



## INSTALLATION, OPERATION & MAINTENANCE INSTRUCTIONS

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No. 0510002340 (1)

### Vandal Resistant Electric Water Cooler and Bottle Filling Stations

**MODELS 1211SV / 1211SFV / 1212SV / 1212SFV  
1211SVN / 1211SFVN / 1212SVN / 1212SFVN**

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

**FULL-SCALE ROUGH-IN TEMPLATE MODEL MTG.1200 AVAILABLE UPON REQUEST.**

#### SAFETY PRECAUTIONS

**CAUTION:** Disconnect electrical power to outlet before installing or servicing.

If servicing a unit with a capacitor (serial number starts with "J" prefix), wait two minutes after disconnecting power to service any electrical components. If servicing any components under the compressor junction box, use a capacitor discharging device prior to touching electrical terminals.

**NOTICE:**

- A. The electrical receptacle 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.

**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**

**REQUIRED TOOLS (OR EQUIVALENT):**

- Adjustable Wrench
- 1/4" Bit-holding screwdriver (7-3/4" max length)
- 1/4" Bit-holding screwdriver (4" max length, required for installs at Child ADA height only)
- #2 Phillips bit and a Flat-blade bit
- T15, T20 (supplied when required)
- 5/16" Nut driver bit (not necessary but will make some steps easier)
- Trimming tool for ABS pipe (necessary for some retrofits)
- Small bubble level
- Tape measure and tools for properly marking and measuring wall
- Clean cloth or paper towels
- Tubing cutter for polyethylene tubing
- Small diagonal cutting pliers (required for high/low units only)
- Permanent Marker

**REQUIRED PARTS (NOT SUPPLIED):**

- P-trap (1-1/4" recommended) with appropriate seal for 1-1/4" OD tailpiece
- Suitable trap adapter (if not already installed – see installation drawing for details)
- Suitable angle stop valve with 3/8" compression outlet (if not already installed – see installation drawing for details)
- 1/4" fasteners suitable for fastening water cooler to structural material in wall.
- Plastic cup (for bleeding air out of system following install)

**LOCATION OF UNIT:** The Model 12XXV Series 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. Do not install filtered models onto a wall with a sheet metal surface unless a cut-out is left in the sheet metal adjacent to the filter printed circuit board. Installation into a location not meeting these limitations will void the warranty.

**SUPPLY LINE:** The min recommended size is 1/2"IPS with 30-105 psig (2-7 ATM) flowing pressure. Where sediment or mineral content is a problem, an upstream water pre-filter is recommended.

**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.

**ELECTRICAL CONNECTION:** 120VAC/60HZ GFCI-Protected electrical receptacle, min 15A service. Use standard size 4.5" X 2.75" wall plate. Dedicated circuit recommended.

## INSTALLATION PROCEDURE

**GENERAL NOTES:**

- Certain installation sections below may not apply to your specific model. Skip to the next heading in such cases.
- 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.

Tube OD Size	OD Tolerance	Insertion Depth
1/4"	±.004"	11/16"
3/8"	±.004"	3/4"

## A. INSTALLATION OF ELECTRIC WATER COOLER

1. Verify that the electrical receptacle, water supply/valve, and drain locations are all in accordance with the installation drawing.
  - a. NOTE: The installation drawing addresses new installations as well as retrofits. Consult the retrofit pages of the installation drawing if uncertain whether a retrofit will be possible in your case.
2. Remove the hanger bracket from the back of the cooler by removing (1) screw.
3. Mount the hanger bracket on the wall using (4) 1/4" structural screws.
  - a. NOTE: The screws must engage into structural material such as concrete, metal backing, wood blocking, etc. DO NOT use drywall anchors.
  - b. NOTE: The hanger bracket has a notch indicating the centerline of the water cooler, as well as a second notch off-center indicating the ideal drain line location at the wall. If the centerline of the drain does not align with the second notch, consider moving the bracket location to accommodate.
  - c. NOTE: It may be convenient to mount the bottle filler and high cooler brackets at this time. Refer to the applicable steps in those sections.
4. With the cooler laying on its back, remove the (4) screws holding the skirt to the bottom of the frame. Then remove the skirt by sliding the skirt away from the cooler.
5. If installing a high-low unit, connect the water supply extension tube (with insulation) to the tee connection in the right side (low) unit. The water tube should pass through the hole in the upper left side of the frame.
6. Hang the cooler onto the hanger bracket.
  - a. NOTE: The hanger bracket must go through the holes in the cooler frame that are shaped like a sideways letter "P".
  - b. NOTE: The bracket allows for some lateral adjustment of the cooler location. Slide the cooler laterally as needed at this time.
7. Secure both the lower right and lower left ends of the cooler to the wall using at least (2) 1/4" or 3/8" structural screws. These screws should go through the holes which are approximately 5" from the bottom of the cooler. Washers may be required.
  - a. NOTE: The screws must engage into structural material such as concrete, metal backing, wood blocking, etc. DO NOT use drywall anchors.
8. Connect the water inlet line (attached to either the strainer or filter, as applicable), to the water stop by following the steps below.
  - a. Cut the inlet line square and clean to the appropriate length, if needed.
  - b. Install the compression nut (included with your supply valve), followed by the plastic ferrule (supplied), and the brass tube support (supplied) onto the inlet line. Note the correct orientation of the plastic ferrule, as shown in Figure 2. Do not use the brass ferrule included with your supply valve.
  - c. Insert the inlet line into the supply valve until it bottoms out. Thread the nut down onto the supply valve until finger tight. Put a line on the nut using a marker. Tighten exactly one additional full (360 degrees) turn with a wrench, using the line to count turns.
9. Install the P-trap. If necessary, trim the water cooler's drain tailpiece in place so it interfaces properly with the P-trap inlet. Pliers may be required to tighten the nuts to a leak-tight condition.
10. If the unit has a filter, install the filter now. Take care not to damage the circuit board which is near the filter head.
11. For chilled models, note that the thermostat is factory set at 50°F (±5°F) under normal conditions. The *minimum* thermostat set point varies with altitude. Adjust 1/16<sup>th</sup> turn counterclockwise (warmer) from cold position for every 1500 ft above sea level to prevent freezing of water. Some units have a factory-set thermostat that is covered by a label. These factory-set thermostats should not be adjusted.
12. If installing a bottle filler unit or high/low unit, proceed to those steps. If not, proceed to START-UP section.

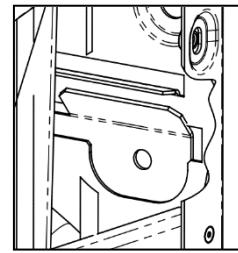


Figure 1: Cooler Bracket Location

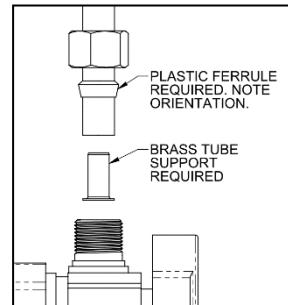


Figure 2: Supply Valve Connection

## B. INSTALLATION OF BOTTLE FILLER

13. NOTE: The main cooler must NOT be powered on (plugged in) while installing the bottle filler.
14. Remove the bottle filler wall bracket from the bottle filler by removing the (1) screw. Mount the bracket on the wall using (4) 1/4" structural screws and the (4) supplied washers. See installation drawing for dimensional details.
  - a. NOTE: The screws must engage into structural material such as concrete, metal backing, wood blocking, etc. DO NOT use drywall anchors.
  - b. NOTE: The hanger bracket has a notch indicating the centerline of the bottle filler, which should align with the centerline of the water cooler.
15. Check that the bottle filler wiring harness extends through the upper rear of the water cooler. If it does not, pull it out through the upper rear of the water cooler.
16. Begin to feed the bottle filler water tubing through the slot in the back of the water cooler. With the lower brackets partially engaged into the slots, connect the wiring harness to the circuit board on the back of the bottle filler.
17. Fully install the bottle filler by sliding it down fully onto its wall bracket. Route the water tubing out the left side of the water cooler. The bottle filler should rest completely against the top of the water cooler, with no gap. It should also be flush with the wall surface.
18. For chilled models, slide the supplied foam insulation tubing over the end of the bottle filler water tubing, which is now running down through the water cooler.
19. Connect the bottle filler water tubing to the 1/4" push-in elbow connector located inside of the water cooler. Tuck this tubing into the water cooler so that it does not protrude or kink.
20. Install the (2) supplied #10-24 torx drive machine screws through the sides of the water cooler frame and into the lower brackets. Tightening these screws will lock the bottle filler into position, so be sure that the bottle filler is fitting tightly against the top of the water cooler.
21. If present, remove the protective plastic film from the sensor area of the bottle filler.
22. If installing a high/low unit, proceed to those steps. If not, proceed to START-UP section.

## C. INSTALLATION OF HIGH-SIDE (LEFT) WATER COOLER

23. Remove the hanger bracket from the back of the cooler by removing (1) screw.
24. With the cooler laying on its back, remove the (4) screws holding the skirt to the bottom of the frame. Then remove the skirt by sliding the skirt away from the cooler.
25. Mount the hanger bracket on the wall using (4) 1/4" structural screws, in accordance with the installation drawing.
  - a. NOTE: The screws must engage into structural material such as concrete, metal backing, wood blocking, etc. DO NOT use drywall anchors.
  - b. NOTE: The hanger bracket has a notch indicating the centerline of the water cooler.
26. Remove the protective plastic wrap from the feedthrough cover.
27. Feed the water tubing through the feedthrough cover. Install the feedthrough cover by sliding its upper right tab behind the edge of the black cap of the right side water cooler (see installation drawing). Use a bubble level to ensure the left edge of the feedthrough cover is vertical. Secure with a 1/4" or #10 screw.
  - a. NOTE: Installing the screw into structural material is recommended. Toggle bolts or drywall anchors can be used but they may make the unit more susceptible to damage from vandals.
28. Hang the cooler onto the hanger bracket.
  - a. NOTE: The bracket must go through the holes in the cooler frame that are shaped like a sideways letter "P".
  - b. NOTE: The bracket allows for some lateral adjustment of the cooler location. Slide the cooler laterally until it touches the side of the feedthrough cover.
29. Secure both the lower right and lower left ends of the cooler to the wall using at least (2) 1/4" or 3/8" structural screws. These screws should go through the holes which are approximately 5" from the bottom of the cooler. Washers may be required.
  - a. NOTE: The screws must engage into structural material such as concrete, metal backing, wood blocking, etc. DO NOT use drywall anchors.
30. Route the drain hose from the left unit to the right unit. Attach to the open branch of the drain tailpiece using the supplied hose clamp, ensuring that the drain hose slopes downward over its entire length.
31. Attach the 3/8" water supply line to the 3/8" connector in the left side unit.

## D. START-UP

32. Open the water supply valve and check the system for leaks.
33. Plug the power cord into the wall receptacle (which should presently be powered off at the breaker panel). Check that all wiring is fully contained within the unit and that no wires are impeding fan blade movement.
34. Peel back the protective plastic from the back flanges and top 1" of the skirt(s).
35. Taking care not to scratch the black plastic parts behind the bowl, reinstall the skirt(s). Finish removing the protective plastic from the skirt(s).
36. Reconnect power at the breaker panel, then place a cup over the 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.
  - a. NOTE: If the unit has a filter, run the bubbler for 10 minutes in order to properly flush the filter.
37. If a bottle filler has been installed, 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.
38. If a high/low unit has been installed, place a cup over the bubbler of the second unit 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.
39. The stainless steel panels can be cleaned with the provided cleaning wipe. 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.
40. Adjust the pushbutton valves to achieve the desired bubbler stream height by following instructions in the valve O&M (included separately)

## E. OPTIONAL PROGRAMMING INSTRUCTIONS (BOTTLE FILLER UNITS ONLY)

To enter programming mode, remove the clear cover underneath the bowl, and hold the button 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

Programming the Haws 12 Electric Water Cooler through the bottle filler user interface is intuitive. However, the following Electric Water Cooler and Bottle Filler Programming Table can be used as a guide while programming the unit. Programmed settings are retained during power outages.

Replace the clear plastic cover after programming the unit.

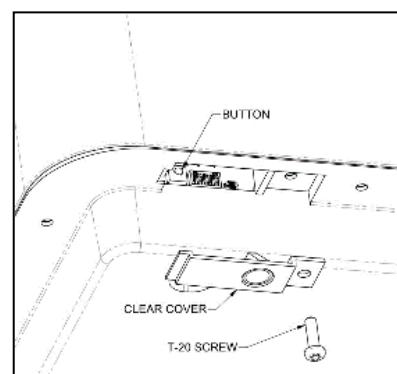


Figure 3: Programming Mode Button viewed from underside of bowl

Electric Water Cooler and Bottle Filler Programming Table			
Top-Level Menu	Arrows (cycle through...)	Select	Default
Backlight	100%, 75%, 50%, 25%, Cancel	Percentage Value - programs brightness Cancel – returns to main menu	100%
Sensor	Range (rng) from 1 to 10, Cancel	Range 1 to 10 - programs range Cancel – returns to main menu	Rng 5
Errors (displays as Error5)	No Errors – None or Cancel.  Errors - error codes (see Error Code Table for details), Clear, and Cancel	None or Cancel – returns to main menu  Error Code – shows human readable (see next Arrow) Clear – clears error codes Cancel – returns to main menu	None
Set Day	Days of week or Cancel	Day of week – programs day Cancel – returns to main menu	Sunday
Time	Hour from 1 to 12, or Cancel Minute from 00 to 59, or Cancel A, P, or Cancel	1 to 12 – programs hour of day 00 to 59 – programs minute of hour A or P – programs 12-hour clock AM or PM Cancel – returns to main menu	12:00A
Energy*	M-F, Sa-Su, and Cancel  On 1 to 12, disable, or Cancel  A, P, or Cancel  Off 1 to 12, or Cancel  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 Cancel – returns to main menu  On 1 to 12 – sets hour to turn “ON” energy saving and advance to A or P field (see Note 1) disable – turns “OFF” energy saving for that portion of the week (i.e. Mon-Fri or Sa-Su) and returns to main menu Cancel – returns to main menu without changing program  Sets 12-hour clock AM or PM and advanced to programming OFF time (see Note 1) Cancel – returns to main menu with changing program  Off 1 to 12 – sets hour to turn “Off” energy saving and advance to A or P field (see Note 1) Cancel – returns to main menu without changing program  Sets 12-hour clock AM or PM and advanced to OFF setting (see Note 1) Cancel – returns to main menu without changing program	Mon-Fri = disable  Sa-Su = 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 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.		
BF	No arrow or select function. Displays firmware revision number for Bottle Filler circuit board.		
Abort		Exits programming mode	N/A
Notes: * <b>Programmable energy savings mode turns off the chiller and fan. A setting of “ON” means the mode is enabled and the unit will not chill water during that time period.</b> Programmable energy savings mode overrides Smart Energy Save, but still allows the system to enter Smart Energy Save when outside the programmed energy saving times (see section G.1 Smart Energy Saving)			
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” the “P”, then “oFF 5” and “A”.			

## F. MAINTENANCE

### F.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 cleaning wipes. 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):
  - A clean towel, dampened by warm water with or without a small amount of mild hand dishwashing detergent.
- Condenser: If dust builds up on the condenser, it can negatively impact the water cooler performance. Clean the condenser using a shop vacuum or an air blower gun. Take care not to damage the fins during the cleaning process.

### F.2. Y-STRAINER CLEANOUT (MODELS WITHOUT A FILTER)

1. Remove the (4) screws holding the skirt to the bottom of the frame. Then remove the skirt by sliding the skirt away from the cooler.
  - a. NOTE: For dual units, the y-strainer is in the right-side unit.
2. Turn the supply valve to the off position.
3. Remove the cap from the strainer using two adjustable or open-ended wrenches.
  - a. NOTE: Some water will likely drip out of the y-strainer as you open it.
4. Clean the strainer screen using clean water.
5. Re-assemble the cap to the strainer.
6. Turn the supply valve to the on position and check for leaks.
7. Taking care not to scratch the black plastic parts behind the bowl, reinstall the skirt.

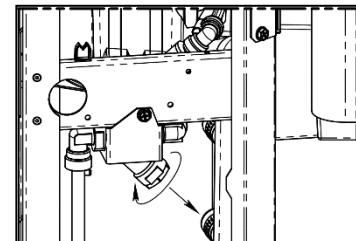


Figure 4: Strainer cleanout

### F.3. FILTER REPLACEMENT (MODELS WITH A FILTER)

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

1. Remove the (4) screws holding the skirt to the bottom of the frame. Then remove the skirt by sliding the skirt away from the cooler.
  - a. NOTE: For dual units, the filter is in the right-side unit.
2. Place a towel or bucket below the cooler 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 or bubbler. This will improve the ease of replacing the filter.
4. Remove the old filter by turning about  $\frac{1}{4}$  turn clockwise (as viewed from above) and pulling down.
  - 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 up and turning counterclockwise (as viewed from above). Note the label orientation in Figure 5.
6. Taking care not to scratch the black plastic parts behind the bowl, reinstall the skirt.
7. Using a cup to block the water flow, bleed air out of the bubbler(s) and bottle filler nozzle (if applicable) by activating the water flow until the air is purged out.
8. Run one of the bubblers for 10 minutes to properly flush the filter.

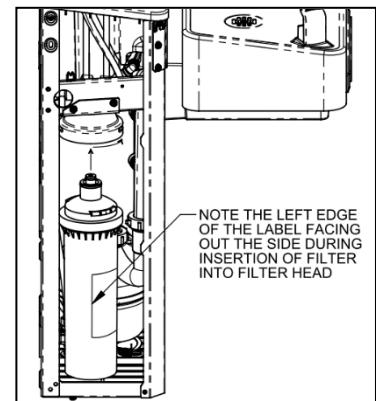


Figure 5: Filter Replacement

### F.4. FUSE REPLACEMENT (MODELS WITH FILTER AND/OR BOTTLE FILLER)

1. Turn off power to unit
2. Remove the (4) screws holding the lower bowl support cover.
  - a. NOTE: For dual units, the fuse is in the right-side unit.
  - b. NOTE: Units manufactured August 2021 or later have two spare fuses included inside the unit, attached to the lower bowl support cover.
3. Remove blown fuse, taking care not to damage the circuit board.
4. Replace fuse according to the following table:

Water cooler date of manufacture	Circuit board marking	Fuse required
9/20/2021 or earlier	Not applicable	Contact Haws Technical Support
9/21/2021 or later	“SLOW BLOW”	5mm X 20mm, 10A, 250V, SLOW BLOW / TIME DELAY, GLASS REF HAWS PN: 0210001120

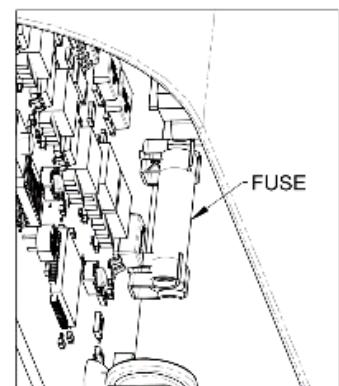


Figure 6: Fuse Replacement view from underside of bowl

## G. GENERAL OPERATION

### G.1. USING THE BUBBLER

- Press the push-button to activate the bubbler flow.

### G.2. 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.

### G.3. FILTER LIFE (Filtered units only)

- The filter is designed to last for a maximum of 1 year or 3,000 gallons, whichever comes first.
- In order to ensure dispensed water quality, the unit will automatically disable water flow when the filter reaches 3,000 gallons. Water flow will be re-enabled after the filter is replaced.

### G.4. SMART ENERGY SAVING (Filtered and/or Bottle Filler units)

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

## H. NOTIFICATIONS

### H.1. WATER COOLER INDICATION LIGHTS

- **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
  - Rapid Flash (once/second) – Actively saving energy (compressor and fan disabled)

### H.2. BOTTLE FILLER INDICATION (MODELS WITH BOTTLE FILLER ONLY)

- **Bottles Saved:** Indicates approximately 1 bottle saved for each 17oz dispensed from the bottle filler.
- **Filtering Icon (Filtered units only):**
  - 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

## I. 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 status of the indication lights.</p>	
<b>PROBLEM</b>	<b>REPAIR CHECKLIST</b>
1. No water flow from bottle filler or bubbler	<ul style="list-style-type: none"> <li>a. Check if filter has expired.</li> <li>b. Verify supply valve is 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.</li> <li>d. Clean the bottle filler sensor lens with mild detergent and water.</li> <li>e. Activate sensor and listen for a click or a hum to indicate whether the solenoid valve is working.</li> <li>f. If water starts as a trickle and increases slowly it could indicate that the water is freezing in the chiller. Increase thermostat set point.</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 behind 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 or bubbler	<ul style="list-style-type: none"> <li>a. Replace filter.</li> <li>b. Verify minimum 30 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> <li>f. If water starts as a trickle and increases slowly, it could indicate that the water is freezing in the chiller. Increase thermostat set point.</li> <li>g. Adjust pushbutton valve</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>
6. Water is not cold	<ul style="list-style-type: none"> <li>a. Check thermostat position.</li> <li>b. Verify that the compressor and fan are running. Note that there is a delay between compressor cycles to avoid short-cycling.</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 (all models except 1201S and 1202S). If it is blown, check for short circuits. If a short is found contact Haws Technical Support. If not, replace fuse.</li> </ul>
9. Flow quality problems with bubbler	<ul style="list-style-type: none"> <li>a. Unscrew bubbler nozzle and flush with clean water.</li> <li>b. Replace bubbler nozzle.</li> </ul>

## OPTIONAL BOTTLE FILLER – ERROR CODE TABLE TROUBLESHOOTING

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.

ERROR CODE	REPAIR CHECKLIST
E009 – COMPCY Compressor is cycling too frequently	<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. Power cycle unit</li> <li>c. Clean condenser fins of dust and debris.</li> <li>d. Verify inlet water and ambient temperatures are below specification maximum.</li> </ul>
E012 – SENOB 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 Clean aperture with soft cloth that won't scratch aperture.</li> <li>c. Check aperture for excessive scratches</li> </ul>
E014 – RFID 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.

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

### **J.1. FCC Compliance Statement**

#### **J.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.

#### **J.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.

#### **J.1.3. FCC ID**

FCC ID: 2AUAN-12XXSM

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

#### **J.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.

#### **J.2.2. IC ID**

IC ID: 25359-12XXSM

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1455 Kleppe Lane, Sparks, Nevada 89431 – 800.766.5612 – [www.hawesco.com](http://www.hawesco.com)

## WATER COOLER WARRANTY AND LICENSE

**EXCEPT AS EXPRESSLY STATED HEREIN, MANUFACTURER HEREBY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THIS WARRANTY MAY NOT BE MODIFIED OR EXTENDED WITHOUT THE WRITTEN CONSENT OF HAWS. REMEDIES AND REPLACEMENTS STATED HEREIN ARE EXCLUSIVE. IN NO EVENT SHALL HAWS BE LIABLE FOR ANY SPECIAL, PUNITIVE, CONSEQUENTIAL OR INCIDENTAL DAMAGES TO ANY PERSON INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOSS OF USE OR PROFITS, SUBSTITUTE PRODUCTS OR COSTS, PROPERTY DAMAGE, OR OTHER MONETARY LOSS.**

**1. TIME BASED WARRANTY FOR AUTHORIZED RESELLERS AND INITIAL PURCHASERS.** Haws Corporation ("Haws") warrants that every cooler and bottle filling station will be free from material defects in materials and workmanship under normal use for one (1) year from the date of installation or if earlier, eighteen (18) months from date of shipment from Haws' factory. Haws warrants that the compressor and hermetically sealed refrigeration system, which includes cooling coils and tank assembly, insofar as either is part of the hermetically sealed refrigeration system, will be free from material defects in materials and workmanship under normal use for an additional four (4) years from the end of the initial time period described in the first sentence of this paragraph. (This warranty for years 2 through 5 is pro-rated for the remaining replacement value based on the portion of the warranty period expired). The warranties set forth in this paragraph are collectively referred to herein as the "**Limited Warranty**". This Limited Warranty applies only to coolers and bottle filling stations purchased by (i) authorized resellers of Haws' products, and (ii) the initial purchaser (first owner) who purchases the product other than for resale.

**2. WARRANTY VOID.** The products must be installed and operated in accordance with Haws's written instructions included with each unit, or the Limited Warranty will be null and void. The products are designed to operate on 30 - 90 psi flowing inlet pressure. Depending on water temperature and flowing inlet pressure for bi-level water coolers, ADA-compliant bubbler stream heights are not guaranteed when both bubblers are activated simultaneously. Where products are found by Haws to have been subjected to negligence, recklessness, accident, alteration, abuse, carelessness, misuse, misapplications, corrosive type atmospheres, unsuitable environments, faulty installation, or abnormal use, this Limited Warranty will be null and void.

**3. RESPONSIBILITIES.** The owner is responsible for any repairs or maintenance not covered by this Limited Warranty, including service for issues that not warranted hereunder. The owner must deliver written notice to Haws of any imperfections at the time of installation without delay. Haws' obligations under this Limited Warranty are limited to labor and parts to repair or replace any part which is expressly covered by this Limited Warranty at its factory repair department, when the product is in the United States or Canada. The Limited Warranty applicable to any replacement unit shall not extend beyond the warranty period of the original unit (e.g., if a replacement cooler is installed 8 months after installation of the original cooler, the replacement cooler will be warranted for 4 months from installation.). Haws' duty also includes costs of outbound freight (but not express freight) of the part or parts from the factory repair department, but only if the part or parts, and the purported defect or defects, are covered by this Limited Warranty, in Haws' sole discretion. When the product is located outside the United States and Canada, Haws' obligation under this Limited Warranty includes only providing a replacement for any part expressly covered by this Limited Warranty which is found to be defective by Haws or its agent but does not include any obligation to provide labor or to pay labor costs incurred in connection with the replacement. Haws' duties also include cost of outbound freight (but not express freight) of the part or parts from the factory repair department to (but not beyond) the port in the United States from which the part or parts are shipped to the final destination, but only if the part or parts, and the purported defect or defects, are covered by this Limited Warranty, in Haws' sole discretion. To obtain warranty service, Owner must call the factory. For the nearest Manufacturer factory, call (800) 766-5612.

**4. EXCLUSIONS.** This Limited Warranty does not include the costs of any labor for normal maintenance including adjustments such as water stream quality, water temperature or energy savings mode. The water system and laminar flow inserts are not covered by this Limited Warranty if Haws determines that they have become inoperative due to liming, sand or similar residue or decomposition. This Limited Warranty is voided if repairs are made by any unauthorized party or the serial number data plate is removed or has been modified from its original state. Normal deterioration of finish caused by ordinary wear and tear, corrosion, or exposure is not covered by this Limited Warranty. Haws is not responsible for any repairs whatsoever to walls on which the coolers and bottle filling stations are installed. If inlet pressure is above 90 psi, a pressure regulator must be installed in the supply line to preserve this Limited Warranty. Any damage caused by connecting the water cooler and bottle filling stations to supply line pressures lower than 30 psi or higher than 90 psi is not covered by this Limited Warranty. If the coolers or water filling stations, as applicable, are altered, modified, or combined with any other machine or devise this Limited Warranty is null and void. **Caution: alteration or modification of the coolers and/or water filling stations may cause serious flooding and/or hazardous electrical shock or fire.**

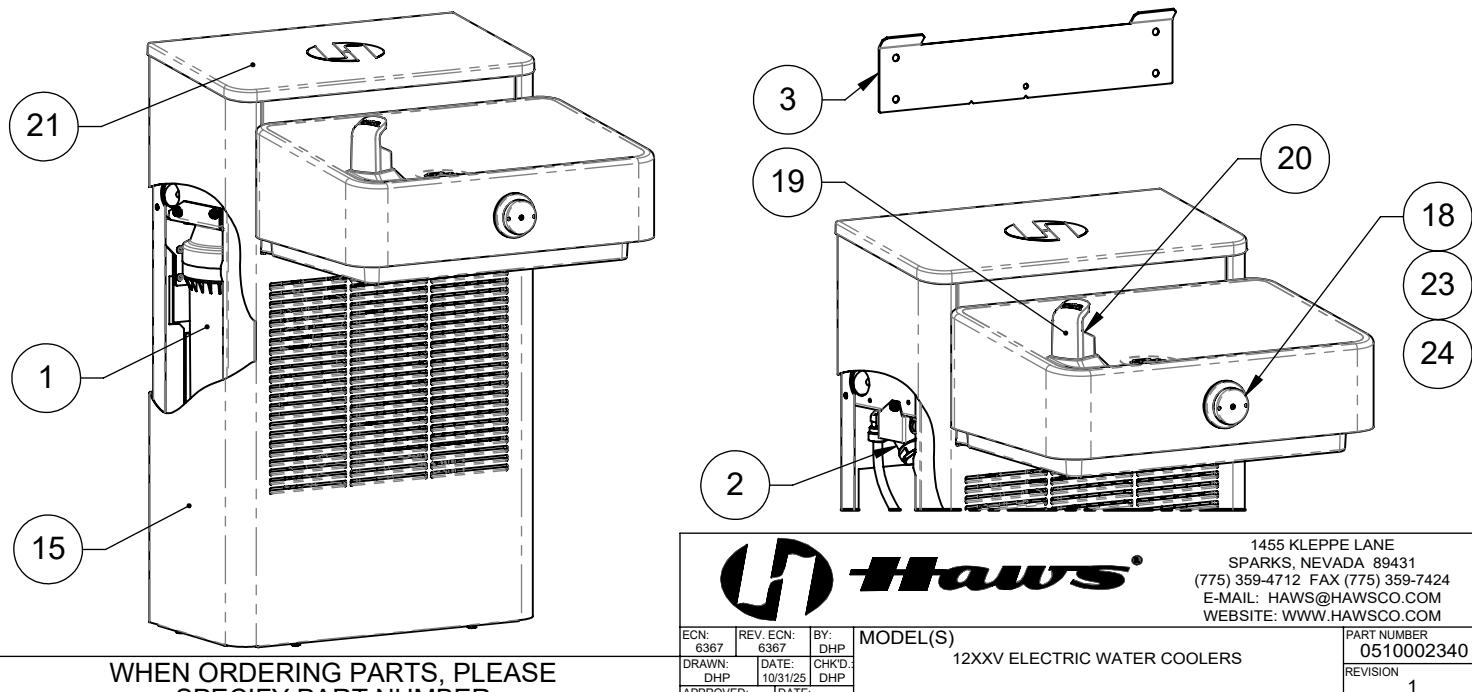
**5. LICENSE.** If the water cooler or bottle filling station includes embedded software, the owner and those using the product are granted a limited, restricted, non-exclusive, non-transferable, non-sublicensable license to use such embedded software solely for the operation of the product in owner's business and not for any commercial purpose. Haws retains title to the embedded software and all intellectual property rights therein and in any derivatives thereof. The owner and those using the product shall not remove or alter notices, legends or trademarks contained in the embedded software, nor shall they translate, reverse engineer, decompile or disassemble the embedded software except to the extent applicable law specifically prohibits this restriction. Any use of such embedded software not contemplated herein will void this Limited Warranty. The embedded software is provided "as is" and no warranty is provided by Haws. Haws will provide further information concerning this license upon request sent to the address set forth herein.

### **Product Details:**

- ✓ Cooler Model Number: \_\_\_\_\_
- ✓ Serial Number: \_\_\_\_\_
- ✓ Date of Installation: \_\_\_\_\_
- ✓ Location: \_\_\_\_\_
- ✓ Building: \_\_\_\_\_
- ✓ State: \_\_\_\_\_
- ✓ Installed By: \_\_\_\_\_

ITEM	DESCRIPTION	1211SV	1211SFV	1212SV	1212SFV	1211SVN	1211SFVN	1212SVN	1212SFVN
1	FILTER		6428		6428		6428		6428
2	Y-STRAINER	6437		6437		6437		6437	
3	EWC MOUNTING BRACKET	0410000264	0410000264	0410000264	0410000264	0410000264	0410000264	0410000264	0410000264
4	SOLENOID VALVE	5876	5876	5876	5876	5876	5876	5876	5876
5	FAN BLADE	0510002023	0510002023	0510002023	0510002023				
6	THERMOSTAT	5810	5810	5810	5810				
7	BOTTLE FILLER ASSEMBLY	1930	1930	1930	1930	1930	1930	1930	1930
8	BOTTLE FILLER NOZZLE	VRKNOZ1							
9	BOTTLE FILLER MOUNTING BRACKET	0410000265	0410000265	0410000265	0410000265	0410000265	0410000265	0410000265	0410000265
10	DRAIN BASIN	0410000746	0410000746	0410000746	0410000746	0410000746	0410000746	0410000746	0410000746
11	DRAIN GRATE	0410000748	0410000748	0410000748	0410000748	0410000748	0410000748	0410000748	0410000748
12	PLATFORM SUPPORT	0410000747	0410000747	0410000747	0410000747	0410000747	0410000747	0410000747	0410000747
13	PLATFORM	0410000749	0410000749	0410000749	0410000749	0410000749	0410000749	0410000749	0410000749
14	BOTTLE FILLER DRAIN BASIN (OLDER STYLE WITHOUT METAL GRATE)	0410000286	0410000286	0410000286	0410000286	0410000286	0410000286	0410000286	0410000286
15	SINGLE EWC SKIRT	SK11	SK11			SK11	SK11		
16	HI-LO EWC LOWER SKIRT			SK13	SK13			SK13	SK13
17	HI-LO EWC UPPER SKIRT			SK12	SK12			SK12	SK12
18	BUTTON, PUSH, PCP, FLANGED W/VALVE	5874PBF							
19	BUBBLER HEAD (STAINLESS STEEL)	5716	5716	5716	5716	5716	5716	5716	5716
20	BUBBLER NOZZLE (STAINLESS STEEL)	RK5716							
21	EWC CAP			0410000282	0410000282			0410000282	0410000282
22	FEED-THROUGH COVER			0410000280	0410000280			0410000280	0410000280
23	VALVE REPAIR KIT	VRK5874							
24	BUTTON, PUSH, 5874, FLANGED	PBA6							
25	BOTTLE FILLER SENSOR AND DISPLAY	1931	1931	1931	1931	1931	1931	1931	1931
26	COMPRESSOR THERMAL PROTECT FOR UNITS WITHOUT SN PREFIX	HC115	HC115	HC115	HC115				
27	COMPRESSOR START RELAY FOR UNITS WITHOUT SN PREFIX	HC116	HC116	HC116	HC116				
28	COMPRESSOR THERMAL PROTECT FOR UNITS WITH "J" SN PREFIX	HP115	HP115	HP115	HP115				
29	COMPRESSOR START RELAY FOR UNITS WITH "J" SN PREFIX	HP116	HP116	HP116	HP116				
30	COMPRESSOR CAPACITOR FOR UNITS WITH "J" SN PREFIX	HP119	HP119	HP119	HP119				
31	FAN MOTOR FOR UNITS WITHOUT SN PREFIX	HC117	HC117	HC117	HC117				

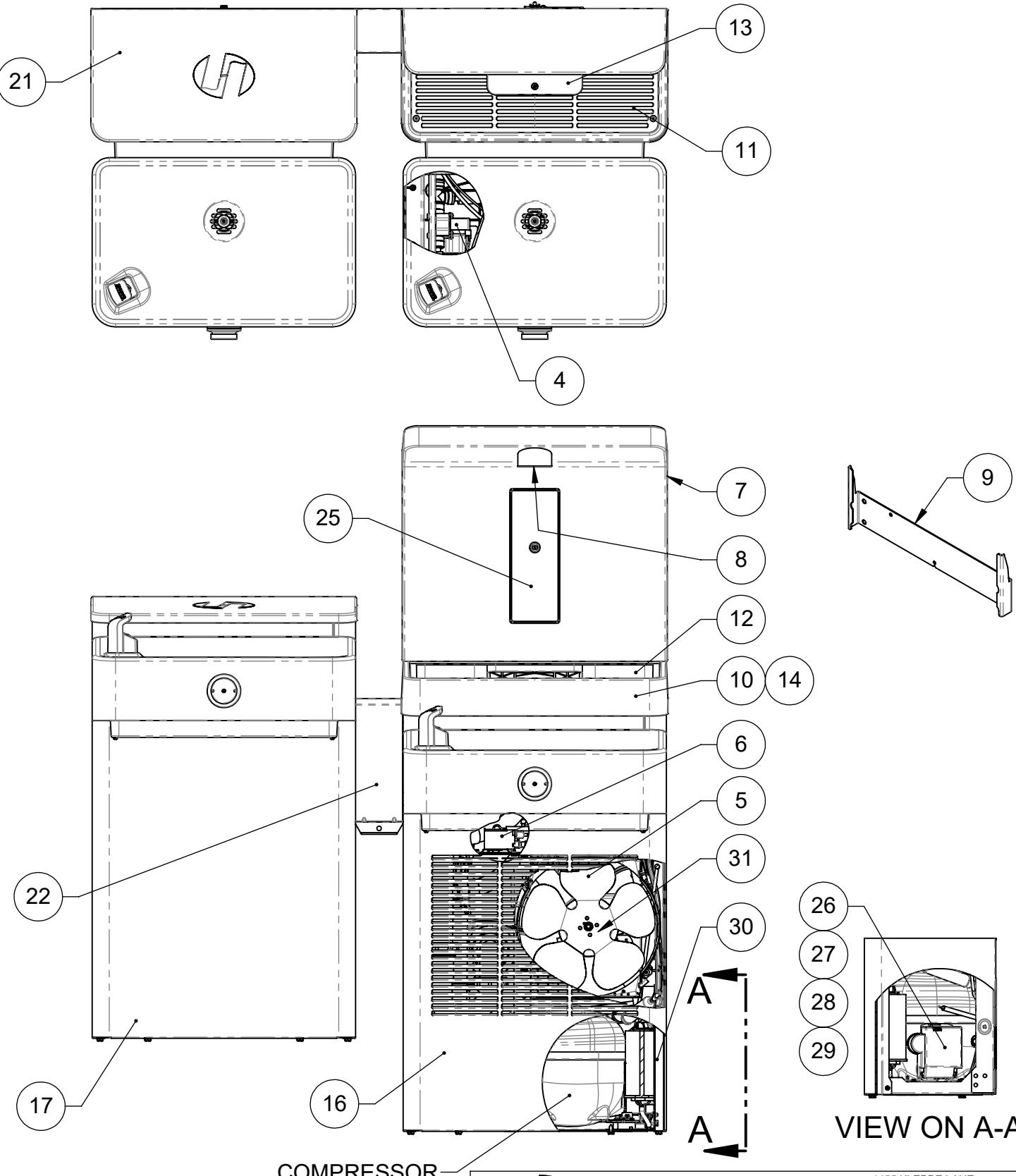
**PARTS BREAKDOWN VIEWS ARE REPRESENTATIVE ONLY. YOUR MODEL MAY VARY.  
SEE NEXT SHEET FOR ADDITIONAL PARTS.**



ECN: 6367	REV. ECN: 6367	BY: DHP	MODEL(S) 12XXV ELECTRIC WATER COOLERS			PART NUMBER 0510002340
DRAWN: DHP	DATE: 10/31/25	CHKD: DHP				REVISION 1
APPROVED: JL	DATE: 12/22/25	SCALE: 1:8	DRAWING TYPE:	PARTS BREAKDOWN	SIZE: A	SHEET 1 OF 2

WHEN ORDERING PARTS, PLEASE  
SPECIFY PART NUMBER

**PARTS BREAKDOWN VIEWS ARE REPRESENTATIVE ONLY. YOUR MODEL MAY VARY.  
SEE PREVIOUS SHEET FOR PART NUMBERS & ADDITIONAL PARTS.**



COMPRESSOR

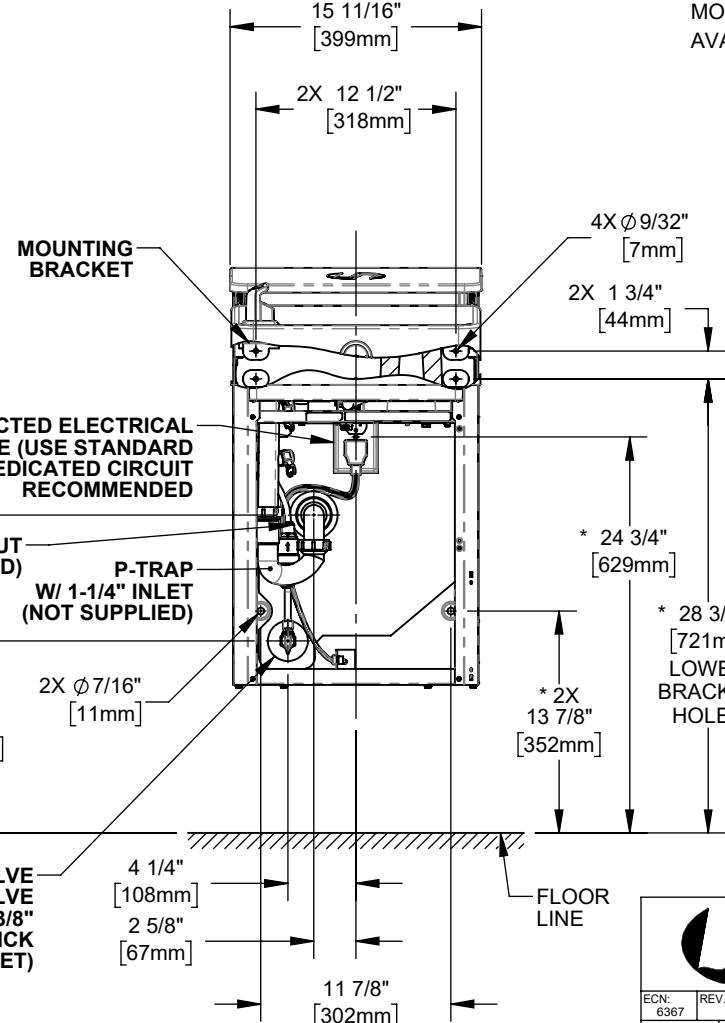
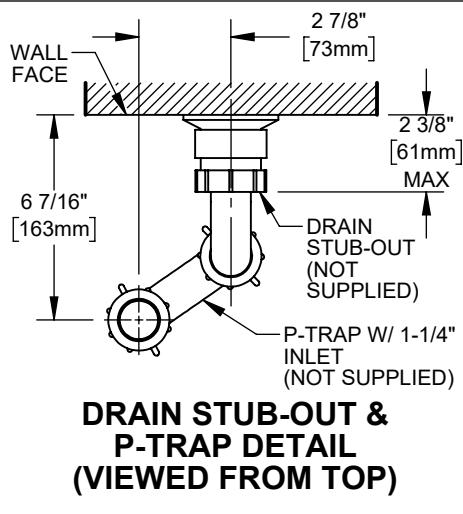
WHEN ORDERING PARTS, PLEASE  
SPECIFY PART NUMBER

ECN: 6367	REV. ECN: 6367	BY: DHP	MODEL(S) 12XXV ELECTRIC WATER COOLERS	PART NUMBER 0510002340
DRAWN: DHP	DATE: 10/31/25	CHKD: DHP		
APPROVED: JL	DATE: 12/22/25	SCALE: 1:8	DRAWING TYPE: PARTS BREAKDOWN	SIZE: A SHEET 2 OF 2

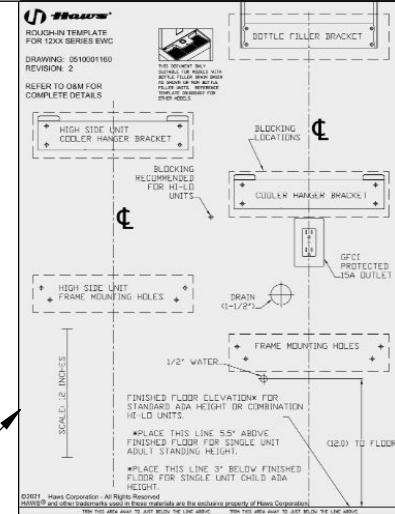
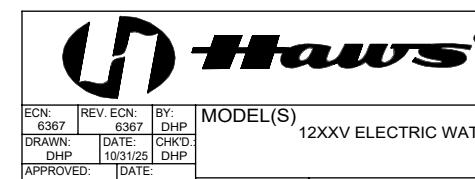
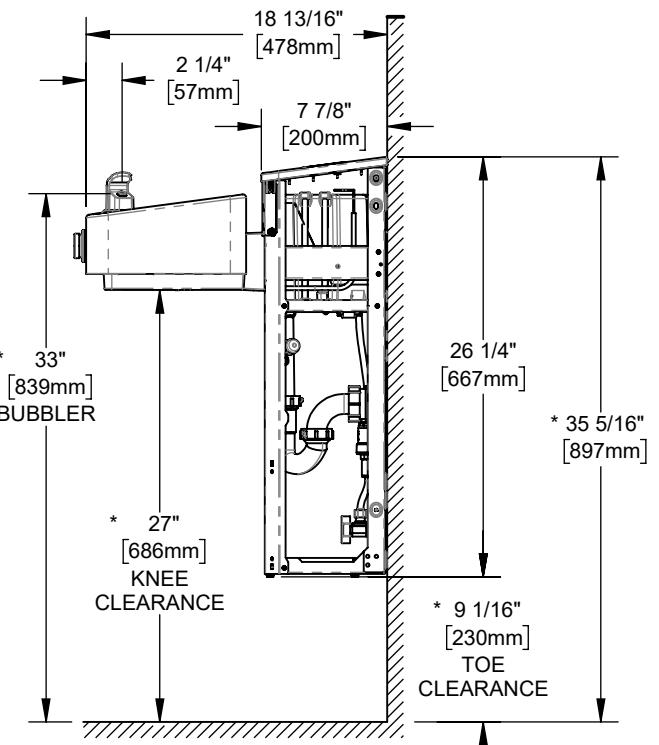
NOTES:

1. HOLD PLUMBING & ELECTRICAL DIMENSIONS  $\pm 1/4"$  (6.4mm). HOLD MOUNTING DIMENSIONS  $\pm 1/8"$  [ $\pm 3.2$ MM].
2. ADHERING TO PROVIDED INSTALLATION HEIGHT DIMENSIONS WILL ALLOW A SINGLE WATER COOLER (OR THE LOW WATER COOLER IN A HI-LO INSTALLATION), AND THE BOTTLE FILLER (IF APPLICABLE) TO BE INSTALLED AT ADULT ADA HEIGHT. FOR INSTALLATION HEIGHTS OTHER THAN SHOWN, DIMENSIONS MARKED (\*) MUST BE ADJUSTED ACCORDINGLY. WHEN INSTALLATING THIS UNIT, LOCAL, STATE, OR FEDERAL CODES SHOULD BE ADHERED TO.

## TYPICAL SINGLE (OR LOW) UNIT INSTALLATION (CHILLER COMPONENTS HIDDEN FOR CLARITY)

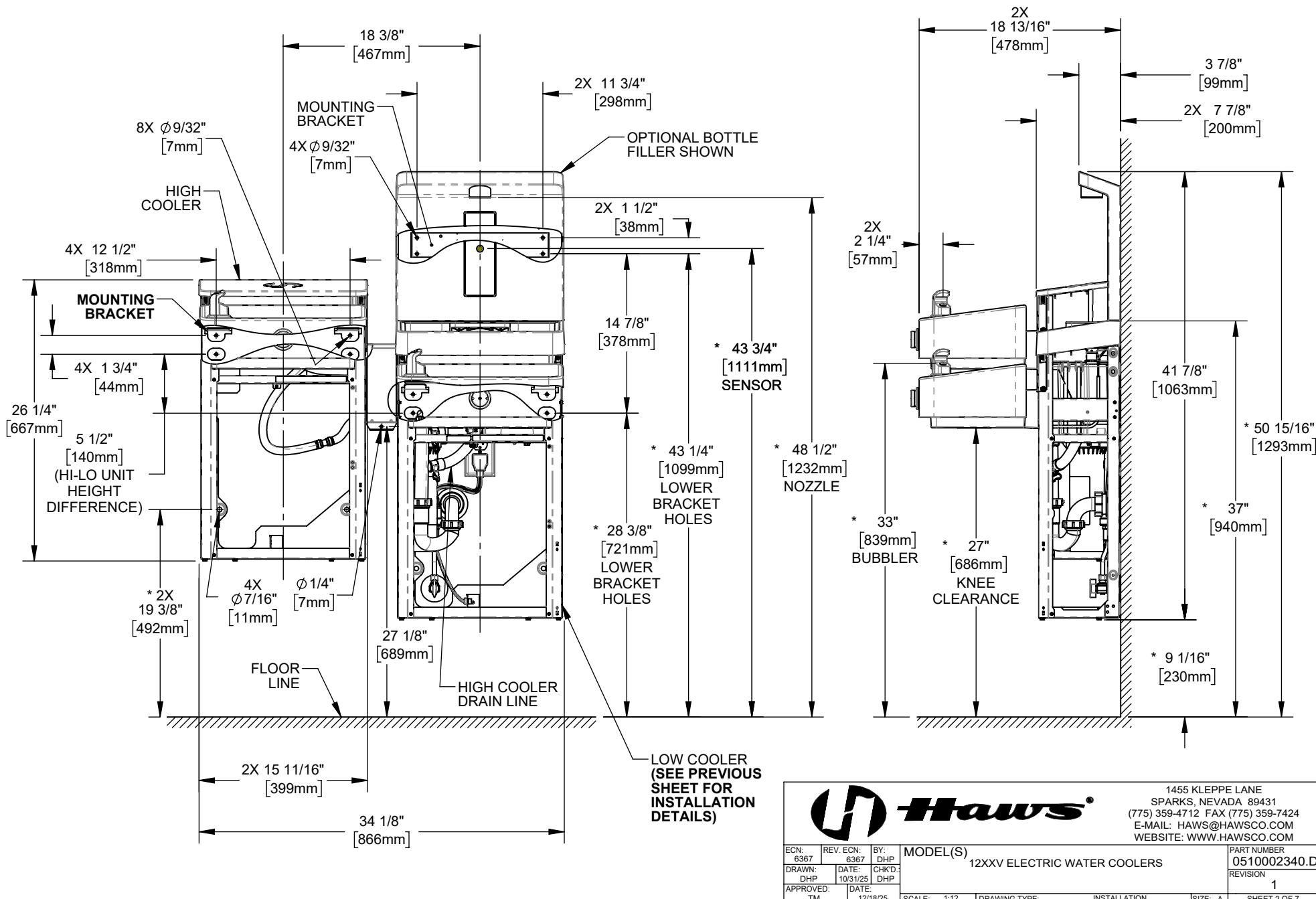


FULL SCALE  
ROUGH-IN TEMPLATE  
MODEL MTG.1200  
AVAILABLE UPON REQUEST.



## TYPICAL HI-LO UNIT INSTALLATION

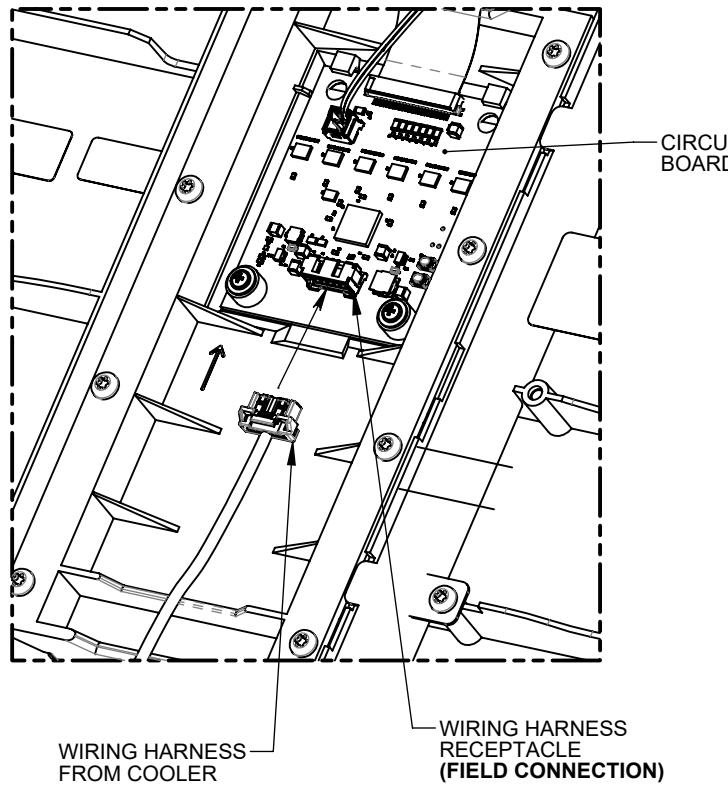
(CHILLER COMPONENTS HIDDEN FOR CLARITY)



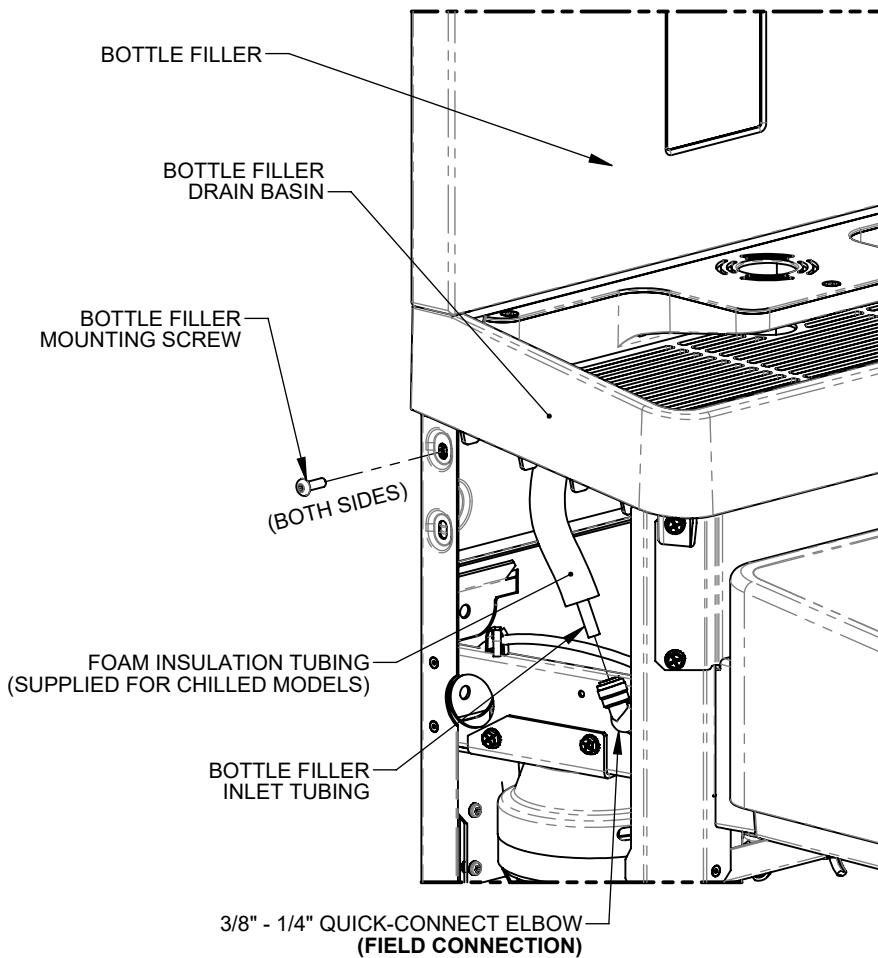
1455 KLEPPE LANE  
SPARKS, NEVADA 89431  
(775) 359-4712 FAX (775) 359-7424  
E-MAIL: [HAWS@HAWSCO.COM](mailto:HAWS@HAWSCO.COM)  
WEBSITE: [WWW.HAWSCO.COM](http://WWW.HAWSCO.COM)

ECN: 6367	REV. ECN: 6367	BY: DHP	MODEL(S)	PART NUMBER
DRAWN: DHP	DATE: 10/31/25	CHKD: DHP	12XXV ELECTRIC WATER COOLERS	0510002340.D
APPROVED: TM	DATE: 12/18/25	SCALE: 1:12	DRAWING TYPE: INSTALLATION	REVISION 1
				SHEET 2 OF 7

## BOTTLE FILLER INSTALLATION DETAILS



**WIRING HARNESS CONNECTION  
(REAR OF BOTTLE FILLER)**

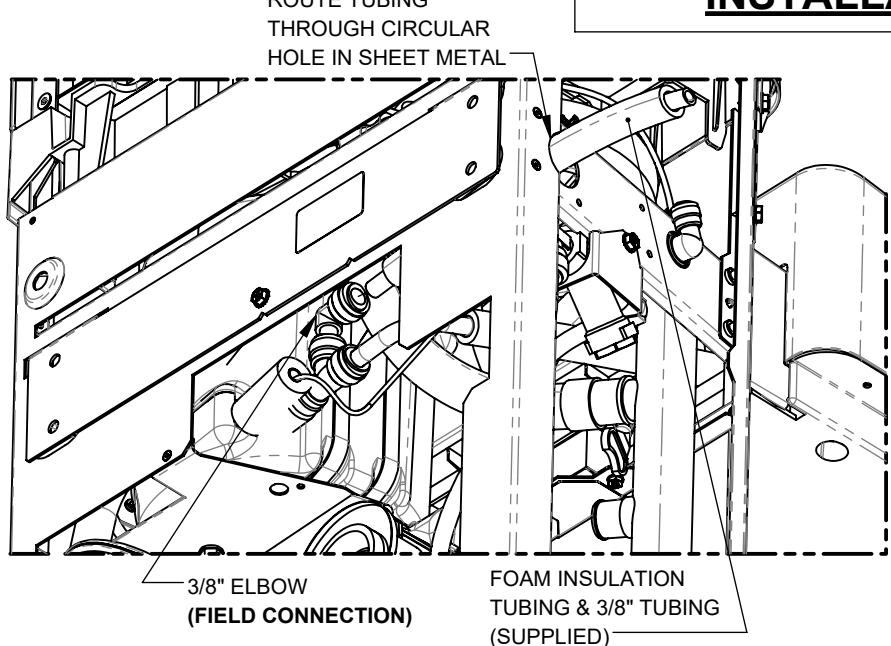


**BOTTLE FILLER MOUNTING &  
TUBING CONNECTION**

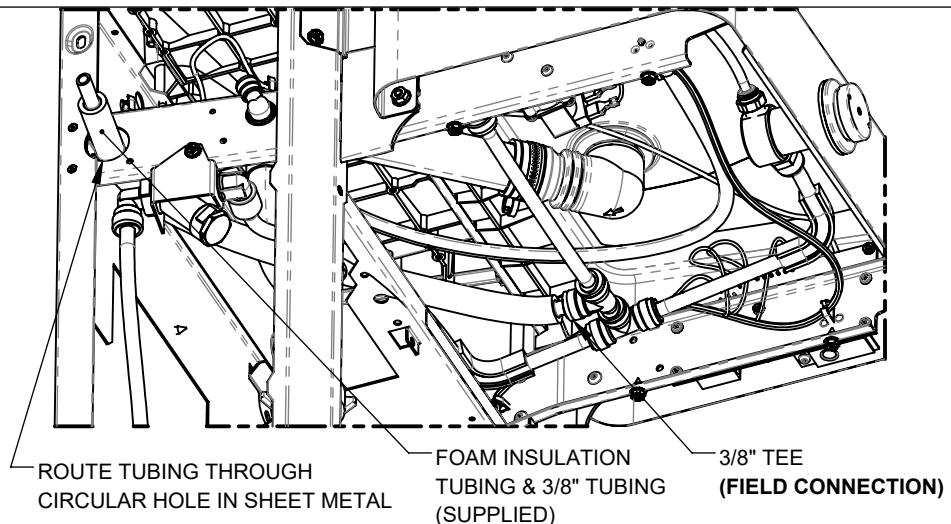


ECN: 6367	REV. ECN: 6367	BY: DHP	MODEL(S) 12XXV ELECTRIC WATER COOLERS	PART NUMBER 0510002340.D
DRAWN: DHP	DATE: 10/31/25	CHKD: DHP		REVISION 1
APPROVED: TM	DATE: 12/18/25	SCALE: 1:12		DRAWING TYPE: INSTALLATION

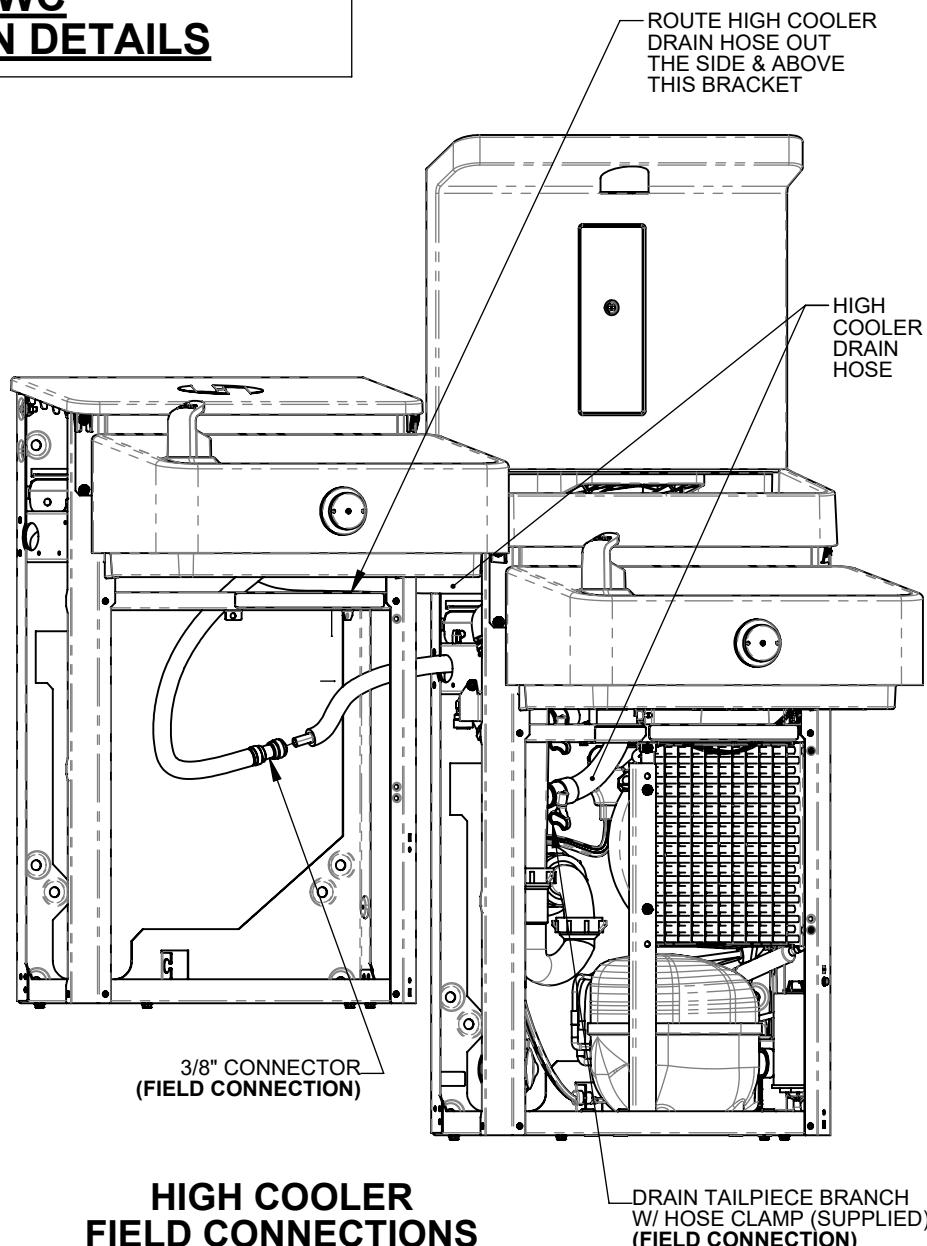
## HIGH EWC INSTALLATION DETAILS



**HIGH EWC TUBING CONNECTION  
(ON LOW COOLER) FOR CHILLED MODELS**



**HIGH EWC TUBING CONNECTION  
(ON LOW COOLER) FOR NON-CHILLED MODELS**



**HIGH COOLER  
FIELD CONNECTIONS**



ECN: 6367	REV. ECN: 6367	BY: DHP	MODEL(S)	PART NUMBER
DRAWN: DHP	DATE: 10/31/25	CHKD: DHP	12XXV ELECTRIC WATER COOLERS	0510002340.D
APPROVED: TM	DATE: 12/18/25	SCALE: 1:24	DRAWING TYPE: INSTALLATION	REVISION 1

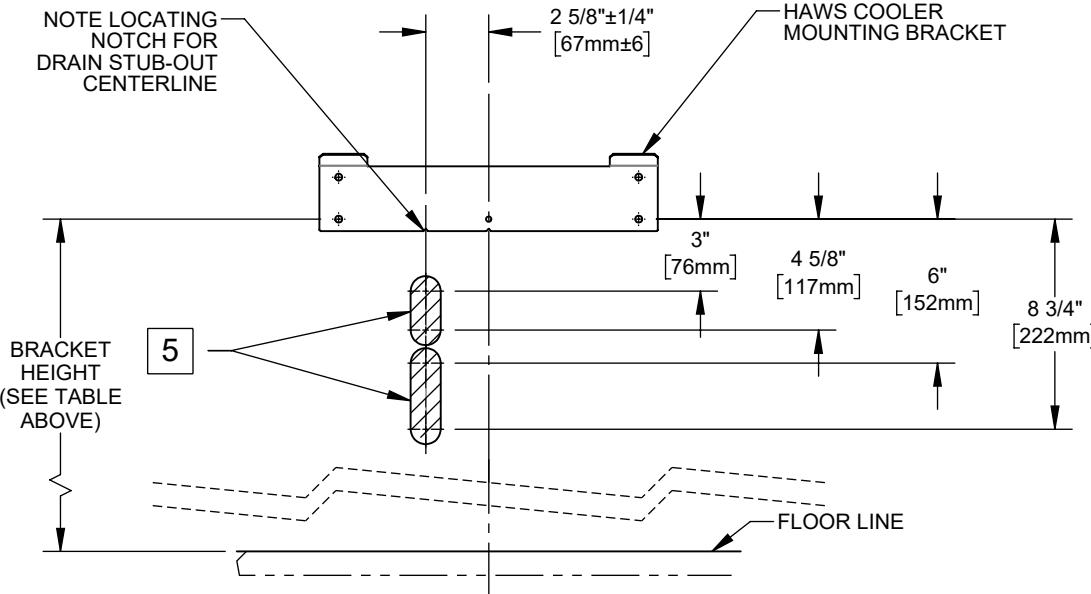
**LOW COOLER BRACKET HEIGHT**

ADULT STANDING	ADULT ADA	CHILD ADA
33 7/8"	28 3/8"	25 3/8"

# RETROFIT INSTALLATION DETAILS

**3 RETROFIT TABLE**

MANUFACTURER	MODEL
HAWS	ALL MODELS STARTING WITH HWUACP
ELKAY/HALSEY TAYLOR	- ALL MODELS STARTING WITH EB, EI, EMA, EN, EZ, HAC HVR, LI, LMA, LZ, TB, & TI
OASIS	- SINGLE COOLER MODELS STARTING WITH VRC & LVR
SUNROC	ALL VERSACOOLER II MODELS
MURDOCK	ALL MODELS STARTING WITH ADA A171, A171.8, & A172.8UBL MODELS
	NOTE: THE WATER STOP VALVE MUST BE RELOCATED TO RETROFIT A FILTERED 12XX COOLER



## PERMISSIBLE LOCATIONS FOR DRAIN STUB-OUT

NOTES:

3 THE 12XXV COOLER SERIES IS ABLE TO RETROFIT IN PLACE OF A NUMBER OF COMPETITOR MODELS. SEE RETROFIT TABLE ABOVE FOR PARTIAL LIST OF COOLERS ABLE TO BE REPLACED BY THIS ONE.  
**THE FOLLOWING DISCLAIMERS APPLY:**

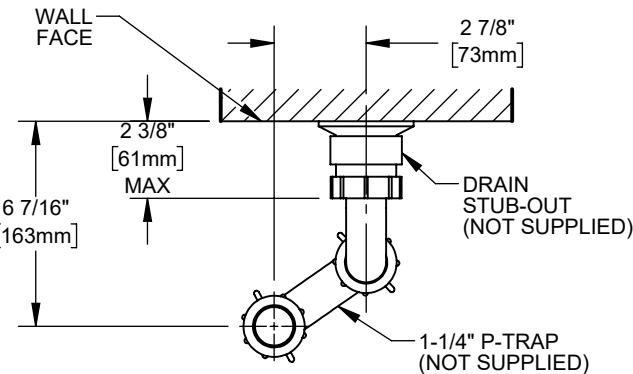
- THE 12XXV COOLER CENTERLINE MAY NOT MATCH THE OLD COOLER'S CENTERLINE, SINCE THE 12XXV COOLER DRAIN MUST BE 2 5/8" OFF OF CENTER. THIS MAY AFFECT ADA COMPLIANCE.
- FOR HI-LO COOLER RETROFITS, EXISTING RIGHT-SIDE COOLER MUST BE THE LOW COOLER. DRAIN, WATER, AND ELECTRIC SERVICES MUST BE POSITIONED BEHIND RIGHT-SIDE UNIT.
- THERE MUST BE WALL BLOCKING OR OTHER STRUCTURAL MATERIAL BEHIND HAWS MOUNTING HOLES.
- VERIFY THAT DRAIN, ELECTRIC, & WATER SERVICES ARE LOCATED WITHIN BOUNDARIES SPECIFIED ON THIS SHEET AND THE NEXT. SOME RETROFITS MAY REQUIRE THE ELECTRIC OUTLET TO BE MOVED.

4 THE P-TRAP IS NOT SUPPLIED. THE VERTICAL DIMENSIONS GIVEN ARE BASED UPON INSTALLATION USING OF A KEENEY 200W P-TRAP, AND SHOULD THEREFORE BE REGARDED AS REFERENCE-ONLY.

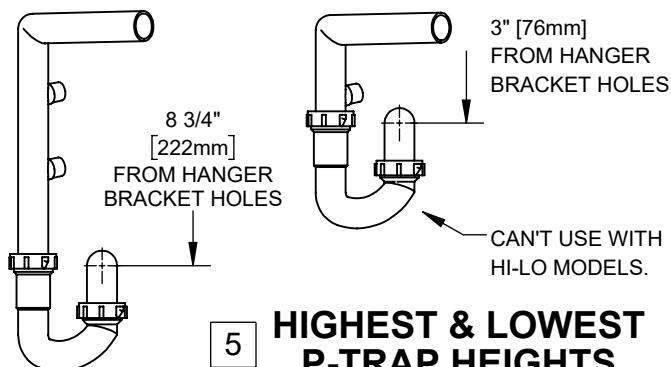
5 THE CENTERLINE OF THE DRAIN STUB-OUT MUST BE BETWEEN 3" [76mm] & 4-5/8" [118mm] OR BETWEEN 6" [152mm] & 8-3/4" [229mm] BELOW THE LOWERMOST EWC MOUNTING BRACKET HOLES IN ORDER FOR THE P-TRAP TO AFFIX PROPERLY TO THE DRAIN TAILPIECE.

- DEPENDING ON STUB-OUT HEIGHT, SOME TRIMMING OF THE TAILPIECE WILL BE REQUIRED.
- Mounting the stub-out in the higher range will require trimming the tailpiece above the lower drain hose branch. **IN THIS INSTANCE, THEREFORE, A HI-LO COOLER CANNOT BE INSTALLED.**

6 WHATEVER P-TRAP AND STUB-OUT PLUMBING ARE USED, CARE SHOULD BE TAKEN TO ENSURE THAT THE P-TRAP CAN SEAL TO THE STUB-OUT PROPERLY AND STILL ALIGN TO THE DRAIN TAILPIECE (LOCATED AT THE GIVEN DIMENSIONS).



## 6 DRAIN STUB-OUT/P-TRAP DETAIL (VIEWED FROM TOP)



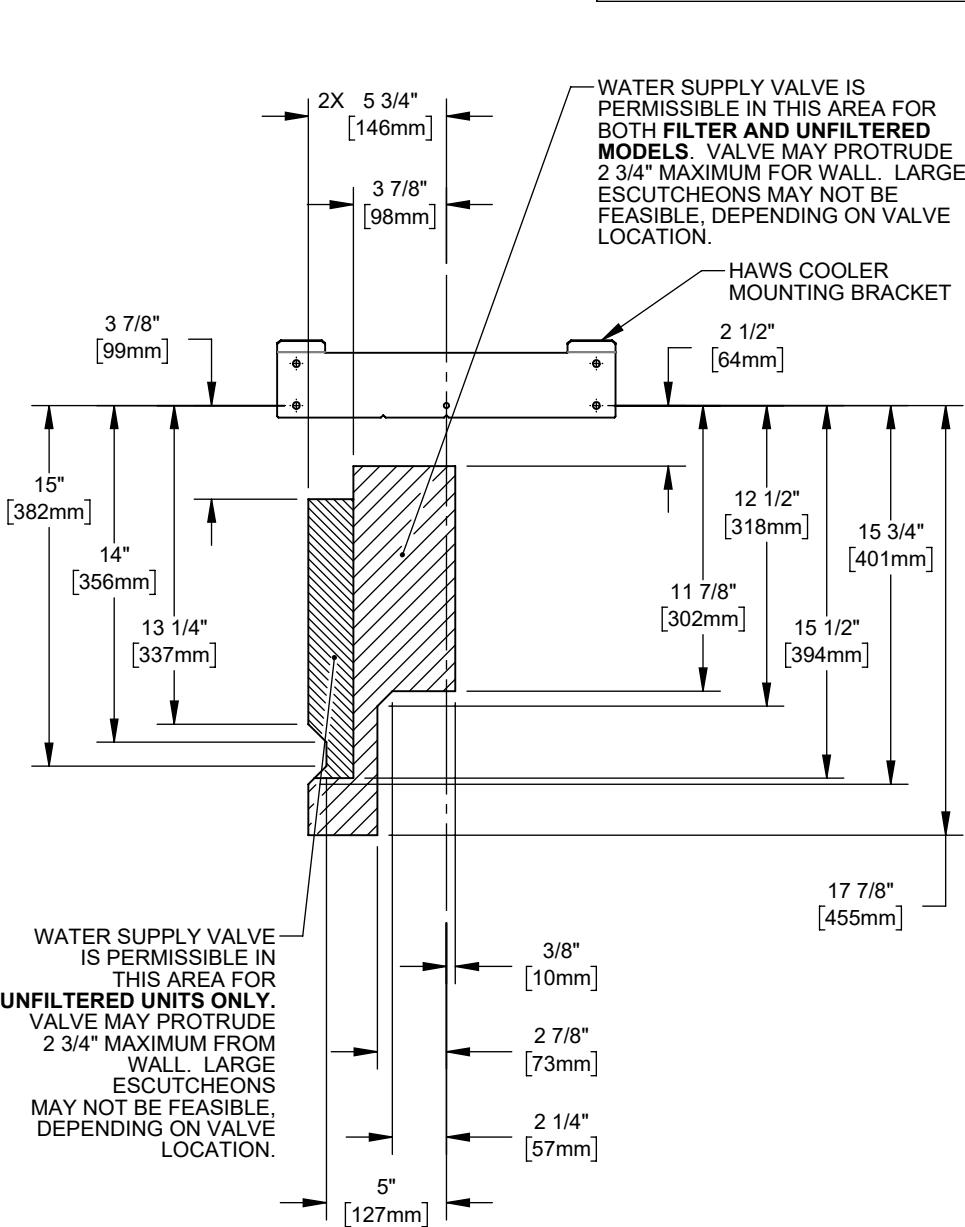
## 5 HIGHEST & LOWEST P-TRAP HEIGHTS



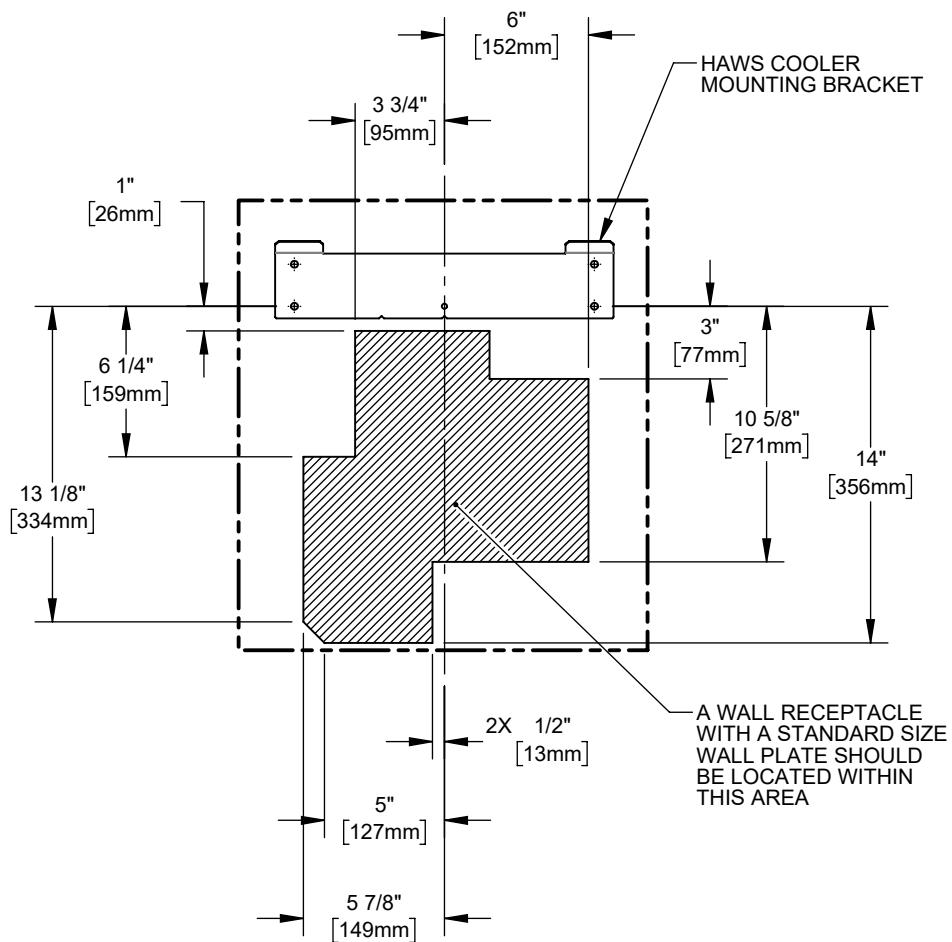
1455 KLEPPE LANE  
SPARKS, NEVADA 89431  
(775) 359-4712 FAX (775) 359-7424  
E-MAIL: [HAWS@HAWSCO.COM](mailto:HAWS@HAWSCO.COM)  
WEBSITE: [WWW.HAWSCO.COM](http://WWW.HAWSCO.COM)

ECN:	REV. ECN:	BY:	MODEL(S)	PART NUMBER
6367	6367	DHP	12XXV ELECTRIC WATER COOLERS	0510002340.D
DRAWN: 10/31/25	DATE: 10/31/25	CHKD: DHP		REVISION 1
APPROVED: TM	DATE: 12/18/25		SCALE: 1:8	DRAWING TYPE: INSTALLATION
				SHEET 5 OF 7

## RETROFIT INSTALLATION DETAILS



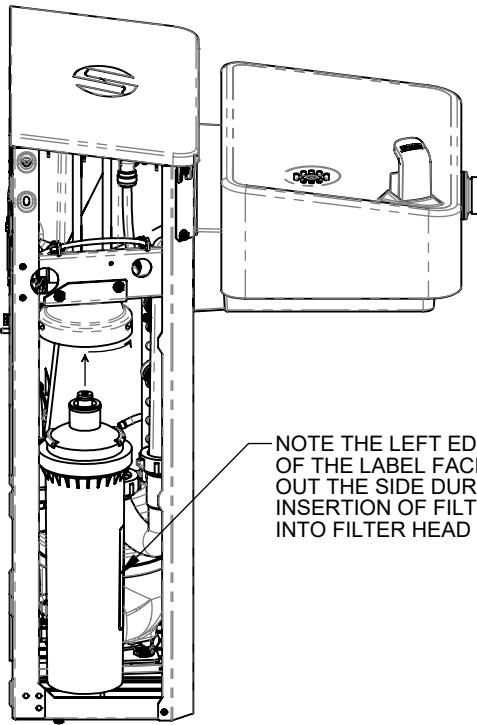
### PERMISSIBLE WATER SUPPLY LOCATIONS



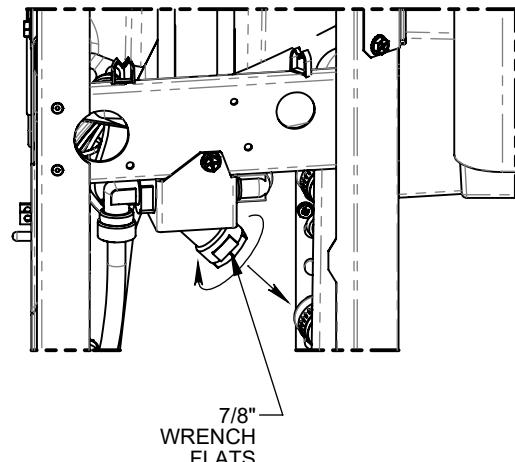
### PERMISSIBLE ELECTRICAL RECEPTACLE LOCATIONS

 <b>Haws</b>			
ECN: 6367	REV. ECN: 6367	BY: DHP	MODEL(S) 12XXV ELECTRIC WATER COOLERS
DRAWN: DHP	DATE: 10/31/25	CHKD: DHP	PART NUMBER 0510002340.D
APPROVED: TM	DATE: 12/18/25	SCALE: 1:8	DRAWING TYPE: INSTALLATION SIZE: A
SHEET 6 OF 7			

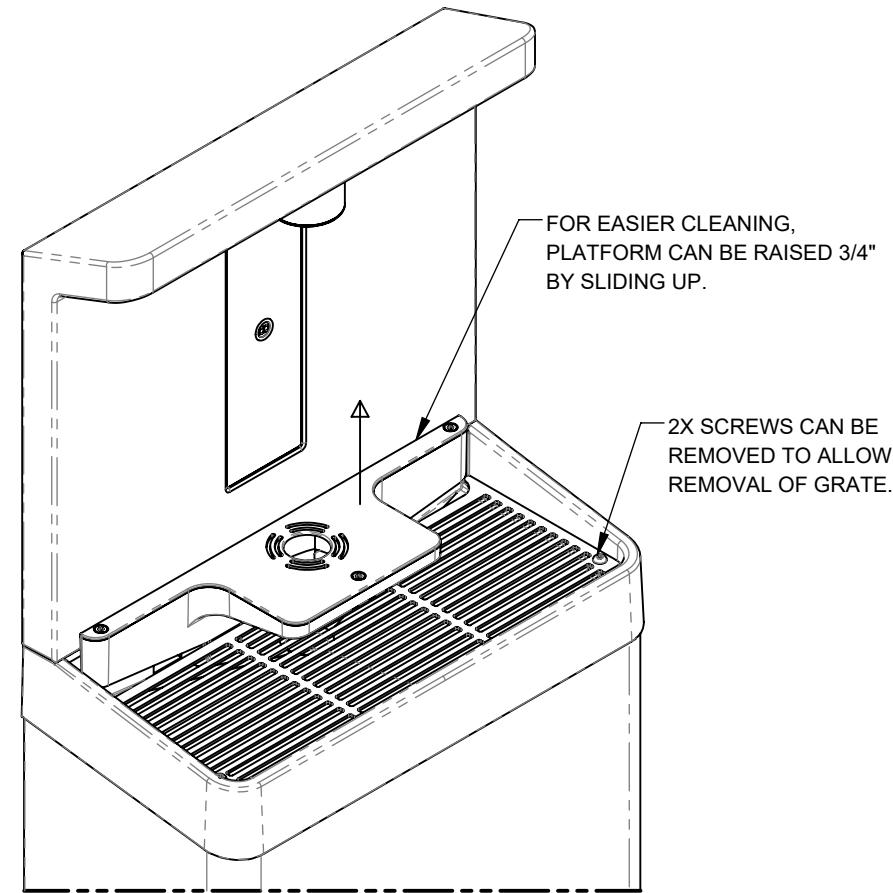
## MAINTENANCE



### FILTER REPLACEMENT



### Y-STRAINER CLEANING



### CLEANING DRAIN BASIN AREA

