

**How do I find my Model
& Serial Number?**

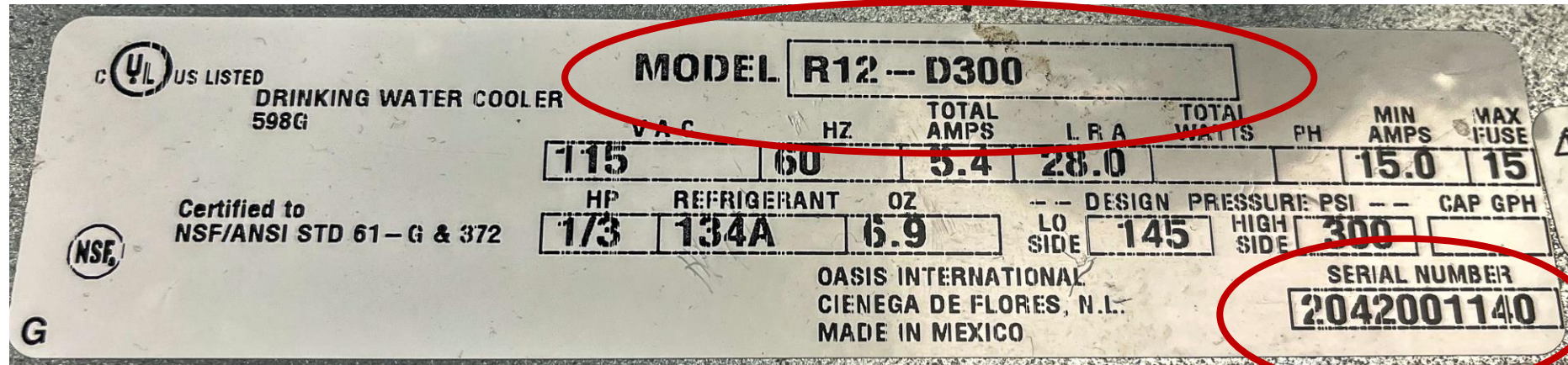


Model & Serial Number

When making inquiries from Technical or Customer Service with regards to parts or service, most of the time, it will be necessary to have the model and serial number in order to determine the correct parts or the correct repair procedure. For verifying warranty coverage, it is a requirement. The following pages show where to find this information for the more common OASIS® and Waterways™ models.

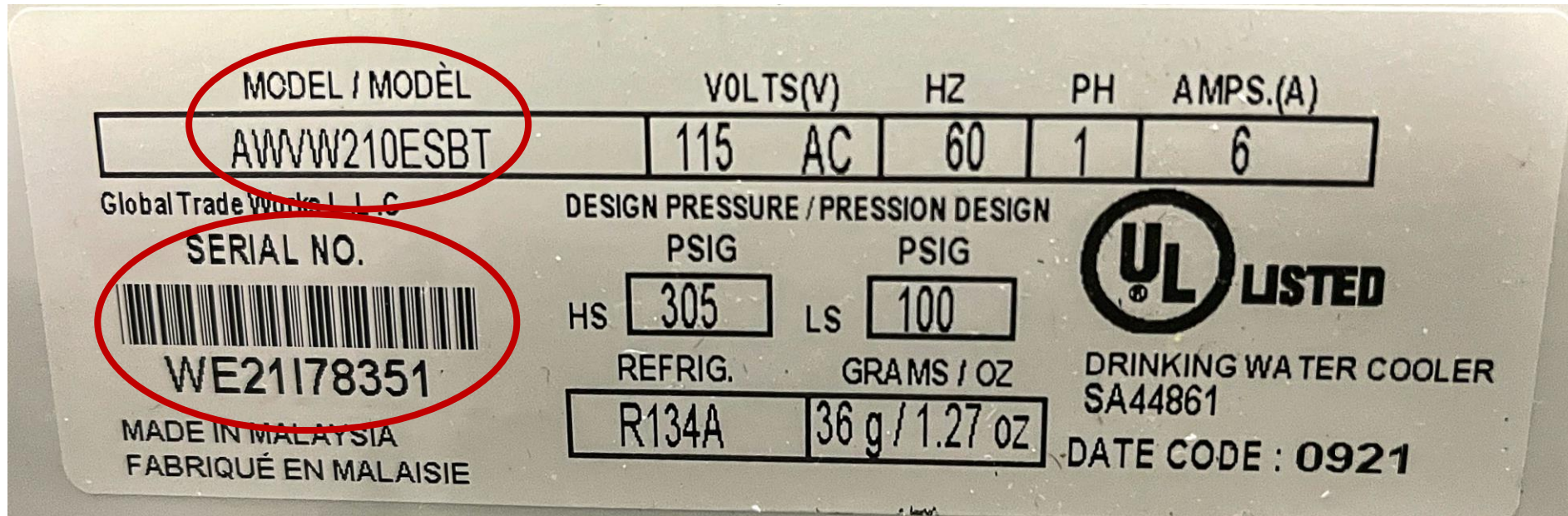
OASIS® Data Label

The model numbers for OASIS® products will typically consist of an alphanumeric grouping followed by a hyphen and then an additional alphanumeric grouping. In the example below, the model is an R12-D300. The R12 is the “generic” model while the –D300 denotes the specific engineering version or generation of this unit. The parts used with the –D300 version will vary from the parts used on other versions. Without this information, incorrect information may be supplied and/or incorrect parts may be ordered.



The serial numbers for OASIS® products will typically consist of a ten digit all numeric grouping, although some units may have a letter in the fifth digit. This serial number is used for determining warranty coverage (based upon date of original purchase). In the example above, the serial number is 2042001140. The 20 shows it was manufactured in 2020. The 42 denotes week 42 of the year, while 001140 is simply sequential.

Waterways™ Data Label



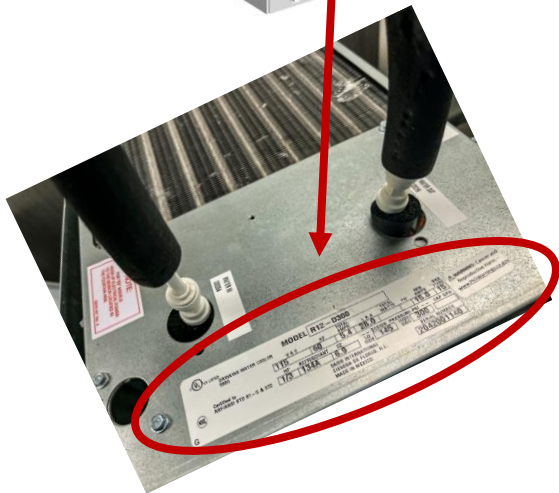
With Waterways serial numbers **WE21178351**, the first letter (**W**) shows which location the unit is made at (Malaysia) while the second digit (**E**) explains which model the cooler is (in this case RC- Platinum). The **21** reflects the year while the **1** reflects the month (September in this example) of manufacture. The remaining numbers **78351** are sequential in nature.

Where is my serial number located?

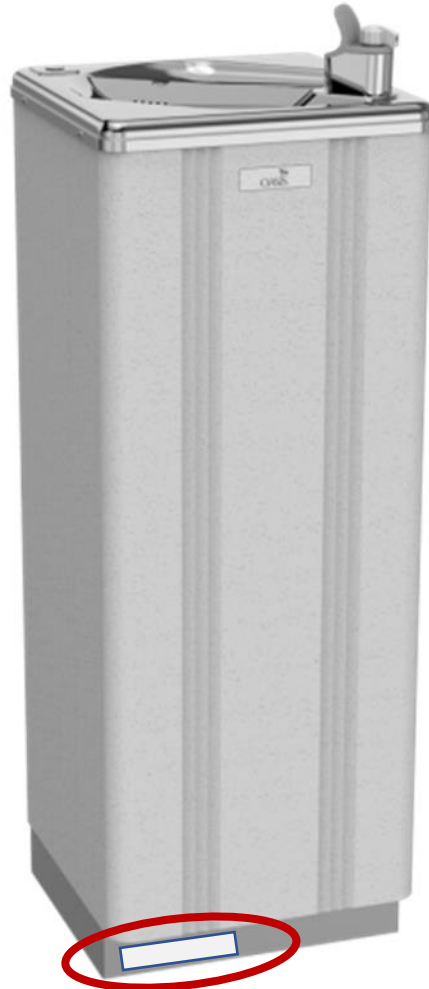
Chillers



The data label will be on the bottom rear.



Free Standing types



Wall mounted types



The data label will be located on the bottom of the cooler. Lay flat, underneath, and look up.

Where is my serial number located?

Bottle Fillers



The data label will be inside the front panel on the recessed area.



The data label will be on the bottom rear of the unit.

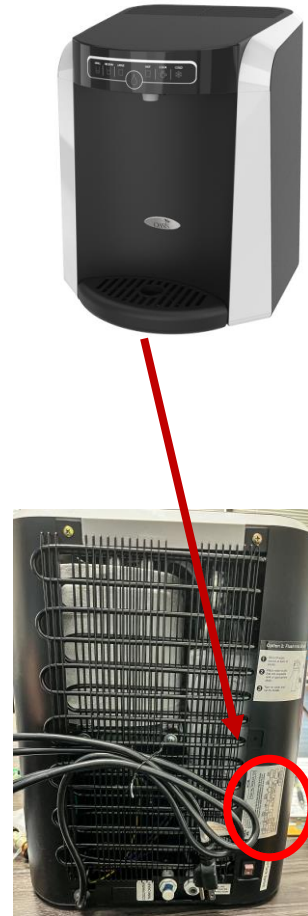
Dehumidifiers



The data label will be on the bottom rear of the unit behind the bucket.

Where is my serial number located?

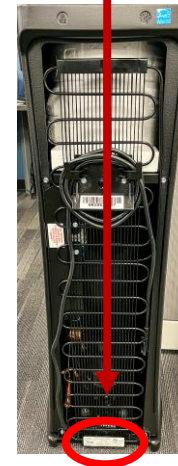
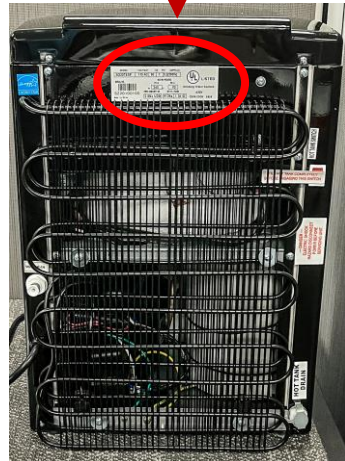
OASIS® Bottled and Point of Use



OASIS bottled and POU coolers will typically have the data label/serial number labels on the rear of the cooler, normally by the bottom of the condenser. There are a few exceptions (e.g. the countertop and the bottom load units to the left) but the bottom rear is the standard location.

Where is my serial number located?

Waterways™ Bottled and Point of Use



Waterways™ bottled and POU coolers will typically have the data label/serial number labels on the top rear or at the bottom rear of the condenser as shown in the photos to the left. These are the standard locations.

Technical Support

Call: 800.646.2747

Email: ts@oasiscoolers.com

Visit: www.oasiscoolers.com