



Brio®

**Top Load  
Water Dispenser**  
Setup Manual

Model No.: CLTL420V2

# Table of Contents

<b>Safety Information</b> .....	<b>3</b>
<b>Intended Use</b> .....	<b>4</b>
<b>Product Features</b> .....	<b>4</b>
Indicator Panel Description .....	5
Product Dimensions .....	5
Operational Specifications .....	5
<b>Installation</b> .....	<b>5</b>
Determine Installation Location .....	5
Install the Drip Tray and Grid .....	5
Install a Water Bottle .....	6
<b>Operation</b> .....	<b>7</b>
Turn the Dispenser On/Off .....	7
Dispense Cold Water .....	7
Disable Child Safety Lock and Dispense Hot Water .....	7
Change the Water Bottle .....	7
<b>Troubleshooting</b> .....	<b>8</b>
<b>Cleaning and Maintenance</b> .....	<b>9</b>
Cleaning .....	9
Care and Maintenance .....	9
<b>Clean the Reservoirs</b> .....	<b>10</b>
<b>Warranty</b> .....	<b>11</b>

# Safety Information

**WARNING:** To reduce risk of injury and property damage, you must read this entire guide before assembling, installing and operating the dispenser.

**WARNING:** This product dispenses water at very high temperatures. Failure to use properly can cause personal injury. When operating this dispenser, always exercise basic safety precautions, including the following:

- Prior to use, this dispenser must be properly assembled and installed in accordance with this manual.
- For indoor use only. Keep the water dispenser in a dry place away from direct sunlight. Do NOT use outdoors.
- Install and use only on a hard, flat and level surface.
- Do NOT place the water dispenser in an enclosed space or cabinet.
- Do NOT operate the dispenser in the presence of explosive fumes.
- Use only properly grounded outlets.
- Do not use an extension cord.
- Always grasp the plug and pull straight out from the outlet. Never unplug by pulling on the power cord.
- Do NOT use the dispenser if the cord becomes frayed or otherwise damaged. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- To protect against electric shock, do NOT immerse cord, plug, or any other part of the dispenser in water or other liquids.
- Do not use this dispenser with water that is microbiologically unsafe or of unknown quality.
- Water dispenser is compatible with 3- or 5-gallon (12- or 19- liter) water bottles.
- Clean up all water spills after loading or unloading water bottles from the dispenser.
- Ensure the water dispenser is unplugged prior to cleaning.
- Never allow children to dispense hot water without proper and direct supervision. Unplug the unit to prevent unsupervised use by children.
- Service should be performed only by a certified technician.
- The appliance must not be cleaned by a water jet and is not suitable for installation in an area where a water jet could be used.

**WARNING:** Keep ventilation openings, in the dispenser enclosure or in the built-in structure, clear of obstruction.

**WARNING:** Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

- This dispenser should work under environment of temperatures from 4°C~40°C (39°F~104°F) and humidity ≤90%.
- Never turn the dispenser upside down or lean it more than 45°.
- After turning the dispenser off, allow the dispenser to sit idle for 3 minutes before turning on again.

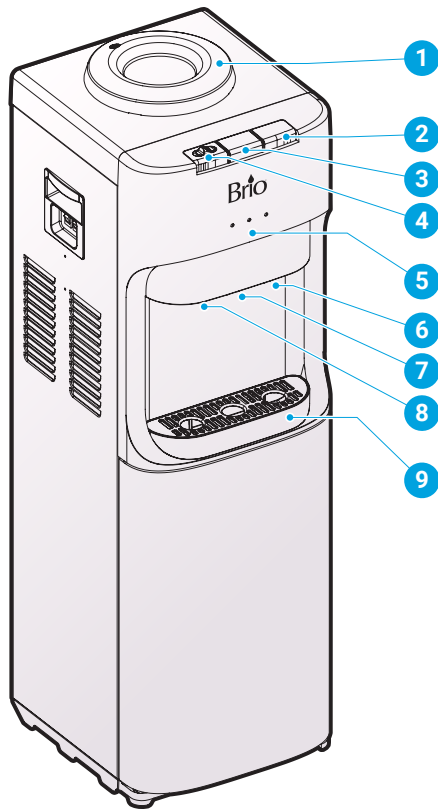
# Intended Use

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

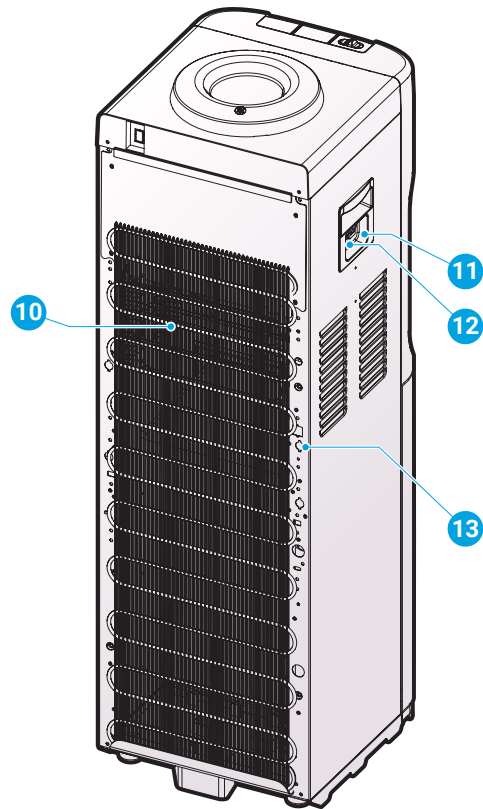
- Staff kitchen areas in shops, offices and other working environments
- Farm houses
- Hotels, motels and other residential-type environments
- Bed-and-breakfast environments
- Catering and similar non-retail applications

This dispenser is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

# Product Features



Part	Description
1	Bottle support collar
2	Cold water button
3	Room temperature water button
4	Hot water button
5	Indicator panel
6	Cold water tap
7	Room temperature water tap

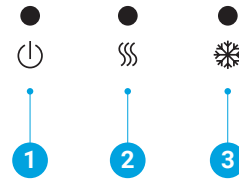


Part	Description
8	Hot water tap
9	Drip tray
10	Condenser
11	Cooling switch
12	Heating switch
13	Drain outlet

## Indicator Panel Description

1. Power indicator light – When illuminated, indicates that the dispenser is on.
2. Hot water indicator light – When illuminated, indicates that the dispenser is heating water.
3. Cold water indicator light – When illuminated, indicates that the dispenser is cooling water.

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## Product Dimensions

Height	Width	Depth
39.5 in. (100.2 cm)	12.5 in. (31.8 cm)	15.22 in. (38.6 cm)

## Operational Specifications

**CAUTION:** This unit dispenses water at temperatures that can cause severe burns. Avoid direct contact with hot water. Keep children and pets away from unit while dispensing. Never allow children to dispense hot water without proper and direct supervision. Unplug unit to prevent unsupervised use by children.

	Temperature	Tank Capacity	Flow Rate
Dispensing Cold Water	37°F–50°F / 3°C–10°C	3.6 L	2.1 L/min
Dispensing Hot Water	176°F–198°F / 80°C–92°C	1 L	2.1 L/min

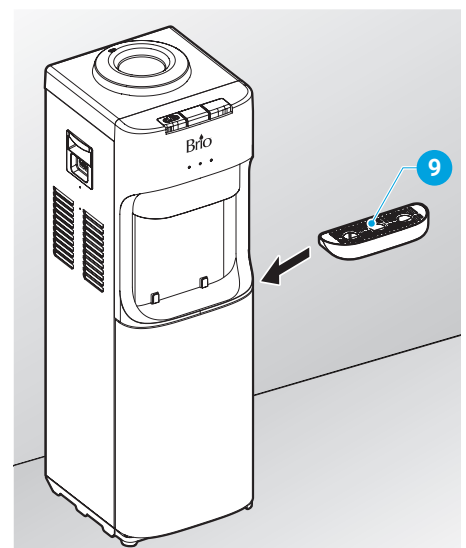
## Installation

### 1. Determine Installation Location

- A. Place the dispenser upright.
- B. Locate the dispenser on a hard and level surface in a cool shaded location near a grounded wall outlet.  
**NOTICE:** Do NOT plug in the power cord until the entire installation section is completed.
- C. Position the back of the dispenser no closer than 8 in. (20 cm) from a wall and permit free airflow between the wall and water dispenser.

### 2. Install the Drip Tray and Grid

- A. Unwrap the drip tray (9) from the packaging material and slide it onto the dispenser until it is secure in place.

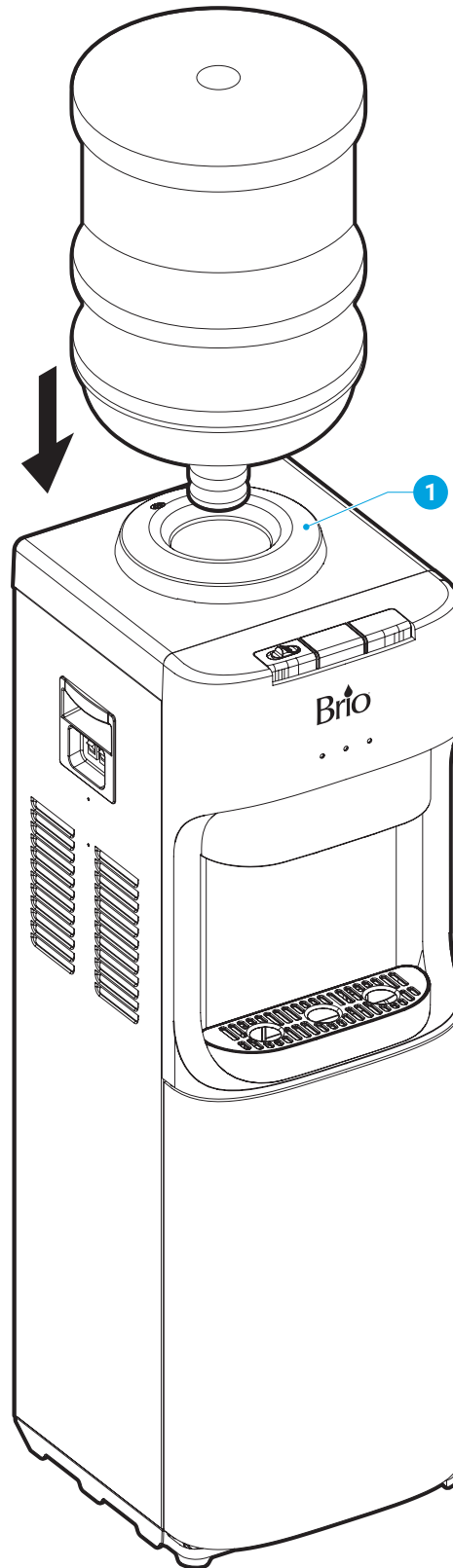


### 3. Install a Water Bottle

**IMPORTANT:** To prevent dry heating, do not turn on the heating and cooling switches until you complete the steps in this procedure.

**NOTE:** This dispenser is compatible with 3 and 5-gallon water bottles. It is recommended that you purchase water bottles equipped with a 55-millimeter push cap.

- A. Remove the plastic seal on top of the bottle, but do not remove the protective cap from the water bottle.
- B. Clean the bottle cap and neck with a damp, warm cloth.
- C. Lift and turn the bottle upside down and place it securely on the bottle support collar (1). The inside of the collar is equipped with a probe that pierces the water bottle cap in order to avoid spills and bacteria entering the water.
- D. Wait 5 minutes for the water tanks to fill with water before attempting to use the dispenser.
- E. Remove air from the tanks by placing a cup under each water tap and drain at least 4 cups (1 liter) of water before initial use.



# Operation

**IMPORTANT:** This unit has been tested and sanitized prior to packing and shipping. During transit, dust and odors can accumulate in the tank and lines. Dispense and dispose at least one quart of water prior to drinking any water.

## Turn the Dispenser On/Off

**IMPORTANT:** Before you turn on the heating and cooling switches, ensure a bottle is installed.

1. Plug in the dispenser.
2. Run water through the cold and hot water taps until water begins to dispense.
3. To power on the cooling system, flip the cooling switch to the On position.
4. To power on the heating system, flip the heating switch to the On position.

## Dispense Cold Water

**NOTE:** Water will take approximately 1 hour after plugging in and turning on to become completely chilled. The cold water light will turn off once the water has been fully chilled.

1. Place a drinking glass or container beneath the cold water tap. Press the cold water button.
2. Release when your container is full.

## Disable Child Safety Lock and Dispense Hot Water

**CAUTION:** This unit dispenses water at temperatures that can cause severe burns. Avoid direct contact with hot water. Keep children and pets away from the unit while dispensing. Never allow children to dispense hot water without proper and direct supervision. Disable the heating feature by switching the heating switch to the Off position.

**NOTE:** Water will take approximately 15-20 minutes after plugging in and turning on to reach its hottest temperature. The heating light will turn off once the water has been fully heated.

1. This water dispenser is equipped with a child safety feature in order to prevent inadvertent dispensing. To dispense hot water, place a cup or container beneath the hot water tap. Slide the red lock on the hot water button to the left, then press the hot water button down.
2. Release the button once your container is full. Hot water will automatically relock.

## Change the Water Bottle

**CAUTION:** Do not dispense hot, cool, or cold water with an empty bottle as you could empty the tanks and cause the dispenser to overheat.

To change an empty water bottle, simply lift and remove the empty water bottle and then follow the steps in **Installing a Water Bottle**.

# Troubleshooting

Problem	Solution
The cold water is not cold.	<ul style="list-style-type: none"><li>• It takes up to one hour after setup to dispense cold water.</li><li>• Make sure the power cord is properly connected to a working outlet.</li><li>• Make sure the back of the dispenser is at least 8 in. (20 cm) from a wall and there is free airflow on all sides of the dispenser.</li><li>• Make sure green cooling switch on the side of dispenser is On.</li><li>• If water still isn't cold, call customer service at +1 844-257-4103 for assistance.</li></ul>
The hot water is not hot.	<ul style="list-style-type: none"><li>• It takes 15-20 minutes after setup to dispense hot water.</li><li>• Make sure the power cord is properly connected to a working outlet.</li><li>• Make sure red heating switch on the side of dispenser is On.</li></ul>
The dispenser is noisy.	<ul style="list-style-type: none"><li>• Ensure the dispenser is located on a level surface.</li><li>• The heating tube may be generating a slight noise. This is normal.</li></ul>
The bottle is leaking.	<ul style="list-style-type: none"><li>• Ensure the bottle is installed correctly.</li><li>• Check to see if the bottle is cracked or broken. If so, replace the bottle.</li></ul>
The dispenser is not dispensing water.	<ul style="list-style-type: none"><li>• Check to see if the bottle is empty and replace with a new bottle if necessary.</li><li>• There may still be air in the tank. Press and hold the water taps to remove air until water begins to flow.</li></ul>



# Cleaning and Maintenance

## Cleaning

For best taste, performance, and hygiene, clean the cold tank at least every 3 months and your cabinet, controls, and spout each time you change your water bottle. Empty and clean the drip tray as needed. To minimize mineral deposits, use only high-quality purified bottled water.

## Care and Maintenance

- Keep this dispenser in a dry and cool place and avoid direct sunshine.
- Ensure the back of the dispenser is at least 8 in. (20 cm) away from the wall.
- Never put the dispenser on paper or foam, which may store water and then cause creepage. Never put anything flammable beside this machine.
- Do not use the dispenser outdoors or in a place that can be splashed by water.
- If the dispenser is not in use for longer than a 24-hour period, turn off the heating and cooling switches to save power, and drain any remaining water.
- Clean your cabinet, controls, bottle probe and spout each time you change your water bottle. Use a clean soft cloth and a food grade sanitizer or bleach.
- Empty and clean the drip tray and grid as needed.

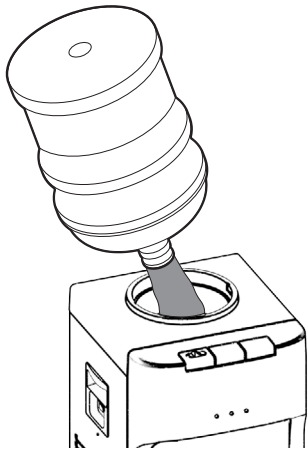
# Clean the Reservoirs

The reservoirs should be cleaned every 3 to 4 months to remove mineral buildup and optimize dispenser performance.

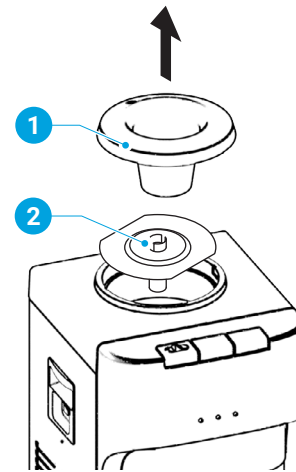
## Gather the following supplies:

- 200g (approx. 1.5 cups) citric acid crystals
- Hot water
- Large bucket or empty 5-gallon bottle
- Container or cup
- Clean dry cloth

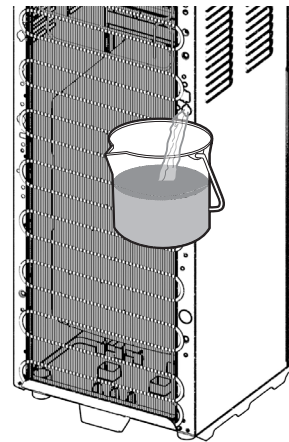
- Turn the hot and cold water switches to the OFF position, and unplug the dispenser.
- Remove the water bottle, then move the dispenser away from the wall to gain access to the back.  
**NOTE:** Water bottle should be empty to facilitate removal.
- Water bottle should be empty to facilitate removal.
- Drain remaining water from the reservoirs by dispensing all the taps into a container.
- Pour citric acid crystals then 2 gallons of hot water into the clean bucket or bottle. Stir or agitate briefly to mix.
- Remove the bottle support collar (1) from the



- Pour the cleaning solution into the empty cold water reservoir. (Solution will drain down into hot water reservoir.) Be sure to fill the cold water reservoir all the way to the top. If necessary, prepare more solution. Allow solution to sit for 20 minutes, then drain the reservoirs as described in step C. Rinse out the solution bottle or bucket, then fill with 2 gallons of fresh hot tap water and refill the reservoirs.



top of the dispenser, then the white separator (2) covering the cold water reservoir. Dampen the cloth with some of the solution and wipe the bottle support collar and white separator clean, then wipe or rinse them with fresh hot tap water. Set aside to air dry.



- Place bucket at the back of the dispenser. Remove the drain plug while simultaneously pressing the dispense buttons. Once reservoirs have been drained, replace the drain plug.
- Return the dispenser to its location, then reinstall the separator and bottle support collar. Install a fresh bottle of water, plug in the power cord, and turn hot and cold switches ON.
- If any odor taste persists after cleaning, repeat the above steps using 2 cups of white vinegar and 2 gallons of water.

# Warranty

Brio (“Vendor”) warrants to the original purchaser of the Brio Water Coolers (the “Product”), and to no other person, that if the Product is assembled and operated in accordance with the printed instructions accompanying it, then for a period of one (1) year from the date of purchase, all parts in the Product shall be free from defects in material and workmanship. This Limited Warranty shall be limited to repair or replacement of parts, which prove defective under normal use and service and which Vendor shall determine in its reasonable discretion upon examination to be defective. To take advantage of this Limited Warranty, please follow these steps:

1. Please retain your sales slip or invoice, as Vendor may require reasonable proof of your date of purchase.
2. Contact Vendor’s Customer Service Department using the contact information listed below.
3. Return parts to Vendor, per Vendor’s instructions, at your cost and expense.
4. Upon receipt by Vendor, Vendor shall advise you in writing whether a defect covered by this Limited Warranty exists in any returned part and whether your claim has been approved or denied.
5. Upon Vendor’s approval of your claim, Vendor will replace such defective part without charge to you.

**WHAT THIS LIMITED WARRANTY DOES NOT COVER:** This Limited Warranty does not cover any failures or operating difficulties of the Product due to accident, abuse, misuse, alteration, misapplication, improper installation or improper maintenance or service by you or any third party, or failure to perform normal and routine maintenance on the Product, as set out in the User’s Manual. In addition, this Limited Warranty does not cover damages to the finish, such as scratches, dents, discoloration or rust after purchase.

This Limited Warranty is the only express warranty given on the Product and is in lieu of all other express warranties. Vendor disclaims all warranties for products that are purchased from seller other than authorized retailers or distributors. THIS LIMITED WARRANTY RESTRICTS THE DURATION OF ANY AND ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE ONE (1) YEAR TERM OF THIS LIMITED WARRANTY. UPON THE EXPIRATION OF THE ONE (1) YEAR TERM OF THIS LIMITED WARRANTY, VENDOR DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, THE PRODUCT BEING THUS SOLD AS-IS, WITH ALL FAULTS. FURTHER, VENDOR SHALL HAVE NO LIABILITY WHATSOEVER TO PURCHASER OR ANY THIRD PARTY FOR ANY SPECIAL, INDIRECT, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. OTHER THAN THIS LIMITED WARRANTY, THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. Vendor assumes no responsibility for any defects caused by third parties. This Limited Warranty gives you specific legal rights, and you may have other rights which vary from state to state. State law may also override statements in this Limited Warranty regarding the restriction on the duration of implied warranties. Some jurisdictions do not allow exclusion or limitation of special, incidental or consequential damages, or limitations on how long a warranty lasts, so the above exclusion and limitations may not apply to you.

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