

# TECHNICAL BULLETIN

September 25, 2020  
ISSUE: 092520



## Issues Associated with Dual Foot Pedal Installation for the PWT 3i

### Summary:

If the touchless-dispense dual foot pedal is not installed properly, the touchpad on the PWT 3i unit may become non-responsive or the pedal will not properly function.

This bulletin details the root cause of the issue, how to troubleshoot if it occurs, and how to ensure proper installation to prevent it from happening.

## THE ISSUE:

If installed incorrectly, the PWT 3i may display a blue or black LCD screen and the touchless-dispense dual pedal will not dispense hot or cold water. In some cases, an incorrectly installed dual pedal can cause the main board to permanently stop functioning.



## TROUBLESHOOTING:

**To resolve:** Double-check that the ribbon cable was installed correctly, according to the provided installation guide. Specifically, make sure that the end of the cable (the end with pedal connections and the black heat shrink) is connected to the **display board**, not the main board.



Foot pedal connections  
& heat shrink

## SOLUTION:

Step 1:

Turn the power off to the PWT 3i unit.

Step 2:

Re-install the ribbon cable correctly utilizing the provided installation guide.

Step 3:

Test the pedal.\*

\*If the cable was installed backwards while the unit was still plugged into the power source, the main board will have to be replaced before the pedal will operate.

For additional tips or assistance, contact  
Pure Water Technology technical support directly:  
(855) 534-8332

