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

avalon

AVALON A11 Manual

MODELS: A11-CTTL • A11BLK

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

MODELS: A11-CTTL • A11BLK

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 1-800-256-0695.

Model Number _____

Order Number _____

Purchase Date _____

c UL us LISTED

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Meet Your Avalon Product



Attractive Design

Attractive stainless steel design with three water spouts



Custom Temperature

Piping hot, cool or crisp cold water



Top Loading

Suitable for 3 or 5 gallon bottles



UL Listed

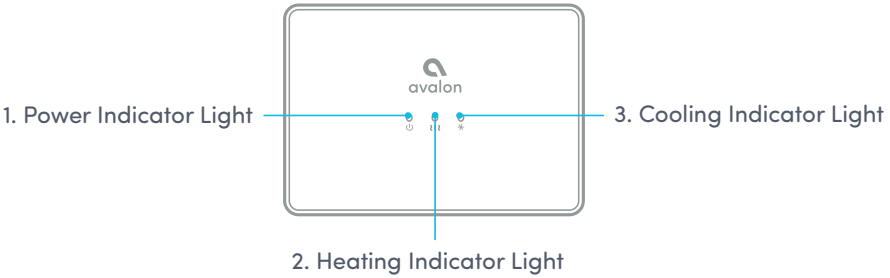
We design & manufacture with your safety in mind

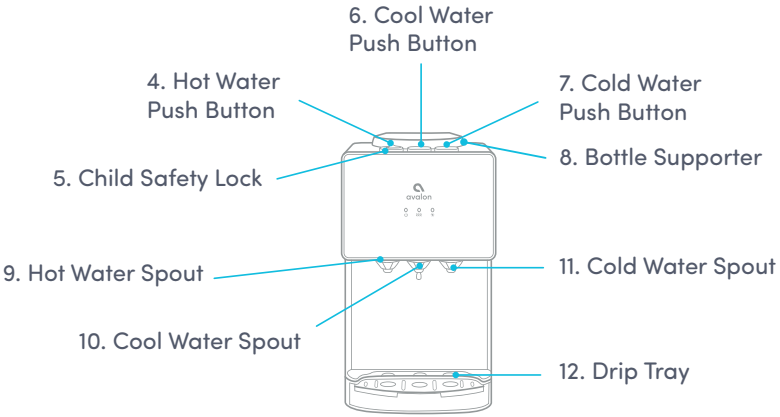


Child Safety Feature

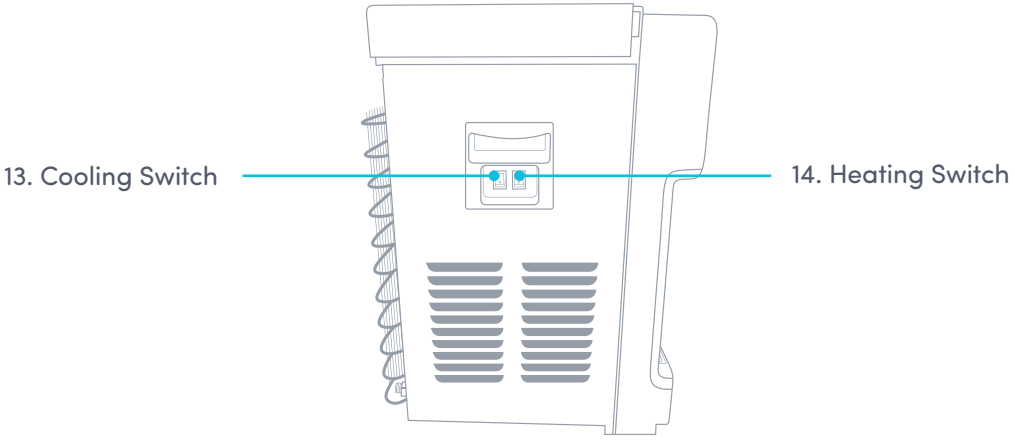
Ensures safe hot water flow for the entire family

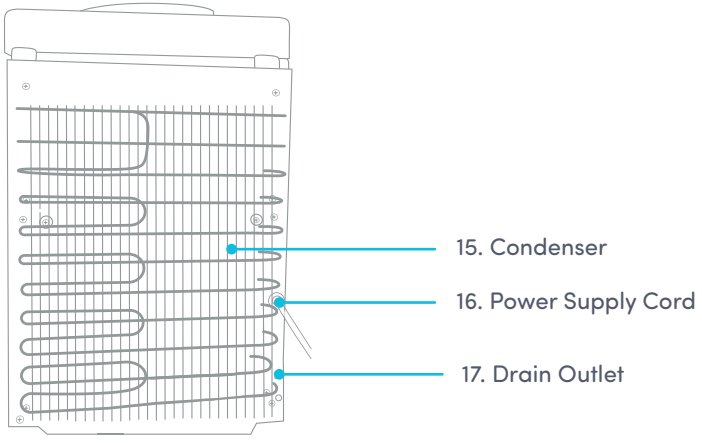
Part Names


1. Power Indicator Light
3. Cooling Indicator Light
2. Heating Indicator Light


6. Cool Water Push Button
4. Hot Water Push Button
7. Cold Water Push Button
8. Bottle Supporter
5. Child Safety Lock
9. Hot Water Spout
11. Cold Water Spout
10. Cool Water Spout
12. Drip Tray

Part Names


13. Cooling Switch
14. Heating Switch


15. Condenser
16. Power Supply Cord
17. Drain Outlet

Indicator Lights

Power Indicator Light



This light will remain on as long as the water cooler is plugged in to indicate that the cooler is on.

Heating Indicator Light



This light will indicate when the water is heating. The light will remain on while the water is heating and will turn off when it has reached the correct temperature of 185°F. As the water is dispensed the hot tank will refill and the water will heat. As the water reheats this indicator light will turn on.

Cooling Indicator Light



This light will indicate when the water is cooling. The light will remain on while the water is cooling and will turn off when it has reach the correct temperature of 47°F. As the water is dispensed the cold tank will refill and the water will cool. As the water cools this indicator light will turn on.

Tech Specs

Model	A11-CTTL
Avalon Models	A11-CTTL • A11BLK
Hot / Cold / Cool Output	1.8L/min / 2.2L/min / 2.0L/min
Hot Water Capacity	4 L/H (≥ 185°F)
Hot Tank Volume	1.02 Liters
Cold Water Capacity	2 L/H (≤ 47°F)
Cold Tank Volume	3 Liters
Product Size	13”(L)x12”(W)x19”(H)
Packing Size	17.5”(L)x15”(W)x23.5”(H)
Net Weight / Gross Weight	26.45 lb / 28.66/b
Voltage / Frequency	115V 60Hz
Cooling Method	Compressor
Heating Method	Internal Element
Heating Watts / Cooling Watts	420W / 120W
Power Consumption	520W

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 12-16.

Locating Dispenser

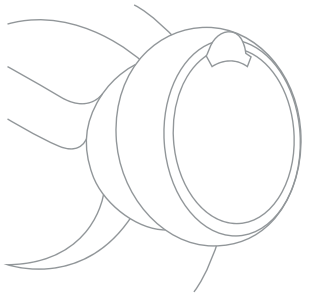
Do NOT plug in the power cord yet.

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.

Operation Instructions

Do not plug in the machine or turn on the heating (#14) and cooling (#13) switches until water has begun to dispense from the cold (#11) and hot (#9) water spout.

1. Remove any label or sticker from the mouth of the bottle.



2. Vertically insert the bottle into the bottle supporter (#8) on the top of the machine. The bottle supporter has a built-in puncturing rod to allow you to use spill proof caps without opening the plastic bottle seals.



Operation Instructions

3. Depress the hot (#4) cold (#7) and the cool (#6) water push button to dispense water from each spout. To dispense the hot water, slide the red child safety lock (#5) to the left and depress the hot water push button (#4) downward to begin the flow of water. You must slide the child safety lock (#5) and push the button simultaneously.

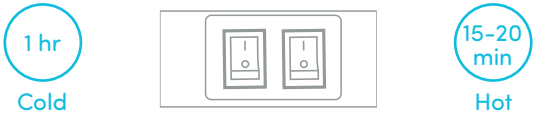


4. Once water is dispensing from both spouts insert the power plug into a power socket. Turn on (I) the heating switch (#14) and the cooling switch (#13). (If you do not wish to have hot water please leave the heating switch (#14) in the off (O) position. If you do not wish to have cold water please leave the cooling switch (#13) in the off (O) position.



Operation Instructions

5. Once the switches are in the on (I) position the heating indicator light (#2) and the cooling indicator light (#3) will turn on. It will take about 15 – 20 minutes for the hot water to heat to the appropriate temperature. It will take about 1 hour for the cold water to cool to the appropriate temperature.



6. When the water has reached the appropriate temperatures for hot and cold the indicator lights will turn off and the water is ready for use. The indicator lights will turn back on automatically when the machine needs to reheat or cool again.



7. To replace the bottle vertically, pull out the empty bottle with two hands. Using two hands place the new bottle of water vertically into the bottle supporter (#8).



Cleaning

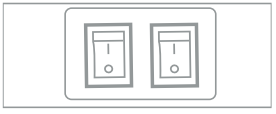
Rinsing, Cleaning, and Draining

To prolong the lifetime of the machine, it is recommended that the unit be cleaned and sanitized manually about every six months.

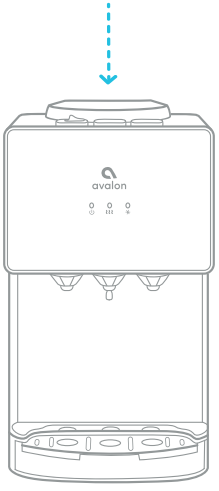
To clean the outside of the unit
Use a disinfectant of your choice to wipe down the outside of the machine. Disinfectant does not come with this unit. It can be purchased separately from a local store.

To rinse the inside of the unit
The machine has been disinfected prior to departing from the factory. However, it is recommended to rinse and drain the unit prior to installation.

1. Before cleaning, make sure that the cooling switch (#13) and heating switch (#14) are in the off (O) position and unplug the machine.



2. Once the machine is off, pour water into the top of the unit where the bottle would be placed.

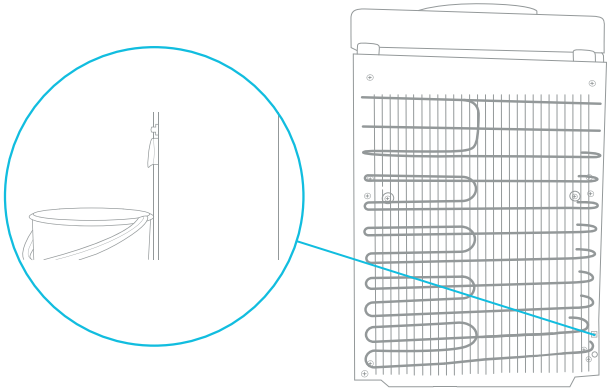


Rinsing, Cleaning, and Draining

3. Dispense about 2 liters of water from the unit into a bucket by pressing dispense buttons for each temperature.



4. Place a large bucket beneath the drain outlet (#17) located on the back of the unit. Remove the drain cover and plug and allow the water to drain from the unit. Water will start flowing as soon as the drain cover is removed.



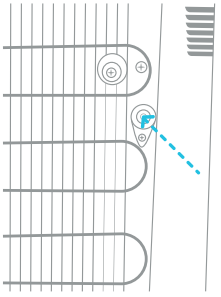
Caution: The dispenser will heat water to a temperature of approximately 185°F. It can cause severe burns if not handled carefully. Please use caution while operating and cleaning.

Rinsing, Cleaning, and Draining

5. Remove any remaining water in the tanks by dispensing water from the hot (#9) and cold (#11) water spouts into a bucket.



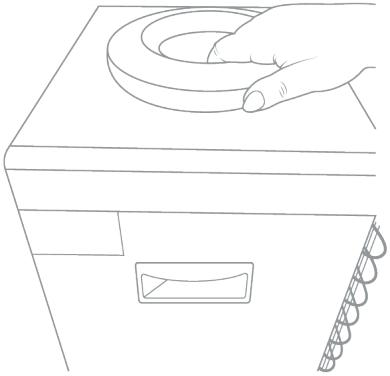
6. After draining is complete, replace the drain cover and plug and use the machine as normal.



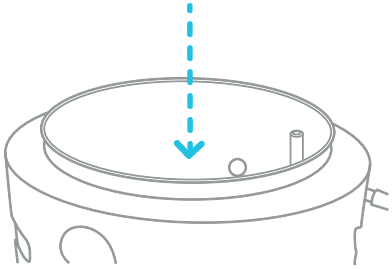
Cleaning

To remove mineral deposits that may have built up inside the the cold tank, mix 4 L of water with 200 g of citric acid crystals (not included) or a cleaning solution of your choice.

1. Twist or lift off the bottle supporter (#8).

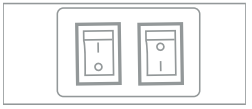


2. Put the mixture into the machine's cold tank and make sure the water can flow out of the hot water spout (#9).



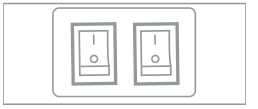
Cleaning

3. Plug in the power cord and turn on (I) the heating switch (#14). Allow the water to heat for 15 minutes.



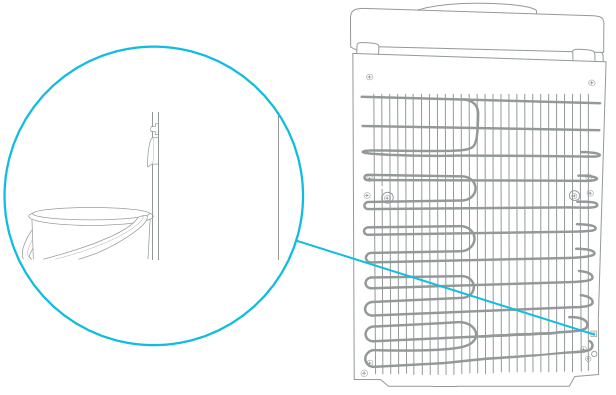


4. Turn off (O) the heating switch (#14) and allow the liquid mixture to cool down for 20 minutes.





5. Drain the liquid from the drain outlet (#17), then flush with water two or three times by following the rinsing instructions above. Only disassemble parts mentioned to avoid damaging the machine.



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 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 (#14) and cooling (#13) switches are in the on (I) position.

No water dispensing from spouts

This could be caused by the water bottle being empty. Please replace the bottle and allow 5-10 minutes for the water cooler tanks to fill up. Allow the proper time for the water to heat and cool.

This could be the result of the bottle supporter (#8) being blocked. Please lift the bottle from the bottle supporter with two hands. Check to ensure that the seal or possible paper from the bottle is not causing a blockage. Install the bottle again.

Water is leaking from the bottle supporter (#8)

This could be the cause of a broken bottle. Please check to make sure that the bottle is not broken and if so please replace it.

This could also be caused by a misaligned seal. Using two hands please remove the bottle. Please remove the bottle supporter (#8) and ensure that the seal is aligned correctly around the edge.

Noisy operation

This could be caused by the machine not sitting flat. Please make sure that the machine is placed on a placid and solid surface.

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 much be properly assembles 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 and 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 my 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.

Warranty

Warranty

Models included are:
A1TLWATERCOOLER, A2TLWATERCOOLER, A3BLOZONEWTRCLR, A3F, A3F-SC, A4BLWTRCLR, A4F, A1BOTTLELESS, A5BOTTLELESS, A5BLK, A6BLWTRCLRWHT, A6BLWTRCLRBLK, A7BOTTLELESS, A7BOTTLELESSBLK, A8CTBOTTLELESSWHT, A8CTBOTTLELESSBLK, A9CTELECTRICSS, 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

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.