



# INSTALLATION, OPERATION & MAINTENANCE INSTRUCTIONS

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No. 0510002201 (1)

## **Model 1011HSA.8, 1117HSA.8, AND 1119HSA.8 DUAL FOUNTAIN ARCHITECTURAL BOTTLE FILLER, CHILLED**

**NOTE TO INSTALLER: Please leave this information with the Maintenance Department.**

### **LIMITED WARRANTY**

*HAWS* warrants that all of its products are guaranteed against defective material or poor workmanship for a period of **one year from the date of shipment**. The foregoing notwithstanding, *HAWS* warrants certain specific products or components thereof for an adjusted period. A list of these excepted products and components and a description of their respective warranty terms may be found here: [www.hawsco.com/warranty](http://www.hawsco.com/warranty). *HAWS'* liability under this warranty shall be discharged by furnishing without charge F.O.B. *HAWS* factory any goods, or part thereof, which shall appear to the Company upon inspection to be of defective material or not of first-class workmanship, provided that a claim is made in writing to Company within a reasonable period after receipt of the product. Where claims for defects are made, the defective part or parts shall be delivered to the Company, prepaid, for inspection. *HAWS* shall not be liable for the cost of repairs, alterations or replacements, or the labor required to implement them, or for any expense connected therewith made by the owner or owner's agents, except upon written authority from *HAWS*. *HAWS* shall not be liable for any damages caused by defective materials or poor workmanship, except for replacements, as provided above. Buyer agrees that *HAWS* has made no other warranties either express or implied in addition to those above stated, except that of title with respect to any of the products or equipment sold hereunder and that *HAWS* shall not be liable for general, special, incidental, or consequential damages claimed to arise under the contract of sale.

Equipment manufactured by *HAWS* is warranted to function if installation and maintenance instructions provided are adhered to. The units also must be used for the purpose for which they were intended. Any *HAWS* emergency equipment is intended to supplement first-aid treatment. Due to widely varying conditions, *HAWS* cannot guarantee that the use of this emergency equipment will prevent serious injury or the aggravation of existing or prior injuries.

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**SHOULD YOU EXPERIENCE DIFFICULTY WITH THE INSTALLATION OF THIS MODEL PLEASE CALL:**

**TECHNICAL SUPPORT: 1-800-766-5612**  
**FOR CUSTOMER SERVICE: 1-888-640-4297**

## SAFETY PRECAUTIONS

**CAUTION:** Disconnect electrical power to unit before installing or servicing. Note that some models have more than one connection to the electrical supply.

**NOTICE:**

- A. The electrical connection must have code-approved ground-fault circuit interrupter (GFCI) protection for personnel.
- B. Care should be taken not to damage refrigeration system lines or electrical wires during installation.
- C. Installation must conform to all applicable codes and standards.
- D. Maintain 8 inches (20cm) separation from filter circuit board (antenna) at all times.

### REQUIRED TOOLS (OR EQUIVALENT):

- Adjustable Wrench
- 1/2" Socket or Box end Wrench
- 3/8" Socket or Box end Wrench
- 9/16" Deep Socket or Box end Wrench
- 1/4" Open or Box end Wrench
- 1/4" bit-holding screwdriver
- T20 bit (supplied)
- 5/16" nut driver bit
- Clean cloth or paper towels
- Tubing cutter for polyethylene tubing
- Hacksaw
- Tape Measure
- Bubble level
- Permanent marker

### REQUIRED PARTS (NOT SUPPLIED):

- P-trap(s) (1-1/2" recommended) with appropriate seal for 1-1/4" OD tailpiece and waste bend
- Suitable trap adapter(s) (if not already installed – see installation drawing for details)
- Additional waste plumbing as needed (1-1/2" recommended)
- Suitable angle stop valve with 3/8" compression outlet (if not already installed – see installation drawing for details)
- 16X 5/16" fasteners suitable for fastening frame to structural material in wall.
- Plastic cup (for bleeding air out of system following install)

**LOCATION OF UNIT:** These models are suitable for indoor use only. These units are unsuitable for corrosive environments (such as enclosed chlorinated pool areas) or very dusty areas. The ambient air temperature must be maintained between 40°F and 104°F at all times. Installation into a location not meeting these limitations will void the warranty.

**SUPPLY LINE:** The min recommended size is 1/2" IPS with 20-105 psig (1.4-7.1 ATM) flowing pressure. Where sediment or mineral content is a problem, an upstream water pre-filter is recommended. Do not use with reverse osmosis (RO) water.

**PLUMBING CONNECTIONS:** Inlet is 3/8" OD polyethylene tubing. A suitable plastic ferrule and metal insert are provided to allow direct connection to a 3/8" compression water stop valve. Tailpiece is 1-1/4" OD ABS and waste bend is 1-1/4" OD brass.

**ELECTRICAL CONNECTION:** 120VAC/60HZ GFCI-Protected circuit, min 15A service. Dedicated circuit recommended.

## **INSTALLATION PROCEDURE**

### **GENERAL NOTES:**

- For all plastic push-in type fitting connections, only connect NSF-61 soft-copper or plastic tubing. These instructions must be followed to ensure a watertight connection:
  - a. If tubing needs to be shortened, cut tubing square and clean.
  - b. Mark from end of tube the depth of insertion (See table below).
  - c. Push tube into the fitting until it bottoms out.
  - d. To remove, depress collet and pull tubing out.

| <b>Tube OD Size</b> | <b>OD Tolerance</b> | <b>Insertion Depth</b> |
|---------------------|---------------------|------------------------|
| 3/8"                | ±.004"              | 3/4"                   |

- All units ship with both a filter and strainer. The built-in RFID system will determine whether a filter or strainer is installed and configure the unit accordingly.

### **A. INSTALLATION STEPS:**

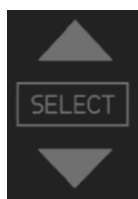
1. Verify that the wall cavity, water supply/valve, and drain locations are all in accordance with the installation drawing.
  - Make sure the polyethylene water tubes do not contact the HCR8 Chiller panels. Heat and/or vibrations from the chiller could cause damage to the tubing.
2. Follow the instructions outlined in the installation drawing (pages 12-22) to install the unit.
3. NOTE: The unit is provided with both a Strainer (110 micron) and a Filter. If desired, install the strainer cartridge instead of the filter cartridge. Strainer cartridge should be replaced every 5 years.

### **B. START-UP:**

4. Open the water supply valve and check the system for leaks.
5. Reconnect power at the breaker panel, then place a cup under the nozzle of the bottle filler and run the water until the air has been purged out of the water line.
6. Place a cup over a bubbler (to minimize splattering) and push the front button to activate the bubbler flow. Keep the button depressed until all air is purged out of the water line.
7. NOTE: If the unit has a filter, run the bubbler for 10 minutes in order to properly flush the filter.
8. If a high/low unit has been installed, place a cup over the high side bubbler and push the front button to activate the bubbler flow. Keep the button depressed until the air has been purged out of the water line.
9. Remove protective plastic film from the upper and lower stainless-steel panels.
10. The stainless steel panels can be cleaned with stainless steel cleaner and a clean cloth or paper towel. Do not allow the cleaning fluid to touch the plastic parts of the unit.

### **C. OPTIONAL PROGRAMMING INSTRUCTIONS:**

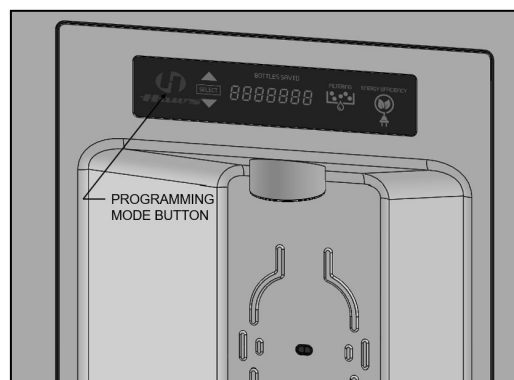
To enter programming mode, press the Haws logo on the display at the front of the unit (Figure 1) until the up/down arrow keys and "select" appear on the bottle filler display. Programming mode enters at the top-level menu. In general, the up/down arrows and select keys work as follows;



Up/Down Arrows – Cycle through the top-level menu items or values in the programmable fields

Select – enters programming of the associated top-level menu item, or sets value and advances to next programmable field, or programs value (indicated by value flashing) prior to returns to the main menu

The following Programming Mode Table can be used as a guide while programming the unit. Settings are retained during power outages.



*Figure 1: Programming Mode Button viewed from front of unit*

| Programming Mode Table   |   |  |  |
|--|---|--|--|
| Top-Level Menu   | Arrows (cycle through...)   | Select   | Default  |
| Backlight  | 100%, 75%, 50%, 25%,<br>Cancel  | Percentage Value - programs brightness<br>Cancel – returns to main menu  | 100%   |
| Sensor   | Range (rng) from 1 to 10,<br>Cancel   | Range 1 to 10 - programs range<br>Cancel – returns to main menu<br>NOTE: A range halfway between sensor lens and closest side of water stream is recommended   | Rng 5  |
| Errors (displays as Error5)  | No Errors – None or Cancel.<br>Errors - error codes (see Error Code Table for details),<br>Clear, and Cancel                                | None or Cancel – returns to main menu<br>Error Code – shows human readable (see next Arrow)<br>Clear – clears error codes<br>Cancel – returns to main menu   | None   |
| Set Day  | Days of week or Cancel  | Day of week – programs day<br>Cancel – returns to main menu  | Sunday   |
| Time   | Hour from 1 to 12, or Cancel<br>Minute from 00 to 59, or<br>Cancel<br>A, P, or Cancel   | 1 to 12 – programs hour of day<br>00 to 59 – programs minute of hour<br>A or P – programs 12-hour clock AM or PM<br>Cancel – returns to main menu  | 12:00A   |
| Energy*  | M-F, Sa-Su, and Cancel<br><br>On 1 to 12, disable, or<br>Cancel<br><br>A, P, or Cancel<br><br>Off 1 to 12, or Cancel<br><br>A, P, or Cancel | M-F or Sa-Su - enters programmable energy saving for that portion of the week and advanced to hour to turn ON energy saving mode<br>Cancel – returns to main menu<br><br>On 1 to 12 – sets hour to turn “ON” energy saving and advance to A or P field (see Note 1)<br>disable – turns “OFF” energy saving for that portion of the week (i.e. Mon-Fri or Sa-Su) and returns to main menu<br>Cancel – returns to main menu without changing program<br><br>Sets 12-hour clock AM or PM and advanced to programming OFF time (see Note 1)<br>Cancel – returns to main menu with changing program<br><br>Off 1 to 12 – sets hour to turn “Off” energy saving and advance to A or P field (see Note 1)<br>Cancel – returns to main menu without changing program<br><br>Sets 12-hour clock AM or PM and advanced to OFF setting (see Note 1)<br>Cancel – returns to main menu without changing program | Mon-Fri =<br>disable<br><br>Sa-Su<br>= disable |
| Review   |   | Cycles through time, day, energy program, backlight setting, sensor setting, filter usage, and errors codes  | N/A  |
| Reset  | Cancel or Yes   | Cancel – returns to main menu without factory reset<br>Yes – resets to factory defaults, but saves bottle count  | See defaults above                             |
| EW   | No arrow or select function. Displays firmware revision number for Electric Water Cooler circuit board.                                     |  | N/A  |
| DS   | No arrow or select function. Displays firmware revision number for Bottle Filler circuit board.   |  | N/A  |
| Abort  |   | Exits programming mode   | N/A  |
| Notes:<br>1. Example: To turn on programmable energy saving from 6p.m. to 5a.m., Monday through Friday, use the up/down arrows and follow the flashing field prompt to select “on 6” then “P”, then “oFF 5” and “A”. |   |  |  |

## D. MAINTENANCE

### D.1. CLEANING

- Metal parts can be cleaned with either of the following:
  - A clean towel, dampened by warm water with or without a small amount of mild hand dishwashing detergent.
  - Stainless steel cleaner. Buff off excess with a clean cloth or paper towel. Do not allow the cleaning fluid to touch the plastic parts or the bottle filler.

- Plastic parts (including bottle filler nozzle):
  - A clean towel, dampened by warm water with or without a small amount of mild hand dishwashing detergent.
- Periodically clean the strainer located in the drinking fountain valve body(s). Refer to 5874 Series Valve Manual for more information.

## D.2. FILTER/STRAINER REPLACEMENT

**Caution:** Take care not to damage the circuit board located behind the filter head during the following steps.

1. Remove the (2) lower panel screws (T20 Torx). Then remove the lower panel by sliding down and away from the unit.
2. Place a towel below the filter to collect the small amount of water that may drip from the filter head or filter during the next steps.
3. Optional: Turn the water supply valve to the off position, and bleed pressure from the unit by operating the bottle filler. This will improve the ease of replacing the filter.
4. Remove filter by turning about ¼ turn clockwise (as viewed from above) and pulling downward. See Figure 2.
  - a. NOTE: There is no need to shut off the supply valve, as the filter head has a built-in valve. If you are planning to leave the unit without a filter cartridge for a protracted period of time, shut off the supply valve.
5. Install the new filter by pushing upward and turning counterclockwise.
6. Using a cup to catch the water flow, bleed air out of the bottle filler nozzle by activating the water flow until the air is purged out.
7. Run water through the bottle filler for 10 minutes to properly flush the filter.

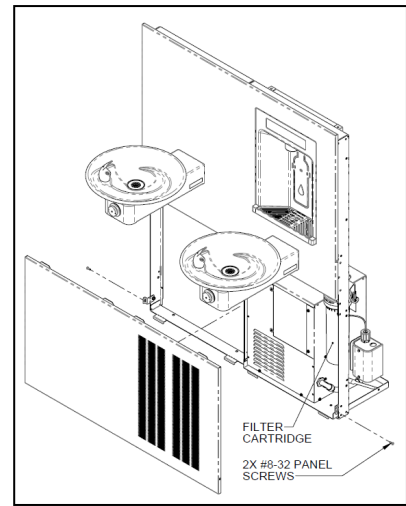


Figure 2 Filter Replacement

## D.3. FUSE REPLACEMENT

1. Turn the water supply valve to the off position, and bleed pressure from the unit by operating the bottle filler.
2. Turn off power to the unit.
3. Remove (2) T20 Torx screws underneath the molded corner covers on both the left and right side of the bottle filler platform. See Figure 3. NOTE: for 1109/1119 models, fountains must be removed to access these screws.
4. Remove (2) T20 Torx screws behind molded corner covers and (1) T20 Torx screw behind bottle filler nozzle.
5. Tilt out metal bottle filler alcove assembly and disconnect water line and electrical wire harnesses on backside of display.
6. Remove (2) T20 Torx panel screws securing main board cover.
7. Remove blown fuse, taking care not to damage the circuit board.
8. Replace fuse according to the following table. (2) Spare Fuses are included inside bottle filler enclosure. Make sure fuse is centered in clips before pressing into place.

| Fuse Required   |
|---|
| 5mm X 20mm, 10A, 250V, SLOW BLOW / TIME DELAY, GLASS<br>REF HAWS PN: 0210001120 |

Replace main board cover, reconnect water lines and electrical wire harnesses, replace alcove mounting screws & molded corner covers, reconnect power, turn on water.

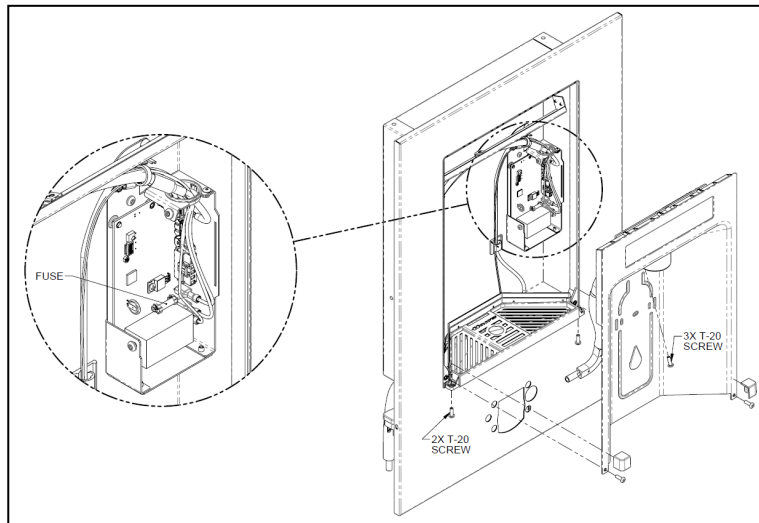


Figure 3 Fuse Replacement on Main Board, Behind Bottle Filler Alcove

## E. GENERAL OPERATION

### E.1. USING THE BOTTLE FILLER

- Insert a bottle below the nozzle to activate the water flow.
- Remove the bottle from below the nozzle to stop the water flow.

### E.2. FILTER LIFE

- The filter is designed to last for a maximum of 1 year or 3,000 gallons, whichever comes first.

### E.3. STRAINER LIFE

- The strainer is designed to last for a maximum of 5 years. Replace at 5 years or if a reduction in flow rate is observed, whichever comes first.

### E.4. SMART ENERGY SAVING

- The filtered and/or bottle filler units are set to Smart Energy Saving as the factory default. These units will automatically save energy by dimming the display and turning off the water chiller when there has been no recent use of the unit.

## F. NOTIFICATIONS

### F.1. MAIN BOARD INDICATION LIGHTS

\*Located inside upper enclosure behind Bottle Filler Alcove.

- **Power = Red LED**
  - Solid ON – when power is applied
- **Filter = Blue LED (Filtered units only)**
  - Solid ON – Filter life 100% to 11% remaining
  - Intermittent Flash (once/3 second) – Filter life 10% to 0% remaining
  - Rapid Flash (once/second) – Filter life expired
- **Energy Saving = Green LED**
  - OFF – Energy Saving Mode disabled
  - Solid ON – Energy Saving Mode enabled
  - Intermittent Flash (once/3 second) – Bottle Filler is deactivated due to stuck button or sensor issue. Clean sensor lens and cycle power to unit.
  - Rapid Flash (once/second) – Actively saving energy

### F.2. BOTTLE FILLER DISPLAY INDICATION

- **Bottles Saved:** Indicates approximately 1 bottle saved for each 17oz dispensed from the bottle filler.
- **Filtering Icon (Indicating Installed Filter):**
  - Solid ON at all times - 100%-11% filter capacity remaining
  - Pulsing when not activated - 10%-1% filter capacity remaining
  - OFF - 0% filter capacity remaining (filter expired)
- **Energy Efficiency Icon**
  - Solid ON = Basic or Programmable Energy Saving Mode enabled
  - Intermittent Flash = Unit actively saving energy (compressor and fan disabled)
  - OFF = Energy Saving Mode disabled

## G. OPTIONAL HARDWARE SETTINGS

- Some features may be disabled using the DIP switches located on backside of display. All DIP switches are configured from the factory in the OFF (down) position. See Figure 4.
  - **DIP Switch #1** – Switch to ON to Disable Haws logo programming button, to prevent inadvertent user access
  - **DIP Switch #2** – Switch to ON to Disable Auto Purge Feature

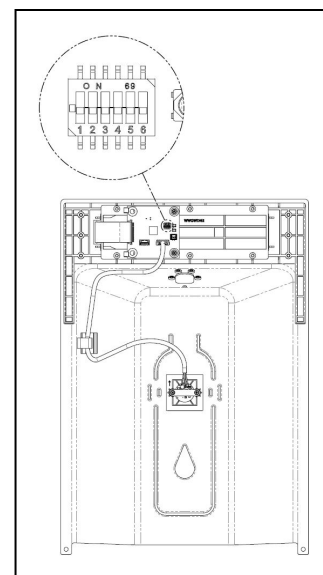


Figure 4: DIP Switch on Backside of Display

## H. TROUBLESHOOTING

| <b>TROUBLESHOOTING</b>   |  |
|--|--|
| <p>Note: If the suggested items in the checklist fail to solve the problem, contact Haws Technical Support at 1-800-766-5612. Please have available the model number, serial number, detailed description of the problem, bottle count, and specific error messages (if applicable).</p> |  |
| <b>PROBLEM</b>   | <b>REPAIR CHECKLIST</b>  |
| 1. No water flow from bottle filler  | <ul style="list-style-type: none"> <li>a. Check if filter has expired.</li> <li>b. Verify supply valve(s) are open and there is water pressure to the unit.</li> <li>c. Verify power to the unit. Check and replace fuse if it is blown (all models have a fuse).</li> <li>e. Clean the bottle filler sensor lens with mild detergent and water. Activate sensor/pushbutton and listen for a click or a hum to indicate whether the solenoid valve is working.</li> </ul>  |
| 2. "RFID error" or "Install Filter" message despite filter being present and not expired   | <ul style="list-style-type: none"> <li>a. Power cycle unit by unplugging and replugging main power cord.</li> <li>b. Check for damage to the RFID circuit board above the filter.</li> <li>c. Check that the filter has an RFID tag attached to it and that it faces the RFID circuit board.</li> <li>d. Check wiring between main circuit board and RFID circuit board for damage.</li> <li>e. Try a new filter if available.</li> </ul>  |
| 3. Low water flow from bottle filler   | <ul style="list-style-type: none"> <li>a. Replace filter.</li> <li>b. Verify minimum 20 psig supply pressure.</li> <li>c. Verify supply valve is in full open position.</li> <li>d. Unscrew aerator/nozzle and flush with clean water.</li> <li>e. Replace aerator/nozzle.</li> </ul>  |
| 4. Water leaking   | <ul style="list-style-type: none"> <li>a. Shut off water supply and contact Haws Technical Support 1-800-766-5612.</li> </ul>  |
| 5. Water from bottle filler nozzle excessively splatters when contacting drain basin   | <ul style="list-style-type: none"> <li>a. Unscrew aerator and flush with clean water.</li> <li>b. Replace aerator.</li> </ul>  |
| 7. Bottle filler flows water by itself or flows erratically  | <ul style="list-style-type: none"> <li>a. Unit self-purges every 24 hours if not used.</li> <li>b. Clean the bottle filler sensor lens with mild detergent and water.</li> <li>c. Adjust sensor range (see programming table)</li> </ul>   |
| 8. No lights and no water flow   | <ul style="list-style-type: none"> <li>a. Check that wall outlet has power</li> <li>b. Check fuse. If it is blown, check for short circuits. If a short is found contact Haws Technical Support. If not, replace fuse.</li> </ul>  |
| 9. Insufficient bubbler flow   | <ul style="list-style-type: none"> <li>a. Check that inlet stop valve is in wide-open position.</li> <li>b. Verify minimum 20 psi flowing supply pressure.</li> <li>c. Clean strainer. See 5874 Series Valve Manual.</li> <li>d. Adjust valve to increase flow. Use front adjust screw or see 5874 Series Valve Manual.</li> <li>e. (1001/1011 Fountains) Clean screens (inside nozzle body). Unscrew nozzle insert and very gently activate water supply to pop out qty. 3 screens (be careful not to lose screens). Remove any debris clogging the screen openings and place back into nozzle body. Reassemble nozzle insert.</li> </ul> |

| <b>ERROR CODE TABLE<br/>TROUBLESHOOTING</b>   |  |
|---|--|
| Note: If the suggested items in the checklist fail to solve the problem, contact Haws Technical Support at 1-800-766-5612. Please have available the model number, serial number, detailed description of the problem, bottle count, and status of the indication lights. |  |
| <b>ERROR CODE</b>   | <b>REPAIR CHECKLIST</b>  |
| E012 – SENOB<br>Bottle filler sensor is obstructed  | <ul style="list-style-type: none"> <li>a. Clear error in programming mode and power cycle unit and check error to validate.</li> <li>b. Remove obstruction from aperture<br/>Clean aperture with soft cloth that won't scratch aperture.</li> <li>c. Check aperture for excessive scratches</li> </ul> |
| E014 – RFID<br>RFID board lost communication  | <ul style="list-style-type: none"> <li>a. Clear error in programming mode and power cycle unit and check error to validate.</li> <li>b. Check cable connection to RFID board.</li> </ul>   |
| Error5  | This is not an error. This is how the screen displays the "Errors" menu option.  |

**I. FEDERAL COMMUNICATIONS COMMISSIONS (FCC) and INDUSTRY CANADA (IC) COMPLIANCE STATEMENTS**

**I.1. FCC Compliance Statement**

**I.1.1. Part 15.19**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**I.1.2. Part 15.21**

Any changes or modifications to this equipment not expressly approved by Haws Corporation may cause harmful interference and void the user's authority to operate this equipment.

**I.1.3. FCC ID**

FCC ID: 2AUAN-12XXSM

**I.2. Formal notices required by the Industry Canada ("IC")**

**I.2.1. Compliance Statement**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

**Declaration de Conformité**

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. L'appareil ne doit pas produire de brouillage;



2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

### **I.2.2. IC ID**

IC ID: 25359-12XXSM

\*For more information about Haws products, see our website: [www.hawSCO.com](http://www.hawSCO.com)

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