

FILTER CHANGE & SERVICE INSTRUCTIONS



These instructions are based on the original hot & cold model.

If you have another model, all steps might not apply.



For mineral pot dispenser instructions see [pages 48-50](#)



REMEMBER :

- Turn machine OFF before starting cleaning process
- Don't use any soap or detergents when cleaning your machine

Very Important : HOT & COLD Model

When done – **DO NOT** turn power on until water is coming out of both the cold & hot side. Hot side will take a while to run in.

Running the kettle with no water in it will cause the motherboard to burn out.

- A bucket
- A NEW Chux super wipe
- A teaspoon with a thin handle at the back / paddle pop stick

Use NEW chux to clean your machine.

Any used rag will have some oil or dirt residue on which will affect the quality of your water.

Do NOT dry the inside of the bowl with a tea towel after cleaning, as there may be residue on it as well.



What you'll need

Has your filter been **PRE-FLUSHED** – check the note that came with the cloth filter in the zip- lock bag

Even if flushed, we still recommend a quick flush by just running some water through it before installing. There might still be a bit of grey water coming through, keep rinsing until the water runs clear.

ENSURE YOU USE COLD WATER ONLY ! Hot water will create a reaction with mineral balls and cause an unpleasant taste.



Prepare your filter : Flushed filter

If your filter is **UNFLUSHED** you will need to flush it before installing

- Soak in a bucket of water for 24 hours
- Place filter in the Styrofoam box in sink and let water fill up filter slowly
- As soon as water starts to spill over , tip out from the open end of filter to remove majority of the carbon dust, repeat a few times
- Fill with water, tap firmly with cupped palm of hand to force water through filter, tip water out – repeat a few times
- Run water through filter a few times, keep tipping it out until the water runs clean at the bottom
- **ENSURE YOU USE COLD WATER ONLY !** Hot water will create a reaction with mineral balls and cause an unpleasant taste.



Prepare your filter : Unflushed filter



Lift bowl out of machine base, grabbing it with both hands on the bottom bowl – this is easier to do when the water level in the bottle is low.



Place bottle into a bucket you have sitting next to the water cooler



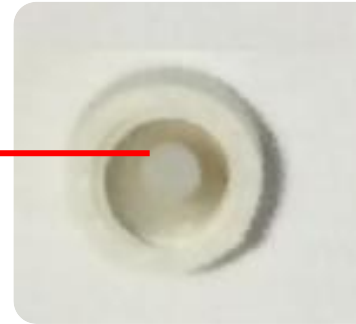
Empty the water left in the tank of cooler by running both the taps



OPTIONAL – for extra sterilization you could boil a jug of water and pour it in the tank at this stage and then drain all the water out again by running the taps.



WARNING – be careful water coming from here might be hot



You don't need to drain all the water, let a little bit of water out and if it is clean, you can push plug back in –

If there is some dirt & sediment coming through, then drain the tank completely.

Drain the kettle by unscrewing the plug at the back. Make very sure the power is turned OFF and do not turn power back on until you have water coming out of the hot tap, otherwise **the kettle will burn out.**



Pull out plastic base plate by putting fingers through holes and pull it straight up, might to give it a few twists to get it to come out.



**Use clean cloth to soak up last bit of water, and wipe tank clean
Remember to also wipe down sides to remove any bio-film & calcium buildup.**



PLEASE NOTE:

Because you do this, the first bit of water coming out when filled up again might have some floaties in it. Run a few cups through until it runs clear.



OPTIONAL : push a pipe cleaner through the two holes in the bottom of the tank and move up & down a few times to loosen residue left in pipes.



Wipe clean base plate under running water using a chux.



Return base plate by putting your finger through one hole and using the other hole to look through to find spindle.



Remove Lid, lift top part of the bowl, remove white rim & put both in a secure spot.



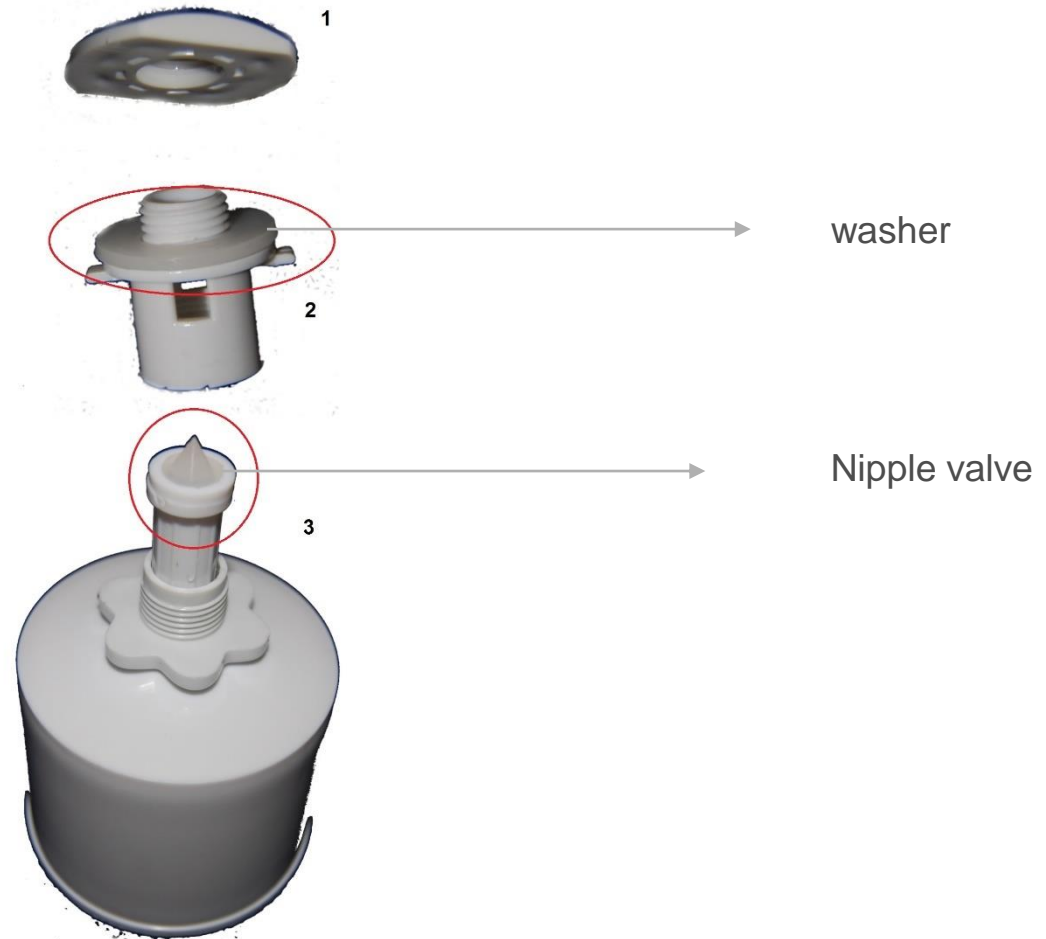
Lift bottom part of bowl out of bucket & tip out all water



**Use the chux to wipe out the sides & bottom of the bowl
No soap or detergent needed except if very dirty / mouldy.
If you do use soap ensure you rinse out properly to avoid soapy taste.**



To clean the float valve properly, you will need to unscrew it from the bottom bowl



Float valve consist of 3 parts, and two washers

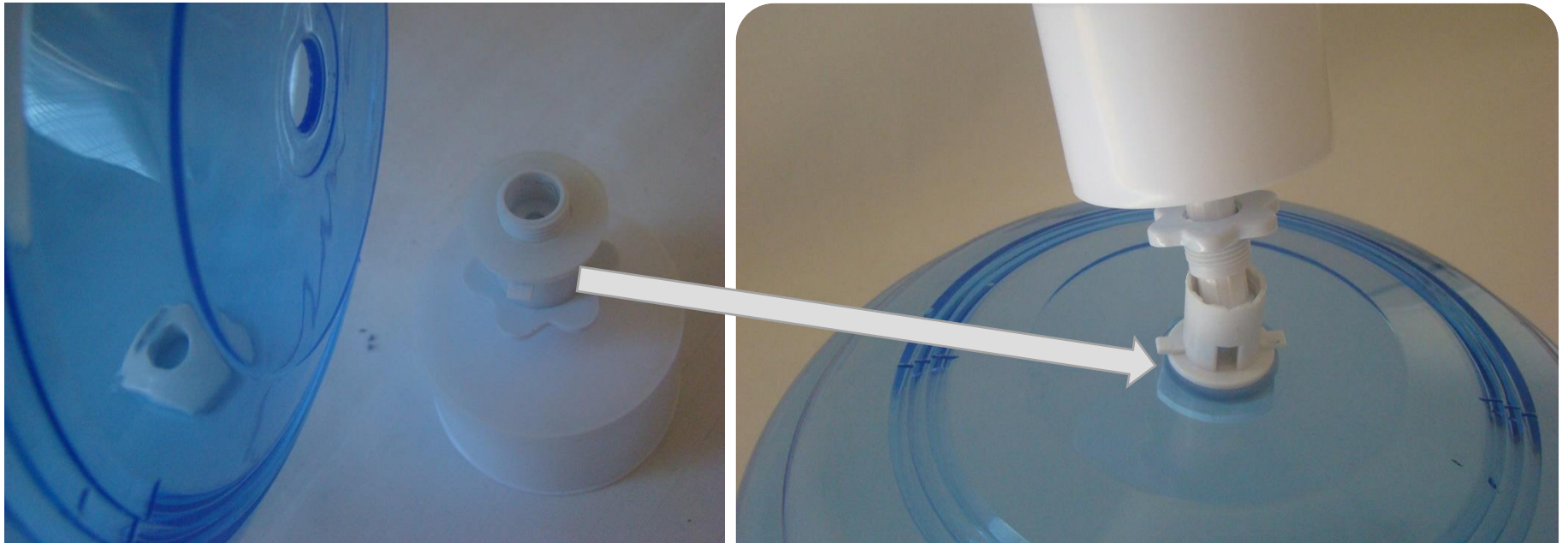


If you are having trouble undoing the float valve – refer to [page 42](#) of this document

Hold on to the nut on the inside of the bowl and unscrew anti clockwise to undo the bottom part of float valve. You might need to use a tea towel to get a grip



Under running water and with a clean chux, wipe down both parts of the float valve, especially in the tread where it screws together.



Reassemble float valve to bottom bowl making sure the washer is in place, this needs to be tightened securely but do not over tighten



Unscrew the filter from the top bowl – grip filter in middle and twist anti-clock wise, Be careful not to use too much force holding onto the top of the bowl as it might crack. A safer option is to put the bowl upside down on a flat surface and then unscrew the filter.



Unscrew the nut from the bottom bowl to release the dome



Rinse & wipe clean top bowl under running water



Pull out grid from dome and remove cloth filter

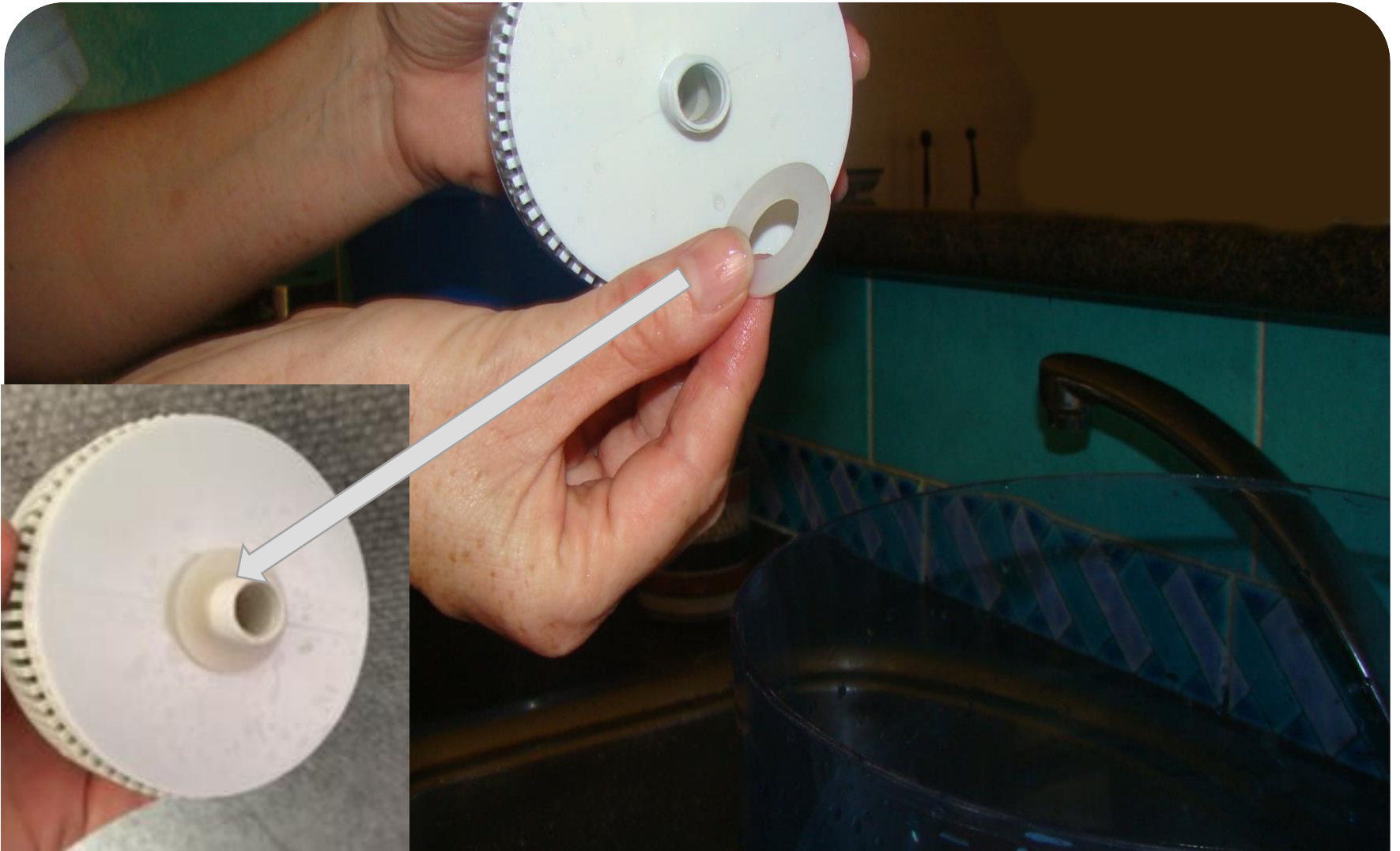


Replace with new cloth filter OR rinse clean existing cloth filter under water



See [page 46](#) instructions on ceramic dome cleaning

Wipe down dome under running water, might need an old toothbrush to clean in between the gaps. Replace filter to dome & replace grid



Check that the washer is in place at the bottom of the dome



Use nut to screw back dome to top bowl - do not over tighten



Follow instructions on page 5&6 – to prepare filter for installation



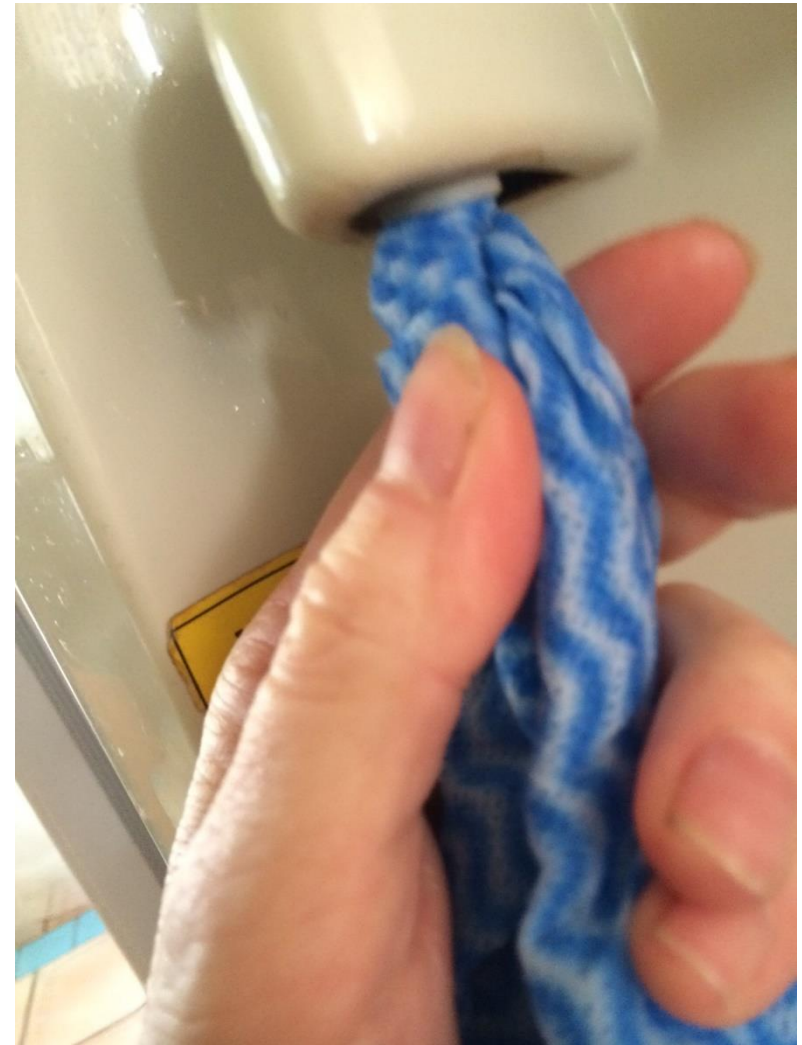
Make sure O-ring at neck of filter is in place – it needs to be flat against the rim with no twists or turns.



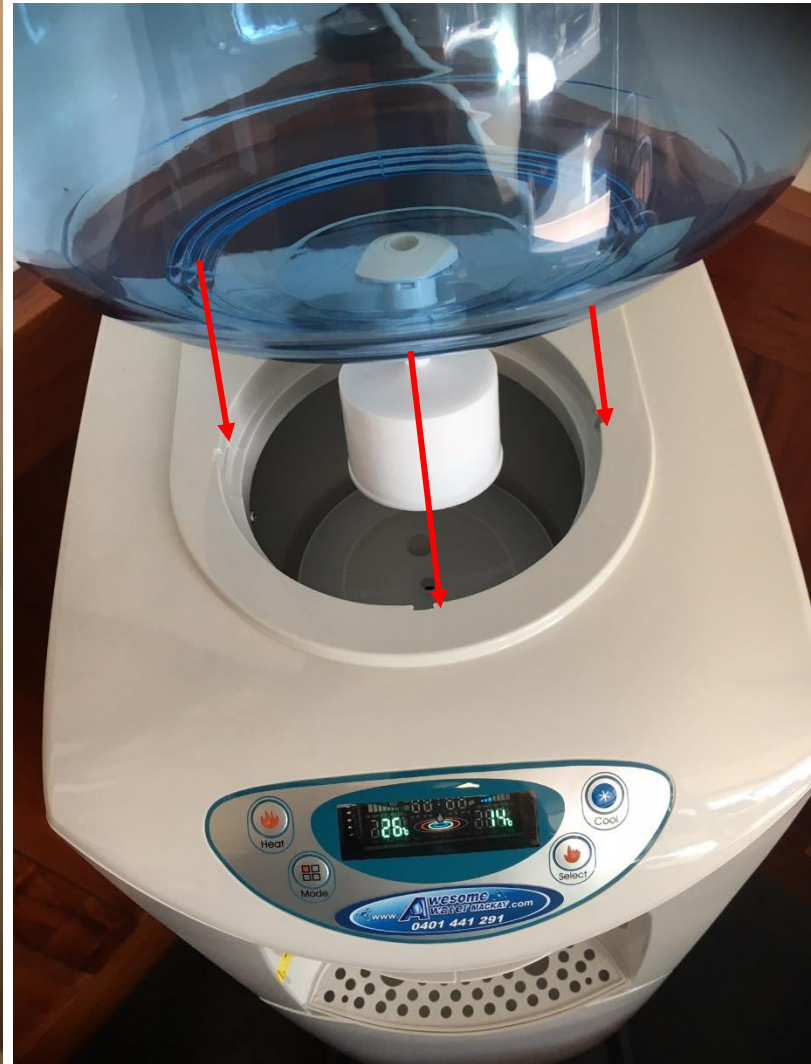
Be careful not to use too much force holding onto the top of the bowl as it might crack.

A safer option is to put the bowl upside down on a flat surface and then unscrew the filter.

Screw the new filter to the top bowl turning clock wise making sure the treads line up, and it is tightened securely but do not over tighten.



**Wrap your rag around a teaspoon / paddle pop,
and use to clean inside and around the tap spouts.**



Reassemble top & bottom bowls and return to base

Turn Bowl until it locks into place in the slots at the base of the machine



You are ready to fill with water again



Ensure you have a steady flow of water coming out of **HOT TAP** before turning cooler on again. This might take up to 20 minutes. If you turn it on before you have water in the hot tank the **kettle will burn out**

ADDITIONAL TROUBLE SHOOTING INFO THAT MIGHT BE REQUIRED



1.

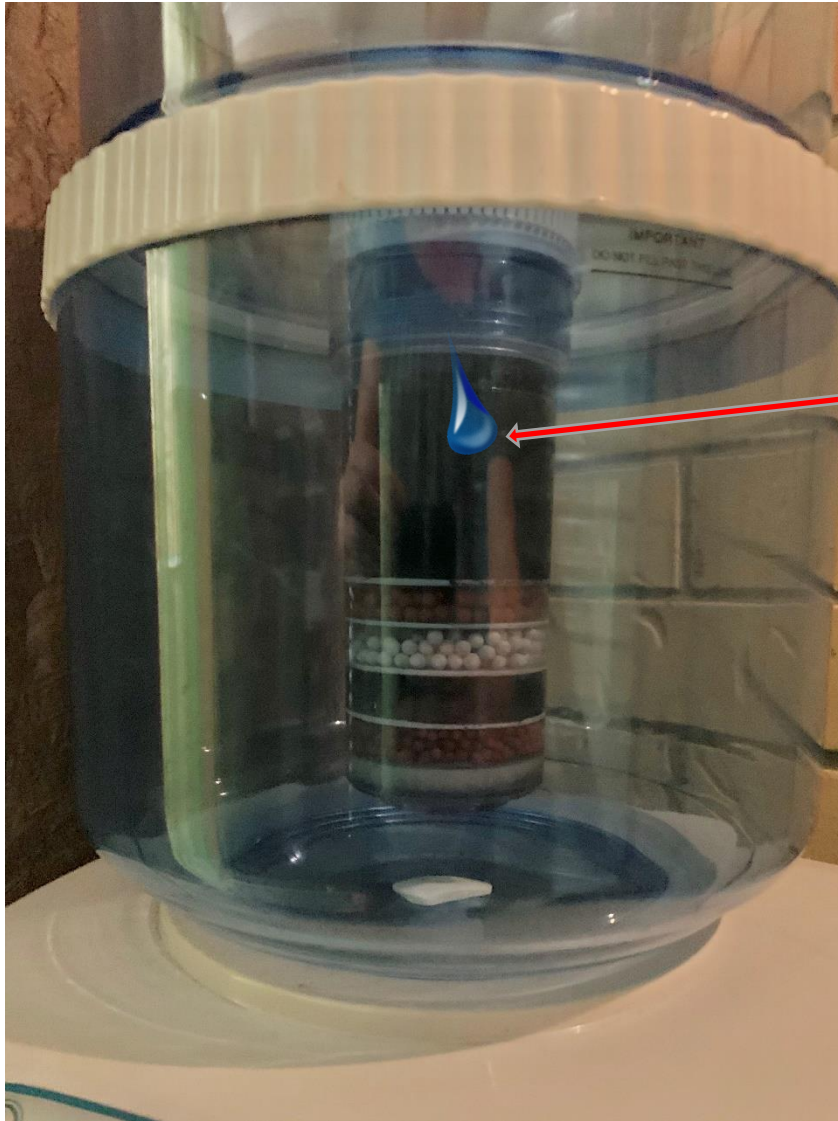
If you are having trouble unscrewing the float valve, use a towel to grip the pointy parts at part 2, and on part 3 grip at the flowery part. Then twist anti clock wise. If still having trouble, put a screw driver through the holes in part 2, avoiding the nipple valve, then twist to unscrew



Return back to [page 22](#)

Unable to unscrew the float ? It can be a bit tricky sometimes – here are some tips.

2.



If you see water dripping on the outside at the top of the filter, unscrew filter again, take off the rubber ring and replace to neck of filter making sure it is flat and with no twists, do not over tighten when screwing back onto white plate.

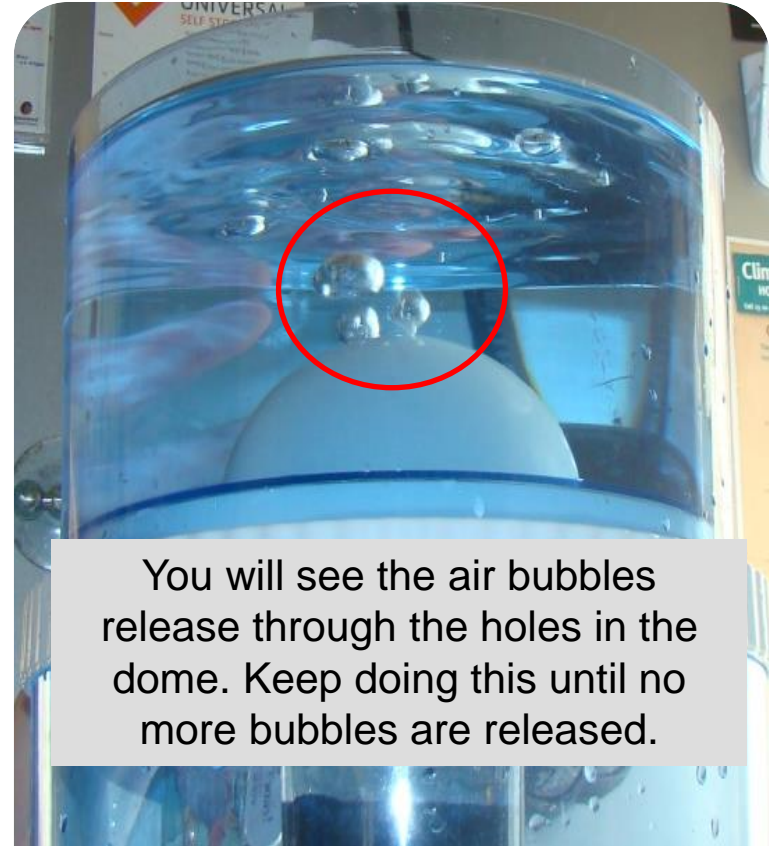
3.



Steps to resolve this:

1. “Burp” the bowl
2. Remove filter and flush water through

If water is not running through the filter, or takes a long time to filter to the bottom bowl, you have an airlock in the filter.



You will see the air bubbles release through the holes in the dome. Keep doing this until no more bubbles are released.

If water running slowly through filter, make sure water in the top bowl is covering the dome completely. Then tap firmly on the sides of top bowl, like burping a baby.



If still not running through freely, unscrew filter, run some water through it, turn it up-side-down & give it a few good shakes. Then firmly tap the mouth of the filter with the palm of hand to force through any airlocks that might exist. Return and follow steps on page 44 again



CERAMIC DOMES – clean by scrubbing with a old toothbrush.



When replacing ceramic domes remember that the water flow will be considerably slower than normal when starting out with a new filter.

It is also recommended to discard the first few litres of water when putting a new ceramic filter in.



We recommend you save some water to have available for use in the next 24 hours before emptying the dispenser out.

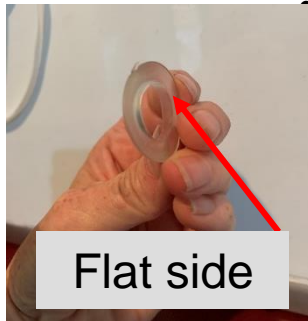


Follow the same instructions as for coolers for:

- **Preparing new filter** ([page 5&6](#))
- **Removing the filter** ([page 25](#))
- **Cleaning**
 - **top bowl** ([page 26&27](#))
 - **bottom bowl** ([page 18](#))
 - **dome** ([page 28-30](#))
 - **ceramic dome** ([page 46&47](#))



- Undo the tap mechanism by holding on to the connection inside the bowl as well as the tap lever outside and twisting anti clock wise
- Clean the two washers under running water
- Wipe down the tap lever
- Reassemble making sure that the flat side of the washers are against the inside of the bottle wall



These instructions applicable to Mineral pot dispensers only



Remove the stones from the container – you might need to use a sharp knife to wedge open the top lid

Place stones in a small pot of water, add 1 teaspoon of salt, boil for about 7 minutes.

Pour water out and allow stones to cool before returning to the container



Please feel free to contact us if you have any other issues.

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