Important: Do Not Return Dispenser to Store. If you have questions or issues please contact 1-866-429-7566 for expert assistance.

Features & Functions

Hot Pushbutton Control with Child Safety Feature – Slide red button away from you and depress control to dispense. Release to stop.

Cool Pushbutton Control – Depress control to dispense. Release to stop.

Function Lights – Green light above ON icon indicates the dispenser is plugged in. When this light is flashing it indicates the self-cleaning cycle is operating. Green light above snowflake indicates the dispenser is cooling water. Green light above wavy lines indicates the dispenser is heating water. Blinking red light above the bottle icon indicates the bottle is empty.

Bottle Support – Helps align sports bottles and glasses with spout to eliminate spills.

Spout – Hot, cool and cold water comes out here.

Eye Light – Located behind bottle support. Helps in low light situations.

Probe Assembly – Located inside cabinet. Connects to bottle to allow water to be pumped into hot and cold tanks.

Probe Hanger – Located inside door at top. Rest probe assembly here to clean dispenser when changing bottles.

Drip Tray & Grid with Full Indicator – Dishwasher safe. Slides in and out. Red full indicator in tray rises when tray is filling indicating it is time to empty.


Convenience Switches – Located on back in a panel of (3) switches.
• Nightlight – Blue switch located on the left far left of the panel. Allows you to choose to have the nightlight ON or OFF.
• Hot & Cold Controls – Switch red control to OFF to stop heating. Switch green control to OFF to stop cooling.

Self-Cleaning – Switch located on back by itself. Press IN, hold for 5 seconds and release to activate the cleaning cycle.

Activate Cold Switch

Notice: This unit will not dispense cold water until the switch is activated. To activate, push top side of the green switch in to start cooling water. If you do not want cold water leave switch in OFF position – bottom side pushed in.

Activate Hot Switch

Notice: This unit will not dispense hot water until the switch is activated. To activate, push top side of the red switch in to start heating water. If you do not want hot water leave switch in OFF position – bottom side pushed in.

Activate Nightlight

To activate, push top side of the blue switch in. The LED bulb behind center switch will light. If you do not want a nightlight leave switch in OFF position – bottom side pushed in.

Register at Club Primo

While you wait for the water to get to the desired temperatures, please register your dispenser. This will be helpful should you need customer service assistance in the future. Go to www.PrimoWater.com and click on Club Primo.

Operation

This water dispenser has been tested and sanitized prior to packing and shipping. During transit duct and odds can accumulate in the tank lines and dispense and dispense at least one quart of water prior to drinking any water.

Dispensing Cold Water [37°-30°F / 3°-10°C]

Tank Capacity: 3.6L. Flow Rate: 35ml per second / 1.5L per hour

After setup, it will take 1 hour to get water to maximum cold temperature. During this time the compressor will run continuously. This is normal.

Position bottle, glass, pitcher or pot below spout.

Depress cold water control (light blue) downward to start water flow. Release control once desired fill level is achieved.

Dispensing Cool Water

Position bottle, glass, pitcher or pot below spout.

Depress cool water control (light blue) downward to start water flow. Release control once desired fill level is achieved.

CAUTION: This unit dispenses water at temperatures that can cause severe burns. Do not direct cold water at children. Keep children and pets away from unit while dispensing. Never allow children to dispense hot water without proper and direct supervision. Unplug unit to prevent unsupervised use by children.

After setup, hot water will be available in 15-20 minutes.

1. Position bottle, glass, pitcher or pot below spout.
2. Depress hot water control (dark blue) downward to start water flow. Release control once desired fill level is achieved.

Maintenance

For best taste, performance and hygiene:
1. Clean your cabinet, controls, bottle probe and spout each time you change your water bottle. Use a clean soft cloth and a food grade sanitizer or bleach.
2. Empty and clean drip tray, grid and foot as needed.
3. To minimize mineral deposits which can clog lines and imparts odors and off-tastes, use only high quality Primo purified bottled water.
4. Every year change the self-cleaning feature to sanitize tanks and water lines. To activate, press in the self-cleaning switch, hold for 5 seconds and release. The green function light on the left will begin blinking, indicating the cleaning process is initiated. Ozone will be produced and injected into the water system. It will kill bacteria and biofilms typically found in water dispensers. By the end of the cycle the ozone will convert to harmless oxygen and be emitted into the air.

NOTE: The cycle takes 90 minutes to complete. During this time do not dispense and drink the water. Doing so may result in an odd taste. For your convenience, we recommend that you do this during a period when the dispenser is not in use like overnight or when staff is away from the office. During the cycle you may smell a faint trace of ozone.

For additional instructions and videos for maintaining and operating your dispenser, please visit www.primowater.com/support.

Warnings & Safety Precautions

To reduce risk of injury and property damage, user must read this entire guide before assembling, installing & operating dispenser.

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

Models that heat water dispense at very high temperatures. Failure to use properly can cause personal injury.

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

• Prior to use, this dispenser must be properly assembled and installed in accordance with the printed instructions accompanying it, then for a period of one year from the day of purchase, all parts in such warranty shall be free from defects in material and workmanship. Vendor may require reasonable proof of your date of purchase at an authorized retailer or distributor. Therefore, you should retain your sales slip or invoice. The limited warranty shall be limited to repair or replacement of parts, which prove defective under normal use and service and when Vendor shall determine in its reasonable discretion upon examination to be defective. Before returning any parts, you should contact Vendor’s Customer Service Department using the contact information listed below. If Vendor deems, after examination, a defect covered by this Limited Warranty in any returned part, and if Vendor approves claim, Vendor will replace such defective part without charge. If you return defective parts, transportation charges must be prepaid by you. Vendor will return replacement parts to original purchaser, freight or postage prepaid. For units purchased outside of the continental US (limited to Hawaii, Alaska, and Puerto Rico), dispensers determined to be defective by the Vendor should be returned or exchanged at the original point of purchase within the warranty period.

The Limited Warranty does not cover any failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, improper installation or improper maintenance or service by you or any third party, or failure to perform normal and routine maintenance on the dispenser, as set out in the User’s Manual. In addition, the Limited Warranty does not cover damages to the finish, such as scratches, dents, discoloration or rust after purchase.

Primo Water Corporation
1050 N. Cherry St Suite 501
Winston-Salem, NC 27101
866-429-7566
www.PrimoWater.com

Limited Warranty

Primo Water Corporation, (“Vendor”) warrants to the original purchaser of this dispenser, and to no other person, that if this dispenser is assembled and operated in accordance with the printed instructions accompanying it, then for a period of one year from the date of purchase, all parts in such warranty shall be free from defects in material and workmanship. Vendor may require reasonable proof of your date of purchase at an authorized retailer or distributor. Therefore, you should retain your sales slip or invoice. The limited warranty shall be limited to repair or replacement of parts, which prove defective under normal use and service and when Vendor shall determine in its reasonable discretion upon examination to be defective. Before returning any parts, you should contact Vendor’s Customer Service Department using the contact information listed below. If Vendor deems, after examination, a defect covered by this Limited Warranty in any returned part, and if Vendor approves claim, Vendor will replace such defective part without charge. If you return defective parts, transportation charges must be prepaid by you. Vendor will return replacement parts to original purchaser, freight or postage prepaid. For units purchased outside of the continental US (limited to Hawaii, Alaska, and Puerto Rico), dispensers determined to be defective by the Vendor should be returned or exchanged at the original point of purchase within the warranty period.

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Troubleshooting

Cold water is not cold.
• It takes up to one hour after setup to dispense cold water.
Make sure the power cord is properly connected to a working outlet. Make sure the back of the dispenser is at least 4 inches from a wall and there is free airflow on all 4 sides of the dispenser. Make sure the spout and dispenser are not in use like overnight or when staff is away from the office. Make sure red switch on back of dispenser is ON.

If water still isn’t cold, please call 866-429-7566 for assistance.

Hot water is not hot.
• It takes 15-20 minutes after setup to dispense hot water.
Make sure the power cord is properly connected to a working outlet. Make sure the red switch on back of dispenser is ON.

If water still isn’t hot, please call 866-429-7566 for assistance.

Flashing red light function light alerts you when your bottle is empty. Replace the bottle as soon as possible.

CAUTION: Do not dispense hot, cold or cold water if the red light is flashing as you could empty the tanks and cause the dispenser to overheat.

1. Open dispenser door and slide empty bottle out of cabinet.
2. Remove probe assembly from empty bottle. Place probe assembly on probe hanger.
3. Set empty bottle aside.
4. Place fresh empty bottle of cold water. Remove entire plastic cap from top of bottle. Clean outside of new bottle with a cloth.
5. Place probe into bottle. Slide collar down until it clicks in place. Push head down until hub fits bottom of bottle.
6. Slide bottle into cabinet and close door.

Changing Bottles

A flashing red function light alerts you when your bottle is empty. Replace the bottle as soon as possible.

CAUTION: Do not dispense hot, cold or cold water if the red light is flashing as you could empty the tanks and cause the dispenser to overheat.

1. Open dispenser door and slide empty bottle out of cabinet.
2. Remove probe assembly from empty bottle. Place probe assembly on probe hanger.
3. Set empty bottle aside.
4. Place fresh empty bottle of cold water. Remove entire plastic cap from top of bottle. Clean outside of new bottle with a cloth.
5. Place probe into bottle. Slide collar down until it clicks in place. Push head down until hub fits bottom of bottle.
6. Slide bottle into cabinet and close door.

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