

Brio Essential Series Water Dispenser Troubleshooting Guide



Fixing inactive buttons

Fixing the buttons on the Bottom Loading unit is a simple process, and can be done in a matter of minutes. Sometimes if the unit is laid down flat or upside down while being transported, it can cause the buttons to come loose and disconnect from the valve. All you'll need to reconfigure the buttons is a phillips-head screwdriver and a glass to dispense water into.

- 1) Unplug the unit.
- 2) Turn the unit around so that you're looking at the back of it. Locate the two Phillips-head screws near the top of the unit, one on each side. You'll see that the two screws hold the top cover of the unit in place (See photo 1).
- 3) Remove the two screws so that you can lift the top cover off. The top cover locks into place via a plastic tongue and groove and connects with the front panel. To release it, simply lift the back of it (where you removed the screws) up about an inch or so, then pull the cover towards you (See photos 2 and 3). It will take a little tug to release, but don't worry, nothing will break while doing so. With the correct motion, the cover will come free (See photo 4).
- 4) Let the top cover hang off the side of the unit, connected by the wires. No need to disconnect the wire harness (See photo 4).
- 5) Place an empty glass on the drip tray under the spigot. If any of the buttons are currently functioning and dispensing water, look at that button from the inside of the unit, press it to dispense some water and watch the vertical plastic rod move up and down when you depress and release the button. The vertical rod connects to a horizontal plastic lever beneath it, which also moves, allowing the valve to open when the button is depressed and water to flow out (See photo 5).
- 6) Use your hand to reconnect the horizontal lever to its correct position, underneath the vertical rod, on any button that isn't working (See photos 6). Make sure the pieces are aligned the same way any active button is. Water may come out of the spigot while doing so, so make sure you put a glass in place on the drip tray, beneath the spigot to collect any drips.
- 7) After reconnecting the linkage pieces, see photo 7 to make sure they are in their correct positions. Test the buttons now to make sure they are all dispensing water properly.
- 8) Reattach the top cover the same way you removed it, put the screws back in, and plug your unit in.

PHOTO 1

PHOTO 2

PHOTO 3



PHOTO 4

PHOTO 5

PHOTO 6

PHOTO 7

