bowl doesn't sit 100% level on the cooler.

If not level, the float valve will not lock completely and will have a slow drip, which might eventually fill up the tank (usually overnight when not being used), and then overflow on the inside of the machine and out the bottom.

Lock the bottle into the base

The base of the bowl has grooves that needs to line up with the slots in the top of the machine. Turn the bowl until you feel the grooves “lock in”.



If the problem persist:

- ❑ the float valve need to be replaced – thread has worn out

New style



<https://www.awesomewatermackay.com/product-page/float-valve-new-1>

Original style



<https://www.awesomewatermackay.com/product-page/float-valve-original-1>

Other possible causes

1. floor models with fridge – drip tray in fridge overflowing
2. washers not in correct positions
3. float valve has excess plastic – not sealing properly (new coolers)
4. an internal pipe might be damaged
5. the one-way valve to kettle might be damaged
6. the hot water tank (kettle) might have a leak / crack

1,2 & 3 – quite easy to do yourself

4, 5 & 6 – if not a confident handy man highly recommend to get in touch with an Awesome Water Agent to inspect



1. Floor models with fridge – drip tray in fridge overflowing

Ensure that the drip tray is in place at the back of the fridge.

Due to condensation this needs to be tipped out ($\pm 1x$ per week) to prevent spilling over into the fridge.

It is important to stay on top of this, not only to prevent water from spilling onto the floor, but also prevent the base from rusting.

 Drip tray
 Base



Suggestions to help with the water in fridge overflowing:



Newer models can adjust the temperature in the fridge. Set it to the highest temperature which is 8° to minimise condensation



SELECT, MODE, MODE, use heat button to increase temp to max 8°



Put a micro fibre cloth in the fridge bottom using the drip tray to hold it in place. This will absorb a lot of the water. Wring out & rinse every month or two.



Put the cooler on a tray to catch the water preventing slips & damage to the floor, available from K-mart

2. Washers not in correct positions

There are a few washers in the bottleset that could cause leaking

- a) O-ring on filter neck
- b) 2 x washers on float valve
- c) 1 x washer on dome (new style bottleset)
- d) 2 x washers on dome (old style bottleset)

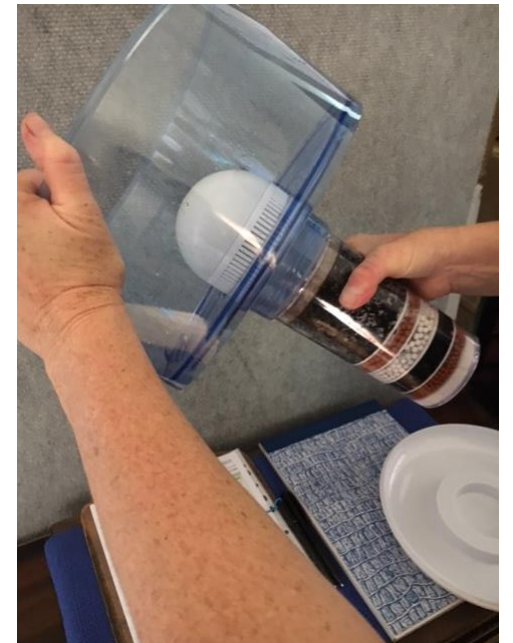
a. O-ring on neck of filter not sealing

Water is dripping on the outside of the filter, instead of going through it



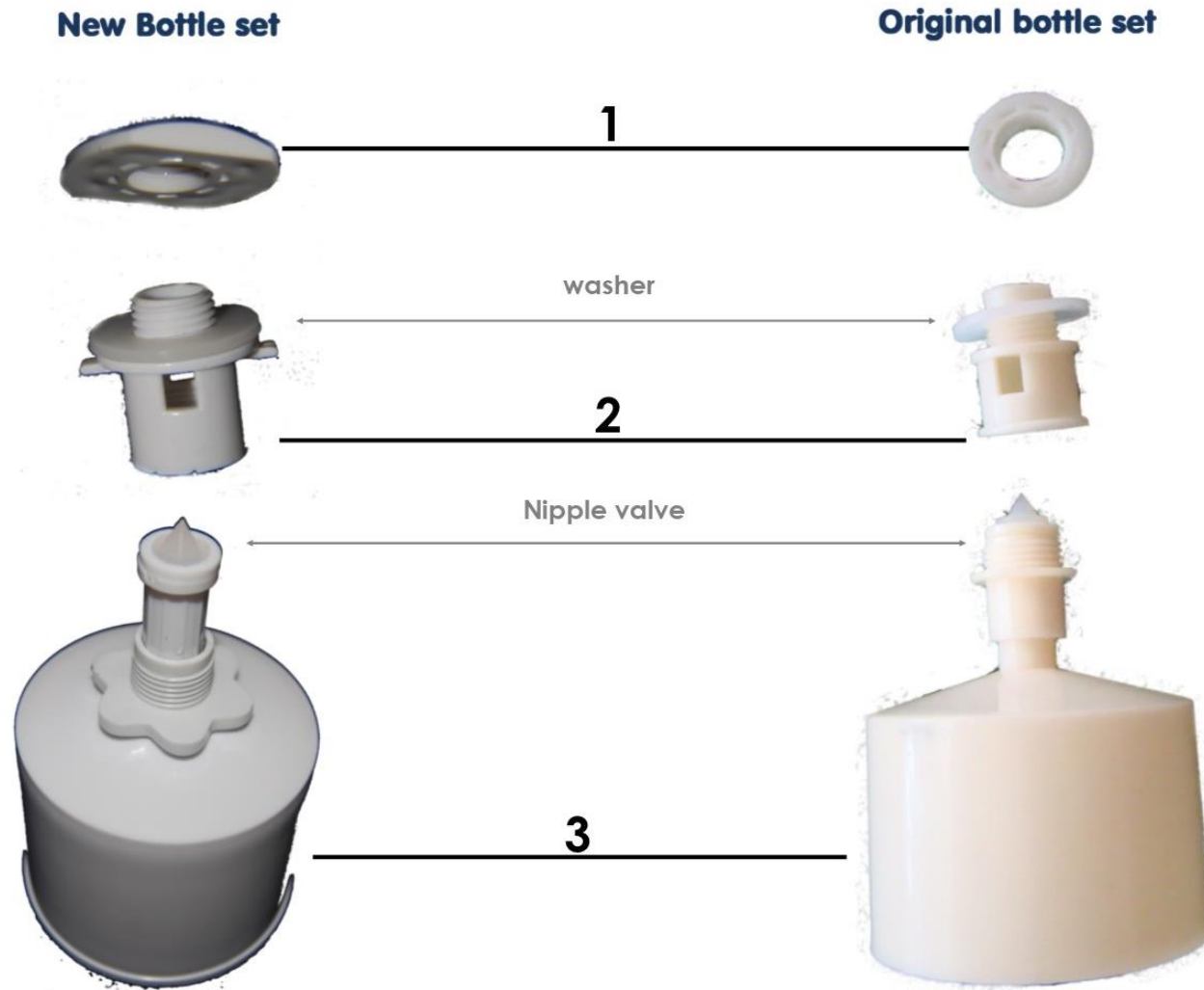
O - ring at mouth of filter not securely fitted – sometimes this needs to be taken off and flipped around – make sure its flat – no twists, run your finger around the neck to make sure it's flat

Screw filter back into the top bowl, making sure it's tight but do not over tighten



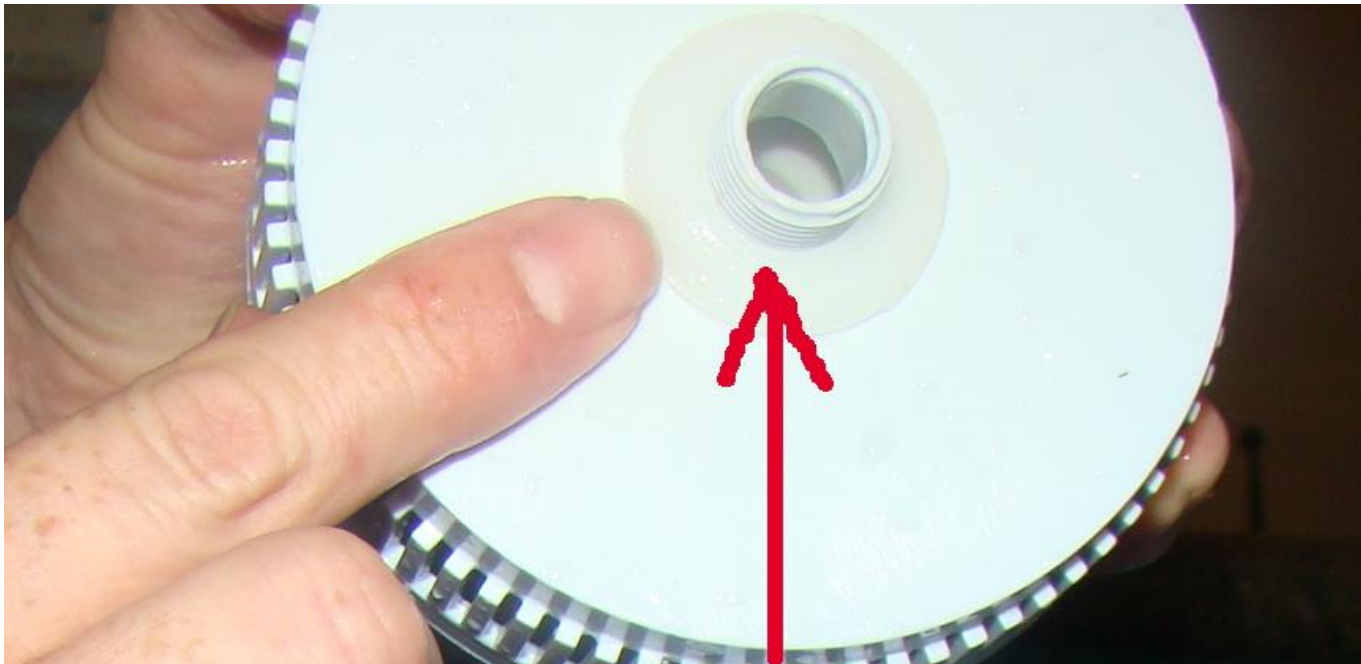
b. Washers on float valve

Make sure washers are in correct position as indicated here

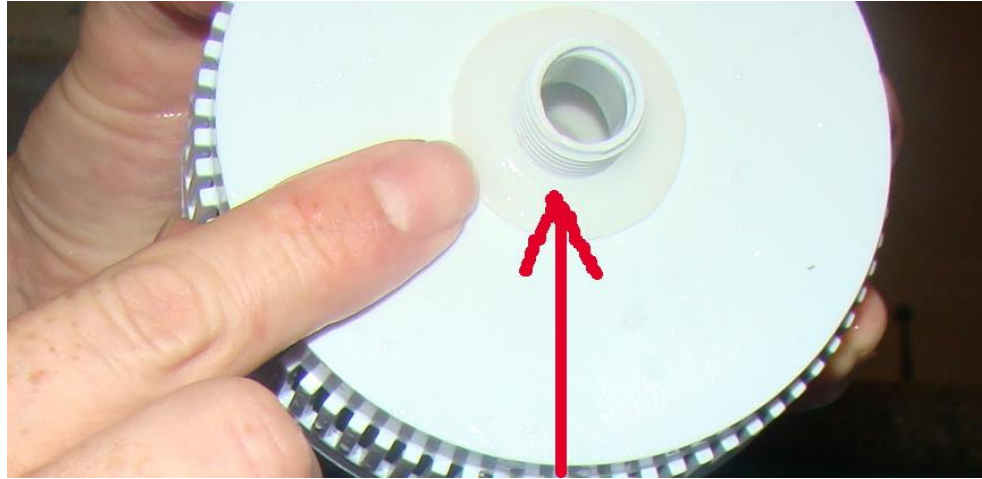


c) 1 x washer on dome (new style bottle set)

Make sure washers under the dome is in the correct position as indicated here



d) 2 x washers on dome (old style bottleset)



Make sure washers under the dome is in the correct position as indicated here



Make sure the large washer is inbetween the white plate & the top bowl

Screw the dome back until you can feel it grip, but do not force



If the dome doesn't screw on and keeps spinning around, either dome or white plate needs to be replaced.

3. float valve has excess plastic – not sealing properly

(new cooler, leaking shortly after installation)



Use a Stanley knife to cut / scrape off the excess plastic bits

- Excess plastic on the tread and stem or on the top of the stem
- This would cause it to not seal properly and slowly fill up the tank until it overflows on the inside and then run out the bottom
- **We do try and check this on installation, but sometimes we can miss it**



4. Internal pipes damaged Repeat pages 5, 6 & 7 of this document



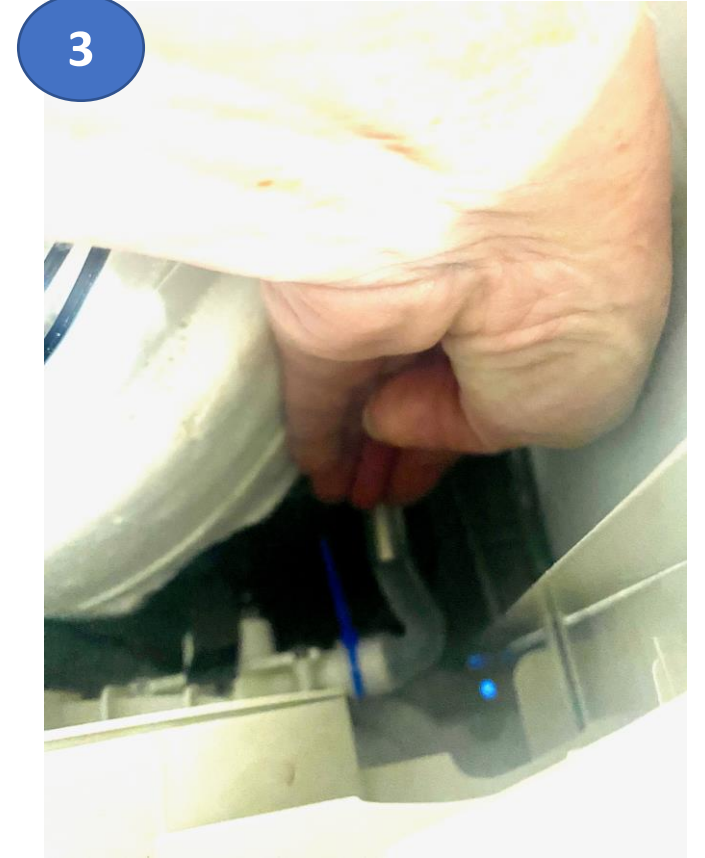
Lift the bowl out of the machine - be careful – the top & bottom bowl are separate pieces - pick up on **bottom** bowl part ! Obviously, this will be easier to do when the water level in the bottle is low. Have a bucket handy to place the bowl into Drain the tank by running the cold water tap completely.

Remove the top cover of the water cooler following the following steps



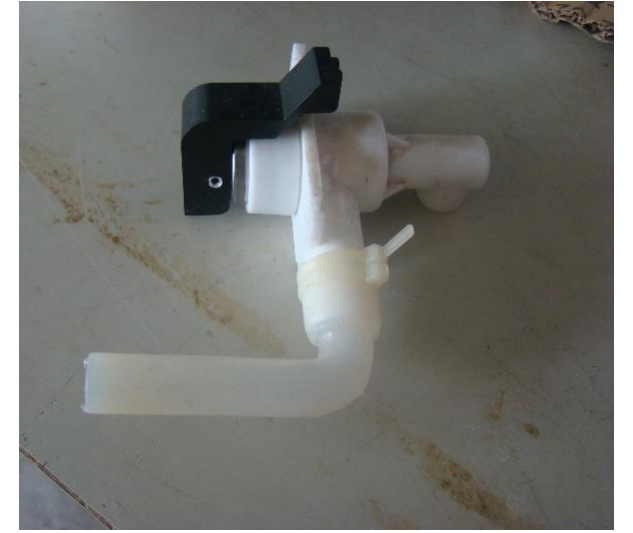
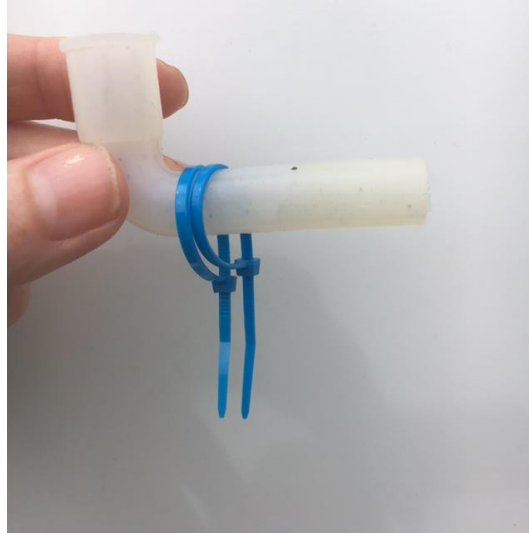
TURN POWER OFF & UNPLUG

1. Unscrew 2 x screws at back of machine
2. Gently wiggle loose the lid
3. Remove lid ensuring that wires stays intact



Using a side cutter, cut the zip ties that's fastening the silicone pipes to the machine at both ends (1&2).

Push / pull pipes leading from the steel pipe to the tap (3) - This could be hard to remove and might need to use fingers to force off pipe from the pipe section.



Remove 2 X Silicon pipes and check for any damage

To return pipes - Loop zip ties around pipe

Return pipes to machine, fastening the zip ties at both ends



Check hot return pipe on left side of tank for any damage

If no damage next step is to check the one way valve



Unscrew the plug at the back to drain the hot tank.



Have a bucket / jug ready to catch water – be careful if you have hot water on – this water will be hot !

Opening front of machine to get to one-way valve



Remove 2 x screws at the top front once lid has been removed.



Remove drip tray & unscrew 2 x screws behind.



Unclip hooks on the both sides, slightly lift to unhook



Front face can now be removed

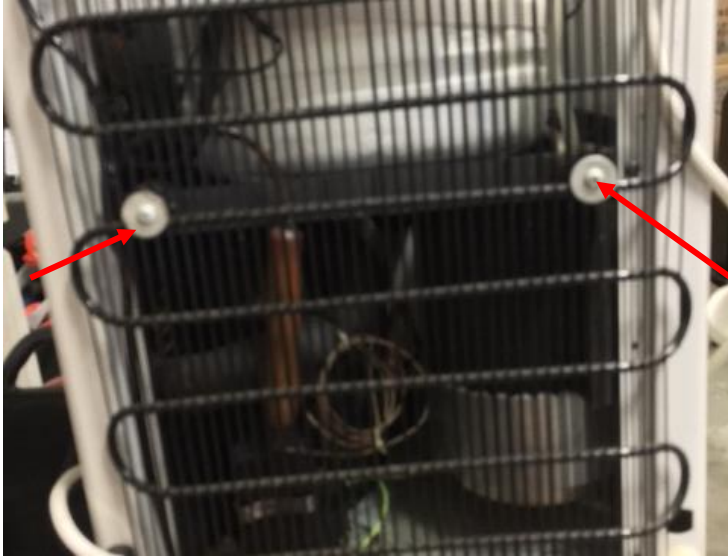


Check one way valve for any damage

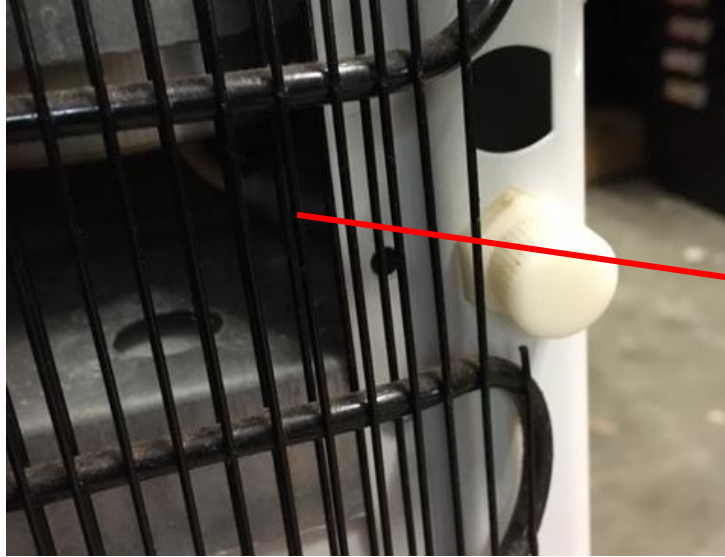
This could be hard to see, but if you have lots of calcium build-up around the valve as in this picture, it's a sure sign of a leak.



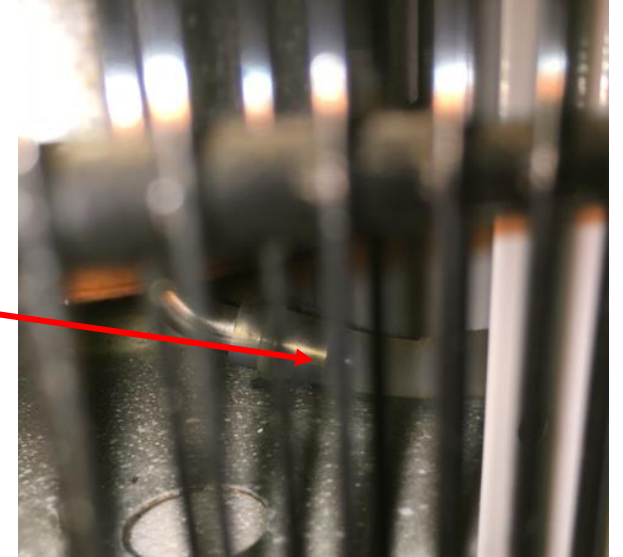
If no damage on one way valve – check back drain pipe

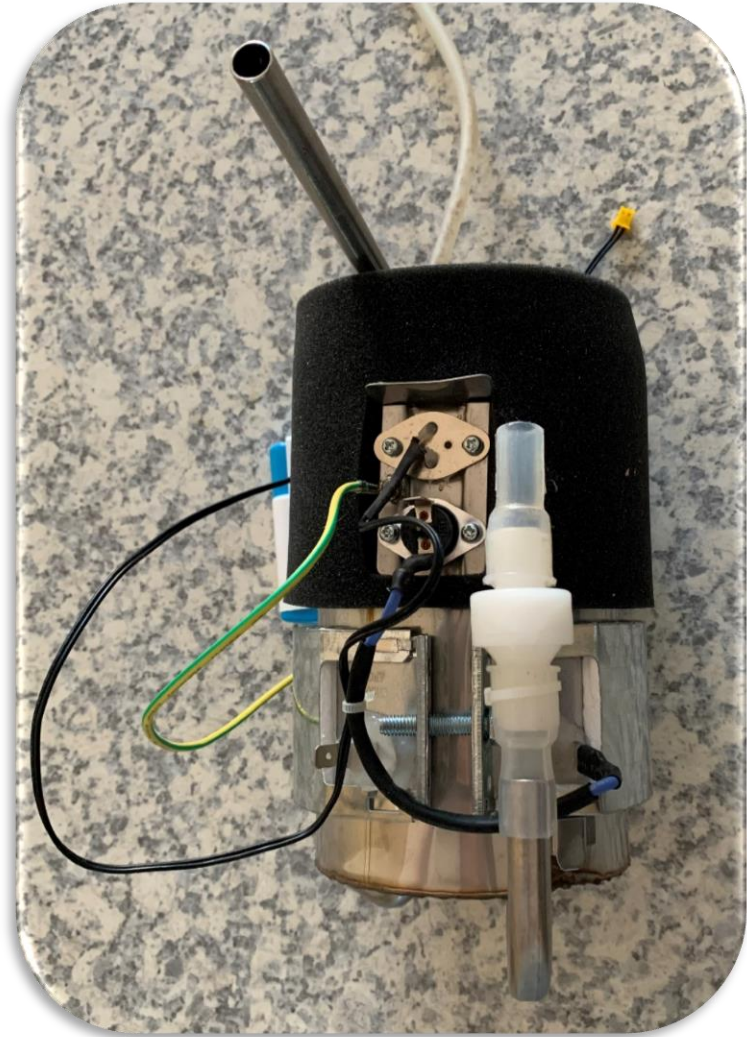


Undo 4 x screws on back grid
& twist open – be careful not
to twist to far as this will
damage compressor coils



Check for any damage on the back drain
pipe





If no damage to any pipes, it's most likely the kettle that has rusted through, and entire kettle will need to be replaced.

This is not an easy repair - DIY not recommended.

Click link below for instructions

https://www.awesomewatermackay.com/files/ugd/4e5e6e_4947284aa4cb429a854532f7d9b6f7bd.pdf

Contact an Awesome Water Agent in your area to attend to this repair.

[Click here to
check website
for cost of
spare parts](#)

