

# CW - M104

## Countertop

### Water Dispenser Operation Manual

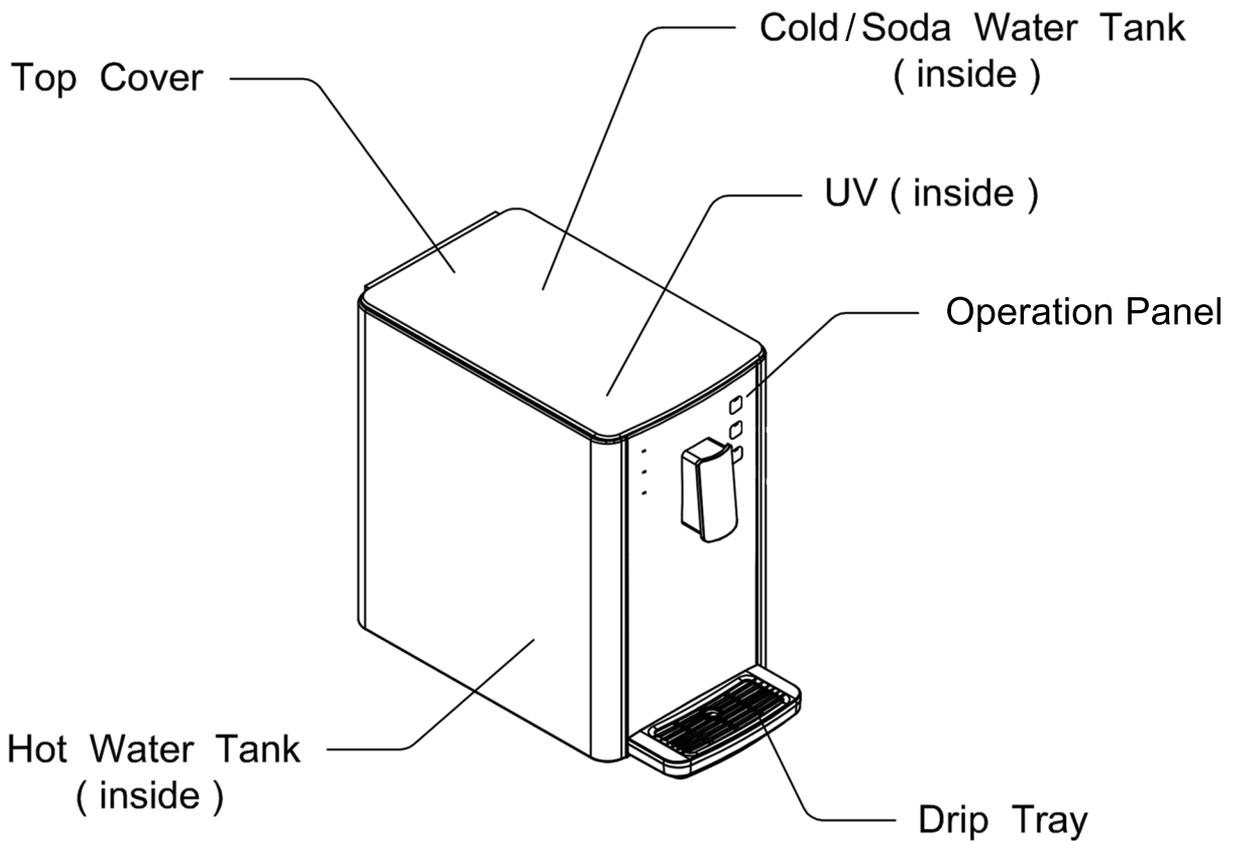


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Please read these instructions completely before operating this unit

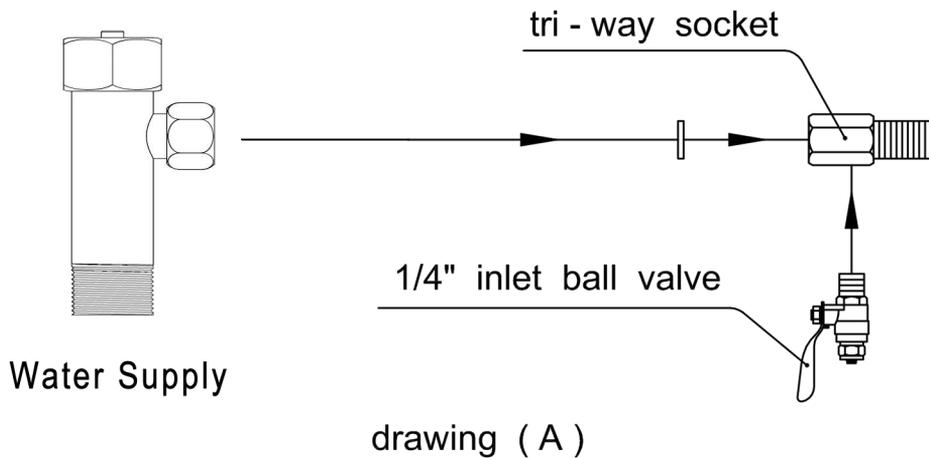
# PREFACE / PARTS

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

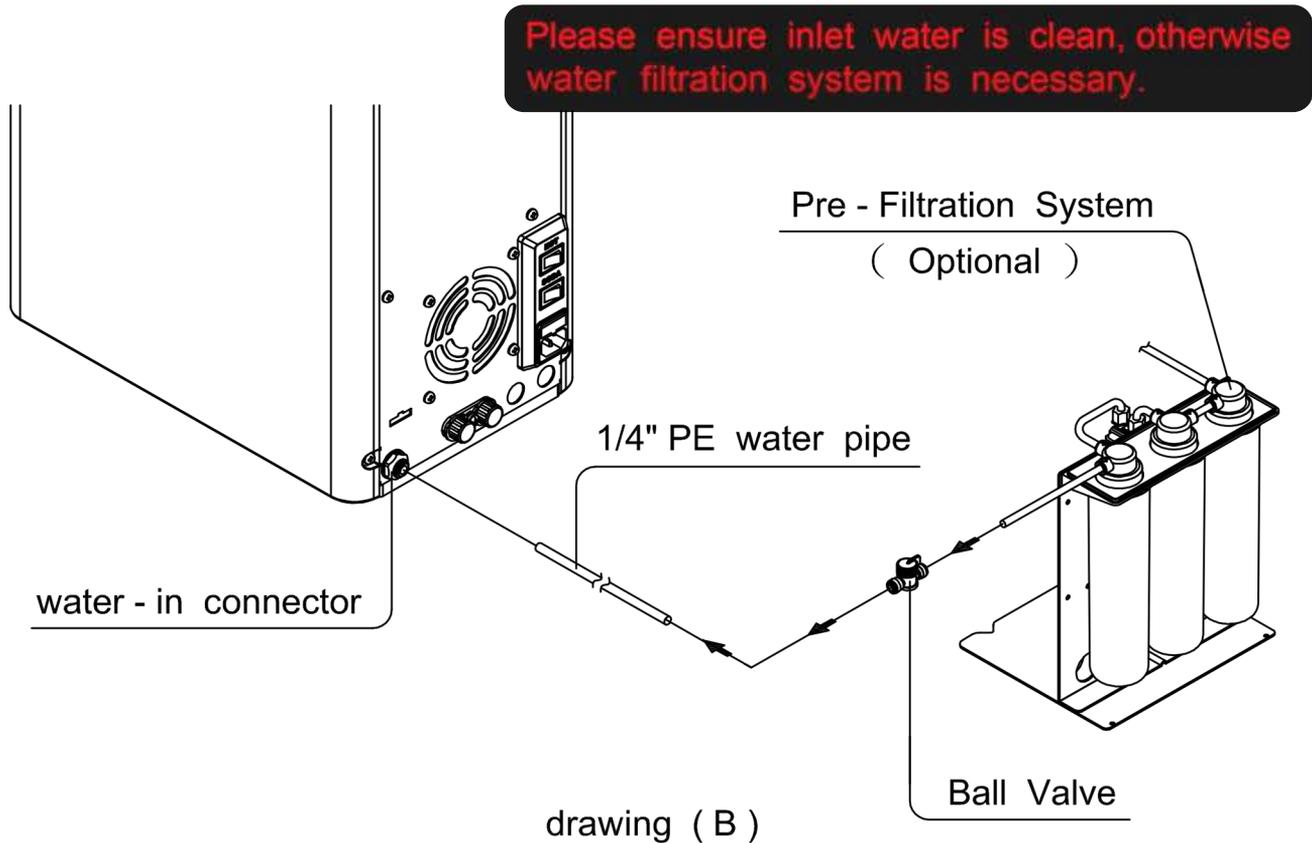


# PIPING INSTALLATION

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



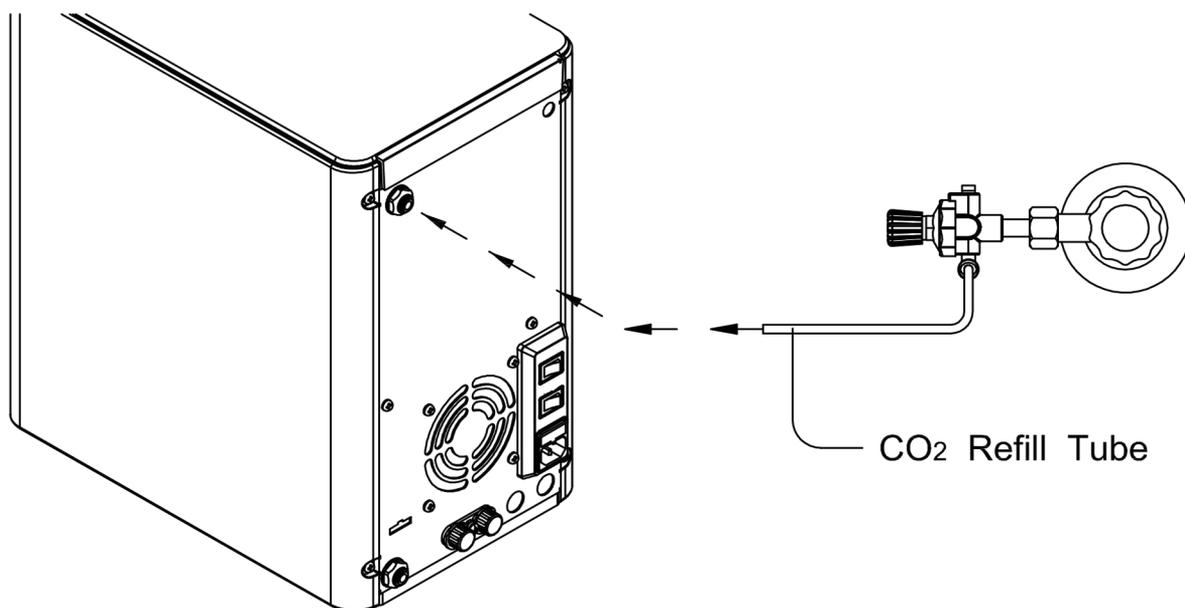
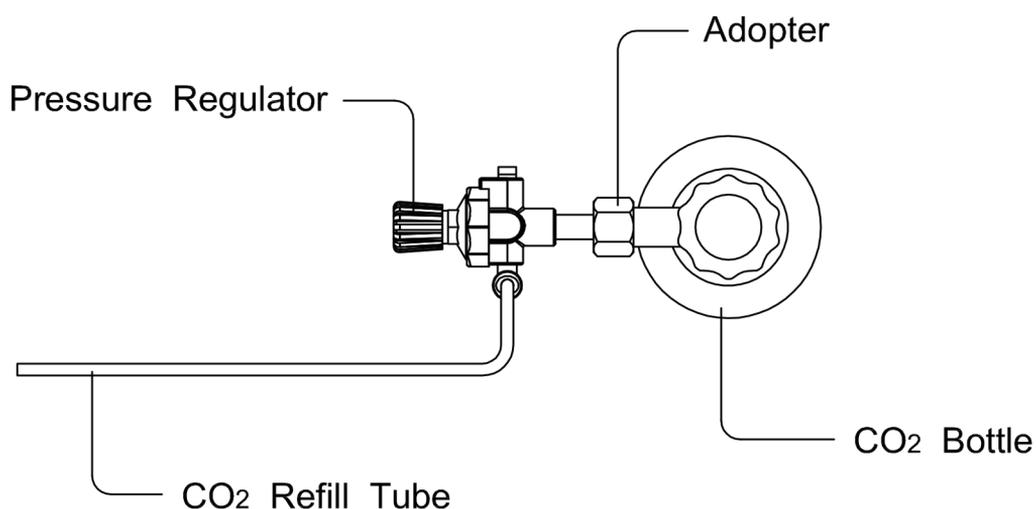
2. Connect the 1/4" PE water pipe between inlet ball valve and inlet connector. See drawing ( B ).



# CO<sub>2</sub> CYLINDER INSTALLATION

Please prepare a pressure regulator, adopter and CO<sub>2</sub> bottle. Connect the pressure regulator to the CO<sub>2</sub> bottle with the adopter. After that, apply the PE pipe ( CO<sub>2</sub> 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.



# 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.



Cold Water



Hot Water



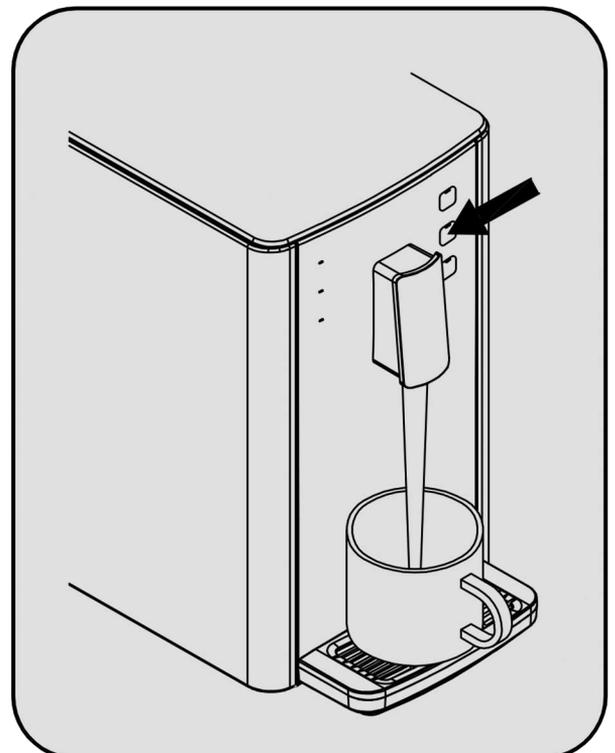
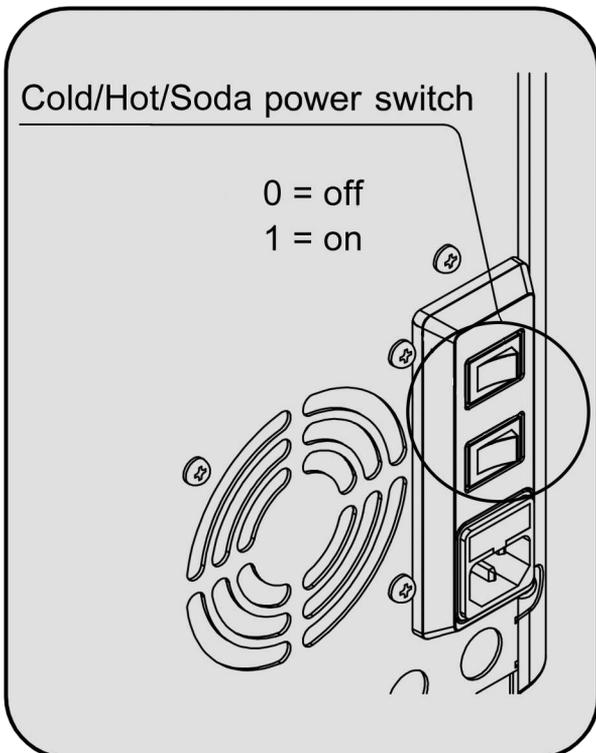
Sparkling Water



Ambient Water

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.

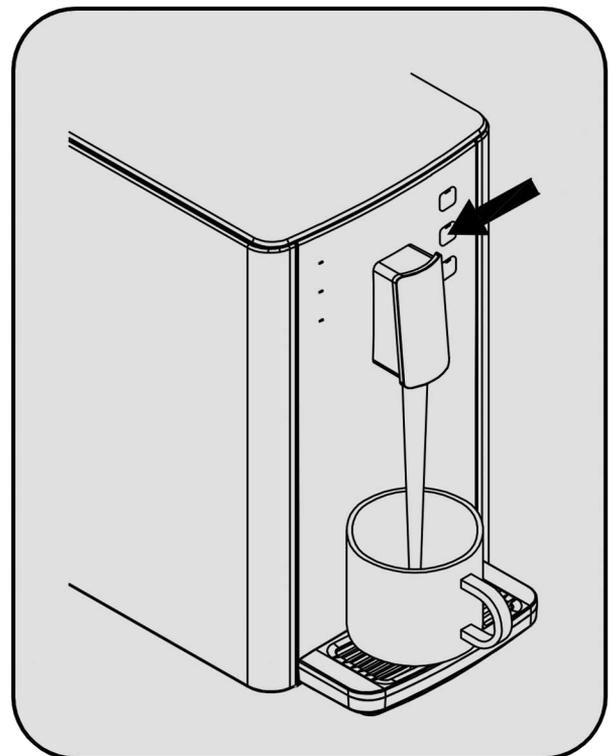
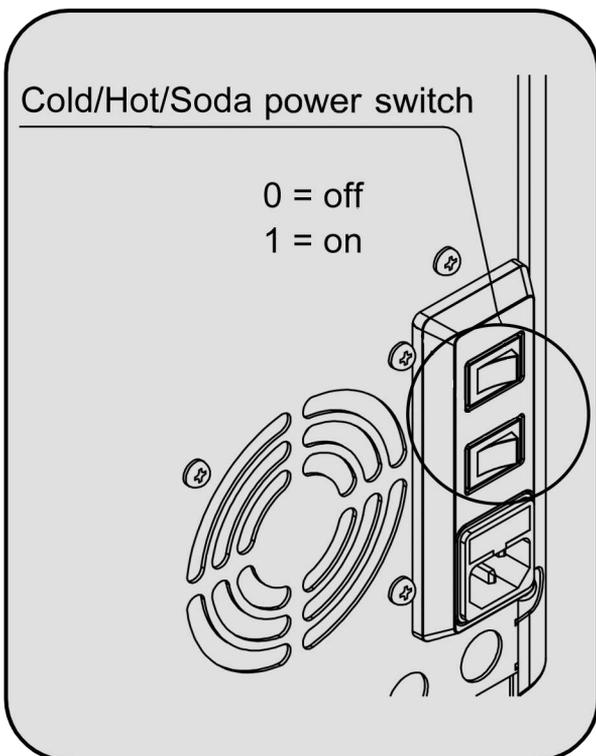
For secure reason, the dispensing is limited within 60 seconds. If you need more water please touch button again.



# HOT 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. Press and hold hot water button until seeing water comes out.  
**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 pressed for 3 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.

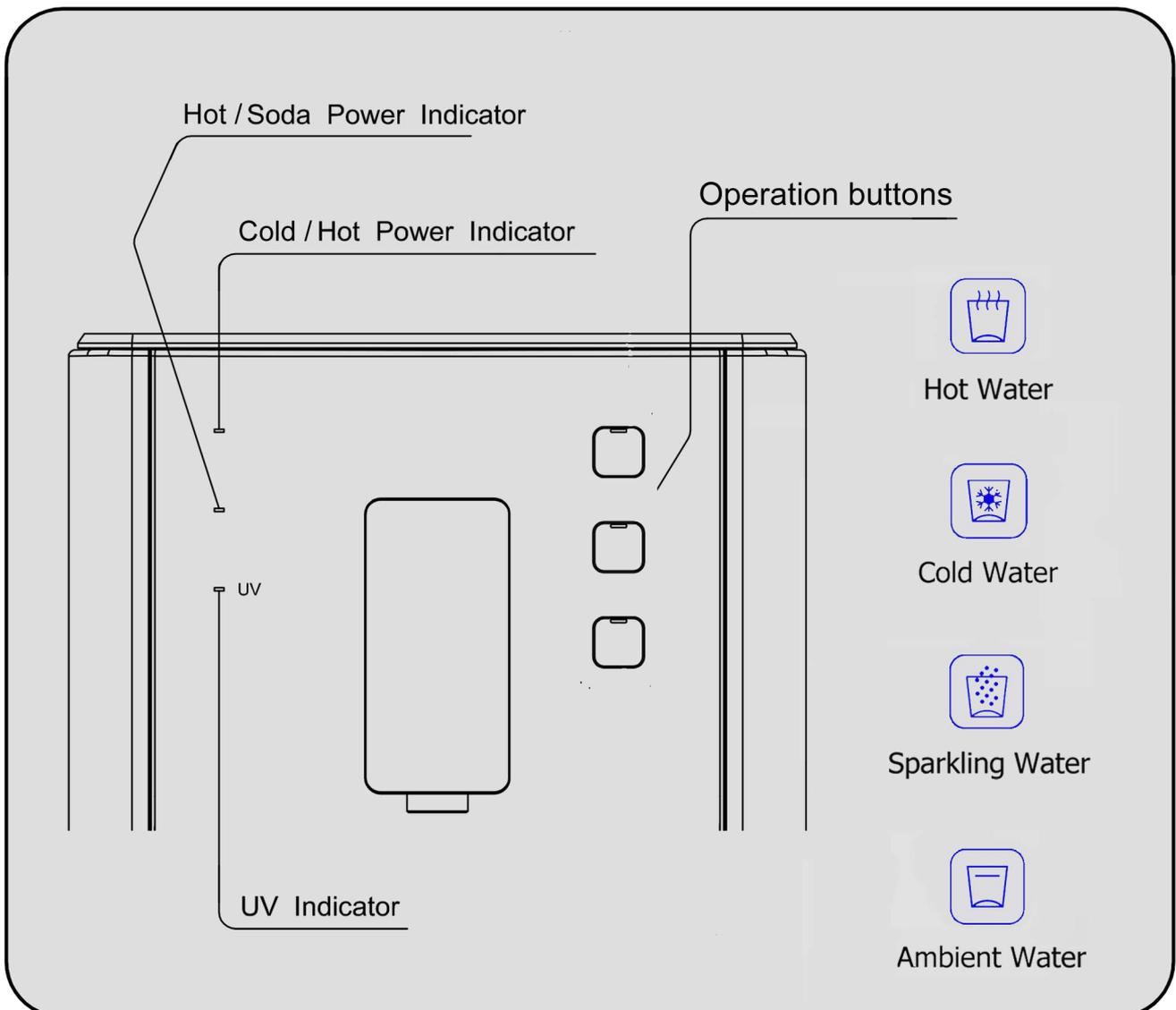
For secure reason, the dispensing is limited within 60 seconds. If you need more water please touch button again.



# SODA OPERATION METHOD

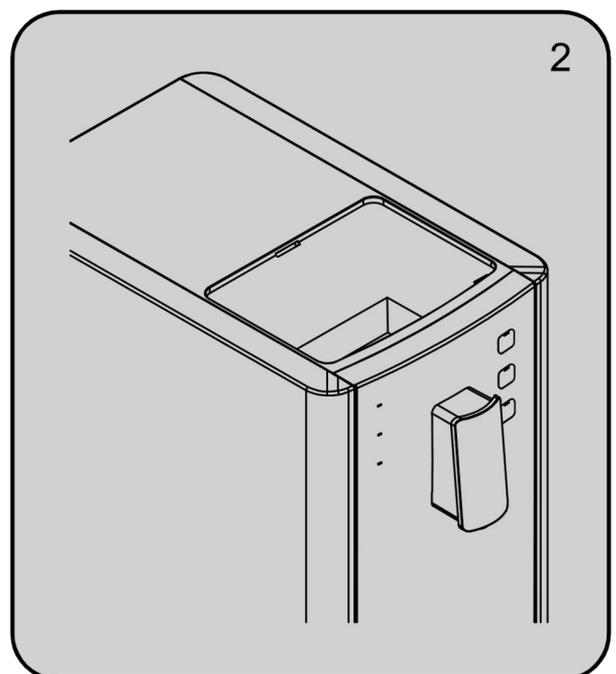
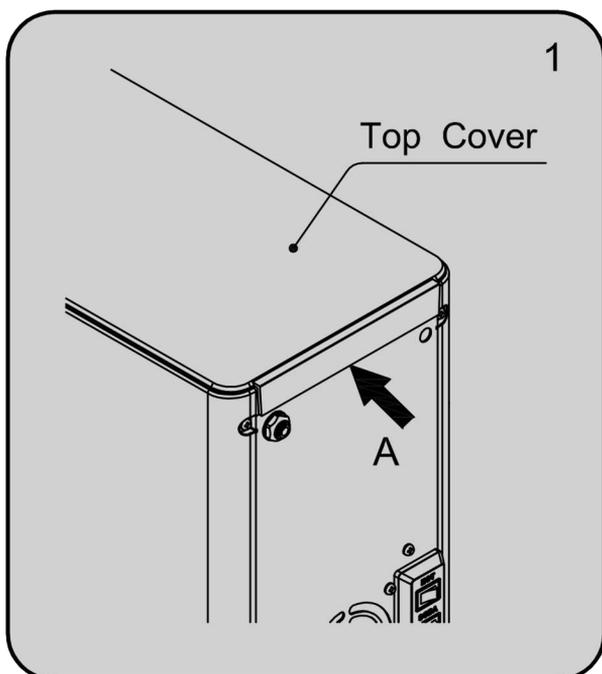
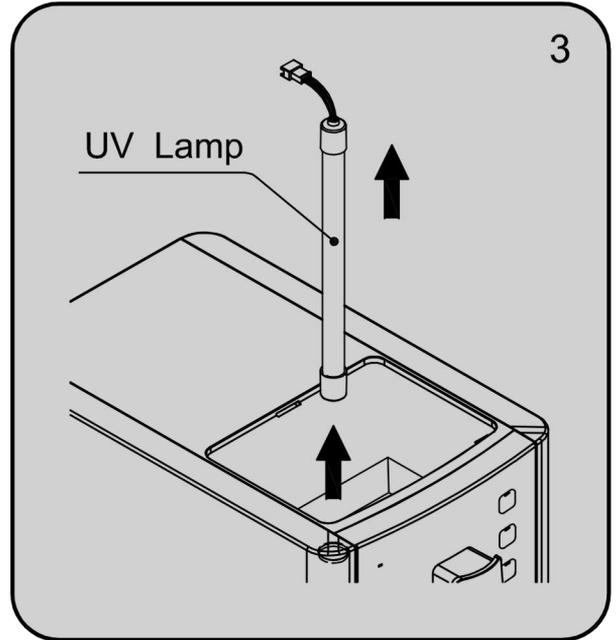
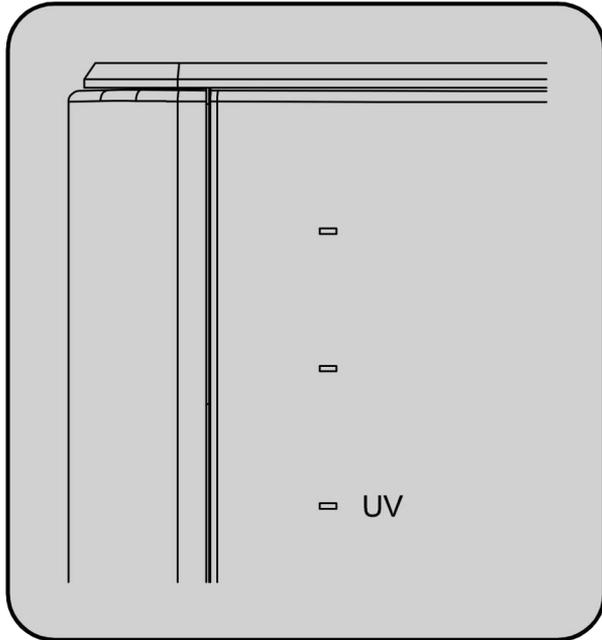
1. Press ambient or cold water (if there is no ambient water option) button to dispense some water to flush filters. This is important to ensure drinking water quality.
2. After the water cooler connects with CO<sub>2</sub> bottle, please turn on soda power and **push any water button** to allow the mains water to fill to soda tank. Cooling time needs 40 minutes.
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.

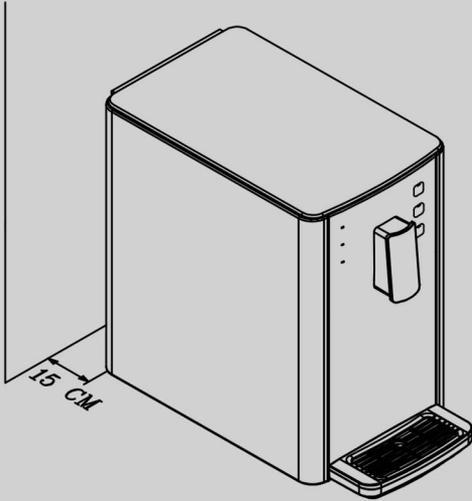


# UV LAMP REPLACEMENT

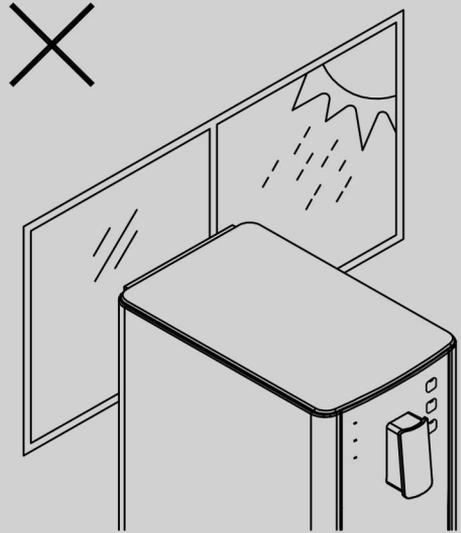
Please replace UV lamp immediately when touching button with hearing 2 times long beep sound and the UV indicator on front panel is blinking. Unplug power cord, and remove top cover from machine as indicated by arrow A in the image 1. To disconnect the wire of UV lamp, and remove UV lamp to replace a UV lamp.



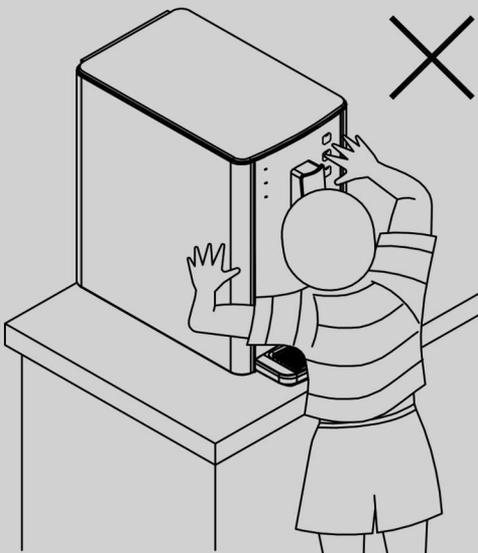
# SAFETY REMINDER



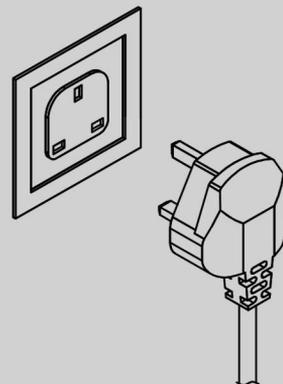
Leave a space no less than 15cm between the wall and dispenser.



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

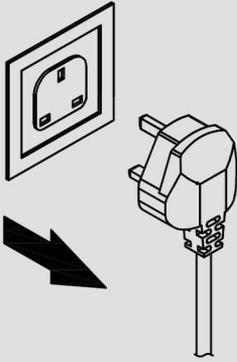


Do not put dispenser on a place where the kids can reach easily.

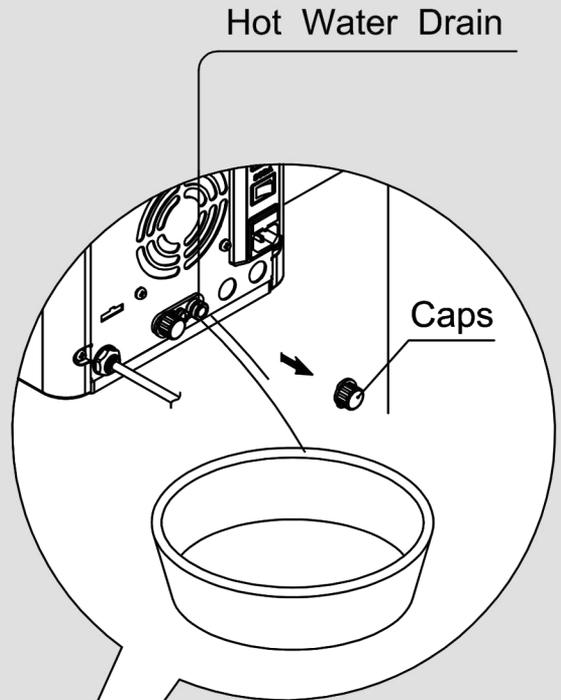


Be sure to use single outlet socket with correct power voltage. Plug the power cord directly into electrical socket.

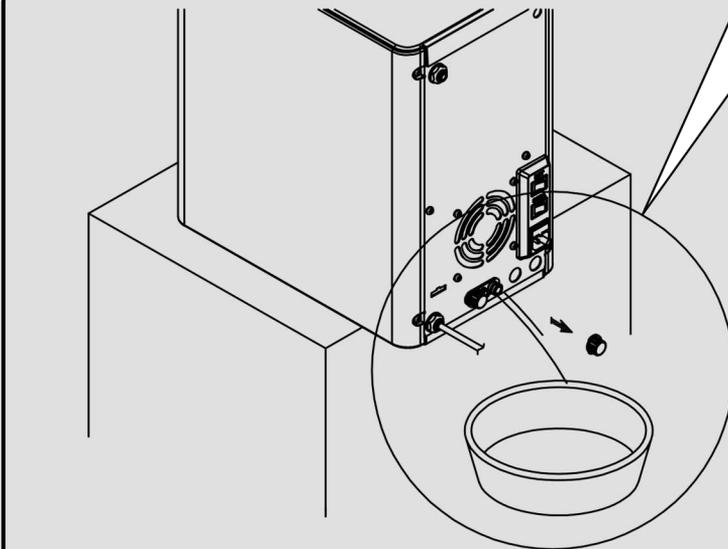
# CLEANING & MAINTENANCE



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



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.

# PROBLEM SHOOT

Defection Status	Possible Defection Reason	Solution
Hot water is not hot	1. The hot power switch is off.	Turn the hot power switch on.
	2. Hot temperature protection is enabled due to dry-heat.	Call for service to reset the protection button on the hot tank.
	3. Problem with PCB or thermostat.	Please contact service people.
No hot water	1. No water from mains water supply.	Check inlet water supply.
	2. Inlet water pressure is too low.	Check inlet water pressure from pre-filtration system or water supply.
	3. Water is not being filling into hot tank.	Please press hot water button to fill water into hot tank until water comes out.
Cold water is no cold	1. The cold power switch at back is off	Turn the cold power switch on.
	2. Chilling time is not enough.	Please wait 40 minutes for water chilling.
	3. Refrigerant leaks.	Contact service people.
No cold water	1. No water from mains water supply.	Check inlet water supply.
	2. Cold water is being filling into cold tank.	Contact the service people.
	3. Inlet water pressure is too low.	Check inlet water pressure from pre-filtration system or water supply.
	4. Water in cold water tank got frozen.	Unplug the power cord then wait for 4 – 8 hours. Internal pipe may be broken please contact service people as well.
No sparkling water	1. CO <sub>2</sub> runs out.	Replace a new CO <sub>2</sub> Cylinder.
	2. The soda power switch at back is off.	Turn the soda power switch on.
	3. Water is unable to be filled to sparkling water tank.	Contact the service people.

# PROBLEM SHOOT

Defection Status	Possible Defection Reason	Solution
Hot water is dripping from dispensing nozzle.	1. Inlet water pressure is too low.	Check inlet water pressure from pre-filtration system or water supply.
	2. The solenoid valve got malfunction.	Contact service people.
Sparkling water is dripping from dispensing nozzle.	1. The remaining sparkling water in pipe is flowing due to CO <sub>2</sub>	Wait for a few seconds, it will be stopped.
	2. The solenoid valve got malfunction.	Contact service people.
UV indicator light is blinking and hearing beeps when dispensing water.	1. UV lamp is failure or no UV lamp is connected	Replace a UV lamp or check if the UV wire is disconnected.
	2. UV board is failure.	Contact service people.
All dispensing buttons are blinking and hearing beeps when press button.	1. There is leakage detected inside of water dispenser.	Unplug the power cord, then dry water on the internal base or ask for service.
	2. The waste water container is full.	Please drain all water from waste water container.
Bubble of sparkling water is insufficient.	1. The CO <sub>2</sub> and water doesn't mixed properly.	Please wait more time.
	2. CO <sub>2</sub> almost runs out.	Replace CO <sub>2</sub> cylinder
	3. CO <sub>2</sub> output pressure is too low.	Please adjust output pressure to 4 bar as suggestion.