

# M104U series

## Under Sink

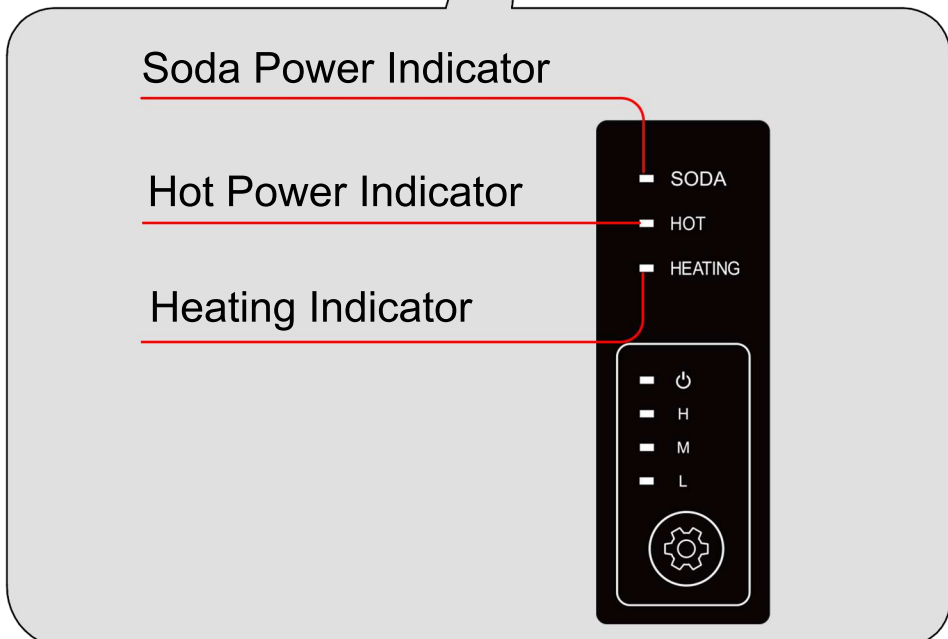
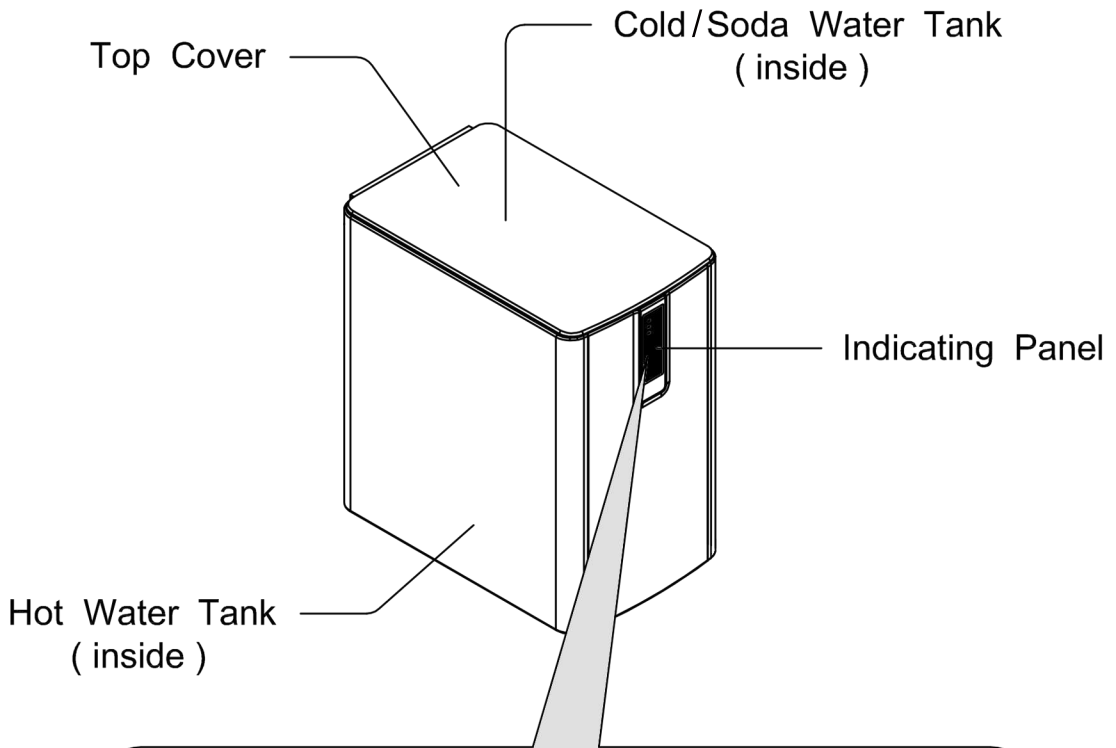
### Sparkling Water Dispenser Operation Manual



Please read these instructions completely before operating this unit

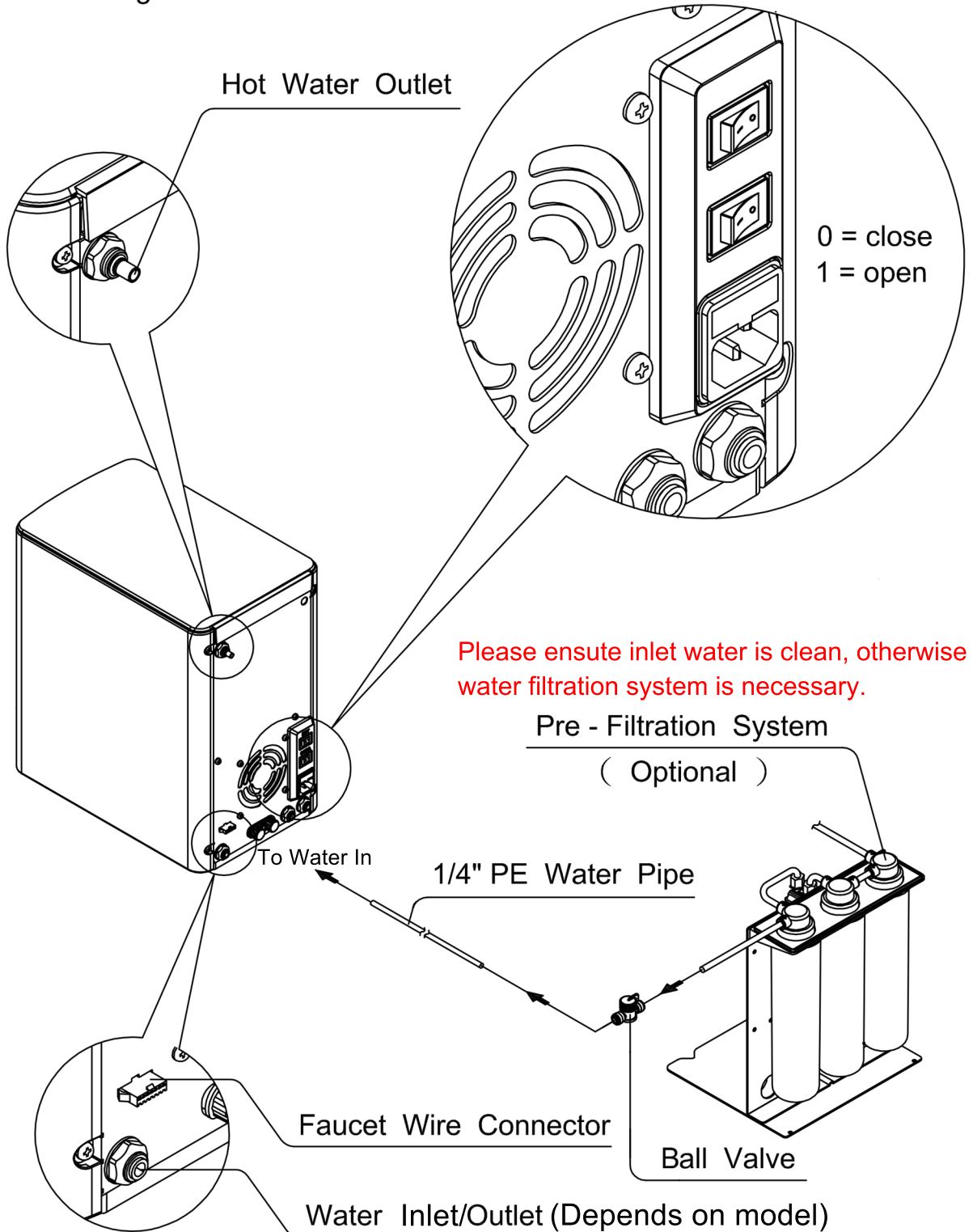
# PREFACE / PARTS

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



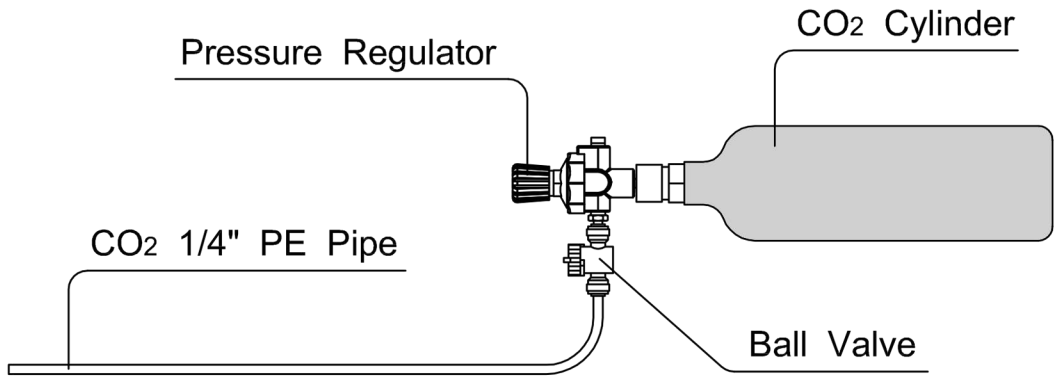
# PIPING INSTALLATION

Please also prepare a pre-filtration equipment then install all part as below image.



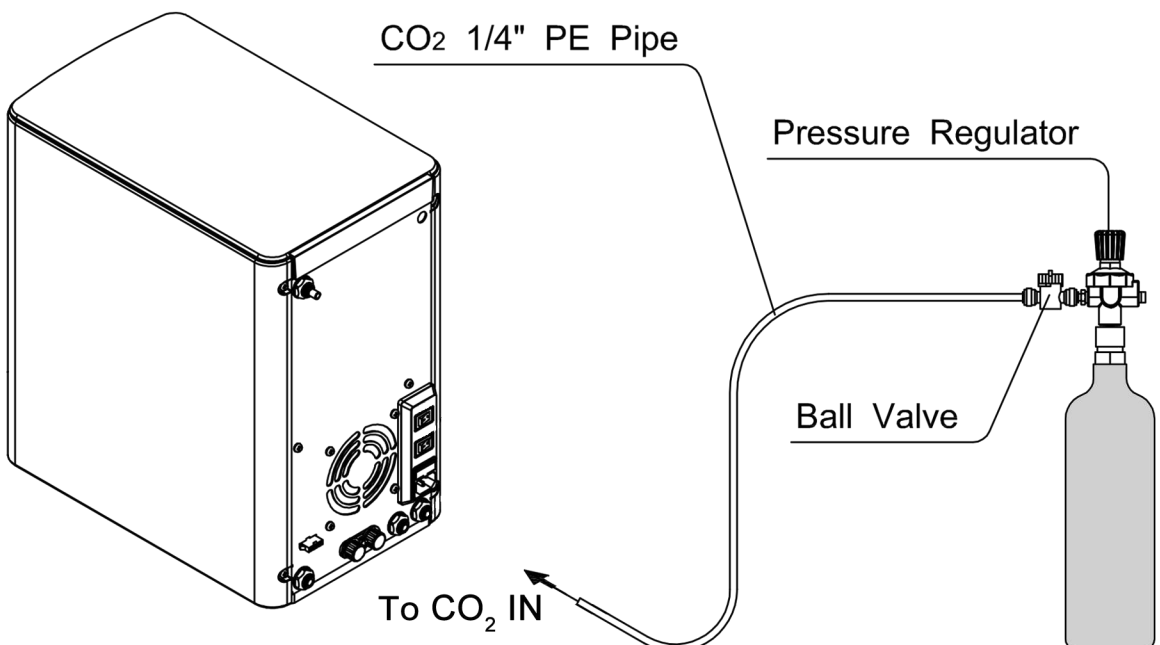
# CYLINDER & SODA INSTALLATION

1. Please prepare a CO<sub>2</sub> cylinder and a pressure regulator then install them as below image. Connect a 1/4" pipe at inlet side and ensure CO<sub>2</sub> cylinder outlet is closed.



2. Procedure of CO<sub>2</sub> cylinder installation :

- (1) Connect 1/4" pipe to CO<sub>2</sub> inlet on machine.
- (2) To adjust regulator pressure to 4 bar ( suggestion pressure ).
- (3) Switch ball valve on then turn the soda switch on.
- (4) Press any button 1 second to start soda tank filling.
- (5) Wait about 5 minutes then press soda button to check soda water can be dispensed.



# HOT OPERATION METHOD

1. Ensure the power switches at rare power cord and connect inlet water

2. Wait 1 to 2 minutes for hot tank w hot tank automatically when elec

3. Press and hold hot water button u

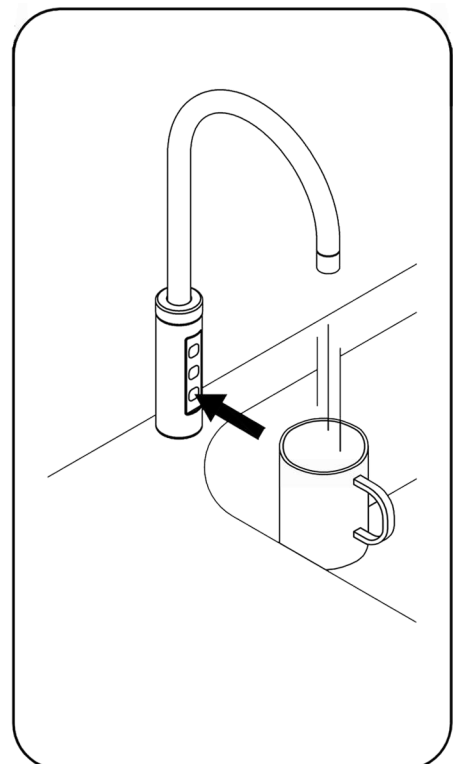
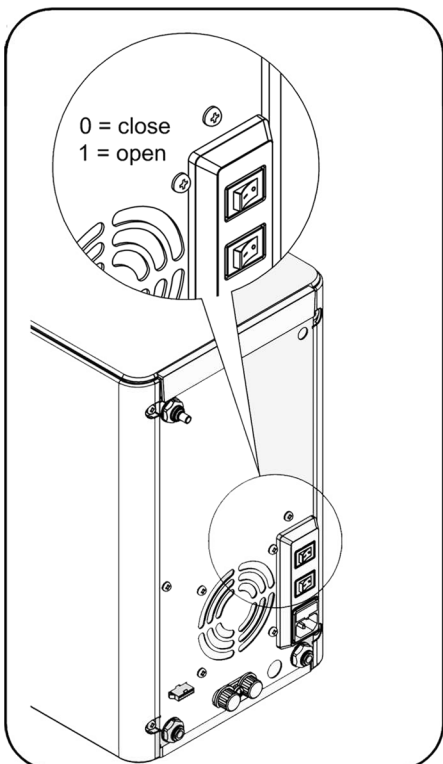
**Note: This is very important to prevent hot tank dry-heat.**

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

4. Turn on hot power switch at back, the machine will start heating immediately. The reheating will be started automatically when hot water temperature is too low.

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

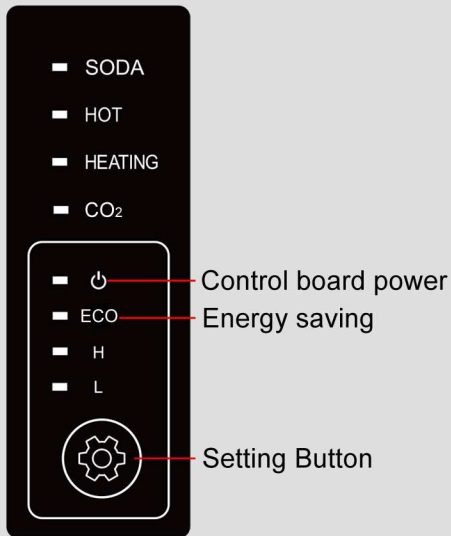
When the faucet outlet light or the HOT indicator light is flashing, please check inlet water, no water is supplied to the machine.



# BOILING POINT SETTING

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

The setting button on the panel (for M104UL model) may be used to change the maximum heating temperature of hot water according to the local geographic conditions to prevent over-boiling.



Indicator & setting

## 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.

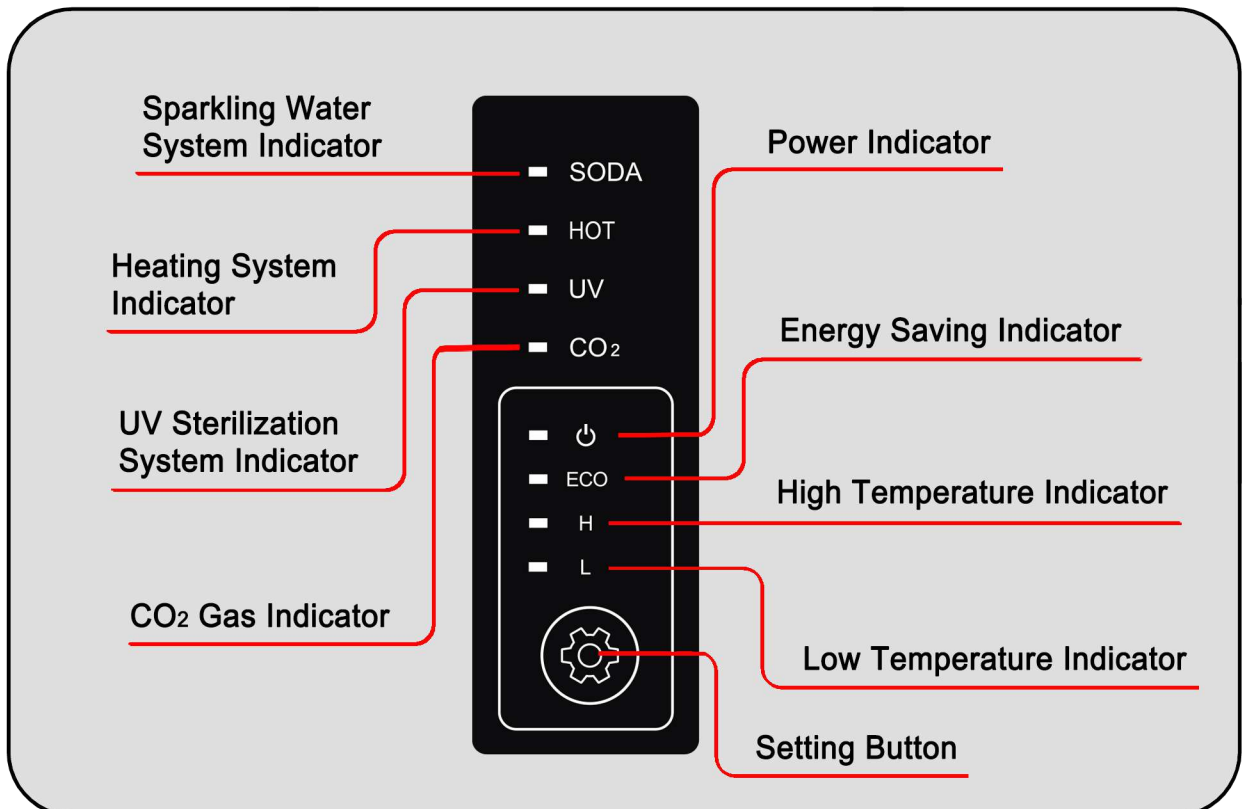
**H: Maximum temperature (98/96 celsius)**

**L: -5 degree from maximum temperature.**

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

# FRONT PANEL INDICATOR

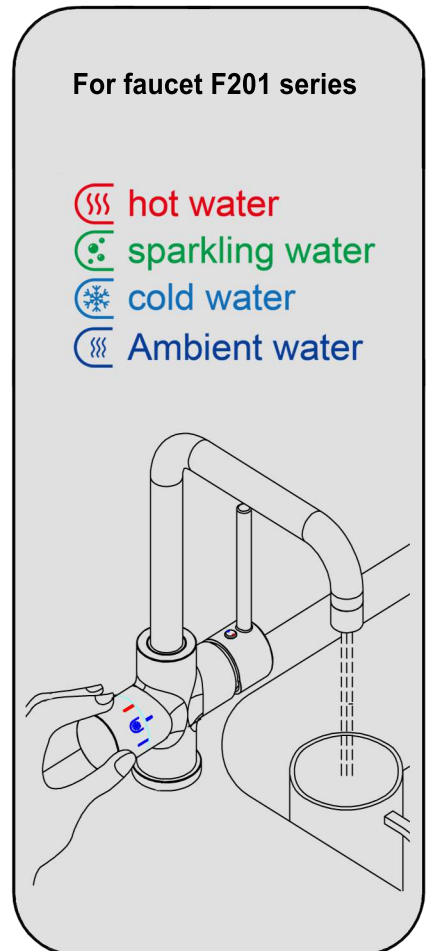
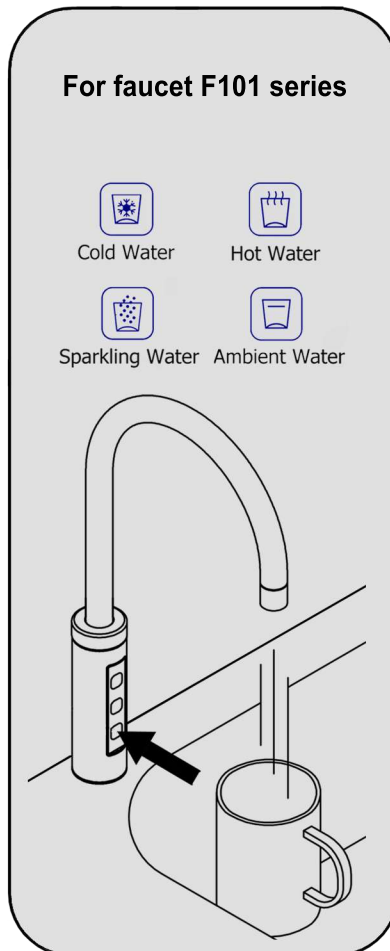
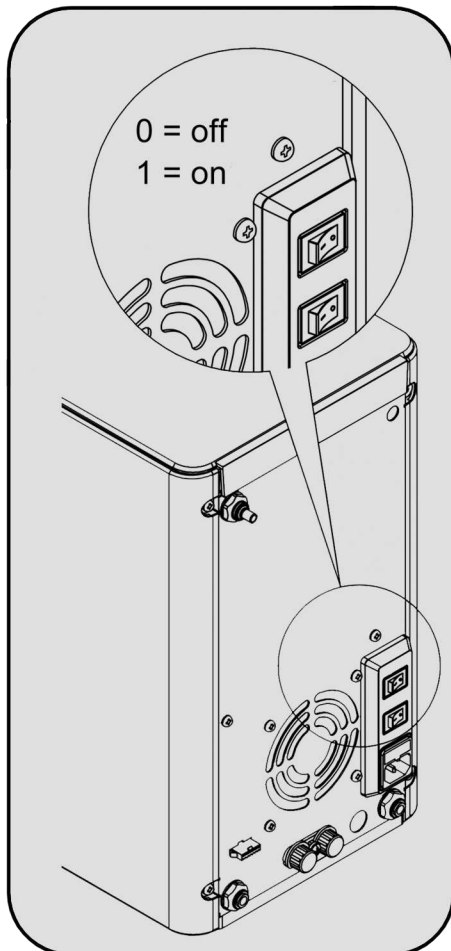
<b>SODA</b>	When sparkling water is being filled, the light will be blinking until filling process is finished. Turn on/off the soda power switch at back panel will enable/disable sparkling water function.
<b>HOT</b>	Shows water heating function is on or off; turn on/off hot power switch to enable/disable heating function.
<b>UV</b>	When cold/sparkling/ambient water is being dispensed, the UV sterilization system is working and indicator is on. If the light is blinking with beeps, please replace a new UV lamp.
<b>CO<sub>2</sub></b>	When a CO <sub>2</sub> cylinder is connected, light will be on; when CO <sub>2</sub> gas volume is low then light is off, CO <sub>2</sub> cylinder needs to be replaced.
<b>Power</b>	Press and hold setting button 3 seconds will shut off the power for panel and faucet to stop function. Press and hold setting button for 3 seconds to resume function.
<b>ECO</b>	Energy saving system; light on is now enabled, light off is disabled.
<b>H</b>	Maximum temperature.
<b>L</b>	5 degree lower temperature.



# SODA OPERATION METHOD

1. Press ambient or cold water (if there is no ambient water option) button to dispense some water out.
2. Turn on the soda power switch at back, then press any button to allow mains water filling into soda tank.
3. Please press the soda water button to drain out the primary sparkling water in the tank. The newly produced sparkling water is now ready to be drunk.

For secure reason, the dispensing is limited within 60 seconds. If more water is required, please press button again.



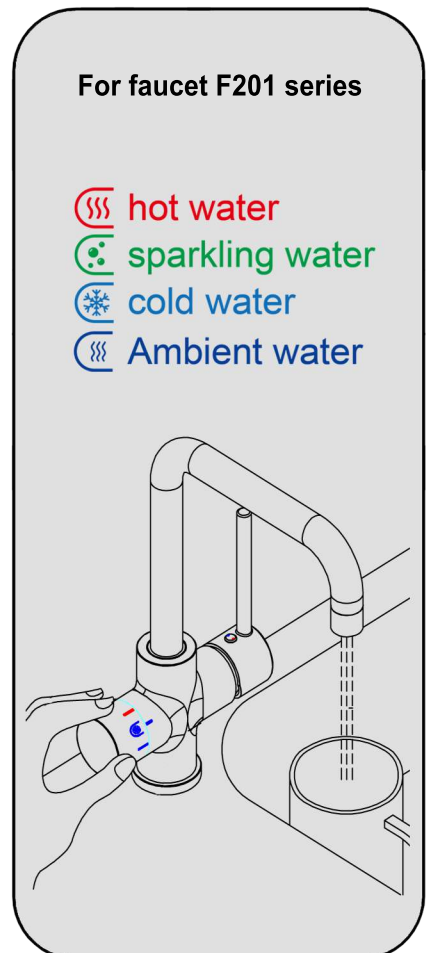
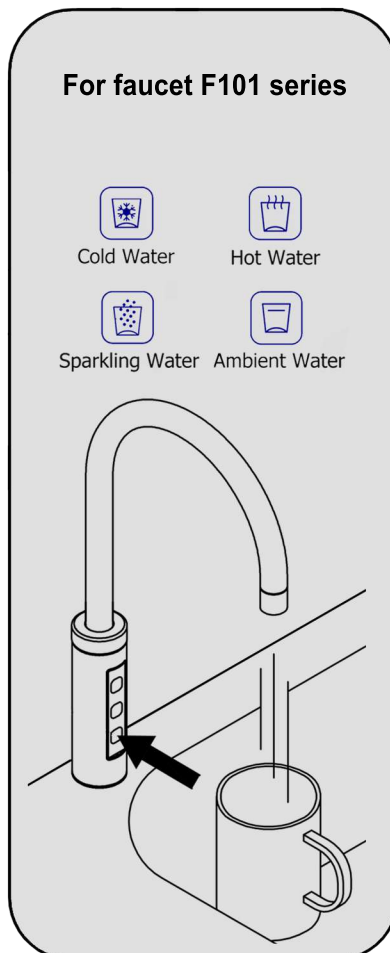
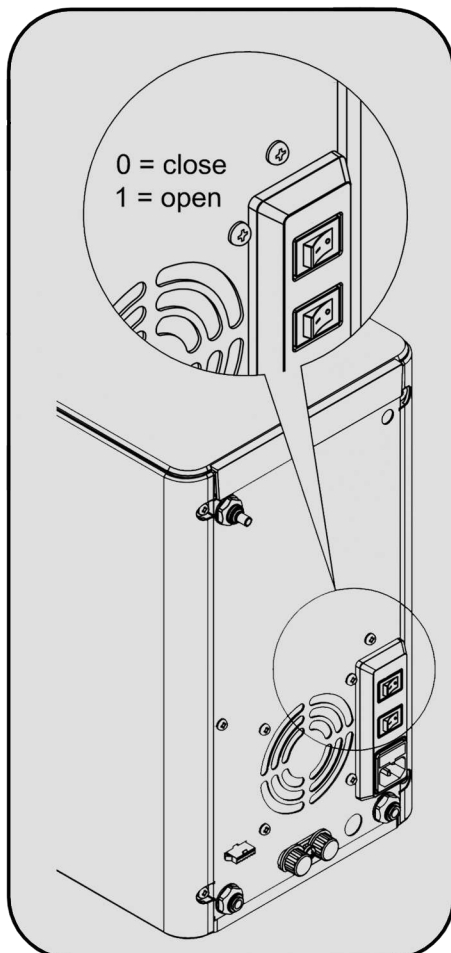


# COLD OPERATION METHOD

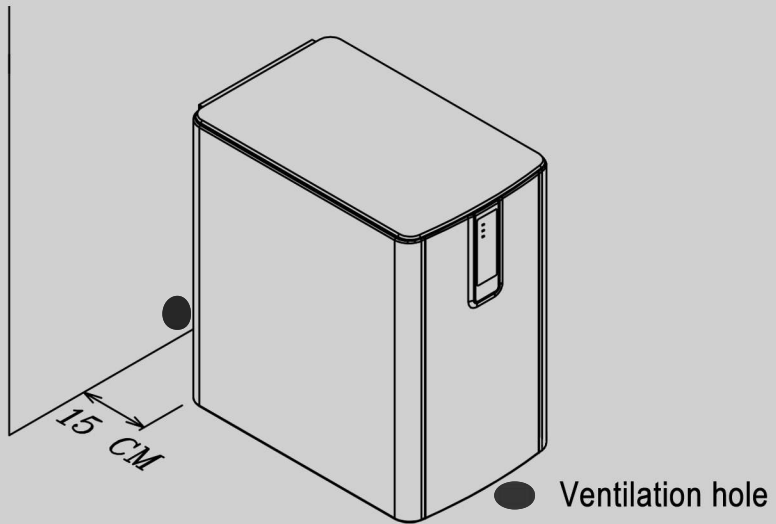
For non-sparkling water model only

1. Ensure the power switches at rare panel are OFF, then plug in the power cord and connect inlet water.
2. Touch and hold cold water button to dispensed water until water comes out, it may take 1 - 2 minutes.
3. Turn on cold power switch at back, the machine will start chilling immediately. The chilling may need up to 1 hour.

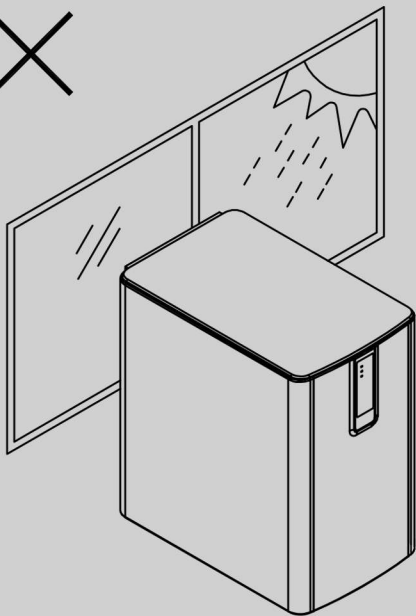
For secure reason, the dispensing is limited within 60 seconds. If you need more water please touch button again.



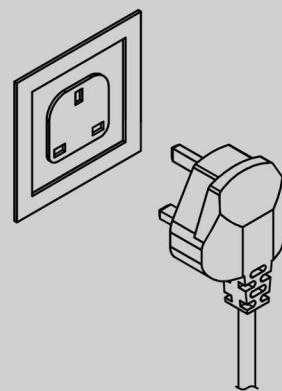
# SAFETY REMINDER



Please consider ventilation and making an opening in the bottom of cupboard under Charm Under Counter for ventilation.

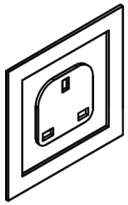


Keep the machine away from sunlight , heat , and wetness.



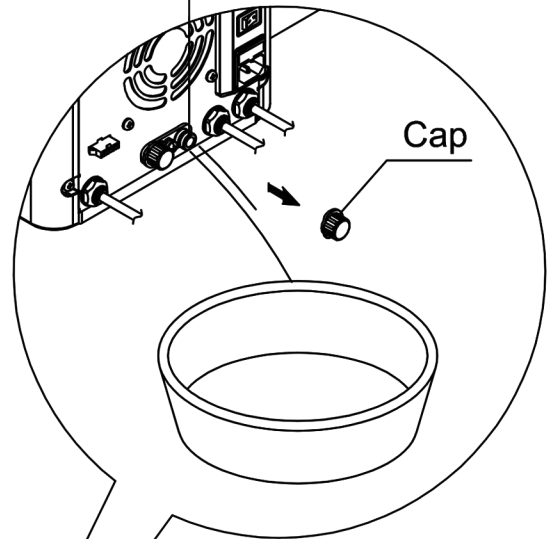
Be sure to use single outlet socket with correct power voltage. Plug the power cord directly into electrical socket.

# CLEANING & MAINTENANCE

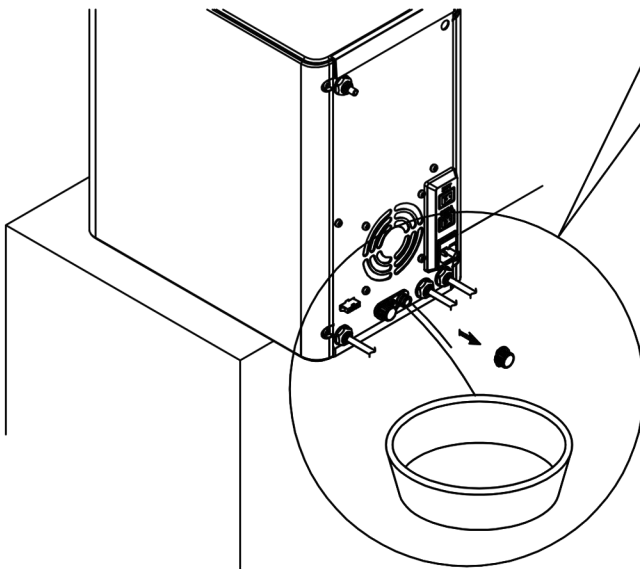


1. Please make sure the machine is completely disconnected from electricity before cleaning.

Hot Water Drain



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 60 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 <sub>2</sub> cylinder is empty.	Replace CO <sub>2</sub> 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 thermostat on hot tank failed, find hot tank inside of unit and replace a new thermostat.
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 <sub>2</sub> 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 <sub>2</sub> and water have not mixed properly.	Please wait longer time or wait about two hours after installation before dispensing.
	2. CO <sub>2</sub> cylinder is nearly empty.	Replace a CO <sub>2</sub> cylinder.
	3. CO <sub>2</sub> output pressure is too low.	Adjust CO <sub>2</sub> 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 and L at front panel is blinking.	Abnormal long heating time	Replace a hot tank or the relay board
The indicator light M and L at front panel is blinking (light H is off).	No water in hot tank, the temperature is 105 degrees	Check water pressure from inlet water supply or pre-filtration system
The indicator light H and L at front panel is blinking (light M is off).	Dry heating	Check water pressure from inlet water supply or pre-filtration system
The "HOT" indicator light on front panel is blinking.	No water was filled into hot water tank.	Check water pressure from inlet water supply or pre-filtration system