

Troubleshooting Guide

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PUMP RUNS CONTINUOUSLY:

- Air in system will prevent pump from turning off.
- Check fresh water hose to confirm it is reaching the bottom of tank.
- Check fresh water level. Is fresh water tank empty?
- Check quick-connect fittings. Are they are tightened?
- Open faucets to exhaust air in the lines after fixing problem.

PUMP FAILS TO TURN ON:

- Check power connections (See “No Power” section).

WATER LEAKS:

- Release pressure by turning unit off and turning the knobs to the open position.
- Push quick-connect fittings to make sure tubing is firmly connected.
- Tighten connections on all drain fittings until they are snug.

prevent the heating element from burning out).

9. Remove waste water tank when fresh water tank is empty. Tilt waste water tank and SLOWLY move it out of the cabinet. Move tank to a standard drain or sink and empty contents. Rinse waste water tank and CAREFULLY replace in cabinet by tilting it to fit under the drain tube.



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10. Turn OFF sink at the end of the day. First turn OFF the electric switch in the cabinet (Push DOWN). Then open both faucet handles to relieve pressure. (This step will extend the life of the pump).



Warranty

Monsam Enterprises, Inc provides a “**one year limited manufacturer’s warranty**” on its portable sinks. Within 30 days of the sale, you may purchase a 6 month extended warranty on the water pump for a total coverage of 18 months on the pump.

If your portable sink fails to operate properly, call our Service Department at 800-513-8562.

The Service Technician will review the problem over the phone and recommend a solution. Many problems can be solved in a few minutes. If the problem requires a replacement part we will ship it to you at no charge during the term of the warranty. If the warranty has expired, the part will be sold to you at the current price for the item plus a reasonable shipping charge.

Most parts can be replaced in a few minutes with a screwdriver and a small wrench. Our Service Techs are available to provide step by step advice over the phone.

This limited warranty covers the equipment only and does not imply suitability for a particular purpose or allow for consequential damages.

Instructions for Optional Accessories

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CUTTING BOARD-Place over basin. Rinse when finished.

DRAIN BOARD-Rest inside flange in bowl of sink and slide outside flange over outside edge of cabinet.

DRINKING FOUNTAIN-Turn handle for water. (Factory installed)

ELECTRIC FOOT SWITCH-(Factory Installed) Uncoil wire and place on floor in front of sink. Step on switch with foot to make water flow.

FLEX TUBE-Insert large end into any standard faucet and place other end in fresh water tank.

FOLDING CART-Unfold and place water tank (fresh or waste) on cart.

FORMULA SANITIZER-Mix with water and use to rinse tanks and clean surfaces of sink and cabinet.

FRESH WATER TANK-Fill spare tank and screw in cap. Place behind sink as a backup when needed.

GARDEN HOSE CONNECTOR-Connect one end to connector on side of cabinet and other end to water source. This connection will bypass water pump and provide water pressure. CAUTION! Check waste water tank frequently to avoid overfilling.

MOTION SENSOR-Remove aerator from faucet. Insert batteries in motion sensor. Install motion sensor by screwing into faucet and using wrench provided. Remove aerator from sensor and replace with original aerator from faucet. Press & Hold Reset Button for 3 seconds while holding hand under faucet. Green light confirms that sensor is ready. Open faucet handles and water flows when hand is placed near sensor. NOTE: Motion Sensor requires 4 AAA batteries. Replace as needed.

SOAP DISPENSER-Lift top and refill as needed.

WASTE WATER TANK-Store spare tank behind cabinet. Use to swap with full waste water tank in cabinet during busy times.

WATER FILTER-(FACTORY INSTALLED) No service required.

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AERATOR CLOGGED:

-Remove aerator from end of faucet and clean with running water or brush. Replace.

FREEZING TEMPERATURES:

-Heater and entire sink must be drained and stored if in a location subject to freezing. Remove fittings at heater and blow air through one side of heater to assist draining. Failure to remove water will result in freezing and cracking of heater elements. (Heater must be replaced).

HOT WATER NOT ON:

-Make sure power is connected (See "No Power" section).
-Low voltage or low amperage. Check if other major appliances are connected to the same circuit. Plug sink into a new circuit.
-Was unit subjected to freezing temperatures? Frozen water may have cracked heating tube. (Heater must be replaced).

HOT WATER TEMPERATURE TOO LOW:

-Make sure power is connected (See "No Power" section).
-Check temperature of cold water in sink. (Heater is designed to raise water temperature approximately 30 degrees fahrenheit).

LOW WATER PRESSURE:

-Check aerator (See "Aerator Clogged").

NO POWER:

-Confirm that unit is plugged into a live 110 volt outlet.
-Press "reset" button on main GFCI switchbox.
-Confirm that pump and hot water heater are plugged into main outlet inside the cabinet.