



CONGRATULATIONS ON YOUR DECISION TO INVEST IN AN  
**AWESOME WATER COOLER.**

FOLLOW THE CLEANING INSTRUCTIONS REGULARLY  
& KEEP YOUR FILTER CHANGE UP TO DATE & YOU WILL ENJOY  
"AWESOME" WATER FROM YOUR COOLER FOR A YEARS TO COME.

TO KEEP YOUR **WARRANTY** VALID, IT IS IMPORTANT THAT YOU:

💧 Stick to the scheduled **6 monthly filter** changes for peace of mind that your water is always healthy, safe & great tasting and to ensure the proper operation of your cooler.

(WE WILL INFORM YOU VIA TEXT & EMAIL MESSAGES WHEN YOU ARE DUE FOR A FILTER CHANGE)

💧 CLEAN YOUR FLOAT VALVE REGULARLY (RECOMMENDED MONTHLY)


💧 (REFER TO BACK OF INVOICE FOR FULL TERMS & CONDITIONS)

STEP BY STEP PHOTO INSTRUCTIONS FOR  
SET-UP & INSTRUCTION manual

<https://www.awesomewatermackay.com/set-up>



FOR SALES, FILTERS, SERVICE & REPAIRS

PH: 0401 441 291 

[www.awesomewatermackay.com](http://www.awesomewatermackay.com)

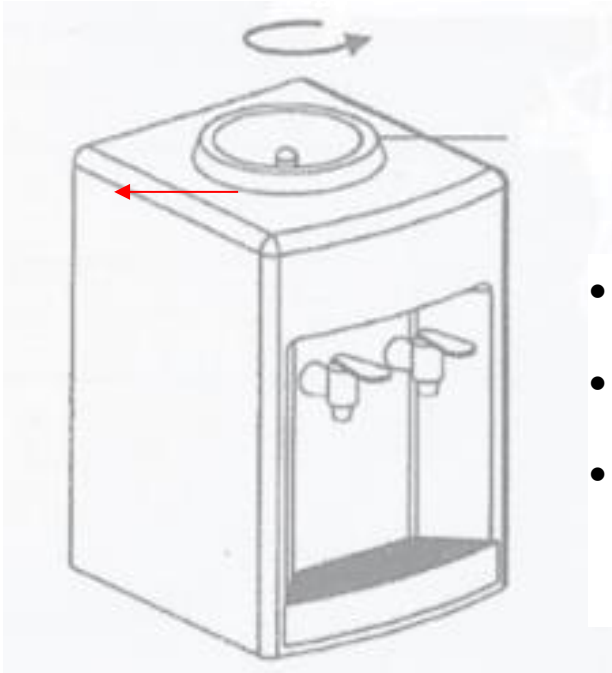
[info@awesomewatermackay.com](mailto:info@awesomewatermackay.com)



SERVICING MACKAY SINCE 2004

## VERY IMPORTANT :

1. Allow to stand upright for 24 hours to allow gas in compressor to settle after transport.
2. Do not turn **power** on until you have water coming out of hot tap. If you do you can burn out the kettle & motherboard



- Line up the **OPEN** arrows on the cone with the **OPEN** arrows on the cooler
- Twist & turn anti-clockwise to line up arrows
- Lift to remove cone from the reservoir

Assemble bottle set & install filter as per instructions and assembly page.

Fill up top bowl with tap water – let it drain through to bottom bowl, might take a while to fill up first time.

You can now turn on the power, however **DO NOT TURN ON THE HOT WATER** (if you have opted for the cooler with hot & cold water)

Test to ensure you have water coming out of **THE HOT TAP**. (This might take a while, wait up to 20 minutes)

The hot water can now be turned of by flipping the **red switch** on the back of the cooler (left side, more or less in the middle).

Allow 20-30 minutes to water to get to temperature.

# 14 Liter Bowl assembly & Cleaning instructions

LID

DOME - containing cloth filter **OR** Ceramic dome

- Squeeze and pull off lid
- Lift out white grid like cover
- Rinse black & white cloth filter under running water once a month
- CERAMIC – lightly scrub under running water with toothbrush

WASHER

TOP BOWL

Rinse under running water & wipe with **clean** chux or paper towel.

NUT – once filter has been removed, unscrew to release dome

WHITE RIM

O-RING – fits around mouth of filter – ensure it's flat with no twists

FILTER CARTRIDGE - To unscrew filter:

- Hold top bowl – don't use too much force or bowl might crack **or** place bowl upside down on flat surface, holding down bottom of bowl
- Holding filter, twist anti-clock to release

BOTTOM BOWL – Rinse under running water & wipe clean with chux

NUT – inside of bowl to screw on float valve

WASHER

FLOAT VALVE 1<sup>st</sup> part

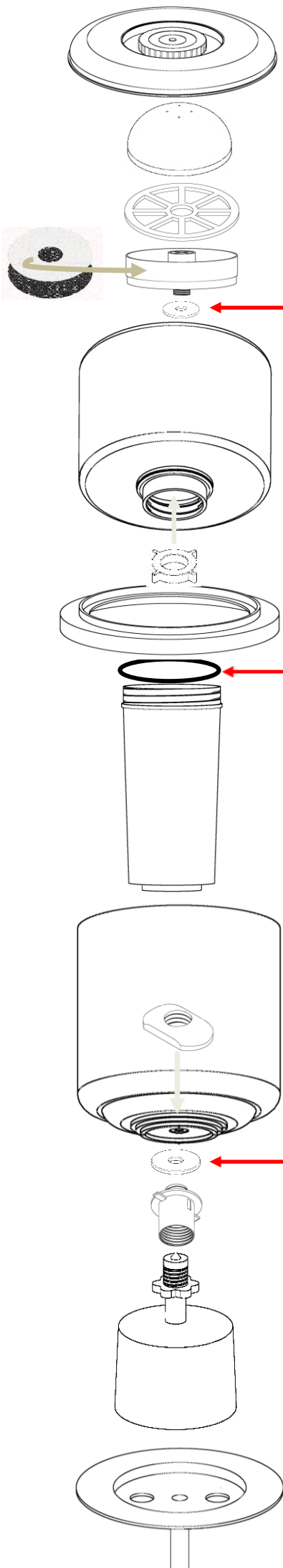
FLOAT VALVE 2<sup>nd</sup> part

To Clean float valve:

- Unscrew parts, under running water wipe clean with chux
- Especially stem & rubber stopper and ensure valve moves freely
- Screw back part 2 securely into 1<sup>st</sup> part

PLASTIC PLATE - put finger through holes and pull out.

Drain water in tank & wipe inside of tank with clean wet chux.



# CUSTOMER TROUBLE SHOOT SHEET

## INSTRUCTION SHEET BASED ON ORIGINAL HOT & COLD MODEL

PROBLEM	CAUSE	SOLUTION
1. Machine is leaking water * In most cases any leak will mean water will spill out the side and bottom of machine	a) Float valve and bottle have not been cleaned b) Due for a new filter (6 monthly min) c) Machine is over filled d) Fridge drip tray is full	a) Wash float valve and bottle (see instructions) b) Contact Awesome Water to arrange filter change c) Do not fill water bottle past highest water level line d) Empty drip tray
2. Water is not filtering	a) Due for a new filter b) Granules in filter have become compressed c) Air lock in top dome d) Cloth filter is dirty	a) Contact Awesome Water to arrange filter change b) Pull bottle apart to reach the filter, undo filter, run under COLD pressured water from the tap. Give filter a shake and tap to loosen up granules. Place filter back and fill top bottle right to the top (the more water in the top half of the bottle the better it filters.) c) Make sure that there is water in the top part of the bottle, unscrew white dome and pull it out of the water to release the air bubbles. Screw dome back in place. d) rinse your cloth filter located in the dome
3. Filter is green/ grime in bottle	a) Cooler getting too much light – need a bowl cover b) Monthly Bottle and float valve clean may not be getting done	a) will require a new filter and to be relocated or protected from light (Awesome covers available) b) Wash bottle and float valve (see instructions) Please Note: Environmental factors which are out of our control may also contribute to these problems
4. No Hot water n/a for cold only	a) Hot water turned off	a) Red switch for the hot water is on the back of the cooler
5. No Cold water	a) Power supply not connected b) Motherboard / compressor died	a) Check that the power point is connected properly, plug into another power point to ensure the power point is not the problem b) not repairable.

**If the above suggestions do not solve the problem  
please call us on 0401 441 291  
or email [info@awesomewatermackay.com](mailto:info@awesomewatermackay.com)**

## When to change your filter

To ensure healthy, safe, great tasting water as well as to ensure your machine stays in good working condition, it is important to stick to the recommended service schedule. Your filter can effectively filter **1000 litres** of water. If you use an average of 5 litres per day, that works out to around **6 months**.

**Taste** deteriorates gradually over the life of the filter and subsequently this is a very bad measure of when to change your filter, as you often don't notice it, until it gets really bad. Your filter may be able to control taste and odours long after it has lost the ability to effectively reduce other toxic contaminants.

The function of the filter is to absorb chemicals and impurities from your water. Once it is saturated it cannot hold onto those chemicals anymore and starts to **dump it back into the water**. It is therefore worse to drink from an overdue filter, than just drinking water straight from the tap, as you are consuming a concentrated amount of chemicals once the filter has reached saturation levels.

Although **flow rate** can indicate it's time for a new filter it is not always the case. Adsorption of physical impurities will affect the flowrate, but adsorption of chemical impurities does not affect flow rate as much.

As it is a chemical process, you cannot tell by the **looks** of the filter if it needs replacement or not. A filter might "look" brand new even after years of use.

Regular servicing of the machine also prevents possible problems with its operation in future. Not being serviced often results in the water cooler **starting to leak**. This does not mean the cooler is broken, it simply needs a clean of the tank, floats & washers. Leaking can cause water damage to the electronics of the machine that is why we try to avoid leaking from happening in the first place.

## Loyalty Rewards

Because water is so important to health, we want to encourage our customers to stick to the recommended 6 monthly filter changes. To our loyal customers who book in for a filter change every 6 months, a flat rate fee of \$50 will apply to any repair needed. Last 12 months filter change dates apply to qualify.

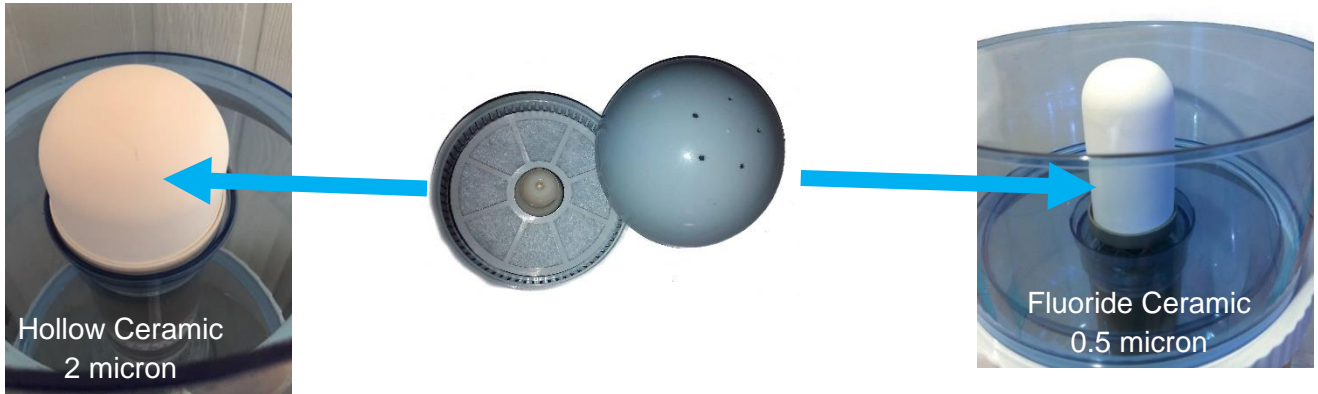
Book an appointment or order DIY online:

<https://www.awesomewatermackay.com/filter-change>



## OPTIONAL - CERAMIC DOME FILTERS

The ceramic dome replaces standard dome with the cloth filter in top bowl



UNSCREW THE CARBON FILTER ANTI-CLOCKWISE FROM BOTTOM BOWL.  
UNDO NUT UNDER THE BOTTOM BOWL TO REMOVE STANDARD DOME.  
REPLACE WITH CERAMIC DOME.



### 1<sup>ST</sup> TIME USAGE INSTRUCTIONS



Run a thin stream of water into the spout of the ceramic dome, then fill a container with water and soak the ceramic dome for about 10-20 minutes.



Shake out the water on the inside of the dome - this will get rid of the initial chalky taste in the water when first installing a new filter.



Please note that **water flow** is much slower when using the Ceramic Dome filter. When first installing it can take up to 48 hours for the water in top bowl to filter through. The flow does increase once the filter has soaked in. You can expect around **1 litre per hour** to go through the filter. For first time use, discard first few litres that has gone through filter.

### Maintenance & Care

This filter does become very dirty as it collects all the solid particles in the water on the outside of the ceramic dome. Unscrew the carbon filter from top bowl, then undo the nut at the bottom of the bowl to remove the ceramic dome. Under running water, scrub lightly with a toothbrush to remove dirt build-up. Do not use any soap or detergents.

**ENSURE HOT WATER REMAINS OFF UNTIL YOU HAVE A STEADY FLOW OF WATER FROM THE HOT TAP. YOU WILL RUN THE RISK OF BURNING OUT THE KETTLE IF YOU LEAVE IT ON WITHOUT ENOUGH WATER IN IT.**

## REFER A FRIEND

We know there is no better advertising than a happy customer & word of mouth.

If, like many new customers, you just can't believe how Awesome the water is, we would love for you to tell your friends, family, your colleagues and your boss! They'll thank you & love you for it.

For each referral that leads to a sale you will receive a **\$20** Awesome Voucher.

Your voucher can be used towards your next filter change, repair or purchase of additional products.



### Terms & Conditions:

- 1.The new customer is required to supply us with your name AT TIME OF SALE or
- 2.You can forward us contact details of a potential customer once you have consent from them to do so.
- 3.Vouchers are not refundable for cash & are valid for 12 months.

## REVIEW US

We would also appreciate a review to tell the world how happy you are with your Awesome Water Cooler. You can do this on our Facebook Page or on our Local Search Page



FOR SALES, FILTERS, SERVICE & REPAIRS

**PH: 0401 441 291** 

[www.awesomewatermackay.com](http://www.awesomewatermackay.com)

[info@awesomewatermackay.com](mailto:info@awesomewatermackay.com)



SERVICING MACKAY SINCE 2004

**AWESOME WATER MACKAY**  
**CONNECT WITH US:**

**LIKE OUR FACEBOOK PAGE**  
**AWESOME WATER MACKAY**



&

**JOIN THE FACEBOOK GROUP**  
**AWESOME WATER CUSTOMER FORUM**



FOR SALES, FILTERS, SERVICE & REPAIRS

**PH: 0401 441 291** 

[www.awesomewatermackay.com](http://www.awesomewatermackay.com)

[info@awesomewatermackay.com](mailto:info@awesomewatermackay.com)



SERVICING MACKAY SINCE 2004