



TROUBLESHOOTING TIPS

Problem	Cause	Solution
Not heating or chilling water	Dispenser not plugged into 110 volt electrical outlet	Ensure properly plugged into 3-prong electric outlet
	No power to electrical outlet	Reset circuit breakers or change fuse
Cold water not available	Excessive use of cold water	Wait 20-30 minutes for cold water to be restored
	Poor ventilation	Make sure dispenser is at least 4 inches from the wall
	Cold water baffle is not set properly	Secure the cold water baffle in the cold tank
	Water is exposed to direct sunlight or heat source	Move dispenser away from sunlight or heat source
Hot water not available	Condenser not operating properly	Dust or vacuum from back to clean
	Excessive use of hot water	Wait 15-20 minutes for hot water to be restored
	The hot water switch is in the off position	Switch to the ON position
Excessive noise	No water in hot tank (Water not flowing from hot faucet)	See instructions for purging air from hot tank
	The dispenser is not level	Level dispenser
Water leak (only in base of dispenser)	The dispenser is in contact with other equipment	Move dispenser away from other equipment
	Cracks or holes in water bottle.	Change bottle. If leak persists, call customer service. See page 8.
Water leak (inside of dispenser)	Unplug dispenser and remove bottle immediately. Call Customer Service.	

Electrical Specifications

115V - 60 Hz
Peak power consumption 9.4 Amps
Refrigeration 1.45Amps • Heating 3.88 Amps

LIMITED WARRANTY

Applies to Dispensers Provided to Customer by Nestlé Waters North America with a Home or Office Delivery Service Plan.

This limited warranty covers defects in this dispenser's materials or workmanship for as long as you are our home or office delivery customer. Services covered by this limited warranty will be performed without charge, including pick-up and delivery. Damages to the dispenser that result from any damage caused by (a) use of the dispenser for other than bottled water; (b) use of the dispenser in a manner that is not normal or customary or that is inconsistent with the instructions in this Use and Care Guide; (c) improper operation or misuse; or (d) accident, neglect, alteration, repair, corrosion, liming conditions or abuse, and/or (e) ordinary wear and tear and/or physical damage to the surface of the dispenser, including scratches, cracks or other damage to externally exposed parts are not covered by our limited warranty, and we must reserve the right to charge you a fee to repair any such damages. Except where prohibited or restricted by law, (1) there are no warranties, express or implied, other than as specifically set forth herein, including any implied warranties of merchantability or fitness for a particular purpose, and (2) this limited warranty does not cover incidental or consequential damages. If you terminate your home or office delivery service, this limited warranty will terminate, and you must return the dispenser to us by making it available for pick-up.

TWO YEAR LIMITED WARRANTY

Applies to New Dispensers Purchased by Consumer at a Retail Store or Directly from Nestlé Waters North America.

Nestlé Waters North America Inc. warrants that this product will be free of defects in material or workmanship under normal home and office use for two (2) years from the date of purchase by the original purchaser (the "Warranty Period"). This limited warranty does not cover any damage caused by (a) use of the dispenser for other than bottled water; (b) use of the dispenser in a manner that is not normal or customary or that is inconsistent with the instructions in this Use and Care Guide; (c) improper operation or misuse; or (d) accident, neglect, alteration, repair, corrosion, liming conditions or abuse, and/or (e) ordinary wear and tear and/or physical damage to the surface of the dispenser, including scratches, cracks or other damage to externally exposed parts. Except where prohibited or restricted by law, (1) there are no warranties, express or implied, other than as specifically set forth herein, including any implied warranties, of merchantability or fitness for a particular purpose, and (2) this limited warranty does not cover incidental or consequential damages.

This limited warranty gives you specific rights and you may also have other rights, which may vary from state to state.

Made in China

CUSTOMER SERVICE

Arrowhead
1-800-950-9393
eservice.arrowheadwater.com

Deer Park
1-800-325-3337
eservice.deerparkwater.com

Ice Mountain
1-800-472-9888
eservice.icemountainwater.com

Ozarka
1-800-950-9397
eservice.ozarkawater.com

Poland Spring
1-800-950-9396
eservice.polandspring.com

Zephyrhills
1-800-950-9398
eservice.zephyrhillswater.com

Nestlé Pure Life
1-800-759-4310
eservice.nestlepurelifedirect.com

ACCESSORY CUSTOMIZATION KITS

The Cascade Profile™ water dispenser was designed to match your décor and to fit in every environment.

With the Accessory Customization Kits you can customize parts of your water dispenser, adding your personal touch to it.

Check your eService account online or contact Customer Service for more information on available colors and further details.



Good Food. Good Life

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THE CASCADE PROFILE™

DESIGNED EXCLUSIVELY FOR:



Thank you for selecting the Nestlé Waters™ Cascade Profile™ water dispenser. A beautifully-designed, high-quality water dispenser. The contemporary design of this water dispenser with its slim, stylish shape fits perfectly in every environment. Its unique features make it even easier to use: convenient one-hand dispensing lever, removable multi-use beverage tray and an extra-large filling area that fits containers in many shapes and sizes. Every water-drinking occasion will be more pleasant with The Cascade Profile™ water dispenser.

INITIAL SET-UP

For optimal operating efficiency, safety, and minimal electrical power usage, please follow these instructions:

Please place your appliance indoors and away from direct sunlight, excessive heat, cold and moisture. It should be in a well-ventilated area, a minimum of four inches from the wall. Be sure it's on a flat, level and stable surface. An unbalanced surface may cause excessive noise and/or shaking of the appliance.

- Use a polarized, grounded GFCI (Ground Fault Circuit Interrupter) power outlet
- Do not use with any type of plug adaptor or extension cord
- **Use Water Only** – Filling the appliance with any other type of liquid(s) may cause significant problems and will void the seller's warranty.

INSTALLATION PROCEDURES

1. **Stand the Appliance Upright for One Hour.** Do NOT plug the appliance into an electrical outlet until it has been standing upright for at least one hour prior to using for the first time or at any time when the appliance has been stored on its side.
2. Remove peel-off sticker from the plastic cap on the 3- or 5-gallon bottle. Turn bottle upside-down filling the stainless steel tank.
Be sure to complete the next step before connecting the dispenser to an electrical outlet. Supplying power to the hot water tank before fully purging air may cause damage.
3. **To set up the hot water on your water dispenser press and hold the hot water safety LOCK button and simultaneously press the hot water lever with a heat-safe container until a steady stream of water is visible from the faucet. This purges air from inside the hot water tank.**
4. **Carefully connect the power cord into a grounded 110V electrical outlet.**
5. Turn hot tank switch on (see fig. on page 6).
6. For first time use, please wait 45 minutes for hot or cold water.

GENERAL PRECAUTIONS

Keep the Condenser Clean

The cooling performance and energy efficiency decrease when dirt and/or dust accumulate on the condenser. Clean the condenser monthly with a damp cloth.

Disconnect Power

Before cleaning, inspecting or repairing appliance, disconnect electrical power source to prevent electrical shock.

Reconnecting Power

Wait a minimum of five minutes before reconnecting power after it was disconnected.

USAGE INSTRUCTIONS

Cold Water Dispensing

Easily push a cup, glass, pitcher or the container you desire directly against the dispensing lever to start water flow. When using a paper cup you will need to use your hand or fingers to push the dispensing lever. Release lever to stop cold water from flowing.

Hot Water Dispensing

Press and hold the hot water safety LOCK button and simultaneously press hot water lever with a heat-safe cup, glass, mug or the container you desire to start water flow. When using a paper cup you will need to use your hand or fingers to push the dispensing lever. Release button and lever to stop hot water from flowing.

Beverage Tray

The removable multi-use beverage tray holds cups, bottles and glasses. You can easily attach it to the top of the water dispenser inserting the side tabs into the notches on the inside of the water dispenser. To remove the tray remove the tab from one side by lifting it up and then lift the other side.

OPERATING YOUR WATER DISPENSER

This water dispenser features two easy-to-use faucets.

The right faucet supplies chilled water ranging from 36°F to 50°F.

The left faucet supplies hot water ranging from 172°F to 185°F.

This water dispenser is equipped with a child-resistant lock for hot water to help prevent injuries. Water from the hot water faucet is extremely hot and can cause injury. Children should not be allowed to operate the hot water faucet.

EXTERIOR CARE & MAINTENANCE

Wipe the appliance lightly with a damp clean, soft cloth. (Do not use abrasive cleaners, as they will scratch the exterior surface.)

Remove and wash drip tray with warm, soapy water and allow to dry thoroughly. To remove the drip tray pull it up from the bottom. To reattach it, insert the top notch into the dispenser and push the bottom to lock into place.

MOVING AND STORAGE

1. Turn hot tank switch off.
2. Unplug the appliance.
3. Run hot water (about two quarts) until water is cold. (Approximately 1.5-2 minutes)
4. Remove water bottle from appliance.
5. Run cold water faucet until no water comes out.
6. Drain hot water tank, using hot water drain located on the back of the appliance. See page 6 for the placement of the drain. To remove the drain plug, twist by 1/4 turn.
7. Wipe all water from faucet and drip tray areas using a clean, soft cloth.
8. Follow Cleaning Instructions on page 5 before using again.

Reservoir Capacities

Cold Water - 0.4 Gallon
Hot Water - 0.53 Gallon

CLEANING INSTRUCTIONS:

Items Needed for Cleaning:

- Rubber Gloves
- Brand New Sponge or Scrub Brush
- Soft Cloth
- 2-4 large pots of hot, boiled water (just over a gallon)

10 Easy Steps (Approx. 30 Min., Every 3-6 Months)

1. Unplug the appliance and then remove the empty water bottle. Lift and remove the "No Spill Adapter." It will be a snug fit. Remove the baffle inside reservoir (see fig. on page 6).
2. Wash the No Spill Adapter and baffle separately with hot, soapy water. Rinse. Change air filter on non-spill adapter.
3. Carefully fill the reservoir with clean boiled water. Let the water sit for a minimum of 5 minutes to partially cool and sanitize the reservoir.
ALWAYS USE CAUTION AROUND HOT WATER.
4. Wearing gloves, use sponge to clean the reservoir. Never use soap, cleaning fluid, steel wool or other abrasive material to clean the unit. **Be very careful as the gloves will not completely protect your hands from the boiled water.**
5. Drain water from appliance completely by pushing down the cold water dispensing lever. Carefully fill the reservoir with clean, boiled water. Let sit for 5 minutes to cool. Wipe the outside of the appliance and levers with a damp, soft cloth.
6. Drain the water from the appliance completely. Insert the baffle back into the hole in the base of the reservoir. Insert the No Spill Adapter with the handle facing rear of appliance (see fig. on page 6).
7. Wipe off the top of the appliance and the neck of the bottle with a damp, soft cloth. You can now place a new, full bottle of water on top of the appliance.
8. Remove air from the hot tank by pressing the hot water lever and safety lock, until hot water flows freely in a steady stream (about 30 sec.). Plug in the electric cord.
9. Remove and wash the drip tray with warm, soapy water. Rinse.
10. Wipe the grate on the back of appliance to keep dust free. Let sit for 45 minutes. Enjoy your clean appliance!