



HOSHIZAKI

MODwater FAQs

OPERATION

Q: What is unique about MODwater?

A: It is the only water dispenser on the market that offers a variety of water choices in a small footprint: chilled, sparkling, alkaline and hot water.

Q: What is Alkaline Water?

A: Alkaline water is rich in alkalizing compounds, including calcium, silica, potassium, magnesium, and bicarbonate. There is a cartridge inside the unit that provides the minerals and compounds and raises the pH from a neutral level of 7 to between 8 and 9. An indicator light signals when it's time to change – with typical replacement every 6 months.

Q: What temperatures are the different waters?

A: Chilled and sparkling water temperature is a very cold 34-36°F. Alkaline water is cool at 50°F. The hot water set point temp is 185°F. The water typically dispenses between 170°F and 185°F.

Q: What is required for sparkling water?

A: Sparkling water requires a 5 to 40-pound food-grade CO₂ tank outside the unit typically behind or under the counter. You can purchase CO₂ through your local dealer. MODwater sparkling water is exceptional due to its tiny bubbles and patented in-line carbonation system.

Q: Is MODwater as safe as bottled water?

A: The government strictly regulates and tests municipal tap water, which the MODwater uses and filters... so, in fact, it's more controlled and safer than bottled water. The MODwater unit is certified as having met NSF water sanitation requirements and uses a proprietary carbon-based filter system to both purify the water and inhibit scale. Additionally, it's less expensive and better for the environment than bottled water over the long term. [See infographic for more details](#)

Q: What's the dispense rate and recovery time? Will it run out of water during peak usage?

A: One of MODwater's benefits is the continuous flow rate and capacity. It has a maximum chilled capacity of 20 gallons per hour and can provide 6.8 gallons per hour of water below 40°F, which is the equivalent of 54 (16 oz.) bottles. The unit will never run out of water, but if more than the maximum is dispensed, it may not be as cold.

Q: Is the cost of operation more?

A: No, in fact it is actually less expensive to operate in comparison to other brands, leasing, and bottled water. [Calculate your ROI here.](#)

Q: How much hot water can MODwater dispense per hour?

A: MODwater can dispenser about 1.8 gallons of hot water (≥170°F) per hour (Setpoint at 185°F).

INSTALLATION & MAINTENANCE

Q: What is required for installation and do I need a professional plumber?

A: The unit comes standard with an installation kit that includes everything needed for installation except a CO₂ tank. Information about the installation is available in the MODwater manual and instructional video. Our warranty requires the use of a professional technician/service company for the installation. Contact the following trained companies:

[Tech 24](#)

888-774-4950

[Barranco Beverage](#)

800-976-4003

Or go to <http://www.hoshizakiamerica.com/modwater/> for service locator information.

Q: Is preventive maintenance required?

A: The MODwater manual outlines the maintenance program. We recommend daily cleaning of the exterior and drain pan. The water filters, alkaline cartridge, nozzle, and air filter need to be replaced every 6 months, and there is some additional annual maintenance required. It has a 3-year warranty and parts are available through your local service support. Please [register the warranty online](#).

Q: Where can I find warranty and parts information?

A: MODwater has a three (3) year parts and labor warranty, found in the [Instruction Manual](#). A complete list of parts information can be found in the [Parts Manual](#).

Q: How long does a CO₂ tank last?

A: A 10-pound CO₂ tank will make roughly 50 gallons of sparkling water or 6,400 ounces.

Q: Where do I get a CO₂ tank?

A: You can get a CO₂ tank from local welding supply stores, Airgas, Praxair or any location that sells compress gas. Many locations offer tanks for purchase or exchange. Make sure you specify “food grade” CO₂.

Q: What makes the filter or hot water lights come on/go off?

A: The green filter LED is prompted to flash when the unit has dispensed 6,000 gallons of water. The hot water red LED illuminates when the hot water switch has been turned ON. If the Child Safety Switch has been set to “Yes,” the light will remain on, however no hot water will dispense.

Q: Can I use MODwater with reverse osmosis or softener systems?

A: Yes, MODwater can be used with both of those water systems. Always make sure it is installed according to the installation manual.

ENVIRONMENTAL BENEFITS

Q: How does MODwater help the environment?

A: MODwater is a sustainable water dispenser that can effectively reduce pollution by encouraging use of reusable tumblers and bottles instead of single use plastic water bottles/jugs or non-biodegradable cups. Visit www.hoshizakiamerica.com/modwater for more information.