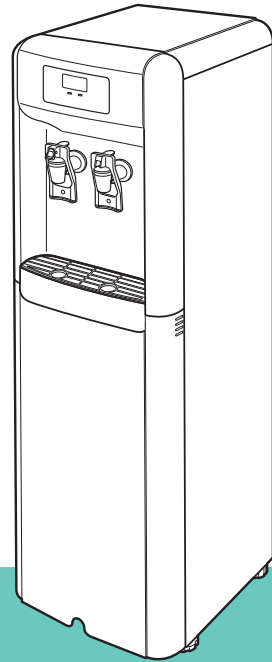


BOTTLESS POINT-OF-USE WATER DISPENSER

User's Manual



MODEL

D5/SD5, D7, D9, D10, D11, D14, D16, D17, D19/SD19, D21, SD22

- For your safety, please read and follow all the instructions in this manual.
- Keep this manual in a safe place for future reference.

Safety information

Read and follow all safety instructions in this manual to avoid unsafe operating conditions, property damage, personal injury, or death.

Safety messages used in this manual

WARNING

Indicates a potentially hazardous situation which, if not avoided, could result in injury or death.

CAUTION

Indicates a potentially hazardous situation which, if not avoided, could result in minor injury or property damage.

Packaging-related safety information

WARNING

After removing the packaging material from the appliance, keep the plastic bags or vinyl wrap away from children. There is a danger of death by suffocation.

NOTE

Keep the packaging material in case you need to ship the appliance in the future.

Electrical safety information

WARNING

- Do not touch the cable if your hands are wet. There is a risk of electric shock.
- To protect against fire, electric shock, or injury, do not immerse the power cord, plugs, or the appliance in water or any other liquid.
- Always unplug the appliance from the main power source prior to servicing or removing the cover of the appliance.
- If a plug with grounding is supplied, the appliance must be grounded by connecting it to a grounded 3-pin power outlet. Grounding reduces the risk of electric shock if there is a short circuit.
- If a plug without grounding is supplied, you must ground the grounding terminal on the back of the unit before using the appliance. Grounding reduces the risk of electric shock if there is a short circuit. Consult a qualified electrician to ensure that the appliance is properly grounded.

CAUTION

- Before connecting the appliance to the power supply, make sure that the power supply voltage matches the voltage rating on the data plate at the back of the appliance.
- Unplug the appliance from the power outlet when it is not in use and before cleaning it.
- Do not let the power cord hang over the edge of the table or counter or allow it to touch hot surfaces.
- Do not operate the appliance and contact our customer service center immediately if the power cord or plug is damaged, if the appliance malfunctions, or if it has been damaged.

Safety guidelines for installation

WARNING

- All electrical connections must be made in compliance with the local codes and regulations.
- Do not install this unit in locations where explosive fumes or flammable substances may be present.
- The unit must be installed using the anchor fixture assembly provided with this unit. Personal injury and property damage may result if the unit falls during use.

CAUTION

- All installation and service should be conducted by the service agent or a similarly qualified person.
- Locate the appliance within the reach of the electrical outlet and do not use extension cord.
- Do not use or store the appliance at a temperature below 41°F (5°C) as it may cause leaks.
- Tubing must be routed to avoid sharp bends and have enough slack to avoid straining connections.
- All parts must meet the local and national standards.
- Acceptable source water pressure is 25-75 psi (138-517 kPa).
- The limited warranty is void if the water pressure at the location occasionally or constantly exceeds 75 psi (517 kPa). Install a water pressure regulator with the appliance's water inlet if the water pressure exceeds 75 psi. Failure to comply will void the warranty.
- Using accessories or attachments that are not recommended by the manufacturer may result in fire, electric shock, or injury.

- The appliance should be equipped with a water leak detector and automatic shutoff valve (not included) or water leak pan properly connected to a drain (not included) if any leakage could cause property damage.

Safety guidelines while using the appliance

WARNING

- This appliance dispenses very hot water and there is a high risk of scalding. Keep the appliance and its accessories away from children.
- If a child operates the appliance, they must be supervised by an adult at all times.

CAUTION

- Keep the appliance upright at all times.
- This appliance is designed for indoor use. Do not use this appliance outdoors.
- This appliance is suitable for indoor use in domestic, commercial, and industrial locations. It should not be used in locations that may be exposed to direct sunlight, rain or snow. Failure to comply voids the warranty.
- The appliance must be used according to all the specifications and instructions listed in this manual.
- Do not use water from a source that is microbiologically unsafe or of unknown quality as it may cause diseases or product failures. We recommend you to use filters to get potable water.
- Do not place heavy objects on top of the appliance and never climb or stand on the appliance to prevent personal injury or damage to the appliance.
- Do not use this appliance for purposes other than its intended use. This appliance is designed to supply hot and cold water in accordance with the instructions in this manual. Manufacturers or distributors do not accept liability for damage that occurs if the appliance is not used for its intended purpose.
- The limited warranty is void if the appliance is modified or altered. Alteration may cause serious flooding, electrical shock or a fire.
- Prior to drinking water from the appliance, run water through the hot and cold faucets for a minimum of five minutes until there is no dust or air in the lines.

Safety guidelines for maintenance

WARNING

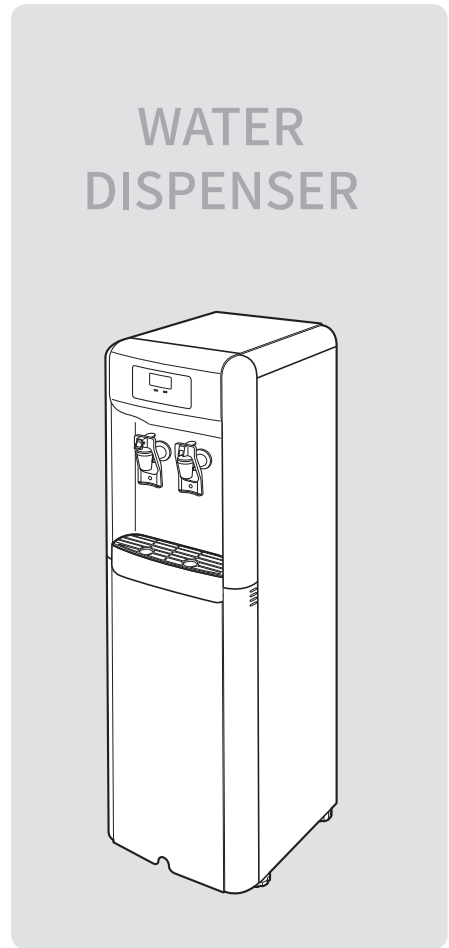
- Unplug the appliance from the power outlet before cleaning it. There is a risk of electric shock.
- Do not open the appliance's back panel. The panel does not provide access to owner-serviceable parts and there is a high risk of electric shock.
- Do not rinse the appliance under flowing water. If water gets into the appliance, it may cause electric shock or damage to electronic components. If this happens, stop using the appliance and contact the customer service center for a service.
- Before maintaining or cleaning the appliance, wait long enough to allow it to cool. Hot water contained in the appliance may cause burns.

CAUTION

- Periodically inspect the appliance for leaks. If the unit is suspected of any leaks, immediately disconnect the unit from the power source.
- Do not use abrasive material, bleach or synthetic detergents while cleaning inside.
- Keep the inside of the appliance away from dust. Cooling performance will decrease if the wire condenser is stained or soiled.
- Do not use metallic brush to clean the wire condenser inside as it may cause damage to the appliance.
- Use only a neutral detergent and soft cloth for cleaning the exterior surfaces.
- Wear rubber gloves while cleaning the appliance and draining hot water as the hot water could cause burns or scalding.
- Always drain the water completely before storing the appliance to avoid stagnation and to reduce potential bacterial growth.
- If you disconnect the plug from the power outlet, wait at least 5 minutes to reconnect it.

Table of contents

Safety information	2
1. Overview	5
Product identification	5
Supplied items	6
Parts names	6
2. Installing the water dispenser	8
Tools required for installation	8
Location selection	8
Initial inspection	8
Installing the water dispenser	9
3. Using the hot water faucet (A/CH models only)	10
4. Cleaning and maintenance	11
Cleaning the exterior	11
Cleaning the interior	12
5. Troubleshooting	15

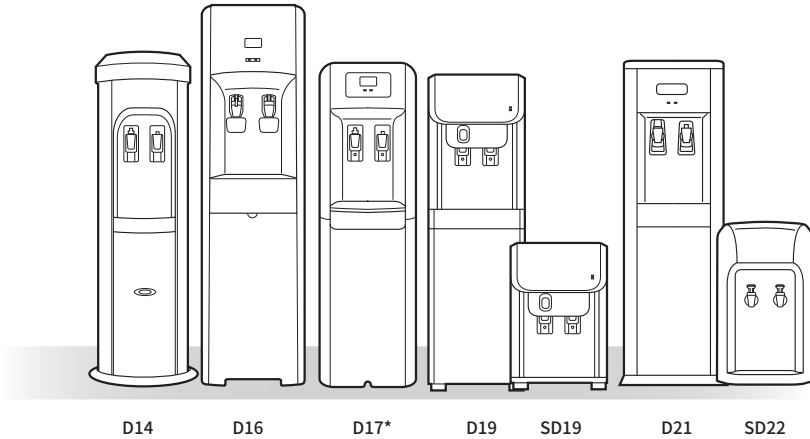
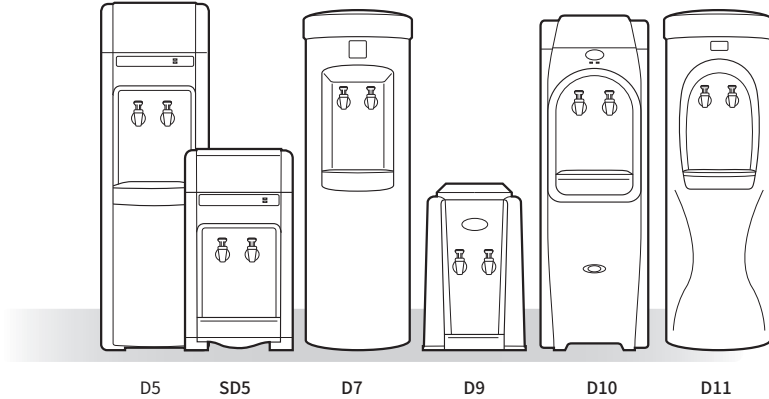


1. Overview

Before using the appliance, check that all of the supplied items have been provided and get familiar with general information about the appliance.

Product identification

Find your model in the illustrations below.



* This user's manual was written based on the D17 model.
Illustrations used in this manual are of the D17 unless otherwise specified.

NOTE

The identification code for each appliance displays the feature specifications as follows:

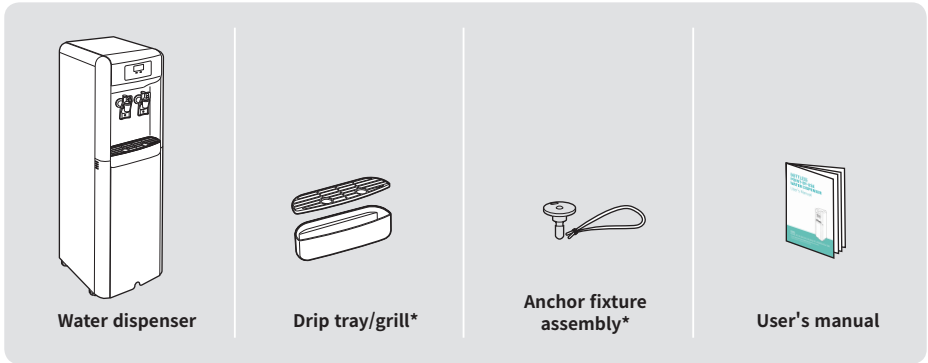
Identification code	CH or A	C or B	E
Specification	Hot & Cold	Cook & Cold	Cold only

Ex) D14A - Hot & Cold, D5C - Cook & Cold

1. Overview

Supplied items

Open the packaging and ensure that the following items are provided.

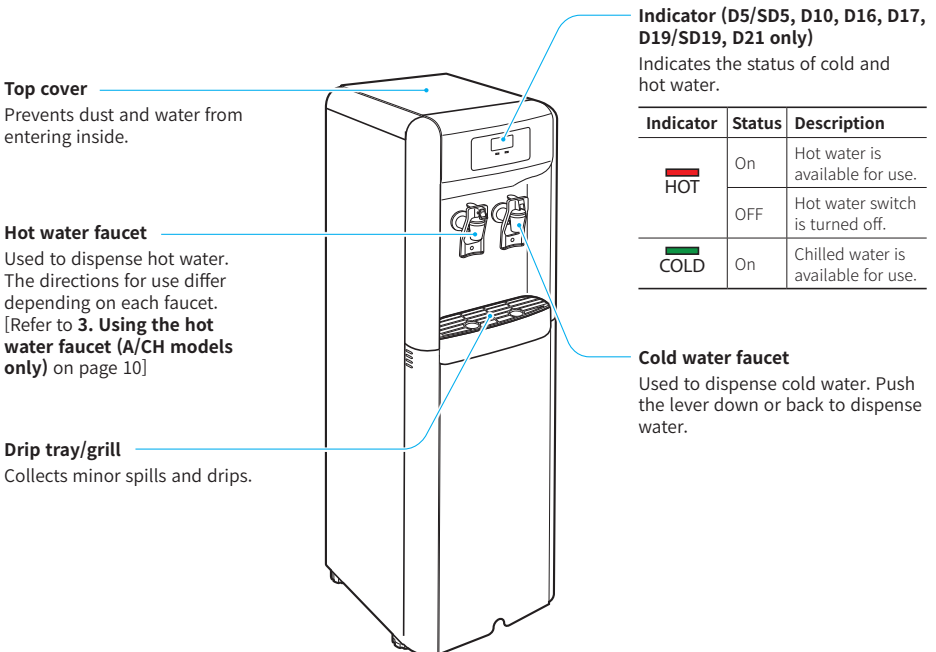


* For some models only

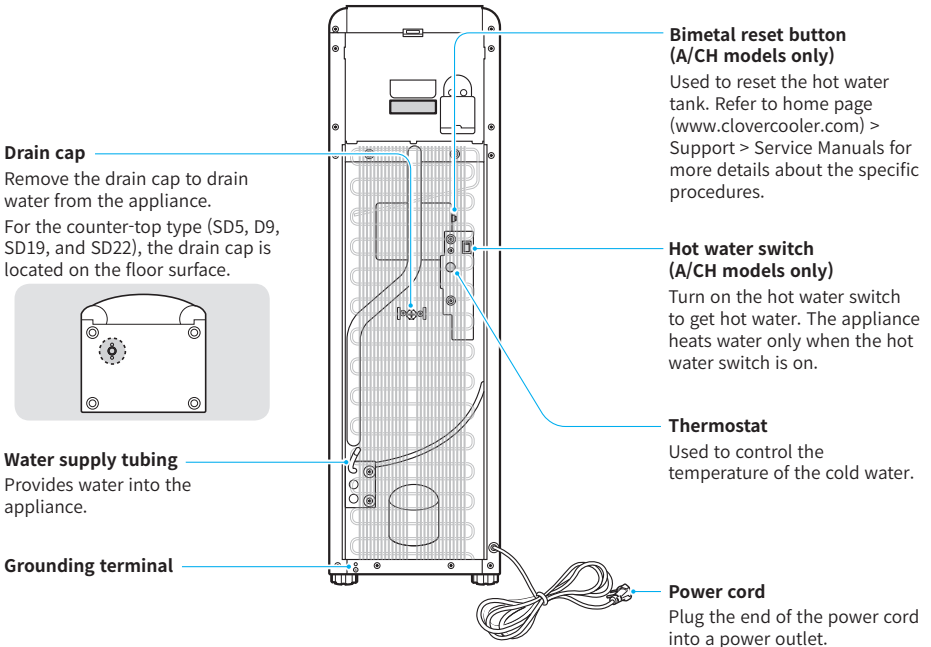
Parts names

The diagram below contains information about the parts and their functions.

Front view



Rear view

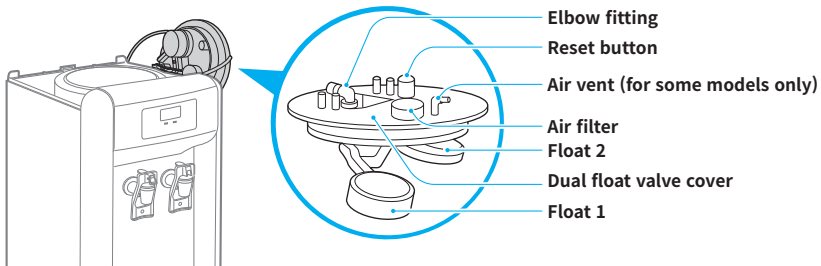


NOTE

- This user's manual was written based on the D17 model. The location of components may differ depending on the model.
- Depending on the country, the grounding connection and power plug specifications may differ.

Dual float valve (Water level controller)

The dual float valve adjusts the level of water inside the cold water tank. If cold or hot water is not supplied properly, press the reset button to reset the dual float valve.



2. Installing the water dispenser

After reading the safety information carefully, install the appliance properly by following the instructions in this section.

Tools required for installation

The following tools are required for performing the installation.

- Phillips head screw driver
- Scissors or a sharp knife (to cut tubing)
- Safety glasses

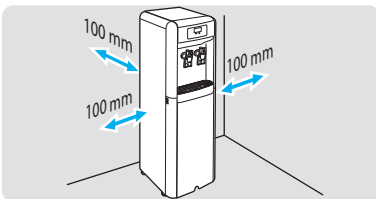
⚠ WARNING

Wear safety glasses at all times during installation. There is a danger of personal injury if a foreign substance enters in the eye.

Location selection

Consider the following to select the location for installing the appliance.

- Install the appliance in an indoor area protected from dust, rain, sunlight, and snow. The warranty does not cover damage incurred due to the exposure to these natural elements.
- Install the appliance on a flat and leveled floor that is strong enough to support it when fully loaded with water.
- Locate the appliance near a potable water supply line.
- Locate the appliance within the reach of the electrical outlet.
- Do not install the appliance in an environment where the temperature is below 41°F (5°C) as there is a risk of the water freezing.
- Do not install the appliance in an environment where the temperature changes frequently (above 25°C) as there is a risk of leaks.
- Do not install the appliance in humid or dusty locations. Also, do not install it in an environment where water regularly splashes on the appliance. There is a risk of malfunction or electric shock.
- Do not install the appliance within toilet facility, directly adjacent to a toilet facility, and in an environment that would provide the risk of water contamination.
- Do not locate the appliance in damp areas where water may collect under the appliance.
- Install the appliance a minimum of 4 in. (100 mm) away from the wall to provide proper ventilation.



⚠ WARNING

The unit must be installed using the anchor fixture assembly provided with this unit (for some models only). Personal injury and property damage may result if the unit falls during use.

⚠ CAUTION

- If you do not own the property where the unit will be installed, you need to contact the owner and obtain approval before you install the appliance.
- If you are not able to perform the installation, you should hire a licensed plumber to perform the installation for you.

Initial inspection

Ensure the following before installing the appliance.

- The appliance is intact and dust free.
- Inspect the appliance's power plug and power cable for damage.
- All the accessories for installing the appliance are present.
- Read each manufacturer's precaution for parts or accessories, such as tubing, filters, and fittings before installing the appliance.
- Inspect the electrical socket for damage.
- All the plumbing materials used to connect potable water from the supply line to the appliance are in place and are according to the local plumbing codes.
- The water supply line provides safe potable water. If the quality or source of water is unknown, we recommend you to use a filter.
- The hot and cold water faucets are tight and in upright position.
- The hot water switch is in the "OFF" position.

⚠ CAUTION

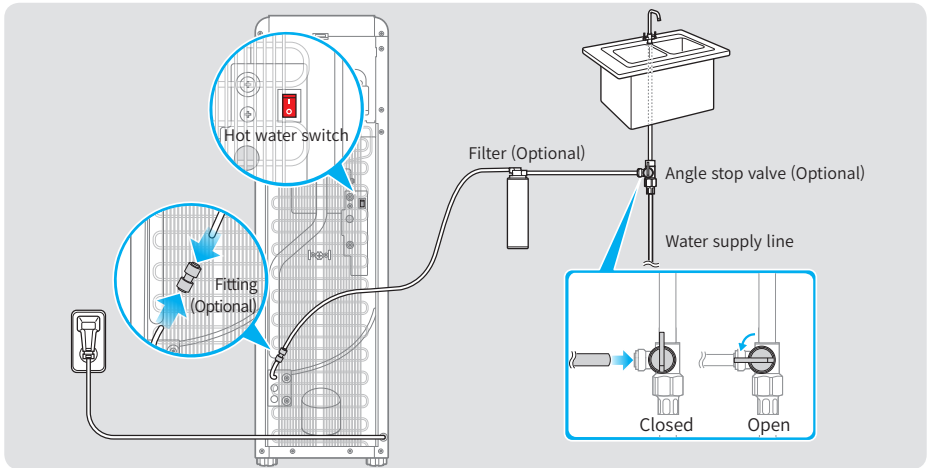
- Acceptable source water pressure is 25-75 psi (138-517 kPa). If the water pressure exceeds the optimal range, install a pressure reducing valve to adjust the water pressure. Excessive water pressure may cause leaks.
- If the appliance will be left unattended for a long period of time (more than 48 hours), a leak protection system should be installed.
- Periodically inspect the appliance for leaks. If the unit is suspected of any leaks, immediately disconnect the unit from the power source.

Installing the water dispenser

Follow the instructions below to install the appliance.

⚠ CAUTION

- Do not install a saddle valve or the warranty will be voided.
- Never turn on the hot water switch before filling the hot water tank, as it may damage the appliance. Plug in the appliance and wait until the hot water tank is filled. If the water flows via the hot water faucet, turn on the hot water switch.



- 1 Install the angle stop valve and ensure that the valve is "Closed".
 - Always connect the valve to the cold water line on your sink.
 - Always use a clean water supply. Do not use groundwater for the water supply.
- 2 Connect one side of tubing to the angle stop valve newly installed and the other side to the water supply tubing from the back of the appliance.
 - Excessive tubing from the source water can reduce the pressure of faucets from the water dispenser. Use a scissors or a sharp knife to cut the extra tubing to the correct length.
 - To ensure that you have installed the valve correctly, close the angle stop valve newly installed and then open the main valve of water supply line. No water must flow through the appliance if it is connected correctly.
- 3 Open the angle stop valve.
- 4 Ensure that the hot water switch is "OFF", and connect the power plug to the power outlet.

📌 NOTE


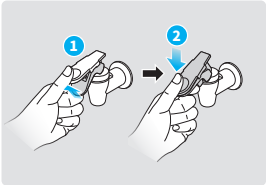
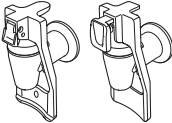
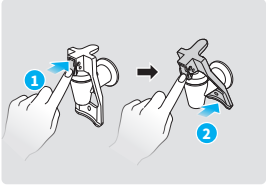

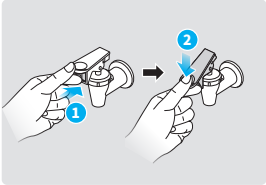

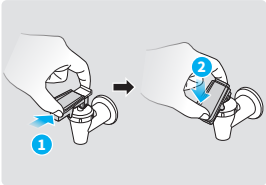
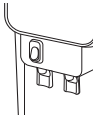
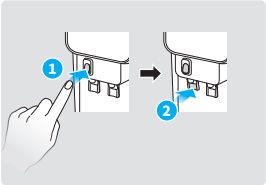
- When using the appliance for the first time or after an extended period of time, the appliance may take minimum of 1 hour to cool or heat water.
- When installing or replacing the filter, you must run water (approximately 4 L) through the filter prior to drinking the water from the appliance.

3. Using the hot water faucet (A/CH models only)

The hot water faucets are equipped with safety devices to prevent the users, especially children, from scalding themselves. Use the hot water faucet according to the directions below.

⚠ WARNING

- This appliance dispenses very hot water and there is a high risk of scalding. Keep the appliance and its accessories away from children.
- If a child operates the appliance, they must be supervised by an adult at all times.

Type	Illustrations	Action
		<p>Lift the lower lever (safety device) and push down the upper and lower levels simultaneously while holding them.</p>
		<p>Push the lever back with a cup while pushing the safety button (safety device) of the lever.</p>
		<p>Push the lever down while pushing in on the front part (safety device) of the lever.</p>
		<p>Push the lever down while pushing it back.</p>
		<p>Push the lever back with a cup while pressing the button (safety device) on the panel.</p>

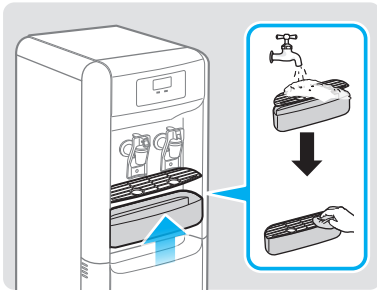
4. Cleaning and maintenance

The following instructions contain information about cleaning the interior and exterior of the appliance. Regular cleaning of parts, such as the Drip tray, Cold & Hot water faucets, Cold water tank, Cold water baffle, and Cold water tank cover (Dual Float Assembly) is required to maintain the appliance's performance.

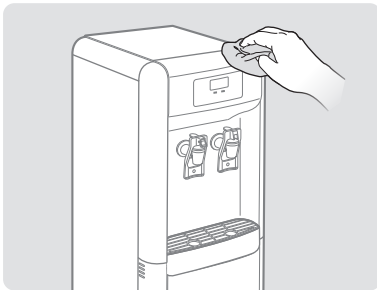
⚠ WARNING

- Unplug the appliance from the power outlet before cleaning it. There is a risk of electric shock.
- Do not open the appliance's back panel. The panel does not provide access to owner-serviceable parts and there is a high risk of electric shock.
- Do not rinse the appliance under flowing water. If water gets into the appliance, it may cause electric shock or damage to electronic components. If this happens, stop using the appliance and contact the customer service center for a service.
- Turn off the appliance and wait for at least 30 minutes to allow it to cool before maintaining or cleaning the appliance. Hot water contained in the appliance may cause burns.

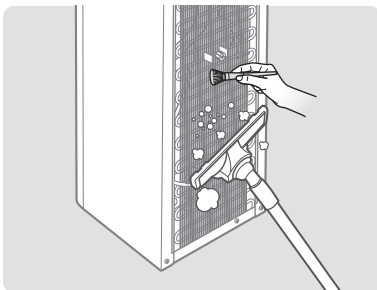
Cleaning the exterior



- 1 Remove the drip tray and grill from the appliance, wash it using neutral detergent and dry it using a soft cloth.

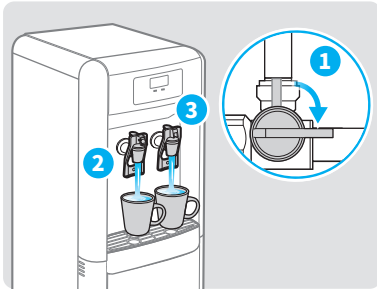


- 2 Moisten a dry cloth with neutral detergent solution and use it to wipe the faucets and exterior of the appliance to clean on a regular basis.



- 3 Remove the dust from the back of the appliance using a vacuum cleaner and soft brush.

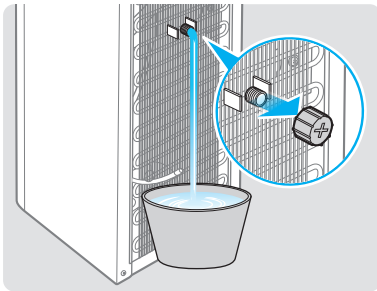
Cleaning the interior



- 1 Close the angle stop valve and drain any remaining water via the cold and hot water faucets.

⚠ CAUTION

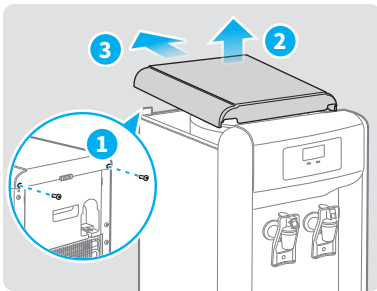
The water from the hot water faucet will be hot. To prevent scalding, wear rubber gloves while draining the water from the hot water faucet.



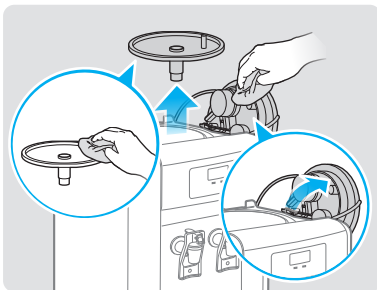
- 2 Place a bucket below the drain to collect the water. Rotate the drain cap on the back of the appliance counterclockwise, drain the remaining water, and then reinstall the drain cap.

⚠ CAUTION

- The water will drain out of the appliance immediately when the drain cap is removed. Place a bucket below the drain to collect the water from the appliance.
- Wear rubber gloves while draining the water inside to prevent scalding.



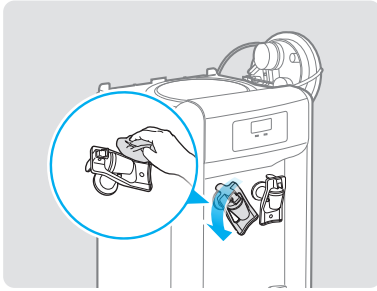
- 3 From the back of the appliance, remove the two screws, lift the top cover while depressing the latch, and then lift the top cover back diagonally to remove it from the appliance.



- 4 Open the cold water tank cover (dual float assembly), put it aside, and then remove the cold water baffle from the cold water tank. Moisten a dry cloth with neutral detergent solution and use it to wipe the inside of the cover and cold water baffle.

⚠ CAUTION

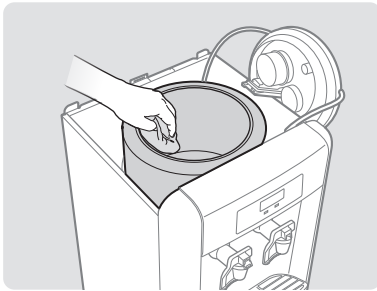
The edges of the appliance may be sharp. Be careful not to damage the tubing or cause personal injury.



- 5 Rotate the cold and hot water faucets counterclockwise to remove them. Wash them using a neutral detergent, dry them with a soft cloth, then reinstall them.

⚠ CAUTION

Do not use a sharp object to clean the inside of the faucets. If a rubber packing inside of the faucets is damaged, there is a danger of leaks.



- 6 Dampen a dry cloth with a neutral detergent solution and use it to clean the interior of the cold water tank. Then, wipe the inside with the clean cloth repeatedly until no detergent is left.

⚠ WARNING

Ensure that no water enters inside the appliance as it may cause electric shock or damage to electronic components inside the appliance.



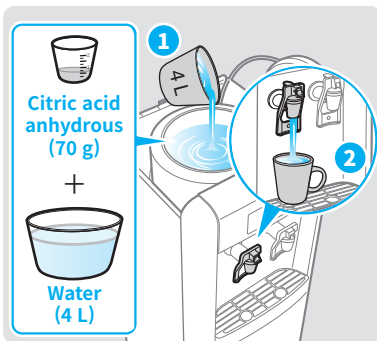
- 7 Perform the one of the following.

7-1 When not descaling internal components

Fill the cold water tank with water (approximately 4 L), open the hot water faucet until the water flows via the hot water faucet to fill the hot water tank.

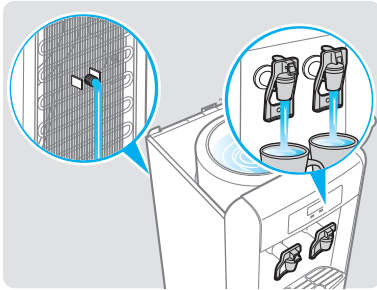
7-2 When descaling internal components

Dilute 70 g of citric acid in 4 L of water, fill the cold water tank with this solution and then open the hot water faucet until the water flows via the hot water faucet to fill the hot water tank. Plug in the appliance and turn the hot water switch on. Turn it off after an hour and disconnect the power plug.



⚠ WARNING

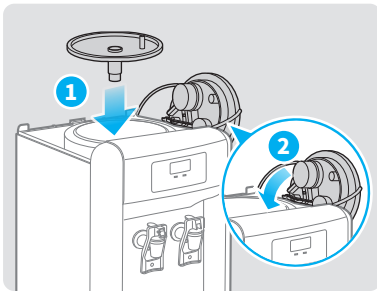
Ensure that no water enters inside the appliance as it may cause electric shock or damage to electronic components inside the appliance.



- 8 Drain water from the appliance completely via the cold and hot water faucets and drain cap. Repeat steps 7-1 and 8 more than three times to clean the inside of the appliance.

⚠ CAUTION

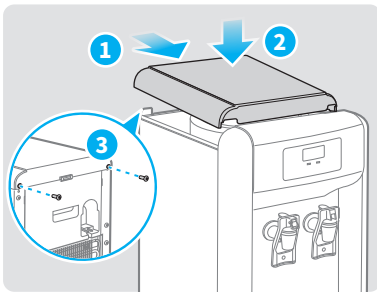
- The water will drain out of the appliance immediately when the drain cap is removed. Place a bucket below the drain to collect the water from the appliance.
- Wear rubber gloves while draining the water inside to prevent scalding.



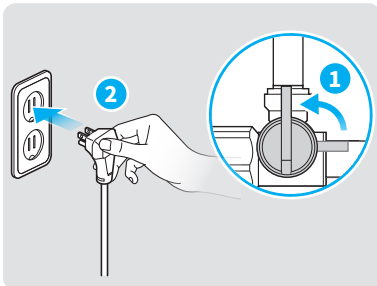
- 9 Reinstall the cold water baffle and cold water tank cover (dual float assembly).

⚠ CAUTION

- Ensure that the dual float valve moves up and down properly when reinstalling the cold water tank cover (dual float assembly).



- 10 Place the front of the top cover on the appliance, assemble the back of the top cover with the latch at the back of the appliance. Then, secure the top cover to the appliance with the two screws.



- 11 Open the angle stop valve and connect the power plug to a power outlet.

⚠ CAUTION

- Prior to connecting the plug to the power outlet, check the faucets and tubing fittings for leakage after opening the angle stop valve.
- Never turn on the hot water switch before the hot water tank is filled, as it may damage the appliance. Plug in the appliance and wait until the hot water tank is filled. If the water flows via the hot water faucet, turn on the hot water switch.

5. Troubleshooting

The following table contains useful information to resolve some of the common faults you may encounter while you are using the appliance. If a fault is not resolved by following the troubleshooting advice, contact the customer service center.

Problem	Resolution
The appliance does not dispense water.	<ul style="list-style-type: none"> • Check if the water supply is shut off or angle stop valve is closed. • Check if the appliance's faucets are blocked. • Remove the top cover and press the dual float valve reset button on the cold water tank cover. Refer to Dual float valve (Water level controller) on page 7 about the location of the reset button.
Water from the cold water faucet is not cold.	<ul style="list-style-type: none"> • Check if the thermostat is in the off position. If so, turn it clockwise by about 120 degrees. • Check if there is too much ice inside the cold water tank as ice may impede the flow of water. If this happens, turn the thermostat counterclockwise to adjust the cold water tank's temperature. • If too much cold water has been consumed, wait until the water becomes cold. • Check if the cold water baffle in the cold water tank is loose. If it is, tighten it. • Check the ventilation of the condenser at the back of the appliance. Ensure that there is adequate air circulation around the condenser. • Check if the condenser is working. If there is no sound coming from the condenser then it may not be working. Contact the customer service center. • If the temperature of water supply is too high, the appliance may take more time to cool the water. Wait until the water is cold. • Check if the appliance is exposed to sunlight or placed near a heat source.
Water from the hot water faucet is not hot.	<ul style="list-style-type: none"> • Check if the hot water switch is on. • If the hot water switch is already on, follow the steps below to perform a reset: <ol style="list-style-type: none"> 1. Unplug the appliance. 2. Press the bimetal reset button using a 20 cm-long screwdriver to reset the hot water tank. Refer to Rear view on page 7 about the location of the Bimetal reset button. If the hot water is not available within 30 minutes, contact the customer service center. • If too much hot water has been consumed, wait until the water becomes hot.
Noise is coming from the appliance.	<ul style="list-style-type: none"> • Check if the appliance is installed on a level surface. • If the appliance is in contact with other products, then move the appliance away from them. • If there is noise caused by water hammering or vibration from the dual float valve, purchase a check valve and install it at the incoming water supply line. • A sound occurs when the condenser is operating while cooling. This is normal and you can continue to use the appliance safely. However, if abnormal vibrations or noise comes from the pipes or the condenser, contact the customer service center. • When the compressor starts or stops, you may hear the sound of flowing water (sound made from the flow of refrigerant) from the appliance. This is normal and you can continue to use the appliance safely.
The appliance is leaking.	<ul style="list-style-type: none"> • Check if the appliance is installed in an environment where the temperature changes frequently (above 25°C). • Check if the faucets are the source of leak. If so, ensure the faucets are fitted tightly. • Ensure that the drain cap on the back of the appliance is fitted properly. If you find that the drain cap is loose, turn it clockwise to tighten it. • If the leak continues after the drain cap or faucets are fully tightened, stop using the appliance and contact the customer service center.
The water tastes strange.	<ul style="list-style-type: none"> • Clean the inside of cold water tank. • Check if the filter has expired. If it has, replace the filter. • Check the quality of the water supply.
Purified water fills too slowly.	<ul style="list-style-type: none"> • Check if the filter has expired. If it has, replace the filter. • If the temperature of the water supply is too cold, the amount of purified water may be reduced.