



BIBO Troubleshooting Guide

If a fault should occur, please use the troubleshooting guide below first to see if you can determine the fault type. Then follow the steps listed to resolve the issue.

If you find that your BIBO is not working correctly or the fault isn't in the list below then please give us a call on 01993 880287 or email us at customers@bibowater.co.uk

FAULT	POSSIBLE CAUSE	SOLUTION
Not heating	<ol style="list-style-type: none">1. Hot tank is not turned on2. Hot tank thermal overload has tripped3. Excessive water use4. The machine was in power saving mode	<ol style="list-style-type: none">1. Turn on the heating switch at back of BIBO2. Reset thermal overload – call for instructions3. Test again after 5 minutes4. Wait for the hot tank to reach maximum temperature
Not chilling	<ol style="list-style-type: none">1. Chilled water temperature set too high2. Excessive cold water use3. The machine was in power saving mode	<ol style="list-style-type: none">1. Check the water temperature settings2. Test again in 15 minutes3. Wait for the cold tank to reach maximum temperature
Drip tray filling	<ol style="list-style-type: none">1. Build up of mineral deposits in the hot tank2. Overfilling of cups accidentally	<ol style="list-style-type: none">1. Clean the hot tank using our cleaning kits/refills2. Empty the drip tray!
No power	<ol style="list-style-type: none">1. Blown fuse in socket2. Blown fuse in BIBO	<ol style="list-style-type: none">1. Replace 13a fuse in socket2. Replace fuse 10a fuse in BIBO
'UV Lamp malfunction'	<ol style="list-style-type: none">1. UV Lamp failure	<ol style="list-style-type: none">1. Replace UV Lamp
'Filter Removed'	<ol style="list-style-type: none">1. Filter not fully inserted	<ol style="list-style-type: none">1. Re-insert filter using the filter handle provided
Water tastes/smells unusual	<ol style="list-style-type: none">1. New machine2. The machine has not been used for a long time3. The filter has not been replaced on time	<ol style="list-style-type: none">1. Dispense 2L of water from the hot and cold2. Replaced the Maxi Filter Cartridge and dispense 2L of water from hot and cold3. Replace the Maxi Filter Cartridge