



# User Manual

## Bottom Loading Water Dispenser

MODEL: CCBL01

1. READ these instructions carefully before installing and operating the water dispenser. Keep them for further reference.
2. Record in the space below the "SERIAL NO." found on the nameplate on your water dispenser and retain this information for future reference.

SERIAL NO.:

Please save sales receipt for warranty.



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# PRODUCT REGISTRATION

Thank you for purchasing our W Appliance product. This easy-to-use manual will guide you in getting the best use of your water dispenser.

Remember to record the model and serial numbers. They are on a label on the back of the product.

Staple your receipt to your manual. You will need it to obtain warranty service.

\_\_\_\_\_

Model number

\_\_\_\_\_

Serial number

\_\_\_\_\_

Date of purchase

# SAFETY INFORMATION

## **DANGER**

**DANGER** - Immediate hazards which **WILL** result in severe personal injury or death

## **WARNING**

**WARNING** - Hazards or unsafe practices which **COULD** result in severe personal injury or death

## **CAUTION**

**CAUTION** - Hazards or unsafe practices which **COULD** result in minor personal injury

# IMPORTANT SAFETY INSTRUCTIONS

## **WARNING**

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock and personal injury:

**READ ALL INSTRUCTIONS BEFORE USING THE PRODUCT**

**NOTE:** If the water dispenser has been placed in a horizontal or tilted position for any period of time, wait 12 hours before plugging the unit in.

1. Use this appliance only for its intended purpose as described in this instruction manual.
2. This Water Dispenser must be properly installed in accordance with the installation instructions before it is used. See grounding instructions in the installation section.
3. You should use the ON/OFF switch to turn the machine ON or OFF. Do not turn the machine ON or OFF by plugging or unplugging the power cord.
4. Never unplug your Water Dispenser by pulling on the power cord. Always grasp the plug firmly and pull straight out from the outlet.
5. Repair or replace immediately, all electric service cords that have become frayed or otherwise damaged. Do not use a cord that shows cracks or abrasion damage along its length, the plug or the connector end.
6. Switch OFF and unplug your Water Dispenser before cleaning or changing the water bottle.
7. The water dispenser should be placed firmly on a flat level surface to avoid tipping.
8. Close supervision is necessary when any appliance is used by or near children. Not recommended for use by children.
9. The water dispenser, dispenses hot water which can cause severe burns or scalding.
10. Avoid exposure to direct sunlight and always keep it at least 4 inches away from walls. Do not place near heat sources such as stoves, radiators, etc.

## SAFETY INFORMATION

11. The water dispenser should not be recessed or built-in to an enclosed cabinet. It is designed for freestanding installation only.
12. Do not operate in the presence of explosive fumes.
13. The unit does not contain any user serviceable parts. Please leave all maintenance work to qualified personnel.
14. Do not switch on the appliance when there is no water in the bottle.
15. Do not immerse the appliance or the power cord in water or other liquids.
16. Do not use any detergents, glass or household cleaner, furniture polish, gasoline, paint thinner or other solvent to clean any part of the water dispenser.
17. Do not let cord touch any hot surface and make sure that it does not hang over a table edge or counter.
18. After the water dispenser is turned OFF, wait at least 3 minutes before turning the unit on again.
19. Do not use outdoors

 20. **WARNING: BURN HAZARD:** The product heats water to a temperature of approximately 95°C/203°F. Water temperatures above 52°C/125°F can cause severe burns or death from scalding. Children should be supervised by an adult when using this product.

 21. **WARNING: FIRE HAZARD:** Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. Do not operate the dispenser with a damaged cord. Do not use with an under rated extension cord or an extension cord without a ground.

**NOTE:** The water pump system includes a special safety feature that prevents operation when the water bottle is empty. Water pump operation is also linked to the door switch.

22. Never turn the product upside down or tilt more than 45 degrees. If the unit has been resting on its side or upside down for a long period of time, the unit must be put in the upright position for approximately 12 hours before turning it on.
23. Never use this dispenser with water that is unsafe to drink or is from an unknown source.
24. Never use any other liquids in this dispenser other than bottled water.
25. Install this water dispenser in a dry place away from direct sunlight. For indoor use only.

**SAVE THESE INSTRUCTIONS**  
**HOUSEHOLD USE ONLY**

# SAFETY INFORMATION

## GROUNDING INSTRUCTIONS

### ELECTRICAL REQUIREMENTS

The electrical requirements are a 115 volt 60 Hz, AC only, 15 amp. It is recommended that a separate circuit serving only the product be provided. The product is equipped with a 3-wire cord having a 3-prong grounding plug. It must be plugged into a wall receptacle that is properly installed and grounded.

This appliance must be grounded. In the event of an electrical short circuit, grounding reduces risk of electric shock by providing an escape wire for the electric current. The cord provided with this appliance is equipped with a grounding wire and a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.

Avoid the use of three prong adapters or cutting off the third grounding prong in order to accommodate a two prong outlet. This is a dangerous practice since it provides no effective grounding for the water dispenser and may result in shock hazard.

### **WARNING**

Improper use of the grounding plug can result in a risk of electric shock.

Consult a qualified electrician or serviceman if:

- 1) The grounding instructions are not completely understood.
- 2) You are unsure that the appliance is properly grounded.
- 3) You have any questions about the grounding or electrical instructions.

### POWER SUPPLY CORD

1. Avoid the use of an extension cord because of potential safety hazards under certain conditions. Have a qualified electrician or serviceman to install an outlet near the appliance.
2. If it is absolutely necessary to use longer cord sets or an extension cord, extreme care must be exercised.
  - a) Use only a grounding type 3-wire extension cord that has a 3-blade grounding plug and a 3-slot receptacle that will accept the plug on the appliance.
  - b) The marked electrical rating of the cord set or extension cord must equal to or greater than the electrical rating of the appliance. The longer cord should be arranged so that it will not drape over the counter top or table top where it can be pulled on by children or tripped over unintentionally.

**NOTE:** Neither W Appliance nor the dealer can accept any liability for damage to the product or personal injury resulting from failure to observe the electrical connection procedures.

### **WARNING - RISK OF FIRE**

It is important the plug fits tightly into the wall outlet.

If the plug does not fit securely and appears loose, it should not be used.

Have a licensed electrician replace the receptacle.

# SET UP & USE

## INSTALLATION GUIDE

1. Unpack your water dispenser by removing all packaging materials like carton, base, foams, adhesive tape, etc.
2. Remove all accessories, internal packaging material used to hold shelves, ice tray, etc. in place.
3. Clean the remains of all adhesive tap used and remove all printed material supplied.
4. Install the water dispenser in a convenient location away from extreme heat and cold. Allow sufficient clearance between the water dispenser and side wall so the door(s) will open without obstruction. Water dispenser is not designed for recessed installation.
5. The floor on which the water dispenser should be placed must be flat, hard, solid, and even. The water dispenser should not be placed on any soft material such as foam, plastic, etc.
6. It is recommended that there be 4" minimum clearances around the back of the water dispenser for proper air circulation. Proper air circulation will help your water dispenser work at maximum efficiency.
7. This water dispenser is suitable for 3 or 5 gallon water bottles (not included). Before first use, the water dispenser interior should be cleaned according to the cleaning and maintenance section of this manual. The water bottle should be always be installed before connecting to the power supply.

**NOTE:** · The appliance must be correctly connected to the power supply.

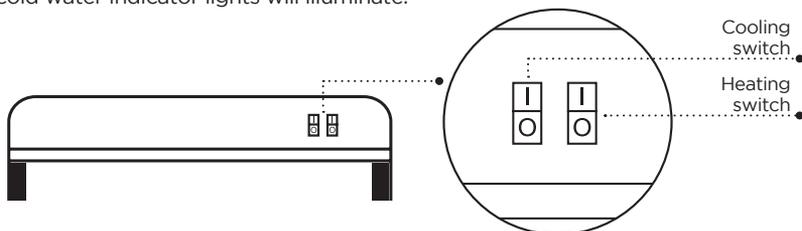
# SET UP & USE

## PROTECTION FROM HEAT AND MOISTURE

- Do not install your water dispenser in any location where heavy moisture is present or if the location is not properly insulated. This water dispenser is not designed to operate in temperature setting below 50° Fahrenheit or above 100° Fahrenheit.
- Location for the water dispenser should be on a hard surface and away from direct sunlight and heat source, e.g., radiators, baseboard heaters, cooking appliances, etc.

## BEFORE USING YOUR WATER DISPENSER

- **Do not connect the power cord or switch ON the unit before all installation steps are completed.**
- Make sure the unit has been in an upright position for at least 12 hours.
- Remove any packaging material, tape etc. including the thin plastic film covering the bottom door.
- Open the bottom door.
- The drip tray should be positioned properly in place.
- Clean the interior and exterior of the unit (SEE CLEANING AND MAINTENANCE).
- Wipe exterior of water bottle that will come in contact with the probe.
- Connect the probe assembly and insert the probe inside the water bottle. (SEE WATER BOTTLE INSTALLATION)
- Slide the water bottle inside the bottom compartment and close the door.
- Plug cord into a properly grounded wall outlet. The power light will illuminate. At this time, the water will be pumped from the bottle to the hot and cold tanks. It will take up to 5 minutes to fill the tanks for the first time. The pump will run continuously and will stop automatically when the tanks are completely filled.
- Before turning ON the heating and cooling switches make sure the water has been filling the tank. The heating and cooling switches should never be turned ON when the tanks are empty. After about 5 minutes when the pump has stopped running make sure there is water in the tank by dispensing a small amount of water by pressing the hot water button and the cold water button. Make sure the water flows through the spout.
- Turn both the heating and cooling switches to the ON (I) position. The hot and cold water indicator lights will illuminate.

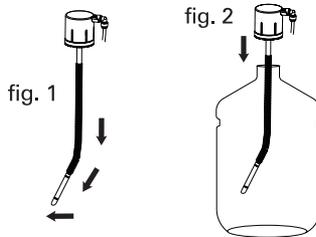


# SET UP & USE

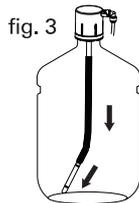
- Allow up to 1 hour for heating and cooling cycles to complete and water to reach the proper hot and cold temperatures. The hot and cold water indicator lights will shut off when each cycle is complete.

## WATER BOTTLE INSTALLATION

- Open the bottom door.
- **NOTE:** Remove the plastic film covering the bottom door prior to first use.
- Clean the exterior of a 3 or 5 gallon fresh water bottle, especially the opening that will come in contact with the probe. Remove the entire the seal and cap of the water bottle.
- Bend the probe slightly and insert as shown below, lowering it until the weighted end of the probe reaches the lowest point of the bottle.



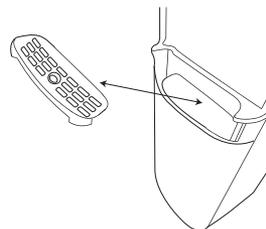
- **NOTE:** Most standard water bottles have a raised center at the bottom. For maximum efficiency, make sure the probe reaches the side of the bottle at its lowest point as shown below to ensure all of the water can be utilized.



- Push the cap of the probe assembly down onto the opening of the water bottle as far as it can go so that the cap is tightly secured to the bottle.
- Slide bottle into the bottom compartment and close the door.

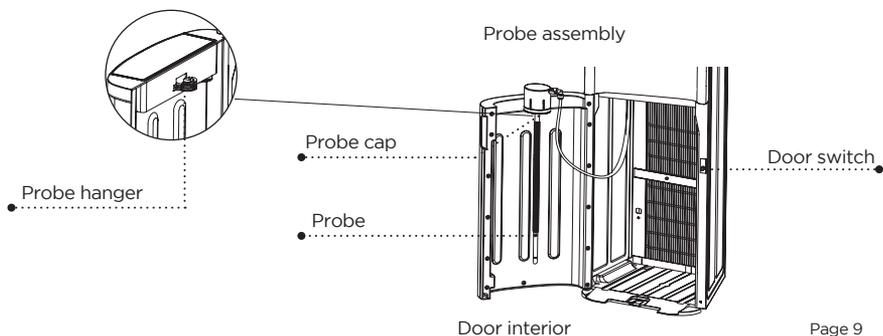
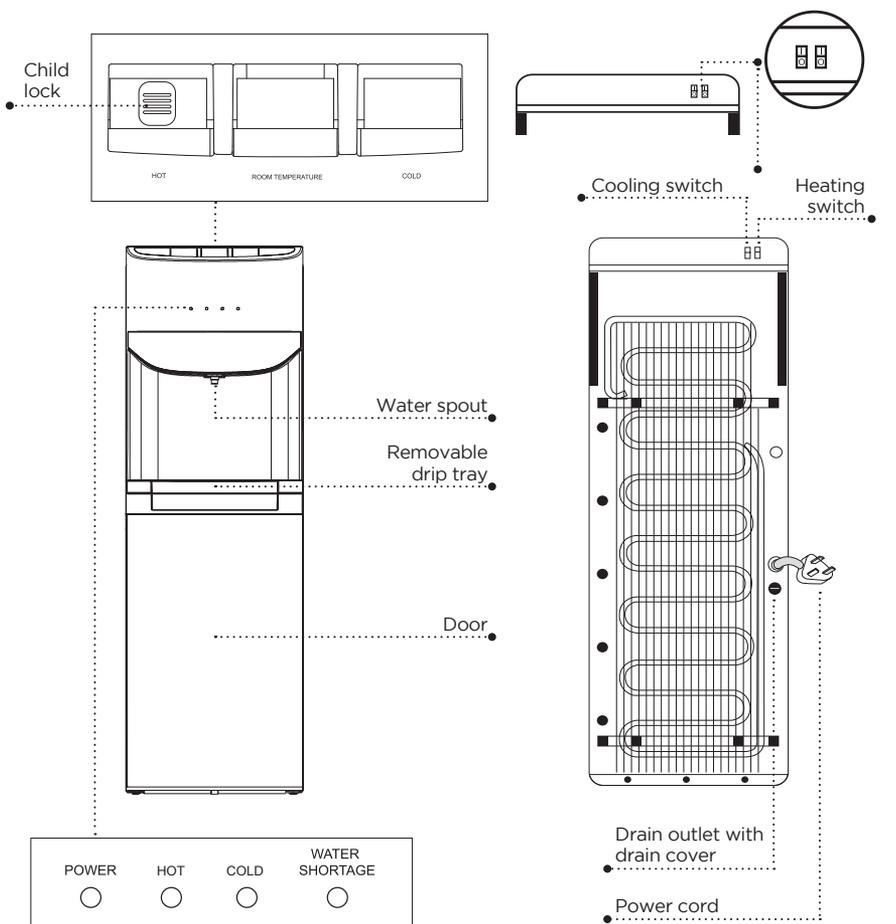
## DRIP TRAY

- Install the drip tray before operating the water dispenser. Insert it so it snaps into place.
- The drip trap can be removed to empty water that collects into the tray. Gently pull it out and clean it before reinstalling.



# SET UP & USE

## PARTS & FEATURES

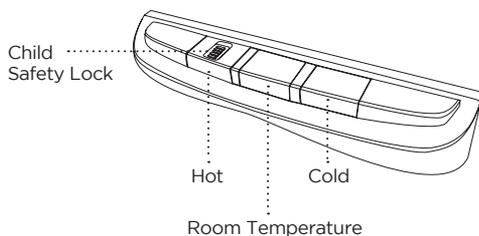


# SET UP & USE

## OPERATING INSTRUCTIONS

### DISPENSING COLD WATER

- Once you have turned the cooling switch into the ON position it will take initially 1 hour for the water to cool. During this time the cold indicator light above the cold water icon will be steady and the compressor could run continuously. This is normal. The light will be turned off once the water is cooled.
1. Position a glass or other container under the water spout.
  2. Depress the cold water push button downward to begin the flow of water.
  3. Release the cold water button to stop the water flow.



### DISPENSING HOT WATER

- Once you have turned the heating switch into the ON position it will take initially 15 - 20 minutes for the water to heat up. During this time the hot indicator light above the hot water icon will be steady. The light will be turned off when the heating process is complete.
1. Position a glass or other container under the water spout.
  2. Slide the red child safety lock forward and depress the hot water button downward at the same time to begin the flow of water. Continue to hold both buttons as long as you want the water to flow.
  3. Release both the hot water button and the child safety lock to stop the water flow. The child lock will automatically go back to lock position.

### DISPENSING ROOM TEMPERATURE WATER

1. Position a glass or other container under the water spout.
  2. Press the room temperature water push button down to begin the flow of water.
  3. Release the cold water button to stop the water flow.
- The water shortage indicator light will illuminate when it is time to change the water bottle. Do not operate the water cooler when the tank is empty.
  - Always shut off the heating and cooling switches first before unplugging the unit.

# CLEANING AND CARE

## CLEANING AND MAINTENANCE

### ⚠ CAUTION

To avoid personal injury or product damage always read and follow manufacturer's instructions and warnings before using any cleaning products.

### ⚠ WARNING

Always unplug your water dispenser before cleaning to avoid electric shock. Ignoring this warning may result in death or injury

**Caution:** The dispenser will heat water to a temperature of approximately 185°F. It can cause severe burns if not handled carefully. Please use caution while operating and cleaning.

Please allow ample time for any hot water inside the machine to cool down before draining it. Do not use harsh chemicals, abrasives, ammonia, chlorine bleach, solvents or metal scouring pads.

## CLEANING THE EXTERIOR OF THE WATER DISPENSER

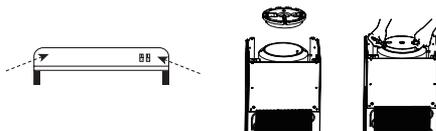
The exterior cabinet of the unit can be cleaned with a mild soap and water solution and dried with a soft cloth. Remove accumulated water from the drip tray, clean and dry it thoroughly before replacing it.

## CLEANING THE INTERIOR OF THE WATER DISPENSER

**NOTE:** Only remove the parts as described in the instruction.

It is recommended that you clean the interior of the water dispenser every time you change the water bottle or every 6 weeks (whichever comes first).

1. Remove the two screws located on the back (at the top, in line with the switches) of the cooler. Remove the top cover by lifting at an angle and pull off. Remove the white, cold water tank cover and the separator which will allow access to the cold water tank.



2. Mix approximately one gallon of clean water with a nontoxic cleaner such as baking soda or vinegar. Pour the solution into the cold water tank. Make sure it can flow out of the water spout by pressing the hot water button.



**NOTE:** You can use a non-abrasive cleaner of your choice however we have recommended non-toxic cleaners. Regardless of what cleaner you use it is important to make sure the cleaner is thoroughly rinsed and drained to avoid contaminating the water.

3. Plug in the unit and turn on the heating switch. Allow the water to heat for approximately 15 minutes.
4. Turn off the heating switch and allow the water to cool for at least 20 minutes.

# CLEANING AND CARE

5. Allow approximately 1 liter of the cleaning solution through the spout by pressing the hot and cold water buttons. You can wipe the opening of the cold water tank opening with a sponge. The probe and probe assembly can also be cleaned using the same solution.

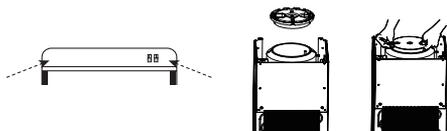
Place a large bucket beneath the drain outlet located on the back of the unit. Remove the drain cover and allow the water to drain from the unit. Water will start flowing as soon as the drain cover is removed.

6. Follow the steps for Rinsing the Water Dispenser. Rinse with plain warm water 2-3 times, making sure to also rinse the spout, by pressing the hot and cold buttons so there is no residue from the cleaning solution. The water tank opening and probe assembly should also be thoroughly rinsed.

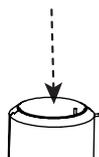
Make sure there is no cleaning residue before installing a water bottle.

## RINSING THE WATER DISPENSER

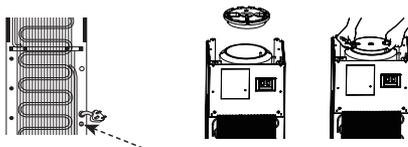
1. Remove the two screws located on the back (at the top, in line with the switches) of the cooler. Remove the top cover by lifting at an angle and pull off. Remove the white cold water tank cover and the separator which will allow access to the cold water tank.



2. Pour 0.6 gallons of clean water into the cold water tank.

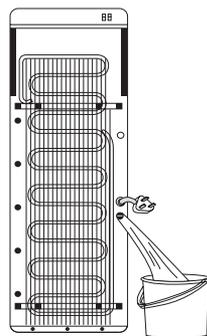


3. Place a large bucket beneath the drain outlet located on the back of the unit. Remove the drain cover and allow the water to drain from the unit. Water will start flowing as soon as the drain cover is removed.
4. Once water is completely drained, replace the drain cover. Reinstall the separator and the cold water tank cover. Replace the top cover and secure it with the 2 previously removed screws.



## DRAINING THE WATER DISPENSER

Place a large bucket beneath the drain outlet located on the back of the unit. Remove the drain cover and allow the water to drain from the unit. Water will start flowing as soon as the drain cover is removed.



## VACATION AND MOVING CARE

- When going on vacation, or if the water dispenser will not be in use for a long period turn OFF the hot and cold switches and Unplug the unit.
- Drain and clean the unit according to the CLEANING AND MAINTENANCE instructions.
- When travelling or moving always transport the unit vertically. Moving the unit horizontally may damage the water dispenser and/or its compressor.
- The unit should be covered to protect from dust or debris.

# TROUBLESHOOTING & WARRANTY

## BEFORE YOU CALL FOR SERVICE

IF THE WATER DISPENSER FAILS TO OPERATE:

- A) Check to make sure that the unit is plugged in securely. If it is not, remove the plug from the outlet, wait 10 seconds and plug it in again securely.
- B) Check for a blown circuit fuse or a tripped main circuit breaker. If these seem to be operating properly, test the outlet with another appliance.

IF NONE OF THE ABOVE SOLVES THE PROBLEM, CONTACT A QUALIFIED TECHNICIAN. DO NOT TRY TO ADJUST OR REPAIR THE WATER DISPENSER YOURSELF.

## CUSTOMER SERVICE

# IMPORTANT

## DO NOT RETURN THIS PRODUCT TO THE STORE

If you have a problem with this product, please contact the W Appliance Co. Customer Satisfaction Center at 1-855-855-0294.

**DATED PROOF OF PURCHASE, MODEL # AND SERIAL #  
REQUIRED FOR WARRANTY SERVICE**

# TROUBLESHOOTING & WARRANTY

## TROUBLESHOOTING

Troubleshoot your problem by using the chart below. If the water dispenser still does not work properly, contact W Appliance Co. customer service center or the nearest authorized service center. Customers must never troubleshoot internal components.

| TROUBLE                       | POSSIBLE CAUSE                                                                                                                                                                                                                                                                                                                            | POSSIBLE REMEDY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Water Dispenser does not work | <ul style="list-style-type: none"> <li>A. Unit is not plugged in or plug is loose</li> <li>B. Fuse has blown or is defective</li> <li>C. Wall power socket is defective</li> </ul>                                                                                                                                                        | <ul style="list-style-type: none"> <li>A. Plug in the water dispenser</li> <li>B. Check fuse, replace if necessary</li> <li>C. Contact a qualified electrician</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| No hot or cold water          | <ul style="list-style-type: none"> <li>A. Over consumption of hot or cold water in short time</li> <li>B. Unit is not plugged in or plug is loose</li> <li>C. Heating or cooling switch is not turned on</li> </ul>                                                                                                                       | <ul style="list-style-type: none"> <li>A. Wait for the water tank to refill</li> <li>B. Plug in the water dispenser</li> <li>C. Turn on heating or cooling switch</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| No water running out of spout | <ul style="list-style-type: none"> <li>A. Bottle is empty</li> <li>B. The buttons to dispense water were not depressed enough</li> <li>C. If bottle was just replaced there may be an obstruction or loose connection</li> <li>D. Cold water is not running out of the spout and the water dispenser was in extreme conditions</li> </ul> | <ul style="list-style-type: none"> <li>A. Replace with a full bottle</li> <li>B. Press the buttons down completely. If the hot water is not coming out of the spout make sure the child lock is pushed forward at the same time the button is depressed</li> <li>C. Shut off the heating and cooling switches, Unplug the water dispenser and make sure there is no plastic seal or other obstruction of the water bottle. Check to make sure the probe assembly is properly installed</li> <li>D. The water dispenser should be located in an area where the temperature is at least 50 degrees Fahrenheit. If it was in extreme conditions and water was frozen allow it to warm at room temperature</li> </ul> |
| Noisy Operation               | <ul style="list-style-type: none"> <li>A. The water dispenser is not on a flat, even surface</li> </ul>                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>A. Place the water dispenser on a flat, even surface</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

# TROUBLESHOOTING & WARRANTY

## LIMITED WARRANTY

Any repair, replacement, or warranty service, and all questions about this product should be directed to W Appliance Co. at **1 (855) 855-0294** from the USA or Puerto Rico.

W Appliance Co. warrants to the original purchaser that the product will be free from defects in material, parts and workmanship for the period designated for this product. The warranty commences the day the product is purchased and covers up to a period of **1 year (12 months) for labor/1 year (12 months) for parts (manufacturing defects only)/carry in service/ and a total of 2 years (24 months) for compressor part only**. W Appliance Co. agrees that it will, at its option, replace the defective product with either a new or remanufactured unit equivalent to your original purchase during the warranty period.

**Exclusions:** This warranty does not apply to the below:

1. If the appearance or exterior of the product has been damaged or defaced, altered or modified in design or construction.
2. If the product original serial number has been altered or removed or cannot be readily determined.
3. If there is damaged due to power line surge, user damage to the AC power cord or connection to improper voltage source.
4. If damage is due to general misuse, accidents or acts of God.
5. If repair attempts are done by unauthorized service agents, use of parts other than genuine parts or parts obtained from persons other than authorized service companies.
6. On units that have been transferred from the original owner.
7. On products that have been purchased as refurbished, like new, second-hand, in a "As-Is" or "Final Sale" terms.
8. To products used in a commercial or rental setting.
9. To products used in settings other than ordinary household use or used other than in accordance with the provided instructions.
10. To damages for service calls for improper installations.
11. To glass parts and other accessory items that are included with the unit.
12. Transportation and shipping costs associated with the replacement of the unit.
13. Food loss for loss due to product failure or delay in service, repair or replacement.
14. Service calls to instruct you how to use your product.
15. Service calls to repair or replace the house fuse, reset the circuit breaker or correct the wiring in the house.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CUSTOMER; W Appliance Co. SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW. ANY IMPLIED WARRANTY OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE DURATION OF THE WARRANTY.

Some states do not allow the exclusion or limitations of incidental or consequential damages, or limitations on how long the warranty lasts. In these cases the above exclusions or limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

**Obtaining Service:** To obtain service, product literature, supplies or accessories please call **1 (855) 855-0294** to create a ticket for exchange/repair. Please make sure to provide the date of purchase, model number and a brief description of the problem. Our customer service representative will contact you or send detailed return instructions.

W Appliance Co. does not warrant that the appliance will work properly in all environmental conditions, and makes no warranty and representation, either implied or expressed, with respect to the quality, performance, merchantability, or fitness for a particular purpose other than the purpose identified within this user's manual. W Appliance Co. has made every effort to ensure that this user's manual is accurate and disclaims liability for any inaccuracies or omissions that may have occurred. Information in this user's manual is subject to change without notice and does not represent a commitment on the part of W Appliance Co.. W Appliance Co. reserves the right to make improvements to this user's manual and/or to the products described in this user's manual at any time without notice. If you find information in this manual that is incorrect, misleading, or incomplete, please contact us at **1- 855-855-0294**.

W Appliance Co.,  
New York, NY 10018



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