

TROUBLE SHOOTING and MAINTANANCE



Ozark River[™]

Portable Sinks

Integrity Distribution LLC
Tech Support: 877-841-3422
OzarkRiver.com

Trouble Shooting Chart

This troubleshooting chart is provided as a guideline only, and used in diagnosing a probable source of trouble. Do not assume it's an absolute resolution for all problems.

Symptom Try These Steps before calling Technical Support

Sink will not turn on.	Verify power cord is plugged into 20 amp dedicated 110V outlet.
	Turn ON/OFF switch ON
	Check GFCI receptacle in cabinet. If red light is on, or no light is visible, press RESET button located between outlets. (See FIG. 13)
Sink begins to operate then shuts off, and will not turn back on.	Verify power cord is plugged into 20 amp dedicated 110V outlet.
	Check GFCI receptacle in cabinet. If red light is on, or no light is visible, press RESET button located between outlets. (See FIG. 13)
Water does not heat when HOT water faucet handle is in ON position.	Verify two plugs are inserted tightly into GFCI outlet inside cabinet.
	Check water temperature in Fresh Water Tank. If water temp is below room temp, allow water to rise to room temp before using sink. If immediate use of sink is required, use warmer water equal to, or slightly above room temp in Fresh Water Tank.
	NOTE: Heater is designed to heat no more than 40° F above water temperature per allowable water flow rate with a maximum temperature of 125°F.
Water is too hot	Check water temperature in Fresh Water Tank. If water temp is above room temp, use cooler water equal to, or slightly below room temp in Fresh Water Tank.
	NOTE: Heater is designed to heat no more that 40° F above water temperature per allowable water flow rate with a maximum temperature of 125°F.
	Clean faucet aerator of debris (See Back Page Fig. A-B)
Pump continues to run when faucet handles are in off position.	Verify Fresh Water Tank is filled properly.
	Prime Pump: See Section 2, Step 3.
	Check Quick Connect tubes located at Pump Inlet (FIG. 14), and underside of fresh water cap (FIG. 15). Push tubes in until resistance is felt.
	Check water lines for leaks. If yes, call 1-877-841-3422.
	Pump may need special adjustment, call technical support before attempting any pump adjustment.
There is mold or mildew build-up in drain tube.	Add 4 gallons of water to Fresh Water Tank, then add one packet of Steramine®. Turn COLD water on. Allow sink to run for approx. 60 seconds. Empty both water tanks then refill with fresh water and flush system. For extreme build-up, allow Steramine® to remain in system overnight, then flush with clean water.
Sink does not drain, or drains slowly.	Remove strainer basket.
	Check for obstructions or debris in drain and drain tube.

Can't Find Your Solution to Your Symptom? Call Technical Support 1-877-841-3422

ANY UNAUTHORIZED REPAIRS WILL VOID WARRANTY.



FIG. 13



FIG. 14



FIG. 15



FIG. 16

Symptom Try These Steps before calling Tech Support

Water is leaking inside cabinet.	Check all water line connections for leaks. If leak is found, contact Technical Support at 1-877-841-3422 immediately.
Faucet assembly base located at top of sink is leaking.	Hand tighten faucet base nut where it connects to faucet assembly base. (See FIG. 16) Check for any damage to faucet base, handles, or spout. If damage is found, contact Technical Support at 1-877-841-3422.
Water does not flow when faucet handles are in ON position.	Verify Fresh Water Tank is filled properly. Prime the Pump: Gently Push and Pull COLD water handle into ON and OFF positions until pump stops running in OFF position. Check Quick Connect tubes located at Pump Inlet (FIG. 14), and underside of fresh water cap (FIG. 15). Push tubes in until resistance is felt. Check water lines for leaks. If yes, call 1-877-841-3422.

Maintenance & Care

Maintain the Integrity of your Ozark River Hand-Washing Sink:

- NEVER use Mineral Spirits, or products like Goof-Off on ABS top.
- ALWAYS clean your sink with non-abrasive cleaners, and ALWAYS use a soft cloth on all surfaces.
- ALWAYS wipe up any and all spilled water in, and around the sink. Call Technical Support if leaking occurs.
- Turn sink OFF nightly. Unplug when not in use for periods of time that extend beyond one week, or during vacation.
- Report all malfunctions immediately to Technical Support.
- NEVER allow portable sink to run dry. Check Fresh Water level frequently during high usage.
- Empty Waste Water Tank every 1/3 tank.

⚠️ WARNING ⚠️

Damage may occur to sink and void warranty if not properly maintained.

See Back Page for detailed maintenance information and schedule.



