

**IMPORTANT: Do Not Return Dispenser to Store.**

If you have questions or issues please contact 1-866-429-7566 for expert assistance.

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## Bottom Loading Water Dispenser

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**Model # 601000**



TO REDUCE THE RISK OF INJURY AND PROPERTY DAMAGE, USER MUST READ THIS MANUAL BEFORE ASSEMBLING, INSTALLING & OPERATING DISPENSER.

**SAVE THIS MANUAL FOR  
FUTURE USE**



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## FEATURES & FUNCTIONS

To watch videos detailing the features and functions of this unit, please visit [www.primowater.com](http://www.primowater.com).

**Dispenser Controls** – Touch sensitive. Unlock, Hot and Cold.

**Power and Unlock Indicator** – Green lock icon means there is power to the unit. Green circle indicates hot control is unlocked and ready to use.

**Operating Indicators** – Circular lights mean dispenser is heating or cooling water: Red for Hot and Blue for Cold.

**Empty Bottle Indicator** – Blinks to alert you water bottle is empty.

**Spout** - Hot & Cold water comes out here. Silver coating helps kill bacteria from standing water.

**Bottle Support** – Helps align sports bottles and glasses with spout to eliminate spills.

**LED Nightlight** – Located behind bottle support. Helps in low light.

**Probe Assembly** – Located inside cabinet. Connects to bottle to allow water to be pumped into hot and cold tanks.

**Drip Tray** – Collects spills. Remove to empty when full.

**Full Tray Indicator** – Red float warns when tray needs to be emptied.

**Probe Hanger** – Located inside door at top. When changing bottles, hang probe here to help keep it clean.

**Water Bottle** – Not included. Uses 3, 4 or 5 gallon bottles. Go to [www.PrimoWater.com](http://www.PrimoWater.com) to find Primo Water at a store near you.

**Energy Saver Switches** – Located on back of dispenser. Switch red control to off to stop heating. Switch green control to off to stop cooling.

**Drain** – Located on back of dispenser. Switch red control to off to stop heating. Switch green control to off to stop cooling.

**Nightlight Switch** – Located on back of dispenser. Allows you to choose to have the nightlight ON or OFF.

**Feet** – Adjustable to level dispenser on uneven surfaces.



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## **WARNING**

**To reduce risk of injury and property damage, user must read this entire guide before assembling, installing & operating dispenser.**

**Failure to execute the instructions in this manual can cause personal injury or property damage and may void warranty.**

**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 indoor use only. 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.
- Position back 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 connect your water dispenser to an extension or surge protector.
- 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.
- Service should be performed only by a certified technician. Please contact us at 866-429-7566 for assistance.

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## GETTING STARTED

To watch videos of the processes noted in this section, please visit [www.primowater.com](http://www.primowater.com).

### Locate Dispenser

1. Place dispenser upright.

**Notice: To avoid damage to compressor, allow dispenser to sit upright at least 45 minutes before proceeding.**

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

**Notice: Do NOT plug in power cord yet.**

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. Level dispenser by raising and lowering feet. Turn clockwise to raise height and counterclockwise to lower.

### Install Drip Tray

1. To install Drip Tray, align pegs with holes and gently push down into place.

### Install Water Bottle

1. Open dispenser door.
2. Place probe assembly on probe hanger.
3. Place fresh bottle outside of cabinet.
4. Remove entire plastic cap from top of bottle.
5. Clean outside of new bottle with a cloth.
6. Place probe into bottle.
7. Slide collar down until it clicks in place.
8. Push head down until tubes hit bottom of bottle.
9. Slide bottle into cabinet and close door.

### Provide Electricity

1. Plug cord into a properly grounded wall outlet.
2. At this time:
  - a. The lights on the dispenser will go through a test pattern. When complete the lock icon will be green, indicating there is power.
  - b. The pump will begin to move water from the bottle to the hot and cold tanks. It will take up to 20 minutes to fill the tanks for the first time. During this period the pump will run continuously. This is normal.

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### **Activate Heating & Cooling**

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

1. To activate, push top side of power switches in to start heating and cooling water.
  - If you do not want to heat water, push bottom side of red switch in.
  - If you do not want to cool water, push bottom side of green switch in.
2. Once the power switches are activated:
  - The wavy lines on the control panel will light up red, indicating the unit is heating water. Once water in the hot tank is properly heated, the red light will turn off automatically.
  - The snowflake icon on the control panel will light up blue, indicating the unit is chilling water. Once water in the cold tank is properly chilled, the blue light will turn off automatically.

### **Activate Nightlight**

Push top side of blue power switch in to turn light on. Push bottom side in to turn light off.

### **Register Online**

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

Go to **[www.PrimoWater.com](http://www.PrimoWater.com)** and click on **Customer Care**.

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## **DISPENSING WATER**

To watch videos of the processes noted in this section, please visit **[www.primowater.com](http://www.primowater.com)**.

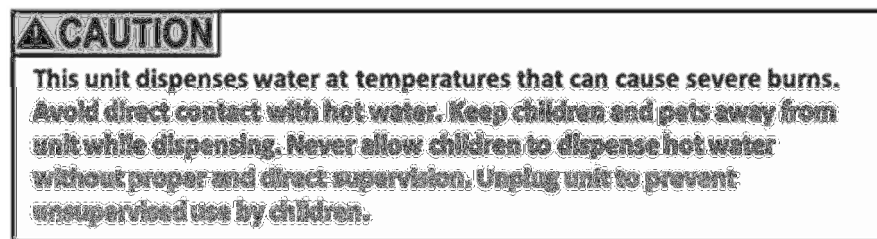
This unit has been tested and sanitized prior to packing and shipping. During transit dust and odors can accumulate in the tank and lines. Dispense and dispose at least one quart of water prior to drinking any water.

### **Dispensing Cold Water (37°F to 50°F)**

After setup, it will take up to 1 hour to get water to maximum cold temperature. During this time the compressor could run continuously. This is normal.

1. Center bottle, glass, pitcher or cooking pot below spout.
2. Touch cold water control to start cold water flow.
3. Release control once desired fill level is achieved.

### **Dispensing Hot Water (185°F – 210°F)**



Please visit **[www.PrimoWater.com](http://www.PrimoWater.com)** for more useful information, instructional videos, tips and special offers.

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After setup, hot water will be available in 15-20 minutes.

**Notice: Use only cups, mugs or pots that can safely contain hot water.**

1. Center cup, mug or pot below spout.
2. Release safety lock by touching the lock icon. The green circle will light up indicating the control is unlocked. You have three seconds to contact the hot water control before the control is automatically locked.
3. Touch hot water control to start hot water flow.
4. Release control once desired fill level is achieved. Note - Once the control is released it relocks immediately.

### **Changing Bottles**

When your bottle needs to be replaced the empty bottle icon on the far right of the control panel will flash orange to alert you. Replace the bottle as soon as possible.

**Notice: Do not dispense hot or cold water if the orange light is flashing as you could empty the tanks and cause the dispenser to overheat.**

1. Open dispenser door.
  2. Slide empty bottle out of cabinet.
  3. Remove probe assembly from empty bottle and let water from probe drip into bottle. Once dripping has stopped, place probe assembly on probe hanger.
  4. Recycle empty bottle at your local exchange center to receive your next bottle at a discount.
  5. Place fresh bottle outside of cabinet. Remove entire plastic cap from top of bottle. Clean outside of new bottle with a cloth.
  6. Place probe into bottle. Slide collar down until it clicks in place. Push head down until tubes hit bottom of bottle.
  7. Slide bottle into cabinet and close door.
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## **TROUBLESHOOTING**

To watch a complete library of troubleshooting videos, please visit [www.primowater.com](http://www.primowater.com).

### **Water is leaking.**

- Unplug dispenser, 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 there is power to the unit and you are operating controls per instructions.

### **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.
- 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.

### **Nightlight is not Working**

- Make sure the power cord is properly connected to a working outlet.
- Make sure nightlight power switch on back of dispenser is ON.

### **Dispenser is Noisy**

- Make sure the dispenser is level by adjusting the height of the feet.

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## **LIMITED WARRANTY**

Primo Water Corporation, ("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 two (2) years 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.

The Limited Warranty does not cover any failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, improper installation or improper 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 TWO (2) YEARS EXPRESS WARRANTY, VENDOR DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE 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 of special, incidental or consequential damages, or limitations on how long a warranty lasts, so the above exclusion and limitations may not apply to you.

**Primo Water Corporation**  
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**[www.PrimoWater.com](http://www.PrimoWater.com)**

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