

Bottled Water Dispenser (GA Series)

Model	BWD3TTGA	BWD3FMCGA	BWD3FMRGA
	BWD3FMRGA - B	BWD3FMRGA - M	BWD3FMRGA - G



User's Manual

Note: This machine is suitable for 20 litres bottles. Use purified water only.

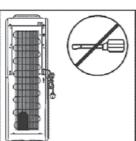
User's Manual



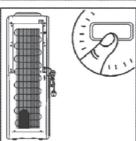
Installation & Operation

Operation

1. Tear the label from the bottle.
2. Vertically insert the bottle into the bottle supporter on top of the machine. Don't plug the power cord or push the heating switch until water runs out from the hot water faucet.
3. Insert the plug to socket, then turn on the switch. Indicators light up accordingly once the machine turns on.
4. Vertically pull out the bottle with two hands when the bottle is empty and then replace it with another bottle of water.
5. The thermostat is factory-set. No need to adjust it by yourself.



6. In case hot (or cold) water is not needed for a long time, turn off the switch accordingly to save power.



User's Manual



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Blue Star
Customer Care App

24x7 Customer Care

Phone : 1860 266 6666/1800 209 1177
SMS : "Service" to 57575
Email : customerservice@bluestarindia.com

East
Bhubaneshwar
3A, Satya Nagar, 2nd Floor,
Bhubaneshwar - 751 007.
Tel: (0674) 2572403/2573670

Guwahati
Oasis Plaza, 1st Floor,
Dr. B. Barooah Road, Ulubari, Kamrup,
Guwahati - 781 007.
Assam (Opposite Hotel Land Mark)

Kolkata
Eco Centre Business Tower,
11th Floor, Unit No: 1 & 2, Plot No 4,
EM Block, Sector V, Salt Lake,
Bidhannagar, Kolkata - 700 091

Patna
Ambition Business Centre,
Lakshmi Niketan Parivar,
4th floor, 'B' Block, Room No. 405,
Jamal Road, Patna - 800 001.

North
Chandigarh
Adarsi Hall, 4th Floor, Plot No 50,
Industrial & Business Park, Phase - II,
Chandigarh - 160 002.
Tel: (0172) 2790482/5024000

Ghazibabad
C 53A, Third Floor,
Rajnagar District Centre (RDC),
Raj Nagar, Ghaziabad - 201001, U.P
Tel: (0120) 2821400

Jaipur
A-19, Main Sahakar Path,
Near Sahakar Bhawan, Jaipur - 302 001.
Tel: (0141) 2744033/35

Lucknow
177/A, Faizabad Road,
Lucknow - 226 007.
Tel: (0522) 4034000

Ludhiana
Blue Star Limited,
SCO 16-17, Feroze Gandhi Market,
Fortune Chambers, 3rd Floor,
Ludhiana - 141001 (Punjab)
Tel: 0161 5001404

New Delhi
Elegance Tower, 1st Floor,
Jasola District Centre,
New Delhi - 110 025
Phone: (91) 11) 4149 4000

South
Bengaluru
Anjuman KAY A R Tower,
No. 28, Ward No. 77, Mission Road,
Bengaluru - 560 027.

Chennai
KMM Plaza, No. 2, Harrington Road,
Chetpet, Chennai - 600 031
Tel: (91) (44) 42444000
Fax: (91) (44) 28362101

Kochi
2nd Floor, Millennium Plaza,
MKK Nair Road, Alinchuvadu Junction,
Kochi - 682 024.
Tel: (0484) 4499000/4499043

Hyderabad
Ashoka Rajputani Chambers,
No. 1-10-02 to C4, 4th floor, S P Road,
Begumpet, Hyderabad,
Telangana 500 016, India.
Phone: (91) 400 4400

Trivandrum
TC IV/962, "Chandrika",
Sree Chitra Nagar, Pipe Line Road,
Kawdalar, Trivandrum - 695 003.
Tel: (0471) 2720025/2720065

Vijayawada
No. 40-1-62, Nagas Hafeez Plaza,
Opposite to grand modern supermarket,
Near BENZ Circle, MG. Road,
Vijayawada - 520 010.
Tel No.: 0865 2484004

Nagpur
219, Basaj Marg, 1st Floor,
South Ambazari Road,
Nagpur - 440 010.
Tel: (0712) 6624000/2249000

Pune
201/A, Nityanand Complex,
1st Floor, 247/A, Bund Garden Road,
Pune - 411 011.
Tel: (020) 4104000/26169332

Raipur
Alaska Corporates, 3rd Floor,
Opp. VIP Road, Jivan Vihar Colony,
G E Road, Raipur,
Chhattisgarh - 492 006.
Tel: (0771) 6544000

Vadodara
Ramakrishna Chambers,
7th Floor, Productivity Road,
Alkapuri, Vadodara - 390 005.
Tel: (0265) 2332021/22/
2330334/6614000

Visakhapatnam
D. No. 49-24-65/1,
Near Sankarmatam Road,
Madhura Nagar,
Visakhapatnam - 530 016.
Tel: (0891) 2748405/2748433

West
Ahmedabad
301-302, Mahishree Avenue,
Near Nehru Nagar Circle,
S M Road, Ambawadi,
Ahmedabad 380 015, India.
Phone: (91) 79) 4022 4000

Indore
Office No 502, Maloo-01 26/C,
Scheme No 94/C Ring Road,
Indore - 452 010
Phone: (91) (731) 4001211/4001311

Goa
210, 2nd Floor,
Geri's Imperium I Patto, Panjim,
Goa - 403 001.
Tele: (0832) 2438171/2437287

Thane
II nd Pokhran Road,
Majiwada,
Thane - 400 610
Phone: (91) (22) 6715 4500

Nagpur
219, Basaj Marg, 1st Floor,
South Ambazari Road,
Nagpur - 440 010.
Tel: (0712) 6624000/2249000

Pune
201/A, Nityanand Complex,
1st Floor, 247/A, Bund Garden Road,
Pune - 411 011.
Tel: (020) 4104000/26169332

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2

Letter from the Vice President

Dear Customer,

Congratulations on the purchase of your new Blue Star Bottled Water Dispenser, just one of the many world-class products that we market. This superior product has been engineered for convenient and optimum performance. It has been tested in the factory under actual operating conditions to ensure you years of satisfactory and troublefree performance.

We are confident that time and performance will justify the trust you have placed in this product. This manual will help you get the best of your Blue Star Bottled Water Dispenser. Please spare some time to go through this manual carefully.

In the unlikely event of your running into a problem, kindly check the Troubleshooting Chart to diagnose the possible cause and take necessary steps. However, do not hesitate to approach your dealer or the nearest Blue Star office, if you require help. The list of Blue Star service offices is given on page 2.

I do hope that you will enjoy using your Blue Star Bottled Water Dispenser.

With warm regards,

M Srinivas Reddy
Vice President,
Commercial Refrigeration Business

3

4



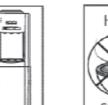
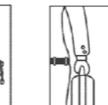
Bottled Water Dispenser

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Precautions

8. The thermostat has been factory-set. Do not adjust it by yourself as it can affect the performance of this machine.
9. In case the machine will not be in use for a long time, please pull the plug out from the socket and drain the water in the tank.
10. In case hot (or cold) water is not needed for a long time, turn off the switch accordingly, to save energy.
11. If you are using the refrigerator cupboard for the first time, don't put anything into the cupboard for an hour. Hot food should be cooled to room temperature before it is placed in the cupboard. Enough space should be left for cool air to circulate.



12. The dispenser is suitable for bottled water only. Use mineral-free water to avoid damage to the heating system.



6

Operational DOs & DON'Ts

DOs: (✓)

- Clean the dirt accumulated over the static condenser every fortnight.
- Choose a bottle with the right type of cap, based on the type of piercing device. Align the bottle cap with the piercing device for smooth piercing.
- Choose the right temperature to avoid overcooling.
- Switch on the machine only after water flows from all the faucets.
- If the power cord is damaged, it must be replaced only with a similar new one, sourced from a local dealer.
- The electricity outlet into which the unit is to be plugged, must have proper and reliable grounding.
- The machine should work under ambient temperature from 15°C to 35°C, relative humidity not higher than 90%.

DON'Ts: (✗)

- Don't keep the unit exposed to direct sunlight.
- Don't position the unit near expensive furniture or electrical appliances, as water spills can cause serious problems.
- Don't modify the power plug and don't use an extension cord. It may lead to overheating and electrical fires.
- Don't unplug or plug in the power cord to switch the unit off or on.
- Don't switch on the unit immediately after switching it off; a gap of 3 minutes is required.
- Avoid keeping the unit in excessively heated areas.
- Don't change the cooling thermostat setting frequently. Please allow the unit to run for 20 minutes between consecutive settings.
- Don't use bottles filled with hot water and unhealthy hard water.
- Don't use scouring powder, harsh soap, wax or polish on plastic parts.
- Don't clean any component, especially plastic parts, with any petroleum products.
- Don't use a metal scrubber to clean the tank.
- Don't tilt the unit to more than 45° angle while carrying it.
- Do not pull the faucet, it is push type only.

7

8



Maintenance

Completely automatic, the unit requires minimum attention and maintenance. For satisfactory performance, periodical checking and cleaning are necessary.

Cooling Tank

It is essential to drain out water from the cooling tank and flush it once every one or two months. Failure to do this periodically, may result in brown stains on the tank which will be difficult to remove at a later stage.

The most convenient time to clean your dispenser is when a bottle is empty. Before you start cleaning the reservoir of your Water Dispenser, it is suggested to have the following items handy:

- Clean rubber gloves, paper towels or other clean, dry cloth or towels.
- Clean dish-type scrub brush with a long handle to help you to reach the bottom of the reservoir.
- Plastic scrubbing pad. Never use steel wool or other abrasives on your reservoir.
- Measuring spoon, one teaspoon volume: One normal teaspoon to take out mild detergent for cleaning.
- Calibrated container e.g., a bucket: Any container with litre volume measurement marks.
- Non-chloride-based mild cleaning agent/disinfectant. Never use metal scrubbers, scouring powder, harsh soaps, wax or polish on the plastic parts.

Now take the following steps to clean the tank:

Step One: Unplug the cord. If there is an empty bottle on top of the dispenser, carefully lift off the bottle and store it away. However, if there is water in the bottle, make sure you cap the bottle or cover the bottle top to keep dirt or debris from falling into the bottle.

Step Two: Once you have removed the bottle, check to see whether there is removable baffle. If there is one, remove it. Check for a plastic top and remove it.

Step Three: At this point you should be able to see inside the reservoir. If there is water remaining in the reservoir, drain it out. If you like, you can save the water for future use.

Step Four: Prepare a cleaning solution in the calibrated container with a concentration of one teaspoon of mild detergent per litre. The minimum volume prepared should be 3 to 4 litres; some dispenser reservoirs may require a larger volume.

Step Five: Fill the reservoir with the prepared solution.

Step Six: Wearing clean rubber gloves, use the scrub brush to clean the inside of the reservoir with the cleaning solution. Wet the same brush again, scrub the baffle and place it upside down in the reservoir, clean the faucet(s), body, handles, and outlets.

Step Seven:

Let the cleaning solution stand in the reservoir for five minutes. **Step Eight:** Rinse and dry the baffle, drain all the cleaning solution from the dispenser through the faucet(s), and replace the baffle in the reservoir. Using clear and clean water, rinse the reservoir thoroughly, draining water through the faucet(s) several times until there is no evidence of chlorine taste and/or odour. Close it with the plastic top. Plug the dispenser back and allow at least twenty minutes for the water to reach the appropriate temperature.

Now you can dry the outlet of the dispenser, and place a clean, full bottle on top. If you have followed these steps, you'll have a clean dispenser.

Do not use bleach for units with hot water tanks. Use the hot water cleaning procedure only. The suggested frequency for cleaning your dispenser is every change of a bottle or every six weeks.

Static Condenser

The efficiency of the Water Dispenser is drastically affected if the condenser is clogged with lint or dust. To maintain free circulation of air over the condenser, it should be cleaned every fortnight with a small brush.

Long period shutdowns

If the Water Dispenser is to be kept out of service for over a week, or a longer period, shut off the water supply, empty the tank and remove the bottle from the top. Also, disconnect the plug from the electrical socket.

Troubleshooting Chart

Symptoms	Possible Causes	Suggested Remedy
Electrical System		
Unit does not start	<ul style="list-style-type: none"> • Power supply not connected • Wiring or switch defective 	<ul style="list-style-type: none"> • Connect power and restart unit • Rectify and restart unit
Fuse blows upon starting unit	• Wiring defective	• Rectify defect and restart unit
There is electrical leakage	• Grounding is not effective	• Ensure the unit is grounded well
Refrigeration System		
Compressor does not start	<ul style="list-style-type: none"> • Cooling switch off • Compressor defective 	<ul style="list-style-type: none"> • Switch on • Call service personnel
Compressor tries to start with a humming sound but fails or compressor runs for a while but shuts down	• Voltage low • Relay/Starting capacitor defective	• If supply is below 240V +/- 10%, please install voltage stabiliser • Call service personnel
Compressor runs excessively	• Poor ventilation behind unit • High ambient temperature	• Provide sufficient clearance on the sides and back • It is normal for unit to run continuously at high ambient temperature
Compressor makes too much noise	<ul style="list-style-type: none"> • Thermostat not set properly/defective • The unit has not been placed on a level surface 	<ul style="list-style-type: none"> • Adjust setting/call service personnel • Place it on a level surface
Water System		
Water does not flow/flows very slowly	<ul style="list-style-type: none"> • Incorrect piercing device and bottle cap combination 	<ul style="list-style-type: none"> • Bottle with cap-in-cap to have rounded piercing device, and bottle with flat cap to have pointed piercing device
	• Airlock in water system	• Remove airlock by opening faucet for few minutes

Symptoms	Possible Causes	Suggested Remedy
Water leaks from unit/faucet	<ul style="list-style-type: none"> • Incorrect piercing device and bottle cap combination • Bottle position not correct • Faucet defective • Leakage in water system • The bottle is broken • Refrigerant leakage • Compressor defective 	<ul style="list-style-type: none"> • Bottles with cap-in-cap to have rounded piercing device, and bottle with flat cap to have pointed piercing device • Place bottle correctly • Call service personnel • Call service personnel • Change the bottle • Call service personnel • Call service personnel
Water flows from cold faucet but there is no cooling	• Thermostat not set properly/defective	• Adjust setting/call service personnel
Water flows from cold faucet but is not cold enough	• Water consumption is higher than rated capacity	• Restore consumption to within rated capacity
Water flows from hot faucet but there is no heating	<ul style="list-style-type: none"> • Heater switch is off • Overheat safety cutout trips • Heating element defective 	<ul style="list-style-type: none"> • Switch on • Reset cutout/call service personnel • Call service personnel
Water flows from hot faucet but it is not hot enough	• Thermostat not set properly/defective	• Call service personnel
Cold water flows from normal faucet	• Water consumption is higher than rated capacity • Thermostat setting is high, towards maximum	• Restore consumption to within rated capacity • Normal water can be 3-4°C less than the room temperature, if cold water not dispensed for a long time. This is normal, not a fault.

Warranty Certificate

Bottled Water Dispenser (GA Series)

Customer's Name: _____
 Address: _____
 City: _____ State: _____ Pin: _____
 Phone / Mobile No.: (0) _____ (R) _____
 Bill No.: _____ Date: _____
 Model No.: _____ Serial No.: _____
 Dealer's Name & Address _____
 Dealer's Signature & Stamp _____

Warranty Certificate

Bottled Water Dispenser (GA Series)

Customer's Name: _____
 Address: _____
 City: _____ State: _____ Pin: _____
 Phone / Mobile No.: (0) _____ (R) _____
 Bill No.: _____ Date: _____
 Model No.: _____ Serial No.: _____
 Dealer's Name & Address _____
 Dealer's Signature & Stamp _____

Technical Specifications

Product	Water Dispenser
Cooling Capacity	< 12°C, 2.5 ltr/hr
Heating Capacity	< 90°C, 5 ltr/hr
Refrigerant	R134a
Power Source	230V/1Ph/50Hz
Ambient Temperature	15°C - 35°C

* Due to continuous product development, colours, features and technical specifications are subject to change without prior notice.

Warranty Obligation for Customer

Product	Warranty	Parts covered	Range	(Parts not covered under 1 year of Warranty period)
Bottled Water Dispenser	1 year	1. Compressor 2. Controller/PCB	<ul style="list-style-type: none"> • Table Top • Floor standing without Cabinet • Floor standing with Cabinet • Floor standing with Refrigerator 	<ul style="list-style-type: none"> 1. Thermostat 2. Condenser 3. Copper pipe 4. Electrical cable 5. Bimetal/Plastic body/Lid 6. Grilles 7. Other plastic parts (All handles, hinges, locks, rubber/glass/plastic parts and lights) 8. Hot Tank 9. Refrigerant charge

Notes