

A few simple steps to ensure
perfect water, every time.



We're Here to Help

Email Us:

support@avalonh2o.com
sales@avalonh2o.com

Availability:

Monday-Friday: 9 a.m.-5 p.m.

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@avalon_h2o



Avalon Water Coolers



Avalonh2o

www.avalonh2o.com

Use and Care Guide

MODEL: A20-B

Registration

Please visit the website below to register your new water cooler within the first 30 days of purchase. Registration within the first 30 days will activate your one year warranty.

www.avalonh2o.com/register-my-avalon-cooler

Please keep your model number, order number and purchase date for future support. You can reach us at support@avalonh2o.com.

Model Number _____

Order Number _____

Purchase Date _____



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Meet Your Avalon Product



Child Safety Feature

Ensures safe hot water flow for the entire family



Built-in Nightlight

Makes late night water trips a breeze



ETL Certified

We design & manufacture with your safety in mind



Energy Saving

Save on cost while helping the environment



Bullet Ice

Makes refreshing bullet shaped ice cubes



Custom Temperature

Piping hot, cool or crisp cold water



Bottom loading

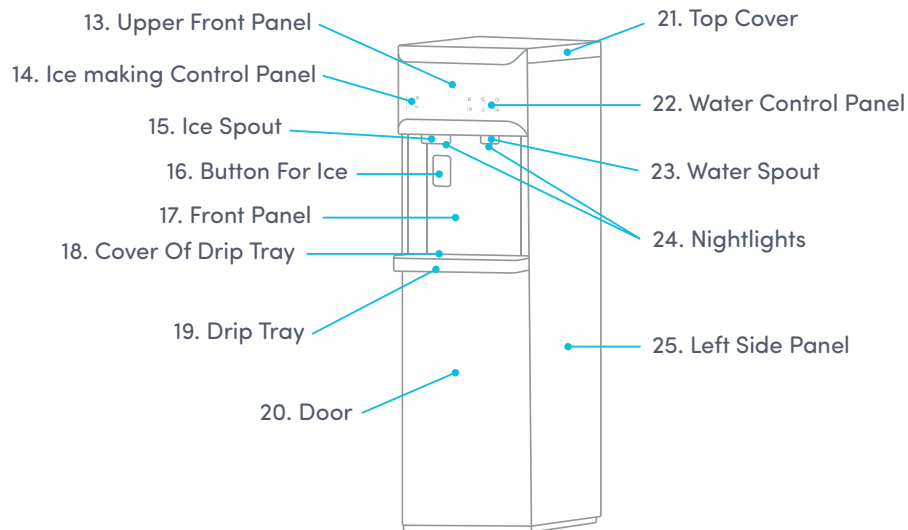
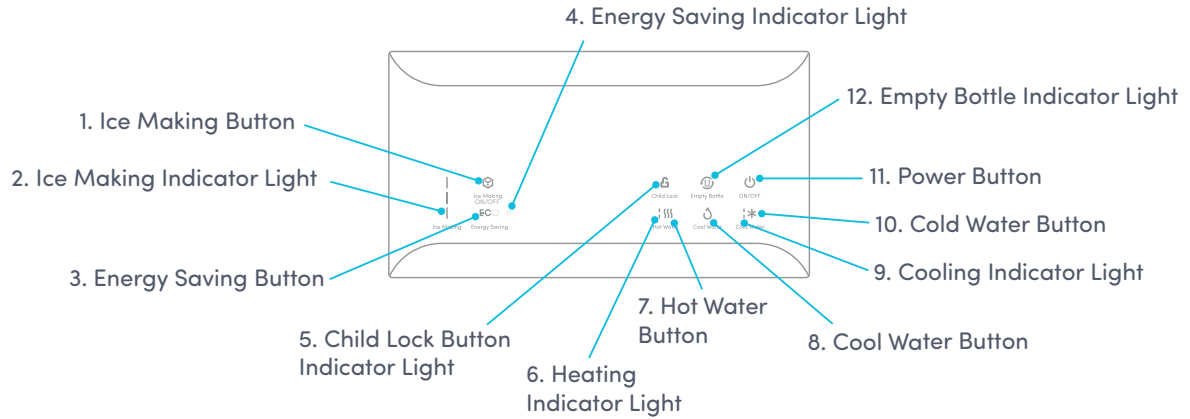
No more lifting, flipping or spills



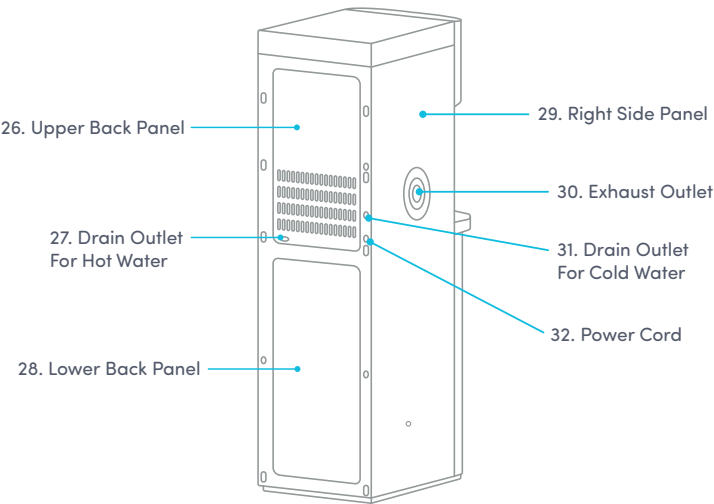
Empty bottle indicator

Notifies you when your bottle is empty

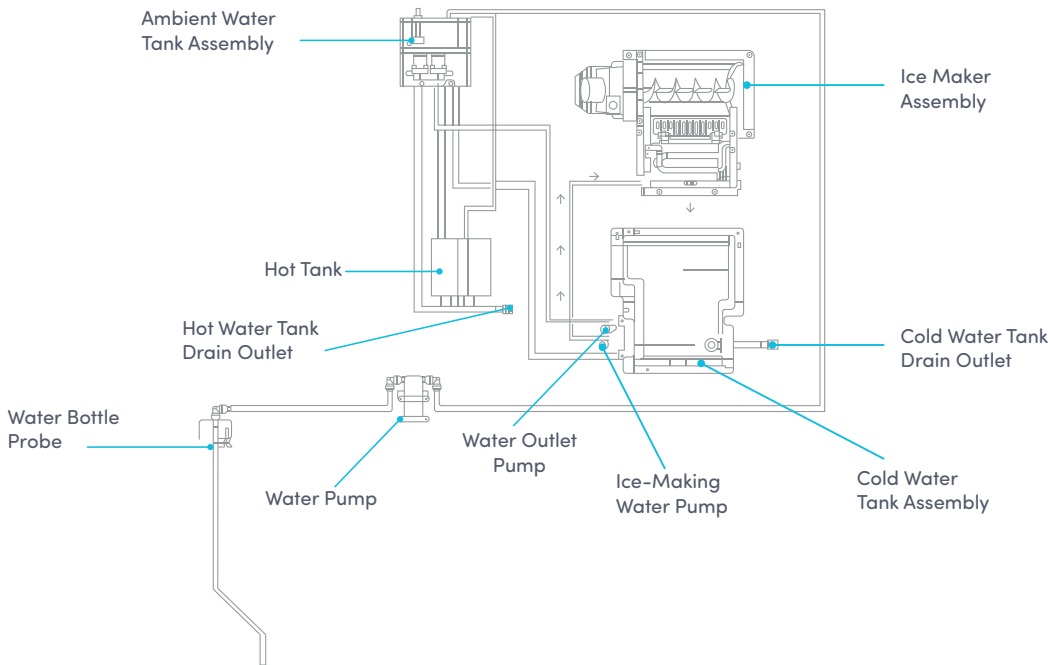
Part Names



Part Names



Schematic Diagram



Indicator Lights and Buttons

Ice Making Indicator Light

When the indicator light is blinking, the water cooler is making ice. When the indicator light is steady on, the water cooler has completed the ice making cycle.

Ice Making Button



Press this button for 1 second to turn on the ice-making function. The button will illuminate. Press it again for 1 second to turn off the ice making function and the button will no longer be illuminated.



Energy Saving Button

Press this button to enter Energy saving mode.



Energy Saving Indicator Light

This indicator will illuminate when Energy Saving mode is turned on.



Child Lock Button Indicator Light

Press this button to unlock the hot water button. The button will illuminate to let you know that hot water has been unlocked.



Empty Bottle Indicator

This will illuminate to let you know when the bottle inside the cabinet is empty.



Heating Indicator Light

This will illuminate when the water is being heated. Once the hot water temperature has been reached, the indicator will turn off.



Hot Water Button

Press this to dispense hot water. The button will illuminate when hot water is being dispensed.



Cool Water Button

Press this to dispense cool water. The button will illuminate when cool water is being dispensed.

Indicator Lights and Buttons



Cold Water Button

Press this to dispense cool water. The button will illuminate when cool water is being dispensed.



Power Button

Press this button to turn on the water cooler. When the button is pressed, the water cooler will make a short beep and the button will blink indicating that the water cooler is in standby mode. Press the button again and the water cooler will beep again with the button now being steady on indicating that the water cooler is ready for use.



Cooling Indicator Light

This will illuminate when the water is being cooled. Once the cold water temperature has been reached, the indicator will turn off.

Tech Specs

Model	A20-B
Avalon Models	A20-B
Hot/Cold/Cool Output	≥1 L/min
Hot Water Capacity	≥90°C 4 L/h
Hot Tank Volume	0.9L
Cold Water Capacity	≤10°C 2 L/h
Cold Tank Volume	2.5 L
Product Size	12.20"x16.53"x40.75"
Packing Size	13.98"x17.72"x45.28"
Net Weight/Gross Weight	40.12 / 45.19 lb
Voltage/Frequency	115 V / 60 HZ
Cooling Method	Compressor
Heating Method	Heating Element
Heating Watts / Cooling Watts	420W / 150 W
Power Consumption	570 W

Getting Started

Unpacking your Avalon Water Cooler

The unit has been cleaned prior to departing from the factory. To remove any dust and debris that may collect during shipping we recommend cleaning the unit prior to installation. For cleaning instructions, see pages 19–24.

Locating Dispenser

Do NOT plug in the power cord yet.

Place dispenser upright on a hard and level surface in a cool and shaded location near a grounded wall outlet. Position the dispenser so there is about four inches of clearance from the wall on the back and both sides.

Unpacking

Unpack the machine, open the cabinet to remove the drip tray, and install it by inserting it into place at the top of the cabinet door, see page 17.

Installing the Water Bottle

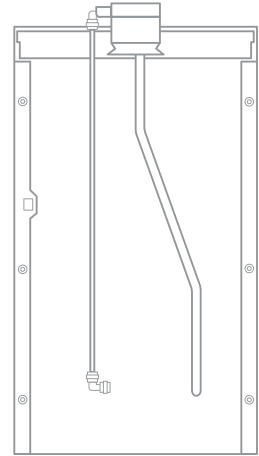
1. Open the cabinet door.

2. Place the probe assembly
on the probe hanger.

3. Place a fresh bottle outside of the cabinet.

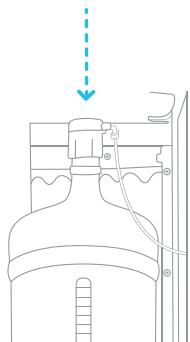
4. Remove the entire plastic cap from the top of the bottle.

5. Clean the outside of the new bottle with a cloth.

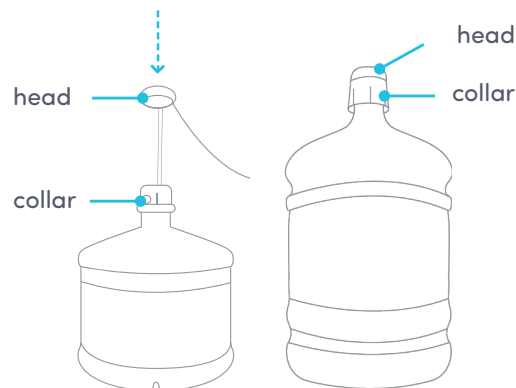


Installing the Water Bottle

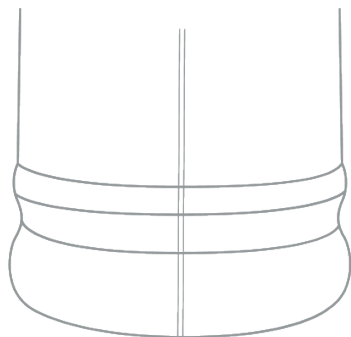
6. Place the probe into the bottle.



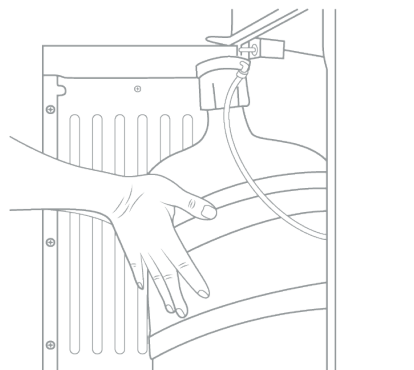
7. Slide the collar down until it clicks into place. If you are using a 3 gallon bottle rather than a 5 gallon bottle you can adjust probe by pressing the two tabs at the head of the probe and sliding the collar down to the neck of the bottle.



8. Push the head down until the tube hits the bottom of bottle.



9. Slide the bottle into cabinet and close the door.



Powering the Dispenser

Plug cord into a properly grounded wall outlet. The power button will blink and the water cooler will be in standby mode. At this time the pump will begin to move water from the bottle to the hot and cold tanks. It will take up to 5 minutes to fill the tanks for the first time. During this period the pump will run continuously. This is normal.

Activate Heating, Cooling, and Ice Making

To activate the cold water, press the power button (#11) again to turn on the cooling. It will take initially 1 hour for the water to cool. During this time the cooling indicator light (#9) will blink. During this time the compressor could run continuously. This is normal. The light will be steady on when the cooling process is complete. water cooler will begin cooling. Press the power button again to turn off the cooling.

To activate the hot water, press the hot water button (#7) for 3 seconds to activate the heating. The water cooler will beep once to indicate the start of the heating process. It will take initially 15 – 20 minutes for the water to heat up. During this time the heating indicator light (#6) will blink. The light will be steady on when the heating process is complete.

To activate the ice making, press the Making ice button (#1) to turn on the ice making feature. The Ice making indicator light (#2) will blink when ice is being made. The Ice making indicator light (#2) will be steady on when ice making is completed.

When the machine is used for the first time, it will take 15 minutes for the 1st batch of ice to be ready and between 60-90 minutes for the ice chamber to be full. Please note, you can still dispense ice while the ice making is in progress.

Press the Making ice button (#1) again to turn off the ice making feature. The water cooler will beep once and the Ice making indicator light (#2) will turn off.

User Guide and Maintenance

Dispensing Water and Ice

Cold Water

Once you have turned on the water cooler it will take initially 1 hour for the water to cool. During this time the cooling indicator light (#9) will blink. During this time the compressor could run continuously. This is normal. The light will be steady on when the cooling process is complete.

1. Position a bottle, glass, pitcher or cooking pot below the water spout (#23).
2. Press the cold water button (#10). The water cooler will beep once and begin the flow of cold water.
3. Once the desired fill level is achieved, press the cold water button (#10) again to stop the flow of cold water.

Cool Water

1. Position the bottle, glass, pitcher or cooking pot below the water spout (#23).
2. Press the cool water push button (#8). The water cooler will beep once and begin the flow of cool water.
3. Once the desired fill level is achieved, press the cool water button (#8) again to stop the flow of cool water.

Hot Water

1. Position a bottle, glass, pitcher or cooking pot below the water spout (#23).
2. Press the child safety lock button (#5) making it illuminate. The water cooler will beep once. Then press the hot water button (#7) to begin the flow of water.
3. Once the desired fill level is achieved, press the hot water button (#7) again to stop the flow of hot water.

If you wish to turn off the heating function, press the hot button (#7) for 3 seconds again. The water cooler will beep once to indicate the heating has been turned off.

Dispensing Ice

When the machine is used for the first time, it will take 15 minutes for the 1st batch of ice to be ready and between 60-90 minutes for the ice chamber to be full.

1. Position a bottle, glass, pitcher or cooking pot below the ice spout (#15).
2. Press the button for ice (#16), and the button will blink while bullet ice cubes will dispense from the ice spout (#15).
3. Release the button for ice (#16) to stop the dispensing of bullet ice.

Changing the Bottle

When the empty bottle indicator light (#12) is flashing red this is an alert that your bottle is empty and will need to be replaced as soon as possible.

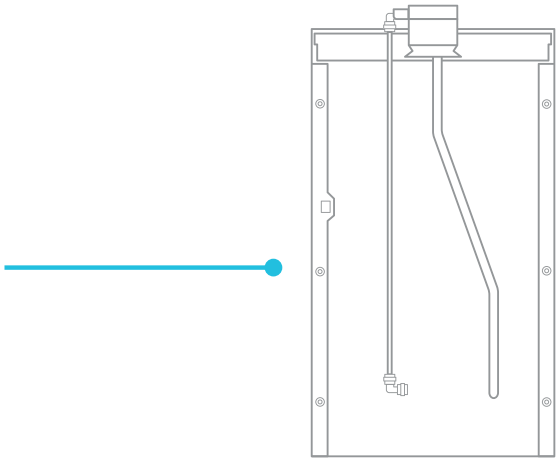
Notice: Do not dispense hot, cool or cold water if the light is flashing as you could empty the tanks and cause the dispenser to overheat.

- 1. Open the cabinet door.
- 2. Slide the empty bottle out of the cabinet.

3. Remove the probe assembly from the empty bottle. Place probe assembly on the probe hanger.

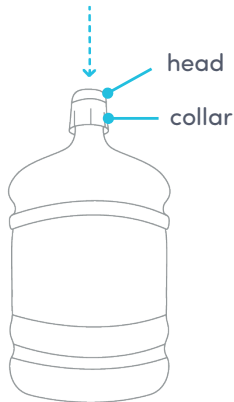
4. Set the empty bottle aside.

5. Place a fresh bottle outside of the cabinet. Remove the entire plastic cap from the top of the bottle. Clean the outside of the new bottle with a cloth.

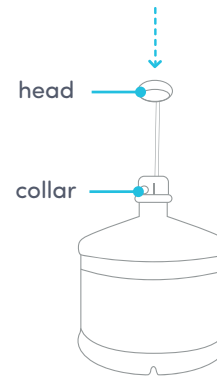


Changing the Bottle

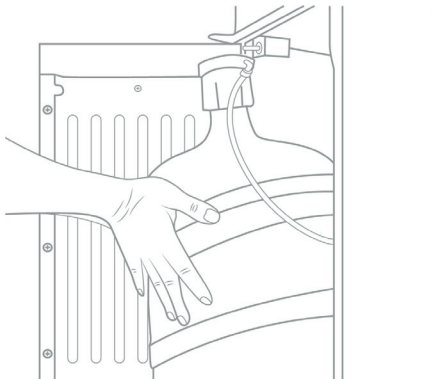
6. Place the probe into bottle. Slide the collar down until it clicks in place. Push the head down until tube hits the bottom of bottle.



7. If you are using a 3 gallon bottle rather than a 5 gallon bottle you can adjust probe by pressing the two tabs at the head of the probe and sliding the collar down to the neck of the bottle.



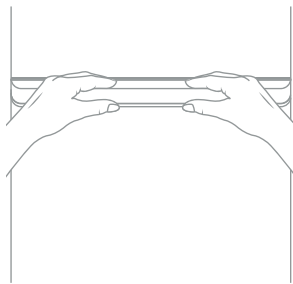
8. Slide the bottle into cabinet and close door.



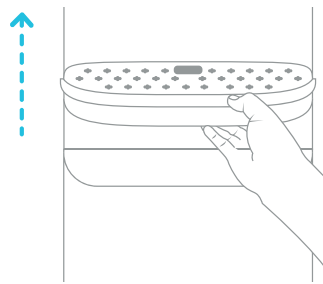
Emptying the Drip Tray

No external drain is needed, the overflow will collect here. The red float will rise to indicate when the drip tray needs to be emptied.

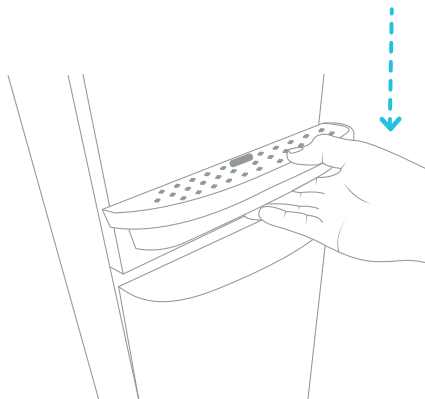
1. To remove the drip tray, grip the front lip of the drip tray with both hands.



2. Lift the drip tray upwards out of the top of the door where it sits.



3. After emptying the drip tray, lower it back into the top of the door.



Cleaning

Self-Cleaning Function

1. When the machine is in standby mode and not making ice, press the ice making button (#1) for 3 seconds and the machine will enter the self-cleaning mode for about 10 minutes.
2. Place a cup under the water spout (#23).
3. Press the child safety lock button (#5) making it illuminate. Then press the hot water button (#7) to begin the flow of water.
4. Allow the hot water to dispense until there is no more hot water flowing from the water spout (#23).
5. Press the cold water button (#10) to begin the flow of water.
6. Allow the cold water to dispense until there is no more cold water flowing from the water spout (#23).
7. Press the cool water button (#8) to begin the flow of water.
8. Allow the cool water to dispense until there is no more cool water flowing from the water spout (#23).
9. Unplug the power cord from the wall outlet.
10. Place a large bucket beneath the drain outlet for hot water (#27) located on the back of the unit. Remove the drain cover and allow the water to drain from the unit. The remaining water will start flowing as soon as the drain outlet cover is removed.
11. Place a large bucket beneath the drain outlet for cold water (#31) located on the back of the unit. Remove the drain cover and allow the water to drain from the unit. The remaining water will start flowing as soon as the drain outlet cover is removed.
12. Replace the drain outlet covers and plug the power cord back into the wall outlet. The water cooler can be used again.

Troubleshooting

Troubleshooting

If you are having trouble with your water cooler please see the following solutions. You can also view our trouble shooting videos at the website below. Please feel free to contact us with any questions.



support@avalonh2o.com



www.avalonh2o.com

Troubleshooting

Water is leaking in the unit

- Please check to see that all of the connections are tight and there are no loose tubes or connections.

Water not dispensing at a hot or cold temperature

- This could be caused by an over consumption of water in a short period of time causing the tanks to empty. Please allow 5 to 10 minutes for the water cooler tanks to refill. Allow the proper time for the water to heat and cool.
- This could be caused by an interruption in the power supply. Please ensure that the power cord is connected to an outlet. Please make sure that the heating and cooling has been activated.

No water is dispensing from the spout

- Check to make sure that the bottle is not empty. If it is, please replace it with a new one. Make sure to completely depress the button controls and the child safety lock is being pressed as well.

Not pumping water after replacing the bottle

- Please make sure that the cabinet door is closed. The door must be closed for the water to pump.
- Please unplug the water cooler and check all of the connections in the bottle cabinet. It is possible that a connection became loose while moving the bottle. Even a slightly loose connection can cause the cooler not to function properly.

Dispenser is very noisy

- Please make sure that the dispenser is positioned on a flat, level surface.

All the indicator lights are off

- Not powered on. Please check to be sure the power cord is plugged into a wall outlet. If this does not resolve, please contact customer service.

The ice-making process was on, but no ice cube was produced

- The ice system leaks or has blockage. Contact customer service.

Empty bottle indicator is on

- There is a lack of water in the water tank. Replace the water bottle in the cabinet and close the cabinet door to restart the pumping of water.

Troubleshooting

No ice, no cold water

- The ice system leaks or has blockage. Contact customer service.

The power indicator blinks quickly

- The ice maker is malfunctioning. Press the power button quickly, or remove the power cord and wait for 5 minutes to restart the water and ice making function again. If it still cannot make ice normally, please contact customer service.

The heating indicator light is not on

- The heating button is not turned on or there is no water in the machine. Touch the hot button for 3 seconds to illuminate the heating indicator.

Safety

Safety

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

Failure to execute the instructions in this manual can cause personal injury or property damage.

This product dispenses water at very high temperatures. Failure to use this 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 microbiologically safe tap 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 in an enclosed space or cabinet.
- Do NOT operate the dispenser in the presence of explosive fumes.
- Position back of dispenser no closer than 20 cm from wall and permit free airflow between wall and dispenser. There must be at least 20 cm clearance on the sides of the dispenser to permit airflow.
- Use only properly grounded outlets.
- Do not use an extension cord with your water dispenser.
- Always grasp plug and pull straight out from outlet. Never unplug by pulling on power cord.
- To protect against electric shock, do NOT immerse cord, plug or any other part of the dispenser in water or other liquid.

Safety

- 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.
- Warning: Do not damage the refrigerant circuit.
- This appliance can be used by children aged from 8 years and above if they have been given supervision or instruction concerning use of the appliance in a safe way and if they understand the hazards involved. Cleaning and user maintenance shall not be made by children unless they are older than 8 and supervised. Keep the appliance and its cord out of reach of children less than 8 years.
- Appliances can be used by 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.
- This appliance is intended to be used in a household and similar applications such as: kitchen area in shops, offices and other working environments, bed and breakfast type environments, catering and similar non-retail applications.
- Do not store explosive substances such as aerosol cans with flammable propellant in this appliance.
- If the supply cord is damaged, it must be replaced by a special cord assembly available from the manufacturer or its service agent.
- Never turn the machine upside down or lean it more than 45°.
- Thermostat has been adjusted. There is no need to adjust it by yourself. When the matching is below the freezing point and blocked by ice, the cooling switch should be turned off for 4 hours before turning it on again to continue its operation.
- This machine should not be plugged back in until 3 minutes after it has been unplugged.
- **WARNING:** Disconnect the electrical supply to the UV radiation by unplugging the unit **BEFORE** opening the cover of the unit.
- The UV-LED lamp must be repaired by the manufacturer only.
- The UV-LED lamp model number is: YB09-950-025, Rating: DC 12V, 0.1W±20%.
- Disposal of the UV-LED lamp must be done in accordance with local laws and regulations.

Warranty

Warranty

Models included are:

A1TLWATERCOOLER, A2TLWATERCOOLER, A3BLOZONEWTRCLR, A3F, A3F-SC, A4BLWTRCLR, A4F, A1BOTTLELESS, A5BOTTLELESS, A5BLK, A6BLWTRCLRWHT, A6BLWTRCLRBLK, A7BOTTLELESS, A7BOTTLELESSBLK, A8CTBOTTLELESSWHT, A8CTBOTTLELESSBLK, A9ELECTRICSS, A9ELECTRICBLK, A9ELECTRICWHT, A10-TL, A11-CTTL, A12-CTPOU, A13, A14, A15, A1CTWTRCLRBLK, A1CTWTRCLRWHT, A3BLK, A4F, A5BLK, A6SC-WHT, A6SC-BLK, A10BLK, A11BLK, A12BLK, A13BLK, A14BLK, A13CT, A13-S, B8WHT, B8BLK, A9, A23, A23BLK, A24, A25, A25BLK, A20-B, A20-N, A21-B, A21-N

Products listed above are covered by the terms of this Limited Warranty. For purposes of this Limited Warranty, the term "product" means any water cooler bottled or bottleless manufactured for Avalon. Avalon warrants that it will, at Avalon's option, replace or repair the Purchaser's Avalon product sold in the U.S. or Canada by an authorized retailer if that product is defective due to faulty workmanship or materials, subject to the limitations described in this Limited Warranty. Avalon undertakes no responsibility for the quality of the goods except as otherwise provided in this warranty. There are no warranties that extend beyond the description on the face hereof. This Limited Warranty is valid only in connection with the original purchase of new products from authorized retailers and extends from the original purchase date of the original product purchased. This warranty extends only to the original purchaser of the product and lasts for one (1) year from the date of the original purchase or until the original purchaser of the product sells or transfers the product, whichever first occurs. An "original purchaser," for the purposes of this Limited Warranty, is an individual or entity who purchases the product directly from Avalon or an authorized retailer of Avalon with the intent to use the product for personal consumer use and commercial or industrial use and not with the intent to resell the product. An "authorized retailer," for purposes of this Limited Warranty, is an individual or entity authorized by Avalon to sell the product directly to original purchasers. An individual or entity that purchases the product from whatever source with the intent to resell the product is an unauthorized reseller ("unauthorized reseller"). For the purpose of this Limited Warranty a "Third Party" would be considered any plumber, maintenance company, or individual hired by the Purchaser.

This Limited Warranty does not apply to used, refurbished, renewed, floor model or "demo" products, or to products sold by unauthorized resellers, including without limitation, unauthorized resellers on third party websites, including, without limitation, Craigslist, eBay, Amazon, etc. Unauthorized resellers are not "original purchasers" for the purpose of this Limited Warranty. If the purchaser is not the original purchaser of this product, the purchaser takes the product "AS IS," "with all faults" and without warranty. Avalon reserves the right to require a valid serial number located on your product to submit a valid claim under this Limited Warranty. Products where the serial number has been removed or evidence showing the removal or attempted removal of the serial number label will not be eligible to make a claim under this Limited Warranty. IF THE PURCHASE OF THIS PRODUCT WAS NOT DIRECTLY FROM AVALON, PROOF OF PURCHASE WILL BE REQUIRED TO DEMONSTRATE THAT PURCHASER IS THE ORIGINAL PURCHASER AND THE PRODUCT WAS PURCHASED FROM AN AUTHORIZED RETAILER, AND ELIGIBLE TO MAKE A VALID CLAIM UNDER THIS LIMITED WARRANTY.

Your purchase date is established from the date of your sales receipt. Avalon may require the purchaser to provide proof of the quality and condition of the water cooler if the purchaser makes a claim under this Limited Warranty. Avalon reserves the right to invalidate this Limited Warranty if the water cooler is determined, in Avalon's reasonable discretion, to be inadequate or if the water cooler is found to be in an unsanitary condition. This warranty does not apply if the product was damaged or failed because of accident, improper handling or operation, relocation, abuse, misuse, unauthorized repairs made or attempted, or improper installation or maintenance. Under this Limited Warranty, products are required to be plugged directly into a grounded wall outlet. Plugging a product into an extension cord or surge protector will be considered misuse and will void this Limited Warranty. If damage to the product has occurred during shipping, the damage must be reported to Avalon within the first 30 days from the original purchase date to be eligible to make a claim under the Limited Warranty. Shipping damage reported to Avalon outside of the first 30 days from the original purchase date will not be eligible for a valid claim under this Limited Warranty. This warranty does not cover shipping costs for the return of products to Avalon for repair or replacement.

To submit a valid claim under this Limited Warranty, troubleshooting the product with an Avalon Customer Success Expert is required. If troubleshooting the product is refused by the Purchaser, Avalon reserves the right to deny the Limited Warranty Claim. In the event a part is necessary to correct the problem with a Product, Avalon will provide the part at no cost to the original purchaser under this Limited Warranty. Replacing parts or attempting to correct an issue with the Product is required prior to submitting a claim for a replacement product under this Limited Warranty. Instructions for troubleshooting a Product or replacing a part will be provided by Avalon. Troubleshooting, repairs, part replacement, installation, and proper maintenance are the responsibility of the Purchaser. Instructions for proper installation and maintenance will be provided in the user manual.

Installation, maintenance, or repairs of the Product is the responsibility of the Purchaser. The Purchaser reserves the right to use a Third Party for installation, maintenance, and repair at their own risk. Avalon is not responsible for any additional cost incurred for installation, maintenance, or repair of the Product including but not limited to additional material needed for installation or the cost of a Third Party. Damage or failure of the Product due to improper installation, maintenance, or repair caused by a Third Party or the Purchaser is not the responsibility of Avalon and will not be covered under this Limited Warranty. Instructions for proper installation and maintenance will be provided in the user manual.

ANY AND ALL WARRANTIES, EXPRESSED OR IMPLIED (INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY), LAST ONE YEAR FROM THE DATE OF ORIGINAL PURCHASE OR UNTIL THE ORIGINAL PURCHASER OF THE PRODUCT SELLS OR TRANSFERS THE PRODUCT, WHICHEVER FIRST OCCURS. IN NO EVENT SHALL AVALON'S LIABILITY UNDER ANY EXPRESS OR IMPLIED WARRANTY INCLUDE (I) INCIDENTAL OR CONSEQUENTIAL DAMAGES FROM ANY CAUSE WHATSOEVER, INCLUDING BUT NOT LIMITED TO ELECTRICAL OR WATER DAMAGE, OR (II) REPLACEMENT OR REPAIR OF ANY HOUSE FUSES, CIRCUIT BREAKERS OR RECEPTACLES. NOTWITHSTANDING ANYTHING TO THE CONTRARY, IN NO EVENT SHALL AVALON'S LIABILITY UNDER ANY EXPRESS OR IMPLIED WARRANTY EXCEED THE PURCHASE PRICE OF THE PRODUCT AND ANY SUCH LIABILITY SHALL TERMINATE UPON THE EXPIRATION OF THE WARRANTY PERIOD.

Except as otherwise provided, Avalon will not charge Original Purchaser to repair or replace the purchaser's Product if it is deemed defective during the length of this Limited Warranty, but any transportation costs associated with repairs or replacements are Purchaser's responsibility. No new warranty is provided with a replacement product. The warranty for the replacement product runs from the date of the original purchase of the original product. In the event that repair is necessary, such repair will be at no charge to the Purchaser except for transportation costs associated with such repair or replacement of a product in compliance with the terms of this Limited Warranty.

In the event, a warranty claim is filed and a warranty replacement is deemed necessary, the purchaser will be required to surrender the original product to Avalon at the time of replacement.

Some states and provinces do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so these exclusions or limitations may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state to state and province to province.

