

**DELUXE COLLECTION**

Water Cooler  
Cold and Room

AQP-BM4



## **Congratulations on your purchase of a Aquaport Water Cooler - Cold and Room.**

This unit is easy to install and provides great tasting chilled and ambient temperature water.

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**Note: Please read through the instructions carefully before using or installing the product and ensure that the manual is kept in a safe place for future reference.**

**The system must be properly installed and located in accordance with the installation instructions before it is used.**

**During the set up of this product if you have any questions/ comments/ issues, DO NOT RETURN TO STORE.  
FOR SERVICE AND TECHNICAL ADVICE ON THIS PRODUCT FREE CALL 1300 764 325.**

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Register your warranty online at [www.aquaport.com.au/warranty-and-registration](http://www.aquaport.com.au/warranty-and-registration)

### **CUSTOMER HOTLINE: 1300 764 325**

Aquaport Corporation Pty Ltd  
70 Hardys Road, Torrensville SA 5031  
Telephone: 1300 764 325  
Facsimile: 08 8354 0722  
Email: [aquaport@aquaport.com.au](mailto:aquaport@aquaport.com.au)  
Web: [www.aquaport.com.au](http://www.aquaport.com.au)

**New Zealand Customers**  
Telephone: 0800 210 190  
Email: [info@aquaport.co.nz](mailto:info@aquaport.co.nz)



Electrical Requirements:  
Australia / New Zealand 220-240V 50/60Hz  
Rated Current: 0.8A  
Consumption: 85W  
Capacity:  $\leq 10^{\circ}\text{C}$  2L/H  
Climatic Class: T

## **OPERATION CONDITIONS AND SAFETY PRECAUTIONS**

Read all instructions carefully.

### **• DO NOT CONNECT POWER TO UNIT UNTIL WATER FLOWS FROM ALL TAPS**

- All components need to be installed in accordance with the user manual instructions for correct performance of unit.
- To reduce the risk of fire or electric shock, turn off power and unplug from the power socket before cleaning the unit.
- Never clean with scouring powders or abrasives.
- Keep the product away from direct sunlight.
- For best performance, do not place the unit near an oven, heater, direct sunlight or any other heat source.
- Please clean the unit every 1-2 months.  
Sanitising liquid and sachet packs are available on 1300 764 325.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Ventilation – The water cooler air vents must not be obstructed at any time and free from dust accumulation, air flow is required for unit to operate effectively. Place unit in a flat well-ventilated location at least 100mm from wall or other appliances.
- Unplug from outlet when not in use and before cleaning.
- To protect against fire, electric shock and personal injury, do not immerse cord, plugs, or appliance in water or other liquid.
- Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, or has been damaged in any manner.

- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electric shock or personal injury. Warranty will be void.
- Do not use outdoors.
- Do not use appliance for other than intended use.
- This appliance should always be used in conjunction with a safety switch.
- Ensure unit is properly grounded.
- A power outlet is required to operate the water cooler.
- Do not immerse water cooler base in water.
- Unauthorised disassembling of the product will void the warranty.

**During the set up of this product if you have any questions/ comments/ issues, DO NOT RETURN TO STORE.**

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FREE CALL 1300 764 325**

## **SPECIAL PRODUCT INSTRUCTIONS**

This product is designed for either household or office use.

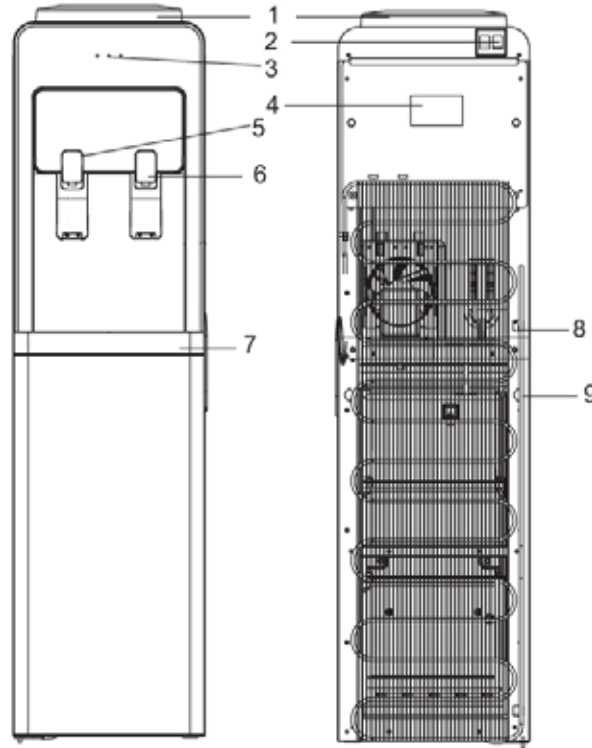
Each model is designed to supply a certain maximum number of servings per hour. Please consult with your sales representative or our website for the proper unit for your specific needs.

Any servicing other than cleaning and user maintenance will violate the terms of this WARRANTY and warranty will be void.

## Parts Identification Diagram

1. Bottle Support
2. Power/Cooling Switch
3. Indicator Lights
4. Technical ID Plate
5. Room Temperature Tap
6. Cold Temperature Tap
7. Drip Tray
8. Power Cord
9. Drain Plug
10. Cup Dispenser Holes  
(not shown\*)

\*located on the side of the unit, cup dispenser sold separately



### **A. Water Cooler Installation for Spring Water bottles.**

Please follow the instructions below if you are using a spring water bottle.



Do not turn on the water cooler until the following instruction have been followed.

1. Vertically insert a spring water bottle into the bottle support on top of the water cooler, the spike will pierce the bottle cap. You will see bubbles appear inside the bottle, wait until the bubbling has stopped before dispensing water from both taps.

**Note:** If you are applying a spring water bottle to the water cooler for the first time and you do not see any bubbles appear inside the bottle, open both taps until the bubbling starts and water flows from both taps. Refer to the trouble shooting guide for more information.

2. Once the bubbling has stopped, drain 1-2lts of water from both taps.

**Note:** The water cooler has been flushed before it left the factory however we strongly recommend 2-3lts of water is flushed through the unit before using.

3. Insert the power plug into the wall socket, and turn the power/cooling switch ON. The power/cooling switch is situated at the rear of the unit.

4. At the front of the unit there are 3 indicator lights, the POWER light will continually illuminate while the unit is turned on. The COOLING light in the middle will illuminate when the compressor is running and cooling the water. When cooling is finished the COOLING light will turn off and the COLD auxiliary light will illuminate until cooling is required again.
5. When the unit is turned on for the first time, allow the unit to cool the water for 1-2 hours before dispensing cold water.

## B. Water Cooler Installation for Filter bottle.

Please follow the instructions below if you are using a filter bottle.



Do not turn on the water cooler until the following instructions have been followed.

1. Remove the bottle support and spike from the water cooler.  
See figure 1.
2. To remove the bottle support, turn bottle support anticlockwise and then grab the bottle support and vertically pull off.
3. When the bottle support is removed, you should be able to see inside the stainless steel cooling tank.

Fig 1



4. Follow the instructions that come with the filter bottle for correct installation.
5. Place the filter bottle on top of the water cooler and fill as per the instruction in the filter bottle user manual.

**Note:** Filter bottles generally have a slower flow rate compared to spring water bottles, hence it will take longer to fill the cooling tank. Allow the cold tank to fill for 30 minutes before following Steps 2-5 as explained in section A) water cooler Installation for Spring Water bottles.

## C. Product Use

Always closely supervise children around this appliance.

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

The Aquaport water cooler has been rated to provide a limited number of servings per hour. On average you should be able to receive 2-4L of cold water within 1hour. Higher ambient temperature will affect its performance.

The thermostat has been set by the manufacturer and does not need to be adjusted. Do not adjust the thermostat unless advised by Aquaport. Unauthorised adjustment or modification to the unit will void the warranty.

Do not hesitate to contact our Customer Care Service line on 1300 764 325 or [aquaport@aquaport.com.au](mailto:aquaport@aquaport.com.au)

#### **D. Water Cooler Not Used For Long Periods**

If the AquaPort water cooler will not be used for a long period of time, turn the unit off from the rear power/cooling switch and unplug from the wall socket. Remove the spring water or filter bottle from the unit and drain all water from the taps. Ensure that no water is left inside the cooling tank or hoses.

**Note:** Water can be drained via the rear drain plug. Please ensure you have a container/bucket to catch the water before opening drain plug. Drain plug must be installed correctly to avoid any water leakage.

#### **E. Sanitation**

We recommend that the water cooler be cleaned and sanitised every 1-2 months. AquaPort Liquid Sanitisers, (Product Code: AQP-LSAN) are available on 1300 764 325.

**WARNING:** Before cleaning the unit, turn the power OFF and unplug the unit to avoid electrical shock.

Hand wash all components:

- Remove bottle support and spike, see page 5. (B. 2.)
- Pull out the plastic inner dividing plate/baffle inside of the tank.
- Wash the stainless steel tank reservoir and rinse out. Drain all water out through the taps, and via the rear drain plug. **AVOID GETTING ANY WATER ON THE UNIT.**
- Use a soft damp cloth to wipe down the unit.
- Do not submerge the unit in water or spray with any harsh cleaning substances.
- After cleaning the product, reinstall the plastic inner dividing plate/baffle, replace bottle support and spike if necessary and ensure water is running out of the taps before turning on the power/cooling switch.

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## F. Trouble Shooting

### BEFORE YOU CALL FOR SERVICE PLEASE REVIEW THE TROUBLE SHOOTING TIPS FIRST.

Problem	Possible Causes	What To Do
No Power	<ol style="list-style-type: none"><li>1. Unit is not plugged into the wall socket.</li><li>2. Power/cooling switch at rear of unit is turned off.</li><li>3. Fuse has blown.</li></ol>	<ol style="list-style-type: none"><li>1. Check connection to wall socket.</li><li>2. Turn unit on from rear power/cooling switch.</li><li>3. Replace with new fuse.</li></ol>
Not Cooling	<ol style="list-style-type: none"><li>1. Unit is not plugged into the wall socket.</li><li>2. Power/Cooling switch at rear of unit is turned off.</li><li>3. Unit may have been laid down during transport.</li></ol>	<ol style="list-style-type: none"><li>1. Check connection to wall socket.</li><li>2. Turn unit on from rear power/cooling switch.</li><li>3. If the unit has been laid down during transport, keep the unit up right for 48 hours before turning on. If still not cooling call customer service on 1300 764 325.</li></ol>
Water is leaking. *99% of leaks that may occur with this unit are caused by the bottle used with the water cooler*	<ol style="list-style-type: none"><li>1. Pin hole in spring water bottle.</li><li>2. Faulty float valve on filter bottle.</li><li>3. Tap is not installed correctly.</li><li>4. Loose hose connection.</li></ol>	<ol style="list-style-type: none"><li>1. Pin hole leaks are common when using polycarbonate spring water bottles. It is highly recommended that the spring water bottle is replaced and the fault reported to the spring water supplier.</li><li>2. Float valve on filter bottle is not shutting off, contact filter bottle supplier for replacement float valve.</li><li>3. Ensure the tap is screwed onto the water cooler tightly.</li><li>4. Call customer service on 1300 764 325.</li></ol>

Problem	Possible Causes	What To Do
No Water Flow From Faucet	<ol style="list-style-type: none"> <li>1. Water bottle is empty.</li> <li>2. Air block.</li> <li>3. Unit is freezing.</li> <li>4. Filters are blocked in the filter bottle.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace spring water bottle or re-fill filter bottle.</li> <li>2. Open both taps until water dispenses from both taps. An air block will only usually occur when the unit is brand new.</li> <li>3. If the cold thermostat has been adjusted then this may cause the unit to over cool and freeze. Reset back to factory setting. If the thermostat has not been adjusted Call customer service on 1300 764 325.</li> <li>4. Change filter cartridges in filter bottle or re-soak the filters to loosen material inside according to the filter instructions.</li> </ol>
Bad Taste From Cooler	<ol style="list-style-type: none"> <li>1. Filters are old.</li> <li>2. Contaminated water supply.</li> <li>3. Unit is brand new.</li> </ol>	<ol style="list-style-type: none"> <li>1. Change filters in filter bottle.</li> <li>2. Check with spring water supplier to ensure water has not been contaminated.</li> <li>3. Flush water from the unit thoroughly for 10 minutes to alleviate taste. If taste persists drain all water from unit and air for 24 hours with the taps opened before re-filling with water. If the problem persists you may wish to sanitise the cooler. Call customer service on 1300 764 325.</li> </ol>
Excessive Noise From Unit	<ol style="list-style-type: none"> <li>1. Improper installation.</li> <li>2. Damaged during transport.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn off unit and ensure the unit is on a solid level surface.</li> <li>2. Call customer service on 1300 764 325.</li> </ol>

### **Your Aquaport Australian 12 Month Repair or Replacement Warranty**

Aquaport warrants this appliance to the first purchaser and subject to the stated conditions:

Warranty covers any defects in material or workmanship in the manufactured product within the first twelve months from date of purchase.

To make a warranty claim you must call Aquaport on toll free number 1300 764 325 for instructions.

Product will be repaired or replaced at our discretion. Repair or replacement costs will be covered under warranty by Aquaport.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being replaced. Refurbished parts may be used for the repair of goods.

The benefits given to you by this warranty are in addition to other rights and remedies of the consumer law in relation to the goods or services to which this warranty relates.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonable foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

### **Conditions Of This Warranty:**

1. This product has been fully installed in accordance with the user manual installation instructions.
2. The warranty extends only to repairing or replacing any component that proves to be defective in material or workmanship.
3. The warranty does not cover defects occasioned by misuse, alterations, accidents, or used for other than the intended purpose.
4. The warranty does not cover use of this product where water is microbiologically unsafe or of unknown quality, without adequate disinfection before or after the system.
5. The warranty does not cover damage to the product caused by accident, fire, or floods, power surges or blackouts.

### **Please keep purchase receipt in a safe place.**

To enable us to register your warranty and provide service should a problem occur, we recommend you register your warranty online at: [www.aquaport.com.au/warranty-and-registration](http://www.aquaport.com.au/warranty-and-registration)

### **Customer Care 1300 764 325**

Aquaport Corporation Pty Ltd  
70 Hardys Road, Torrensville SA 5031  
Customer Care 1300 764 325

### **New Zealand Customers**

Telephone: 0800 210 190  
Email: [info@aquaport.co.nz](mailto:info@aquaport.co.nz)



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Aquaport Corporation Pty Ltd  
70 Hardys Road, Torrensville SA 5031  
Telephone: 08 8354 0711  
Facsimile: 08 8354 0722  
Email: [aquaport@aquaport.com.au](mailto:aquaport@aquaport.com.au)  
Web: [www.aquaport.com.au](http://www.aquaport.com.au)

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