2. 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 improvement 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.

The Limited Warranty is in lieu of all other express warranties. Vendor disclaims all warranties for products that are purchased from seller other than authorized retailers or distributors. AFTER THE PERIOD OF THE ONE (1) YEAR EXPRESS WARRANTY, VENDOR DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. FURTHER, VENDOR SHALL HAVE NO LIABILITY WHATSOEVER TO PURCHASER OR ANY THIRD PARTY FOR ANY SPECIAL, INDIRECT, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. Vendor assumes no responsibility for any defects caused by third parties. This Limited Warranty gives the purchaser specific legal rights; a purchaser may have other rights depending upon where he or she lives. Some jurisdictions do not allow exclusion or limitation on how long a warranty lasts, so the above exclusion and limitations may not apply to you.

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

LIMITED WARRANTY

PRIMO WATER CORPORATION (the “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 (1) year from the date of purchase, all parts in such dispenser shall be free from defects in material and workmanship. Vendor may require reasonable proof of your date of purchase from 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 which 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 confirms, 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.

SAFETY PRECAUTIONS

WARNING

To reduce risk of injury and property damage, user must read this entire guide before assembling, installing and operating dispenser. Failure to use properly 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:

- Prior to use, this dispenser must be properly assembled and installed in accordance with this manual.
- This dispenser is intended for water dispensing only. Do NOT use other liquids. Do NOT use for other purposes. Never use any other liquid in the dispenser other than known and microbiologically safe bottled water.
- For security reasons, keep water dispenser in a dry place away from direct sunlight.
- Do NOT use outdoors.
- Install and use only on a hard, flat and level surface.
- Do NOT place dispenser into an enclosed space or cabinet.
- Do NOT operate dispenser in the presence of explosive fumes.
- shortest path of dispenser no closer than 4 inches from wall and permit free airflow between wall and dispenser. There must be at least 4 inches clearance on the sides of the dispenser to permit airflow.
- Use only properly grounded outlets.
- Do not use an extension cord with your water dispenser.
- Always grasp plug and pull straight out from outlet. Never unplug by pulling on power cord.
- Do NOT use dispenser if cord becomes frayed or otherwise damaged.
- To protect against electric shock, do NOT immerse cord, plug, or any other part of dispenser in water or other liquids.
- Ensure dispenser is unplugged prior to cleaning.
- Never allow children to dispense hot water without proper and direct supervision. Unplug unit to prevent unsupervised use by children.
- Do not dispense hot water if water bottle is empty.
- Service should be performed only by a certified technician. Please contact us at 866-429-7566 for assistance.

LOCATING DISPENSER

CAUTION

To prevent accidental tip hazard, dispenser must be securely anchored to wall as shown.

1. Place dispenser upright.
2. Locate dispenser on a hard and level surface in a cool shaded location near a grounded wall outlet.

3. Position dispenser so the back is at least 4 inches from wall and there are at least 4 inches of clearance on both sides.
4. Install bracket to prevent accidental tip over.
   - Clip bracket onto back right corner of dispenser as shown in illustration.
   - Install plastic anchor directly into sheet rock using a Philips screwdriver. DO NOT drill hole into sheet rock first using this anchor.
   - Secure by installing screw through bracket and into the anchor.

Note: Remove screw to free dispenser for cleaning or relocating.

GETTING STARTED

1. Remove drip tray and grid assembly from protective packaging.
2. Snap drip tray and grid assembly in place.

Install Water Bottle

1. Remove tamper seal from top of bottle cap. Do NOT remove plastic cap.
2. Clean bottle cap and neck with a cloth and warm soapy water, then rinse.
3. Lift bottle and insert onto the probe. Apply slight pressure until the plug inside the cap pushes in and the bottle is seated. Water will begin to flow into the reservoirs causing air bubbles in the bottle.

Provide Electricity

Use a properly grounded wall outlet.

Activate Heating & Cooling

Notice: This unit will not dispense hot or cold water until the switches are activated.

To activate, push top side (I) of power switches in to start heating and cooling water.

- If you do not want to heat water, push bottom side of red switch (O) in.
- If you do not want to cool water, push bottom side of green switch (O) in.

Activate Nightlight

Turn nightlight switch on back of dispenser to ON (I).

Register Online

While you wait for your dispenser to get the water hot and cold, please register your dispenser. This will be helpful should you need customer service assistance in the future.

To find Primo Water at a store near you.

www.PrimoWater.com

Please visit www.PrimoWater.com for more useful information, instructional videos, tips and special offers.

DISPENSING WATER

This unit has been tested and sanitized prior to packaging and shipping. During transit dust and odors can accumulate in the tank and lines. Dispense and dispose at least one quart of water prior to drinking any water.

Dispensing Cold Water (37°F – 50°F)

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.

1. Position bottle, glass, pitcher or cooking pot below spout.
2. Using your beverage container, depress cold water paddle towards dispenser to start cold water flow.
3. Release cold water paddle once desired fill level is achieved.

Dispensing Hot Water (185°F – 210°F)

This unit dispenses water at temperatures that can cause severe burns. Avoid direct contact with hot water. 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 cooking pot below spout.
2. Press red button and depression paddle with beverage container to start hot water flow.
3. Release hot water paddle once desired fill level is achieved.

TROUBLESHOOTING

Water is leaking

- Bottle may have a leak that is too large for the Leak Guard Feature to stop.

- Remove bottle, dispense one quart of water and install new bottle.

- If leak remains, remove bottle and call 866-429-7566 for assistance.

No water is coming from the spout.

- Make sure the bottle is not empty. If empty, replace it.
- Make sure to push the water controls in fully.

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 green power switch on back of dispenser is ON.
- However, 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 red power switch on back of dispenser is ON.
- Dispenser is Noisy
- Make sure the dispenser is properly connected to a working outlet.
- Make sure nightlight power switch on back of dispenser is ON.

Dispenser is Loose
- Make sure the dispenser is positioned on a level surface.