

## **WATERSTONE MODEL 5000 BASIC TROUBLE SHOOTING TIPS**

### **MY TANK WILL NOT HEAT WATER**

The model 5000 tank will take between 10 and 20 minutes to heat water to the setting specified on the temperature control dial. If after that time your tank is not heating water, make sure that it is plugged into a 110v electrical outlet. Keep in mind that sometimes the outlets under your sink are set up to be switched on with the garbage disposal. A good way to test the functionality of your outlet is to plug something else, like a lamp, into that outlet. If you have confirmed that your outlet is functioning properly and your tank still does not heat water after 20 minutes, please call Technical Support at **888-304-0660**.

### **MY FAUCET DRIPS FROM THE SPOUT**

After hot water has been dispensed during normal usage, your tank immediately starts the reheating process which brings the water back up to the temperature you have selected with the temperature control dial. During this time, it is very normal for the faucet spout to drip for a few minutes while the water in the tank is reheating. What you are seeing is steam condensation collecting on the inside of the spout and again, this is very normal.

### **OKAY, BUT MY FAUCET DRIPS ALL THE TIME**

The model 5000 is a zero-pressure vented system. What this means is that the tank is designed to vent air from the tank through your spout at all times. If your tank is dripping constantly, this is a symptom which may be caused by one of two things. The first thing to inspect and confirm is that the clear vent line which goes between the tank and the faucet is as short and as straight as possible. Any loops or kinks in this line will inhibit the tank from creating the required internal vacuum for normal operation.

The next thing to ensure is that the tank is being supplied sufficient water pressure on its inlet side. When the model 5000 hot tank does not get 60psi at 1 gallon per minute (both minimum requirements), it can not create the vacuum needed to draw water in the spout back down into the tank when the valve is closed. Especially at higher temperature settings where expansion is present, this will cause the faucet to vent water out of the spout. This typically manifests its self in the form of a slow, steady drip.

If you have measured the pressure being supplied to the tank to be 60psi range, and have confirmed that the clear vent line is straight and free of loops or kinks, dripping should not occur for any longer then a few minutes after you have used the tank. If you still experience problems at this point, please call Technical Support at **888-304-0660**.

### **MY WATER HAS A BAD TASTE or ODOR**

Waterstone Faucets products utilize food grade NSF approved plastics for the cold water inlet portion of the unit and stainless steel for the hot water reservoir. The possibility of leaching chemicals, which could cause a bad taste or odor, is eliminated by the use of these materials.

The most common cause of bad taste or odor is caused by unfiltered water. When hot water is dispensed, the odor and taste of these chemicals becomes accentuated by the steam and vapors still present in the hot water. The other common cause is plumbers putty or "pipe dope" used for sealing threads in new or newly repaired plumbing fixtures feeding the hot water tank. This results in a "metallic" taste in the water and can be cured by purging the hot tank and cleaning out any collected debris from the tip of the faucet.

## **MY FAUCET IS SPITTING AND STEAMING FROM THE TIP**

One of two things is most likely happening in this case. First, the hot tank has not been used for a prolonged period of time (usually several weeks) and has been allowed to evaporate down to a low internal water level exposing the heating element. As the heating element cycles on, the unit overheats at the water surface and creates steam. As a preventative remedy for this situation, remember to turn down the thermostat to the hot tank if you are going to leave your home for an extended period of time, and make sure to run the tank periodically to keep the fill level up to its normal operating levels.

The second possibility is that the thermostat is sticking in the closed position causing the heating element to run continuously overheating the tank resulting in spitting and steaming out the tip of the faucet. In this case, rotate the thermostat control knob on the front of the tank through its full range of setting several times to allow the bi-metal coil to “un-stick” and resume its normal function, then reposition the control knob to your desired temperature. If the problem persists, unplug the hot tank and call customer service/tech support.

Again, if you need assistance for your installation, please call us at **888-304-0660** and ask for Technical Support.