

CW - M102U

Under Counter

Water Dispenser Operation Manual

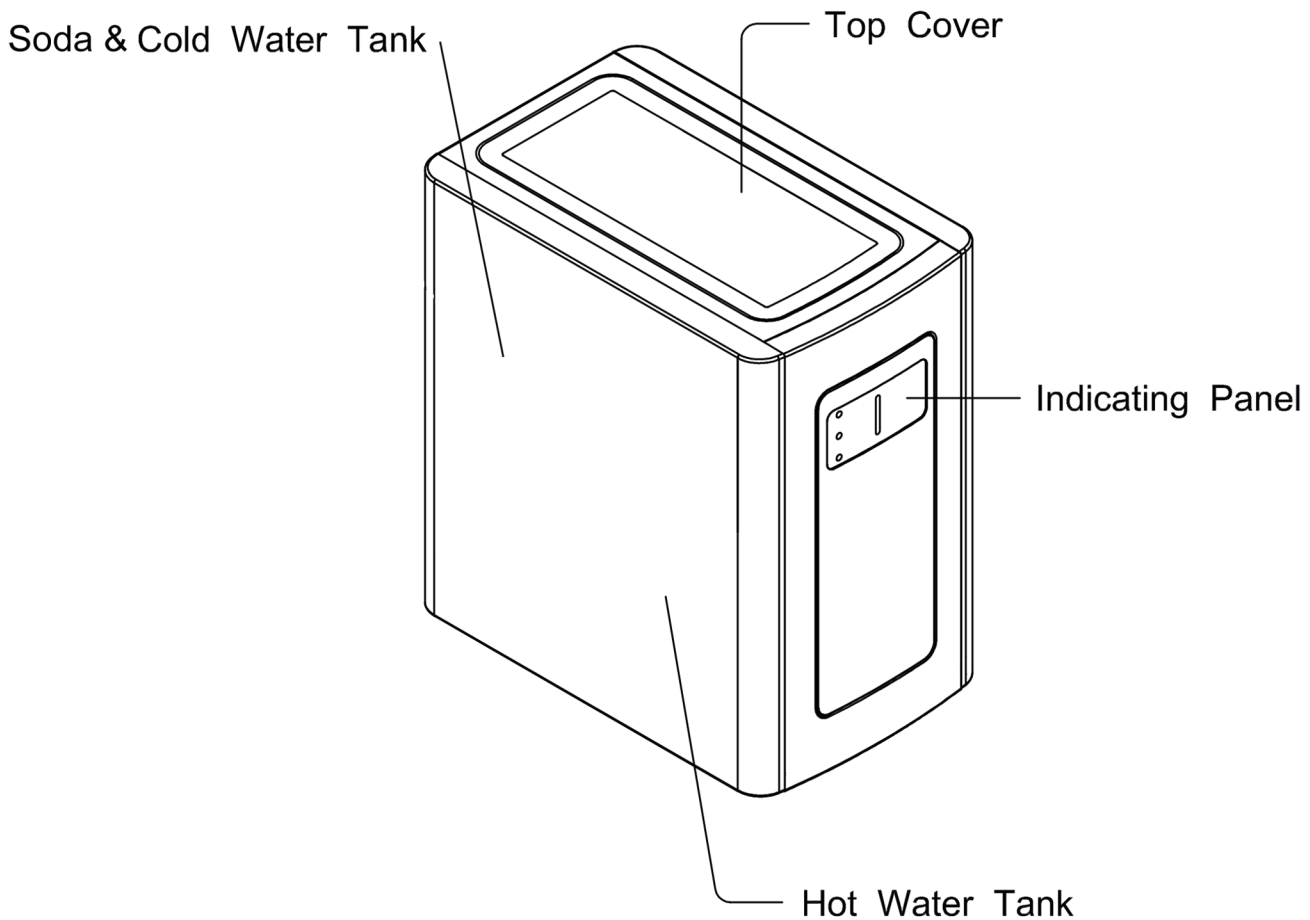


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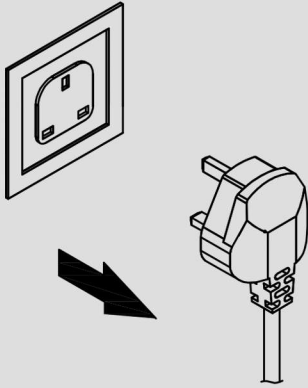
Please read these instructions completely before operating this unit

PREFACE / PARTS

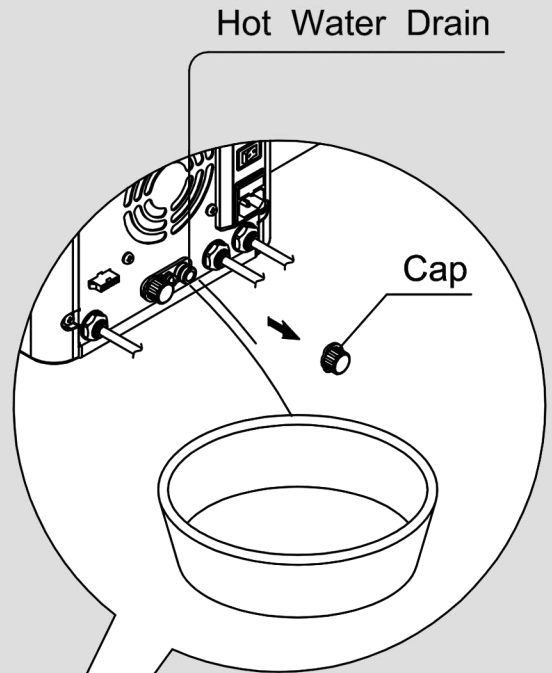
Before using this machine, we advise you to read this manual thoroughly. Please follow the instructions for proper operation to prevent risk or damage.



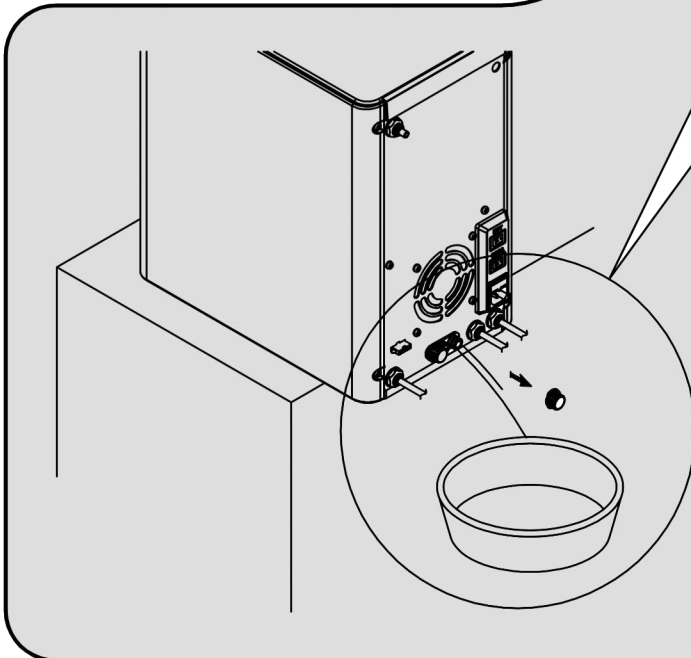
CLEANING & MAINTENANCE



1. Please make sure the machine is completely disconnected from electricity before cleaning.



2. Remove the cap of hot water drain. The remaining water in the tank will drain out. Cleaning may start when both tank are emptied. Please put the cap back when cleaning is done.



Caution : 1. Prevent water entering into the circuit board or other electric parts while cleaning. The dispenser maybe damaged if water go into interior electric parts.



2. For your safety , please contact your distributor or qualified technician for repair when the water dispenser is damaged.

TROUBLESHOOTING

Issue	Possible Reason	Solution
Hot water is not hot	1. The hot power switch is off.	Turn the hot power switch on. Please wait for at least 10 minutes.
	2. Problem with PCB (Printed Circuit Board) or thermostat or heater.	Call service provider, or replace a new part. (PCB, or thermostat or hot tank)
	3. The heating element protection is on due to dry heat.	Be sure hot water can be dispensed, then reset protection for the hot tank.
No hot water	1. No water from mains water supply.	Check inlet water supply.
	2. Inlet water pressure too low.	Check inlet water pressure from pre-filter system or water supply.
	3. Water is not being filled into hot tank fully.	Press hot button to feed water into hot tank until water is dispensed from tap.
	4. Leaking protection is on, due to leaking is detected. The machine is locked when the leaking occurs inside.	Unplug the machine then open left side panel to find detection probe on the base. Repair leaking part, clean water around detection probe then plug in power cord.
Cold water is not cold	1. The cold power switch is turned off.	Turn the cold power switch on.
	2. Chilling time not sufficient.	Please wait for 40 minutes for water to chill.
	3. Compressor failed or the refrigerant leaked.	Call service provider. The refrigerant R600a is flammable, please protect from sources of ignition and ensure adequate ventilation.
	4. Poor ventilaton.	Leave at least 15 cm space between wall and machine or check if fan is working.
No cold water	1. Waste water container is full. (If there is)	Empty container, following instructions.
	2. No water from mains water supply.	Check inlet water supply and its pressure.
	3. Inlet water pressure is too low.	Check inlet water pressure from pre-filter system or water supply.
	4. Leaking proection is on, due to leaking is detected. The machine is locked when the leaking occurs inside.	Unplug the machine then open left side panel to find detection probe on the base. Repair leaking part, clean water around detection probe then plug in power cord.

TROUBLESHOOTING

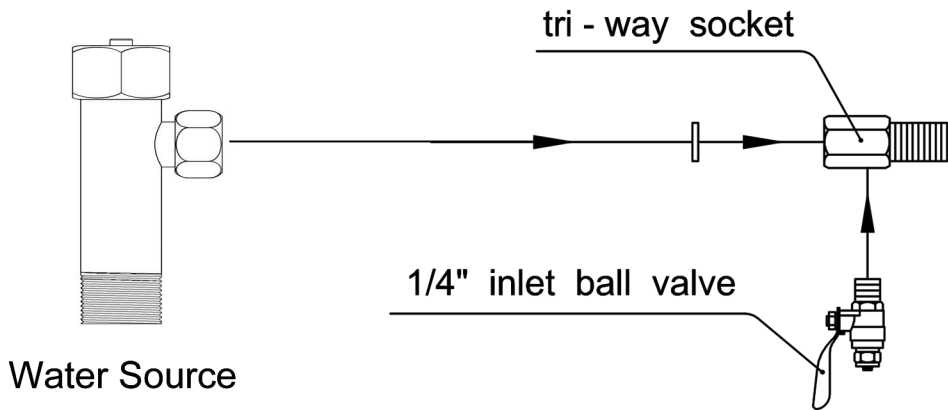
Issue	Possible reason	Solution
No sparkling water.	1. CO ₂ cylinder is empty.	Replace CO ₂ cylinder.
	2. The sparkling water power switch is off.	Turn the sparkling water power switch on.
	3. No water is supplied.	Check inlet water supply.
	4. Water is unable to fill sparkling water tank.	Problem with filling system, please call service provider.
Hot water is dripping from tap.	1. The pressure of Inlet water supply is too low.	Check inlet pressure from pre-filtration system or water supply.
	2. Solenoid valve failure	Switch off machine, close inlet valve and call service provider.
	3. Water is over boiled.	The boiling point is set to high, follow the user manual page 4 to set the boiling point to L or M.
Cold or ambient water is dripping from tap.	1. Inlet pressure is too high.	Check inlet water supply.
	2. Solenoid valve failure	Switch off machine, close inlet water valve and call service provider.
Sparkling water is dripping from tap after dispensing.	1.CO ₂ pressure forcing water through tap.	A few drops after dispensing is normal. If it continues, it can be solenoid valve failure, please call service provider
	2. Solenoid valve failure	Switch off, close inlet valve and call service provider.
UV indicator light is blinking and making beeps when dispensing water.	1. UV lamp has failed or UV lamp is disconnected.	Unplug power cord to turn off machine. Replace a UV lamp by following UV replacement instruction, then be sure that the UV wire is connected.
	2. UV board has failed.	To replace it or call service provder.
All dispensing buttons are blinking when one button is pressed.	1. Waste water container or drip tray is full.	Empty container, following instructions.
	2. Leak detected inside of water dispenser.	Unplug the machine then open left side panel to find detection probe on the base. Repair leaking part, clean water around detection probe then plug in power cord.
Sparkling water is nearly flat, insufficient gas content in water water.	1. The CO ₂ and water have not mixed properly.	Please wait longer time or wait about two hours after installation before dispensing.
	2. CO ₂ cylinder is nearly empty.	Replace a CO ₂ cylinder.
	3. CO ₂ output pressure is too low.	Adjust CO ₂ pressure higher; suggestion pressure is 4 bar.

TROUBLESHOOTING

Issue	Possible Reason	Solution
All indicator light on front panel is blinking and beeping.	Water leaks inside.	Turn off power and water supply, then open side panel to check leaking. Clean all water on base to restore machine.
Faucet outlet light is blinking, and water is unable to be dispensed.	The waste water container is full.	Please drain water from waste water container.
The indicator light H M L is blinking	4. Water is unable to fill sparkling water tank.	Problem with filling system, please call service provider.
Hot water is dripping from tap.	The pressure of Inlet water supply is too low.	Check inlet pressure from pre-filtration system or water supply.
	2. Solenoid valve failure	Switch off machine, close inlet valve and call service provider.
	3. Water is overheating.	Turn off hot power switch at rear of machine, leave some time to cool down and switch back on, if issue repeats switch off and call service provider.
Cold or ambient water is dripping from tap.	1. Inlet pressure is too high.	Check inlet water supply.
	2. Solenoid valve failure	Switch off machine, close inlet water valve and call service provider.
Sparkling water is dripping from tap after dispensing.	1.CO ₂ pressure forcing water through tap.	A few drops after dispensing is normal. If it continues, it can be solenoid valve failure, please call service provider
	2. Solenoid valve failure	Switch off, close inlet valve and call service provider.
UV indicator light is blinking and making beeps when dispensing water.	1. UV lamp has failed or UV lamp is disconnected.	Unplug power cord to turn off machine. Replace a UV lamp by following UV replacement instruction, then be sure that the UV wire is connected.
	2. UV board has failed.	To replace it or call service provder.
All dispensing buttons are blinking when one button is pressed.	1. Waste water container or drip tray is full.	Empty container, following instructions.
	2. Leak detected inside of water dispenser.	Switch off power at rear and unplug cord. Then dry water on the inside of the dispenser and call service provider.
Sparkling water is nearly flat, insufficient gas content in water water.	1. The CO ₂ and water have not mixed properly.	Please wait longer time or wait about two hours after installation before dispensing.
	2. CO ₂ cylinder is nearly empty.	Replace a CO ₂ cylinder.
	3. CO ₂ output pressure is too low.	Adjust CO ₂ pressure higher; suggestion pressure is 4 bar.

PIPING INSTALLATION

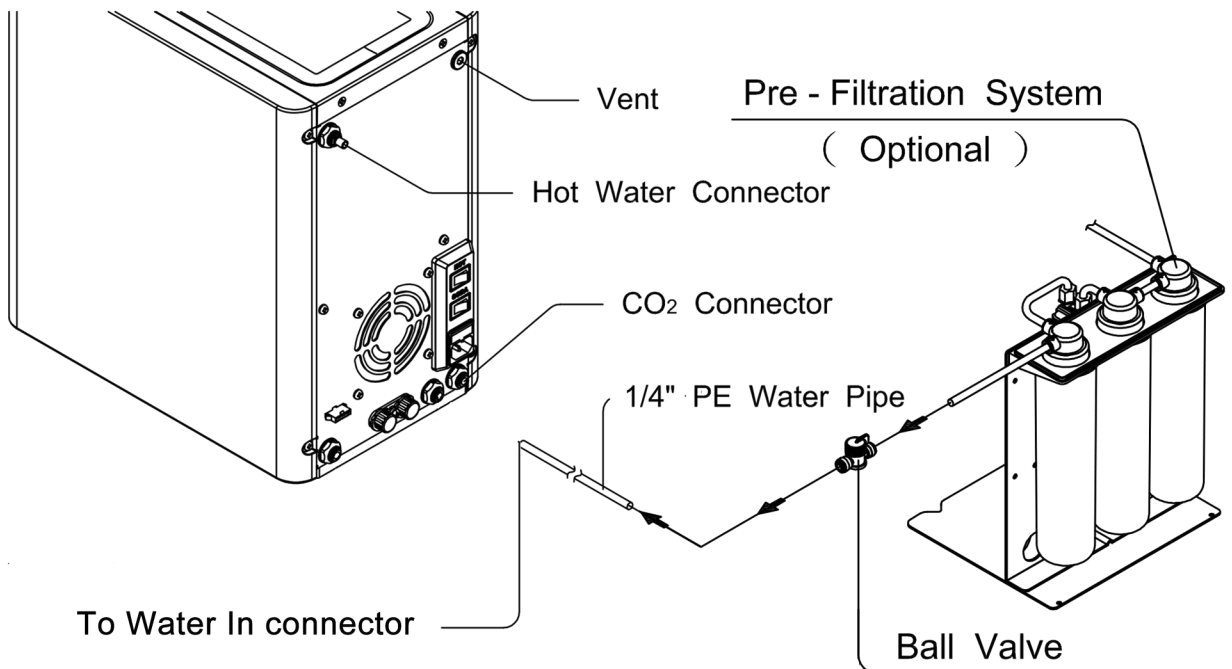
1. Disassemble the original water tap. Then put on the tri-way socket and inlet ball valve. See drawing (A).



Drawing (A)

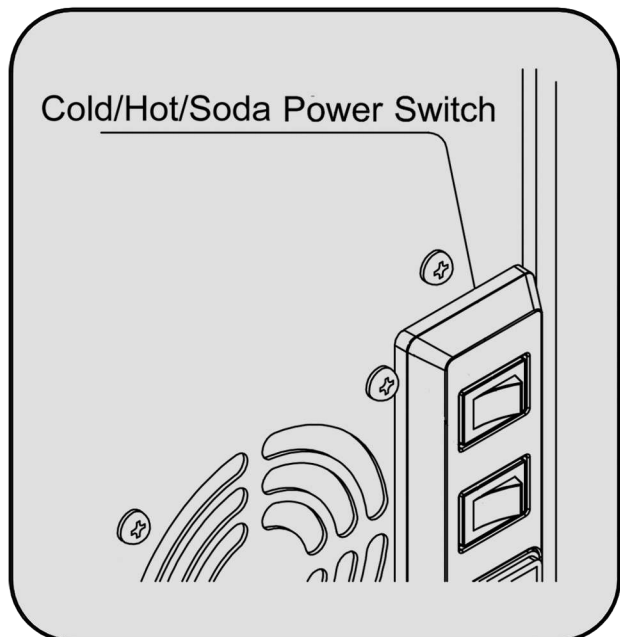
2. Connect the 1/4" PE water pipe between inlet ball valve and inlet connector. See drawing (B).

Please ensure inlet water is clean, otherwise water filtration system is necessary.



Drawing (B)

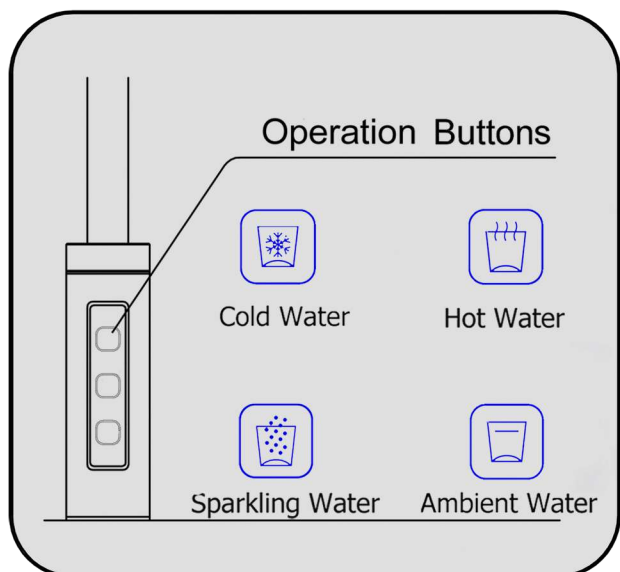
HOT OPERATION METHOD



After all pipes are connected, please connect electricity to water dispenser.

1. Press hot water button to dispense water until water comes out from faucet, this will take 1 to 2 minutes.
2. Turn the hot power switch on to enable heating system.
3. Please wait for the heating process completed, it may take up to 10 minutes.

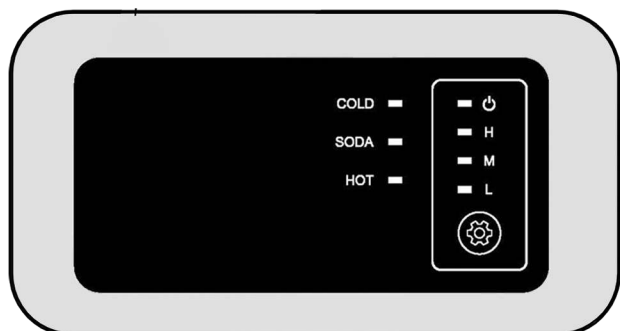
(This process is very important to prevent the hot tank from dry-heat.)



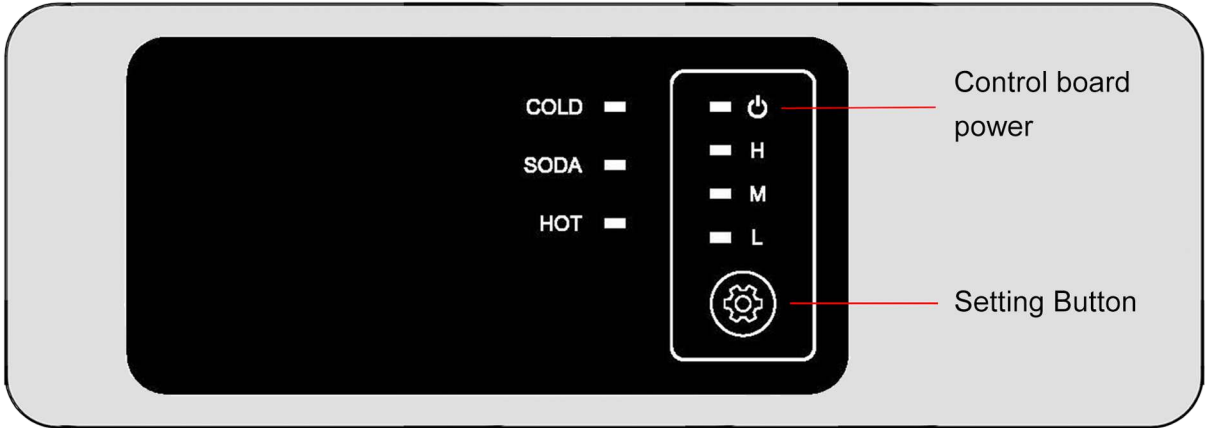
Based on safety reasons, each time pressing unlock button, hot water button must be pressed for 2 seconds to dispense hot water. After the first dispense, hot water may be dispensed right away during the same unlocking period.

Remark :

1. For secure reason, the dispensing is limited within 60 seconds. If you need more water please press button again.
2. Need 2 seconds interval after hot water button is released, before cold water button or soda water button or room temperature water buttons is applied .



BOILING POINT SETTING



Base on the altitude differences, boiling point can be different to affect hot water dispensing.

The setting button on the panel may be used to change the maximum heating temperature of hot water according to the local geographic conditions to prevent over-boiling.

To change the maximum heating temperature:

1. Press setting button once to enter setting mode.
2. Under setting mode, press setting button to change option. The selected option will be blinking.
3. Press and hold setting button for 2 seconds to save and change the selected option and complete the process. There is beep sound to remind user that setting process is completed.

H: Maximum temperature (98/96 celsius)

M: -2 degree from maximum temperature

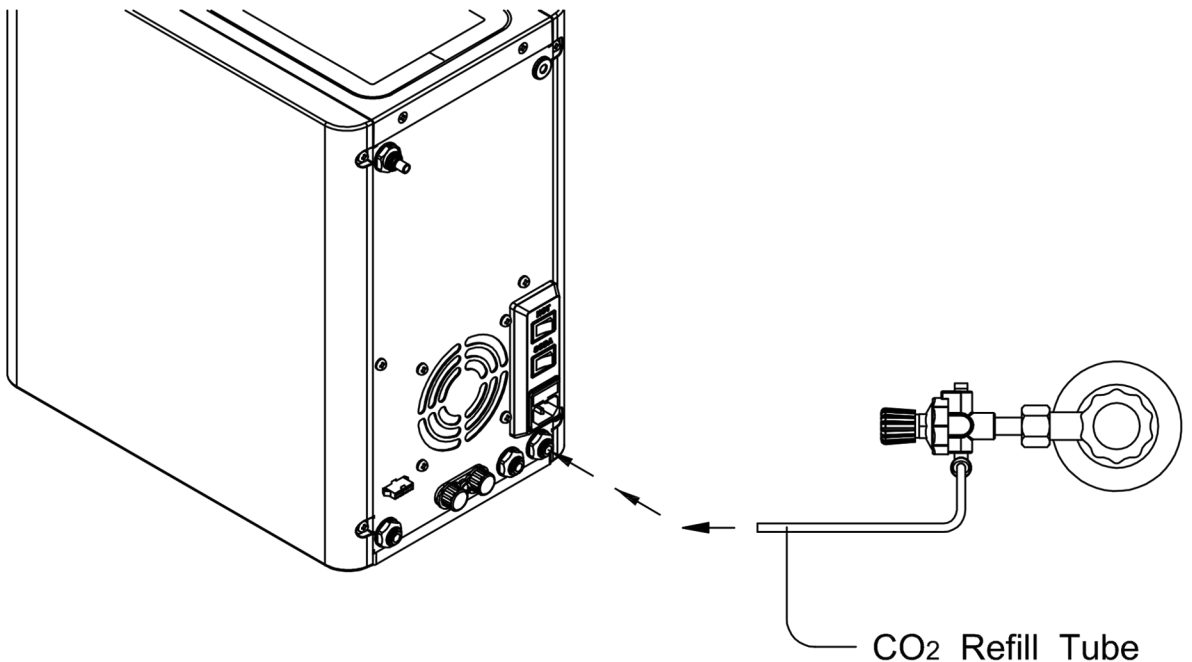
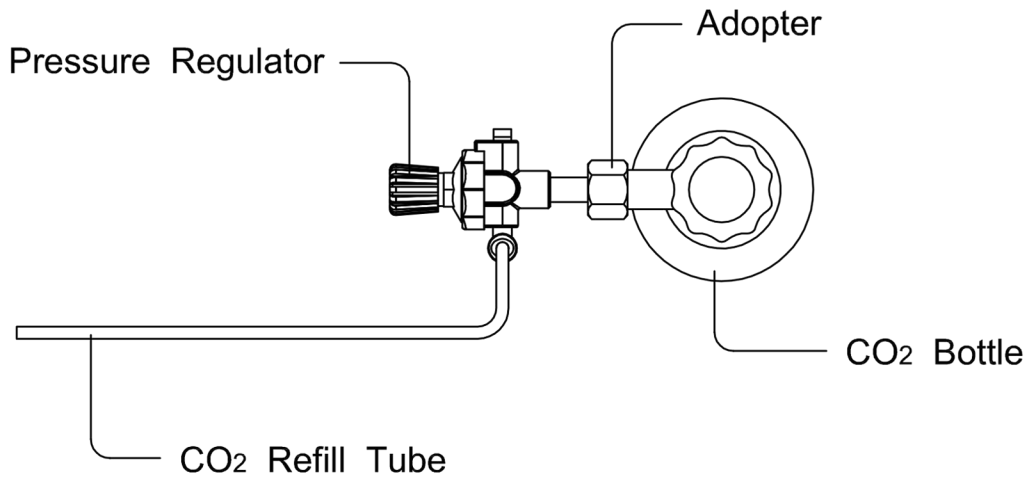
L: -5 degree from maximum temperature.

Press and hold setting button for 5 seconds to shuts off the faucet function to prevent water from flowing while cleaning. Press button once again to enable faucet's dispensing function.

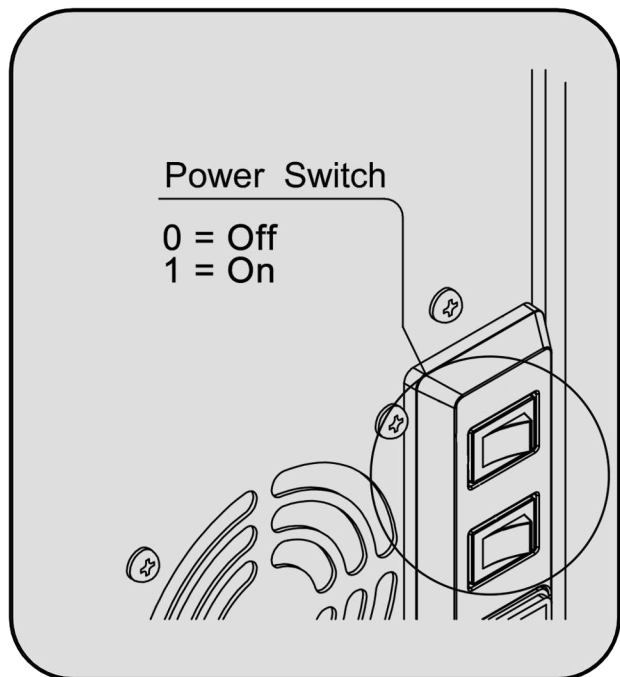
CO₂ CYLINDER INSTALLATION

Please prepare a pressure regulator, adopter and CO₂ bottle. Connect the pressure regulator to the CO₂ bottle with the adopter. After that, apply the PE pipe (CO₂ refill tube) to connect the pressure regulator and soda machine. Please see the drawing that listed below.

Remark : Please adopt the pressure under 4 bar / 4 KG.



SODA OPERATION METHOD

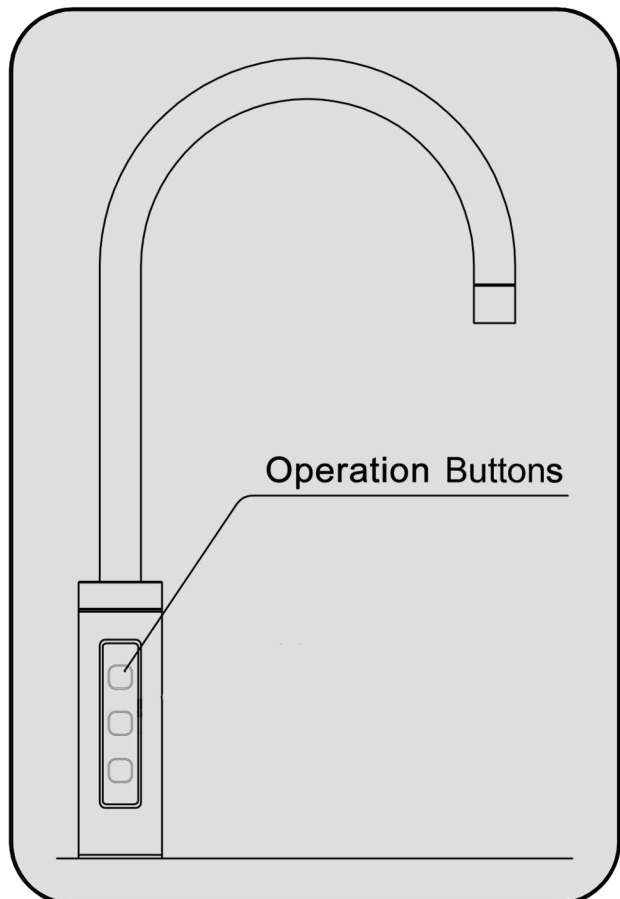


1. Press ambient or cold water (if there is no ambient water option) button to dispense some water to flush filters. This is important to ensure drinking water quality.

2. Turn on the soda power switch at back, then press any button to allow mains water filling into soda tank.

3. Please push the soda water button to drain out the primary soda water in the tank. The newly produced soda water is now ready to drink.

For secure reason, the dispensing is limited within 60 seconds. If you need more water please touch button again.



Remark :

Need 2 seconds interval after hot water button is released, before cold water button or soda water button or room temperature water buttons is applied.



Cold Water



Hot Water



Sparkling Water

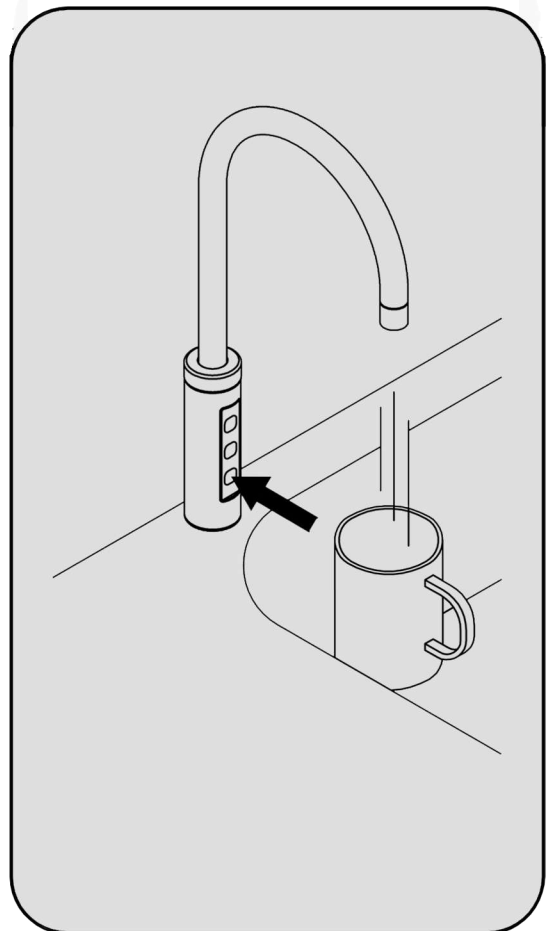
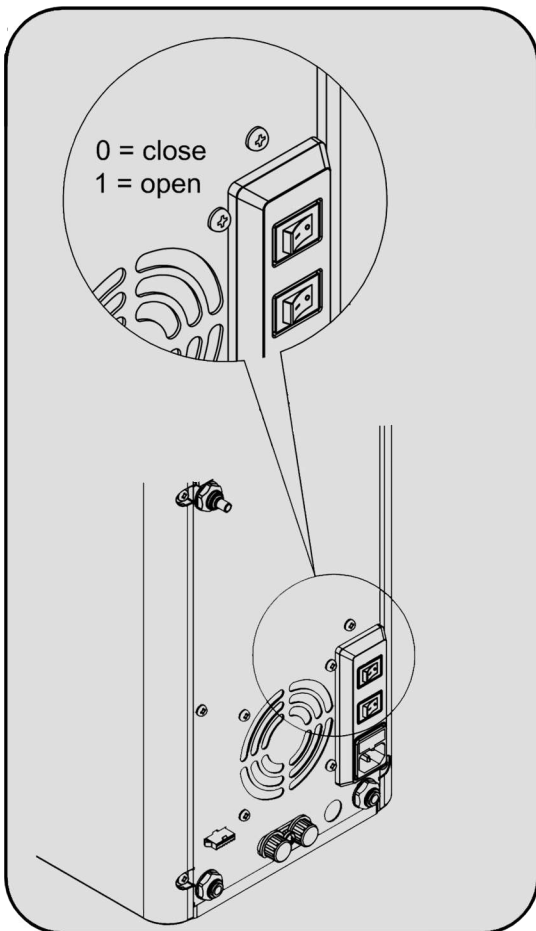


Ambient Water

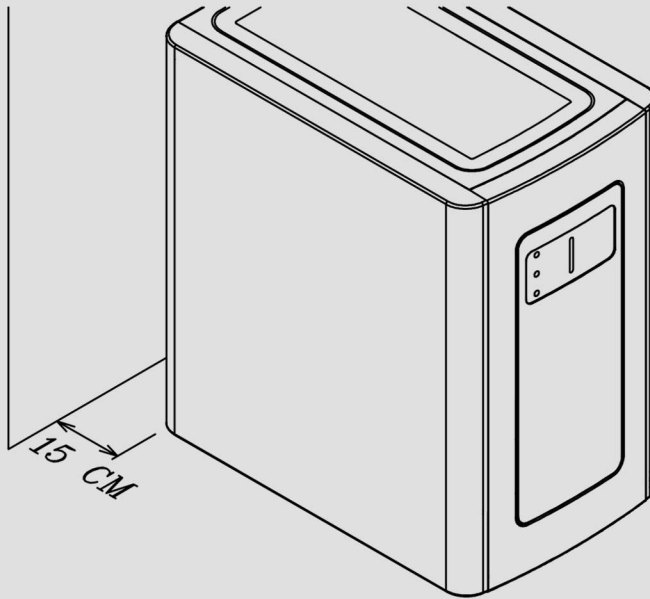
COLD OPERATION METHOD

1. Ensure the power switches at rare panel are OFF, then plug in the power cord and connect inlet water.
2. Press ambient or cold water (if there is no ambient water option) button to dispense some water to flush filters. This is important to ensure drinking water quality.
3. Touch and hold cold water button to dispensed water until water comes out, it may take 1 - 2 minutes.
4. Turn on cold power switch at back, the machine will start chilling immediately. The chilling may need up to 40 minutes.

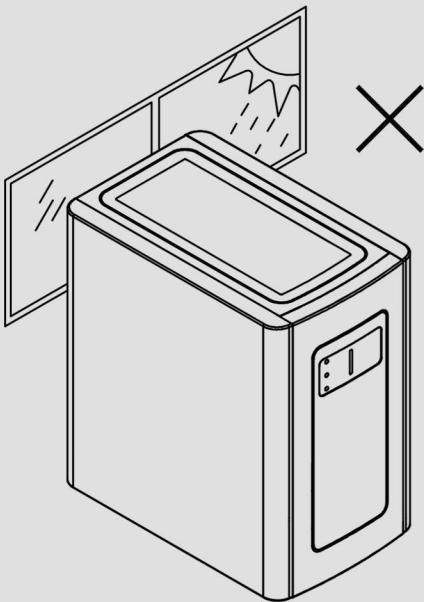
For secure reason, the dispensing is limited within 60 seconds. If you need more water please touch button again.



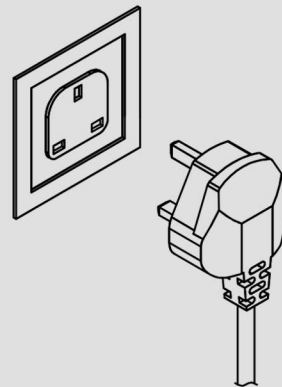
SAFETY REMINDER



Leave a space no less than 15cm between the wall and dispenser.



Keep the machine away from sunlight , heat , and wetness.



Be sure to use single outlet socket with correct power voltage. Plug the power cord directly into electrical socket.

LEAKAGE DETECTION

When the leak detector is active :

1. LED light in the goose neck tap will flash as alerting signal.
2. Disconnect the electricity.
3. Remove the side panel of the under counter, wipe off the water that remains in the detection probes and base panel.
4. Put back the side panel and detection probe.
5. If leaking continues, please contact with the distributor immediately.

