

**NORDIK**  
T H E R M O C O N C E P T S

**PACIFIK**  
T H E R M O C O N C E P T S

**BALTIK**  
T H E R M O C O N C E P T S

FRANÇAIS

## Intructions manual



*User friendly • Hygienic • Reliable*

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## Congratulations!

You have made an optimal choice, a product designed to be user friendly, and certainly one of the easiest coolers to clean. We are pleased to have you as a customer and it is our hope that you will be a satisfied customer for many years to come. Furthermore, you can count on our full support throughout the life of the Nordik / Pacifik / Baltik cooler and we are counting on you to provide us with your feedback:

Canada: 1-800-363-3717

USA: 1-800-363-1333

International: +1-819-822-1333

Fax: +1-819-822-2250

Internet: [www.thermoconcepts.com](http://www.thermoconcepts.com).

## WHEN YOU RECEIVE THE COOLER

1. At the reception of the cooler, the owner/user should check the packaging:

Do you see any damage to the box?

Has it been mishandled? Any holes? Is the box open? If so, these are signs that the Nordik / Pacifik / Baltik cooler could have sustained some damage after it left our plant. In case you notice any serious damage to the box, make sure that the delivery company (or the re-seller) is informed of this fact. If this is done promptly, they will accept the responsibility and they will contact us to address the situation.

2. After removing the cooler from the box, make sure that the following parts are included:

\* 1 no-spill cone (if specified on the box label)

\* 1 drip tray

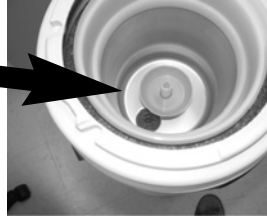
\* 1 ring on top of the housing (see page 25)

\* 2 faucets:

- o 1 for the cold water (blue trim)
- o 1 for the hot water (red trim) or room temperature water (white trim)



\* 1 floating baffle  
(inside the cold water reservoir)



3. Choosing the right place to install the cooler:

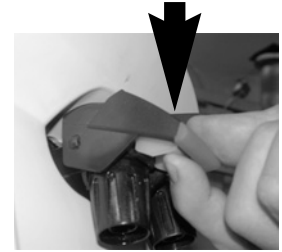
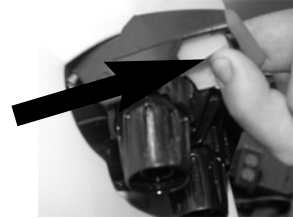
- \* Install the water cooler in a well-ventilated place, where temperature is between 0°C and 40°C (32°F and 120°F).
- \* Ensure sufficient air circulation by keeping a minimum clearance of 5 cm (2 in) around the unit.
- \* Make sure to place the water cooler on a flat surface (maximum 5° slope).

## START USING THE COOLER

1. Cooler should not be connected until you reach step #7.
2. Your new cooler was cleaned prior to shipment but not sanitized, so we still suggest that you sanitize it before using it. (see section "Cleaning the cooler")
3. Clean the neck of the water bottle before installing it. Turn the bottle upside down and install it into the no-spill cone, aligning the cap with the rod of the no-spill cone. Some people do not use no-spill devices, thus you just need to remove the cap on the bottle and turn it over on top of the cooler.

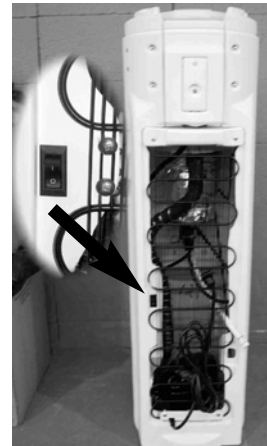
4. If you have a hot-water model (faucet with red trim), you must bleed the air out of the hot water tank, before proceeding any further. This is done quite easily as follows:

- \* Pull the child-safety lever located underneath the hot-water tap and press down;



- \* Wait for the water to come out of this faucet;
- \* Stop when water flows out of the nozzle (this means that the water from the bottle filled the hot water tank located underneath the cold-water reservoir;
- \* Turn-on the hot water switch located behind the cooler.

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5. Every Thermo Concept water cooler is thoroughly tested prior to shipment from the factory. However, handling and transportation between our factory and your home/office can cause a leak, thus we recommend that you wait 2 minutes after placing the bottle over the cooler. If you still see any air bubbles inside the bottle, this is a sign that you may have a leak. If you witness a leak, remove the bottle and go to the trouble shooting section.
6. If you think it was always handled vertically with care, then you can connect it upon reception. If you have doubts about the way the cooler was handled prior to delivery, wait at least one (1) hour before connecting it.
7. Plug in the cooler.

## CLEANING THE COOLER

### General aspects

**Condenser:** In order to ensure maximum performance of your water cooler, you must remove any dust or dirt particles from the condenser. The condenser must be checked regularly and cleaned with a vacuum cleaner (use a small round brush with long soft bristles).

**Housing:** Use a non-abrasive cloth with mild soap.

**Drip tray:** To remove the drip tray, you need to pull it out horizontally on the Nordik and for the Pacific or Baltik, you need to lift it up.

### Parts along the water flow

The cleaning frequency depends on several factors such as:

- \* Local laws and regulations;
- \* Type of water used;
- \* Throughput (how much water flows through the coolers);
- \* Personal taste and preferences.

**To ensure the quality of your drinking water, we recommend that you clean the Nordik/Pacific/Baltik cooler (parts that come into contact with water) every 3 months, except the hot-water tank, which we recommend once a year.**

The cleaning methods can also vary but we recommend the following procedure.

### a) Cook and Cold Model

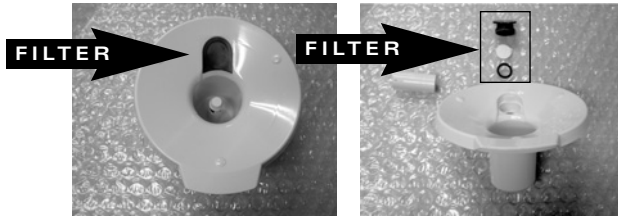
1. Disconnect (unplug) the cooler;
2. Remove the bottle;
3. Drain the water from the reservoir by pressing on the taps of both faucets until no more water flows out of the nozzles;
4. Remove the ring on top of the cooler by turning it counter-clockwise;



5. Remove the "no-spill" cone by strongly pulling it upwards by the tongue located on one side of the cone.



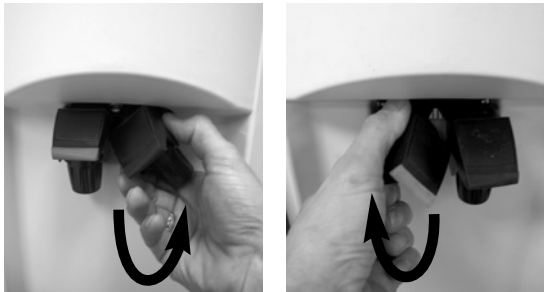
Then, remove the blue part (filter), which must not be cleaned with the no-spill cone. The filter should either be cleaned with a damp cloth or replaced;



6. Remove the floating baffle (blue dish in the reservoir) by pulling it off the diffuser tube. Do **not** remove the diffuser tube;

7. Remove the two faucets:

- \* Grip the cold water (blue tab) faucet and turn it counter-clockwise until the nozzle is at 90° (horizontal to the right), then pull;
- \* Grip the warm water (white tab) or hot water (red tab) faucet and turn it clockwise until the nozzle is at 270° (horizontal to the left), then pull.



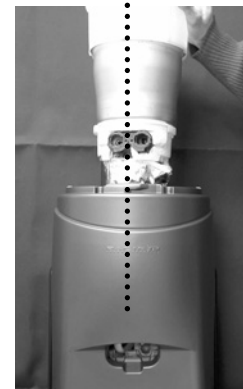
8. Remove the water reservoir by pulling it upwards;

9. Clean the drip tray, floater, no-spill cone and faucets on the upper rack of a dishwasher.

10. Clean the plastic or stainless steel reservoir (Cook & cold model only) on the lower rack of a dishwasher. Instructions on page 31 are also valid.

After cleaning the cold-water reservoir, you need to re-assemble the components as follows:

11. Re-install the cold-water reservoir. Make sure that the sockets (fittings) are centered in front of the cooler so that you can assemble the faucets correctly.



12. Re-install the faucets:

- \* The cold-water faucet (blue tab) goes in the right hand side socket (facing the cooler). Insert with nozzle at 90° in the socket (fitting), push hard and turn clockwise;



\* The warm-water faucet (white tab) or the hot-water faucet (red tab) goes in the left hand socket (facing the cooler). Insert with nozzle at 270°, push hard and turn counter-clockwise.



13. Re-install the floater. Make sure that the opening of the floater faces upwards.
14. Insert the no-spill cone on the water cooler (with the blue filter in place), pressing it down and strongly enough so that it engages all around (tab should be facing front of cooler). The locking mechanism ensures the end-user that the cone remains on the water cooler when the bottle is removed.
15. Re-install the black ring, by placing it on top of the cooler housing, then turn it clockwise so that it locks in position;
16. Install the water bottle and check for leaks (See section "Start using the cooler", paragraph 3).
17. Plug the cooler to a power outlet.

#### b) Hot and Cold Model

For the Hot & Cold model, you should not remove the cold-water reservoir; it can be cleaned with a cleaning solution on a clean cloth. Start with the hot-water tank first, so go to the next paragraph.

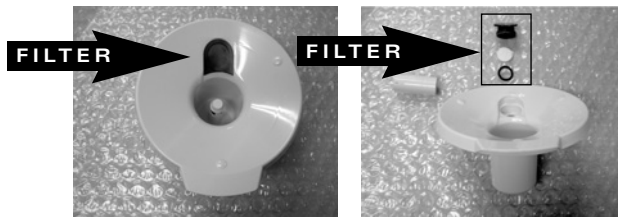
#### Hot water tank

We recommend cleaning the hot water tank at least once a year. Because the water is maintained at high temperatures, the risk of bacteria being present is quite low. However, in many areas of the world, it is necessary to drain out the mineral deposits because they can disrupt the temperature readings and lead to over-heating of the water.

1. Unplug the cooler.
2. Remove the bottle.
3. Empty the hot water by draining it through the hose that is located near the rear grill.



4. Empty the cold-water reservoir, using the cold-water faucet (blue trim).
5. Remove the ring on top of the cooler.
6. Remove the "no-spill" cone by strongly pulling it upwards by the tongue located on one side of the cone. Then, remove the blue part (filter), which must not be cleaned with the no-spill cone. The filter should either be cleaned with a wet rag or replaced;



7. Remove the floater inside the cold-water reservoir. Do not remove the diffuser tube.
8. Remove the drip tray in front of the cooler.

- Pour some water cooler cleaner (or vinegar @ 20% concentration) into the hot-water tube (long tube at the bottom of the cold-water reservoir). Some of the cleaning solution may overflow into the cold-water reservoir, it can be used to clean the cold tank.



- Fill the cold-water reservoir with water, until it overflows into the tube. This water is necessary to fill the hot-water tank as it will flow from one tank to the other.
- Bring the water into the hot-water reservoir by pressing onto the hot-water tap (red) and stop as soon as water starts to come out of the faucet.
- Plug in the cooler and turn on the switch (rear of cooler) to heat the hot water. Leave it on for 10 minutes.
- Unplug the unit.

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- Empty the hot-water tank, using the hot water drain behind the cooler.

- Empty the cold-water reservoir by pressing the cold-water tap (blue trim).
- Repeat steps 10, 11, 14 and 15 to rinse.
- Clean small parts (faucets, floater, no-spill cone and drip tray) in the upper rack of the dishwasher. The cold-water reservoir can be manually cleaned with a cleaning solution and a clean towel.
- Re-install the faucets, the floater, the no-spill cone with blue filter, the drip tray, the black ring and the water bottle. Wait until the reservoir is full (no more air bubbles in the bottle) and check to make sure there are no leaks (see Section B, paragraph 3)
- Plug the cooler to a power outlet.

**Cleaning the cold-water reservoir when not cleaning the hot-water tank (once every 3 months).**

- Unplug the cooler.
- Take the bottle off.
- Drain the cold water by pressing the right hand faucet (blue trim).
- Remove the no-spill cone. Then, remove the blue part (filter), which must not be cleaned with the no-spill cone. The filter should either be cleaned with a damp cloth or replaced;
- Remove the drip tray located in front of the cooler.
- Remove the floater inside the cold-water reservoir. Do not remove the diffuser tube.
- Remove the cold-water faucet (see page 7). Grip the cold water (blue tab) faucet and turn it counter-clockwise until the nozzle is at 90° (horizontal to the right), then pull;
- Clean the drip tray, faucet, the no-spill cone (w/o filter) and the floater on the upper rack of a dishwasher.
- Clean the cold-water reservoir with a cleaning solution and a clean cloth.

After cleaning the cold-water reservoir, you need to re-assemble the components:

- Re-install the cold-water faucet (blue tab) (see page 8). It goes in the right hand side socket (facing the cooler). Insert it in the socket (fitting), with nozzle at 90°, push hard and turn clockwise;

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11. Re-install the floater. Make sure that the opening of the floater faces upward.
  12. Re-install the drip tray.
  13. Insert the no-spill cone on the water cooler (with the blue filter in place) pressing it down and strongly enough so that it engages all around. The locking mechanism assures the end-user that the cone remains on the water cooler when the bottle is removed.
  14. Re-install the black ring, by placing it on top of the cooler housing, then turn it clockwise so that it locks in position;
  15. Install the water bottle. Wait until the reservoir is full (no more air bubbles in the bottle) and check to make sure there are no leaks.
  16. Plug in the cooler.

## GENERAL INFORMATION

**Setting the temperature (cold water):** During inspection before delivery, the thermostat is set at about 7°C (45°F). For colder water, adjust the thermostat, placed behind the water cooler, by turning the screw clockwise with a flat screwdriver. Caution: we suggest short rotation movements, equal to about 5 minutes on a clock, and after each turn, assess the result. Turning the adjustment screw of the thermostat one quarter of a turn could cause the water to freeze.

**Hot water temperature:** The water cooler (with the optional hot water tank) provides hot water set at about 87°C ± 3°C (188°F ± 5°F). The thermostat on this unit is not adjustable.

### Other issues:

If the water cooler will not be used for an extended period of time, or if you plan on moving it or if you have to ship it somewhere, follow these simple instructions:

1. Disconnect the unit.
2. Remove the water bottle from the cooler. Even if the bottle is not empty, the splash-free cap will close when the bottle is removed, thus no water will be spilled on the floor.
3. Empty the cooler completely through the two faucets.
4. If you have the hot water option, empty the hot-water tank through the drain hose located behind the cooler.
5. Clean the unit by following the instructions provided in the **section C) Cleaning the Nordik/Pacifik/Baltik cooler.**
6. Dry the water cooler thoroughly.
7. Reinstall the different parts in the appropriate places.
8. Never use the faucets as handles because this might cause damage to the faucets and/or the fittings, which could lead to leaks.
9. Always transport or store the water cooler in a vertical position.

## SAFETY INSTRUCTIONS

- **Do not connect the unit immediately after moving it if it was stored horizontally. Wait at least one hour.**
- **Do not place the unit close to a heating device or in direct sunlight.**
- **Only water should be used with this cooler, no other type of liquid.**
- **Never keep the unit in a horizontal position, not even for storing or shipping.**
- **IMPORTANT: ALWAYS DISCONNECT THE UNIT WHEN THE RESERVOIR IS EMPTY FOR A CERTAIN PERIOD OF TIME.**
- **Never immerse the hot-water tank.**
- **In order to avoid any risk of electric shock or fire, always connect the water cooler directly into a 120V AC (or 220V AC) grounded outlet (no extension cords).**
- **Do not pinch, tie or twist the power cord set.**
- **Do not unscrew the faucets if the unit contains any water.**



## TROUBLESHOOTING

### TECHNICAL PROBLEMS AND WHAT TO DO

PROBLEM	PROBABLE CAUSES	SOLUTIONS
The water is not cold.	<p><b>If you have a Hot &amp; cold unit:</b> Diffuser or floater could be absent or not assembled correctly.</p> <p><b>If you have a Cook &amp; cold unit:</b> No power to the cooler. Unit not connected correctly. No power in the outlet.</p> <p>The thermostat is not adjusted correctly.</p>	<p>Make sure diffuser tube and floater are present and positioned correctly (see Instruction manual page 22).</p> <p>Connect the unit to a power outlet. Make sure that the plug is pushed-in the socket. Check and reset the circuit breaker or replace the burned-out fuse with a 15A fuse in your electrical panel.</p> <p>Adjust the thermostat following the instructions given in the section General information (page 32)</p>
The water is too cold.	The thermostat is not adjusted correctly.	Turn the adjustment screw of the thermostat counter-clockwise. The turning movement should not exceed 5 minutes on a clock. Wait 2 hours and if the water is still too cold, repeat the movement, as gradually as possible.
No room-temperature water.	The floater inside the cold water reservoir is missing or not installed correctly.	Put the floater back in place as indicated in page 22.
No water	<p>There is no water left in the bottle and the reservoir.</p> <p>Dirt particles are blocking the water openings.</p> <p>The water is completely frozen.</p>	<p>Replace the empty bottle with a full one.</p> <p>Clean the unit as indicated in the section <b>Cleaning and Maintenance</b> and check the inside of the fittings and faucets.</p> <p>Disconnect the cooler and wait until the water is completely defrosted. Adjust the thermostat as explained in the section "The water is too cold" and reconnect the cooler.</p>
No hot water	<p>The switch in the back of the water cooler is set at "0" position.</p> <p>You have not pulled on the childproof protective device under the tap of the hot water faucet.</p> <p>The tank has not been properly vented.</p>	<p>Set the switch to "1" position (see page 23).</p> <p>Pull the childproof device and push downward the tap (see page 22).</p> <p>Turn off the switch in the back of the water cooler, then place the water bottle on the water cooler and open the hot water tap. Keep it open until water flows out. Turn on the heater switch.</p>
The water keeps running.	The tap on the faucet is jammed.	Hit the tap once to replace the tap in the right position. This should set the nozzle in the right position also.
Water leaks between the faucet and the cabinet.	The faucet is not inserted correctly.	Remove the faucet and install it again (see page 26). Make sure it is engaged correctly (push and do a _ turn at the same time). Make sure nozzle is in vertical position
You notice water on the floor.	The water bottle has a crack (pinhole) and the protection valve is not in place(*).	Replace the bottle with a pinhole with a new one.
The cooler makes too much noise.	The unit is not well supported.	Install the unit on a stable and straight surface.

NOTE: FOR ANY OTHER PROBLEM, PLEASE CONTACT YOUR LOCAL DEALER

### \* LEAKS CAUSED BY OLD BOTTLE WITH SMALL CRACKS (PIN-HOLES)

Bottles with pinholes are common and they should never be ignored. This normally occurs when the bottle is nearing the end of its normal life. Bottling companies are well equipped and professionally trained to detect such problems. However, once in a while, a bottle with pinholes will end up in the distribution network and this is when the consumer needs to be aware of the implications. A very small micro-crack (pinhole) will not leak any water in most circumstances but it will allow air to enter the system once the bottle is installed on the water cooler and the level of water is below the position of the pinhole.

What is the cause of this problem? As the bottle ages, the wall can develop micro-cracks (pinholes). In the beginning, these pinholes are so small that water cannot escape through them, although air is capable of doing so. Therefore, when the water level in the bottle gets below a pinhole, air infiltrates in the superior part of the inverted bottle. This eliminates the air tightness, which controls the water level in the bottle. By gravity, water flows into the reservoir, causing its overflow through the air opening in the spill saver system. The cone then fills up with water and overflows into the cooler as well as on and around it.

In addition to the water on the floor, you may notice that:

- \* The bottle has emptied to a level corresponding to the superior height of the spill saver system.
- \* The water in the tank is at 3/4 of the total height of the tank, or near the top, as opposed to the normal level of 1/3-1/2 the height of the reservoir.
- \* During the flow of water, you did not hear a noise that indicates that air is passing through the water.

It is important to note that when there is water on the floor while using a cooler, 95% of the time this is explained by a leak in the bottle's wall, especially when it is not the first bottle on the cooler. This problem can occur at any time after consumption of water. The water level in the bottle only needs to be lower than the actual pinhole (micro-crack), which can be found anywhere on the bottle.

What is the solution to this problem? All you need to do is remove the bottle, empty the water in the cold-water reservoir and place a new bottle. It would be helpful to inform the bottler (or the store) that the bottle has a pinhole.

## LIMITED WARRANTY - NORDIK

### First year:

During the 1st year after the original purchase date, Thermo Concepts shall replace or repair (manufacturer's option) any part or function of the cooler that proves to be inoperative or defective due to a defect in material or workmanship. Labor costs are the responsibility of the Manufacturer. The original sales slip (invoice) with the corresponding serial number must support the claim.

### Second year through third year:

Within the second through third year, Thermo Concepts will replace or repair (manufacturer's option) the sealed refrigeration cycle in case of defect in material or workmanship. The Manufacturer will provide the parts and labor, through its approved service center or the factory repair department. The sealed refrigeration cycle does not include the electrical parts such as the relay, the overload, the cold-water thermostat, the switch, the hot water thermostat and the hot overload.

In addition to the sealed refrigeration system, if parts such as hot water thermostat, compressor relay, overload, cold water thermostat, internal wiring, cord set, become inoperative due to a defect in material or workmanship, the Manufacturer will replace them through an approved service center or the factory repair center. The labor cost to change any of these parts in this paragraph will be the responsibility of the end user (owner).

Transportation or any other type of compensation is not included.

## LIMITED WARRANTY - PACIFIK ET BALTIK

### First year:

During the 1st year after the original purchase date, Thermo Concepts shall replace or repair (manufacturer's option) any part or function of the cooler that proves to be inoperative or defective due to a defect in material or workmanship. Labor costs are the responsibility of the Manufacturer. The original sales slip (invoice) with the corresponding serial number must support the claim.

### Second year through fifth year:

Within the second through fifth year, Thermo Concepts will replace or repair (manufacturer's option) the sealed refrigeration cycle in case of defect in material or workmanship. The Manufacturer will provide the parts and labor, through its approved service center or the factory repair department. The sealed refrigeration cycle does not include the electrical parts such as the relay, the overload, the cold-water thermostat, the switch, the hot water thermostat and the hot overload.

In addition to the sealed refrigeration system, if parts such as hot water thermostat, compressor relay, overload, cold water thermostat, internal wiring, cord set, become inoperative due to a defect in material or workmanship, the Manufacturer will replace them through an approved service center or the factory repair center. The labor cost to change any of these parts in this paragraph will be the responsibility of the end user (owner).

Transportation or any other type of compensation is not included.

### General provisions and exclusions:

Warranty will be void unless work is performed by an approved service center or the factory service center.

The original sales slip with the corresponding serial number must support every claim.

Warranty is valid for original purchaser (user) only and may not be transferred.

The warranty does not cover performance, failure or damages of any part resulting from external causes such as alterations, misuse or abuse, misapplication, corrosion or acts of God.

This warranty does not apply if the affixed serial number is removed, defaced or obliterated.

The warranty is limited to the value of the cooler and it does not cover performance, failure or damages resulting from its utilization.

This warranty does not apply to any water components that become inoperative due to limiting conditions.

Only original parts can be used and they are covered by the warranty.

Shipping and handling fees shall be borne by the customer and any shipment must be done with adequate packaging to avoid warranty cancellation.

The foregoing is in lieu of all other agreements expressed, implied or statutory and all other obligations of liabilities of the Manufacturer. The Manufacturer does not assume or authorize any person to assume any obligations of liability in connection with this product. Under no circumstance will the Manufacturer be liable for any special or consequential damages or for any delay in the performance of this agreement due to causes beyond his control.

This warranty applies only within the limits of Canada and the United States. However, a number of foreign distributors benefit from an official certification from the Manufacturer, which covers this warranty. Please contact your local distributor for further details.

**THERMO** CONCEPTS

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