



**Crystal Mountain**

***STORM***

***Bottom-Load***

*Water Dispenser User Manual*



**1. Indicator lights**

- **Red** (Top) – Replace Bottle Alarm Light
- **Blue** (Bottom) – Replace SmartFlo™ Water Cartridge Alarm Light

**2. Cold Water Lever**

**3. Hot Water Lever**

(with child safety feature)

**4. Water Outlet**

**5. LED Nightlight**

**6. Drip Tray and Cover**

**7. Energy Saving Switch (Hot water)**

**8. Bottle Adaptor Assembly**

**9. Water Bottle (Not included)**

■ Product may not appear exactly as shown

# FEATURES

## Function Lights

Blinking **Red light** on top indicates that the bottle is nearly empty.

Blinking **Blue light** on the bottom indicates that the SmartFlo™ Water Cartridge has reached its (suggested) usage limit date and should be changed.

**Cold Water Lever** – Depress lever to dispense water. Release lever to stop.

**Hot Water Lever (with child safety feature)** – Push **RED** button into the cooler and depress lever to dispense water. Release lever to stop.

**Water Outlet** – **Hot** and **Cold** water is dispensed from this location

**LED Nightlight** – Located behind Faucet Levers. Provides additional light in low light situations (activated when water lever is depressed)

**Drip Tray and Cover** – Dishwasher Safe. Snaps in and out. Position glass or cup over center to avoid spills.

**Energy Saving Switches** – Located in the bottle installation area at top. Switch the **Energy Saving Switch** off to stop the hot water heating function.

**Bottle Adaptor Assembly** – Located inside of cabinet. Connects to bottle to allow water to be pumped into the hot and cold reservoirs.

**Water Bottle** – Not Included. Uses 3, 4, or 5 Gallon water bottles.

(Please see below pictures – removable water system)

SmartFlo™ Water Cartridge - Design allows for quick and easy sanitization of the cold water system.



*THANK YOU FOR BUYING A CRYSTAL MOUNTAIN WATER COOLER!*

## GETTING STARTED

### Locate Water Dispenser

1. Place the water cooler on a flat level surface in a cool shaded location near a grounded wall outlet.
2. Position water dispenser so that the back of the unit is a minimum of 4 inches / 10 cm away from the wall to ensure proper ventilation (Figure 1).

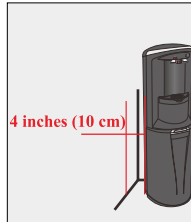


Figure 1

### Install Water Bottle

- (1) Open Dispenser door (Figure 2). (slide door upwards to allow access to bottle area)
- (2) Place fresh bottle outside of the cabinet
- (3) Clean the outside of new bottle with a cloth (Figure 3)
- (4) Carefully un-package the Bottle Adaptor assembly (located in the bottle storage area), avoiding touching the tube.
- (5) Remove security label/seal from the bottle cap (if applicable) and, without touching the tube, install the Bottle Adaptor assembly (Spike Cap with tube) through the bottle cap (do not remove bottle cap) and press down to secure (Figure 4)

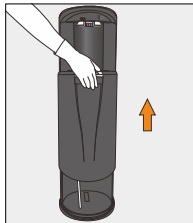


Figure 2



Figure 3

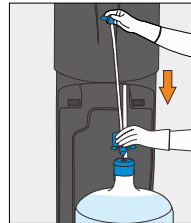


Figure 4

- (6) The tube should be close/hit the bottom of the bottle (Figure 5)
- (7) Remove the red protective cap from the blue tube of SmartFlo™ Water Cartridge and install onto the bottle adaptor assembly (Figure 6)
- (8) Slide bottle into cabinet (Figure 7) and close the door (slide door downwards to close)

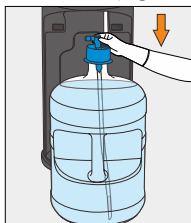


Figure 5

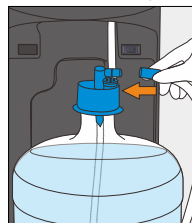


Figure 6

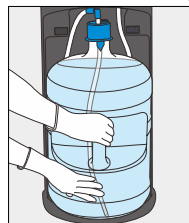


Figure 7

## Provide Electricity

Ensure that the available power supply matches the cooler's voltage specifications indicated on the nameplate label (located at the rear of unit).

Plug power supply cord into receptacle.

Please ensure that cooler is set up so as access to the power outlet and plug is unobstructed.

**NOTE: DO NOT turn on the Energy Saving Switch yet. Proceed to the "Prime Water System" section.**

**NOTE: To provide additional protection from the risk of shock, this unit MUST be connected to a ground fault circuit interrupter (GFCI) outlet at all times. Use of an extension cord will void any warranties.**

## Prime Water System (Required during initial setup and after replacement of SmartFlo™ Water Cartridge)

Depress the **Cold** water lever first, and then **Hot** water lever (separately, not at same time) to fill their respective tanks. When water begins to flow from the faucet, the tank has been filled (approx. 1 minute per tank).

## Activate Heating Functions

### Ensure Priming of water system is complete before starting this step.

Notice: Hot water will not be dispensed by the cooler until the **Energy Saving Switch** has been activated, located behind and at top of bottle access door.

Turn on the **Energy Saving Switch** (RED color).

- To disable the heating function (Hot Water), turn off the **Energy Saving Switch** (Figure 8).

**DO NOT** draw water from the cooler for about 30 minutes to let the water cool or heat.

Optimum water temperatures will be reached after several hours of operation.

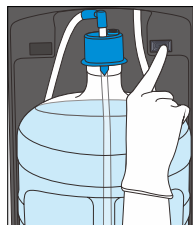


Figure 8

## DISPENSING WATER

The SmartFlo™ Water Cartridge has been tested and sanitized prior to packaging. During transit dust and odors may accumulate in the water tanks and lines. Dispense and dispose of at least 1 quart (1 Liter) of water prior to drinking any water.

### Cold Water Dispense

The temperature control of the cold water is preset to dispense water between 39.2-50°F (4 to 10°C)

Optimum cold water temperatures will be reached after several hours of operation. During this time the compressor could run continuously. This is normal. (Figure 9)

1. Position bottle, glass or other container below water outlet
2. Depress (push downwards) cold water lever to start cold water flow
3. Release cold water lever once desired fill level is achieved

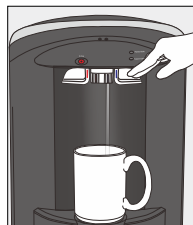


Figure 9

### Hot Water Dispense

The temperature control of the hot water is preset to dispense water between 168.8-197.6°F (76 to 92°C)

## CAUTION

This unit dispenses water at temperatures that can cause severe burns.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

### Optimum hot water temperatures will be reached after 15-20 minutes

1. Position bottle, glass or other container below water outlet (Figure 10)
2. Push the **RED safety button** in, and depress (push downwards) the hot water lever to start hot water flow (Figure 11)
3. Release hot water lever once desired fill level is achieved



Figure 10

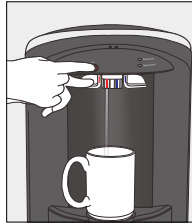


Figure 11

### Bottle Change

A flashing **Red** light above the cold water lever will alert you when your water bottle is getting low. The bottle will need to be replaced shortly. Water may be dispensed normally until empty (no water flows from water outlet when levers are depressed)

1. Open Dispenser door (Figure 12). (Slide door upwards to allow access to bottle area)
2. Slide empty bottle out of cabinet (Figure 13)
3. Place fresh bottle outside of the cabinet
4. Clean the outside of new bottle with a cloth (Figure 14). Remove security label/seal from the bottle cap (if applicable)

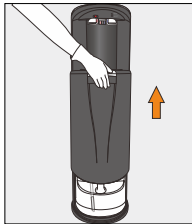


Figure 12

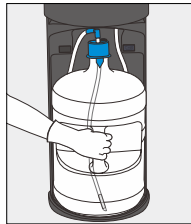


Figure 13



Figure 14

5. Carefully remove the Bottle Adaptor assembly (Spike Cap and tube) from the empty bottle (Figure 15), by raising the end of the tube into the Spike Cap.(Figure 16)

**Note: to maintain sanitization of the system, refrain from touching the section of the bottle adaptor tube that is inserted into the bottle**

6. Install Spike Cap through the bottle cap (do not remove Bottle Cap) and press down to secure (Figure 17)
7. Push the tube to go through the Spike Cap, until it is close/hits bottom of the bottle(Figure 18)

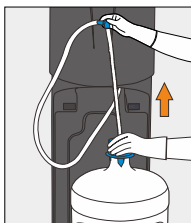


Figure 15

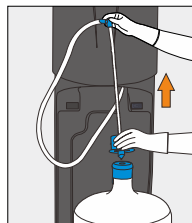


Figure 16

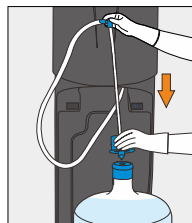


Figure 17

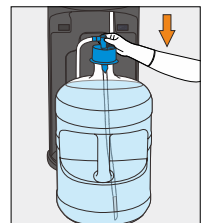


Figure 18

8. Slide bottle into cabinet and close the door (Figure 19 to Figure 21) (slide door downwards to close)

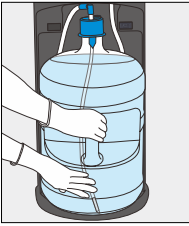


Figure 19

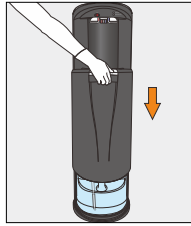


Figure 20

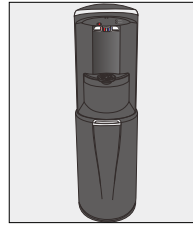


Figure 21

9. Place a container under faucet and dispense cold water until a smooth stream of water is dispensed (may take up to 1 minute)

## CLEANING

Do not immerse the unit in water for cleaning

**External:** Disconnect power supply cord (Figure 22), use only mild dishwashing liquid or cleaning products and a soft cloth for cleaning the exterior surfaces (Figure 23 and Figure 24). **DO NOT** USE bleach or abrasive cleaners. Use a vacuum cleaner to remove dirt and lint from the condenser (Figure 25). The unit should be cleaned every 3 months, except where fingers touch the temperature selectors, which can be wiped often with hygienic wipes or mild cleaning products.

**Caution: Do not clean unit with a water jet device.**

Ensure the following when cooler is to be serviced:

Turn off the **Energy Saving Switch** and disconnect power supply cord.

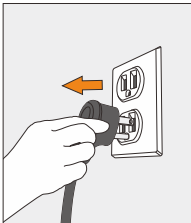


Figure 22

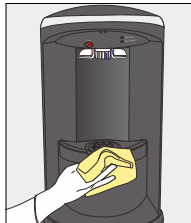


Figure 23



Figure 24

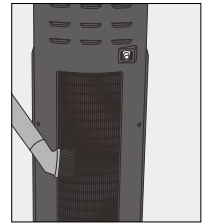


Figure 25

## Replacement of SmartFlo™ Water Cartridge

For the best quality and tasting water, it is recommended to change the SmartFlo™ Water Cartridge every 12 months. Follow the steps below to replace the SmartFlo™ Water Cartridge. Recommend to empty the bottle installed in the cooler prior to replacement of the SmartFlo™ Water Cartridge and Bottle Adaptor.

**Note: To reset the life timer system, the SmartFlo™ is required to be removed from the dispenser for a minimum of 15 seconds while the unit is connected to the mains power supply.**

1. Open Dispenser Door (Figure 26). (Slide door upwards to allow access to bottle area)
2. Slide empty bottle out of cabinet (Figure 27)
3. Open the replacement SmartFlo™ Water Cartridge kit and take red plug from kit. Disconnect the water line from the bottle adaptor (Figure 28) and add red plug to waterline (Figure 29)
4. Then put a glass or container beneath the water outlets and push on the cold lever to dispense final drops of water in system.

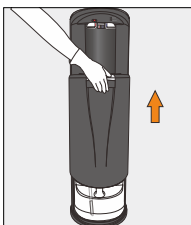


Figure 26

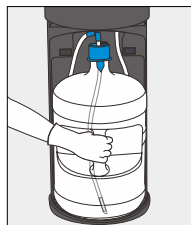


Figure 27

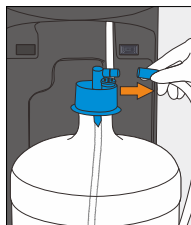


Figure 28

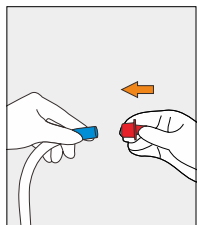


Figure 29

5. Remove the access key provided in the kit and insert this access key into the 2 holes located at the underside of the top edge of the cooler (above water levers) and push inwards (Figure 30 and Figure 31) (once unlocked, the front of the top cover opens upwards)
6. Keep glass or other container below the water outlets (to catch remaining drips), and unlatch the locking clip located near the front of the cooler to release the water tubing (Figure 32)
7. Unlock the turn knobs which hold down the SmartFlo™ Water Cartridge (Figure 33)

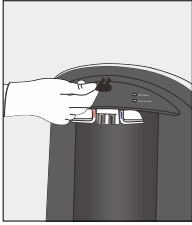


Figure 30

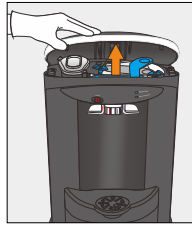


Figure 31



Figure 32

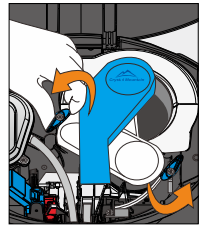


Figure 33

8. Pull SmartFlo™ Water Cartridge upwards to remove (Figure 34)
9. Discard used SmartFlo™ Water Cartridge according to local regulations. (Please recycle)  
To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the reuse of sustainable resources.
10. Insert water line of replacement SmartFlo™ Water Cartridge through the guide tube, and push through to bottle installation area (Figure 35)
11. Ensure seal is properly installed on the outlet tube of the SmartFlo™ Water Cartridge assembly (may have shifted during shipment of un-packaging)
12. Align SmartFlo™ Water Cartridge with openings in cooler, and push into place
13. Rotate turn knobs to lock SmartFlo™ Water Cartridge in place (Figure 36)
14. Close the locking clip to secure water outlet tubing in place (Figure 37)

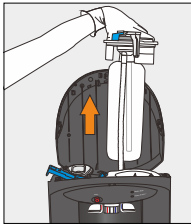


Figure 34

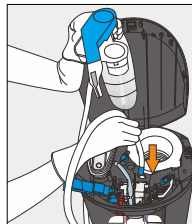


Figure 35

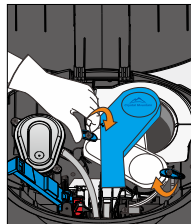


Figure 36

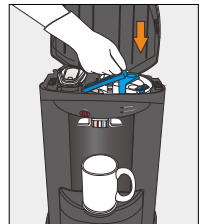


Figure 37

15. Close the top cover of the cooler (Figure 38) (push downwards to lock into place)
16. Place fresh bottle outside of the cabinet
17. Clean the outside of new bottle with a cloth. Remove security label/seal from the bottle cap (if applicable)
18. Remove bottle adaptor assembly from the empty bottle (Figure 39), and set aside. Carefully un-package the Bottle Adaptor assembly, avoiding touching the tube  
**Note: to maintain sanitization of the system, refrain from touching the section of the bottle adaptor tube that is inserted into the bottle**
19. Without touching the tube, install the Spike Cap (with the end of the tube in the Spike Cap) (Figure 40)

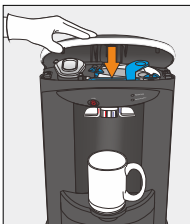


Figure 38

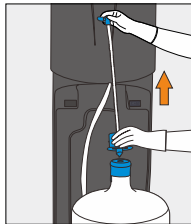


Figure 39



Figure 40



20. Push the tube to go through the Spike Cap, until it is close/hits bottom of the bottle (Figure 41)
21. Remove red protective cap from the blue tube of the SmartFlo™ Water Cartridge and install onto the bottle adaptor assembly (Figure 42)
22. Slide bottle into cabinet and close the door (Figure 43 to Figure 44) (slide door downwards to close)
23. Depress the **Cold** and **Hot** water levers to fill their respective tanks.
24. When water begins to flow from both faucets, the tanks have been filled (approximately 1 minute per tank)

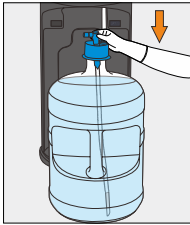


Figure 41

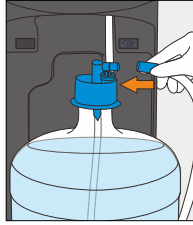


Figure 42

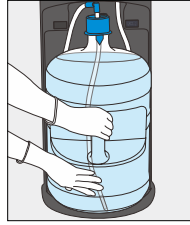


Figure 43

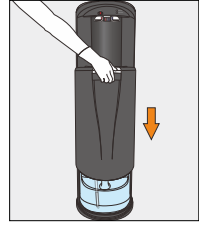


Figure 44

**CAUTION! ALWAYS DRAIN WATER COMPLETELY BEFORE SHIPPING OR STORING THE COOLER!**

## TROUBLESHOOTING

### Water Leaks

- If water present only at base of unit (not dripping from above), first try to replace the water bottle.
- If water leaking from above the bottle (or not bottle related), unplug Dispenser, remove bottle and call +44 (0) 1625 439 111 for assistance

### Water Not Dispensing

- Ensure Hot/Cold tanks have been primed (see section for priming of water system)
- Ensure bottle is not empty. If empty, replace it
- Ensure that the water selection lever is fully depressed
- Ensure all SmartFlo™ tubing is free of any holes, cuts or cracks.
- Ensure SmartFlo™ locking knobs (in top) are securely locked in place.

### Not Cooling (Hot Water – No Concern)

- Optimum cold water temperatures will be reached after several hours of operation
- Ensure that the dispenser is at least 4 inches (100mm) from the wall to provide sufficient ventilation
- If the water still isn't cold, please call +44 (0) 1625 439 111 for assistance

### No Hot Water (Cold Water – No Concern)

- Optimum hot water temperatures will be reached after 15-20 minutes
- Ensure that the Energy Saving Switch (located behind top right side of bottle access door) is turned on
- If the water still isn't hot, please call +44 (0) 1625 439 111 for assistance

### Dispenser is Noisy

- Ensure that the dispenser is positioned on a flat, level surface
- Ensure that the bottle is not empty. If empty, replace it



## SAFETY PRECAUTIONS

Warning: Risk of fire / Flammable material

### WARNING

To reduce risk of injury and property damage, user must read this entire guide before assembling, installation and operation of the dispenser.

Failure to follow the instructions in this manual can cause personal injury or property damage.

This product dispenses water at very high temperatures. Failure to use properly can cause personal injury.

When operating this dispenser, always exercise basic safety precautions, including the following:

**WARNING:** Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.

**WARNING:** Do not damage the refrigerant circuit.

**WARNING:** When positioning the appliance, ensure the supply cord is not trapped or damaged.

**WARNING:** Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.

**WARNING:** Prior to use, this dispenser must be assembled and installed in accordance with this manual.

**WARNING:** To avoid a hazard due to instability of the appliance, it must be fixed in accordance with the instructions.

- Install indoors on a flat level surface only. Place dispenser in a dry place away from direct sunlight. Do NOT use outdoors.
- This appliance is intended to be used in household and similar applications such as
  - Staff kitchen areas in shops, offices and other working environments;
  - Farm houses and by clients in hotels, motels and other residential type environments;
  - Bed and breakfast type environments;
  - Catering and similar non-retail applications.
- Do NOT place dispenser into an enclosed space or cabinet.
- This dispenser is intended for dispensing water only. Do NOT use other liquids. Never use any other liquid in the dispenser other than known and microbiologically safe bottled water.
- Do not use an extension cord.
- To provide additional protection from the risk of shock, this unit MUST be connected to a ground fault circuit interrupter (GFCI) outlet at all times. Use of an extension cord will void any warranties.
- If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
- Always grasp plug and pull straight out from outlet. Never unplug by pulling on power cord.
- To protect against electric shock, do NOT immerse cord, plug, or any other part of dispenser in water or other liquids.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Children should be supervised to ensure that they do not play with the appliance.
- Use with caution only.
- Service should only be performed by a certified technician. Please contact us at +44 (0) 1625 439 111 for assistance.

**Services Required:**

See nameplate located on the back of the dispenser

**Refrigeration System**

- Refrigerant Type: R600a, 0.635oz (18g)
- Pressure (Refrigeration): High Side: 265 PSI, Low Side: 140PSI

**Water Flow**

- The flow rate from the water outlets on the dispenser is a maximum of 0.475 US Gal/minute (1800 ml/minute)

The customer acknowledges that water, like other liquids, can cause damage to surfaces. The customer takes full responsibility for placing the cooler within a residence or business, and acknowledges that failure to address drips, leaks or spillages is at the customer's risk.

The Warranty and Underwriters' Laboratory and CE listings for the coolers are invalidated if any alteration, modification, or use or misuse in combination with any other machine or devices is deemed to be the source of any claim. The manufacturer accepts no liability (including for bodily injury) resulting from any alteration, misuse, neglect, accidents, improper installations or repairs.

Environmental application temperature: 50~90°F (10~32°C)

The unit is rated IP10. (This unit is not protected against ingress of water)

For more information on this product, please visit [www.crystalcoolers.com](http://www.crystalcoolers.com)

