



# HOSHIZAKI

## Instruction Manual

Water Dispenser  
MODwater™ Series

Model:  
DWM-20A



[hoshizakiamerica.com](http://hoshizakiamerica.com)

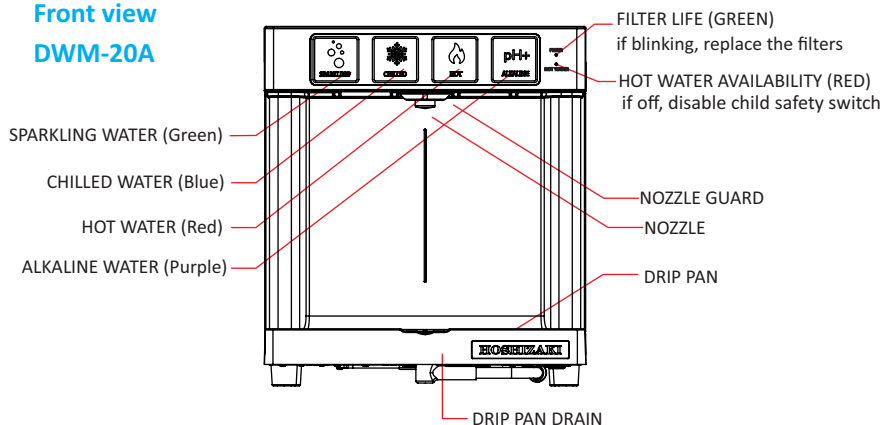
Issued: 12-14-18  
Revised: 12-14-18

# Introduction

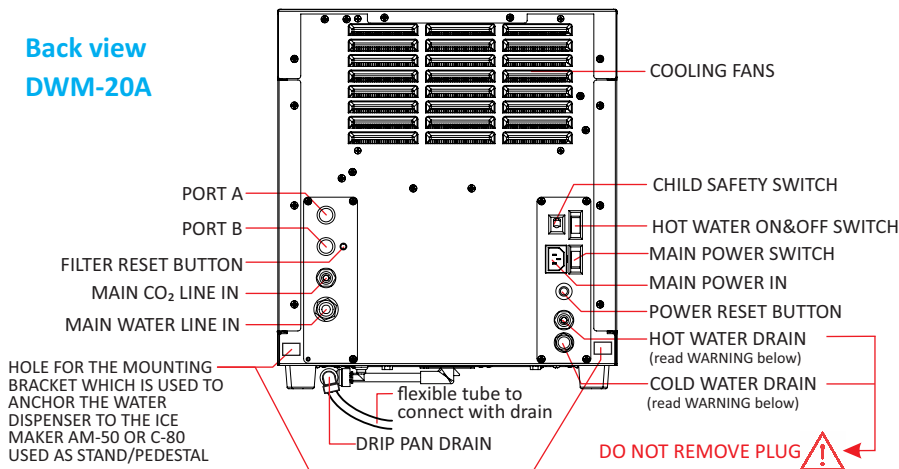
## Contents

MODwater™ Dispenser Model DWM-20A

### Front view DWM-20A



### Back view DWM-20A



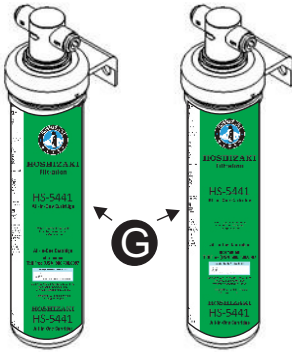
- **DURING INSTALLATION, KEEP THE PLUGS (STEMS) INSIDE BOTH COLD AND HOT DRAINS**  
*Cold and hot water drains should ONLY be unplugged before transporting your MODwater dispenser.*



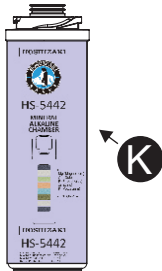
- **DO NOT FLUSH FILTERS THROUGH THE DWM-20A DISPENSER**  
*Flush or wash the filters with a separate line. Flushing the filters through the dispenser may cause the internal valves to be compromised and fail. Your warranty will be invalidated.*

# Installation Kit Contents

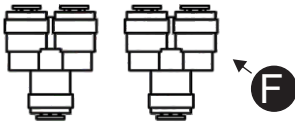
All-in-One Filters (2 pcs)  
HS-5441



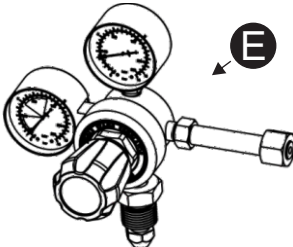
Alkaline Chamber HS-5442



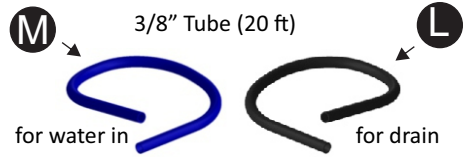
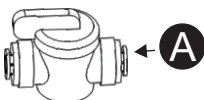
3/8" Tube 2-Way Divider (2pcs)



CO<sub>2</sub> Regulator



3/8" Shut Off Valve



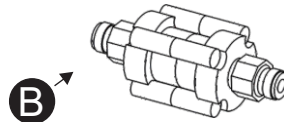
1/4" Tube (15 ft) for CO<sub>2</sub>



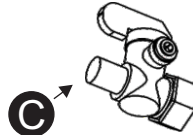
Leak Detector (2pcs)



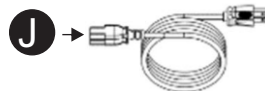
Water Pressure Regulator



3/8" Angle Stop Valve



Power Cord

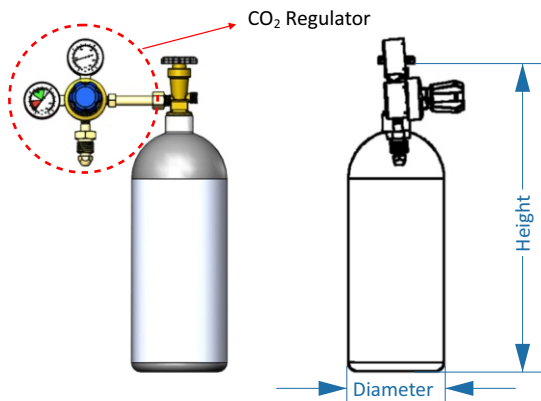


Red Collet Locking Clip 1/4" and 3/8"



Dimensions of the 3 largest components to be installed:

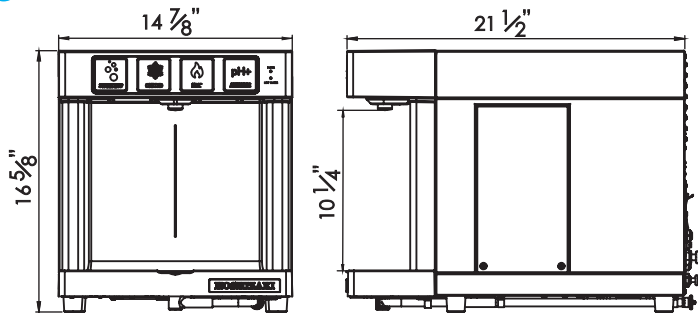
1 CO<sub>2</sub> Gas Tank – UN1013 Food Grade - (Not included)



To be positioned under the counter, or at any location no more than 30 ft from the DWM-20A dispenser

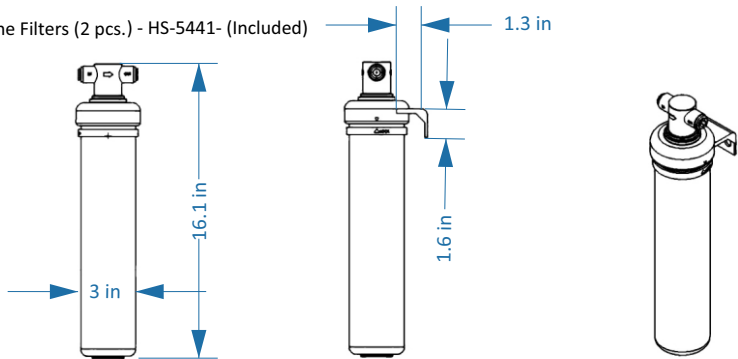
20lb Tank	Diameter : 9 in	Height : 28 in
10lb Tank	Diameter : 7 in	Height : 22 in
5lb Tank	Diameter : 7 in	Height : 17 in

2 Model DWM20A - (Included)



To be positioned on any countertop, or on top of a AM-50 / C-80 HOSHIZAKI ice makers

3 All-in-One Filters (2 pcs.) - HS-5441- (Included)

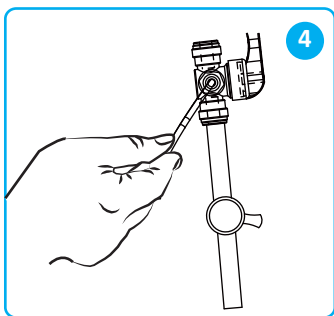


To be positioned under the sink, or at any location near to the main water line, no more than 10 ft from DWM-20A

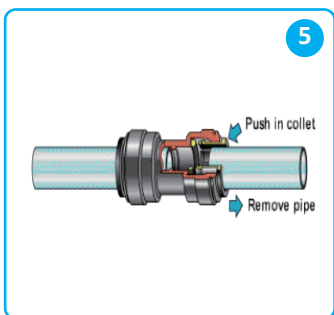
# Instructions

1. Make certain that installation of the DWM-20A model complies with all federal, state, and local laws and regulations as well as with your building codes, office/apartment or condo provisions, rules or regulations.
2. In the DWM-20A dispenser you must only use the HS-5541 Filtration System. The Manufacturer is not responsible for any misuse or modification of the HS-5541 Filtration System and accepts NO liabilities if the DWM-20A is used with different filtration systems. In addition, the use of non original filters invalidates the warranty on the dispenser.
3. Do not connect the DWM-20A dispenser and its Filtration System to a water supply that is microbiologically unsafe or of unknown quality without adequate pre-treatment and disinfection. Connect HS-5541 Filtration System to the city potable water only.
4. If the DWM-20A dispenser is left unused for more than 3 days, dispense at least one bottle of water from each water type of the dispenser. If left unattended for more than 30 days, a replacement of its Filtration System and of its Alkaline Chamber is recommended before starting to use the DWM-20A again.
5. Standard water inlet pressure. the DWM-20A dispenser must be connected to a cold water supply at a pressure of 65 psi (max) with a flow rate of, at least, 1 gallon/minute. A very low external water pressure (at or below 40 psi) or a very low water flow rate (below 1 gallon/minute) of your water line might significantly reduce or hamper the performance of your DWM-20A and its ability to dispense fresh sparkling water. If the water pressure is low, please use the booster pump as indicated in the Parts Manual (order separately).
6. Maximum operating water inlet pressure: the dispenser is designed to operate up to the maximum recommended water pressure for a residence or a commercial building, which is 80 psi (552 kPa).
7. Do not use the DWM-20A dispenser outdoors. The recommended room temperature is between 41°F and 90°F.
8. When the Filtration System indicator (green light – top right) starts blinking (on/off) it means that the HS-5441 filters and the HS-5442 Alkaline Chamber you are using have reached the end of their lifespan, and MUST be changed in order to prevent quality deterioration of your drinking water and clogging of the system. It is recommended to replace the HS-5441 filters and the HS-5442 Alkaline Chamber as soon as possible when the green light indicator starts blinking or every 6 months, whichever comes first.

DUE TO THE FACT THAT MANUFACTURER MAY NOT KNOW THE QUALITY AND THE PERFORMANCE CHARACTERISTICS OF ANY POSSIBLE ALTERNATIVE FILTRATION SYSTEMS IN THE MARKET, PLEASE NOTE THAT THE MANUFACTURING WARRANTY OF THIS DISPENSER BECOMES NULL AND VOID SHOULD YOU USE FILTER(S) OTHER THAN 2 FILTERS HS-5441 INSTALLED IN PARALLEL - READ INSTALLATION INSTRUCTIONS IN THIS MANUAL.



6. Locate the 3/8" tubing found in the installation kit. Cut a short tube section to connect the angle stop valve to the pressure regulator, as provided in the installation kit (fig 4).



**TIP:** To connect the tube, simply push the tube into the fitting "WATER INLET" until it stops. Pull on the tube to check if it is secure. To disconnect, first push in the collet as shown in fig 5. Next, with the collet held in position, remove the tube by pulling it away from the collet as shown (fig 5).

7. Connect the other end of the 3/8" tube to the HS-5441 filtration system.

8. Cut a tube section to connect the pressure regulator to the leak detector and to the HS-5441 filters.

9. Cut a tube section to connect your dispenser to the leak detector valve as provided in the installation kit. Be sure that arrows on the leak detector valve follow the water flow.

10. Cut a short tube section to connect the leak detector valve to the shutoff valve as provided in the installation kit. The shutoff valve should be placed at the back of the DWM-20A dispenser.

11. Cut a short tube section to connect the shutoff valve to the DWM-20A using the elbow connection (3/8") at the back of the DWM-20A.

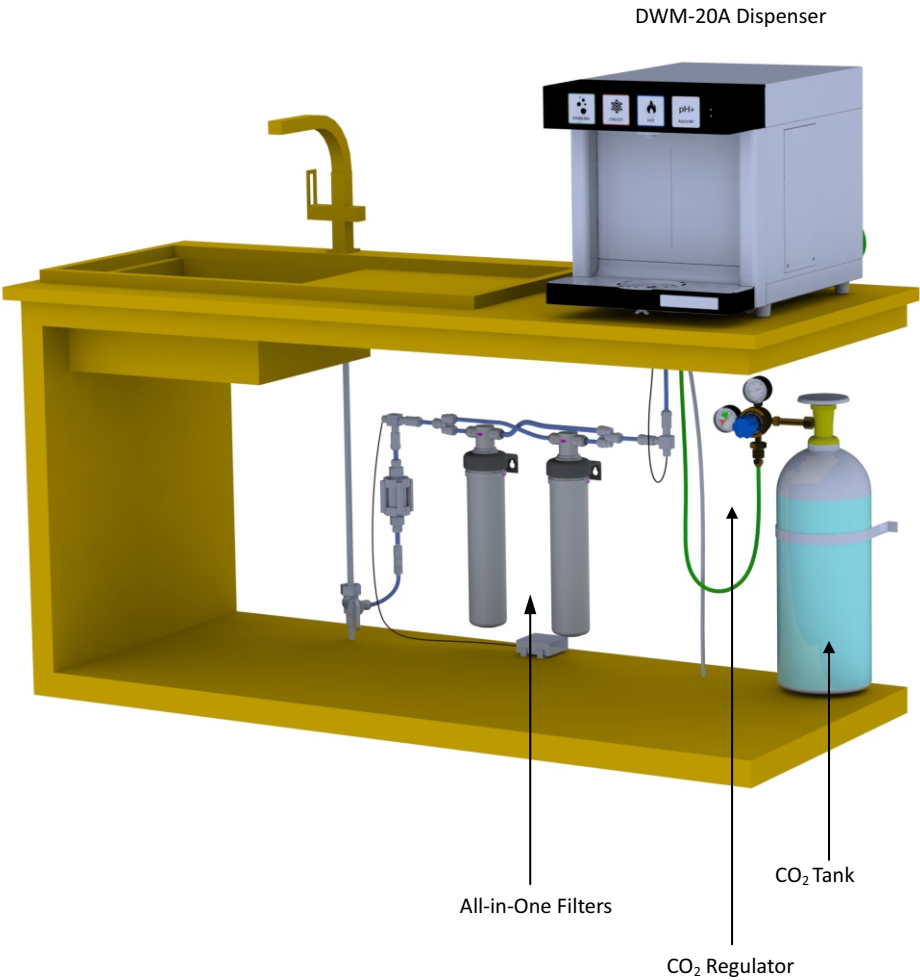
12. Open the side panel door and insert the Alkaline Chamber (HS-5442).

**WARNING:** As directed in the International Plumbing Code of the International Code Council and the Food Code Manual of the Food and Drug Administration (FDA), this dispenser must be installed with adequate backflow prevention to comply with federal, state and local codes. For models installed outside the U.S.A., you must comply with the applicable Plumbing/Sanitation Code for your area.

# *CO<sub>2</sub> Tank Replacement*

1. Fully close the main valve on top of the CO2 tank by twisting the knob.
2. Release pressure by touching the green sparkling button on the dispenser and dispensing sparkling water.
3. Shut the valve on the CO2 regulator, turning it counter-clockwise.
4. Using a wrench, remove the regulator from the empty tank.
5. Screw the CO2 regulator to the new (full) tank. Make sure the o-ring (black rubber ring) is in good condition.
6. Open the main valve on top of the tank completely.
7. Open the CO2 valve (clockwise) on the regulator knob.
8. Reset the valve to 60-65 psi.

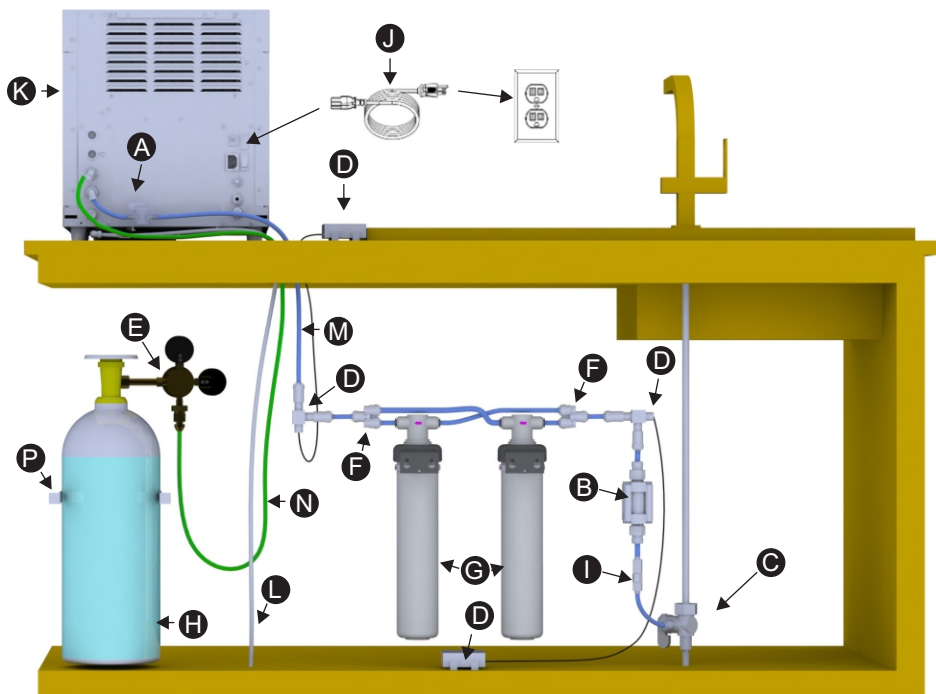
# Step-by-Step Setup



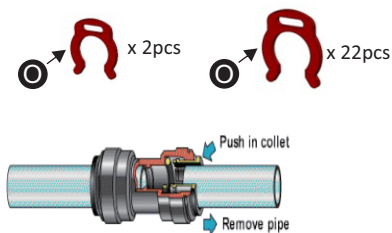
FRONT VIEW OF A COMPLETED INSTALLATION



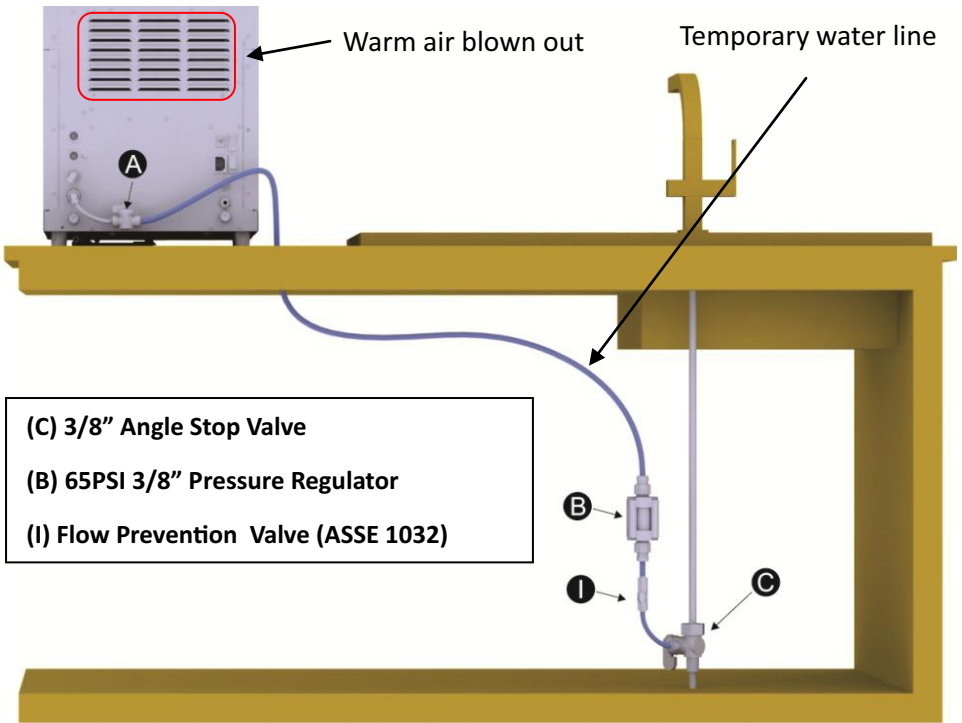
## BACK VIEW OF THE COMPLETED INSTALLATION



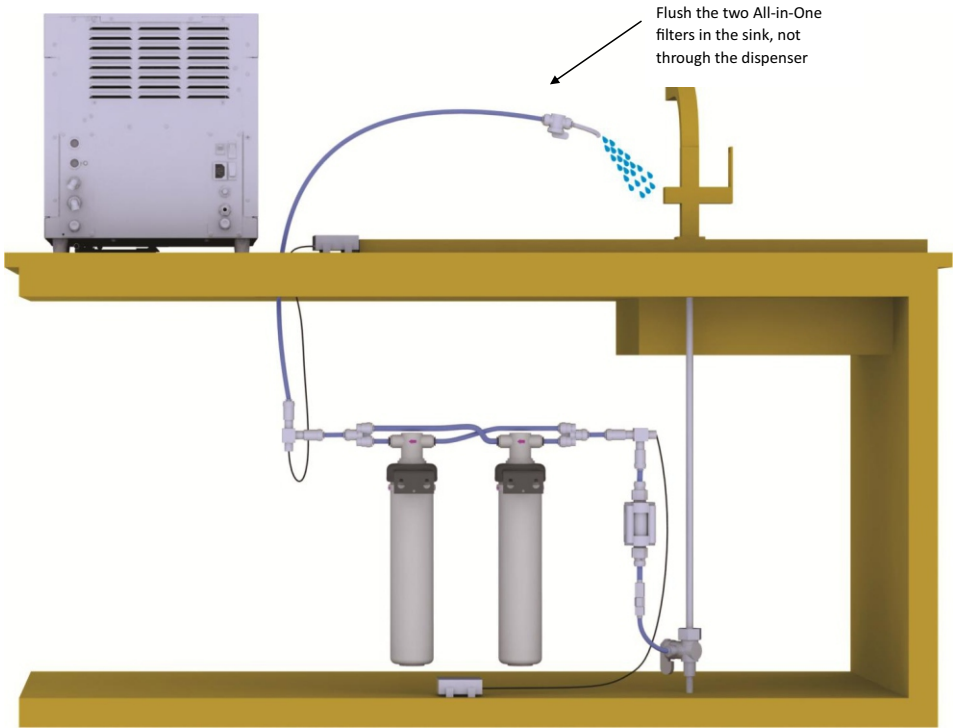
- (A) 3/8" Manual shut off valve
- (B) 65PSI 3/8" Pressure regulator
- (C) 3/8" Angle stop valve
- (D) Leak detector
- (E) Double gauge CO<sub>2</sub> regulator
- (F) 3/8" Tube 2-way divider
- (G) Double All-in-One Filter
- (H) CO<sub>2</sub> Gas tank
- (I) Flow prevention valve (ASSE 1032)
- (J) Power Cord
- (K) Alkaline Chamber
- (L) 3/8" Drain tube
- (M) 3/8" Water tube
- (N) 1/4" CO<sub>2</sub> gas tube
- (O) Red collet locking
- (P) CO<sub>2</sub> Tank restraint



Lock each John Guest quick-connect with red collet locking clip



- 3) Prepare a temporary water line to connect the dispenser and power it up.
- 4) At this time, while the dispenser has started, you might need to drill a 3/4" hole on the countertop in proximity of the back of dispenser to connect it with its Filtraton System. Use "Milwaukee" one-piece hole saw or equivalent tool.
- 5) Before cutting tubing, measure length necessary to connect the dispenser to Filtration System and CO2 tank.
- 6) Using the 3/8" tube, install angle stop valve (C), the "ASSE 1032" backflow prevention valve (I), the water pressure regulator (B) and the shutoff valve (A)
  - ※ Install (C), (I) and (B) close to each other. Install (A) close to the DWM-20A on the countertop. Make sure (C) is installed on the cold water source under the sink, NOT the hot water source which is often located next to the cold!
- 7) Connect (C), (I) and (B) using the temporary water line. For this temporary water line, you may want to use the 3/8" flexible plastic tube from the installation kit included inside the box.
- 8) To start the DWM-20A, open valve (A) and make sure that the water flows into the dispenser (use port "WATER IN"). Then switch main power ON.
  - ※ When the filling of water is complete (it might take 5 to 10 minutes), all button lights will stop blinking.
- 9) Compressor starts after another 5 minutes. Check the air temperature behind the dispenser's grid.
  - ※ The air blown through the grid should be warm. (Red circle area in the picture above!)



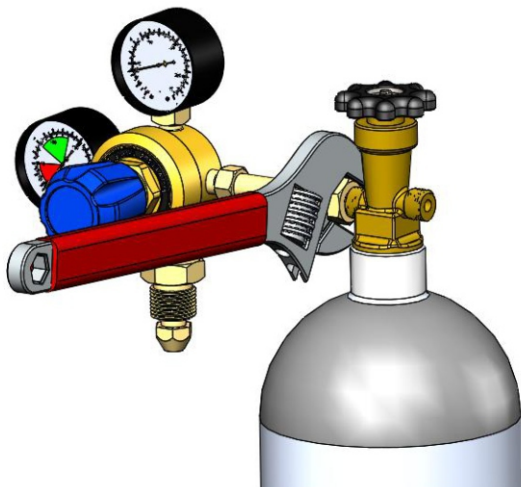
**Step 3 – Connect all the Components and close the water lines:**

- 20) Now it is time to connect all the components using the 3/8" tube provided. At this point you can also run the 1/4" tube (CO2 gas line) from the back of the dispenser to the location where the CO2 tank is going to be positioned.
- 21) Install the second leak detector electrode close to (A). Then run a line from the back of the dispenser to the 3/8" 2-way divider which is connected to the filters outlet port. To position this second leak detector, disconnect the wire from the electrodes and then insert the wire through the hole on the counter top where the water tube and the CO2 tube are also passing through.
- 22) Now that the entire water line is connected, as per the picture on the next page, open angle stop valve (C) and shutoff valve (A). Make sure dispenser is connected.

- 27) Dispense some water from the dispenser.
- 28) Check that there are no leaks at the end of your installation.
- 29) Do a final check to all water lines, insert the red collet locking clips at each water connection.

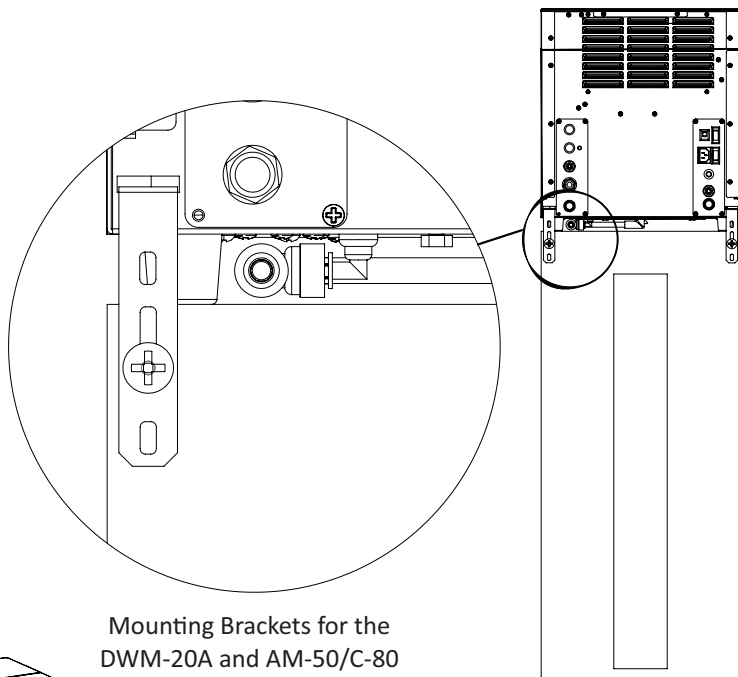
**Step 5 – Connect CO<sub>2</sub> tank and set sparkling water level:**

- 30) Install CO<sub>2</sub> Regulator on CO<sub>2</sub> gas tank. Connect regulator to the dispenser using the 1/4" tube. Gradually open the valve on the tank.
- 31) Then use the regulator knob to set the gas pressure to about 60 -65 psi .

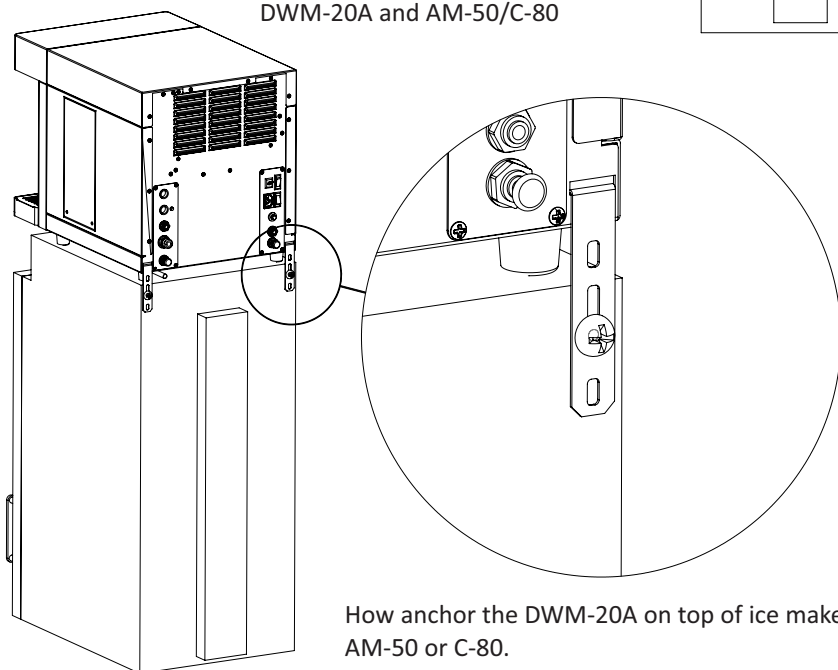


- 32) Dispense sparkling water from the dispenser, and set more accurately the level of carbonation as desired.  
If the sparkling water comes out cold, thus a fine regulation of the carbonation level is possible by moving the knob on the gas regulator clockwise and counter-clockwise. See table at page 30.

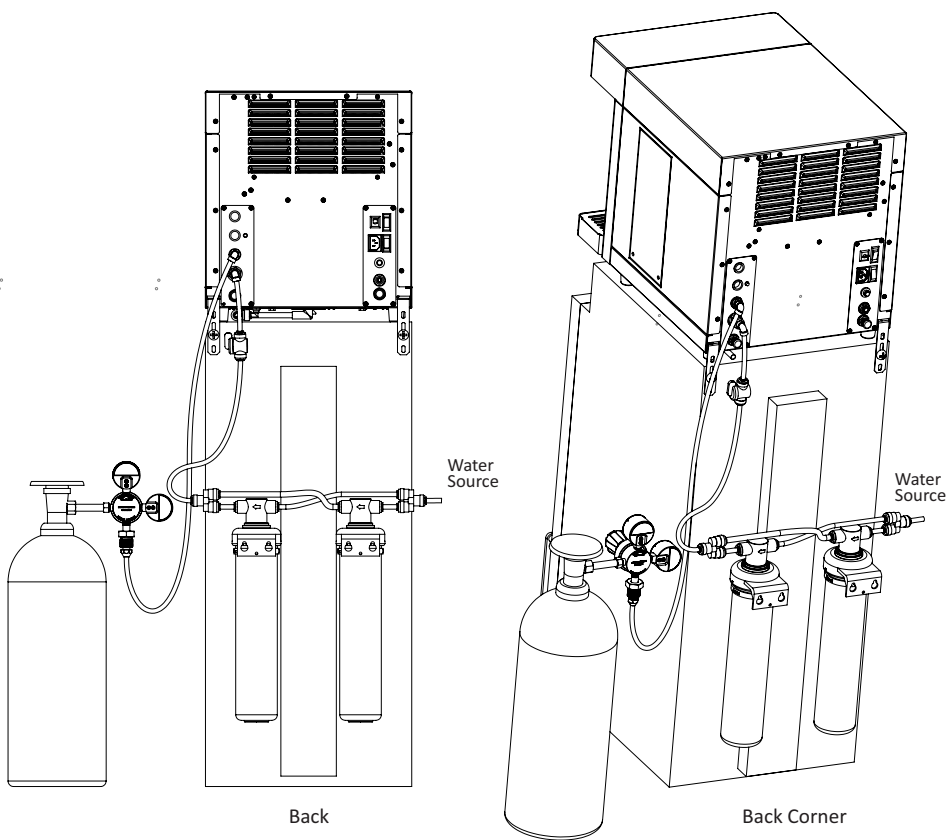
**NOTICE:** the DMW-20A cannot be mounted on the wood door system -DS version of the AM-50/C-80 models



Mounting Brackets for the  
DWM-20A and AM-50/C-80



How anchor the DWM-20A on top of ice maker  
AM-50 or C-80.

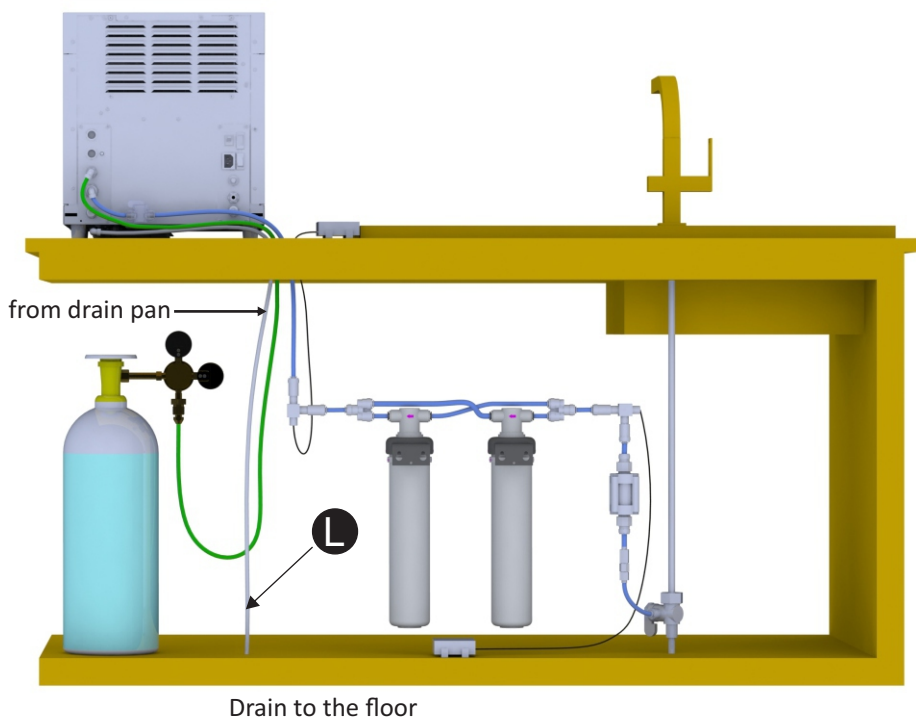


Completed Installation of DWM-20 on AM-50/C-80

# Drain Pan Connections

The drain pan comes connected to a drain pipe that runs underneath the dispenser and can be connected to a drain - via a flexible plastic tube - connected from the back of the DWM-20A dispenser.

Alternatively, if the location where the dispenser is installed has no drain, you must detach the metal pipe underneath the drain pan and place the plug at the bottom of the drain pan. The drain pan must be emptied periodically, or when it is full.



DWM-20A drain pan can be connected to a drain through a flexible tube as per picture

# Operation

## Manual Dispensing

### Alkaline Water

Touch and hold the purple button to dispense alkaline water (fig 9).

### Chilled Still Water

Touch and hold the blue button to dispense chilled water (fig 10).

### Chilled Sparkling Water

Touch and hold the green button to dispense chilled sparkling water. Increase the bubble level to desired fizziness level as described below (fig 11).

**TIP:** To achieve the desired carbonation level, locate the CO2 regulator and adjust the desired carbonation level by pulling the blue knob and turning it clockwise or counter-clockwise before pushing the knob back to its starting position. For perfect “fizziness” use the pressure as indicated by the table on page 30.

### Hot Water

Touch and hold red button to dispense hot water (fig 12).

a. The red LED light indicator labeled “HOT WATER” at the right corner on the front plate indicates that the DWM-20A is ready to dispense hot water. If the red light indicator is off the dispenser will not dispense hot water. To turn on the hot water dispensing function, simply turn off the “Child Safety Switch” located on the back of the dispenser.

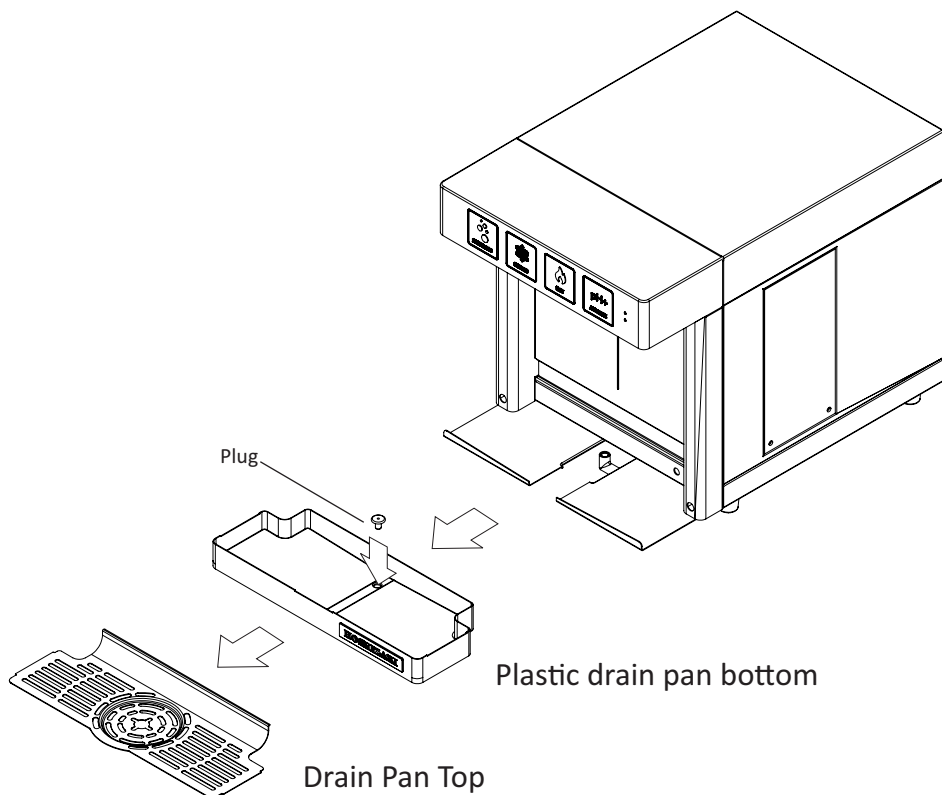
b. To conserve energy, you may turn off the hot water feature by simply switching off the red Hot Water Switch located on the back of the dispenser.



# Drain Pan

If the drain pan is NOT connected to its drain line, it must be regularly emptied.

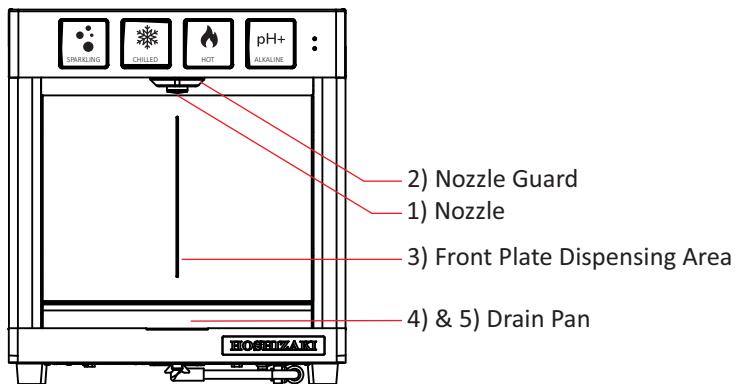
- Gently pull the drain pan with care to avoid spilling.
- Empty the water inside and clean the drain pan with soapy water if necessary.
- Put the drain pan back in place.



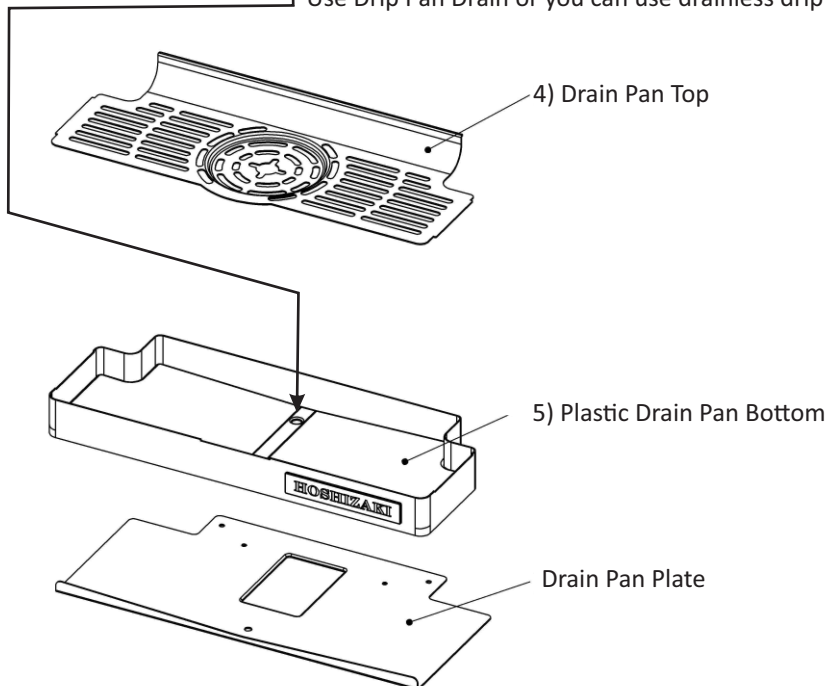
## Areas of Maintenance:

Routine sanitization of the DWM-20A dispenser should be performed on the following parts:

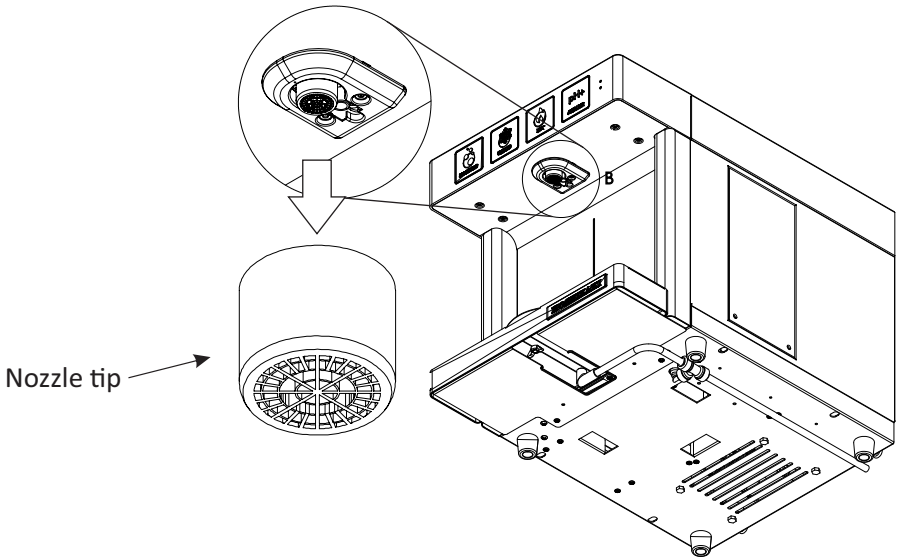
- 1) Nozzle
- 2) Nozzle Guard
- 3) Front Plate Dispensing Area
- 4) Drain Pan Top
- 5) Drain Pan Bottom



Use Drip Pan Drain or you can use drainless drip tray

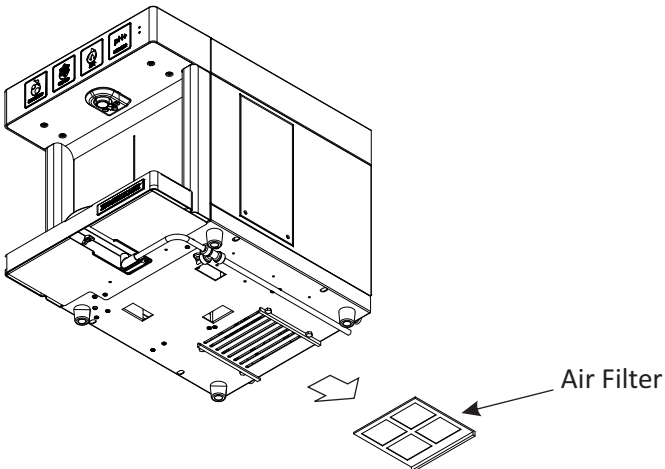


- D. Insert a new aerator and o-ring into the nozzle cap and screw the assembly back into the nozzle.
- F. Mount the nozzle guard back onto the dispenser.

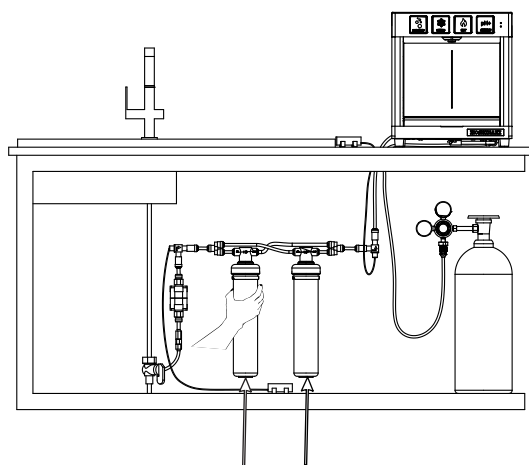
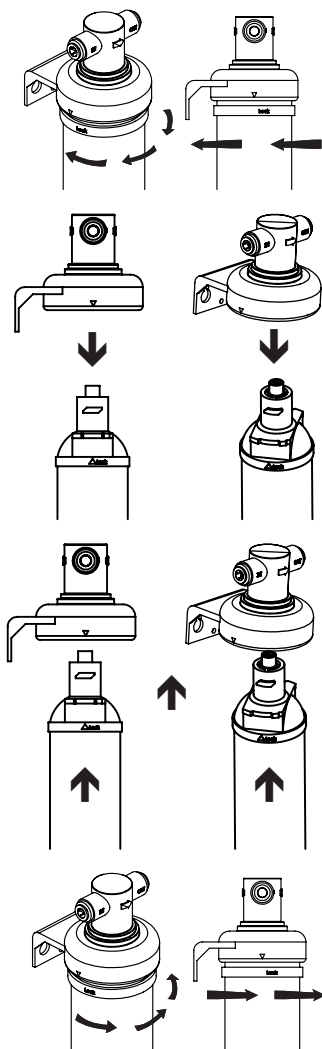


## **2) Replacing the Air Filter**

- A. The air filter is located underneath the dispenser. While wearing sanitary gloves, slide the air filter out of the machine.
- B. Slide in a new air filter into the dispenser.

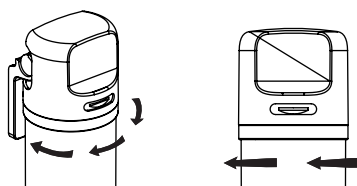


- K. Re-insert the water line into the "WATER IN" port on the back of the dispenser and re-open the main water line valve.
- L. Now flush the Alkaline Chamber by dispensing approximately 2 gallons of alkaline water using the purple button. When the alkaline water comes out clear, the dispenser is ready.
- M. At this point, before closing the side panel door, it is wise to check for leaks from the two external All-in-One filters HS-5441 and/or from the internal Alkaline Chamber HS-5442. Make sure they are sealed correctly. Push the filter reset ("FR") button at the back of the dispenser for 10 seconds in order to reset the volumetric count of water consumption.

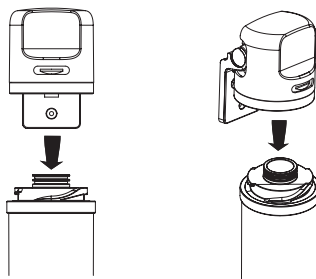


Replace the two HS-5441 Filters

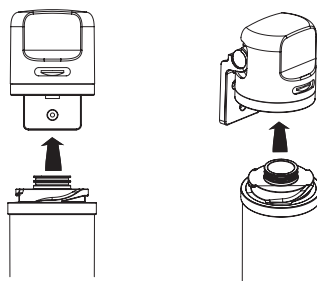
## HOW TO CHANGE THE ALKALINE CHAMBER:



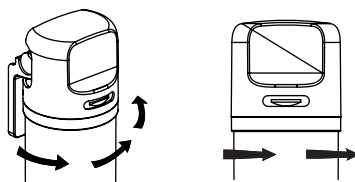
1. Shut off water and relieve line pressure.
2. Hold head firmly. Rotate the old cartridge clockwise 1/4 turn and pull it out.



3. Pull cartridge down and out of the head.



4. Hold head firmly. Insert new cartridge into the filter head.



5. Turn the new cartridge into the filter head and rotate counter clockwise 1/4 until rotation clics and stops.
6. Flush filter for 5 minutes before use or until water runs clear, by touching the (purple) Alkaline button.

# *Electrical System*

the DWM-20A dispenser must be plugged directly into 110/120 VAC, 60Hz wall outlet only (15 Amps). An 15A - 125VAC/250VAC, circuit breaker is installed on the dispenser and the circuit breaker can be accessed for reset at the back of the dispenser (i.e. Power Reset Button).

**IMPORTANT: In case of breaker trip, only reset once. If it happens again shortly after, send the appliance back to Manufacturer for maintenance.**

# Technical Support

## Quick Fixes

### A. All lights are off

Check that the dispenser is NOT in its “sleep mode”. If the green dot light indicator (top right of the front plate) is illuminated, the dispenser is simply “sleeping”. Touch any button for a few seconds to start. If ALL lights are off (including the two LED indicators at the top right), check the main power cord connection: if plugged in, check main power switch. If the dispenser is connected to a power source, and if the main power switch is on, press the power reset button once or twice. The power reset button is located at the back of the dispenser, just below the main power switch.

### B. All button lights are blinking

You should be able to hear the water filling up the refrigeration system. If not, check the water line; perhaps you need to open the shutoff valve located at the back of the dispenser.

### C. Does not dispense hot water at all

“Child Safety Switch” is on, indicating that hot water dispensing is disabled. To enable hot water turn the “Child Safety Switch” at the back of DWM-20A to its “off” position. The red dot indicator should turn on.

### D. Hot water is not hot

Check if the hot water power is on (red switch on the back).

### E. Does not dispense water

Check the main water supply connection and the shutoff valves.

### F. Both green & red LED indicators blinking

There is no water in the pipeline or the water is flowing at low pressure. Replace filters and increase water pressure in the pipeline. If it persists call 1 (800) 438-6087.

### G. Sparkling water not carbonated

Check the CO2 tank and adjust pressure to necessary levels using CO2 regulator (60-65 psi). Check if needle is in the red zone, indicating the tank is empty or near empty.

### H. Green light indicator is blinking

The DWM-20A dispenser requires 2 new filters and a new alkaline chamber

### I. None of the above

Switch the dispenser off (main power switch), disconnect the cable and tubes (as per Maintenance section of this Manual, page 42) and contact customer service for assistance. 1 (800) 438-6087

#### 4) NO SPARKLING WATER IS DISPENSED (GREEN BUTTON)

**The water is flat: the CO2 tank is empty. Check the CO2 regulator to ensure that this is not the case.**

**The tank is not empty, but the pressure gauge is set too low: Follow the Manual, raise the CO2 pressure according to the table on page 30.**

**The tank is not empty, the pressure gauge is set correctly but the sparkling water is still flat:**

the CO2 solenoid valve may be stuck. To fix this, first close the valve on top of the CO2 tank and then try to pull the green tube off of the CO2 regulator. If it does not come off, this is because there is back pressure. To release the pressure, cut the tube close to the CO2 regulator. Press the green “Sparkling water” button multiple times to slowly release the pressure. Reconnect the tube to the CO2 regulator and configure it the specified pressure settings.

**There is still an issue with the sparkling water and I have completed all of the previous steps:**

Please call our toll-free service number at **1 (800)-438-6087**.

#### 5) NO HOT WATER IS DISPENSED (RED BUTTON)

**No hot water comes out at all:**

Check if the red light indicator (LED) located on the top right of the front plate is illuminated. If it is off, disengage the child safety switch on the back of the appliance.

**The water dispensed is not hot:**

Turn the hot water power on (red switch on the back of the machine).



# Warranty Conditions

**Three-Year Limited Warranty for DWM-20A dispenser to consumers. This Limited Warranty is only valid for the United States of America and its territories. For installations outside of the USA call 1 (800)-438-6087 to receive related Warranty.**

The manufacturer warrants this dispenser against defects in material or workmanship for a period of three years, if this dispenser is purchased either directly from the manufacturer or from its authorized retailers or distributors. Under this Limited Warranty, the manufacturer will either, (i) repair the dispenser using new or refurbished parts or, (ii) replace this dispenser with a new or refurbished dispenser with the same or superior specifications or performance characteristics. For the purpose of this Limited Warranty, a “refurbished” dispenser or part is one that has been returned to its original specifications. In the event of a defect, the above is your exclusive remedy and the manufacturer’s only liability.

## **LIMITATIONS OF WARRANTY**

This Limited Warranty covers **ONLY** the dispenser. It **DOES NOT** cover its external filtration system, alkaline chamber, the CO2 tank used in connection with the dispenser, the CO2 regulator which is fixed to the tank, the parts constituting the “Installation Kit” as per the Manual, or any other consumables, accessories or components the might be packaged together with the DWM-20A dispenser. It **DOES NOT** cover software updates or modifications, whether or not contained in the box. No remedy is available under this warranty if you do not use DWM-20A original filtration system.

You will have no remedy under this Limited Warranty in the event of any tampering with this dispenser. Connecting this unit with water sources or electrical power supply with characteristics or specifications other than those described in the Instruction Manual will automatically deprive you of any remedy under this Limited Warranty.

Not using original parts, including HS-5441 filters and HS-5442 alkaline chamber, not replacing the cartridges (both HS-5441 and HS-5442) every six months or when filter life LED indicator starts blinking, whichever comes first, flushing external filters through this dispenser or using the dispenser in a way that is not intended voids this Warranty. This Warranty **DOES NOT** cover normal wear-and-tear to the dispenser or its components, or any damage due to negligent or improper use of the dispenser (please refer to the Manual). The Warranty is also void for damages or malfunctioning due to sub-standard installation of the dispenser performed by persons, other than authorized technicians. This Limited Warranty **DOES NOT** cover a dispenser sold AS IS and it **DOES NOT** cover technical assistance for the installation/usage of the dispenser on ships, boats or other means of transport.

## **OTHER LIMITATIONS**

This Limited Warranty only covers issues and malfunctions caused by defects in material or workmanship during ordinary and recommended/allowed use of this dispenser (see Manual). It does not cover issues caused by any other reason, including but not limited to acts of God, misuse, limitations of technology, or modification of or to any part of this

