

FILTER CHANGE & SERVICE INSTRUCTIONS



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

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



**Follow these instructions if your lid looks like this.
Original old style 11ℓ bottle set**



**If your lid is sold white
(no blue see through
part in the middle –
follow instructions for
14ℓ bottle set.**

REMEMBER :

- Turn power to 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.



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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 ready next to the water cooler



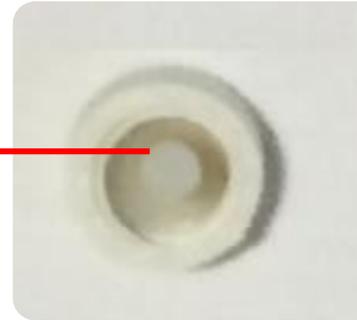
Empty the water left in the tank of cooler by running both the taps



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 a clean chux 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, then unscrew dome turning anti clock wise



Unscrew filter by gripping in the middle of cartridge and twisting anti clock wise, hold on to white rim as indicated to provide more grip



Tip out all water remaining in the bottom bowl



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

Remove the dome cover, it simply pulls off, might need to twist a little if it is stuck, or use a knife to wedge it open



Remove the grid that holds cloth filter and remove cloth filter – this filter can be rinsed with running water or replace with new



Wipe all parts of dome with chux under running water, you might need an old toothbrush to clean in between the gaps



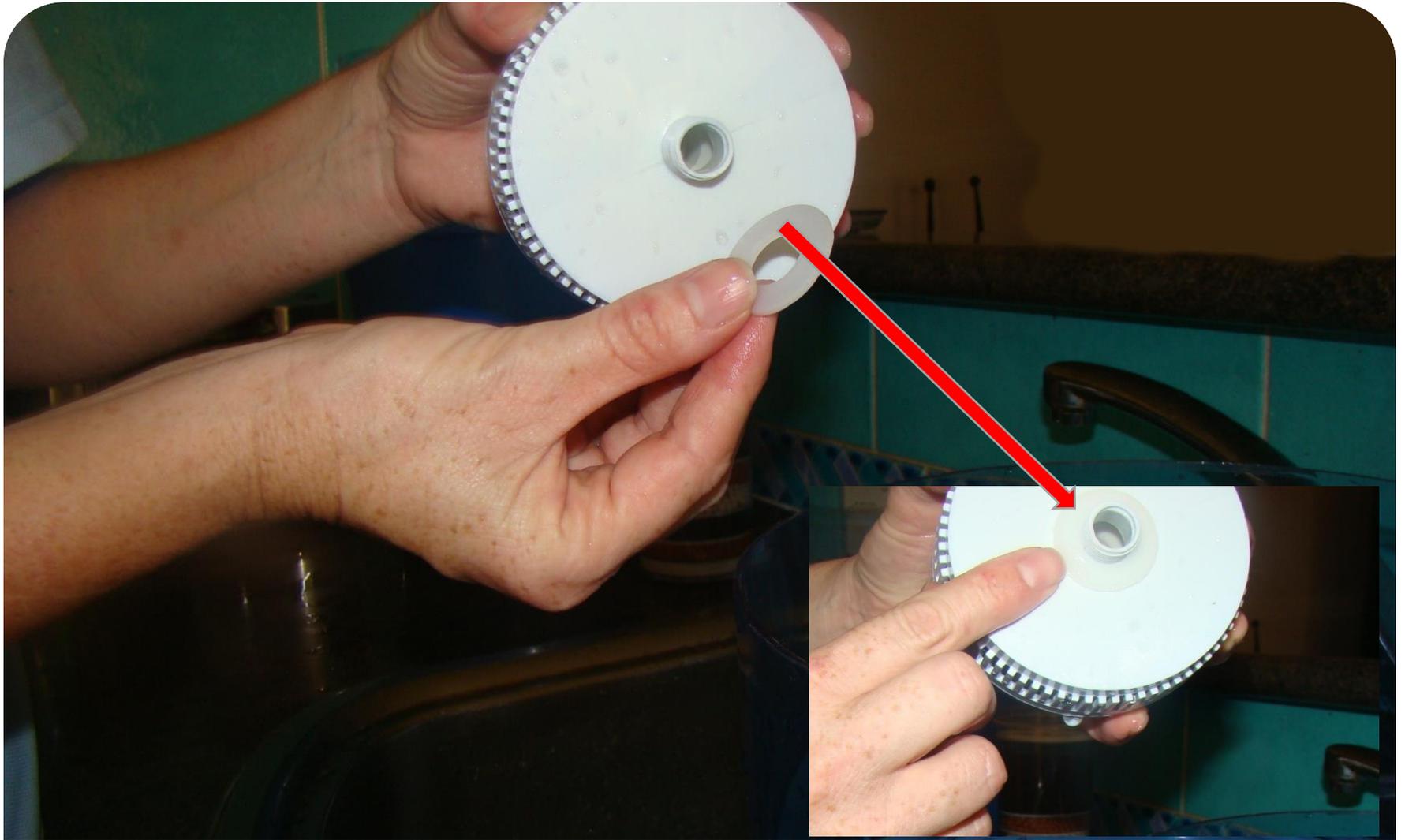
Replace cloth filter in dome & replace grid and cover



Once filter is unscrewed from white plate, remove top bowl, separate from white plate and wipe clean under running water using a chux.



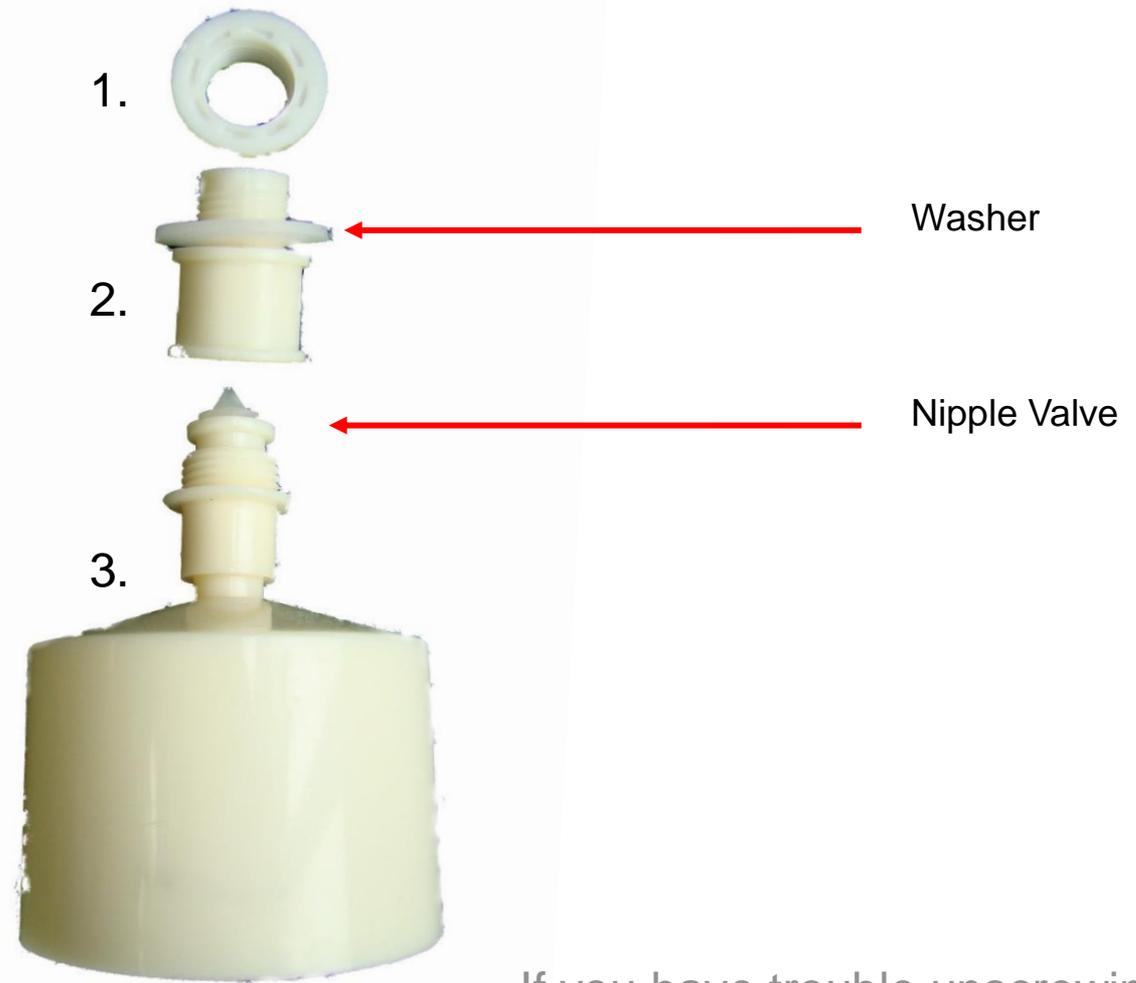
Replace top bowl to white plate, making sure big rubber washer is in place as indicated.



Screw dome back into top bowl making sure small rubber washer is in place at the bottom of the dome



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



If you have trouble unscrewing
the float valve - click here

Float valve consists of 3 parts and two washers



Remove float valve from bottom bowl by holding nut with thumb, while twisting anti clock wise on the float on the outside of bowl



Unscrew the two section of the float valve



Wipe down float valve with under running water using a chux/ and or brush. If heavily calcified, can be soaked in vinegar for a few hours – remember to remove washers if soaking in vinegar. Wipe clean after soak and rinse properly.



Screw 2 parts of the float valve **tightly** back together, but do not over tighten. Make sure that the washer is in place as shown.



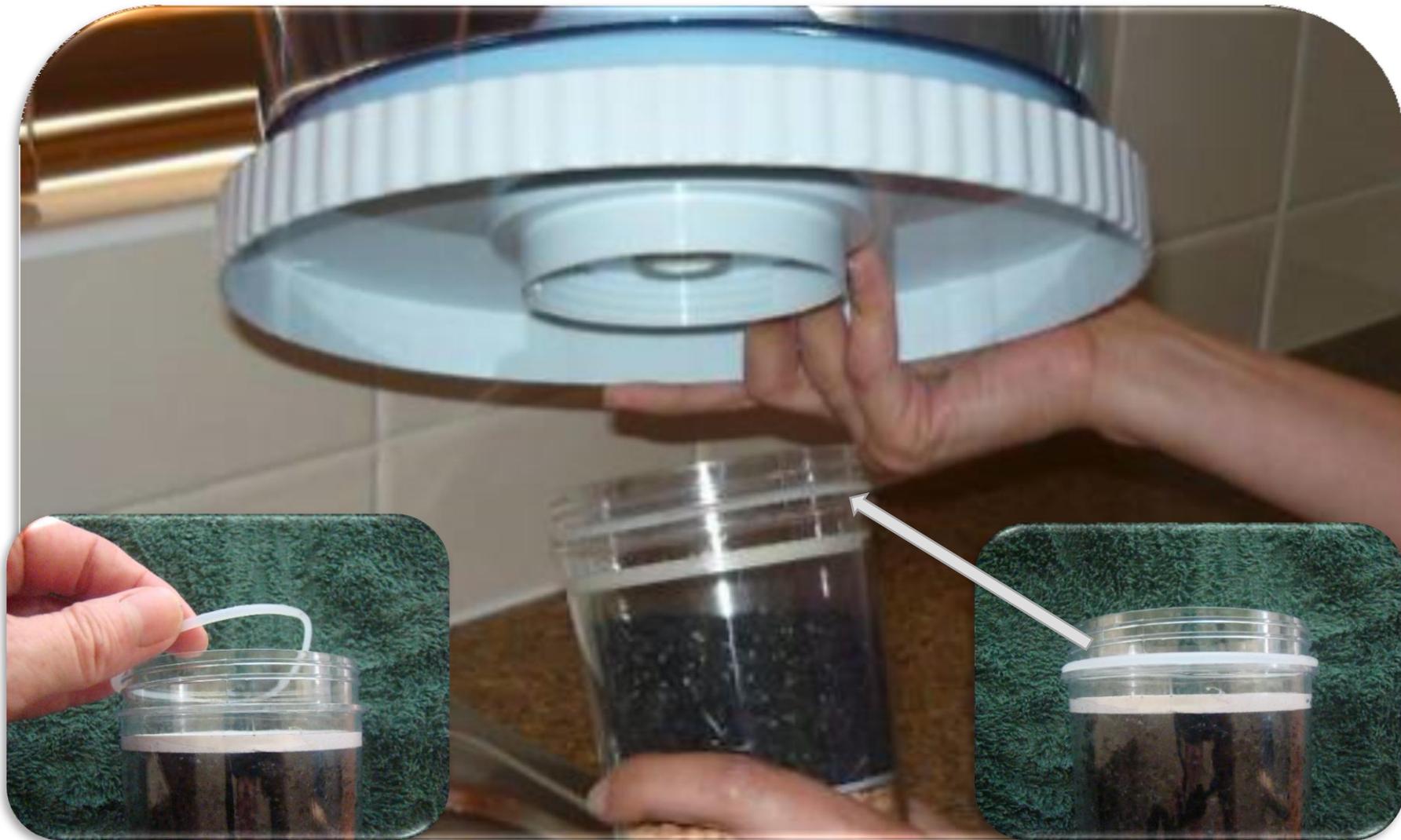
Use running water & chux to wipe clean the inside of the bottom bowl. Remember to wipe down sides as well. No soap or detergent needed except if very dirty / mouldy. If you do use soap ensure you rinse out properly to avoid soapy taste.



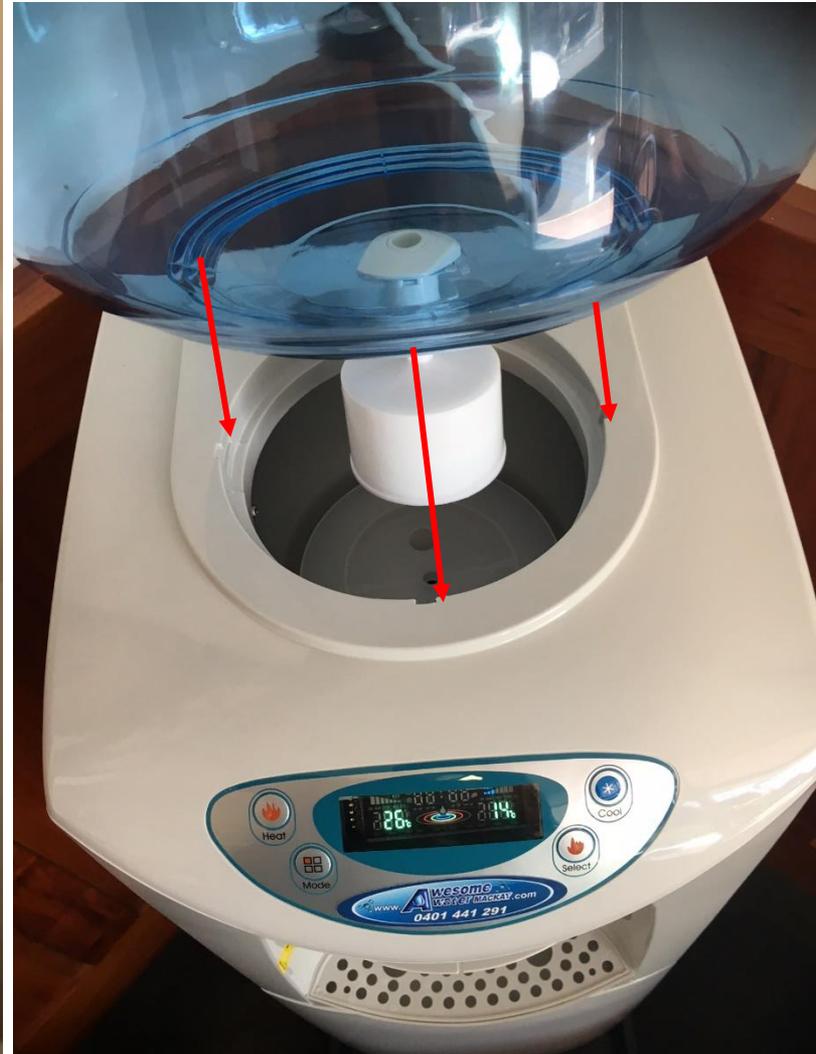
Reassemble the float valve to the bottom bowl by holding the nut on the inside of bowl with your thumb, while screwing back the float valve on the outside of the bottom bowl. Tighten securely but do not over tighten.



Follow instructions on page 6&7 – to prepare filter for installation

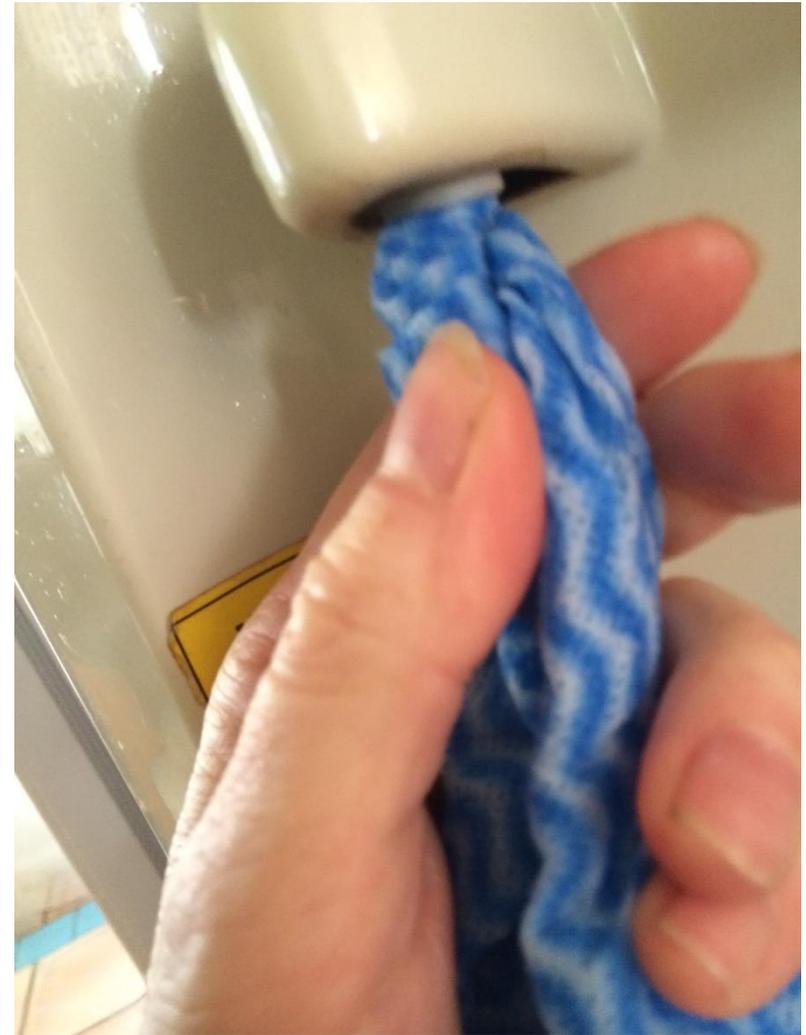


Screw new filter to white rim turning it clock wise - Make sure O-ring at neck of filter is in place – it needs to be flat against the rim with no twists or turns.



Reassemble top & bottom bowls and return to base

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



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



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



Hold the nut (1) in the inside of the bowl with your thumb



Grab the float valve (2) with your other hand and twist anti clockwise



Once undone from bowl, hold part 2 and part 3 as indicated

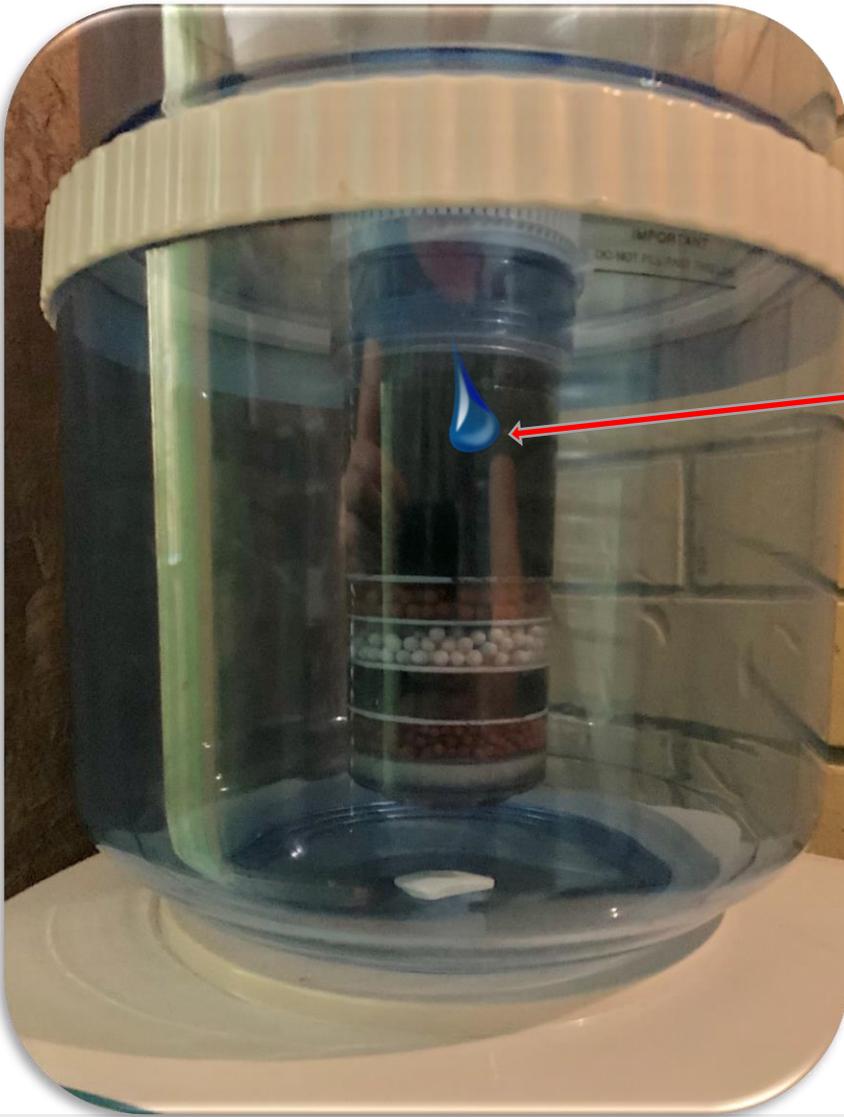


If you can't undo, use a thin nail through the holes in part 2—making sure not to damage the nipple valve. Use a

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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.

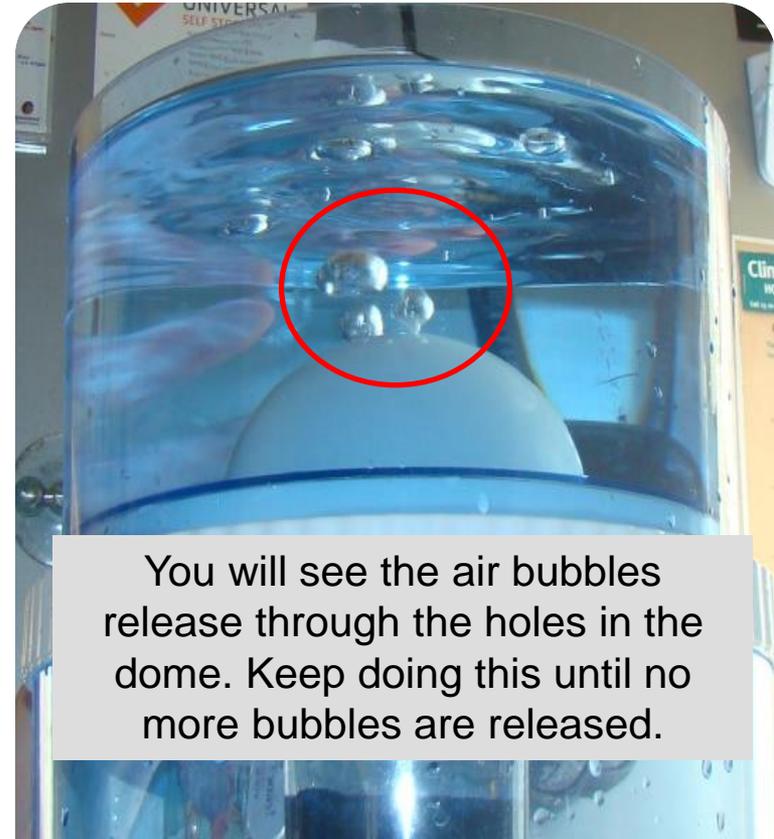
3.



Steps to resolve this:

1. “Burp” the bowl
2. Remove dome & burp
3. 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.



Unscrew the dome, and “burp” again

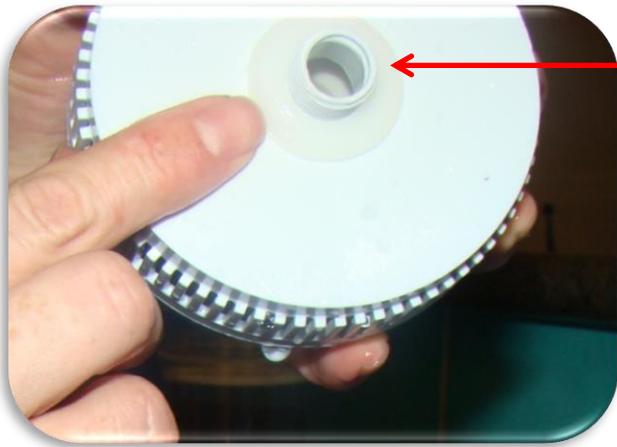


If still not running through freely, unscrew filter, run some water through it, turn it up-side-down & give it a few good shakes. Then firmly tap the mouth of the filter with the palm of hand to force through any airlocks that might exist. Return and follow steps on page 44 again

4.

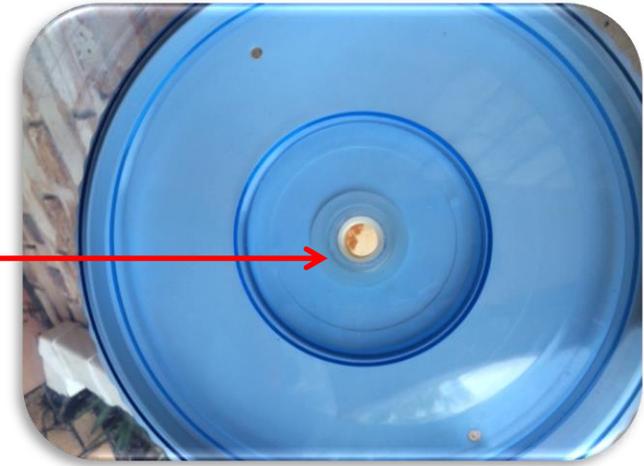


Water dripping through the holes in the white plate



Make sure the washers at the bottom of the **dome** is in place and the dome is screwed in tightly

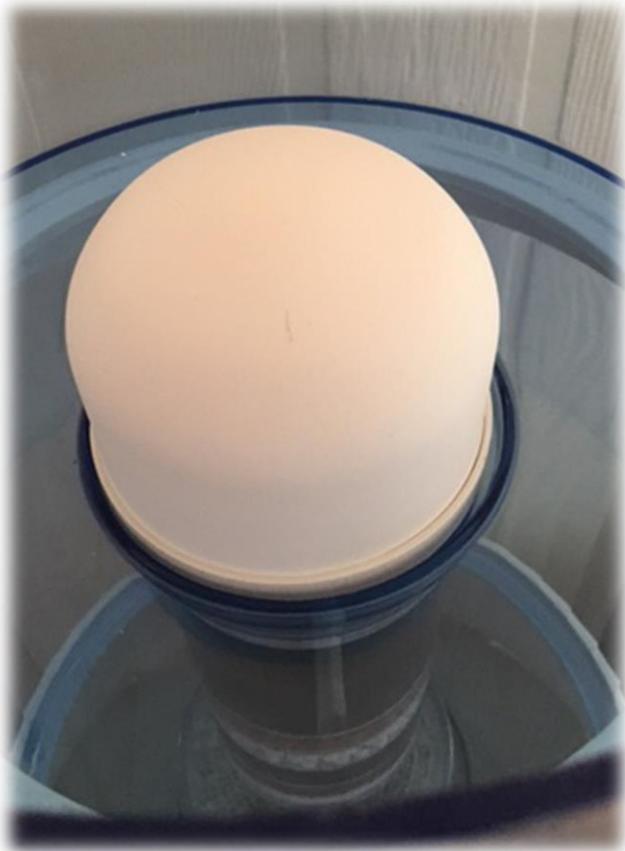
Make sure the washers in between the top bowl & white plate is in place as indicated



If the problem persist, the treads on the dome / white plate have worn out and either white plate or dome or both would need to be replaced

OPTIONAL CERAMIC DOMES

5.



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.

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

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