


Troubleshooting Guide

This step-by-step guide provides you with the tools you need to troubleshoot the most common issues. A full library of Smartwell® support documents can be found in the Smartwell customer portal or at elkay.com/smartwell.



Connectivity Issues

Most troubleshooting issues are related to loss of internet connectivity.

The internet status indicator can be found on the top-right corner of your Smartwell touch screen. If there's a problem or your unit isn't connecting to the cloud, you will see this icon. 

If the internet status indicator on the home screen is showing the unit is disconnected, check your internet connection.

Wi-Fi Connection

1. Locate the Wi-Fi adapter.
2. Reboot the Wi-Fi adapter by unplugging the adapter from the power source, waiting five seconds and then plugging back in.
3. Next, disconnect the Ethernet cable from the back of the Smartwell unit and from the Wi-Fi adapter and connect it back in. Make sure that the cable "clicks" when being reconnected.
4. Reboot the Smartwell unit. After it boots up and the home screen appears, confirm the internet status indicator shows the unit is connected.

A separate troubleshooting guide is provided with your Wi-Fi adapter. Please reference for more detailed information.

Ethernet Connection

1. Unplug the Ethernet cable from the unit, then plug it back in.
2. Reboot the Smartwell unit. After it boots up and the home screen appears, confirm the internet status indicator shows the unit is connected.

Hot Spot Connection

1. Turn hot spot off.
2. Turn Wi-Fi adapter off.
3. Turn hot spot on and then turn Wi-Fi adapter back on.
4. Reboot the Smartwell unit. After it boots up and the home screen appears, confirm the internet status indicator shows the unit is connected.

If problem persists, contact the hot spot carrier for troubleshooting support.



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Operational

Screen Frozen/Screen Not Responding

Reset Smartwell unit using the following procedure below:

1. Flip the ON/OFF switch near base of unit to the OFF position to turn power off. Do not unplug the power cord from the wall outlet to turn the unit off.
2. To turn power on, wait five seconds and then flip the ON/OFF switch to the ON position. It typically takes one minute to reboot. A black screen will be displayed followed by reboot animation.
3. When unit is fully rebooted, the home screen will appear and Smartwell is ready for use.

Low or No Water Flows From the Dispense Nozzle

The main water line valve might be closed or not fully opened.

1. Twist the blue handle on the check valve (back of unit) parallel to the water line to turn on.



On



Off

All Flavor Icons Unavailable From Touch Screen

Each flavor option will become grayed out when the citric acid pouch is empty.

1. Confirm contents by unlocking the hood and locating the citric acid pouch in the unit.
2. Replace with new pouch if citric acid pouch is empty. (See Care and Cleaning Guide for instructions on how to replace a pouch.)
3. If you have recently (within a few days) replaced the citric acid pouch, follow the on-screen steps to confirm the pouch is new to the unit. (See Care and Cleaning Guide for instructions.)
4. In the event the flavor icons do not reappear on the touch screen, restart the unit. If problem persists, contact Smartwell Customer Care.



Flavor icons available



Flavor icons unavailable

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Sparkling Water Sputtering or Not Dispensing

If still water is dispensing in place of sparkling water or sparkling water is not dispensing correctly, follow these steps to restore sparkling water:

1. Turn off the CO₂ tank by turning the knob clockwise.
2. Place a large receptacle in the alcove and dispense still water for 20 seconds.
3. Select sparkling water and press touch screen to dispense. This will clear the CO₂ gas from the line and unit will start dispensing still water.
4. Continue dispensing still water for 20 seconds.
5. Reboot the unit and wait for the home screen to appear.
6. Turn on the CO₂ tank by turning the knob counterclockwise.
7. Select sparkling water and press touch screen to dispense.
8. Dispense two to three 8-oz. glasses of sparkling water to ensure the CO₂ is optimally mixed with the water.



Taste

Wrong Flavor Being Dispensed

If the drink you have selected is not dispensing correctly, check to make sure the correct flavor pouch is installed:

1. Open the unit and check to make sure the pouch in the flavor slot and the flavor displayed on the touch screen match up.
2. If there's a mismatch, choose and replace with appropriate pouch from the flavor selection dropdown. (See Care and Cleaning Guide for instructions on how to replace a pouch.)
3. Close and lock the unit hood and dispense again to ensure the flavor is correct.

Drinks Have Too Much or Not Enough Flavor

Follow these steps to modify your flavors content:

Flavor Too Concentrated – Drinks Have Too Much Flavor

1. Verify that the water line is fully open.
2. Navigate to setup screen and modify "Flavor to Water Concentration" screen as desired.
3. Exit the settings screen and dispense water again.
4. If the issue persists, contact Smartwell Customer Care for additional support.

Flavor Too Diluted – Drinks Do Not Have Enough Flavor

1. Navigate to setup screen and modify "Flavor to Water Concentration" screen as desired.
2. Exit the settings screen and dispense water again.
3. If the issue persists, contact Smartwell Customer Care for additional support.

Smartwell Customer Care is available via phone at 866.699.4507 or email at smartwellcare@elkay.com, Monday – Friday, 7 a.m. – 5 p.m. CST.