

meet **pat**.[®]

Where innovation flows.

Semi Portable Refill Station
Temporary XS-RS-03-TM

INFORMATION BOOKLET



Meet the world's smartest water station



WELCOME

We began meetpat to change the way people think about public water stations, and in doing so we believe we can drive change for generations to come.

meetpat acknowledge and pay respects to Wiradjuri peoples, Elders and Country whose land we operate our business. We also acknowledge that Aboriginal and Torres Strait Islander peoples hold extensive knowledge about connections to water, which has been practiced for thousands of generations.

Congratulations on purchasing a world class, smart water station.

Fundamentally, we care about delivering safe, clean water and ensuring positive public adoption of water stations. We design and manufacture products with the safety of you, the user, foremost in mind. In addition, we ask that you exercise a degree of care when using any meetpat product.

Please follow this information booklet to effectively install your product.

All recommendations within this document should be used as a guide only. Users and installers should seek suitable assistance to ensure products comply with all standards and are safe for use. meetpat are constantly evolving and updating products to ensure that they are designed and manufactured to the highest possible standard. Manufacturing and product parts are subject to change without notice. Please ensure you follow the supplied current guidelines when installing and servicing your product.

CONTENTS

Disclaimer & Safety	5
--------------------------------------	----------

Semi Portable Overview

Parts Supplied & Product Range	6
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Initial Set Up

Refill Station Base Fitting	9
Register Water Station	11
Water Filter.....	12
Solar Lighting	13

Tall Extension Kit	14
---------------------------------	-----------

Installation	16
--------------------	----

Fitting Panels	17
-----------------------------	-----------

Set Up Guide

Product Set Up for Use	20
-------------------------------------	-----------

Accessibility & Safeguards	21
----------------------------------	----

Single & Multiple Set Up	22
--------------------------------	----

Pack Down.....	24
----------------	----

Maintenance & Servicing

Refill Station Overview & Scheduling	25
---	-----------

Panel Removal & Replacement	27
-----------------------------------	----

Filter Install & Replacement.....	28
-----------------------------------	----

Mesh Filter Clean & Replacement	29
---------------------------------------	----

Sensor Tap Battery Replacement	30
--------------------------------------	----

Cleaning Instructions	31
------------------------------------	-----------

Troubleshooting.....	32
----------------------	----

Warranty.....	33
---------------	----

Contact.....	34
--------------	----

DISCLAIMER & SAFETY









Adhere to the risks/cautions outlined by meetpat, along with the regulations outlined by the local governing body.

RISK/CAUTION	DISCLAIMER	CHECK
Structural Integrity of Mounting Surface	meetpat takes no responsibility for the structural integrity of the mounting surface chosen and recommends consultation with an engineer or other suitable parties prior to mounting.	
Water Supply Line Temperature	Minimum operating temperature is 1 Degree Celsius. Maximum operation temperature is 38 Degrees Celsius. Outside of this temperature range may cause operational issues and damage to the unit. This will also void warranty for parts.	
External Surface Temperature/Location	meetpat products are suitable for a large range of outdoor locations (including direct sun), however certain set up locations will optimize user experience. Consideration should be given to the best placement of the unit. If exposed to direct sun in extreme temperature environments for extended periods of time, water and surface temperatures may become high enough to cause a potential risk to users. Meetpat provides thermal protection on the pipework of all units.	
Supply Line Pressure	Maximum working pressure is 500kpa Minimum working pressure is 120kpa Pressures outside of this range may result in operational issues/and or damage to the unit. Supply line pressure outside of this range will void warranty.	
Potability	Check source water quality prior to installation. Please note that this system is intended for use with clean and safe potable drinking water only. It is important that the water is microbiologically safe and of known quality before using the system. Do not use with water that may be contaminated or of unknown quality without proper disinfection.	
Accessibility	meetpat takes no responsibility for the suitability of any set up location, clearance for traffic, pedestrians or other clearance requirements. meetpat recommends that the chosen location(s) are reviewed for compliance with OH&S, local regulations and guidelines, to ensure compliance. Refer page 12.	
Infrared Sensor	Touch free sensor has limitations activating on some surface materials and finishes. May include but not limited to; matt black, glass and highly reflective materials.	
Weather Conditions	Do not set up in high wind areas. If the hoses pass over traffic areas, use approved hose trip covers. Do not set up units in subzero temperatures.	
Maintenance	Regular maintenance and cleaning will avoid premature degrading of the product. Failure to fit parts, set up and pack down water unit correctly or conduct preventive maintenance, may result in voiding the product warranty. E.g. continuously running tap may cause rapid degradation of drainage areas and is not a product material fault.	
Electrical Wires	⚡ Do not set up the water stations near live exposed electrical connections or wires.	



Ensure all personal protective equipment is used.
Do not use power tools or installation equipment in an unsafe manner.
After installation, keep these instructions for future reference.

Wear PPE suitable for the installation type	    Ear Protection Eye Protection Appropriate Footwear Cut Resistant Gloves
Use Correct Tools	 Always use the correct tools which are in good working condition, during the installation and maintenance of any product. Proper use of tools is your responsibility.
Moving Parts	 Water stations are made up of moving and sliding parts. Ensure to keep all body parts, loose clothing and cables away from these areas.

Make sure you are fully prepared before getting started!

Read through all of these instructions and safety precautions before beginning the installation or any service. Following these steps will help keep everyone safe and injury-free.

Product Overview | Set Up

Semi-Portable Temporary XS-RS-03-TM

This water station is manufactured using stainless steel and powdercoated aluminium. With a lead free plumbing system and anti-bacterial bottle refill dispenser. This water station comes with a heavy duty base and a pair of non slip HDPE ramps.

OVERVIEW | REFILL STATION | PARTS SUPPLIED

A Refill Station

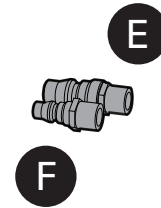
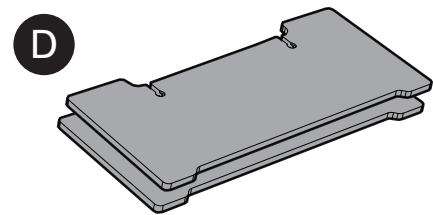
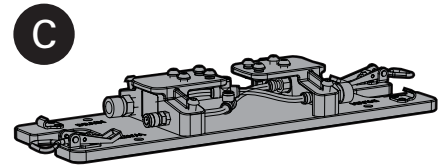
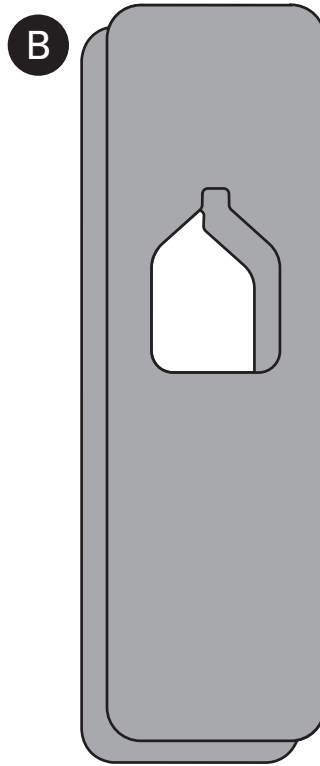
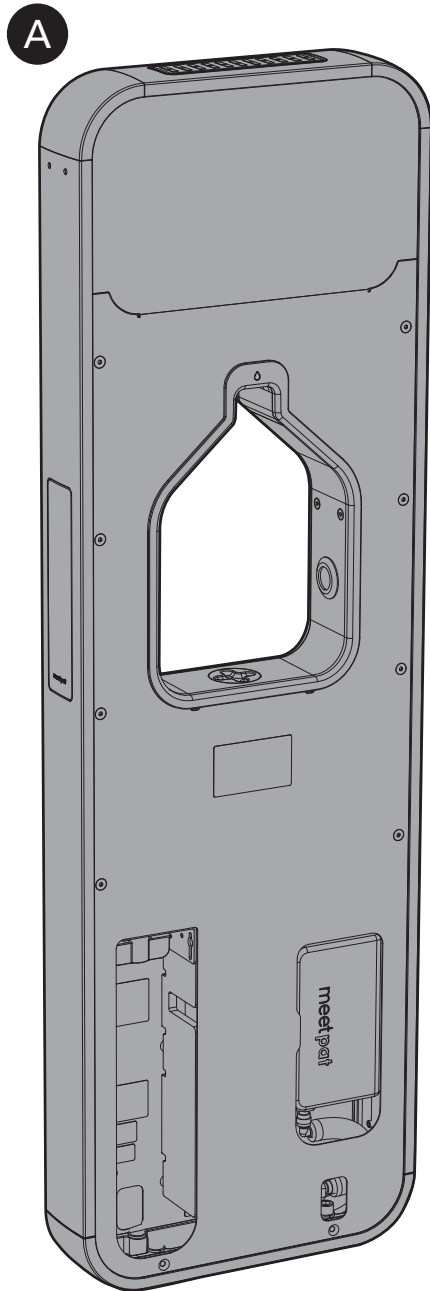
C Base Plate inc Connectors

E Water Supply 1/2" Threaded Connector

B Graphics Panel Set

D Ramp Set

F Drain 1/2" Threaded Connector



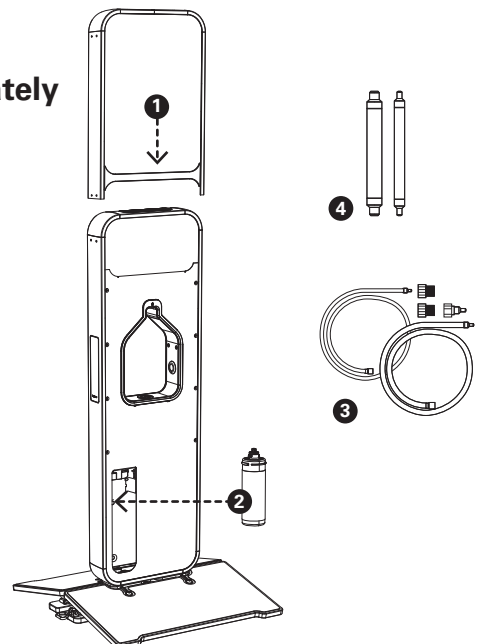
ACCESSORIES purchase separately

1 Tall Extension Kit
PM-TK-01

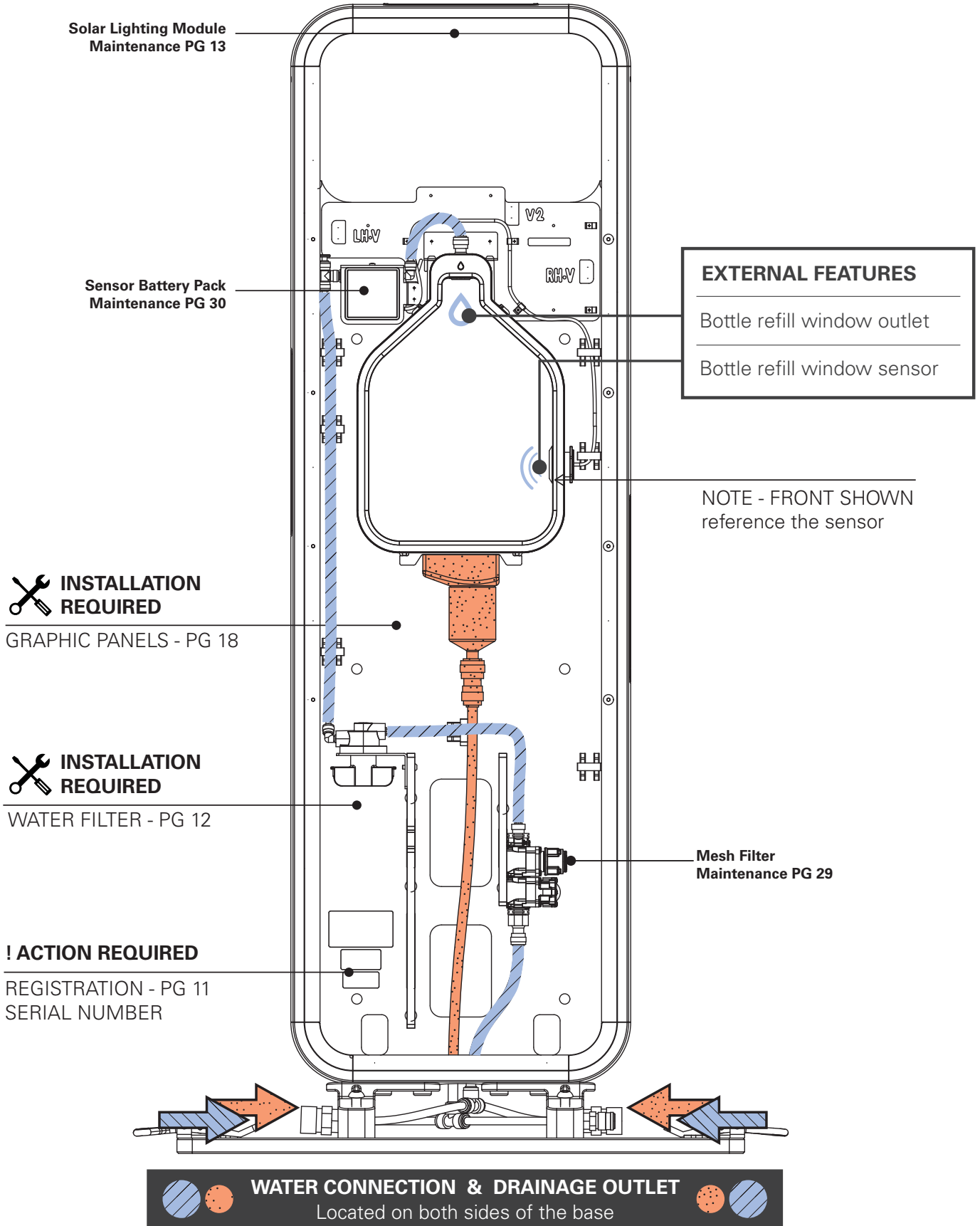
2 Water Filter
AX-FS-01
AX-FR-01
AX-FL-01

3 Hose Kit
PT-HK-01-WM

4 Joiner Kit
PT-JK-01



OVERVIEW | SEMI PORTABLE BOTTLE REFILL



OVERVIEW | SEMI PORTABLE INITIAL SET UP

Set up your water station prior to commencing the installation.

Ensure all items removed during the process are set aside and reattached after install.

1

Remove the refill station from box.

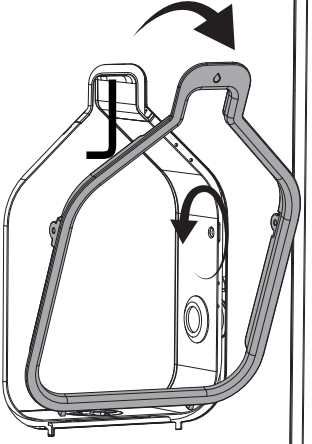


A line drawing of a tall, narrow rectangular box. Inside the box, a bottle-shaped refill station is shown being lifted out. The box has a handle on the right side and a small label at the bottom right.

2

4mm Allen Key 3x Screws Anti-clockwise Remove Completely

Remove bottle refill surround.

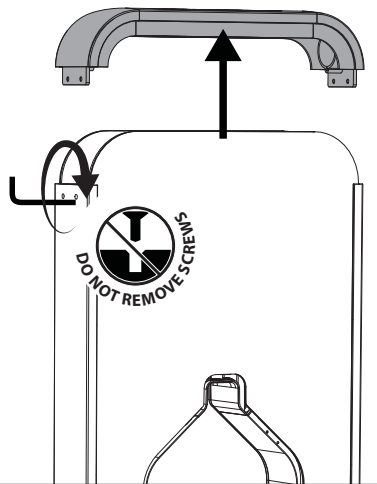


A line drawing of a bottle-shaped refill station. A grey plastic surround is being shown being removed from the bottle. Arrows indicate the direction of removal. A small 'J' shaped icon is next to the bottle neck.

3

4mm Allen Key 4x Screws Clockwise Loosen Only 3 TURNS ONLY

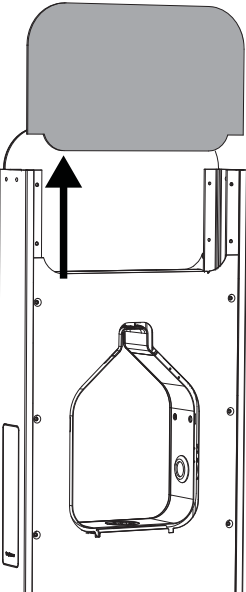
Remove solar lighting module.



A line drawing of a water station with a solar lighting module on top. The module is being lifted off. A circular icon with a downward arrow and the text 'DO NOT REMOVE SCREWS' is shown on the station's body. Arrows indicate the removal of the module.

4

Remove the lighting backing panel.

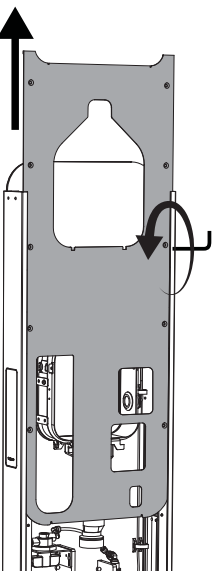


A line drawing of a water station with a grey lighting backing panel on top. An arrow points upwards from the panel, indicating its removal.

5

4mm Allen Key 10x Screws Anti-clockwise Remove Completely

Remove the access panel.



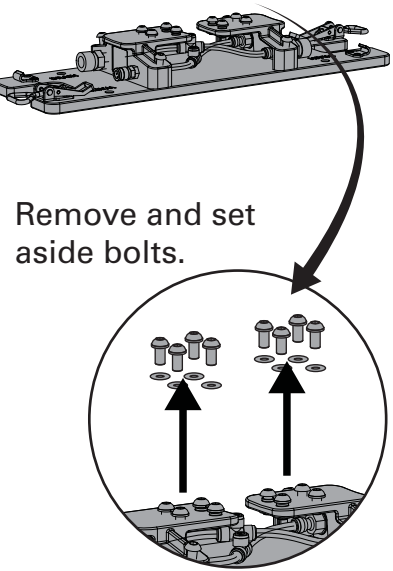
A line drawing of a water station with a grey access panel on the front. An arrow points upwards from the panel, indicating its removal. A circular icon with a downward arrow and the text 'DO NOT REMOVE SCREWS' is shown on the station's body.

6

8mm Allen Key 8x Bolts & Washers

Un-box base from packaging.


Remove and set aside bolts.





A line drawing of a water station base being unboxed. An arrow points from the base to a circular inset showing a close-up of the base with several bolts and washers being removed. Arrows point upwards from the bolts and washers.

OVERVIEW | SEMI PORTABLE INITIAL SET UP


7 Place and locate the refill station onto the base.


8  **8x** Bolts & Washers previously removed

Fit and tighten all previously removed bolts in place.


9  **8x** Screws  Clockwise

Press fit the water and drainage connections from the water station to the base.



 Press down on locking ring

 **To Connect** Push pipe into ring


10 Connect to water source

 FIT THE DRAINAGE HOSE TO ALLOW TESTING WATER TO DRAIN FROM THE WATER STATION.

then activate refill station sensor to check for any leaks

11  **10x** Screws  Clockwise

Refit the access panel.

 **CAUTION**
HANDLE PANEL WITH CARE TO AVOID INJURY TO SELF OR DAMAGE TO CABLES

12 The bottle refill is now assembled to the base (as shown).

» FINISHED

MOVE TO REGISTERING YOUR WATER STATION & ACCESSORIES (IF PURCHASED)

INITIAL INSTALL | REGISTER WATER STATION

RECORD YOUR INFORMATION HERE

If you are undertaking the initial install of this water station.

Locate and record the Serial Number & Registration Code here.

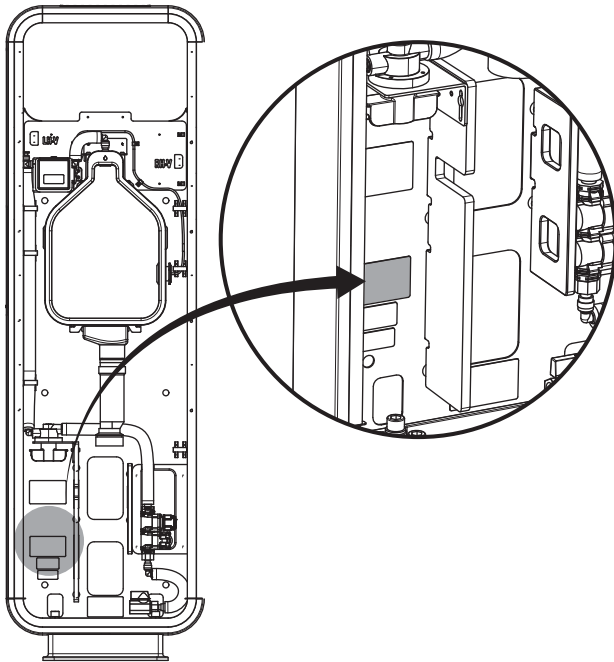
Any future access to this information requires removal of front panel.

SERIAL NUMBER: _____

REGISTRATION CODE: _____

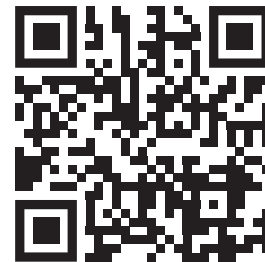
DESCRIPTION: _____

1 Location for **PM-RS-03 | XS-RS-03** (Permanent & Semi-Portable)



2

Scan QR code | Visit web page



app.meetpat.com/active



**REQUIRES INTERNET CONNECTION.
IF UNAVAILABLE RECORD THE
NUMBER/CODE TO ACTIVATE LATER**

3

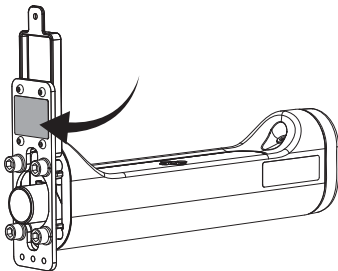
Using information located on the label. Fill in the details and follow the prompts to register your product.



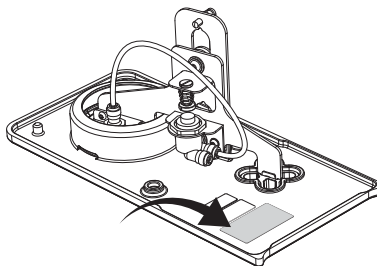
**REGISTER ALL ACCESSORIES
PURCHASED**

**BEFORE PROCEEDING TO
INSTALLING THE REFILL STATION**

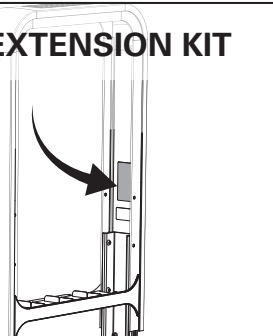
DRINKING FOUNTAIN



DOG BOWL & PIT

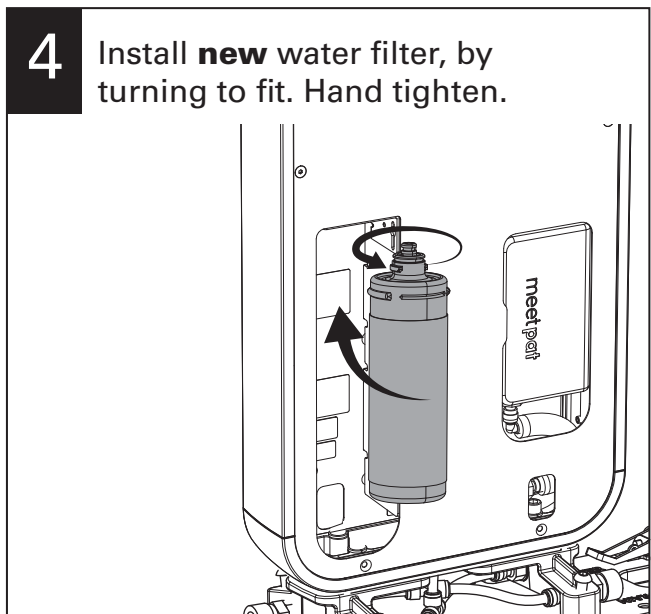
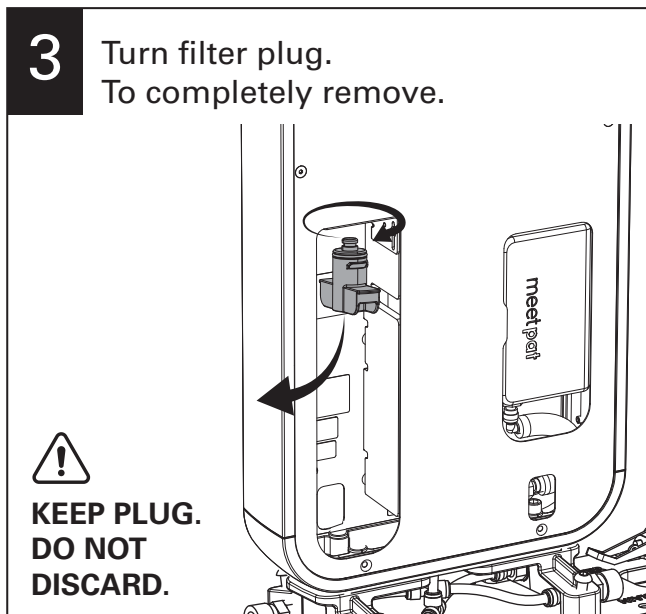
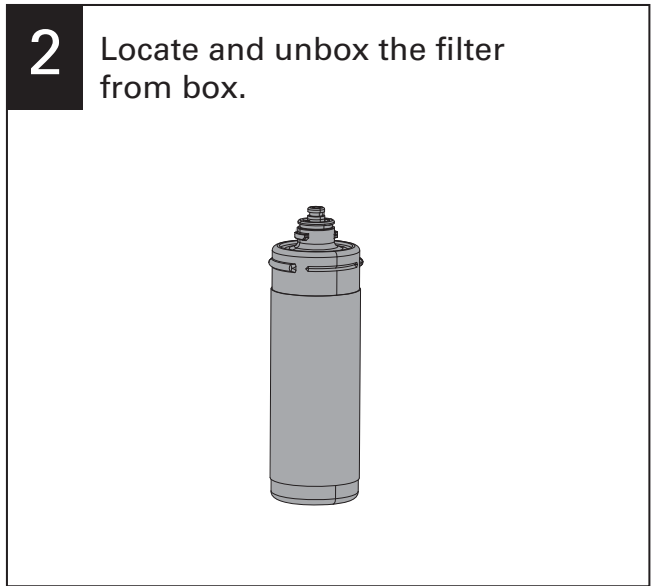
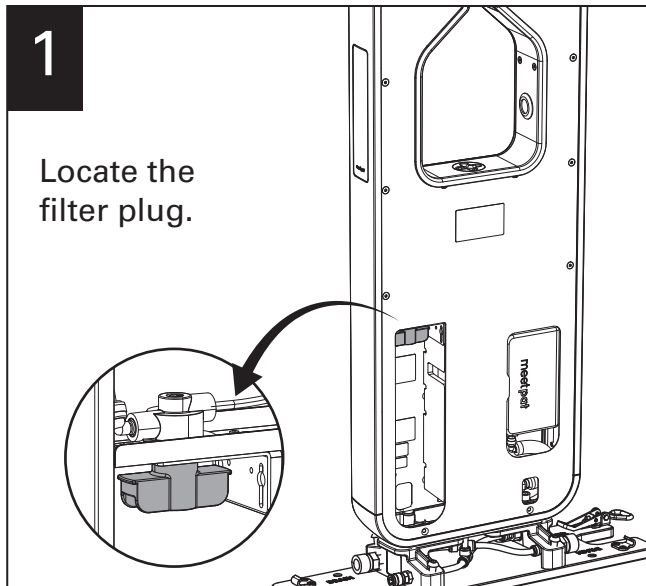


TALL EXTENSION KIT



ACCESSORIES ARE NOT COMPATIBLE WITH ALL REFILL STATION MODELS

FITTING THE FILTER | READY FOR USE



!

IMPORTANT
FLUSH THE WATER
FIRST USE WILL REQUIRE
FLUSHING OF 10 SECONDS

>>

FINISHED
MOVE TO SET UP OF YOUR
SOLAR LIGHTING

Proceed to page 13

TURN ON SOLAR LIGHTING | READY FOR USE

Water stations are fitted with a solar lighting module, which should be turned on and checked during the initial set up process.

1 **Locate and detach** the solar lighting module



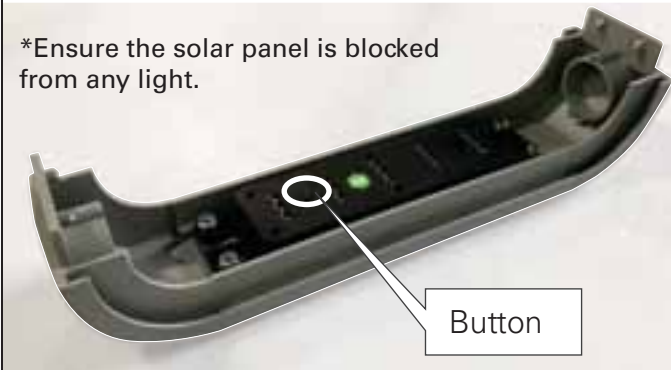
I look like this.

Solar Panel

 **THIS SYSTEM IS FITTED WITH AN AUTOMATIC LOW LIGHT SENSOR**
IT WILL ONLY ILLUMINATE DURING LOW LIGHT (NIGHT TIME) OR WHEN THE SOLAR PANEL IS FULLY COVERED.




2 Flip the module upside-down and place on soft/scratch free surface*


*Ensure the solar panel is blocked from any light.



Button

3 **Locate Button**
Press button to cycle through modes to the preferred setting.

-  **1 - Dim**
-  **2 - Full**
-  **3 - Off**


 **NOTE**
SOLARTOPS ARE SUPPLIED SWITCHED OFF

4 **ENSURE SOLAR LIGHTING MODULE IS NOW TURNED ON (LIGHTS ON)**



! TEST - LIFT UP TOP ASSEMBLY
The lights should turn off when the Solar Panel is uncovered. (Unless you are operating in low light (night time).)

 **FINISHED**
MOVE TO INSTALLING THE TALL EXTENSION KIT OR FITTING YOUR PANELS

 **LIGHTING NOT WORKING?**
TRY CHARGING THE SOLAR PANEL.
Place in direct sunlight for 2 hours and retry.
Placement undercover, seasonal changes (summer/winter) may effect the ability to fully charge the lighting module with sufficient light.

Tall Extension Kit

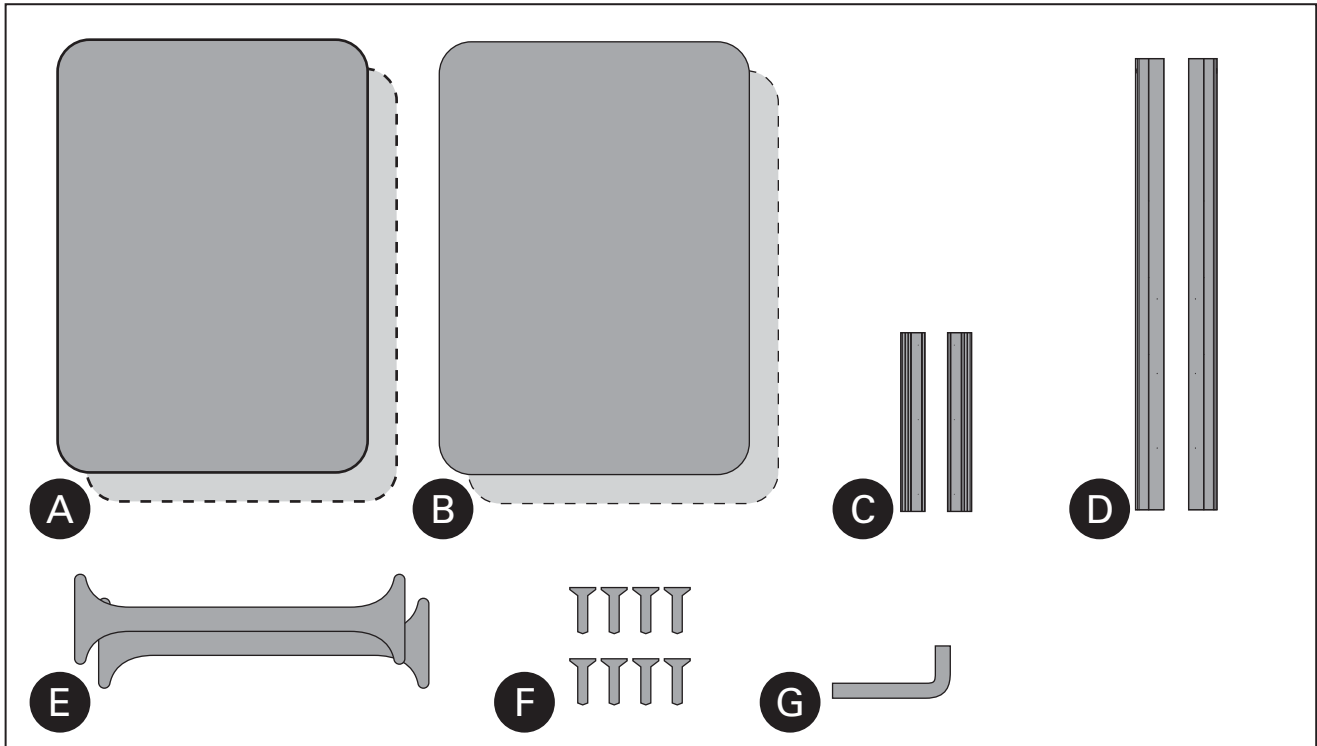
meetpat accessories | PM-TK-01

meetpat Tall Extension Kit is compatible with permanent and semi-portable Bottle Refill Stations.

The kit is manufactured using powdercoated aluminium featuring polycarbonate graphics panels with antigraffiti protection.

OVERVIEW | TALL EXTENSION KIT | PARTS SUPPLIED

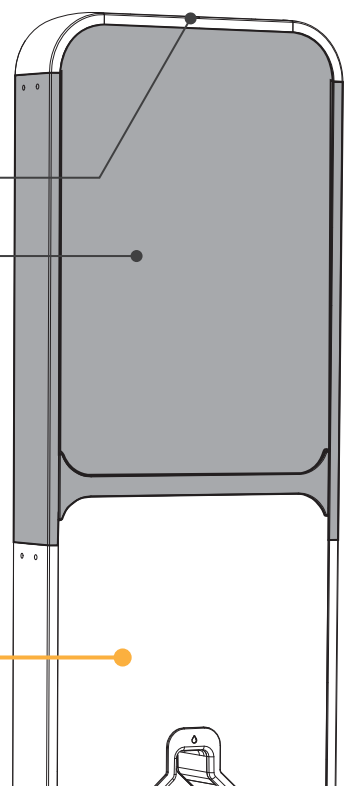
The Tall Extension Kit is not a stand alone product and must be installed to a permanent or semi-portable meetpat bottle refill station.



- A** **4mm Backing Panels**
(Ground mount x2) (Wall mount x1)
- B** **2mm Graphics Panels**
(Ground mount x2) (Wall mount x1)
- C** **Bracing Sections (x2)**
- D** **Side Extrusions (x2)**
- E** **Panel Dividers (x2)**
- F** **Screw Sets (x2)**
16x M6 x 12 button head screws
8x M8 x 12mm grub screws
- G** **4mm Allen Key**

EXTERNAL FEATURES

- Solar lighting module (repositioned from the refill station).
- Graphics panel



ENSURE ALL STEPS ARE COMPLETED PRIOR TO FIXING THE TALL EXTENSION KIT
Assemble the bottle refill station, drinking fountain kit(s), dog bowl and accessories.

INSTALLATION | TALL EXTENSION KIT

Complete the assembly and installation for the bottle refill station, as outlined in the information booklet. Ensure all items removed during this process are set aside for reattaching after the unit has been installed.

1 Slide down 2x Bracing Sections.

2 **4mm Allen Key** **4x Screws M8** **Clockwise**

CAUTION
ALWAYS FIX SCREWS INTERNALLY. EXTERNALLY FITTING WILL INTERFERE WITH THE INSTALLATION OF PANELS

3 **4mm Allen Key** **4x Screws M8** **Clockwise**

Slide down and screw fix 2x Side Extrusions.

4 **4mm Allen Key** **16x Screws M6** **Clockwise**

Secure in place with 16x screws

! CAUTION

PRIOR TO FITTING THE PANELS
ENSURE YOU HAVE:

- Dog Bowl - Installation Complete
- Filter - Installed
- Solar Lighting - Turned On

» FINISHED

PROCEED TO FITTING PANELS
THIS WILL FINALIZE YOUR REFILL STATION. READY FOR USE.

Fitting Panels

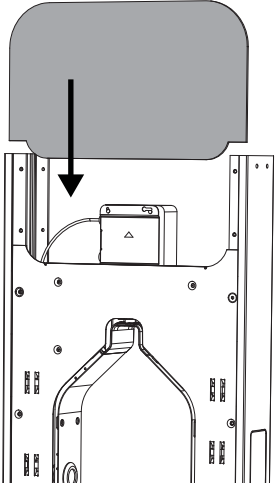
Finalising your water station. Last steps.

Installing the graphics panels is the last step to completing your water station installation. These polycarbonate, weather resistant coverings provide the finishing touch to your water station.

FITTING PANELS | REFILL STATION

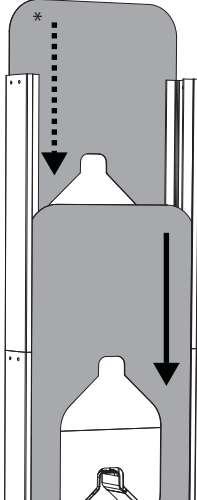
Ensure you have completed all steps prior to fitting your graphic panels.




1 Slide down to install the lighting backing panel.



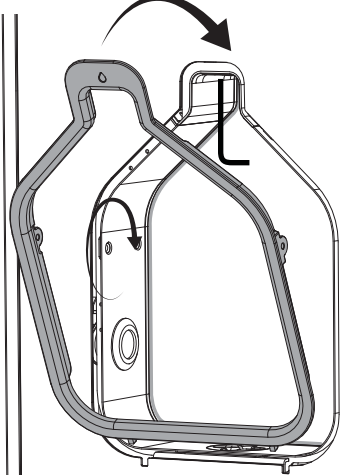
2 Slide down to install the front and back* graphics panel(s).




*Only on ground mount model



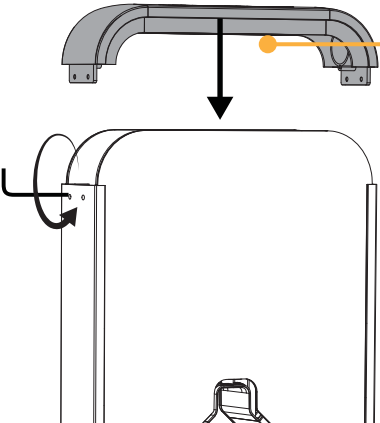
3   

Fit the bottle refill surrounds.



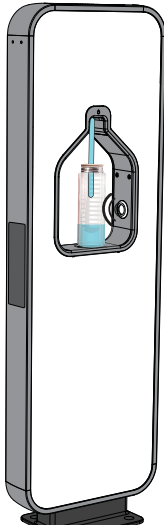
4   

Attach top assembly including solar lighting module.



NOTE
ENSURE YOUR LIGHTING IS ON AND SET UP

6 Test and enjoy!
Set up is complete.



We highly recommend taking a photo of the completed water station.



FINISHED

FITTING PANELS | TALL KIT AND REFILL STATION

Only applicable for water stations fitted with a tall extension kit.

1 Slide down to fit all panels. *Only on ground mount model

2 4mm Allen Key 3x Screws Clockwise

Fit the bottle refill surrounds.

3 Slide down to fit 2x plastic dividers

4 Slide down to fit 2x backing panels & 2x graphics panels

5 4mm Allen Key 4x Screws Anti-clockwise

Locate & screw fix solar lighting top.

NOTE
ENSURE YOUR LIGHTING IS ON AND SET UP

6

Test and enjoy!
Set up is complete.



We highly recommend taking a photo of the completed water station.



FINISHED

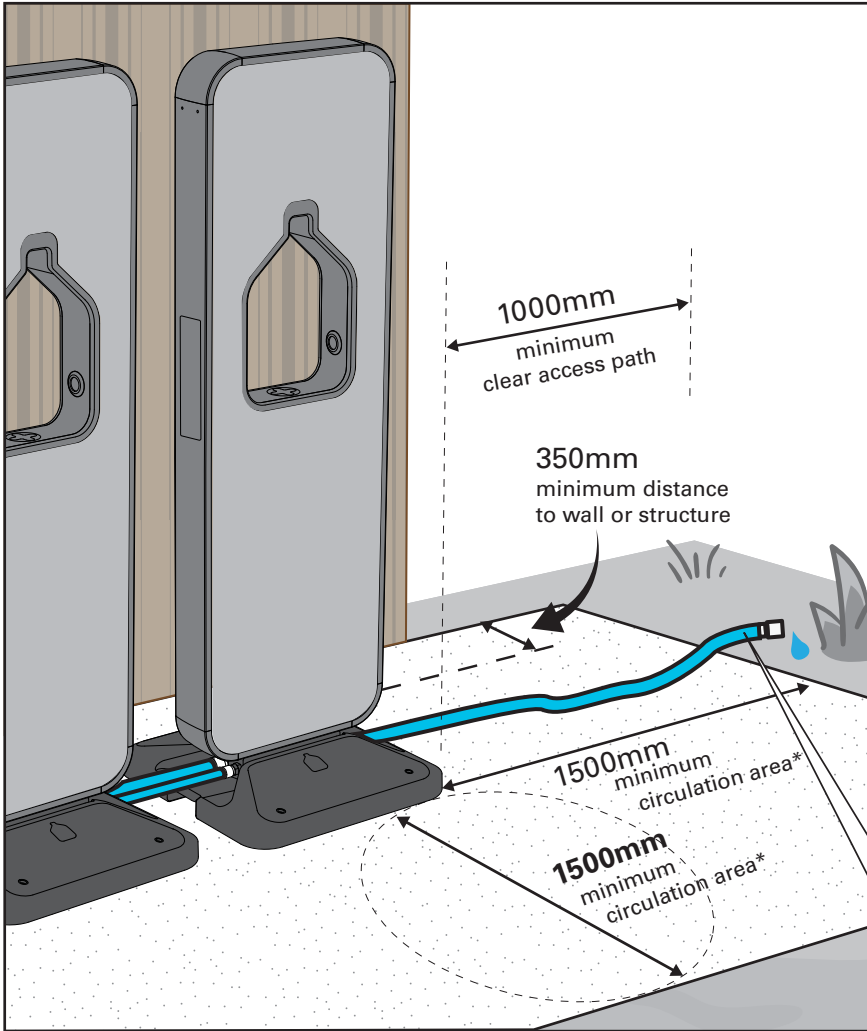
Set up guidelines

We designed meetpat's advanced modular system to make drinking water accessible for everyone.

We are proud to supply world leading bottle refill stations, for long term, large scale events. Simple to set up with a heavy duty base and ramp system, for stand alone or interconnect multiple units additional filling points.

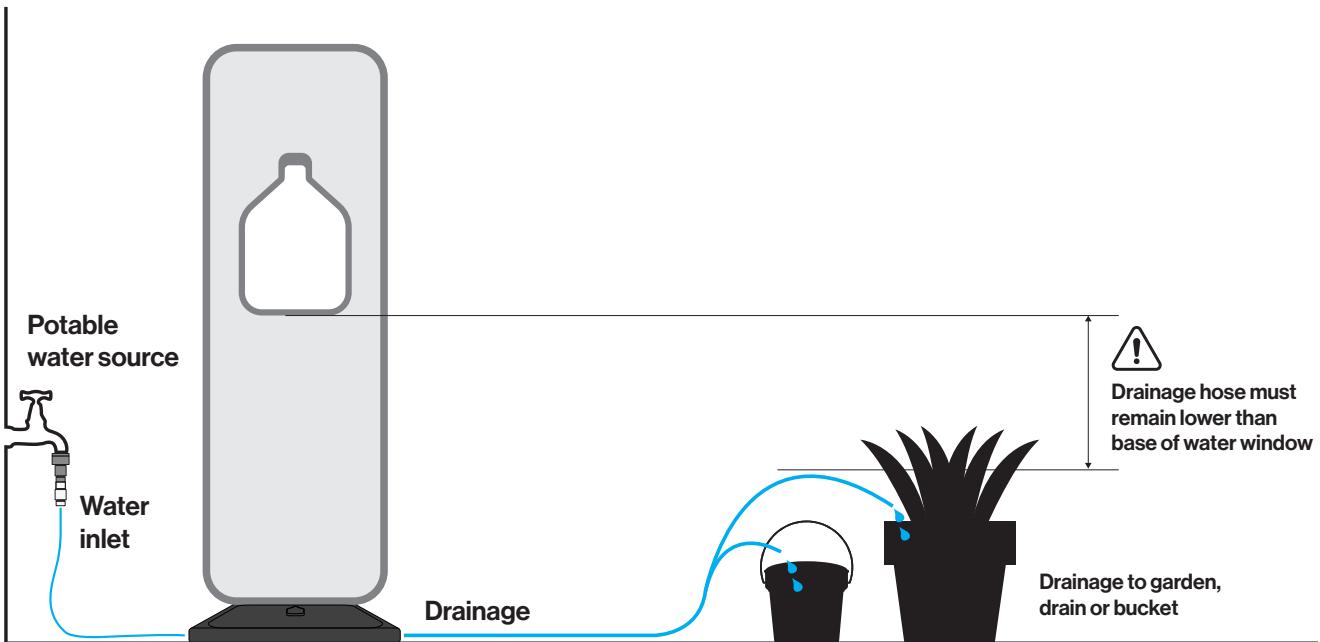
While the product itself is important, inclusivity also flows through to the set up. The water station location and accessibility will ensure maximum user engagement. In these guidelines we have outlines what is required to ensure your set up follows the same high quality of the water station.

SET UP GUIDE | ACCESSIBILITY & SAFEGUARDS

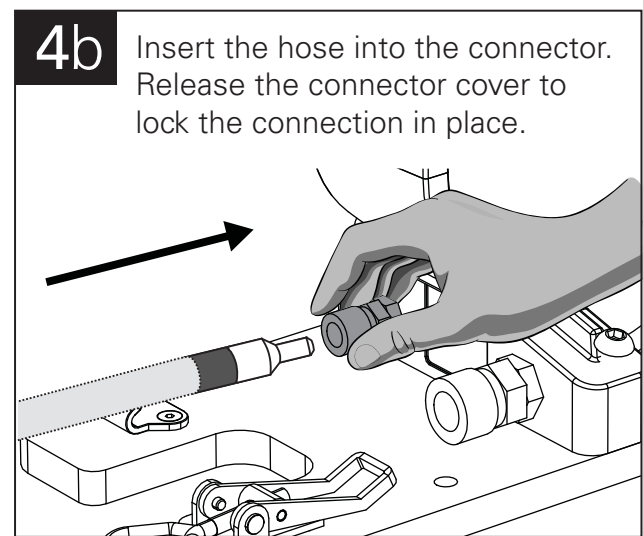
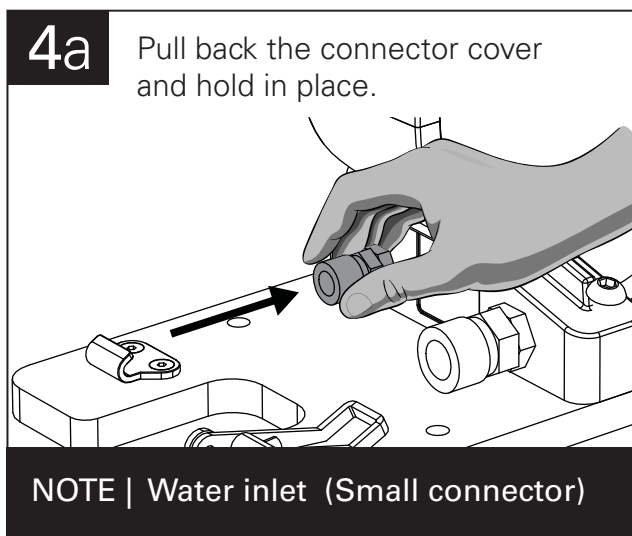
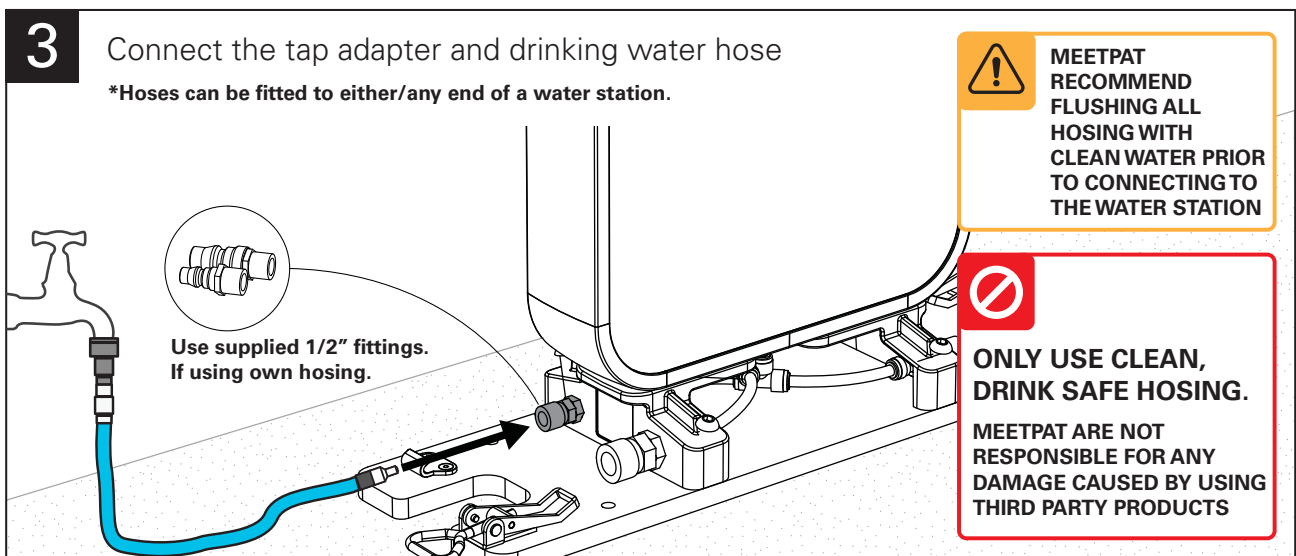
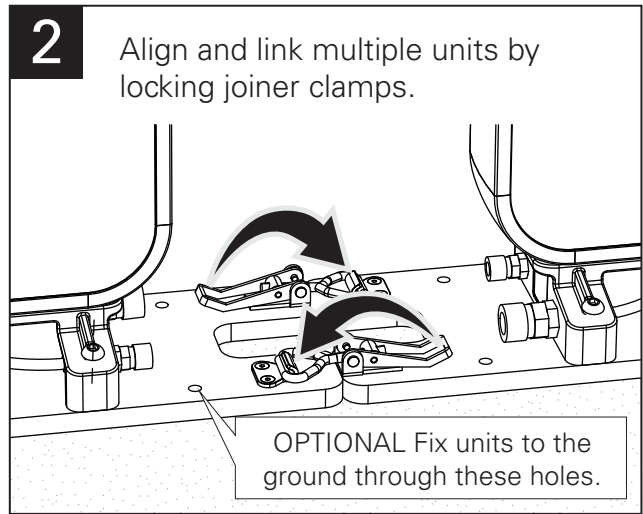
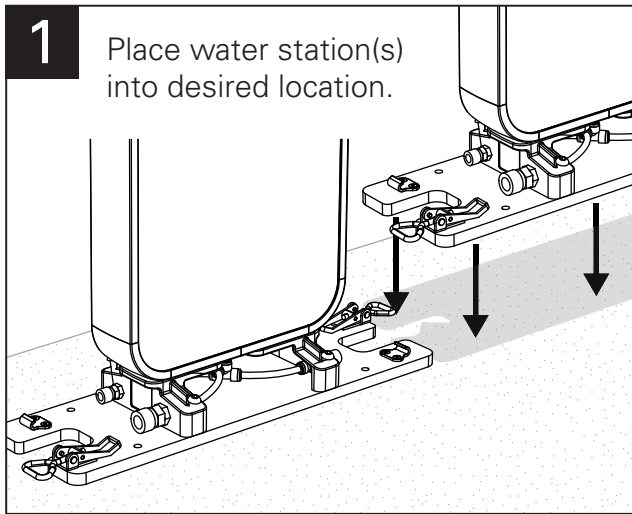


CHECK	SAFEGUARDS
	Check water source/tap for pressure and clean, potable water.
	Assess set up location and surface, traffic clearance, pedestrians and O&S guidelines.
	Do not set up in subzero temperatures. Water stations and hosing exposed to direct sun in extreme temperature environments, may cause water and surface temperatures to become high enough to pose potential risk to users. Do not set up in high wind areas.
	Do not set up units near live exposed electrical connections or wiring.
	Check the hoses, fittings and water station are clean and free from debris, grime, mould or other contaminants prior to connecting.

! IMPORTANT
Eliminate trip hazards by concealing all hoses located on walkways. Use trip cover ramps or similar.



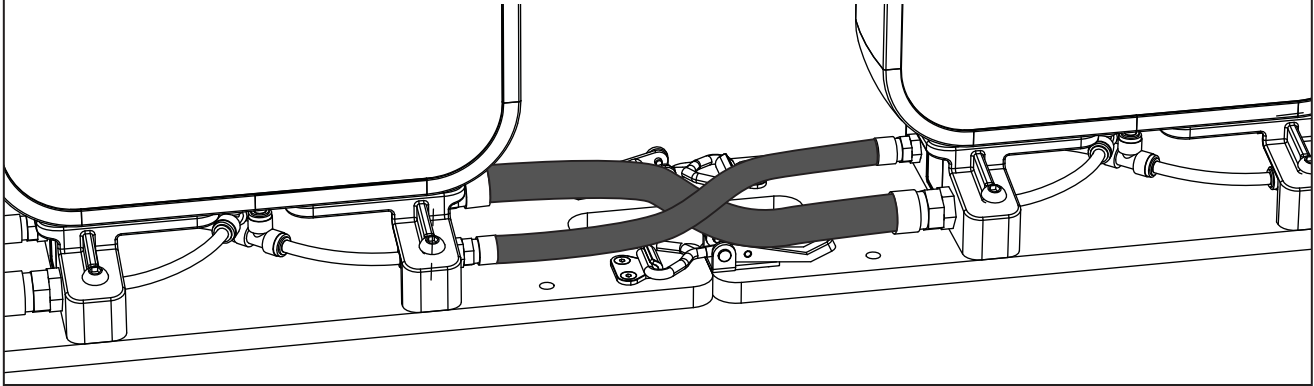
SET UP GUIDE | SEMI PORTABLE SET UP



SET UP GUIDE | SEMI PORTABLE SET UP

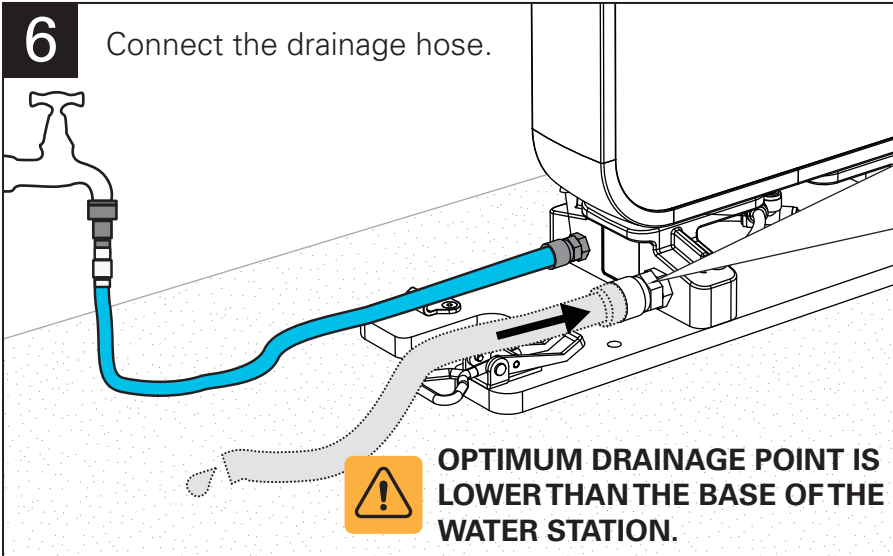
5

If connecting multiple water stations - use joiner hoses (purchased separately) to connect the units.



6

Connect the drainage hose.



Pull back the connector cover and hold in place.

Insert the adapter into the connector. Release the connector cover to lock the connection in place.

* Refer 4a/b diagram

7

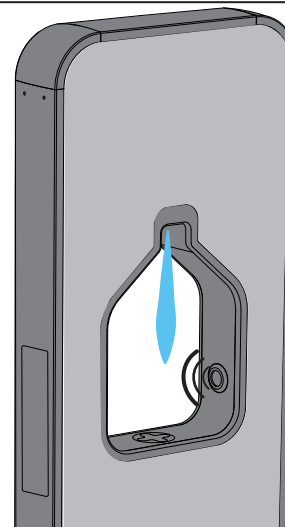
Turn on water supply.

Activate the refill sensors to flush out any air bubbles and old water in the lines.

Run for 10 seconds | **Check for leaks.**



IF A LEAK IS FOUND, TURN OFF THE WATER SUPPLY AND CHECK ALL CONNECTIONS.



SET UP GUIDE | SEMI PORTABLE SET UP

8a Locate the ramps to both side of the unit

8b

8mm Allen Key

Clockwise to tighten

x 2
Screws (each plate)

PACK DOWN

1 Turn off water supply.

2

Activate **all** of the refill sensors to remove all the pressurized water in the water station(s).

3 Remove the tap connection.

4 Remove **all** the ramps.

8mm Allen Key

Anti Clockwise to loosen

x 2
Screws (each plate)

5

a Disconnect **all** hoses

b Release **all** joiner clamps

6 Clean and wipe down **all** external surfaces and nozzle surfaces.

* For further details refer to the cleaning instructions

Water station | Maintenance & Servicing

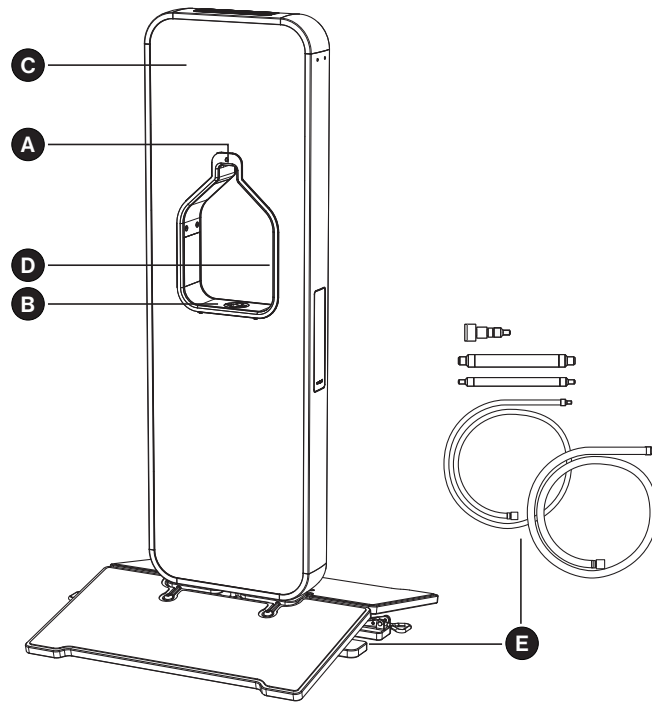
Semi Portable Refill Station & Accessories

You have chosen to install a meetpat water station. These world leading water stations are manufactured with premium components and leave the factory carefully checked. To ensure the water station is functioning correctly and in perfect condition.

Please take time to familiarise yourself with our maintenance and servicing procedures ensuring the water station continues to function at the supplied high standard.

Exercising a common sense approach to maintaining your water station is recommended, given the water stations can be installed in numerous locations and varied weather conditions.

MAINTENANCE | OVERVIEW & SCHEDULING



GENERAL (BEFORE AND AFTER EACH USE)	CHECK
A Clean nozzle	
B Clean drainage grate	
C Wipe clean surfaces and graphics panels	
D Check and clean sensor button	
E Check the hoses, fittings and water station are clean and free from debris, prior to connecting	

DETAILED (EVERY 12 MONTHS OR FILTER CAPACITY)	CHECK
All general cleaning tasks, as outlined above	
Replace the filter (if fitted) - Page 28	
Clean the mesh filter - Page 29	
Change the batteries in the sensor tap valve - Page 30	
Remove graphics panels and clean dirt from the frame - Page 27	
Check condition of all hosing and connections. Clean and flush (as required).	

PANEL | REMOVAL & REPLACEMENT



IMPORTANT

ONLY REMOVE THE REQUIRED PANEL(S)
TO COMPLETE THE INTENDED TASK

**INTERNAL ACCESS IS ALWAYS FROM
THE FRONT OF THE WATER STATION**

REFERENCE THE SENSOR BUTTON

ACCESS FILTER & SHUT OFF TAP

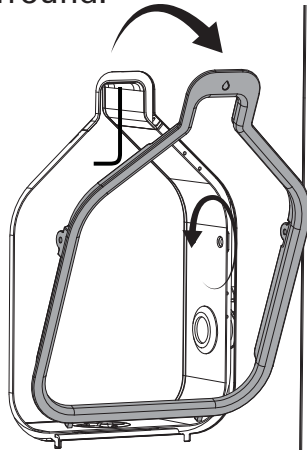
STEP 1-3

BATTERY REPLACEMENT & FULL INTERNAL ACCESS

STEP 1-5

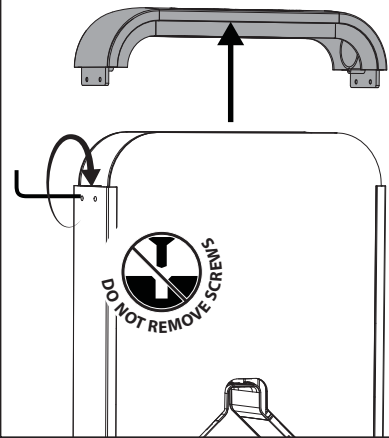
1 4mm Allen Key 3x Screws Anti-clockwise Remove Completely

Remove bottle refill surround.



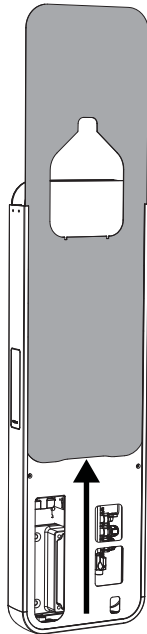
2 4mm Allen Key 4x Screws Clockwise Loosen Only DO NOT REMOVE

Remove solar lighting module.



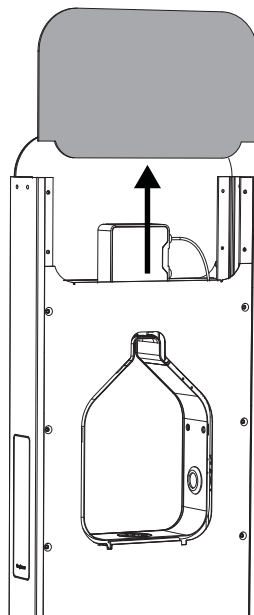
3

Remove the front graphics panel.



4

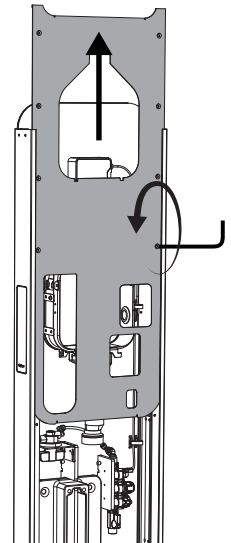
Remove the lighting backing panel.



5

4mm Allen Key 8x Screws Anti-clockwise Remove Completely

Remove the access panel.



IMPORTANT

REATTACH ANY WATER PIPES
DISCONNECTED DURING DISASSEMBLY



FINISHED

REFIT PANEL(S)
FOLLOW STEPS IN REVERSE

FILTER | INSTALLATION & REPLACEMENT



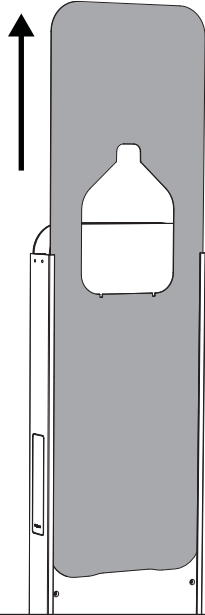
ALWAYS TURN OFF WATER SUPPLY

Activate the sensor to flush out any air bubbles and old water in the lines.

1

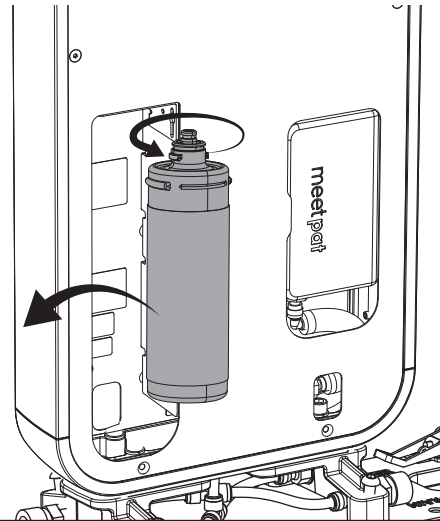
Ensure the front graphics panel is removed.

Refer panel removal PG-27



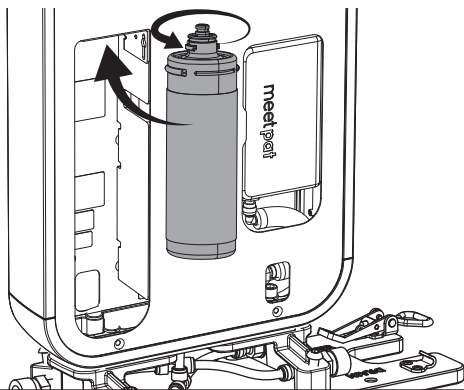
2

Locate used filter.
Turn to completely remove.



3

Install **new** filter.
Turn water filter to fit.
Hand tighten.



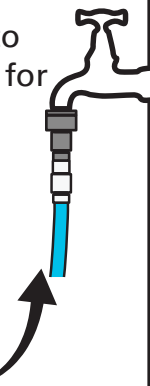
4

Connect refill station to water supply.
Activate refill sensor to flush water and check for leaks.



10 seconds

(flush water) **or** until water runs clear



IMPORTANT

CHECK FOR LEAKS

NO LEAKS FOUND

Disconnect refill station from water supply and activate refill sensor to flush all water from the lines.



IF A LEAK IS FOUND?

Turn off the water supply and check all the connections.



FINISHED

REFIT THE FRONT PANEL - Pg27

Following steps in reverse

MESH FILTER | CLEAN & REPLACEMENT



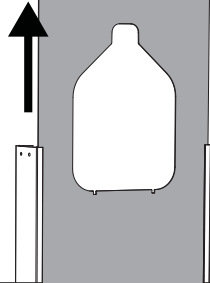
ALWAYS TURN OFF WATER SUPPLY

Activate the sensor to flush out any air bubbles and old water in the lines.

1

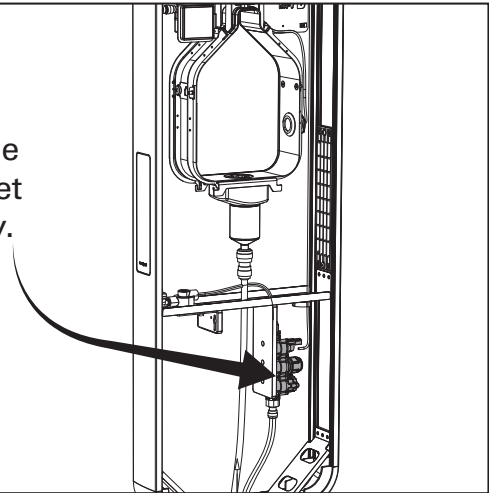
Remove front graphic panel only.

REFER PAGE 27



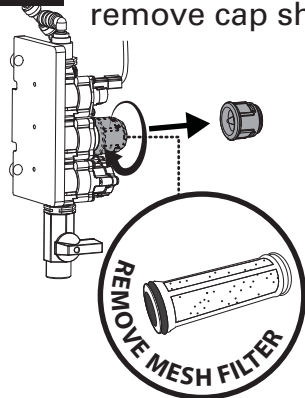
2

Locate the water inlet assembly.



3

To locate the **Mesh Filter**, unscrew and remove cap shown.



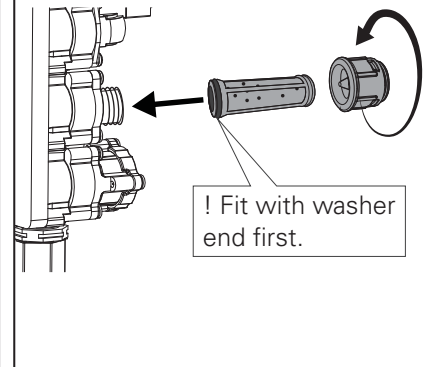
4

Run water over Mesh Filter to remove soils. Use a soft brush and gentle non-abrasive cleaner (if required)



5

Reinstate the Mesh Filter and cap.



IMPORTANT

CHECK FOR LEAKS

NO LEAKS FOUND

Disconnect refill station from water supply and activate sensor to flush all water from the lines.



IF A LEAK IS FOUND?

Turn off the water supply and check all the connections.



FINISHED

REFIT THE FRONT PANEL
REFER PAGE 27

SENSOR TAP | BATTERY REPLACEMENT



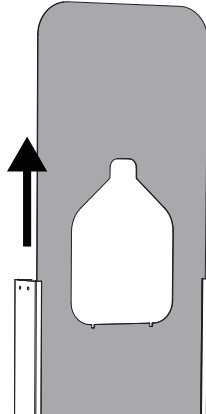
ALWAYS TURN OFF WATER SUPPLY

Activate the sensor to flush out any air bubbles and old water in the lines.

1

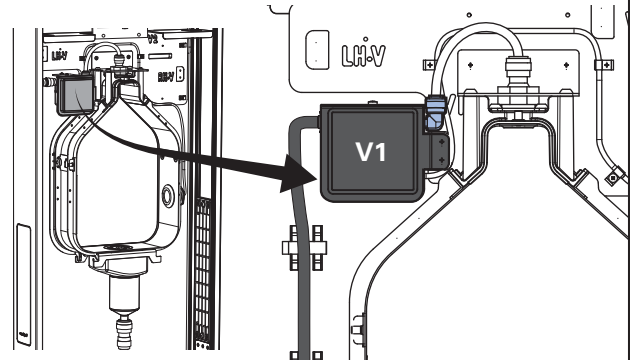
Remove front graphic panel only.

REFER PAGE 27



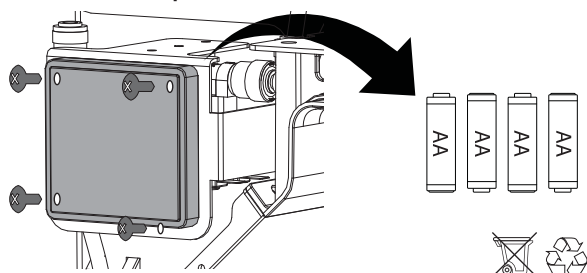
2

Locate the battery pack.



3

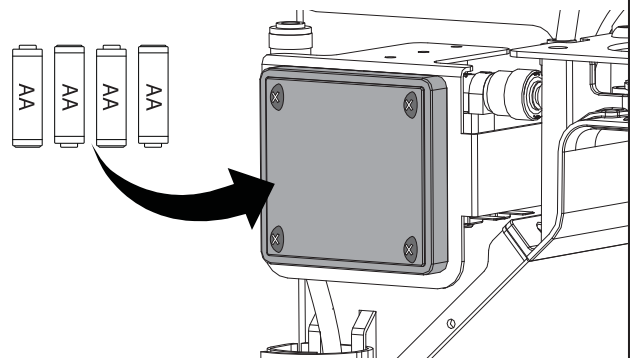
Detach and retain 4x screws and cover plate.



REMOVE AND DISCARD ALL OF 4X EXISTING BATTERIES RESPONSIBLY.

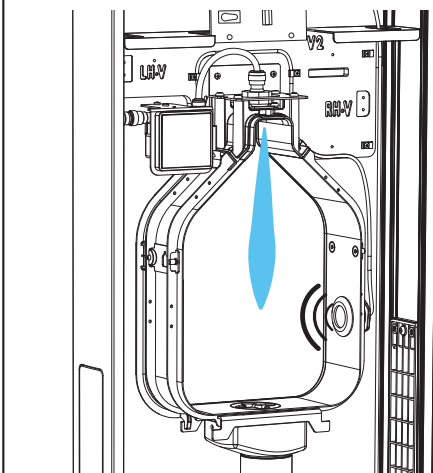
4

Install 4x new AA batteries and reattach cover.



5

Test the sensor function.



TROUBLESHOOTING



- Check all connections are plugged in
- Check polarity of batteries (+ / -)
- Check the valve is installed correctly (arrow indicates correct flow direction)
- Water is turned on
- Check batteries are charged and have sufficient voltage "not flat"
- Check for damage (broken, sticker, paint or dirt/debris) covering sensor button



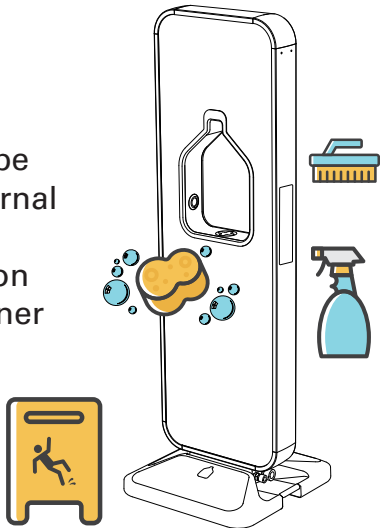
FINISHED


REFIT THE FRONT PANEL
REFER PAGE 27

STANDARD | CLEANING INSTRUCTIONS

1

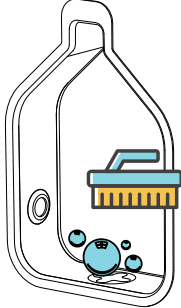
Clean and wipe down all external surfaces. Use non-acidic, non-abrasive cleaner and brush (if required)





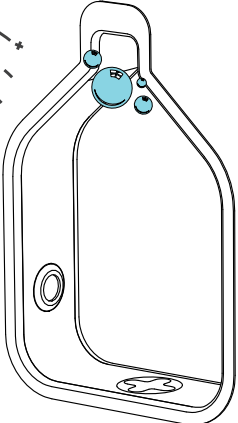

2


Use a scrubbing brush to clean the drain mesh. Ensure the mesh is free from any debris.



3

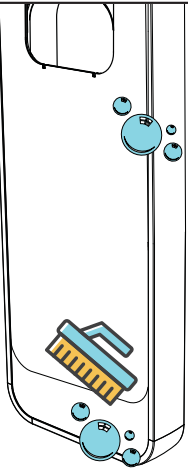
Clean the nozzles for damage and/or blockages. Clean all nozzle surfaces with antibacterial wipe.




 **USE A NEW WIPE FOR EACH NOZZLE**

4

Check the base for dirt. If needed, remove the panels and clean out the tracks.



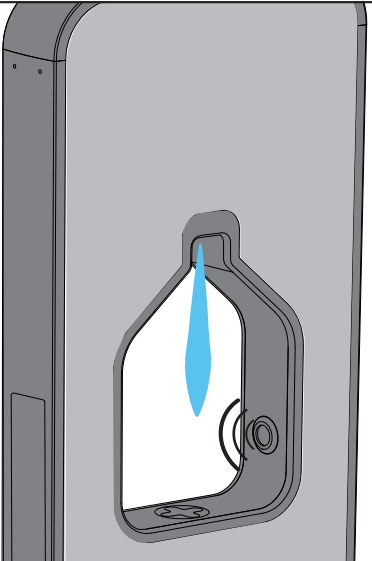
 **REFER PANEL REMOVAL PAGE 19**


5

Activate the refill sensor.

Check the water quality and taste.

Check for leaks.



 **IF A LEAK IS FOUND, TURN OFF THE WATER SUPPLY AND CHECK ALL CONNECTIONS.**

TROUBLESHOOTING

1

Identify the Problem

Remove front panel(s) to view the full function of the water station.
This will help you correctly identify the fault, damage and/or leak.

2

On-site Repair

Many problems can be easily fixed onsite.

- Removal of dirt/debris.
- Cleaning.
- Sensor battery replacement.
- Reconnect loose fittings.

3

Further Steps

Other problems may require ordering of spare parts or further assistance from meetpat.
When phoning through for additional support, staff will ask for the following information to correctly identify the product model/part:

- What is the serial number of the water station?
- Where is the water station located?
- Can you supply a photo/short video of the problem?
- Who purchased the water station?
- Can you supply a photo of the entire water station set up?

4

Contact meetpat

The service/sales team(s) will be able to assist you best in resolving the problem and/or ordering a replacement part.

sales@meetpat.com | service@meetpat.com | 026021 0300 | +61260210300

Some Common Questions

There is no water (or reduced water) when the sensor is activated?

Check the water is turned on, with adequate pressure and the hosing inside the water station is not bent or kinked. Check the hosing is fitted into the connector correctly and clicked in place. Check the batteries and/or valve are working.

The water is leaking from inside the water station?

Check the drainage hose is correctly plugged in and draining properly. Turn off the water supply and check all the internal pipe connections.

Water is flowing from the connectors or the near base?

Check the stop valve in the connectors is sealing correctly. Insert a hose or joiner hose to reset the seal. Check for any dirt, debris or damage to the fittings or hosing.

Water is leaking from the tap adapter connection at the tap point?

Check the seal is still in the tap adapter. Check you are using the correct tap adapter thread for your connection point.

WARRANTY | MEETPAT POLICY

What is covered by this defects warranty policy?

meetpat warrants that new products purchased either from meetpat direct or through authorised distributors, which are still in the possession of the initial purchaser, will be free from defects for the warranty period, subject to the terms of this policy.

A product may be defective if meetpat finds that it is non-conforming in material or workmanship and if the non-conformance materially impairs the performance of the product having regard to the purpose for which it was designed and the limitations stated below.

General product range.

Permanent Water stations – Three (3) Years

Portable Water stations – One (1) Years

Limited coverage warranty items.

For some special parts or components within a water station, warranty conditions are as below. For the complete limitations list, please see below.

Batteries – One (1) Year

LoRaWAN Electronic Monitoring Equipment – One (1) Year

Water Filters – One (1) Year

Graphic Panels - Three (3) Year Climate Dependant

Limitations.

This warranty will not cover products that:

- a) Include customer-specified materials or finishes that are not part of meetpat's standard product range at the time of manufacture;
- b) Are not installed and maintained as recommended in meetpat's written installation and maintenance guidelines; products are designed to operate within a minimum/maximum supply line pressure as indicated in the supporting instruction books. Any damage caused by reason of connecting a water cooler, bottle filler, fountain or packaged water cooler to supply line pressures outside of the working pressure is not covered by this warranty.
- c) Have not been used in accordance with any applicable usage guidelines;
- d) Have been misused or usage is in excess of normal wear and tear;
- e) Have been damaged for example as a result of collision, theft or vandalism; and/or
- f) Are manufactured by a third-party supplier and then resold by meetpat without incorporating any meetpat manufactured product into the third party product.

Finishes and components on meetpat products are updated periodically to respond to the demands and changing preferences of our customers. As a result we may discontinue some options before expiration of the Applicable Warranty Period and do not guarantee that any replacement product or part will be identical to, or match the finish of, the original.

Looking for help?

General enquiries/sales

sales@meetpat.com | +612 6021 0300

Faults and servicing

service@meetpat.com | +612 6021 0300

Spare parts

sales@meetpat.com | +612 6021 0300

meetpat®



meetpat products must be installed in accordance with the provisions of AS/NZS3500.1 and AS/NZS3500.2 and any relevant local regulations. Installations not complying with AS/NZS3500.1 and AS/NZS3500.2 may void the product and performance warranty provisions.

meetpat products are Watermarked WMTS105 to Australian standards and have brass free water system parts.

All recommendations within this document should be used as a guide only. Users and installers should seek suitable assistance to ensure units comply with all standards and are safe for use.

meetpat are constantly evolving and updating their products to ensure that they are designed and manufactured to the highest possible standard.

Please ensure you follow the supplied current guidelines when installing and servicing your water station.

For the most up to date copy of this Information Booklet, please visit meetpat.com

meetpat™ | meetpat Pty Ltd | meetpat.com
Phone: (02) 6021 0300, +612 6021 0300 Email: sales@meetpat.com
