



Water not Heating Up

Causes :

1. Hot not turned on
2. Hot temperature not set correctly
3. Motherboard burned
4. Kettle trip switch needs to be reset
5. Kettle element burned out

1. Make sure hot is turned ON



- If you do not have the red bars & flames above the hot temperature
- Push the Heat button on the left once, and it should come on.
- Give it about 15 minutes to see if it heats up.

2. Check the temperature setting on hot

92 °max for hot temp

Settings for DIGITAL HOT & COLD Model

ON / OFF Button for kettle

On indicator for kettle

Current temperature on hot water

MODE – go to next setting

To check / adjust temperature settings

- Press select button
- Hot temperature will flash
- Use heat button to increase temperature
- Use Cool button to decrease temperature
- When hot is set at desired temperature
 - Press Mode button
- Use heat button to increase temperature
- Use Cool button to decrease temperature

ON / OFF Button for compressor

On indicator for cold water

Current temperature on Cold water

SELECT – puts machine into settings mode

3. CHECK MOTHERBOARD FOR DAMAGE

**TURN POWER OFF & UNPLUG
BEFORE STARTING !**



Lift bowl from base, have a bucket ready to put it into.



Unscrew 2 x screws at back – loosening the lid



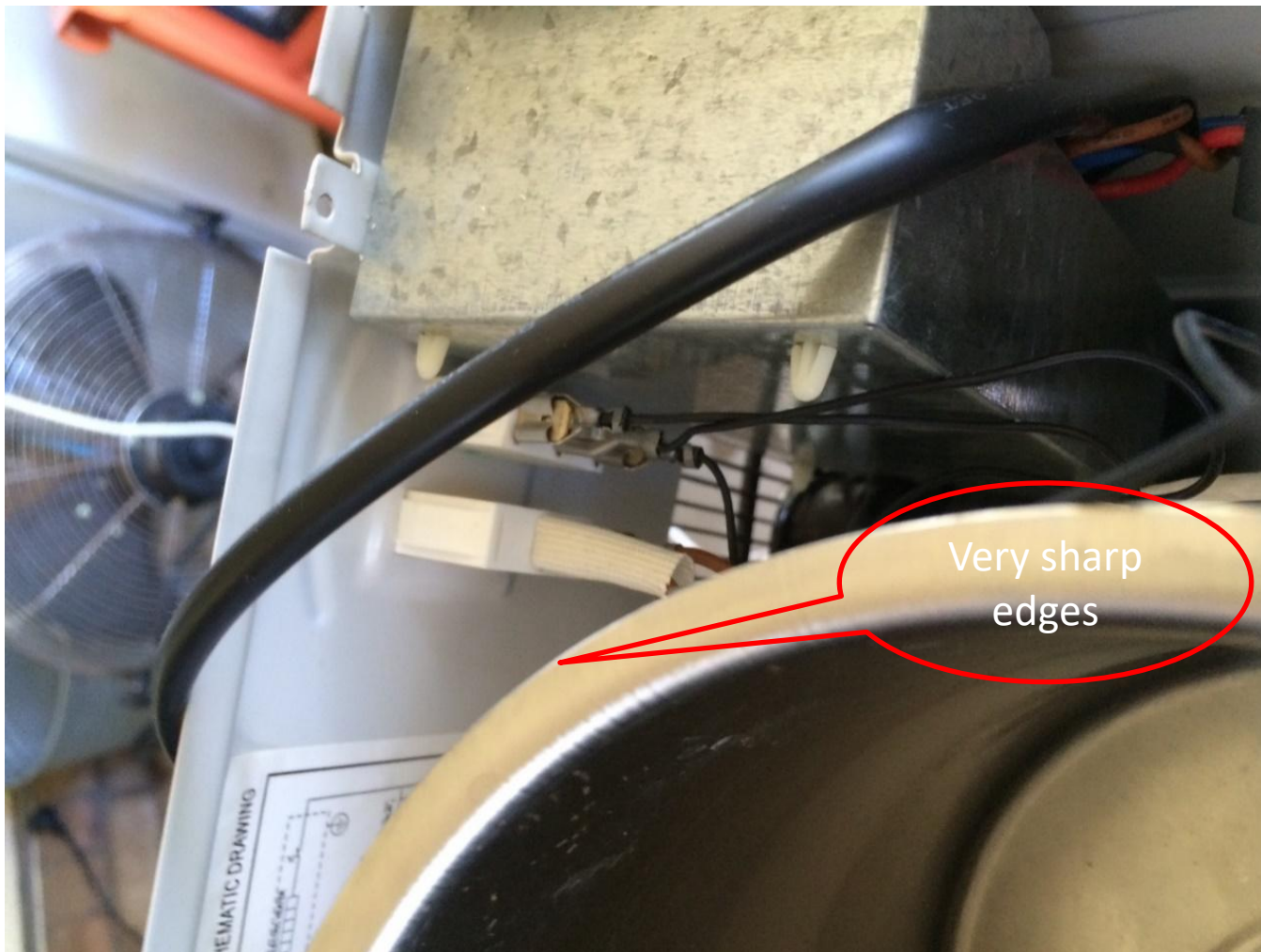
Gently wiggle the lid loose, starting from the back



Remove Lid, ensuring wires stay intact.



Remove 2 x screws at back of machine as indicated that holds the steel casing in place.



The motherboard is located inside the steel casing, be careful when removing as the edges of the steel tank is very sharp



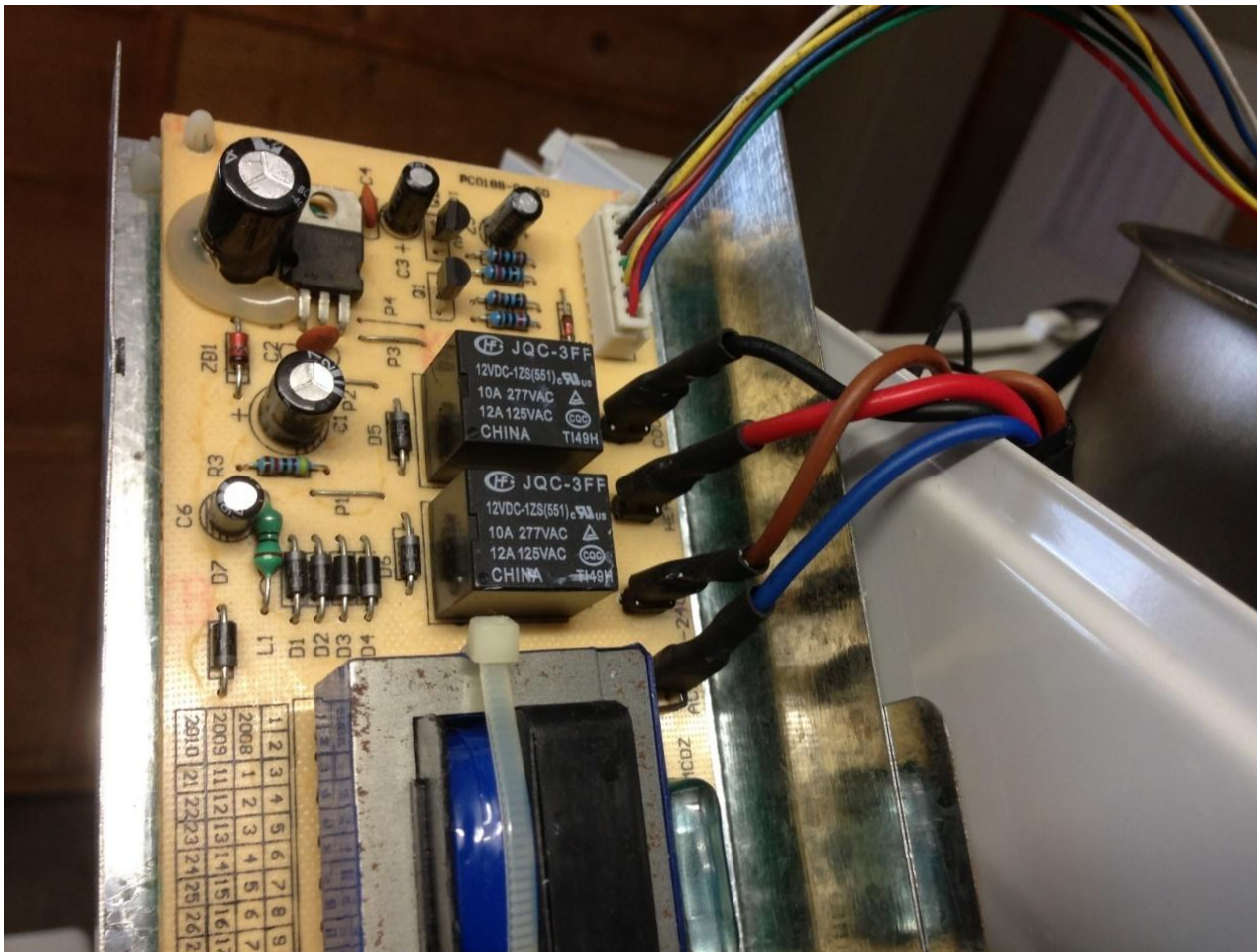
If there's no box here – the machine is pre-2006 motherboard is located at the bottom of the tank parts on these not available anymore

Pre 2006 motherboards looks like this:

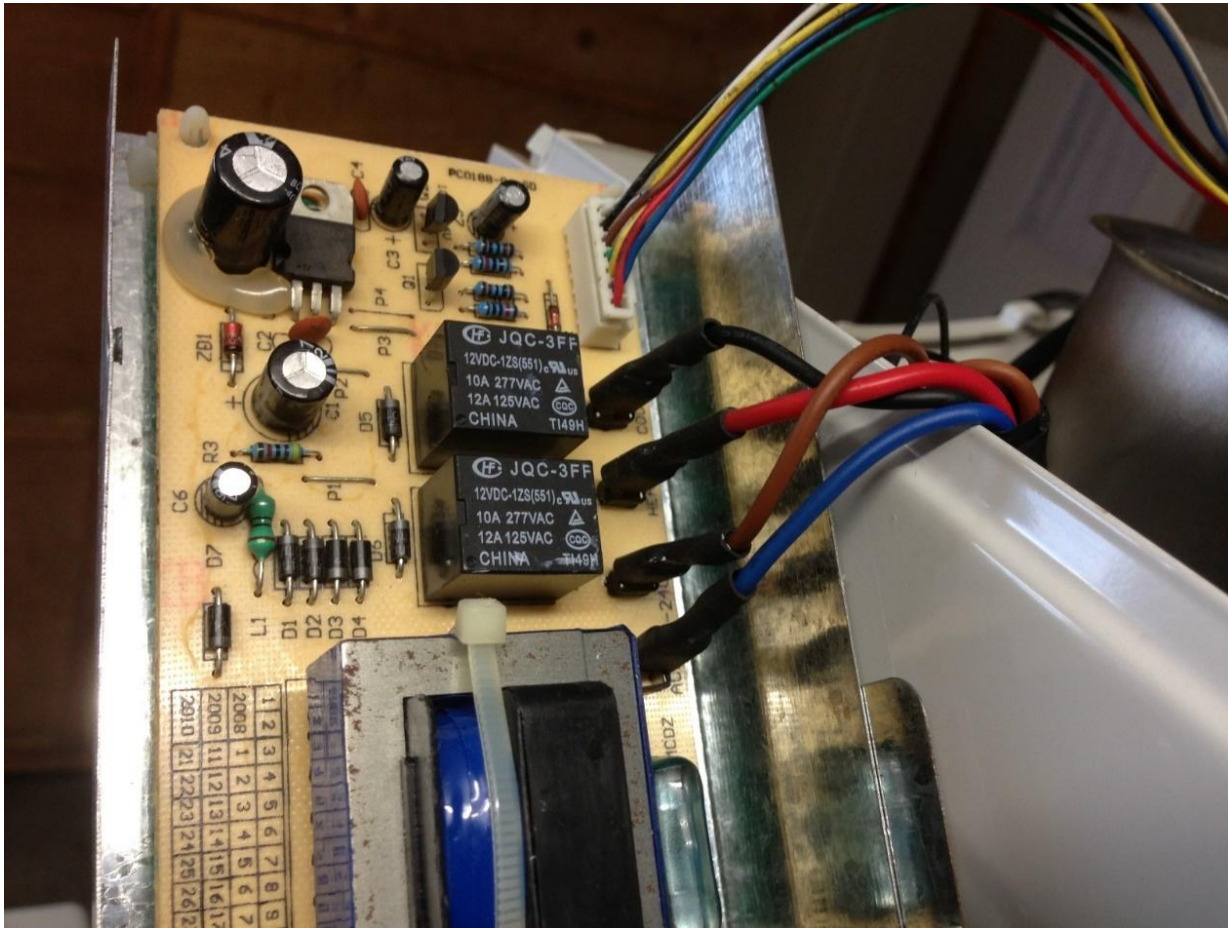


Remove steel casing from inside to check Motherboard





It is possible that only the hot relay hot got damaged, but cold is still working. To continue using without hot water, remove the red wire and wrap connecting points with electrical tape.

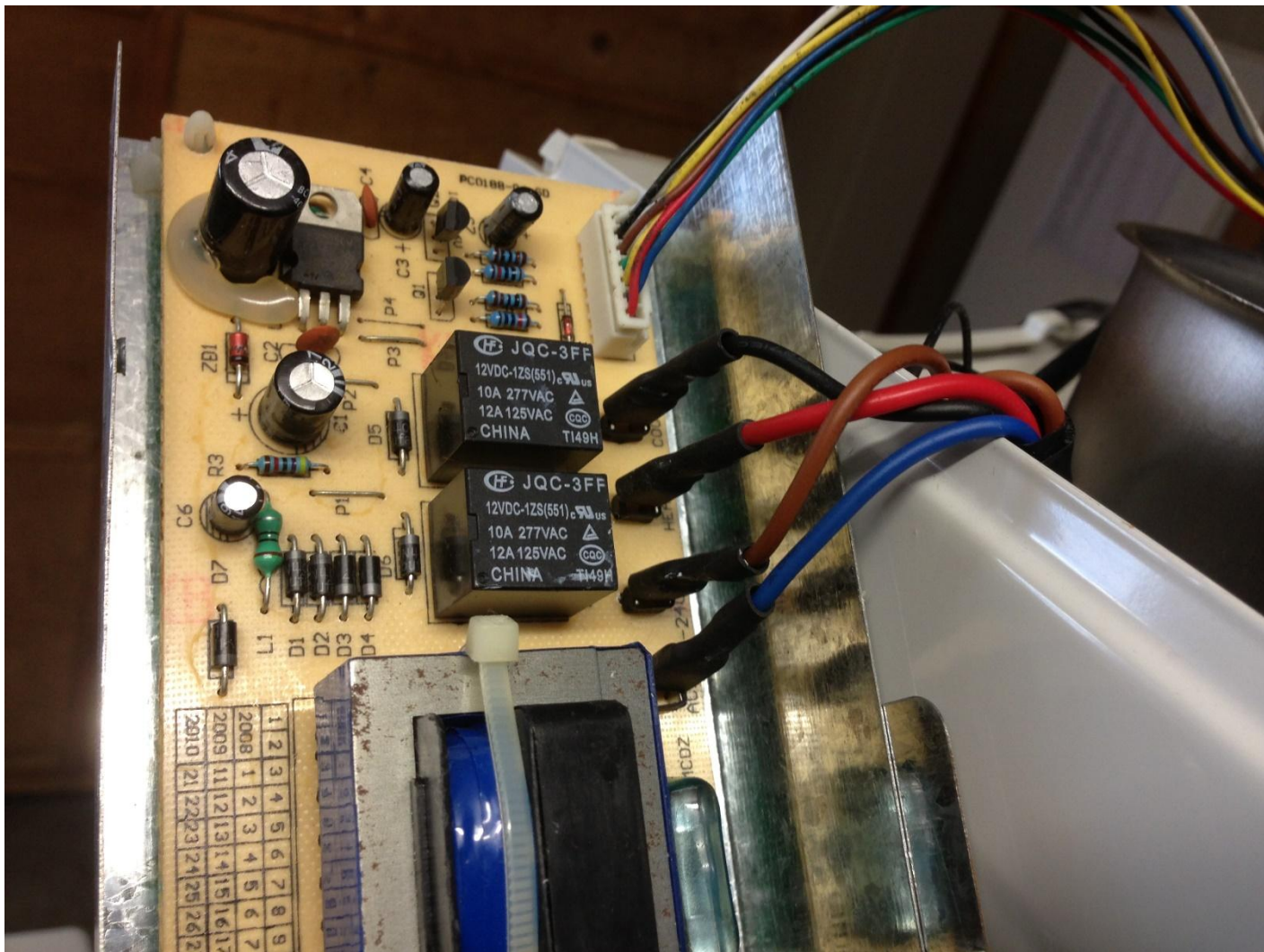


Check for any signs of damage (electrical burns) on the motherboard. Even if no visible signs of damage it might still be the cause of the problem. The only way to know is to replace and tests if it heats after replacement.

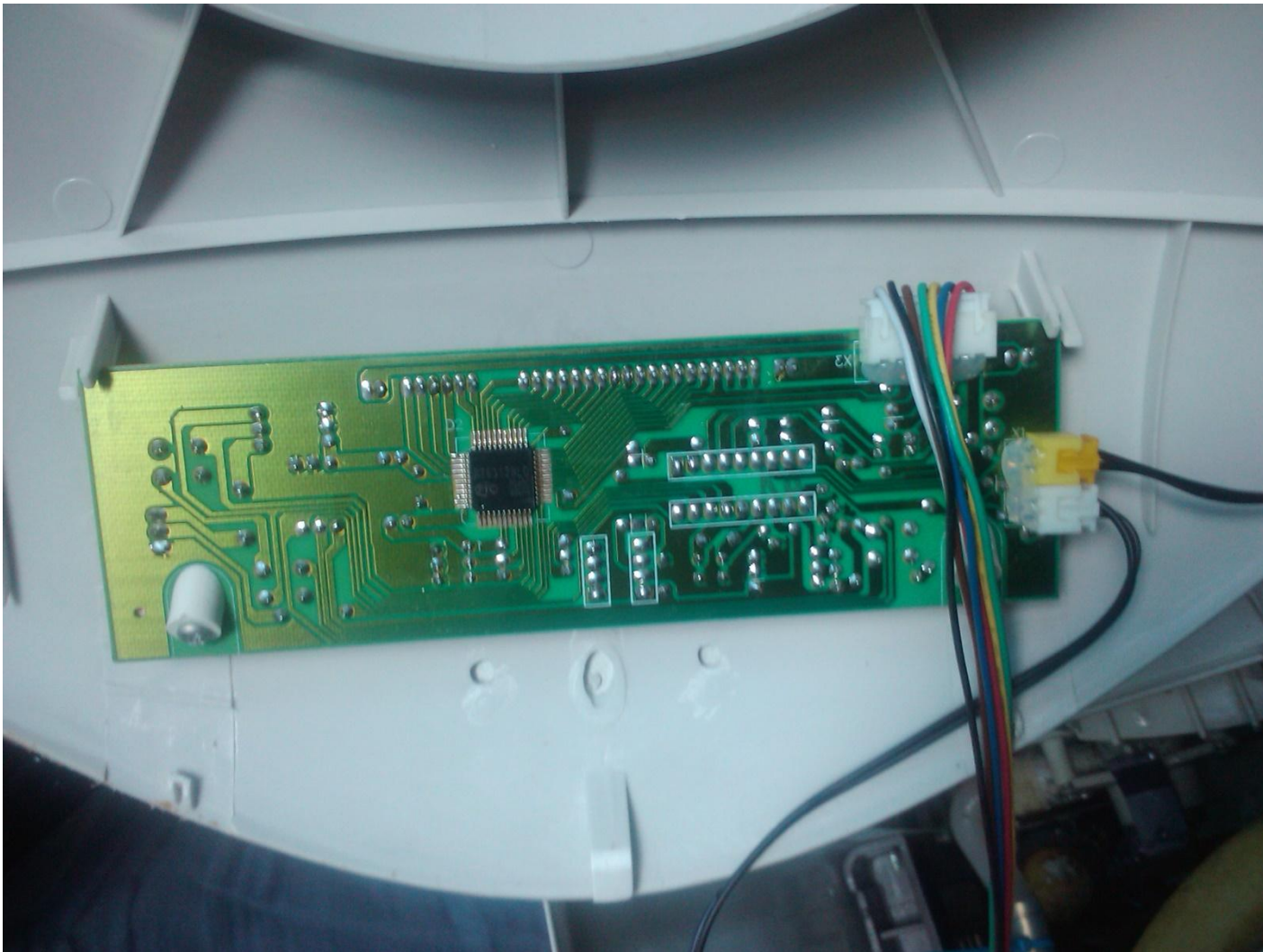
Replace Motherboard & Digiboard



Because of changes made to the motherboard during 2024, the new motherboards are not compatible with older digiboards, therefore both needs to be replaced.



Undo all wires from motherboard using a point nose plier
Replace wires on NEW motherboard, making sure of the sequence
of the wire colours



Replace with new digiboard & connect wires as per colour codes

Test machine with new motherboard & digiboard installed.

Make sure that the machine have water in the kettle part before turning on otherwise it will damage the motherboard / kettle element.

If still not heating up, the hot trip reset button might need to be reset.

See instructions below to reset hot trip switch button

4. RESET HOT TRIP SWITCH

**TURN POWER OFF & UNPLUG
BEFORE STARTING !**



Drain all water by running both taps.



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



Remove drip tray & unscrew 2 x screws behind.



Unclip both hooks on the sides.



Front face can now be removed.



**Cut off tie-back
securing plastic
pipes to metal pipes**



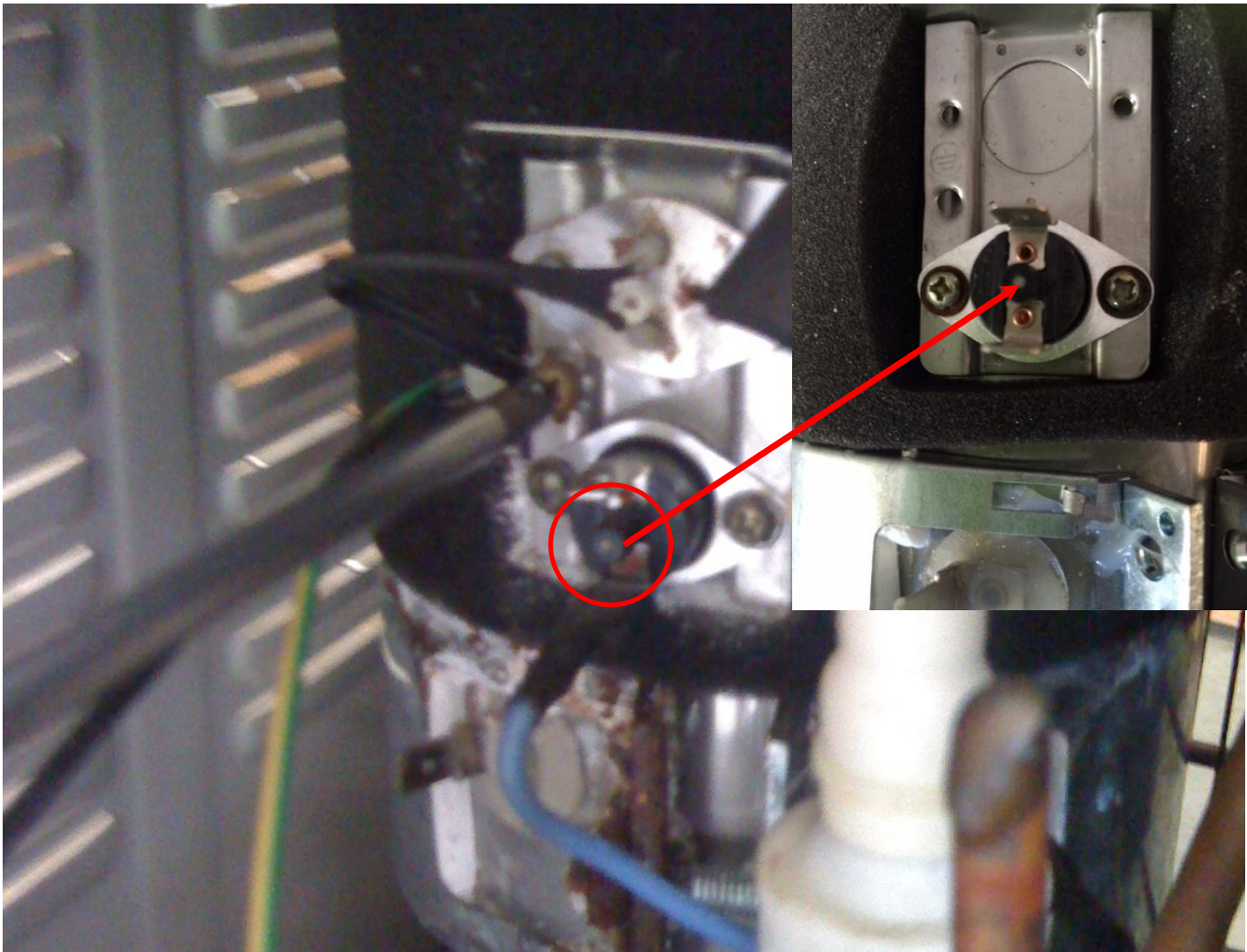
Push / pull pipes leading from the steel pipe to the tap

This could be hard to remove and might need to use fingers to force off pipe from the pipe section.

**Make SURE power is
turned off
AND unplugged**



**Push the button between the blue & black wires –
see next page for close up**

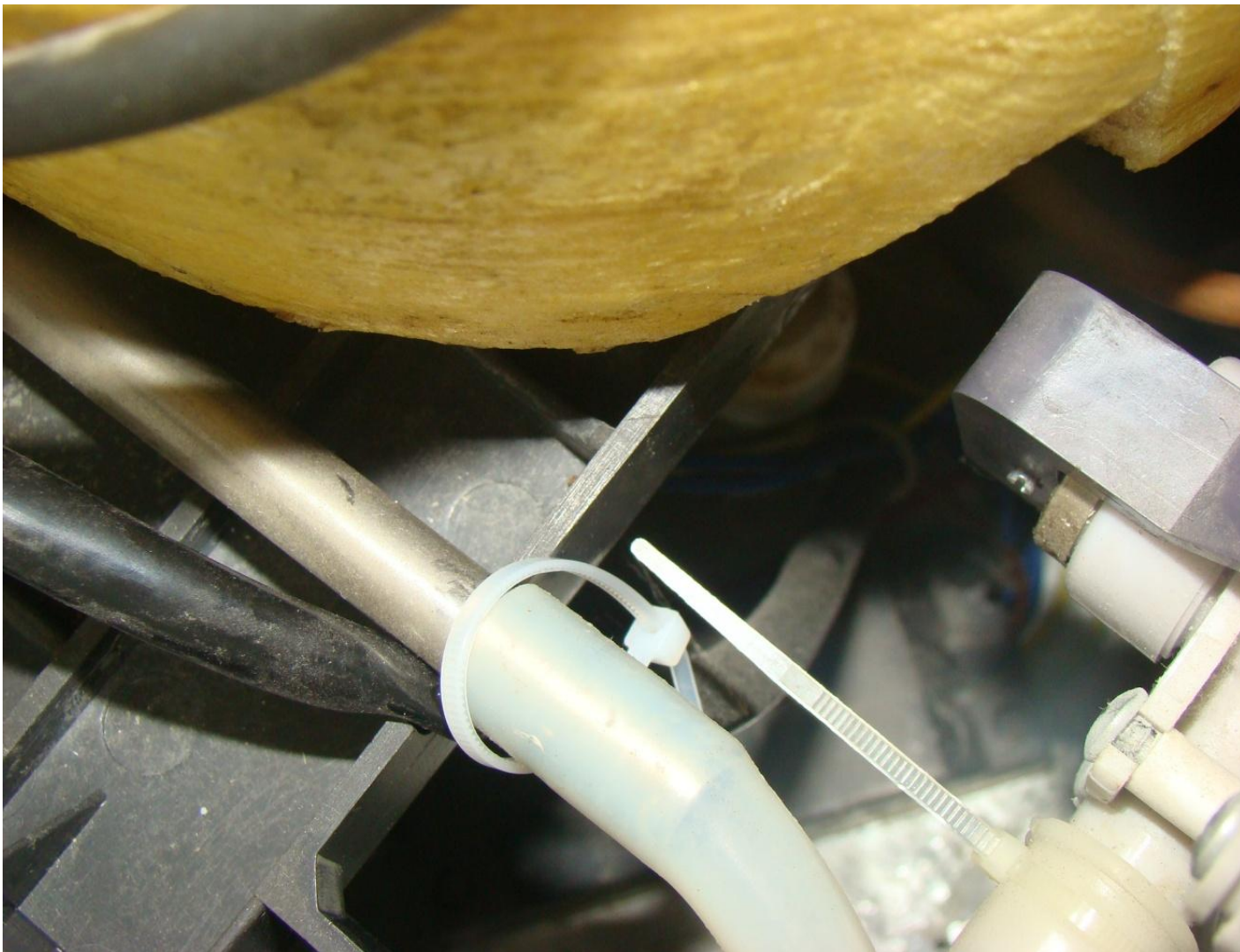


Take careful note if you hear a click when pushed.

**If you do, it means the hot trip did go off, and it should now be reset.
If not, the problem is somewhere else.**



Place a tie-back on the metal pipe section



**Slip back rubber pipe onto metal pipe (this can be tricky, need to twist and turn the pipe the get it on far enough.
Tighten the tie-back once in place**

Close up in reverse order

Clip hooks back



Screws behind drip tray

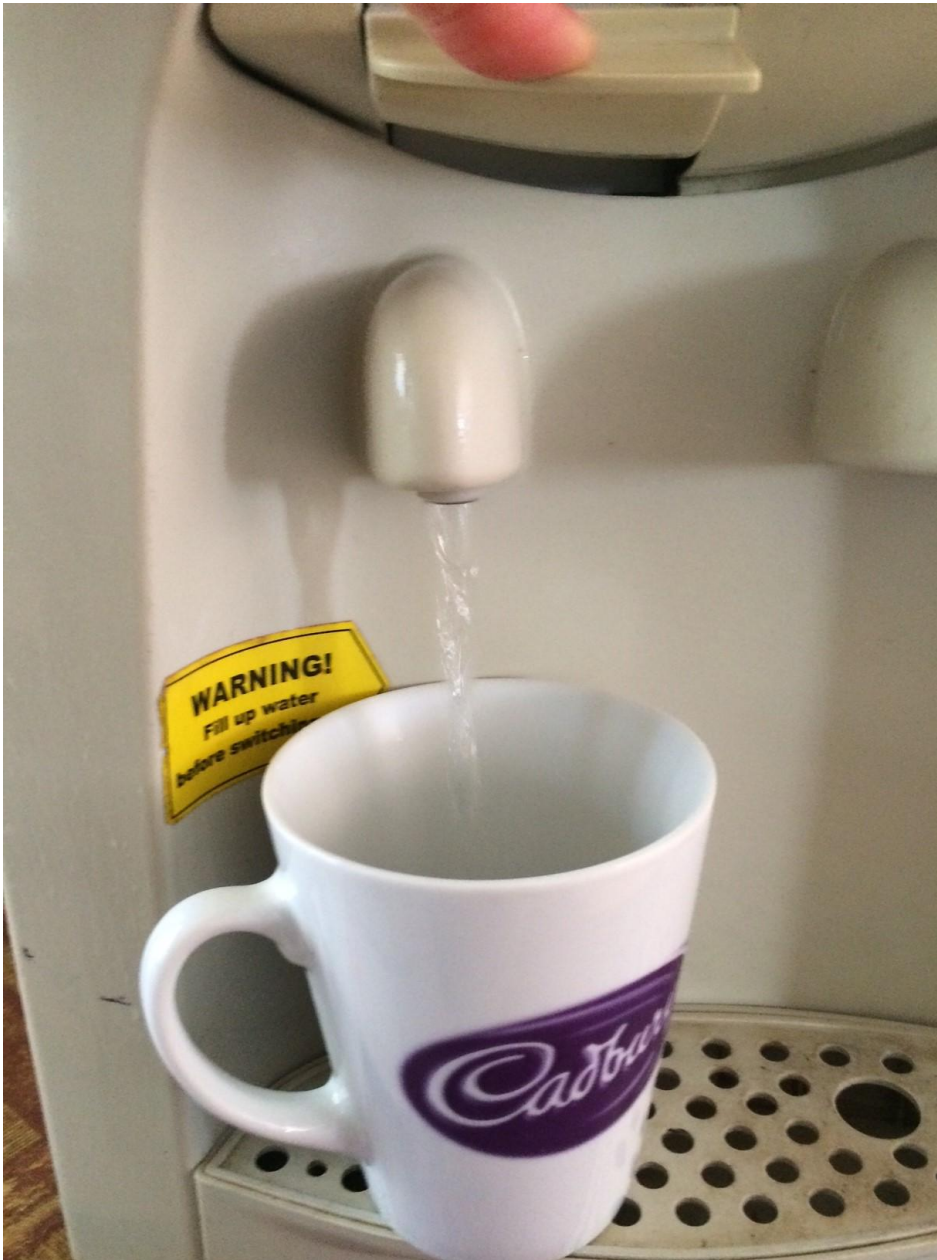


Screws at front top



Screws at back top





Fill up with water but **DO NOT turn on** until you have a steady flow of water from hot tap.

5. KETTLE ELEMENT HAS BURNED OUT



If the water is still not heating up, it's most likely the kettle element that has burned out, and entire kettle will need to be replaced.

A trained Awesome Water Operator would need to attend to this repair.