

# **Supakwik** **Supatap**

User Guide / Installation Instructions



# User Guide & Installation Instructions

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## Introduction

Thank you and congratulations on purchasing your Australian designed and manufactured Supakwik Supatap appliance.

Your Supatap has been developed with experience gained from many years in the boiling water industry. Supakwik has brought you “Power Management” in its over bench range and once again Supakwik is the world leader in the field by introducing motion controlled energy saving features in its Supatap range, giving you the most advanced power saving features unsurpassed in the industry, patented.

Your appliance has been manufactured in Australia from the highest quality food grade materials utilizing automated machining and assembly processes. The copper tank is manufactured from high grade copper and the tap from brass, chrome plated.

This booklet contains useful information on the operation and care of your appliance as well as important warnings and safety tips. Please take a few moments to read this booklet so you can enjoy many years of trouble free service.

From page 11 the contents are directed at the installer. The user may choose to read these sections to gain a technical understanding of the product and its installation requirements.

This appliance is intended to be used in household and similar applications such as:

- Staff kitchen areas in shops, offices and other working environments.
- Farm houses.
- By clients in hotels, motels and other residential type environments.
- Bed and breakfast type environments.



## Warnings

For continued safety of this appliance it must be installed by a suitably qualified person and maintained in accordance with the manufacturer’s instructions. This appliance is intended for indoor use only and to be mounted in a dry cupboard space.

The Supatap must be permanently connected to a mains potable water supply, and not by a hose-set. Refer to the Australian drinking water guidelines.

The filter must be replaced when the status LED flashes violet. Typically this will occur after approximately 6 months.

Cleaning and user maintenance shall not be carried out by children. The appliance should be handled with caution at all times to avoid any damage that may cause improper operation.

The vent located at the spout of the tap must not be blocked or obstructed. If the supply cord is damaged it must be replaced by Supakwik Water Heaters Pty. Ltd, a service agent or a suitably qualified tradesperson.

## Safety

Boiling water can cause severe burns and as such, this appliance must be handled with caution at all times. This appliance must be operated as per these instructions.

Children should be supervised to ensure that they should not play with the appliance. 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

When operating the tap ensure your hands and arms are clear of the outlet delivering the boiling water.

All models include dual safety lock options. When in either of these lock modes, the boiling water lever is rendered inactive (see Safety Lock page 6). As a further safety feature, the product 'remembers' the state and mode that it was left in, in the advent of a power failure or if switched off. For example, if it was left in a safety mode, before power was interrupted, it will reboot in the safety state when switched back on.

The element is fitted with a dual temperature protection device, when the element surface reaches temperatures exceeding that of normal operation it will automatically shut off. This protects the element and the appliance from any damage.

Your Supatap appliance is fitted with a leak detection device. If a water leak is present, the system will shut down until the leak is resolved.

If the product malfunctions in any way isolate the electrical and water supplies immediately. Then contact either the installer, Supakwik or one of its authorized representatives.

## General

For your convenience, your Supakwik Supatap has been programmed with many features developed over years of specializing in the industry, to offer simple, reliable trouble free service. For example, temperatures are not user adjustable. The appliance continually monitors atmospheric and water quality conditions and automatically adjusts the boiling temperature to deliver water at the best temperature possible, while generating no energy wasting steam.

Your Supatap is fitted with market leading patented "Energy Saving Features". The tap is equipped with sensors which continuously monitor your presence. Within 2 minutes of you using the product and vacating the room, your appliance enters power saving modes. Your appliance also '*learns*' how it is used and will step into deeper sleep modes in longer idle periods and will even power off automatically over weekends and overnight reducing your power bill dramatically. If however, you require boiling water at times you don't normally use the appliance, it will automatically sense your presence and return to normal operating state. These features constantly put the system into various levels of power saving modes continuously during the day and night, maximizing energy saving while negating the need for programmable timers or any user interference. Supakwik has patents to safeguard this market leading power saving technology.

The tap is robust and fit for duty intended. The Supakwik tap is not manufactured from plastics or inferior metals, but from high quality brass, chrome plated. It will stand up to the most demanding requirements. It includes LED's which will indicate the operating status of the appliance.

## Normal Operation

To begin using the Supatap make sure the water and electrical supply are turned on. If you are using the Supatap for the first time please allow time for it to fill and heat, this process can take up to 20 minutes. The unit will not dispense boiling water until it has done so. During this time the tap may disperse steam.

## Supatap

The Supatap comprises two levers capable of delivering filtered - boiling, chilled and ambient water. Dependent on the particular model installed, will dictate which functions are available to the operator. At any point in time to stop the Supatap from dispensing water move the levers on the tap to the middle or central position.

The boiling water lever is located on the left while the chilled / ambient lever is on the right.

The tap also incorporates three LED indicators – Boiling (red), Chilled/Ambient (blue) and a system status indicator (multi-colour).

The multi-colour status LED has the ability of displaying various operating states that the appliance enters i.e. various operating modes, power saving modes, safety lock out, filter condition and system faults. Under normal operating conditions the status LED will display a white, yellow, green or a blue light.

The following multicolour status LED light colours are listed below along with their operating modes:

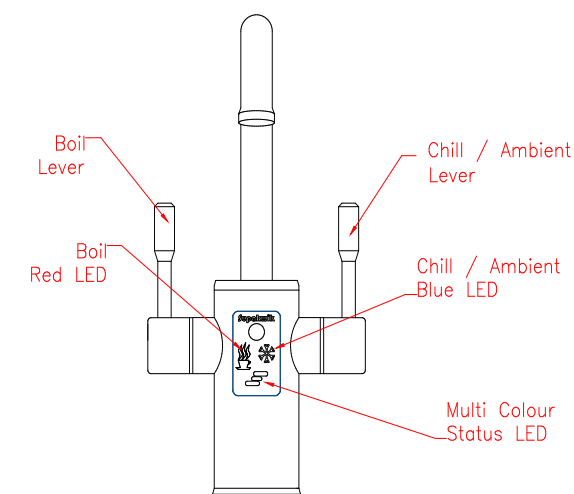
- White light indicating no lock operating mode.
- Yellow light indicating a safety lock mode.
- Green light (on approach) indicating in a power saving mode.
- Blue Light indicating boiling water under temperature.
- Violet light periodically flashing indicates filter change required (refer filter change).
- Red light indicating fault conditions (refer fault conditions).

Listed below are the functions of the boiling and chilled/ambient LED's:

- Boiling water is available at any time when the boiling water LED is illuminated red.
- Chilled and or ambient water is available at any time when the chilled/ambient LED is illuminated blue.

**Note:** If the tank is emptied by drawing boiling water, delivery of boiling water will be inhibited for 45 seconds. This will be evident by the status LED displaying blue and the red boiling LED being off. Boiling water is not available during this 45 second period. Chilled/Ambient levers will only deliver water for a 2 minute period. The lever must be returned to the OFF position before delivery will reoccur.

Boiling water will only deliver for 20 seconds at a time.



## Appliance Operating Modes – Boiling Water

All models include a choice of 2 automatic safety lock modes or a no lock tap mode. These modes can be used in conjunction with the operational power saving feature turned ON, partially ON or OFF. Appliance default mode is NO lock - power saving features OFF.

**SINGLE LEVER AUTOMATIC LOCK** – In this safety operation mode the system is always in a locked delivery mode. To deliver boiling water, the boiling lever must first be pushed away from the operator and then brought forward. At any time while the status LED indicates white, boiling water may be dispensed. Approximately 5 seconds after the boiling lever is returned to the off position, the system will automatically enter the locked state. The status indicator will illuminate yellow.

**DUAL LEVER AUTOMATIC LOCK** – In this safety operation mode the system is always in a locked delivery mode. To deliver boiling water both the boiling and chill tap levers must be pushed away from the operator and held there until the status LED indicates white (approx. 3 seconds.) The levers must then be brought back to the 'Off' position. At any time while the status LED indicates white, boiling water may be dispensed by pulling the boiling water lever forward. Approximately 8 seconds after the boiling lever is returned to the off position, the system will automatically enter the locked state. This is visible by the status indicator illuminated yellow.

**NO LOCK OPTION** (default) – In this mode, boiling water is always available when pulling the boiling water lever forward. The status LED illuminates white.

**POWER SAVING - TURNED ON** – In this mode, the appliance enters the first level power saving mode the moment you vacate the room, by allowing the water temperature to reduce and remain at 88°C. Due to excellent insulation qualities, this will occur over a 1½ hour period without the heater element ever coming on. The moment the Supatap detects your presence it will immediately wake and return to operating temperature. Until such time as it reaches operating temperature the status LED will illuminate blue. This could take from 1 – 160 seconds dependent on capacity of the appliance and the time period that the appliance has been in this power saving mode.

**POWER SAVING – ON PARTIAL** In this mode, only the self-learning feature remains on. The Supatap will continue to switch off only in times of protracted non-use.

**POWER SAVING - TURNED OFF** (default) – In this mode the appliance remains at operating temperature at all times. User power saving feature is still available. (See page 7).

<i>Tap Safety Mode</i>			<i>Power Saving Mode</i>		
<b>Single Lever</b>	<b>Dual Lever</b>	<b>Off</b>	<b>On</b>	<b>Partial</b>	<b>Off</b>
Yellow	Blue	White	Green	Violet	Red

When the unit is powered on the Multi Colour Status LED (Bottom Light on the Tap) will flash two different colours indicating the Tap safety mode and the power saving mode. The table above shows what the colours represent.

For example if the unit displays White and Red alternating colours on startup it is indicating that the *Tap Safety mode* is off (White) and that the power saving mode is off (Red).

## **Modes are selected during boot up of the Supatap.**

### **To select Power Saving Modes**

- Turn Supatap off and place both levers in the neutral position.
- Switch the power to the Supatap on.
- Place both levers backwards simultaneously within 6 seconds of startup.
- The Status LED will alternate between Green, Violet & Red.
- Return both levers to the neutral position during desired power saving colour (green-on, violet-partial, red-off).
- Switch the power to the Supatap OFF then ON again.
- Leave the handles in the neutral position and allow appliance to complete its first heating cycle.

### **To select Tap Delivery Modes.**

- Turn Supatap off and place both levers in the neutral position.
- Switch the power to the Supatap on.
- Wait 6 Seconds and/or for the Status Light to change colour during boot-up.
- Place both Levers Backward simultaneously.
- The status LED will alternate between white, blue, yellow.
- Return both levers to the neutral position during desired tap operating colour (white - no lock, blue - dual lever lock, yellow - single lever lock).
- Switch the power to the Supatap OFF then ON again.
- Leave the handles in the neutral position and allow appliance to complete its first heating cycle.

**Note:** Chilled and/or ambient water operations are not affected by either of the modes.

## **User Power Saving Feature**

Your appliance includes a further user power saving feature. This feature is available at all times while the appliance is on irrespective of the operating mode selected.

There are times when only chilled or ambient water delivery is required and you know you will not be requiring boiling water for protracted periods. To prevent the appliance from wasting energy by continuously re heating whenever detecting your presence, place the 'boiling lever' in the backward position and leave it there. The red led will flash and then go off, the status led will go off. When you now approach the appliance, it will not reheat. Chilled / Ambient delivery is still available.

To return the Supatap to its prior operating mode, simply return the boiling lever to the Neutral position.

## Care & Maintenance

### Cleaning

Cleaning and user maintenance shall not be made by children without supervision.

When cleaning the outer case of the appliance, care should be taken not to dislodge pipe work or electrical connections. Do not store items on top of this appliance. Do not wipe with abrasive solvents or pour water over this appliance.

This appliance tap is manufactured from brass which is chrome plated. Clean the tap with a damp cloth. Do not pour water over the tap. Avoid abrasive solvents and sponges when cleaning the tap.

### Maintenance – Status LED flashes violet intermittently.

Filters and their replacement (Every 6 Months) or when cold water dispenses slowly.

This appliance is fitted with a canister filter cartridge located inside the front door. Filter life is based on the demand placed on the Supatap, together with the quality of the water supply. The standard filter cartridge, under general demand should deliver a life expectancy of 6 months or approximately 5000 liters. The filter replacement default timer is 6 months. When the status indicator begins flashing violet intermittently or when the cold water dispenses slowly the filter cartridge needs to be replaced.

### Replacing the filter cartridge.

- Shut off the water supply to the Supatap and dispense cold water until it stops.
- Switch the power to the Supatap off.
- Open the front door, place a cloth below the filter (to absorb possible spills) and remove the filter by rotating anticlockwise and then pulling down.
- Dry up any water spills and fit new filter cartridge by inserting into the bayonet fitting and rotating clockwise until it stops.
- Slowly turn on the water supply.
- Reset the Filter Timer
  - Turn the Supatap on
  - Wait 10 seconds and/or for the third colour of the Status LED - Teal.
  - Place both levers backwards.
  - The Status LED will flash green briefly to indicate it has been reset.
  - Bring both Levers to the Neutral Position
- Switch the power to the Supatap OFF then ON again.
- Leave handles in the neutral position and allow appliance to complete its first heating cycle.
- Flush the new cartridge by delivering cold water for 5 minutes.

After replacing filter cartridges, check all connections for leaks. Inspect the base of the unit and cupboard for water or leaks.

When replacing filter cartridges, use only genuine filters specifically designed for this appliance. For assistance with filter replacement or where to purchase replacement cartridges, please contact your local agents, Supakwik or visit our website at [www.supakwik.com.au](http://www.supakwik.com.au).



## 1. Warranty, Terms, and Conditions

- 1.1 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- 1.2 Supakwik Water Heaters Pty. Ltd. guarantees your heater against faulty manufacture or mechanical defect for the period as stipulated below:
- 2 Years warranty – The first 12 months parts and labour, the following 12 months parts only.
- 1.3 Supakwik reserves the right to choose whether to:
- Repair the product,
  - Replace the product or part with an equivalent, or
  - Refund the cost of the product.
- 1.4 After a product has been repaired or replaced under warranty, the product will still be under warranty for the remaining warranty period.
- 1.5 Filters are not covered under warranty as their lifespan is dictated by the quality and quantity of the water that passes through it.
- 1.6 The unit must be installed in accordance with the local water & electrical supply authority regulations, to be eligible for warranty.
- 1.7 The unit must be operated and maintained in line with “Care and Cleaning” instructions to be eligible for warranty.
- 1.8 The warranty claim must be made within the warranty period to be eligible.
- 1.9 The warranty period commences from the date of purchase.
- 1.10 If Supakwik is engaged to replace or repair a product under warranty, and there is no fault or the fault is found to be ineligible for a warranty claim, the claimant will be liable for all the costs involved, it will then be their choice whether or not to go ahead with repairs.
- 1.11 This warranty is not transferable and only applies to the original owner.
- 1.12 This warranty is only valid within Australia.

## 2. Warranty Exclusions:

- 2.1 This warranty does not exclude, limit or modify any warranty condition obligation or liability which is or may be implied or imposed on the company by virtue of the Australian Consumer Law, or any other statute, rule, or regulation except for the extent to which the company is lawfully entitled to exclude limit or modify it.
- 2.2 Supakwik Water Heaters Pty Ltd is not liable:
- For the cost of removal, shipping, and or reinstallation of a product or part that needs to be repaired or returned to Supakwik Water Heaters.
  - For the cost of travelling to and from a location, to repair or replace a product or part.
  - For attempted repair or damage by unauthorised service people.
  - If malfunction or damage is caused to a part or product due to lime Scale, dissolved mineral build up, or sediment as a result of poor water quality.
  - If the water supply is non potable.
  - If any modifications or third party parts are fitted, this includes filters.
  - If the product is used for which it was not designed or intended.
  - Unless the product has been installed as per the installation instructions supplied with the product.
  - Unless the product has been installed by a person licenced to do so.
  - If the product or part has been damaged due to:
    - Misuse or abnormal use.
    - Accidental damage.
    - Neglect.
    - Acts of God, such as cyclones, lightning strikes, flooding etc.
    - Continued use after the fault has become apparent.

- k. If the serial number or rating label, which identifies the product has been removed or tampered with.
- l. For additional costs involved to access products.
- m. For general wear and tear.
- n. Damage that occurred during transport.

### **How to make a warranty claim**

If you have a product that you feel meets the requirements above and has become faulty please contact Supakwik via email at [services@supakwik.com.au](mailto:services@supakwik.com.au) or phone (07) 3800 0575. Supakwik must be contacted before any works have commenced on a product, or is returned to us for repair or replacement under warranty. Failure to comply may result in the warranty void.

Supakwik Water Heaters  
3/7 St Jude Ct,  
Browns Plains, 4118,  
Queensland.

### **Product Support**

Once again, thank you for choosing the Supakwik Supatap. Your product is designed and manufactured in Australia utilizing the highest quality food grade materials, processed through automated plant and assembly processes, guaranteeing quality.

Supakwik prides itself on excellent product support. If you ever need product assistance with your appliance, a call to Supakwik will not be answered by a recording with multiple selections, but by a real individual, whom will give you direct access to one of the engineers who designed your appliance. That's the type of support you can expect!

A Supakwik member or one of its approved service agents will always be on hand to assist with any service requirements you may have. Call (07) 3800 0575

Alternatively, visit our web site at [www.supakwik.com.au](http://www.supakwik.com.au)

## Installation instructions

### Thank you for recommending the Australian made Supakwik Supatap.

This unit must be installed by a qualified person in accordance with AS3498 AS/NZS603350.2.15, AS/NZ3500.4 and all other local plumbing, electrical, and building Regulations.

Inspect the unit and its contents and ensure there is no damage to the product before proceeding with the installation, failure to do so may result in the product malfunctioning.

#### Contents

- Supatap under bench appliance.
- Chiller appliance (optional).
- Two lever Supatap including nut & spacer.
- Filter cartridge.

### Supatap Installation

#### Positioning

This appliance is intended to be connected to a potable water supply and for indoor use only; the appliance casing is not waterproof. Intended positioning is within a dry cupboard space below the sink.

Consideration must be given to the location of the appliance and tap prior to installation, such that all installed pipe work from the tap has a continuous fall to the unit. It must be installed in an upright position with all pipe connections to the rear wall of the cupboard.

The main heater must be positioned no less than 25mm from both the rear and side wall of the cupboard. When installed with the chiller unit, the chiller unit is to be positioned such that a 50mm clearance exists on all sides of the chiller.

The chiller appliance will require adequate ventilation in the cupboard to operate, failure to provide any ventilation may lead to poor performance or possible failure of the Chiller.

#### Electrical Services

Models that are boiling only require a single 10 Amp GPO.

Models that incorporate a 2kW element in the Supatap appliance along with a chiller require a single 10 Amp GPO.

Models that incorporate a 2.4kW element in the Supatap appliance along with a chiller will require a dual 10 Amp GPO.

It is recommended that a dedicated supply be provided, protected with an approved earth leakage device. You must isolate the power supply before removing any covers. Once the covers are removed it will allow access to live wiring.

## Filter Installation

It is recommended that filters be flushed as per filter label instructions prior to fitment.

A bayonet style canister filter is supplied with this appliance. This filter must be fitted to the Supatap. The filter is fitted in the front of the appliance by opening the front door.

Fit the cartridge by inserting it into the filter head and rotating clockwise until it stops.

Try to pull down on the cartridge to check that it is securely fitted.

**NOTE:** The Supatap incorporates a backflow prevention and pressure limiting valve.

## Water Supply

The water supply to the unit must be cold potable water within a pressure range of 80 - 1000kPa and a temperature range of 5 – 35°C.

Models require a single 15mm (½”) cold water supply. Supplies must have an isolating valve installed in a suitably accessible location. The appliance includes a pressure limiting and backflow prevention device, therefore one is not required.

Before connecting the water supply to the Supatap, the supply line must be flushed thoroughly. Connect a flexible pipe to the outlet of the isolation valve, and flush the water into an appropriate container. This is to ensure no dirt or swarf passes into the appliance.

Connect the cold water supply to the Supatap male thread marked “INLET” using a stainless steel braided flexible 15mm (1/2”) pipe.

**NOTE:** Pay particular attention not to allow water into the tap electrical connector.

## Supatap Tap Installation

### Boiling, Chilled, Ambient Water Tap

This tap is designed to suit bench tops with a thickness of 0.5mm to 50mm thick. Position the tap in its desired location and mark out a 35mm hole where the tap is to be installed.

**Note:** The retaining nut has a diameter of 52mm, therefore it is recommended that the center of the hole be at least 28mm clear of the bowl or cabinet edge to ensure that there is sufficient clearance to fit the tap retaining nut.

Before cutting through the bench top make sure nothing is obstructing the path of the cutting tool or tap on the underside of the bench top. Remove any burring or loose timber from either side of the 35mm hole.

Ensure the washer is in place on the underneath side of the tap base and then slide the piping and base of tap through the hole. Slide all piping and cable through the spacer and back nut. Slide the spacer & nut up to the tap and tighten the nut until the tap is secured firmly on the bench top. Once the appliance is in the desired position and the Supatap is installed you can connect the services from the tap to the appliance.

**Note:** We recommend sealing the base of the tap with a clear silicone sealant.

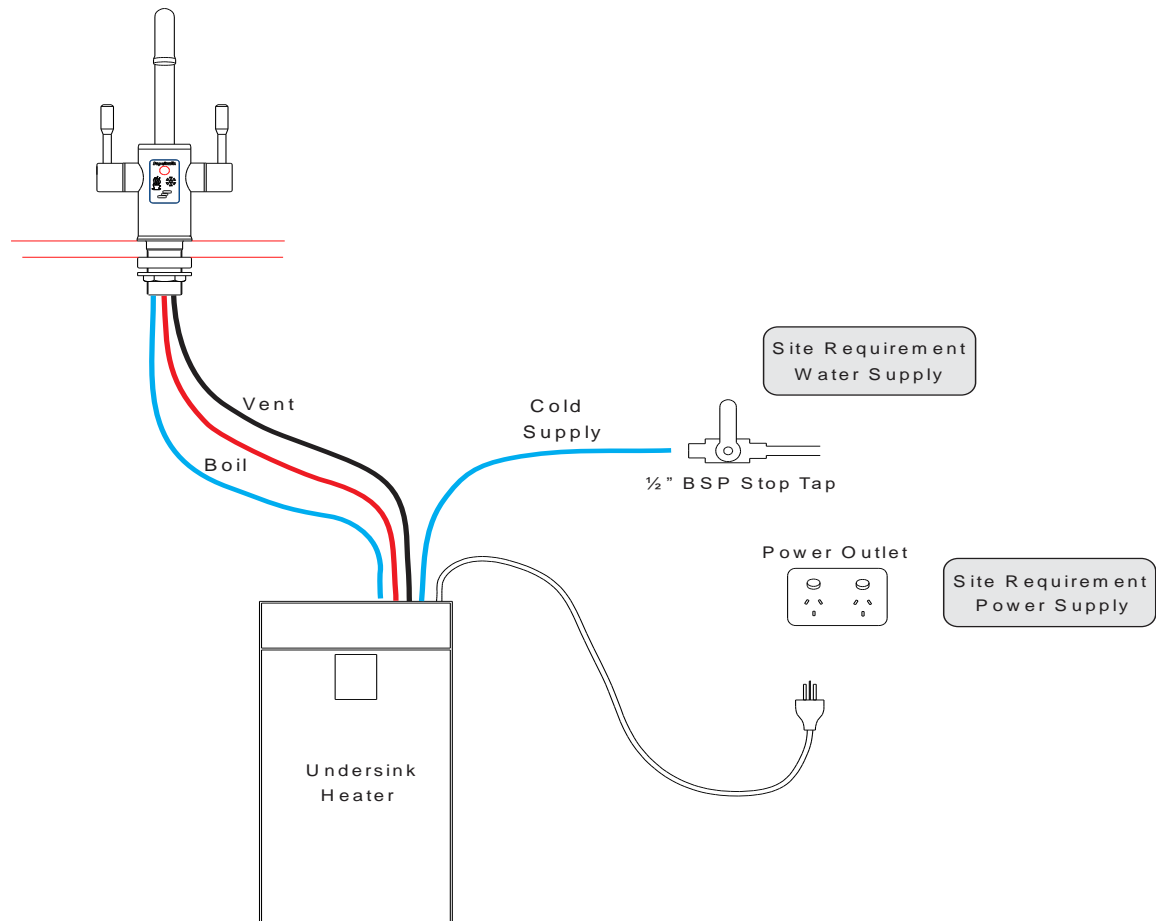


**WARNING:** Do not use the tap handles to rotate the tap when tightening the retaining nut. This will result in damage to the tap.

## Connections for BF Series – Boiling / Ambient Filtered (2 in 1 models):

### Boiler / Ambient Tap

- Tap silicone tube with red band, connect to fitting marked “BOILING”.
- Tap silicone tube with black/no band, connect to fitting marked “VENT”.
- Blue/black tap plastic tube to be connected to fitting marked “COLD”.
- Tap electrical connector to 6 pin socket (this connector is polarized and can only be connected one way).



**WARNING:** The silicone piping from the Boiler/Chiller/Ambient tap to the appliance must have a continuous fall to prevent the pipes from trapping water, twisting, or folding. Failure to comply with this warning will cause the appliance to malfunction and void warranty. You may need to cut the silicone piping to achieve the length required for a continuous fall.

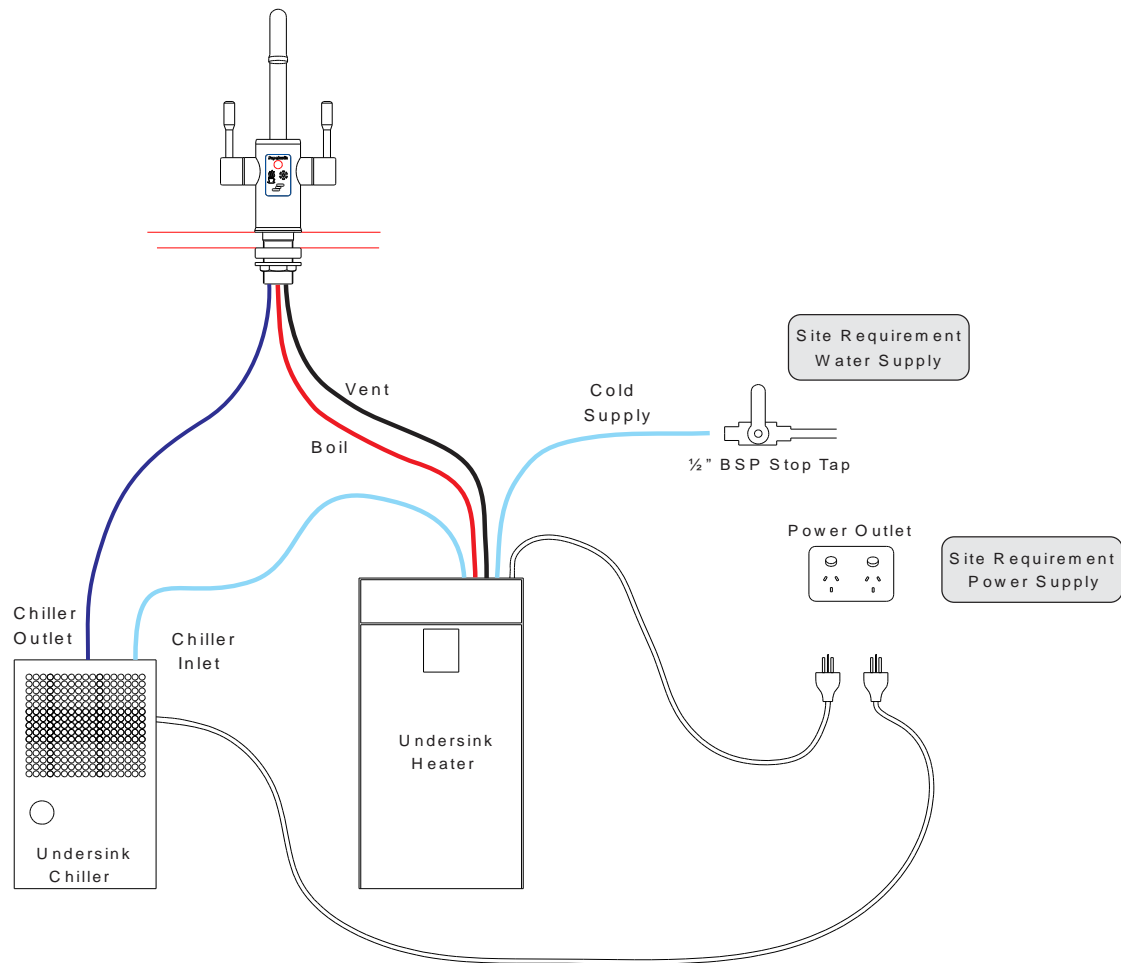
**NOTE:** If a third party chiller is to be installed on the 2 in 1 models, then the “COLD” fitting on the appliance is to be connected to the inlet of the chiller. The blue tap tube is to be connected to the outlet of the Chiller. Chillers must comply with AS3498.

The ambient function of the Supatap appliance then becomes chilled.

## Connections for BC Series – Boiling / Chilled (2 in 1 models):

### Boiler / Chilled Tap

- Tap tube with red band, connect to fitting marked “BOILING”.
- Tap tube with black/no band, connect to fitting marked “VENT”.
- Blue/black tap tube to be connected to the chiller “OUTLET”.
- Blue tube to be connected from heater “COLD” to chiller “INLET”.
- Tap electrical connector to 6 pin socket (this connector is polarized and can only be connected one way).

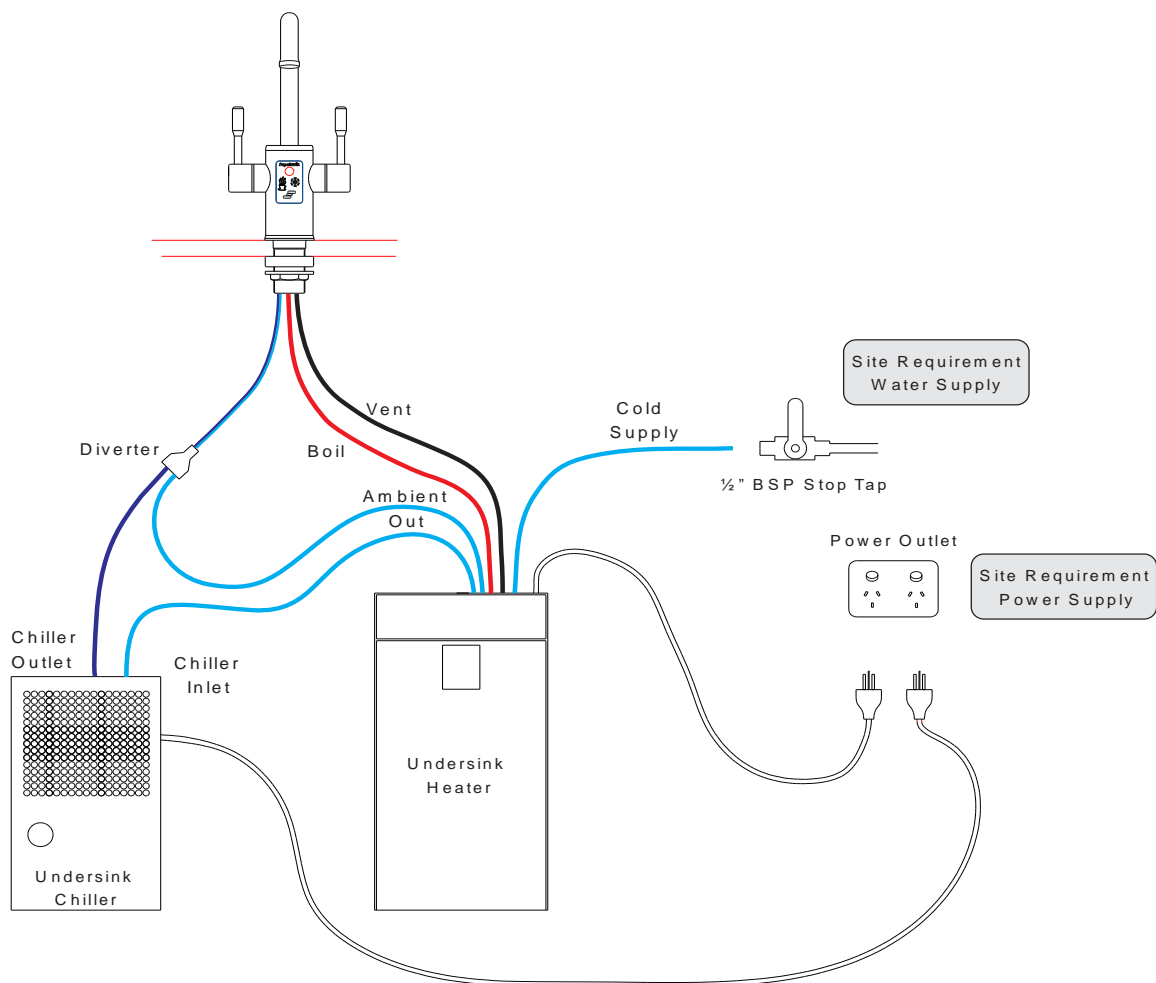


**WARNING:** The silicone piping from the Boiler/Chiller/Ambient tap to the Supatap must have a continuous fall to prevent the pipes from trapping water, twisting or folding. Failure to comply with this warning will cause the appliance to malfunction and void warranty. You may need to cut the silicone piping to achieve the length required for a continuous fall.

## Connections for 3 in 1 models:

### Boiler / Chilled / Ambient Tap

- Tap tube with red band, connect to fitting marked “BOILING”.
- Tap tube with black/no band, connect to fitting marked “VENT”.
- Blue/black tap tube to be connected to the outlet of the John Guest Y connector.
- Ambient out to inlet of the John Guest Y connector.
- Chiller out from the appliance to inlet of the chiller.
- Chiller outlet to remaining inlet of the John Guest Y connector.
- Tap electrical connector to 6 pin socket (this connector is polarized and can only be connected one way).



**WARNING:** The silicone piping from the Boiler/Chiller/Ambient tap to the Supatap must have a continuous fall to prevent the pipes from trapping water, twisting or folding. Failure to comply with this warning will cause the appliance to malfunction and void warranty. You may need to cut the silicone piping to achieve the length required for a continuous fall.

**NOTE:** If a Third party chiller is **NOT** to be installed on the 3 in 1 models, then the blue chiller supply pipe from the appliance must be connected to the “INLET” of the John Guest Y Diverter connector. Chillers must comply with AS3498.

## Commissioning and Testing

Every Supatap appliance is wet tested before it leaves the factory to ensure you receive a fault free product.

Once the installation is complete, position both tap handles in the upright/neutral position.

Using the isolating valve turn the water on slowly. Check over the entire product for water leaks, if there are no leaks turn on the electrical power supply to the Supatap.

The unit will boot up in the default mode and begin to fill slowly, during this process monitor the Supatap for any water leaks.

Please allow up to 30 minutes (depending on model) for the appliance to fill and heat.



**WARNING:** Do not turn on the power supply to the chiller until the chiller has been purged of air. As the heater appliance controls the water supply to the chiller, purging cannot be undertaken until the heater has calibrated and entered the operating mode.

While the unit is filling to low level the status indicator will flash blue. On reaching low level, heating and filling will commence. (Boiling LED flashes red, status LED flashes blue).

On reaching high level, (boiling & status LED will be ON) the appliance will automatically calibrate.

After calibration, the status LED will change to white.

Where a chiller is fitted, purge the chiller by opening the cold water tap. The chiller is correctly purged when the water supply stops immediately the tap is switched off. Once purged, plug the chiller into the power supply and switch on.

Perform the following tests below to ensure the Supatap is functioning correctly:

- On first fill, the pump may require priming to remove trapped air. Pull the boiling lever forward for 1 – 2 seconds and then return to off position. Repeat this step until boiling water flows correctly from the tap.
- To dispense boiling water gently pull the boiling lever towards you.
- To dispense chilled water gently pull the right lever towards you to the “CHILLED” position marked on the side of the tap.
- To dispense filtered ambient water gently push the right lever away from you to the “Ambient” position marked on the side of the tap (3 in 1 model or above).



## Maintenance Mode

The appliance can be put into a maintenance mode to allow for the testing of various components, together with changing filter change trigger time. This should only be undertaken by trained service agent.

### Placing the appliance into the Maintenance Mode.

- Switch the appliance OFF.
- Switch the appliance ON and pull both levers forward simultaneously. This must be done within 10 seconds of the appliance being turned on.
- When the status LED turns off push both levers to the full backward position simultaneously and then to the upright/neutral position. The Status LED will now flash white.

The appliance has now been placed in the maintenance mode. To exit maintenance mode, restart the appliance.

### Changing the filter replacement default timer.

- Place the appliance into the maintenance mode.
- Pull both Boil and Chill levers to the forward position simultaneously.
- The Status LED will now begin flashing green. Each ON flash represents one month to filter change trigger point.
- Count the months required to trigger filter replacement and on the interval after the desired count place both levers in the OFF position. The Status LED will now flash White. The filter replacement trigger point is now set at the desired months.
- Switch the appliance OFF and ON again and allow to reboot.

Although the LED will continue flashing past the count of 12, the filter replacement trigger point can only be set between 1 and 12 months. If the flash count passes 12 flashes and the levers are placed in the OFF position the filter change trigger point will be 12 months.

**Note:** To change the desired months, simply pull both levers forward again, while in the maintenance mode and the count will restart.

### Returning the appliance to Normal Operating Mode.

- Switch the appliance OFF.
- Place both levers in the NEUTRAL position.
- Switch the product ON.
- Appliance will now reboot in Normal Mode

### Rebooting.

During the reboot phase, the Status LED will initially flash the two colours representing the safety lock and power saving mode. It will then proceed to flash the counts of filter change trigger months. Green represents months remaining and violet represents months that have passed.

For further information on this operation mode contact Supakwik Service Department on +61 (07) 3800 0575.

## General Product Specifications

Model	BF Series	BC Series	BCF Series
<b>Boiler Capacity (hour)</b>	100 – 200 Cups	100 – 200 Cups	100 – 200 Cups
<b>Ambient</b>	Yes	No	Yes
<b>Chilled</b>	No – Can be added later *	Yes	Yes
<b>Filter</b>	Yes	Yes	Yes
<b>Voltage – AC</b>	240	240	240
<b>Element Wattage</b>	2000 – 2400	2000 – 2400	2000-2400
<b>Supply Connection</b>	½” Male Thread	½” Male Thread	½” Male Thread
<b>Water Supply - kPa</b>	80 - 1000	80 - 1000	80 - 1000
<b>Backflow Prevention</b>	Dual Check	Dual Check	Dual Check
<b>Pressure Limiting Valve - kPa</b>	350	350	350
<b>Dimensions - mm</b>			
<b>Height</b>	340 / 400	340 / 400	400
<b>Width</b>	190	190 + 205 (Chiller)	190 + 205 (Chiller)
<b>Length/Depth</b>	415	415	415

\* If a chiller is fitted to the BF models, the ambient filtered water becomes chilled. It can be added later if required.

Standard Chiller Dimensions (L x W x H) 410 x 205 x 280mm

We have various sizes and combinations available please contact us for further information.

## Trouble Shooting



**WARNING:** Any repairs must be carried out by a suitably qualified person. Before removing any covers the power must be isolated to the appliance.

Ensure there is no water spilled on the product, if water is in the tap connector it can give multiple errors.

Restart the unit and test the operation, if water has caused the initial error and dried up since the unit may continue to operate normally unless it has sustained water damage.

The tap will flash red when there is an error, the flashing sequence will determine the error.

### **3 Red Flashes** - Water Leak Detected.

There is an insulated wire terminal attached to a stud at the base of the unit, next to the pump. When water touches the terminal it is no longer insulated and triggers the leak detection.

Fix the source of the leak, and dry out the water leak terminal if required.

### **7-2 or 2 Red Flashes** - The water supply has either stopped or is insufficient.

Check the water supply to the unit, if there is no water supply issue the parts below may need to be checked and/or replaced. We recommend changing the filter every 6 months.

- Internal Pressure Limiting Dual Check Valve
- Filter
- Solenoid Valves
- Strainer located on the outlet of the filter head

**7-1 or 1-3 Red Flashes** – The main controller board (PCB) has failed on the appliance and needs to be replaced.

**2-3 or 2-4 Red Flashes** – The temperature sensor (thermistor) inside the tap has failed and needs to be repaired or replaced.

**2-5 or 2-6 Red Flashes** – The temperature sensor (thermistor) inside the element has failed and needs to be replaced.

**1-2 Red Flashes** – Tap Communication Error.

There is a communication error between the tap and the appliance, this can be either the tap or the boiling water unit. Ensure there is no water in the male/female connector and that the tap connecting cable is not damaged. If the problem still persists check the cable from the 6 pin connector to the Main Controller Board (PCB) for any damage.

**1-4 Red Flashes** – Pump Failure.

Test the operation of the pump and if it does not operate, the pump needs to be replaced.

#### **4 Red Flashes – Not Heating**

The unit is not heating and there has been no temperature rise within 2 minutes. The element is fitted with temperature cut outs to protect the element from dry firing, these cut outs are located directly on the element and can be reset. Before removing covers the power must be isolated to the appliance.

They have buttons that pop out when they have been triggered to reset them simply push the button back in, you should feel a small click when doing so.

This problem is often a symptom of no water supply, see error code 7-2.

#### **3-4 Red Flashes – Continuous Boil Protection.**

Continuous Boil Protection has been triggered when the element continues to heat more than it would under normal conditions. Check that the silicone tubes from the tap are connected to the corresponding fittings/pipes on the appliance. Refer to error 7-2 as this error can be a symptom of insufficient water supply.

#### **1-5 Red Flashes – Abnormal increase in tank temperature.**

This error can be a symptom of failed level sensors, replace the insulating sleeves on the level sensor on the tank.

#### **Water Continuously Running or Dripping**

- Make sure the unit is installed in the upright position, the pipework should be facing up and the filter door should be facing forward and accessible.
- If the pump is operational and the dripping continues well after the initial heat cycle, the solenoid valves will need replacing.
- If the pump is not operational and the unit is power cycled too many times it will overflow from the tap. When the appliance goes through the initial heating cycling after powering on it adds a small amount of water to reduce the water temperature below boiling to prevent the pump from cavitation. When power cycled many times the small amount of water adds up and eventually overflows from the tap. The pump will need to be replaced if not operational, take care as the silicone tap hoses will be full of water.
- If both the tap handles are in the neutral upright position (off) and either of the two top lights are flashing blue or red (not the bottom status light), it indicates that the tap is telling the appliance to deliver water when it shouldn't. The tap will need to be replaced or repaired.

#### **Not Pumping Boiling Water**

Firstly make sure the silicone hoses have continuous fall and have been trimmed of any excess slack.

Check that the bottom status light is either white (ready to dispense, no safety lock) or yellow (ready to dispense, safety lock on). If the bottom status light is blue, the unit is still heating and will only allow water to be pumped when at temperature.

Pull the boiling lever forward (if in safety mode refer to page 6 to deliver water), the top red light should flash. If it does not flash there is an error with the tap and the tap needs to be repaired or replaced. If the red top light does flash when the lever is pulled forward and no boiling water is dispensed the pump may have failed and needs to be replaced.

### **Slow Chilled/Ambient Water Flow**

The filter must be replaced every 6 months, or when consumed. The ambient/chilled water flow will gradually slow down as the filter is consumed.

If the filter has been changed or recently changed see error code 7-2.

### **The Chilled Water Is Not Cold**

Check to see if there is a chiller included in the installation. The boiling water appliance and the chiller unit are two different appliance that work together. If not one can be added to the installation if required.

If a chiller has been installed and it is not delivering chilled water ensure the cupboard space has ample ventilation to allow the chiller to operate at maximum capacity.







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