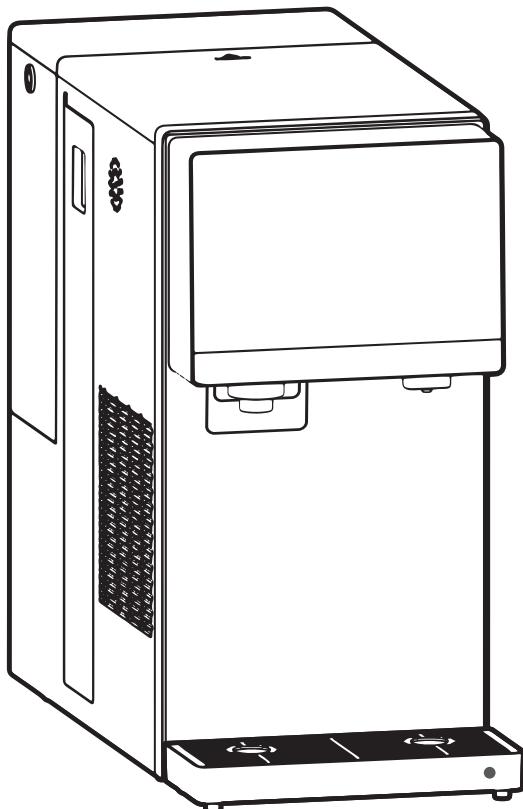


ecosoft

MANUAL FOR ECOSOFT SPARK — SMART COUNTERTOP RO WITH SPARKLING, COLD & HOT WATER



Scan and find
your language



Video guide



Control device
any time via
the Smart Life
app on Android
or iOS

EN

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1. SAFETY INFORMATION

Please read this section carefully before using the appliance. Failure to follow the instructions may result in damage to the device, voiding of the warranty, or serious safety risks.

1.1 BEFORE YOU START

- After unpacking, leave the appliance standing upright for at least 24 hours before turning it on. This allows the refrigerant (R600a) to stabilize after transportation.
- Place the appliance on a flat, stable surface with a slope no greater than 10°. Do not place it in humid, uneven, overheated areas or under direct sunlight.
- The operating temperature of the environment must be between +5 °C and +38 °C. If the temperature is outside this range, stop using the appliance.

1.2 ELECTRICAL REQUIREMENTS

- Use only a grounded power outlet with 220–240 V, 50 Hz and at least 10 A current capacity.
- Do not use extension cords, adapters, or multi-socket power strips. Do not plug other devices into the same outlet.
- Keep the power cord dry and undamaged. Do not bend, stretch, or pinch it under furniture.
- If the cord is damaged, stop using the appliance immediately and contact an authorized service center. Only qualified technicians can repair or replace the power cord.

1.3 WATER AND USAGE GUIDELINES

- Use only clean drinking tap water in the water tank. Do not add ice, cloudy water, milk, juice, or any mixed liquids.
- The machine includes a mandatory water replacement function. When the water change indicator turns on, empty the water tank completely and refill it with fresh water. Never top it up without emptying.
- Always drain the water before moving the appliance. Do not move it with water inside.
- Do not insert the water outlet directly into a cup or container, as it may cause clogging or burns from boiling water.
- After dispensing hot water, cold water might still come out hot (around 65 °C). Wait a few seconds before using cold water.
- Children aged 8 and above or people with limited physical or mental abilities should use the appliance only under supervision or after being properly instructed. Children should not clean or maintain the device without supervision.

Only connect the appliance to a clean drinking water supply.

1.4 REFRIGERANT SAFETY

- This appliance uses R600a refrigerant (isobutane), which is flammable and has a noticeable odor.
- Do not puncture, burn, or damage the polyurethane foam insulation of the ice tank.
- All repairs or disposal involving refrigerant must be done by certified professionals.
- Do not use tools or chemicals to speed up defrosting unless recommended by the manufacturer.

1. SAFETY INFORMATION

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1.5 ADDITIONAL SAFETY WARNINGS

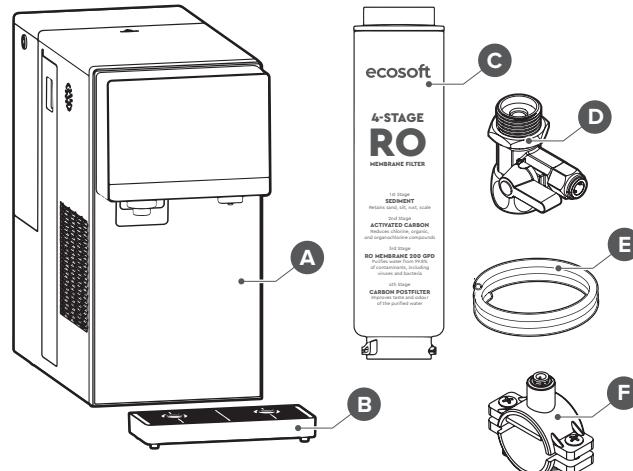
- Do not wash the appliance with running water or spray water directly onto it.
- The drip tray must sit flat on a surface—do not leave it hanging in the air.
- Do not store aerosols, flammable materials, or explosive substances inside or near the appliance.
- Do not place any other electrical appliances inside the machine (such as for storing food), unless explicitly allowed by the manufacturer.
- Follow only the manufacturer's instructions for any repairs or servicing. Do not attempt repairs yourself.
- Keep the appliance well-ventilated and do not block air openings.
- Do not damage or modify the refrigeration circuit.

1.6 MANUFACTURER NOTES

- Every unit is water-tested at the factory, so it's normal to find some moisture inside the device after unpacking.
- A light odor from R600a refrigerant may be noticeable during first use.
- The ice tank is insulated with polyurethane foam—do not pierce or burn this material.
- If the ISO 7000-1701 (2004-01) symbol appears, it means the appliance is intended only for connection to drinking water sources.

2. PACKAGE CONTENT

Part	Description
A	Dispenser
B	Drip tray
C	4-stage RO filter
D	Feedwater adapter
E	PE tubing
F	Drain saddle



3. PRODUCT PARAMETERS

3.1 OPERATIONAL SPECIFICATIONS

Parameter	Value
Rated voltage / Frequency	220–240 V ~ / 50 Hz
Rated power	2,400 W
Rated heating power	2,270 W
Rated cooling power	120 W
Operating ambient temperature	5–38 °C
Operating source water temperature	5–38 °C
Operating water pressure	0.4–0.6 MPa (58–87 psi)
Net weight	20 kg
Gross weight	24 kg
Dimensions (W×H×D)	510×220×453 mm
Package dimensions (W×H×D)	610×340×565mm

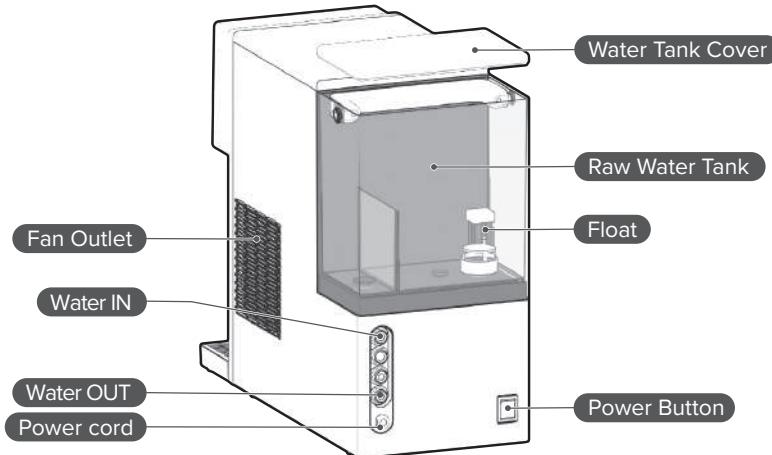
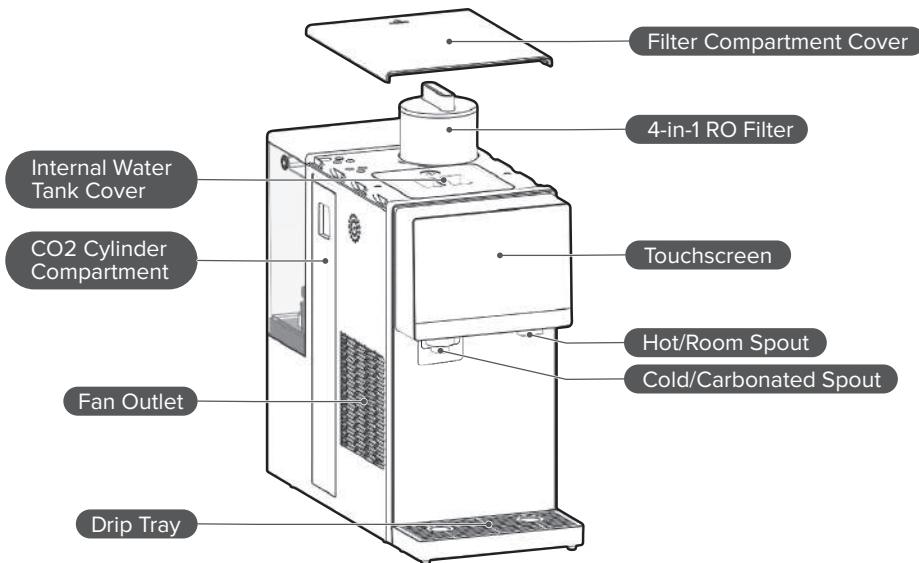
Caution: This unit dispenses water at temperatures that can cause severe burns.

- Avoid direct contact with hot water.
- Keep children and pets away from the unit while dispensing.
- Never allow children to operate the hot water feature without direct adult supervision.
- Always unplug the unit when not in use for an extended period or when left unsupervised.

3.2 TECHNICAL SPECIFICATIONS

Parameter	Value
Produced water flow rate	520 mL/min
Cold water production capacity	3.0 L/h (≤ 10 °C)
Hot water production capacity	18 L/h (≥ 90 °C)
Capacity of raw water tank	5 L
Sparkling water concentration	≥ 1.3 kg/m ³ (at 4 °C)
Applicable water source	Municipal tap water with TDS ≤ 250 ppm
Water connection options	Can be connected to tap water or used in standalone mode via built-in raw water tank

4. FILTER STRUCTURE



5. INSTALLATION

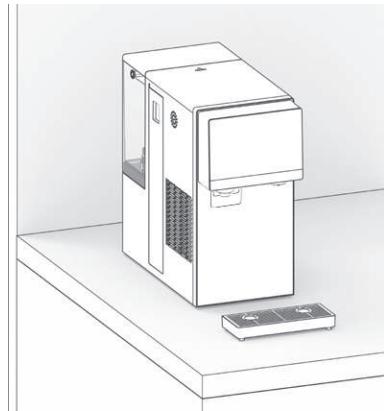
This device can operate in two modes:

- Tank mode (using the built-in water tank)
- Pipeline mode (connected directly to tap water and drain)

Follow the steps below to install the dispenser correctly and safely.

5.1 CHOOSE THE INSTALLATION LOCATION

1. Place the dispenser on a flat, stable surface away from direct sunlight and heat sources.
2. Leave at least 30 cm of clearance behind the unit for proper ventilation.
3. Attach the drip tray securely, ensuring it rests fully on the surface and does not hang off the edge.

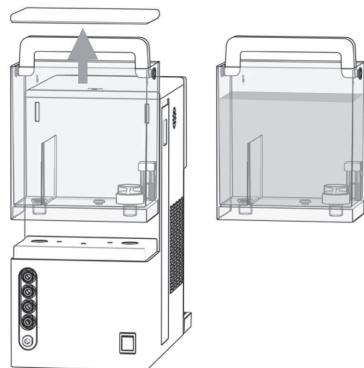


Important: Let the dispenser stand upright for at least 24 hours before turning it on. This allows the compressor oil to settle. Skipping this step may damage the compressor and void the warranty.

5.2 SELECT THE WATER SUPPLY MODE

5.2.1 TANK MODE (USING THE INTERNAL WATER TANK)

1. Remove the water tank cover.
2. Lift out the raw water tank.
3. Fill it with clean tap water up to just below the handle.
4. Reinsert the tank and close the cover securely.
5. Plug in the dispenser and press the power button to turn it ON.



5. INSTALLATION

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5.2.2 PIPELINE MODE (OPTIONAL TAP WATER CONNECTION)

This mode eliminates the need to manually fill or empty the water tank.

Before you begin:

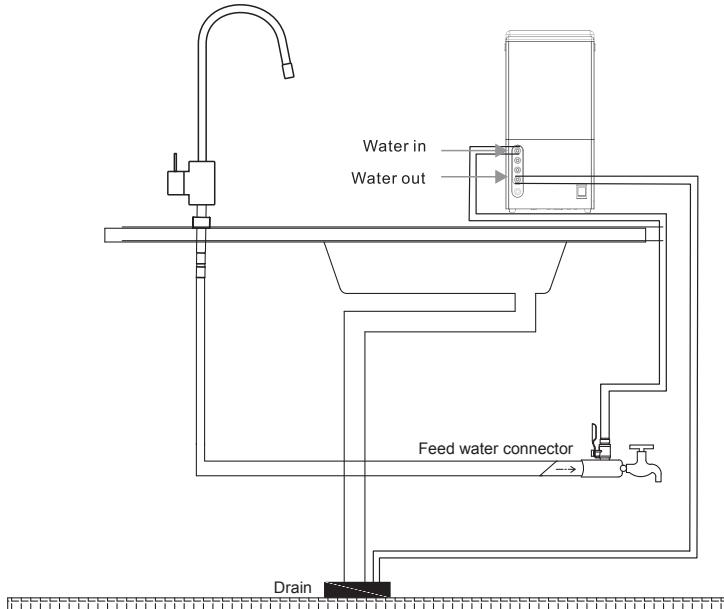
- Turn off and unplug the dispenser.
- Remove the CO₂ cylinder, if installed.
- Empty the raw water tank.
- Remove the shipping plugs from the water ports by pressing the release collar before pulling them out.

Do not pull directly without pressing the collar—this may damage the ports.

You will need:

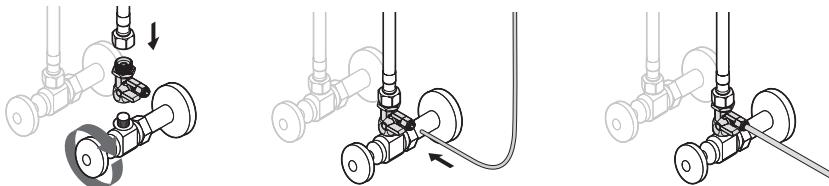
- Feedwater adapter (included)
- 1/4" PE tubing (included)
- Drain saddle (included)
- Drill with 1/4" (6 mm) bit
- Wrench, screwdriver, plumber's (PTFE) tape

Installation diagram



5. INSTALLATION

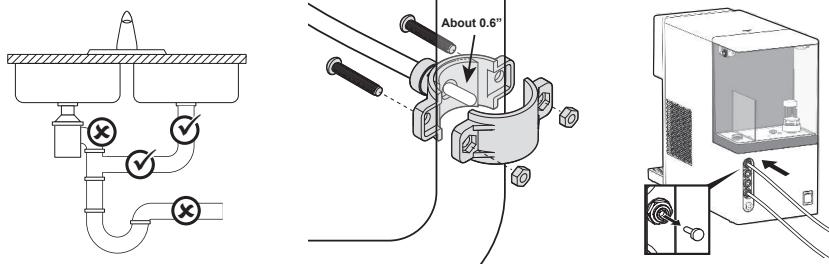
Connect to cold water supply



Use only cold water. Hot water may damage the filtration system.

1. Shut off the cold water supply. Open a faucet to relieve pressure.
2. Disconnect the cold water pipe from the valve.
3. Install the feedwater adapter between the valve and the pipe.
4. Apply PTFE tape to all threaded connections to prevent leaks.
5. Insert PE tubing into the adapter's quick-connect port. Tug gently to ensure it's secure.
6. Connect the other end of the tubing to the Water Inlet port on the back of the dispenser.

Connect the drain line



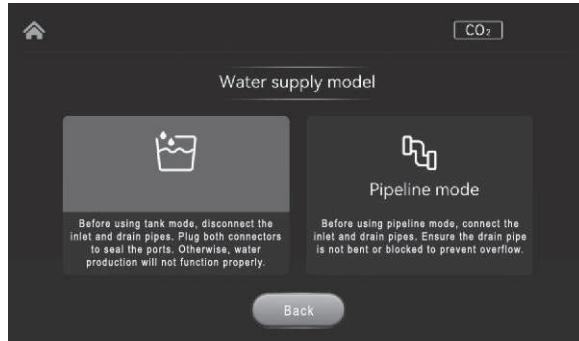
Install the drain saddle before the P-trap on a straight pipe section. Do not install it after a garbage disposal or dishwasher connection.

1. Choose a straight section of the drainpipe and mark the drill location.
2. Drill a 1/4" hole into one side of the pipe.
3. Apply the foam gasket to the inside of the drain saddle, aligned with the hole.
4. Position the saddle over the hole and secure it with screws (do not overtighten).
5. Insert PE tubing into the saddle's quick connector. Tug gently to confirm it is locked.
6. Connect the other end of the tubing to the Water OUT on the dispenser.

5. INSTALLATION

Final steps

1. Plug in the dispenser and switch the power on.
2. On the main screen, select System Setting, tap the arrow (>) until you see Pipeline Mode, then press Connect Pipeline.



3. Press Back to go back to the main screen.

The dispenser will now automatically draw water from the plumbing system and discharge wastewater through the drain.

5.3 FIRST USE AND FLUSHING



Do not install the CO₂ cylinder until the cleaning process is complete.

1. On the main screen, select to System Setting → Automatic cleaning function.



2. Press Drain. Both water outlets will release water. Place containers underneath.
3. Once draining is finished, press Start to begin automatic cleaning.
4. When cleaning is complete, water flow will stop automatically.
5. If using tank mode: refill the water tank.

If using pipeline mode: ensure the water line is open and connected.

6. Now install the CO₂ cylinder and begin normal operation.

6. INSTALL CO₂ CYLINDER



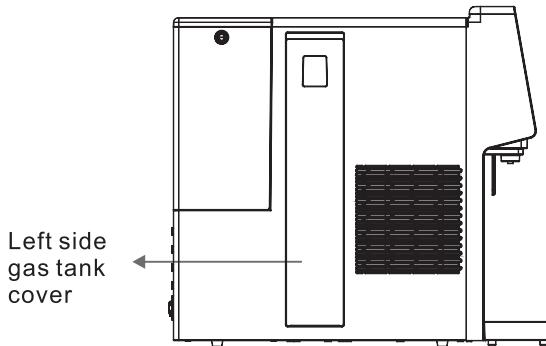
Note: The CO₂ cylinder is not included and must be purchased separately.

This machine works only with **60L threaded screw-in type CO₂ cylinders**.

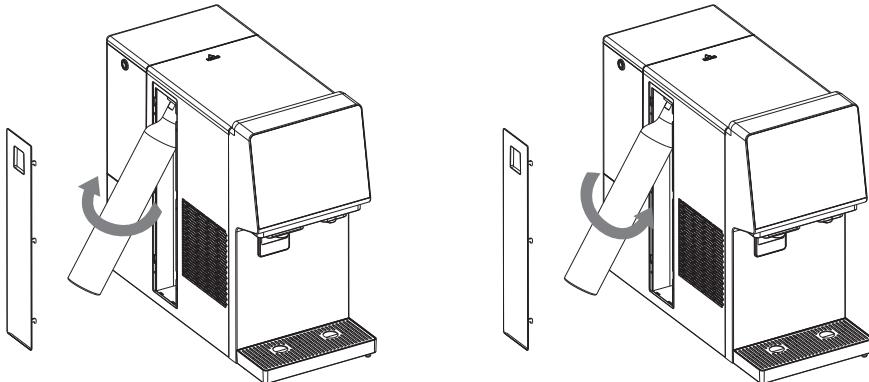
Follow these steps to install or replace the CO₂ cylinder safely:

How to install:

1. Turn off the power and unplug the dispenser.



2. Find the CO₂ compartment on the side of the machine.



6. INSTALL CO₂ CYLINDER

3. Use your fingers to grab the notch on the cover, then **pull it upward** to open.
4. If a cylinder is already inside, **hold the bottom of the bottle**, pull it out, and **turn it counterclockwise** to remove.
5. Take the **new CO₂ cylinder** and **remove the plastic seal or cap**.
6. Line up the **top of the cylinder** with the **connector inside the machine**.

(You can gently pull the connector up if needed to make it easier to attach.)

7. **Turn the cylinder clockwise** until it feels tight and locked in place.

8. Close the CO₂ compartment cover.

9. Plug the dispenser back in and **turn the power ON**.

If the cylinder is installed correctly, a white **CO₂ icon** will appear on the screen. This means the gas is ready to use.

7. REPLACE THE FILTER



Note: Always use the original filter to keep the water pure and safe.

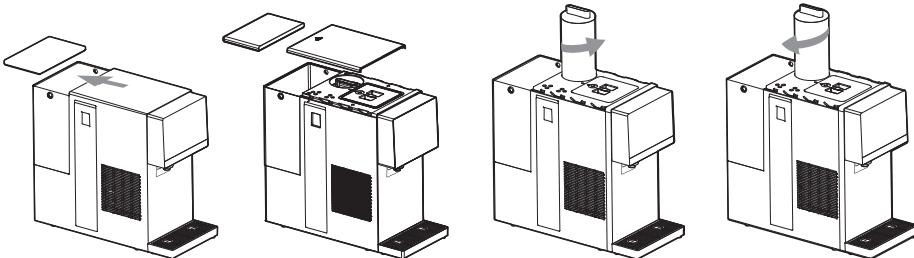
If you have any problems while replacing the filter, please contact customer support.

When the Filter Status icon on the screen turns red, it means the filter is used up and needs to be changed.

7.1 HOW TO REPLACE THE FILTER

Steps to replace the filter:

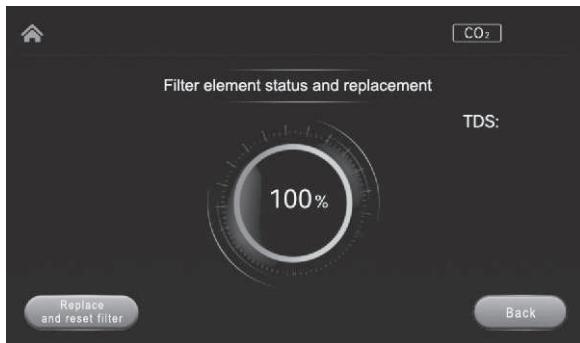
1. Turn off the power and unplug the machine.
2. Open the water tank cover.
3. Slide the top cover of the machine backward to open the filter area.
4. Hold the filter, turn it counterclockwise, and pull it up to remove.
5. Take the new filter, place it in the slot, and turn it clockwise to lock it in place.
6. Close the filter cover and the water tank cover.
7. Plug the machine back in and turn on the power.



7. REPLACE THE FILTER

7.2 RESET THE FILTER ON THE SCREEN

1. Select **System Setting** on the main screen.
2. Tap the **arrow (>)** until you see **Filter Status and Replacement**.
3. Press **Replace and Reset**.
4. Press **Back** to go back to the home screen.



7.3 FLUSH THE NEW FILTER

After installing the new filter, it's important to run Automatic cleaning function:

1. Select **System Setting** → Automatic cleaning function.
2. Press **Drain** to remove old water.
3. Then press **Start** to begin cleaning.
4. When cleaning is done, the machine is ready to use.



8. FILTER REPLACEMENT SCHEDULE

This dispenser includes a filter status icon that will notify you when it's time to replace the filter.

The expected filter lifetime is based on **normal household use** and **municipal tap water** with **TDS ≤ 250 ppm**. Actual lifespan may vary depending on water quality and usage.

Filter Details:

Filter Name	Filter Type	Model No.	Lifespan	Main Function
RO 4-in-1	4-Stage RO Membrane Filter	CSV1200BCHASECO	24 months	Removes 99% of impurities: sand, silt, dirt, chlorine, bad taste, odor, TDS, metals

Always use original replacement filters for best performance and safe drinking water.

9. TOUCHSCREEN AND FUNCTIONS OVERVIEW

When you plug in the dispenser and switch on the power, the device will beep once ("Ding") and the display panel will turn on after system initialization is complete.

After 5 minutes of no activity, the screen will automatically turn off (sleep mode).

To wake the screen, simply touch the main display area.



Notes:

In standby mode, every time you press a function button, the machine will beep ("Ding") to confirm the action.

After turning on the machine, the right water outlet will automatically dispense room temperature water for about 5 seconds. This happens only once after startup and is a normal part of the system cleaning cycle.

9. TOUCHSCREEN AND FUNCTIONS OVERVIEW

9.1 DISPENSING WATER

9.1.1 SPARKLING WATER

1. On the main screen, **press the "Sparkling Water" icon**.
2. The screen will change to a new page where you can **select the cup size**: 150 ml, 300 ml, or 500 ml.
3. After choosing the size, press **DROP** or simply **tap the cup with your container** to start dispensing.
4. Sparkling water will be dispensed from the **left water outlet**.
5. Once finished, the screen will return to the previous selection page automatically.



9.1.2 COLD WATER

1. On the main screen, **press the "Cold Water" icon**.
2. **A blue LED light** will turn on to indicate cold water mode.
3. Choose your desired cup size: 150 ml, 300 ml, or 500 ml.
4. Press **DROP** or touch the cup area to begin dispensing.
5. Cold water will be dispensed from the **left water outlet**.
6. After dispensing, the screen will automatically return to the previous page.

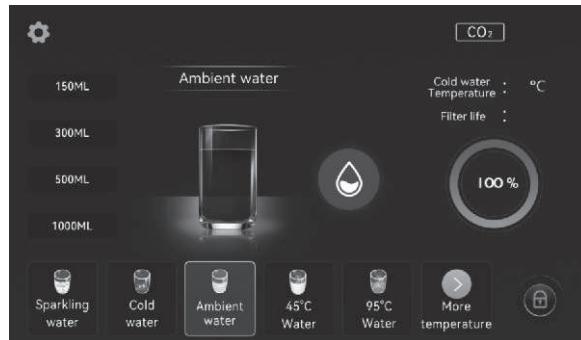


9. TOUCHSCREEN AND FUNCTIONS OVERVIEW

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9.1.3 AMBIENT WATER

1. On the main screen, **press the "Ambient Water" icon**.
2. A **white LED light** will turn on to indicate ambient water mode.
3. Select your preferred cup size: **150 ml, 300 ml, 500 ml, or 1000 ml**.
4. Press **DROP** to start dispensing.
5. Ambient water will flow from the **right water outlet**.
6. When finished, the screen will return to the cup selection page.



9.1.4 45°C WATER

1. On the main screen, **press the "45°C Water" icon**.
2. A **yellow LED light** will turn on to indicate warm water mode.
3. Choose your desired cup size: **150 ml, 300 ml, or 500 ml**.
4. Press **DROP** to begin dispensing.
5. Water at 45°C will be dispensed from the **right water outlet**.
6. Once done, the screen will return to the previous screen automatically.



9. TOUCHSCREEN AND FUNCTIONS OVERVIEW

9.1.5 95°C WATER

1. On the main screen, **press the "95°C Water" icon.**
2. A **red LED light** will turn on to indicate hot water mode.
3. Select your cup size: **150 ml, 300 ml, or 500 ml.**
4. Press **DROP** to begin dispensing.
5. Hot water will flow from the **right water outlet.**
6. Once finished, the screen will return to the previous selection page.

To change the default hot water temperature, press and hold the "95°C Water" icon for 5 seconds. "+" and "-" buttons will appear on the screen, allowing you to adjust the temperature.



9.1.6 MORE TEMPERATURES

1. On the main screen, **press the "More Temperatures" icon.**
2. Choose your desired cup size: **150 ml, 300 ml, 500 ml, or 1000 ml.**
3. The default temperature is **50°C**. You can change it by pressing the **up/down arrows**.
4. Available options: **50°C, 55°C, 60°C, 65°C, 70°C, 75°C, 80°C, 85°C, 90°C.**
5. Press **DROP** to start dispensing.
6. Heated water will flow from the **right water outlet.**
7. When finished, the screen will return to the previous menu.



9. TOUCHSCREEN AND FUNCTIONS OVERVIEW

9.2 STATUS INDICATORS

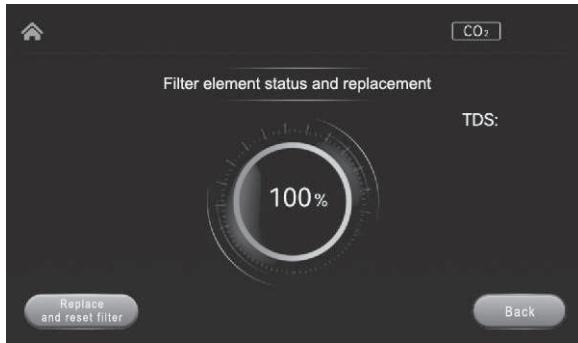
The touchscreen display includes several important status icons that help you monitor filter condition, gas level, water availability, and system faults.

9.2.1 FILTER STATUS

The **Filter Status** icon lets you know when it's time to replace the filter:

Indicator	Meaning
	Filter life remaining: > 20%
	Filter life low: 20% to > 0%
	Filter expired – needs replacement

When the filter life reaches 0%, the system will automatically **jump to the Reset screen** and prompt you to replace the filter.



9. TOUCHSCREEN AND FUNCTIONS OVERVIEW

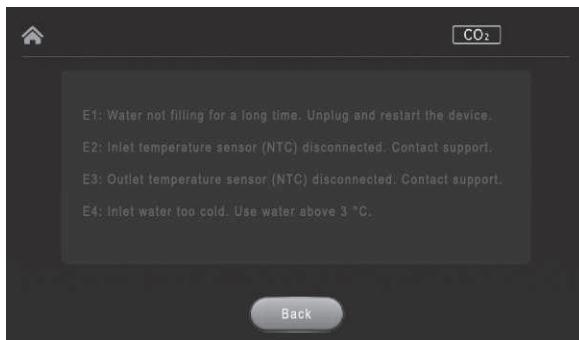
9.2.2 DEVICE FAULT NOTIFICATION

If the system detects a fault:

- The **Device Status icon** on the main screen will turn red.
- Tapping the icon will take you to a **diagnostic screen** with an error code and explanation.



Always follow the on-screen instructions or consult the troubleshooting section in this manual.



9. TOUCHSCREEN AND FUNCTIONS OVERVIEW

9.3 SCREEN LOCK

To prevent accidental use or operation (especially with hot water):

- **Tap the Lock icon once** to activate **screen lock**.
- The screen will now be disabled for safety.
- To unlock, **press and hold the Lock icon for 5 seconds** on the lock screen.



This function is useful around children or in public/shared environments.

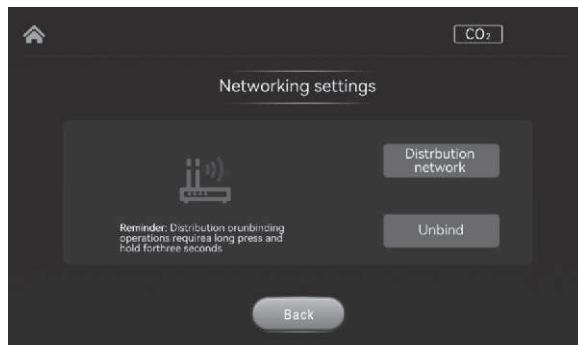


9.4 WI-FI NETWORK SETUP

This dispenser can connect to Wi-Fi and be controlled remotely via the **“Smart Life” mobile app** (available on Android and iOS).

Step-by-step setup:

1. **Download and install** the **Smart Life** app from the App Store (iOS) or Google Play (Android).
2. **Register or log in** to your account in the app.
3. On the dispenser screen, go to **System Setting** → **WiFi Reset**.
4. Open the app and follow the instructions to add a new device.
5. When the connection is successful, the display will confirm pairing.



If your dispenser is already connected to Wi-Fi and you press the **WiFi Reset** button, the device will unbind and enter reset mode. You will need to reconnect it through the app.

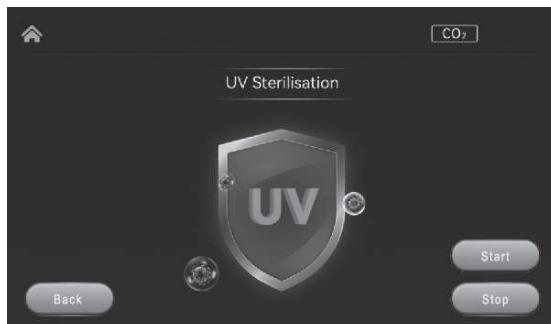
9. TOUCHSCREEN AND FUNCTIONS OVERVIEW

9.5 UV STERILIZATION

This dispenser includes a UV Automatic cleaning function function to help keep the internal water system hygienic.

How to use:

1. On the main screen, press **System Setting**.
2. Tap **UV Sterilization**.
3. Choose whether to **start** or the UV function.



When UV sterilization is active, the **UV icon** will appear on the screen. Water can still be dispensed while UV is running.

9.6 PIPELINE MODE SWITCHING

The dispenser can work in **two modes**:

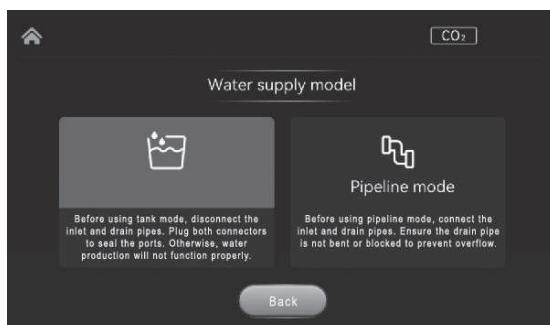
- **Tank mode** (default): uses the internal 5 L water tank.
- **Pipeline mode**: connects directly to tap water and drain.

To switch to pipeline mode, go to **System Setting → Pipeline Mode Switching** and activate it. Make sure both the **inlet** and **drain pipes** are connected.

To return to tank mode:

- Turn off pipeline mode in settings.
- Disconnect both pipes and reinsert the sealing plugs.

In pipeline mode, water drains from both outlets when you press **Drain**.



9. TOUCHSCREEN AND FUNCTIONS OVERVIEW

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9.7 ICON DESCRIPTION

Icon	Function description
	Back to Home screen
water shortage of pure water tank	The red light indicates that the pure tank is short of water
water shortage of raw water tank	The red light indicates a shortage of water in the original tank
	Indicates that the UV sterilization function is enabled.
	The white light means there is enough carbon dioxide gas, and the red light means there is no carbon dioxide gas or no gas cylinder is installed.
	The red light indicates that carbon dioxide gas is fused into sparkling water in pure water, please wait 1-2 minutes use (The machine default ice water at 10°C will make sparkling water).
	Filter life reminder light is divided into white, yellow and red lights, When 20% < filter life < 100%, the filter indicator will show white, 0 < filter life < 20% filter indicator light shows yellow, When the filter life is equal to 0, the filter indicator shows red.

9. TOUCHSCREEN AND FUNCTIONS OVERVIEW

9.8 AUTOMATIC CLEANING FUNCTION

The automatic cleaning function must be performed when using the dispenser for the first time or after replacing the filter.

How to run Automatic cleaning function:

1. On the main screen, go to **System Setting** → Automatic cleaning function.
2. First, press **Drain** to empty all water from the internal tanks.
Both the left and right outlets will release water. Place containers underneath.
3. Once draining is complete, press **Start** to begin automatic cleaning.
4. When cleaning ends, both outlets will stop dispensing.
5. Refill the **raw water tank** with clean tap water.
6. Now you can safely install the **CO₂ cylinder**.



The CO₂ cylinder must not be installed before cleaning. It should only be connected after automatic cleaning function is completed.

Notes

- A “Ding” sound confirms every valid button press.
- The machine will automatically flush for **5 seconds** after first turning on or after filling the tank.

Attention

- **Cooling must be enabled** for the sparkling water function to work. If cooling is off, carbonation will not activate.
- Sparkling water contains carbon dioxide, which creates **high pressure**. This may cause a **small burst or spray** during dispensing — this is normal.
- If no sparkling water comes out, check if the **CO₂ cylinder is empty** and replace it if needed.
- The carbonation pump may cause **slight vibration or noise** during operation. This is normal.
- If **TDS exceeds 1000 ppm**, the screen will prompt you to replace the water.

9. TOUCHSCREEN AND FUNCTIONS OVERVIEW

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User Tips

- Taste preferences vary. If sparkling water tastes **too strong**, try adding:
 - **Fruit:** lemon, berries, etc.
 - **Juice:** for added flavor and smoothness
 - **Sweeteners:** honey, sugar, or maple syrup
- You can also **lower carbonation pressure** or **dilute with purified water** to adjust the taste.

For **first-time use**, allow the CO₂ gas to fully dissolve in the cold tank. Wait about **10 minutes** before using the sparkling water function.

10. FILTER HYGIENE AND SAFE MAINTENANCE

To make sure your drinking water stays safe and your machine works properly, it's important to take good care of the filter and water tank. Follow these steps for first-time use, daily care, filter replacement, and cleaning.

10.1 FIRST USE OR AFTER FILTER REPLACEMENT



Important: Before starting the cleaning process, remove the CO₂ cylinder.

Before using the machine for the first time — or after changing the filter — you must run a Automatic cleaning function cycle to flush the system.

Steps:

- Select to System Setting → Automatic cleaning function.
- Tap Drain. Both outlets will release water. Place containers underneath.
- When draining is done, tap Start to begin cleaning (about 5 minutes).
- Refill the raw water tank with fresh tap water.
- Now you can install the CO₂ cylinder, if needed.



Do not install the CO₂ cylinder before the cleaning process is completed.

10.2 DAILY FILTER HYGIENE

Follow these steps to keep the filter area clean every day:

- Always empty the tank completely before refilling.
Do not top up old water.
- Rinse the tank with clean tap water before adding new water.
- If the dispenser hasn't been used for more than 2 days:
 - Drain the tank completely.
 - Use the Drain function twice in the Automatic cleaning function menu.

10. FILTER HYGIENE AND SAFE MAINTENANCE

- If unused for a week or more:
 - Drain all water, clean the tank, and repeat the first use cleaning process.

10.3 FILTER REPLACEMENT AND SAFETY

The screen will display a filter status icon:

- less than 20% filter life remaining.
- filter expired — replace it immediately.

After installing a new filter:

- Run the Automatic cleaning function cycle again.
- Refill the tank with clean water.

Use only original filters to ensure water safety and avoid damage to the machine.

10.4 UV STERILIZATION

Your dispenser includes a built-in UV-C light that disinfects the cold water tank.

- UV is on by default and runs in 1-hour on / 1-hour off cycles.
- Water can still be used while the UV icon is active.

To turn UV off (not recommended):

- Select to System Setting → UV Sterilization.
- Press Stop.

UV only sanitizes the cold tank. It does not replace the filter.

11. SYSTEM SETTINGS

The **System Setting** menu lets you customize and manage various dispenser functions, including cooling, language, display brightness, and time settings.

11.1 TURN OFF COOLING

Cooling is **enabled by default**. If you want to turn it off:

1. On the main screen, press **Cooling control**.
2. On the Cold Temperature screen, tap **Turn Off Cooling**.
The center of the screen will display "OFF".
3. Press **Save Changes**.
4. Press **Back** to go back to the main screen.

11.2 SET COLD WATER TEMPERATURE

You can adjust the cold water dispensing temperature between **4°C and 8°C**.

11. SYSTEM SETTINGS

1. On the main screen, press **Temperature adjustment**.
2. Make sure cooling is turned **on**.
3. Use the **slider** to select your preferred cold water temperature.
4. Press **Save Changes**, then press **Back** to exit.

11.3 SET TIME AND DATE

To set the current time and date:

1. Press **System Setting** on the main screen.
2. Tap the **> arrow** until you reach **Time and Date**.
3. Enter the correct values using the interface.
4. Press **Save Changes**, then **Back** to go back.

11.4 SET SCREEN BRIGHTNESS

To adjust how bright the touchscreen appears:

1. Select to **System Setting**.
2. Press the **> arrow** until you see **Screen Brightness**.
3. Use the **slider** to change the brightness level.
4. Press **Save Changes**, then **Back**.

11.5 SET LANGUAGE

The default language is English. To change it:

1. Open **System Setting**.
2. Tap the **> arrow** until you reach **Language Selection**.
3. Choose your desired language from the list.
4. Press **Save Changes**, then **Back** to confirm.

12. BASIC TROUBLESHOOTING TABLE

Use this table to identify common issues and their possible causes:

Problem	Possible Cause
The machine cannot produce water	1. Raw water tank is empty 2. Filter element is blocked due to dirt
Water flow is smaller	Filter is too dirty or used beyond its service life
Water seepage at screw interface	1. Parts removed without authorization 2. Parts are loose, misaligned, or improperly screwed 3. Silicone seal ring is aged or damaged
Electric current on machine body	Poor grounding of the machine
Machine does not heat	1. Dispenser not connected to power 2. Temperature protector on the heating barrel is not reset
Machine is not cooling	1. Not connected to power supply 2. Cooling function is turned off
Machine is not carbonating	1. CO ₂ icon is red — no gas in cylinder 2. Water shortage in carbonating tank 3. Cold water temperature is above 10 °C



Important Safety Notes:

- If the power cord is damaged, it must be replaced by a qualified technician.
- Do not attempt to repair or disassemble the machine yourself.
- Mishandling may cause electric shock or system damage.

13. ERROR CODES

If the device displays an error code, take note of the code and turn off the machine.

Use the following table to understand what the error means:

Code	Description	Solution
E1	Water not filling for a long time	Unplug and restart the device
E2	Inlet temperature sensor (NTC) disconnected	Contact support
E3	Outlet temperature sensor (NTC) disconnected	Contact support
E4	Inlet water too cold. (below 3 °C)	Use water above 3 °C
E5	Hardware/circuit board malfunction	Contact support

14. WARRANTY

Thank you for choosing our water dispenser. We are confident it will serve you reliably and deliver clean, refreshing water every day.

The product is covered by a 12-month limited warranty from the date of purchase. This warranty applies only to manufacturing defects in materials or workmanship under normal household use, as outlined in this manual.

To request warranty service, the product must be installed and operated according to the instructions provided. You must present proof of purchase (invoice, receipt, or order confirmation), and the serial number and model must be intact and unaltered.

The warranty does not cover damage caused by normal wear and tear (scratches, dents, discoloration), misuse, negligence, improper installation, electrical issues such as power surges or poor grounding, unauthorized repairs or modifications, use of non-original components, or operation with water that does not meet the required quality standards.



Important: Filters, CO₂ cylinders, and other consumables are not covered under warranty, as their lifespan depends on usage and water quality.

To make a warranty claim, please contact our customer support team at the place of purchase, provide your proof of purchase, and describe the issue. If required, return the product or defective component as instructed. Our team will inspect the issue and confirm whether it qualifies for warranty coverage.

For optimal performance, we recommend using only original filters and accessories.

