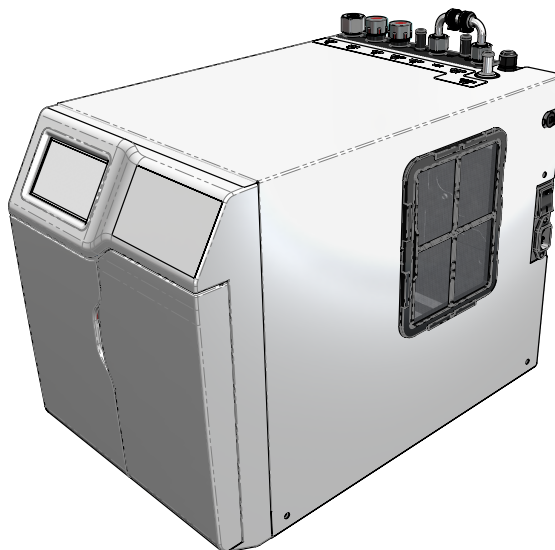


# Zip HydroTap® G4



## Installation and Operating Instructions

### BC100/75 range



**Affix Model Number Label  
Here  
802411**

## Tap Options

The Zip HydroTap G4 appliance series offers a range of interchangeable taps to suit the customer's needs



Classic Tap



Arc / Cube Tap



Elite Tap

These taps are directly compatible with the HydroTap G4 Command Centre.



Arc / Cube Mixer

The Mixer tap range is an additional series of taps that may be used in conjunction with any one of the taps shown above, to create 4-in-1 models



Classic All-In-One



Celsius All-In-One

The All-In-One Tap is a stand alone tap that may be used as an alternative to any of the above combinations.

## HydroTap Specifications

Installation Checklist .....	4
General Product Features.....	5
Important Safety Instructions .....	6
Warnings and Regulatory Information.....	7
Major Components and Accessories .....	8
Technical Specification .....	9
Before Installation and Site Requirements.....	10

## Installation Instructions

**STEP 1** - Fit the tap to the benchtop or sink before installing the Command Centre.  
(Refer to the Tap installation instruction book 803341)

**STEP 2** - Check for adequate ventilation

### Section 2- Ventilation

2.1- Ventilation for All Models .....	11
2.2- Cupboard Air Circulation .....	12

**STEP 3** - Install the Booster Heater (if required)

### Section 3 - Booster Heater Installation

3.1- Product Description.....	14
3.2- Installation Procedure .....	15
3.3- To Remove / Install the appliance .....	15
3.4- Braided Hose Connections .....	16

**STEP 4** - Install the Command Centre

### Section 4 - Command Centre Installation

4.1- External Bypass Valve .....	17
4.2- Hose and tube fitting .....	17
4.3- Model BC .....	18
4.4- Model AIO Mains .....	19
4.5- Model AIO Vented.....	20
4.6- Model 4-In-1 Vented .....	21

**STEP 5** - Commission the HydroTap

### Section 5 - Commissioning

5.1- Select the Language .....	22
5.2- Filter Flush .....	22
5.3- Boiling Calibration .....	23
5.4- Booster.....	23
5.5- Safety Sensor Calibration .....	24
5.6- Command-Centre Flush.....	24

Troubleshooting Table .....	25
End of Life Disposal .....	26
Contact Details.....	28

## Installation Checklist

### Before Installation:

- A. Read the instructions and check if there is adequate space to mount all of the components.
- B. Note: Not all fittings are supplied with the appliance kit. Isolation valves are not supplied.
- C. Check the mains water pressure is between 172 - 700kPa and 200 - 700 kPa when a booster is installed
- D. Check the water quality to determine if extra filtration will be required.  
**NOTE:** This product must be fitted to a potable water supply
- E. Check the appliance rating plate and ensure correct power is available for the appliance.
- F. Check the under counter cupboard supporting the appliance is adequate for the total weight of the appliance, when full of water.

### Before Commissioning:

- 1. Check the unit has been installed correctly.
- 2. Check all plumbing fittings have been tightened.
- 3. Ensure the outlet and vent pipes are positioned to drain correctly.
- 4. Ensure there is adequate ventilation.
- 5. Check all tubes from the Command Centre to the tap, have a constant rise and there are no sags or kinks in the hoses.
- 6. Check all electrical connections are correct and there are no loose wires.

### Commission: (see section 5)

- 7. Flush the supply line before connecting.
- 8. Turn on the water and check for leaks.
- 9. Flush the filter(s).
- 10. Where applicable, programme the unit to suit the customer's requirements.

## General Product Features

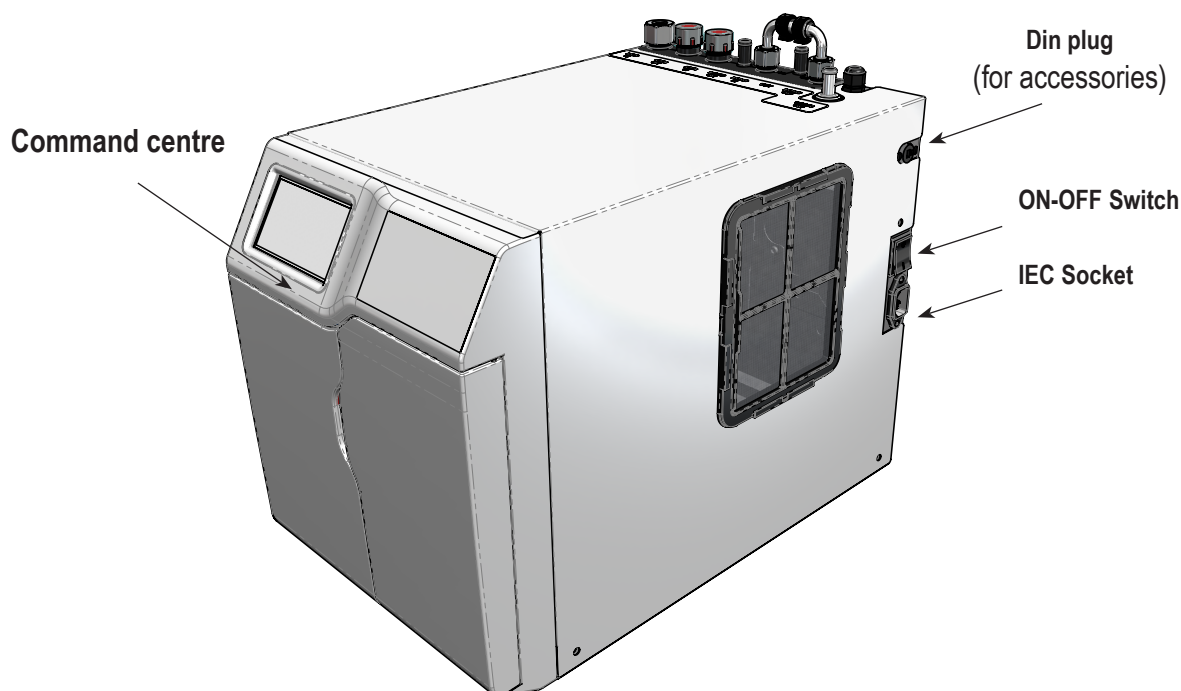
Thank you for purchasing a Zip HydroTap. Please read and follow these instructions carefully to ensure safe and trouble free service. If service is required, please call 1800 460 222.

### What is the Zip HydroTap ?

The Zip HydroTaps are electronically controlled, filtered, Boiling water and Chilled water drinking systems for kitchens and tea rooms. The HydroTap units are under bench drinking water appliances with a dispensing tap mounted on a sink or bench, which has been designed for commercial applications. These units utilise a conventional refrigerant compressor to chill the water and an immersion heating element to boil the water. These units dispense boiling water (factory set to 98°C) and chilled water (factory set to 6-10°C). These units are NOT designed to be used for sanitary fixtures.

The Boiling water units are fitted with a tap mounted, child safety lock. In addition, there are various energy saving options accessible via the main menu. Each unit is equipped with a self-calibrating program which caters for altitude adjustment. The water filter is a disposable item which will require periodic replacement and is covered by a limited OEM warranty.

It is important that the Installation be done safely, correctly and completely, in order to utilise all the benefits the HydroTap can provide. Each unit can be ordered with the Tap Head Assembly for Disabled use. The disabled levers are supplied with Braille caps for the visually impaired.



## Important Safety Instructions

This manual contains important safety and installation instructions for the Zip HydroTap G4.



### Safety

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.

For products sold in Europe, this appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

### Refrigerant

The Zip HydroTap unit contains R134A refrigerant under pressure. Maintenance of the refrigeration unit must be carried out by an accredited service provider or qualified refrigeration technician.

### Qualifications

If the power cable is damaged it must be repaired only by a qualified technician. To avoid hazards, all Installation procedures must be carried out by a suitably qualified tradesperson. The power cable and power outlet must be in a safe visible position for connection.

### Venting

Sometimes steam and / or condensed droplets may discharge through a vent outlet at the tap. If the tap is not installed using the Font pedestal, ensure the tap body is located so the tap outlet safely dispenses into the sink bowl area.

### Lifting

Take care when lifting the Zip HydroTap unit. Some units may exceed safe lifting limits. If you feel this is beyond your personal capabilities, please seek assistance with the lift. The weights of the units are marked on the packaging. Do not lift the unit by the front cover or any connections at the top rear of the unit. Refer to the technical specification for the weight of your product.

### Airflow

The ambient operating temperatures, when installed in a cupboard, must be between 5°C - 35°C. The system will operate satisfactorily only if proper air ventilation is provided and only if the recommended air gaps of 50mm on each side are provided. See section 2 for correct Installation details.

### Altitude

Water boils at varying temperatures at different altitudes. Your HydroTap adjusts for this during startup calibration and will recalibrate itself on a regular basis.

### Frost Protection

If this appliance is located where the ambient air temperature could fall below 5°C when the heater is not in use, do not turn off the appliance electrically. This safeguard does not offer the same protection to the connecting pipework and fittings.

## Important Safety Instructions

### Positioning

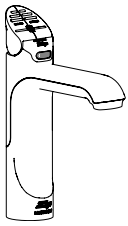
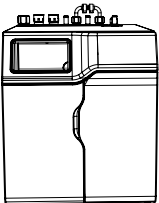

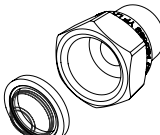
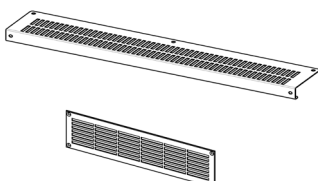
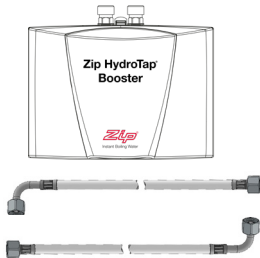
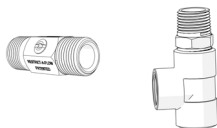
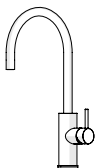
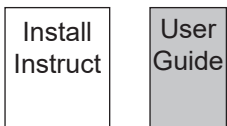
It is important to ensure the Command Centre is positioned in an accessible area close to the floor level. The unit must have its base mounted in a horizontal position with all inlets and outlets facing up. The Tap must be located above the Command Centre and positioned so that it dispenses into the sink bowl with ample clearance for a cup or tea pot.


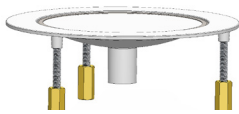
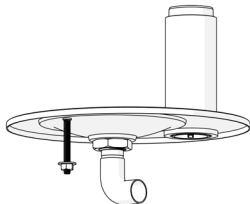

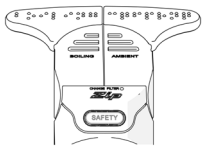


### WARNINGS

1. The Zip HydroTap unit must be earthed. The resistance of the earth connection from each exposed metal part must be less than 1 ohm.
2. All Installation and service work must be completed by trained and suitably qualified Tradespeople. Faulty operation due to unqualified persons working on this product, or any other Zip product may void warranty coverage.
3. Plumbing and electrical connections must be made in accordance with local regulations and relevant standards. In Australia and New Zealand: Plumbing standard AS/NZS 3500 & Electrical Wiring Rules AS/NZS 3000.
4. This HydroTap product is rated for 230V 50Hz AC operation.
5. This unit must be installed with adequate clearances of 50mm on all sides, and 200mm above, to allow for air circulation. Additional means of ventilation is critical if the vent kit, as supplied, cannot be fitted.
6. Flush water supply lines before any plumbing connections are made, to prevent sediment from affecting operation.
7. The Command Centre must not be located near, or cleaned with water jets.
8. This product is designed for indoor use and must not be installed outdoors or exposed to the elements of nature.
9. For safe operation, the HydroTap is designed to be installed, commissioned and used within 48 hours. Should the HydroTap not be required for an extended period of time (72 hours or more), do not fill and commission the HydroTap until ready for first use.
10. For water taste and quality reasons, following any non-use period of more than 72 hours, Zip recommends to perform a system flush. Failure to flush the system may affect water quality.
11. Due to the process of continuous improvement, Zip Water reserves the right to change details mentioned in this manual, without notice.

## Major Components and Accessories

Parts supplied	Description
	1 x Tap option with hoses (Classic tap shown)
	1 x HydroTap Command Centre with air and water filters
	1 x Mains water connection hose
	1 x Connector + Strainer Sub-assy
	Vent Kit 1 x Inlet vent 1 x Outlet vent 9 x Screws
	1 off HydroTap Booster Heater & hoses. (supplied with BCHAV model)
	1 x Flow Restrictor and Tee piece for Mixer taps and select models
	1 x Mixer Tap for 4-In-1 and select models (with hoses)
	1 x Installation Instructions (this book) and 1 x User Guide

Accessories	Description
	HydroTap Booster Water System with connection hoses
	Font Kit for Arc & Cube Models
	Font Kit for Classic & Elite Models
	Replacement Filter
	Disabled Lever Kit



## Technical Specifications

Model	Cups of Boiling Water per Hour	Glasses of Chilled Water per Hour
BC	100	75

Models	
BC	Boiling and Chilled
BCHA	4 in 1
A	All in One - Mains
AV	All in One - Vented
D	Disabled lever controls (optional accessory)

### Note:

- The Cup measurement = 167ml and the Glass measurement = 200ml
- Chilled water will continue to be dispensed after the rated capacity has been used, although this may be at slightly higher temperature.

	Power outlets required	Power Rating (kW)	Boost Rating (kW)	Unit Dimensions W x D x H (mm) with air duct	**Dry Weight (kg)
<b>Boiling Chilled</b>					
BC100/75	1x10A	2.05	N/A	280 x 470 x 335	24
<b>4 in 1</b>					
BCHA 140/75	2x10A	2.05	2.2	280 x 470 x 335	24
<b>All in One</b>					
BCHA-A 100/75	1x10A	2.05	N/A	280 x 470 x 335	24
BCHA-AV140/75	2x10A	2.05	2.2	280 x 470 x 335	24

\*\* Add an extra 4-5 kg when full of water

## Before Installation



**Before installing ensure that the following have been provided at the installation site:**

- Review all the technical specifications.
- Ensure the underbench can support the product weight when full of water, (allow an extra 4-5kg when full. )
- Sufficient space in the cupboard to install all of the Command Centres in accordance with these Installation Instructions. Refer to technical specification for dimensions. Make allowance for a booster heater and / or water softener if required. Refer to section 3 & 4, for Installation instructions.
- For Zip HydroTap 100/75 models, a 220-240V, 10A AC power outlet will be required. For Zip HydroTap 140/75 models, two 220-240V, 10A power outlets will be required (one power outlet for the Zip HydroTap and the other for the Booster heater).



**Note: Check all cable and hose lengths against inlet /outlet positions before proceeding**  
(See section 5 for general layout).

- A potable water supply connection with isolating valve inside the cupboard within reach of the braided hoses and positioned so that the connection point and the stop cock will not be obstructed when the Command Centres are installed.
- For the mains pressure All-In-One, an external hot and cold water supply will be required.
- If an external filtration or water softening device is required, then it is important to allow extra space for these items.
- A cold water supply with a minimum working pressure of 172kPa and a maximum working pressure of 700kPa connected via an isolation valve and 200 - 700kPa when a booster is installed.
- The fitting of an air flow duct, attached to the right hand side of the unit, requires a rectangular cut size of 284mm x 45mm, to provide adequate warm air displacement. See section 2.
- The appliance must be placed with its base in a horizontal position.

**IMPORTANT!** Do not proceed with the installation if these requirements are not met.

### Special Tools Required:

In addition to normal tools, the following will be required:

For the standard and Mixer taps:

- 35mm diameter sheet metal hole punch for sink tops (not supplied)
- 35mm diameter hole saw for timber bench tops (not supplied)
- Nut runner tube spanner (supplied) for fixing tap assembly.

For the All-In-One tap:

- 50mm diameter sheet metal hole punch for sink tops (not supplied)
- 50mm diameter hole saw for timber bench tops (not supplied)
- Nut runner tube spanner (supplied) for fixing tap assembly.

# Section 1

## Tap Installation

Refer to the Tap installation instruction book 803341.

# Section 2

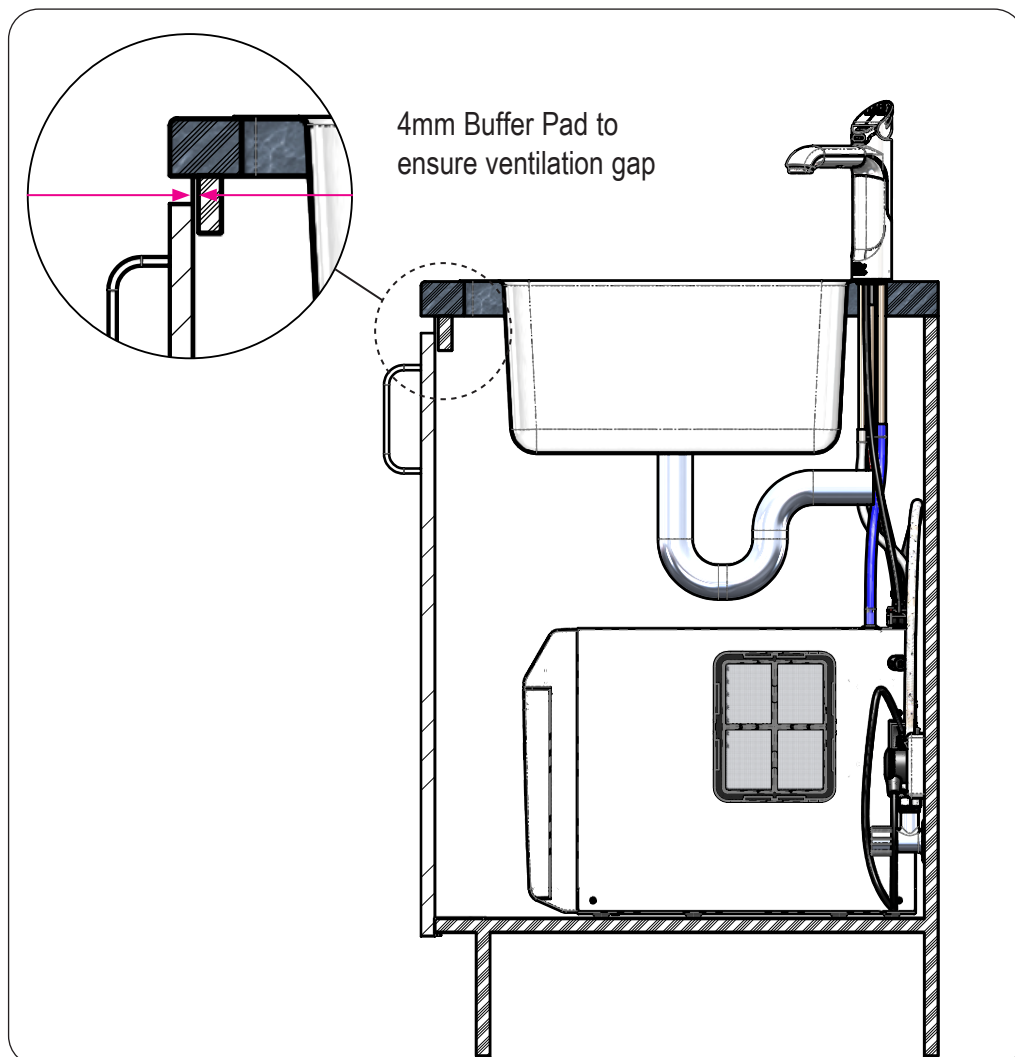
## Ventilation

### 2.1 Ventilation for All Models

Proper air circulation must be provided for all models. The system will operate correctly only if the recommended air gaps are achieved during installation.

It is important that the 4mm door buffers are fitted to the inside edge of the cupboard door to allow sufficient air circulation inside the cupboard (see diagram below).

 **IMPORTANT:** Allow clearance of 50mm either side, and 200mm above the Command Centre.



## Ventilation

**When installing air flow ducts, the following tools will be required:**


- Jigsaw and a 12mm Drill
- Keyhole or Wall Board saw.

### 2.2 The following instructions are critical if there is insufficient cupboard air circulation

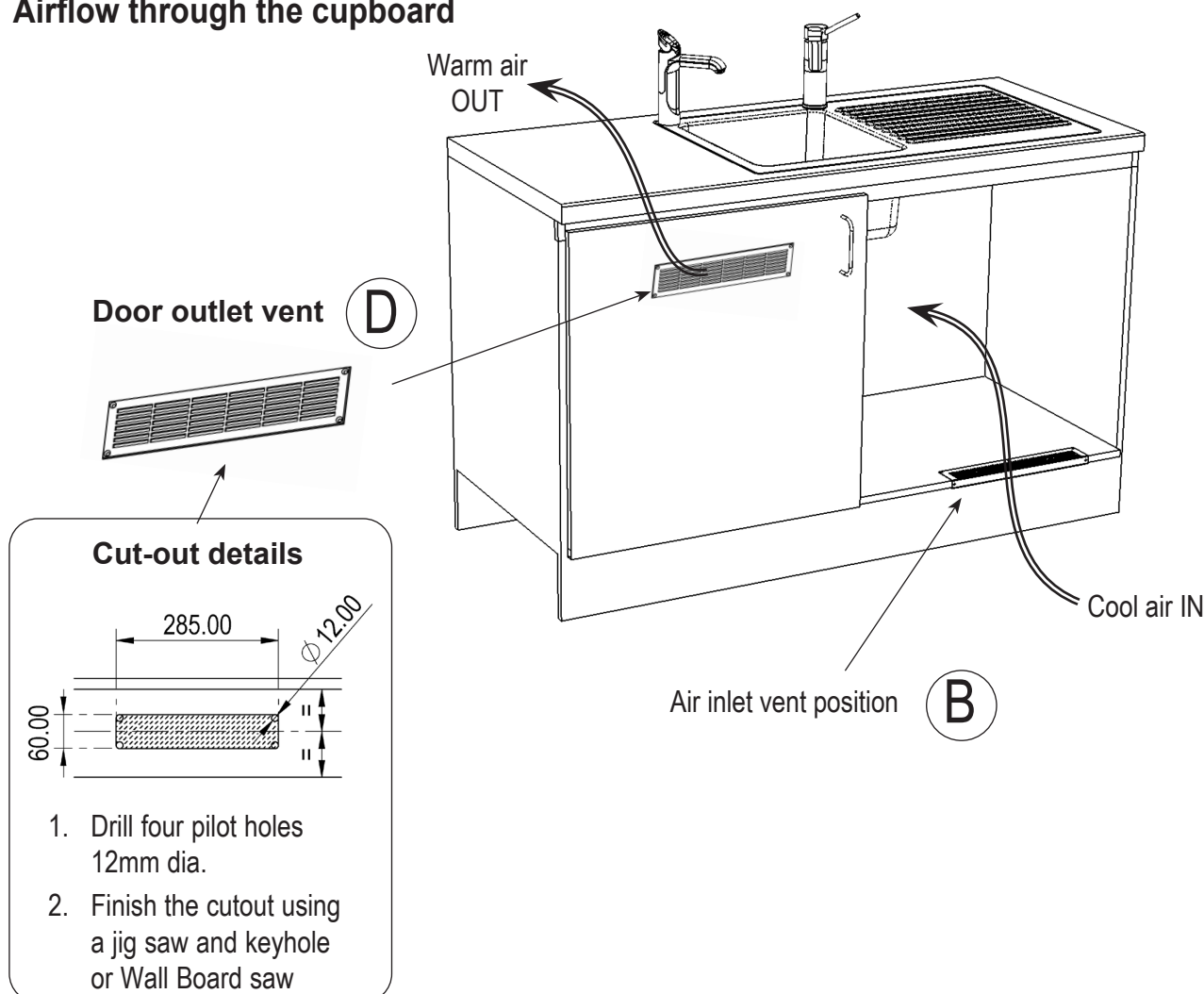
If the air flow, using the silicone door buffers, is insufficient, it will be necessary to fit a standard HydroTap vent kit, which ensures heat dissipation through natural convection via installed vents.

For high use applications, where the cupboard space temperature is near 35°C, or higher, the inlet vent (See Item B below) and silicon buffers, need to be fitted. If the airflow is still insufficient to maintain normal operating temperatures then the door outlet vent (See item D below) will need to be fitted.

Alternatively a fan kit may be installed, using the AUX din plug of the right hand side of the appliance (Contact your local service centre for availability).

 **Note:** The vent kit has to be installed in a way that allows air to be drawn in from the bottom of the cupboard and expelled through the top of the cupboard. Therefore placement of the outlet vent should be towards the top of the door or on the side of the cupboard.

#### Airflow through the cupboard

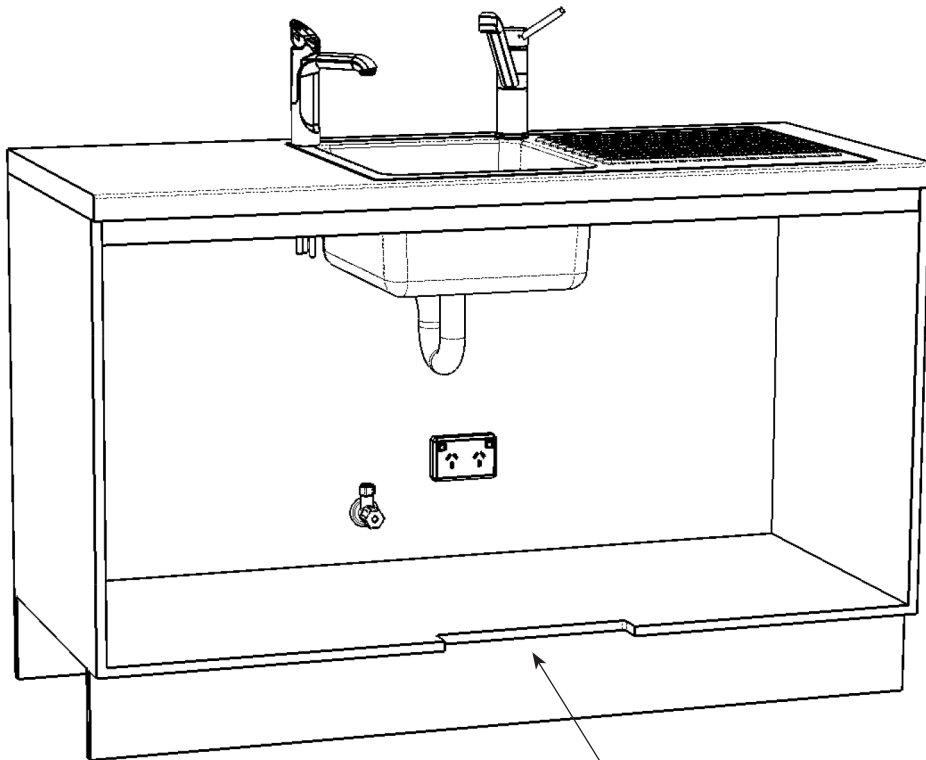


## Ventilation

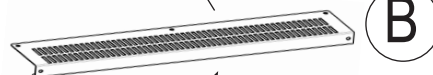
### Typical Cut out procedure for



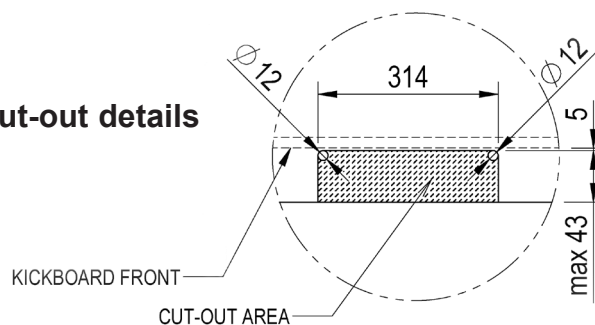
1. Mark out and cut the air inlet and door outlet holes as shown
2. Ensure the air inlet vent and air outlet vent are positioned at opposite ends of the same cupboard space.
3. Fit the inlet vent, as shown and secure with 5 screws
4. Fit the outlet vent, as shown in the hottest part (top) of the cupboard and secure with 4 screws



Air inlet vent



#### Cut-out details



1. Drill 2 holes  $\varnothing 12$  as shown on sketch

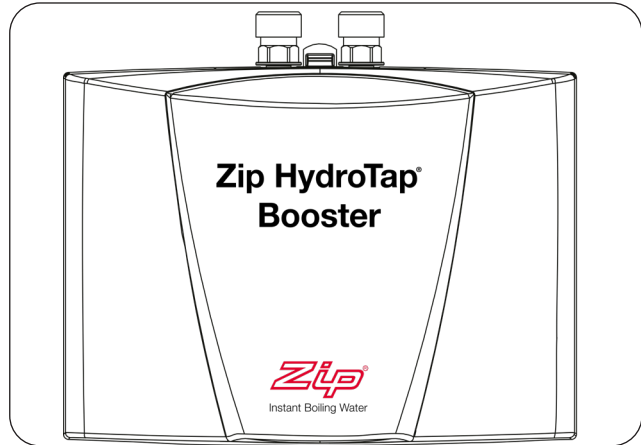
2. Finish cut-out using Jigsaw

# Section 3

## Booster Heater

### 3.1 Product Description

The boost unit is a compact, electronically controlled auxiliary water heater. It is intended to provide pre heating of water before it enters the Zip HydroTap G4 boiling tank. The Booster is supplied as standard equipment with all 140 cup models. However, it may be later installed, as an accessory for the 100 cup models, to increase their delivery to 140 cups.



**Note 1:** water connection

Blue marking: water in

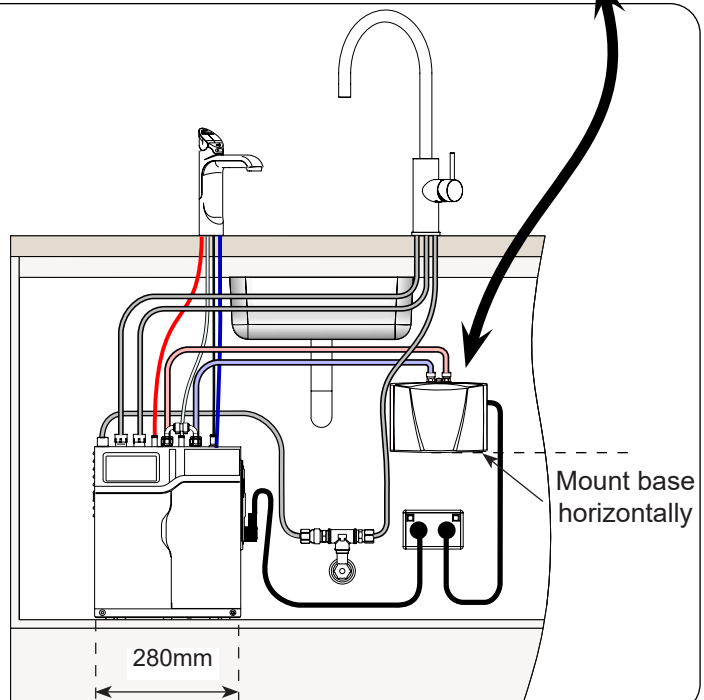
Red marking: water out.

The braided hoses cannot be lengthened.

**Note 2:** The electrical cable length is 1.0 metre.

**Note 3:** Position the Booster within reach of the fixed hose lengths, keeping the Booster as close as possible to the Command Centre inlet/ outlet fittings.

**Note 4:** Ensure the Booster heater is mounted in an upright position (as shown) with a horizontal base.



### Booster Specifications:

	Rating	Unit
Nominal Power Rating	2.2	kW
Nominal Current	10	A
Electric Supply 50Hz AC	230	V
Elect flex and plug (black) - 1 metre length (with 90° Australian plug)	10	A
Fixed Flow Rate	1.2	L/min
Minimum water pressure	200	kPa


### 3.2 Installation Procedure

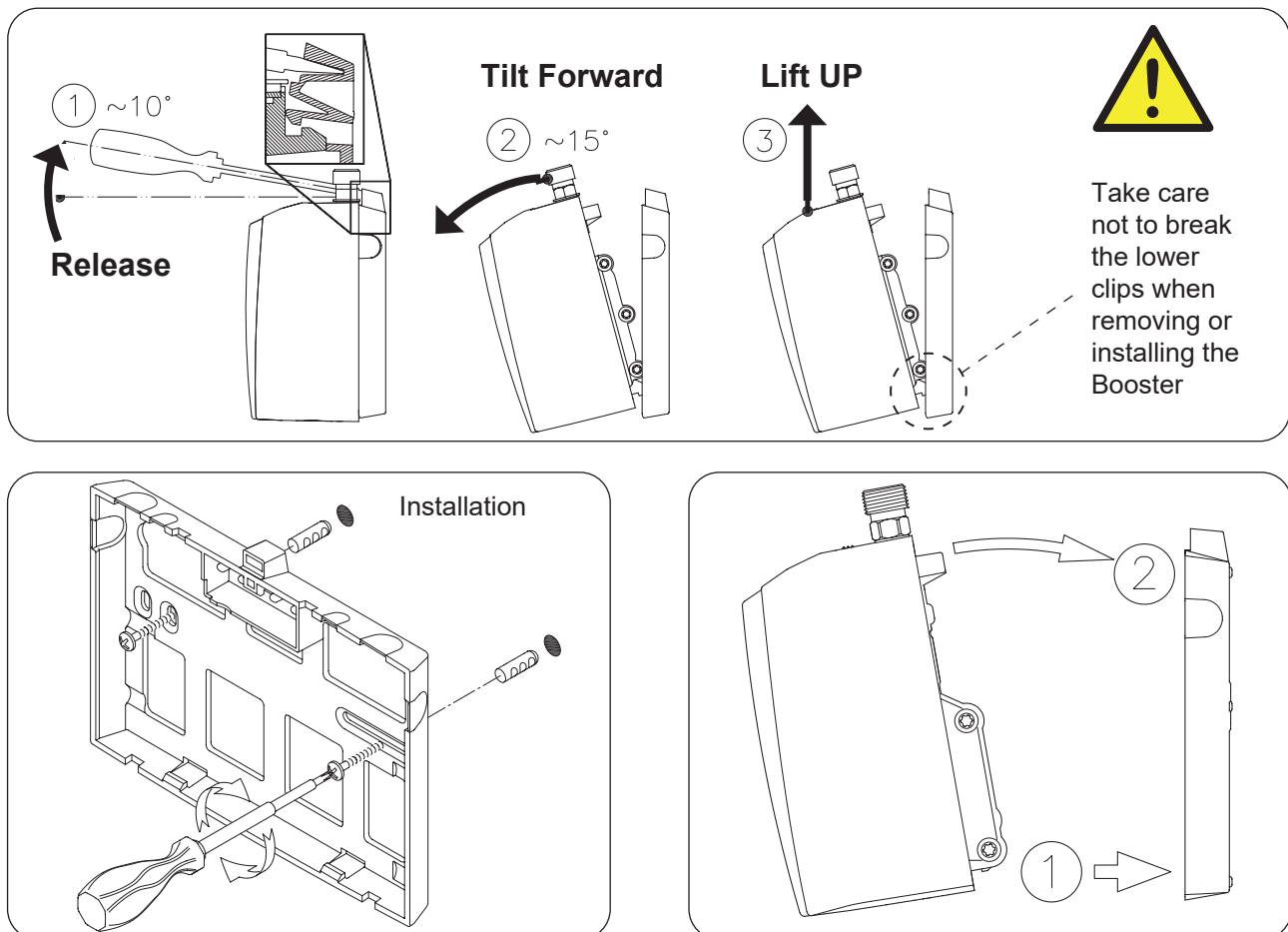
#### Site requirements

- The appliance must only be installed in a frost-free area. Never expose the appliance to frost.
- The appliance is designed for wall mounted installation and must to be installed with water connectors facing upwards.
- The appliance complies with protection class IP 25.
- The 400mm braided hoses supplied with the unit cannot be lengthened.
- The 90° elbow hose ends, should be fitted to the inlet and outlet connections on top of the Booster.
- The hot water outlet hose must be thermally insulated with the insulation provided.

### 3.3 To Remove / Install the appliance

1. Insert a flat head screwdriver all the way into the lock.
2. Gently angle the screwdriver upwards by approximately 10° as shown in the image below.
3. Pull the appliance forwards by approximately 15° as shown.
4. Carefully pull the appliance upwards to complete the removal process, taking care not to break the lower clips
5. To install, place the appliance on the wall bracket and snap into position (see illustration below).

 **NOTE:** Remove the backing plate for wall mounting



## Booster System

 **Note 1:** This appliance is intended for use with the Zip HydroTap Command Centre.

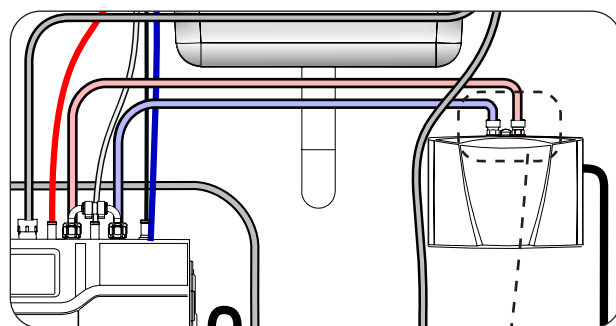
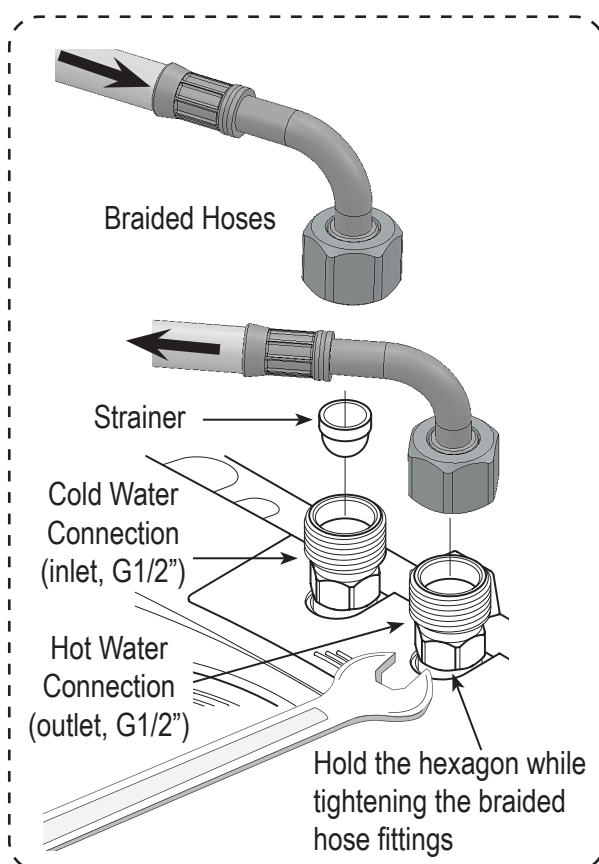
**Note 2:** Water connections must be pointing vertically upwards.

**Note 3:** The booster unit should be installed as close as possible to the Zip HydroTap Unit as the 400mm connection hoses cannot be lengthened.

### 3.4 Braided hose connections

1. The cold water inlet (blue) and hot water outlet (red) are marked on the rating plate. Connect the braided hoses from the 'Bypass Out' fitting to the water inlet of the booster unit (Marked Blue) and from the outlet of the booster unit (Marked Red) to the 'Bypass IN' fitting on the Zip HydroTap unit. Avoid exerting any mechanical pressure on the appliance. This can be achieved by applying a spanner on the flats of the inlet and outlet connections when tightening the braided hose connectors. Do not overtighten! Tighten the braided hoses by hand, then turn an additional 90° - 180° with a spanner
2. Once the water connections have been made, check for any leaks and rectify as necessary.

Typical Installation





# Section 4

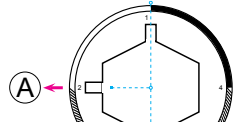
## Command Centre Installation

**NOTE:** Before you install a unit, determine whether a water softener or an external filter is required.

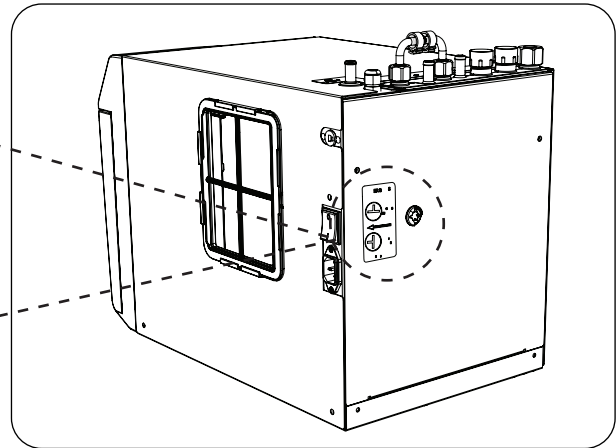
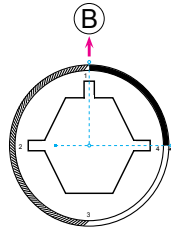
### 4.1 External Bypass Valve

The diverter bypass valve allows the user to choose to have the boiling feed water bypass the internal filter and only be filtered by external filtration. The diverter valve is located at the rear panel of the Zip HydroTap Command Centre on the filter door side. Refer to the image below to determine the correct valve position.

If no external filter is installed, select position A.

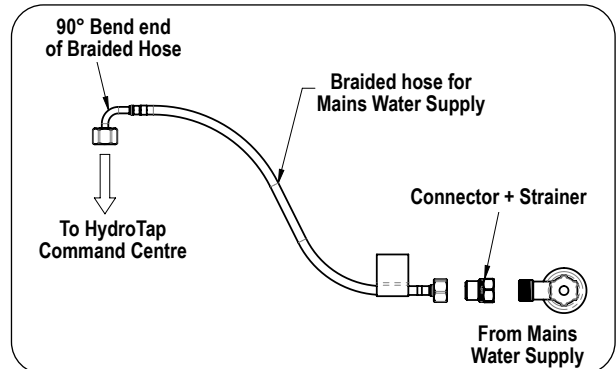


If an external filter is installed, select position B.



### 4.2 Hose and tube fitting

- Remove all caps from the top of the Command Centre (except the mixer caps)
- Only remove the mixer caps if a mixer tap is to be fitted.
- Fit the foam insulation to the Blue and to the White tubes after trimming them to length
- Install the mains water braided hoses to the Command Centre before locating the unit in place.

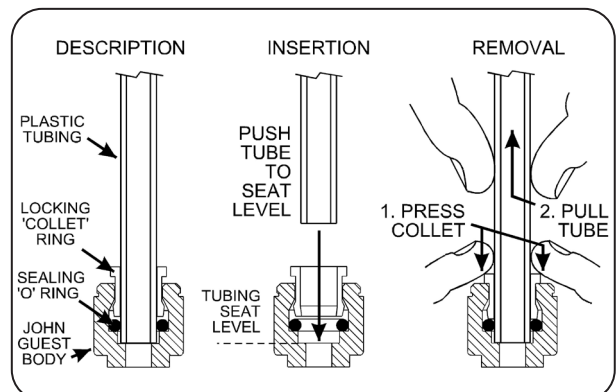


**NOTE:** Do not overtighten

### John Guest fittings (Insertion and removal)

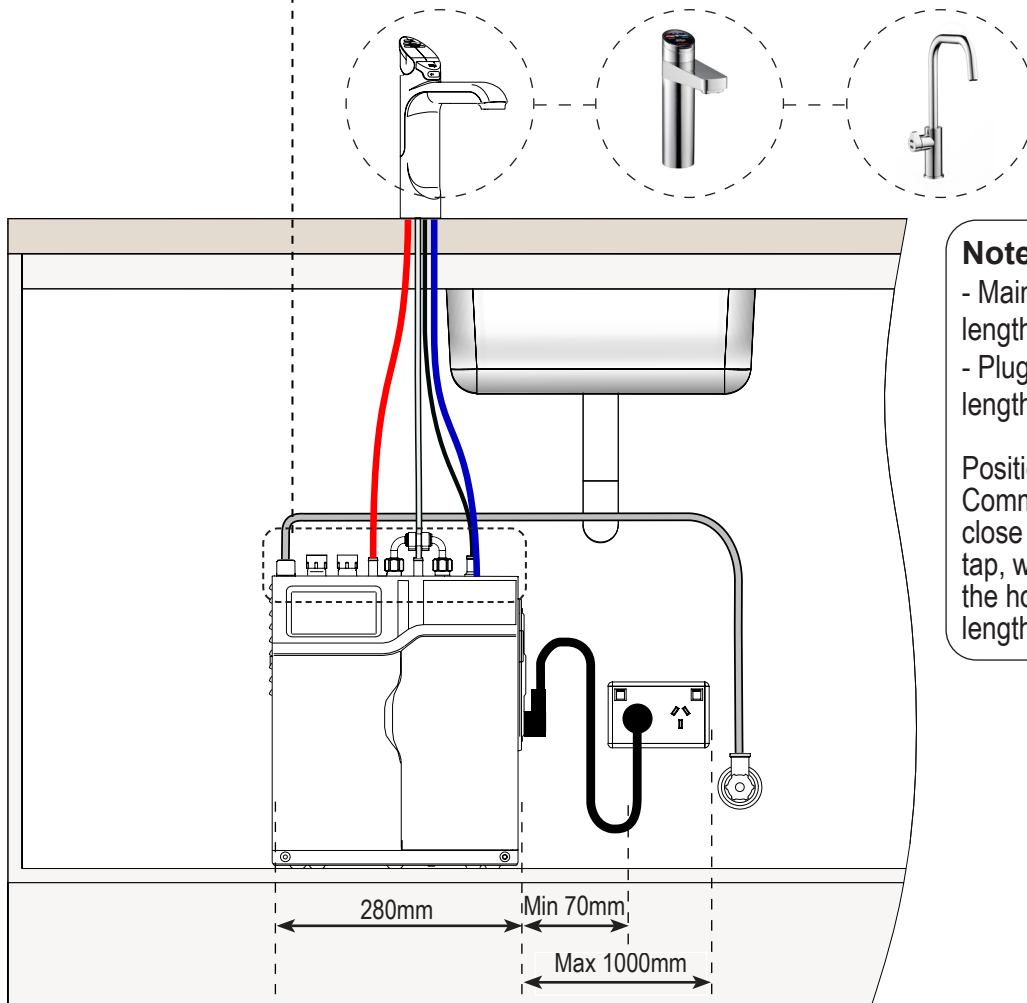
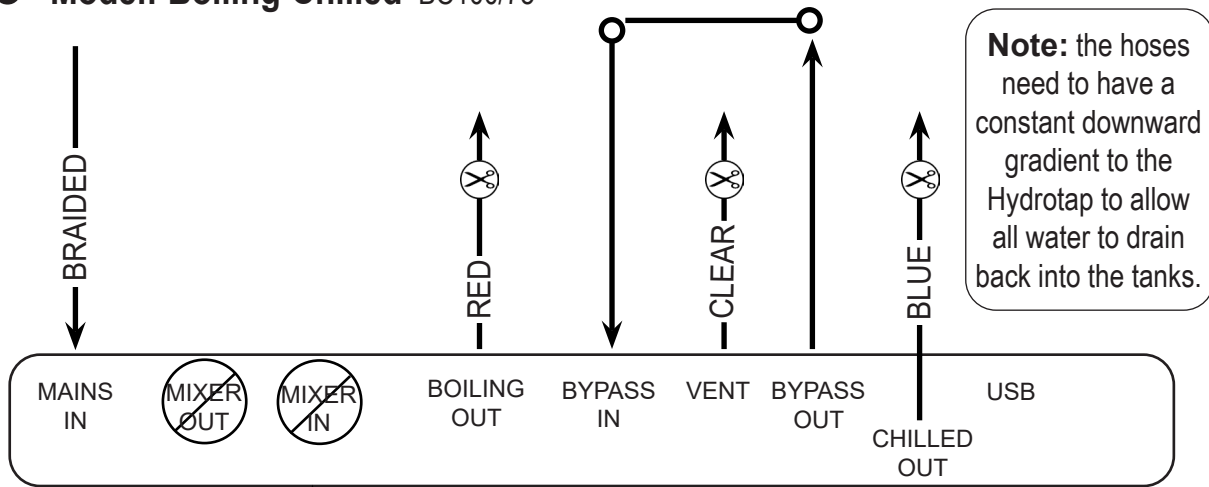
Be careful when cutting the poly tube so that there are no rough edges and that the tube is not distorted.

1. Use a sharp knife to ensure the tube has a clean, straight edge. Do not cut at an angle.
2. Remove any swarf or unwanted material.
3. Push the tube into the John Guest fitting making sure all connections to the John Guest fittings are pushed in past the "O"ring to full depth, at least 15-16mm.
4. Check for a good joint by pulling back on the tube. If the tube comes out, of the fitting, repeat the above step.
5. To remove the tube, press the collet into the fitting and at the same time pull back on the tube.



## Installation Instructions

### 4.3 Model: Boiling Chilled BC100/75



**Note:**

- Mains hose length is 750mm
- Plug and Cord length is 1800mm

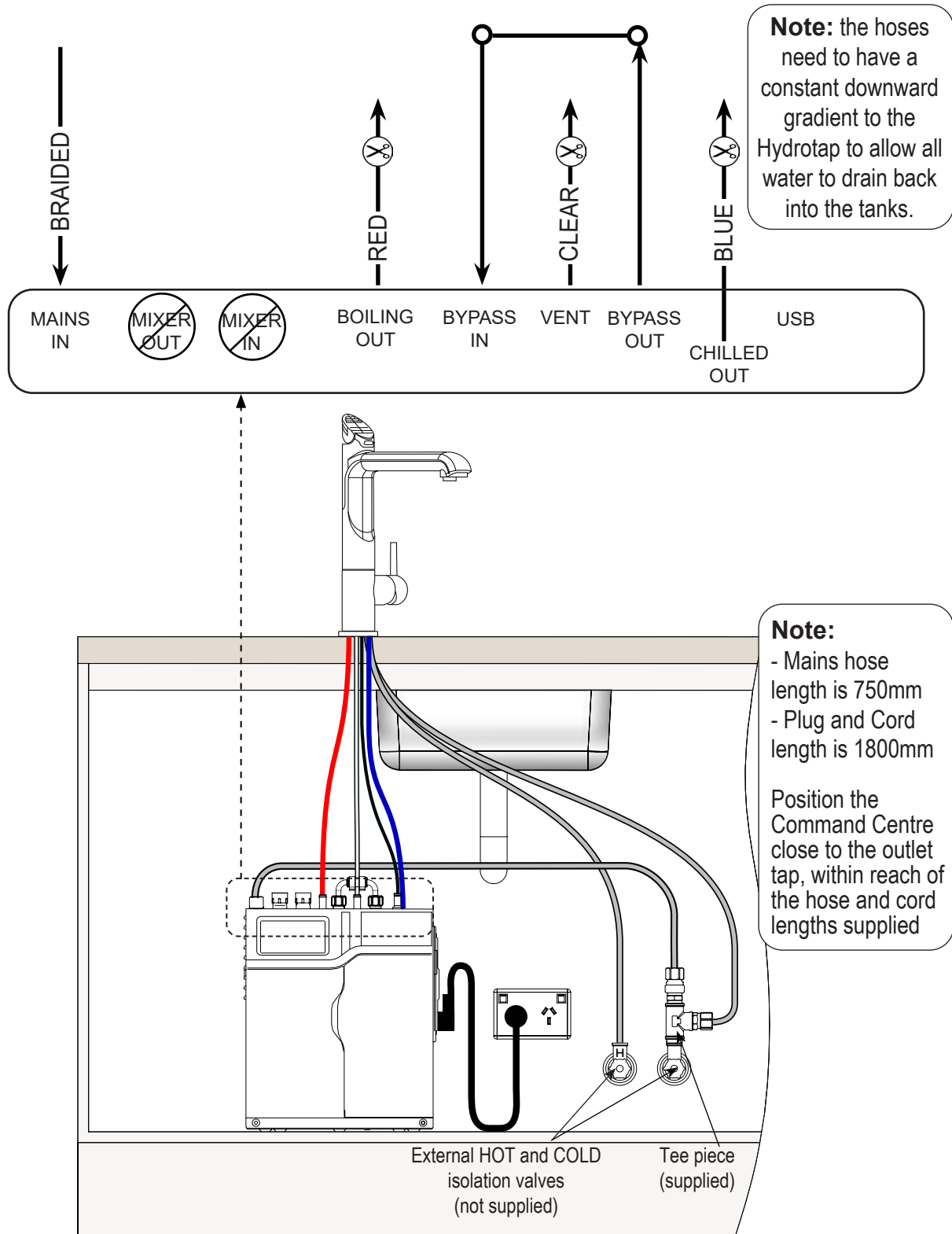
Position the Command Centre close to the outlet tap, within reach of the hose and cord lengths supplied

**Note:** The tube lengths are matched to the pump performance and therefore CANNOT be lengthened

⊘ : Not required for standard BC HydroTap models.

## Installation Instructions

### 4.4 Model: All-In-One Mains Pressure



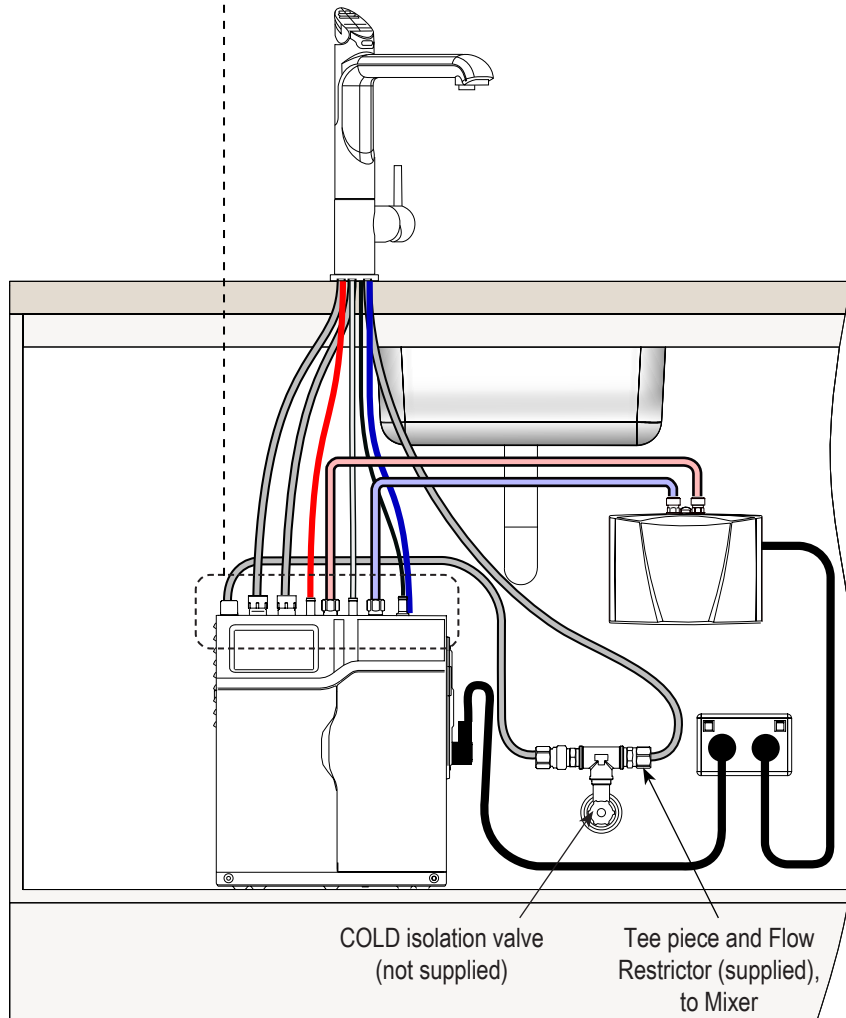
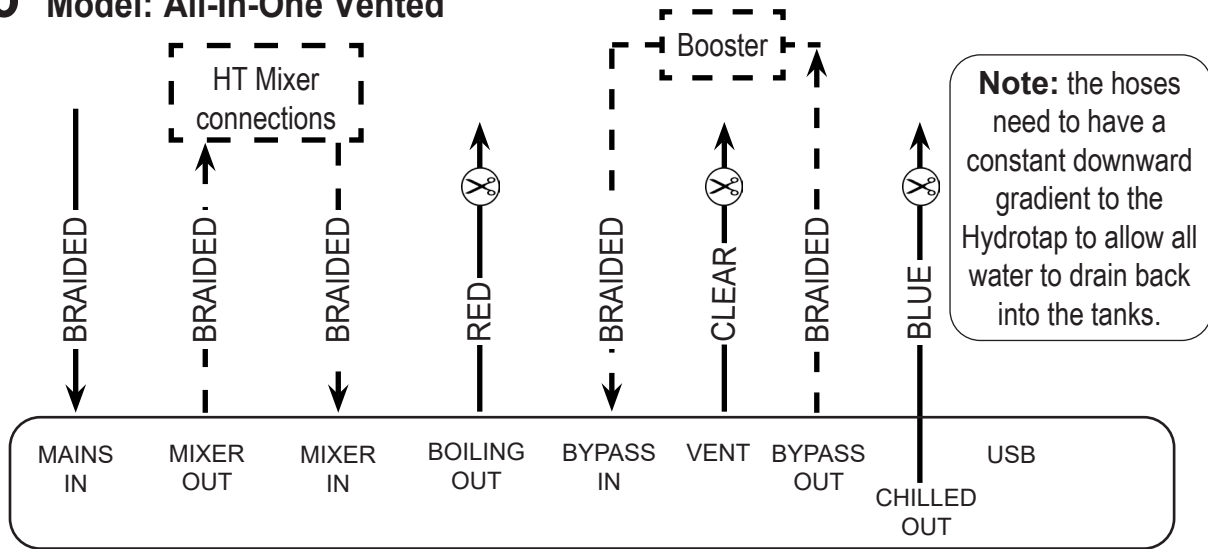
Note: The tube lengths are matched to the pump performance and therefore CANNOT be lengthened

Note: to activate the filter, flush at least 10L of water through the filter before connecting to a softener or to a Booster heater.

⊘ : Not required for AIO mains pressure HydroTap.

## Installation Instructions

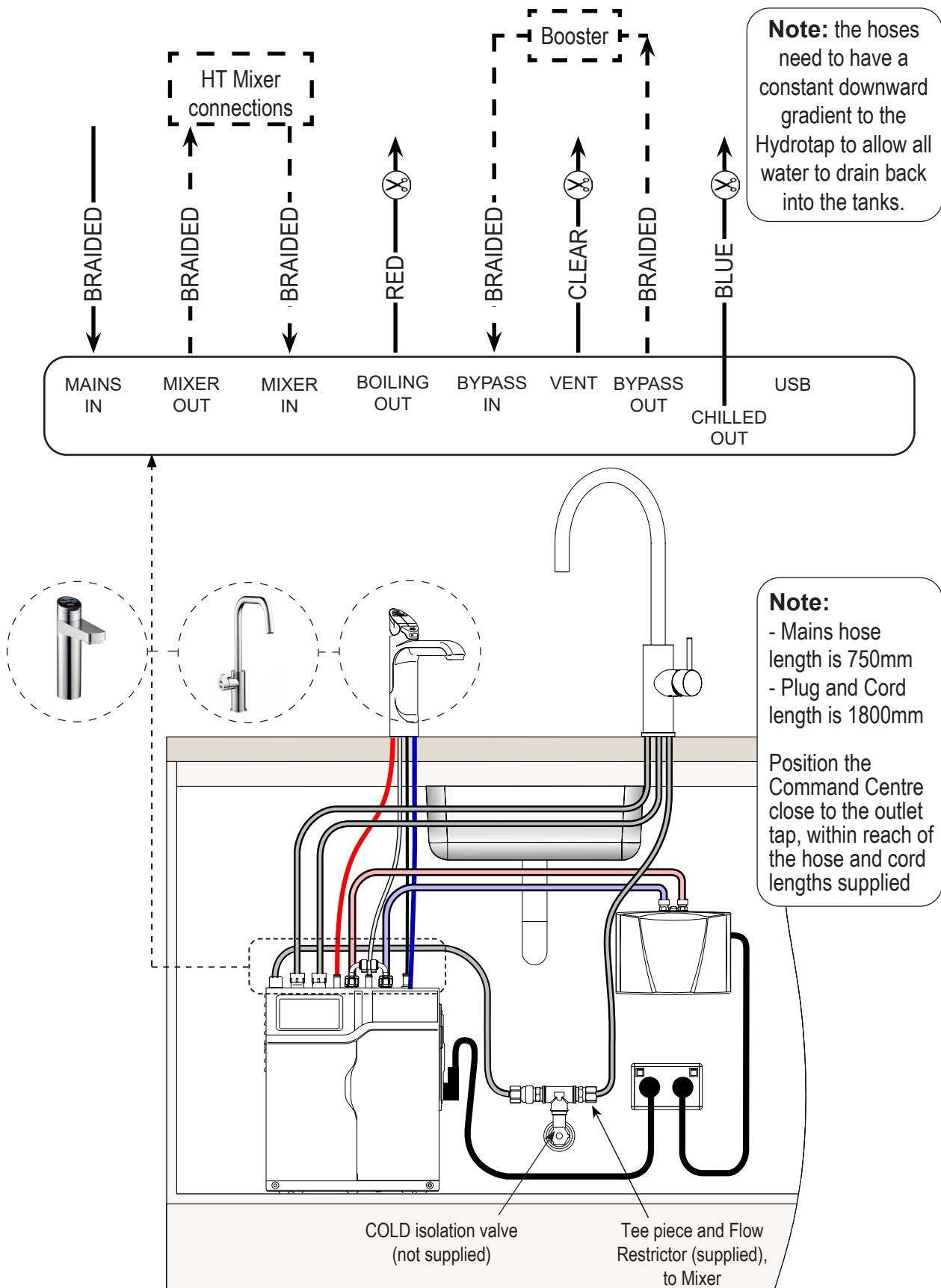
### 4.5 Model: All-In-One Vented



Note: The tube lengths are matched to the pump performance and therefore CANNOT be lengthened

## Installation Instructions

### 4.6 Model: 4-In-One Vented



# Section 5

## Commissioning

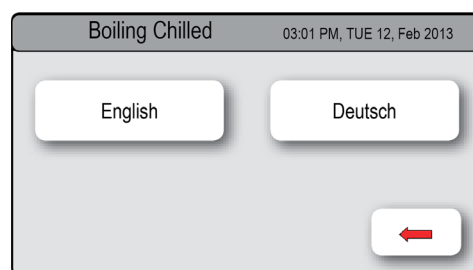
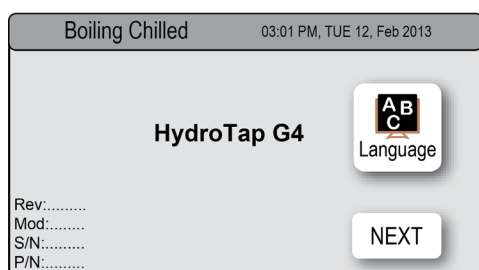


Do not commission your HydroTap until it is ready to be used! The HydroTap is designed to be installed, commissioned and used within 48 hours. If your HydroTap is left idle before use, a filter change and sanitisation may be required.

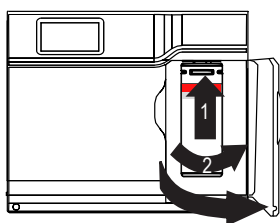
- Turn ON the water and gas. Check for any leaks.
- Turn the power ON at the power outlet and at the side of the Command Centre
- If fitted, ensure the Booster is turned OFF (Booster is commissioned in section 5.4)
- Familiarise yourself with the operation of the Tap, in preparation for use (see User Guide)
- Follow the Installation instructions below (and review Section C of the User Guide).

After commissioning, the system may be customised by selecting further options. Refer to the User Guide.

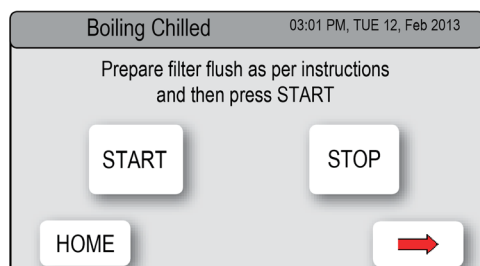
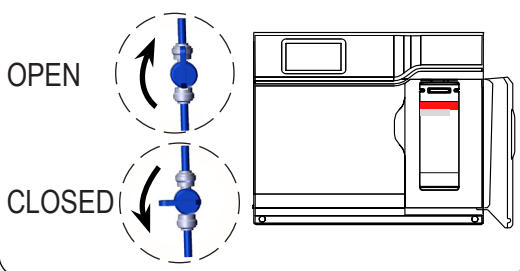
### 5.1 - Select the Language



### 5.2 - Filter Flush



#### Stop cock operation



A new filter cartridge is provided (but NOT fitted), inside the filter door. Unpack the new filter cartridge and write today's date on the label. To install the cartridge, align the key tabs and insert upwards into the filter head. Turn the cartridge to the right until it locks in place.

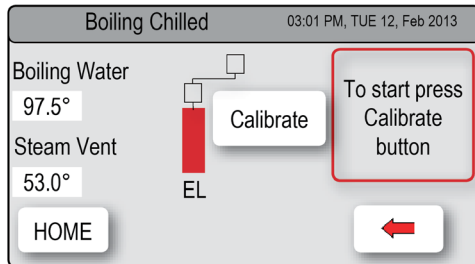
Have a 10L bucket or similar container (not supplied) ready to hold a quantity of water that will be ejected while the Filter Flush Mode is in operation. Open the filter access door on the front of the HydroTap and the filter cartridge will be exposed. Located to the rear RHS of the cartridge is a flush line and the flush line stop cock. Place the valve end of the flush line into the 10L bucket or container.

1. Press [Start] [Stop] buttons to start and stop the filter flush.
2. Turn the flush line stop cock ON.
3. Press [Start] and allow at least 10 litres of water to flush through the filter.
4. The product details will be displayed in the screen.
5. Once the filter flush is finished, turn the stop cock OFF then press [Stop] to end filter flush mode.
6. Press [Next] for the Boiling Calibration screen.

**NOTE:** For any subsequent filter changes or any operational procedures, please refer to the HydroTap user guide, located inside the filter housing access door.

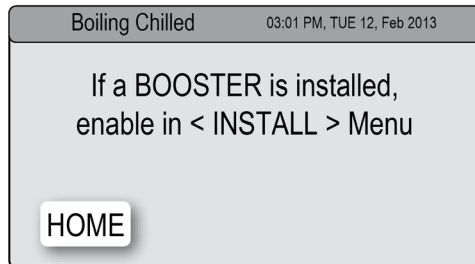


### 5.3 - Boiling Calibration




- Press the calibration button and the system will commence the Boiling calibration procedure. This will take approx 5-6 minutes.

### 5.4 - Booster

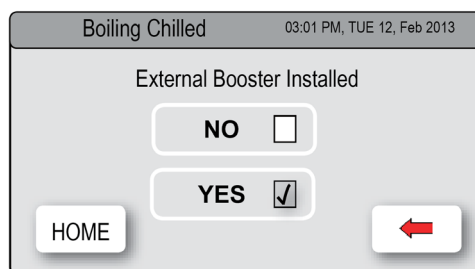


- Upon completion, a Booster reminder screen will appear and allow you to return home by pressing the [Home] button.
- Check the Date and Time settings (See Note below)

 **NOTE:** Failing to make the correct selection for the “Booster”, will affect product performance.

**NOTE:** Depending on your location you may need to re-set the internal clock. See section G of the user guide to check and if necessary, reset the Date and Time for your time zone.

#### To enable Booster (when installed):

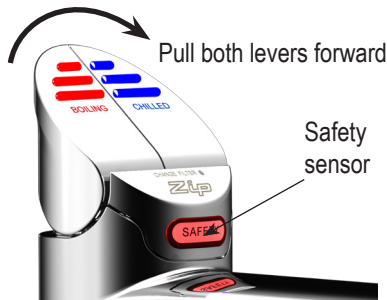


HydroTap Booster Screen

1. Press the [MENU] button for main menu.
2. Press the [Install] button.
3. Press the [Booster] button.
4. In the next screen, press YES to enable the Booster.
5. Turn the Booster ON
6. Water must be run through the Booster for a minimum of 30 seconds, before the heater will activate.
7. Dispense boiling water for 30secs and check the Booster outlet hose is warm when the boiling water tank is replenishing.

### 5.5 - Safety Sensor Calibration

Light intensity varies from site to site, therefore it is recommended that a re-calibration be performed at the time of the installation. All direct natural sun light must be shaded from the HydroTap, during the calibration. This can be achieved by closing any nearby curtains, blinds, or by shielding the HydroTap with a dark cloth.



1. With the unit in Normal operating mode and with the safety enabled
2. Turn the power OFF
3. Pull both tap levers to the forward position
4. Turn ON the power
5. The unit will calibrate the safety switch
6. Return the levers to the neutral position.
7. To check the calibration, dispense Boiling water, in normal light conditions with the safety enabled.

### 5.6 - Command-Centre Flush

All G4 HydroTap products are currently sanitised after functional test at the factory. Due to the sanitisation process, residue from the sanitisation liquid might remain in the product, which requires the products to be flushed with fresh water at installation.

- Dispense 3 litres of boiling water from the boiling outlet of the HydroTap, equivalent to a complete tankful of water.
- Dispense 6 litres of chilled water from the chilled outlet of the HydroTap, equivalent to two complete tankfuls of water.
- Continue with installation.



## Troubleshooting

System Fault Message	Possible Cause	Solutions
Power board fault	Electrical disruption	Check power supply and all fuses
Interface fault	Internal fault	Call Zip Service
Level board fault	Internal fault	Call Zip Service
Condenser screen blocked	Blocked Air filter	Remove blockage / Clean filter / check user guide
Water leak, Isolate mains	Water leak	Turn off mains water supply / Call for service
Compressor over-run	Compressor too Hot	Check ventilation
Water supply failed	No water	Check water supply is turned ON
Hot sensor Open	Internal fault	Call Zip Service
Hot sensor Closed	Internal fault	Call Zip Service
Cold sensor Open	Internal fault	Call Zip Service
Cold sensor Closed	Internal fault	Call Zip Service
Flood sensor Open	Internal fault	Call Zip Service
Condenser sensor Closed	Internal fault	Check Ventilation / Call Zip Service
Condenser sensor Open	Internal fault	Check ventilation / Call Zip service
Heater fuse / driver fault	Internal fault	Call Zip Service
Heater driver fault	No hot water	Call Zip Service
Compressor driver fault	No chilled water	Call Zip Service
Hot sensor degraded	Internal fault	Call Zip Service
Condenser overtemp.	Blocked air filter	Remove blockage / Clean filter / check user guide
A DC Pump is faulty	Internal fault	Call Zip Service
Steam is too cool	Internal fault	Call Zip Service
Steam sensor Open	Internal fault	Call Zip Service
Steam sensor Closed	Internal fault	Call Zip Service
Over Steamed	Internal fault	Call Zip Service
Hot tank overfilled	Internal fault	Call Zip Service
Comp Fuse/Driver Fault	Internal fault	Call Zip Service
Hot tank under filled	Low water pressure	Check water supply
Boil dry protection	Safety activated	Turn OFF / On power to reset
Flash Mem corrupted	Internal fault	Call Zip Service
Flow Sensor Fault	Internal fault	Call Zip Service

Call an electrician, a plumber, or a Zip Service Provider for assistance, service, spare parts or enquiries.

## End of Life Disposal

In order to help preserve our environment we ask that you dispose of this product correctly. Please contact your local city council for collection centre details.

## Notes

## Contact Details

**Zip Water (Aust) Pty Ltd** ABN 46 000 578 727

67-77 Allingham St, Condell Park NSW 2200

Postal: Locked Bag 80, Bankstown 1885 Australia

**zipwater.com | (+612) 9796 3100 | 1800 ZIP TAP (1800 947 827)**

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