

# Installation, User and Maintenance Manual

Rev. September 2010 - Code A-Man03



**SORGENTE**



**SMILE / OMNI**



**UNDERCOUNTER**



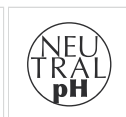


prodotto conforme  
D.M.174/2004

Certification TIFQ-1206TA03F3P7

**Caratteristiche ecologiche:**

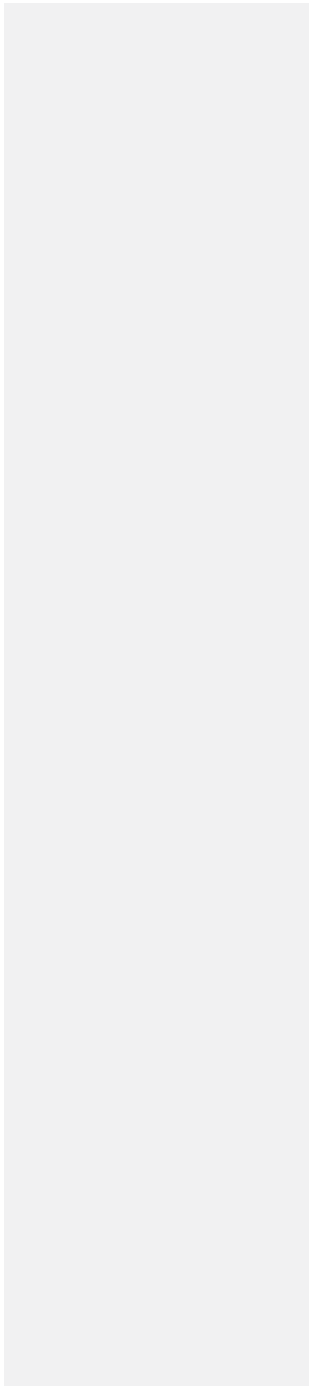
- ISO 9706 LONG LIFE
- Riserva alcalina > 2 %
- Completamente riciclabile e biodegradabile
- pH neutro (estrazione a freddo)
- Cellulosa bianchita impiegando processi ECF (Elementary Chlorine Free)
- Cellulosa proveniente da foreste "correttamente gestite"
- 94/62/CE (assenza di metalli pesanti)

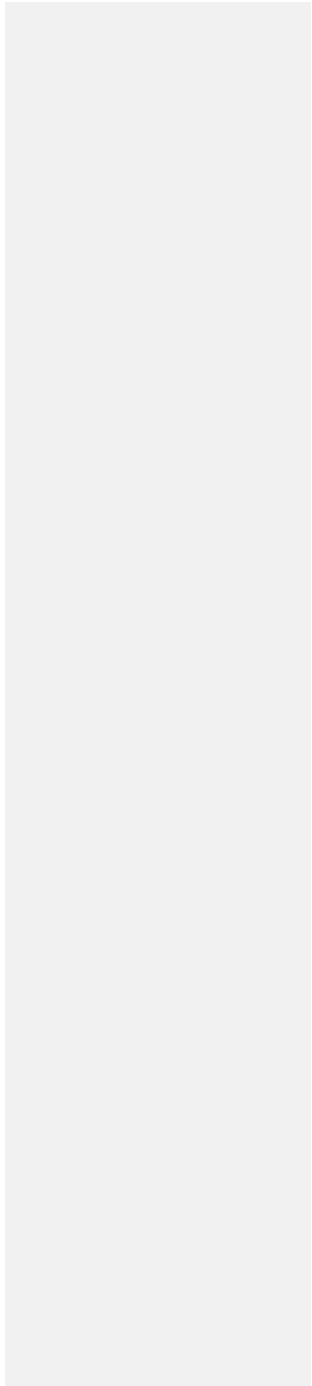


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Dear **Customer**,

We would like to thank you and congratulate for your choice.

Water is a vital and essential element. Water represents 70% of the human body and, every day, we ought to drink at least 2 litres of it to be in health and to refresh ourselves.

For this reason, the most important thing to do is to be sure of the goodness and quality of the water we daily drink.

This useful and functional dispenser with MICROFILTRATION system is manufactured with the most modern and innovative technologies. Its quality materials are subjected to a rigorous control according to our company standard. All the materials and components are tested during the entire production process to satisfy your expectations.

MICROFILTRATION is a filtration process which removes solid particles from a fluid by passage through a microporous membrane. Microperforated copper or silver scales, which are natural antibacterial metals, are sometimes added to water MICROFILTRATION so that an articulated pre-filtration process is set, based on use of natural active principles (vegetal activated carbon) able to extensively collect and hold sediments, chlorine and other polluting substances.

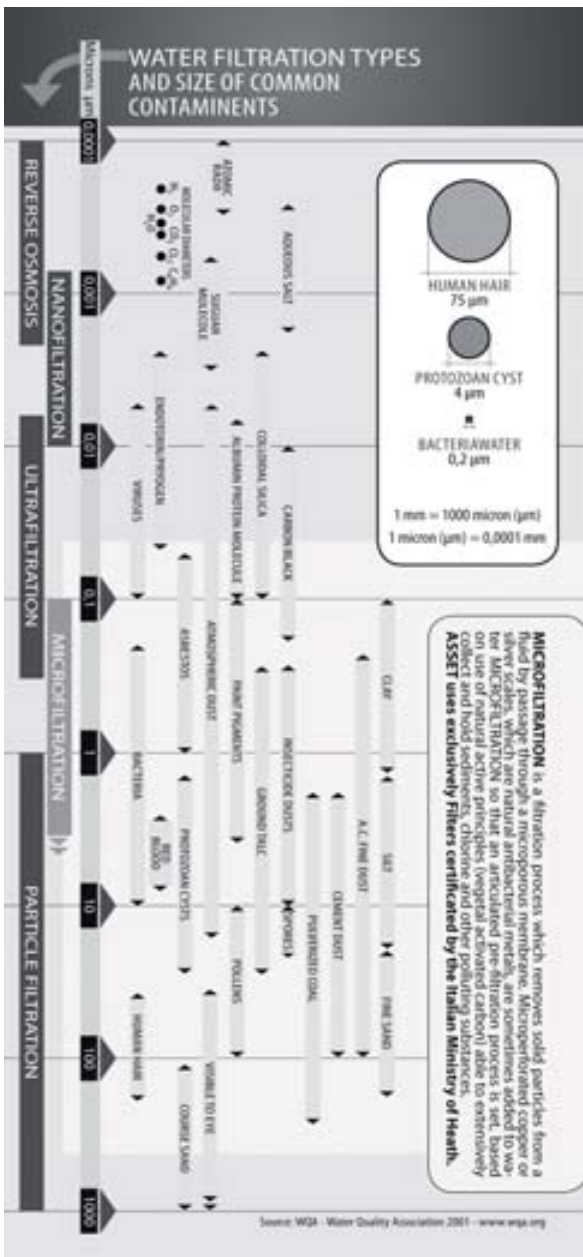
Escowa uses exclusively Filters certificated by the Italian Ministry of Health.

**ATTENTION:** On the table shown on the next page it is possible to check which elements are filtered by the dispenser through MICROFILTRATION.

We ask you to read and respect these simple instructions to guarantee the best results, since at the first use of the dispenser.

This manual includes important information, not only for the use but, also, for your safety and for maintenance; it is part of the machine.

**ATTENTION:** It is necessary to carry out periodical maintenance on this device in order to preserve the drinkable characteristics of dispensed water.



# Introduction

## 1.1 General information

The machine is realized in compliance with the directives in force in the European Community and with the required technical rules, as certified by the Declaration of Conformity issued by the Manufacturer and enclosed to the manual.

This publication, hereinafter simply called the "manual", includes all the information for use and for a safe maintenance of the device mentioned in the Declaration of Conformity.

This device, that in the course of the manual will be generically called "machine" or "dispenser", whose details are indicated hereinafter in this publication.

This publication is intended for subjects, generically defined as 'users', who are intended to use the machine. In particular, they can be identified as follows:

- operators directly involved in transport, storage, installation, use and ordinary maintenance of the machine, from its launch onto the market up to the day of disposal;
- direct users.

The original text of this publication, drawn up in Italian language, represents the only reference for the settlement of possible disputes related to the interpretation of the translation in the community languages.

This publication must be considered as an integral part of the machine, and therefore it must be preserved for future reference up to the final disposal and scrapping of the machine.



fig. 1.1 SMILE



fig. 1.2 SORGENTE



fig. 1.3 UNDERCOUNTER

## 1.2 Aim of the manual

The aim of this manual is to give the indications to use the machine safely and to carry out the ordinary maintenance procedures.

Any calibrations, adjustments and extraordinary maintenance operations are not included in this booklet, since they are carried out exclusively by the service technician, that must operate on the machine in respect of the technical and project characteristics for which it was manufactured.

The machine intended use and configuration are the only ones admitted by the Manufacturer; do not try to use the machine disagreeing with the indications supplied.

Any other use or configuration must be previously agreed upon with the Manufacturer in writing, and be enclosed to this manual.

Concerning installation and use, the user must follow the specific laws in force in the Nation where the machine is installed.

The user is expected to know and consult the laws, directives, etc. recalled in the text in order to achieve the aims that the manual sets.

## 1.3 Where and how to keep the manual

This manual (and any possible enclosures related to it) must be kept in a protected and dry place, and always be available for reference.

It is recommended to make a copy of the manual and keep it in the archive.

Refer to the data of the machine identification label when exchanging information with the Manufacturer or with authorized assistance staff.

This manual must be kept for the whole life of the machine, and in case of need (for ex. damage that compromises consulting it also partially) the user must obtain a new copy by requesting it exclusively to the Manufacturer, indicating the publication code positioned on the cover.

## 1.4 Manual updating

The manual reflects the machine state of art at the time of its launch onto the market, being an integral part of it. The publication is compliant with the directives in force at that time; the manual cannot be considered unsuitable further to possible updates of standards or modifications on the machine.

Any supplements of the manual that the Manufacturer considers suitable to send to the users, must be kept with the manual and become an integral part of it. To check if this Manual version is the last issue available, consult the website [www.escowa.se](http://www.escowa.se) where – on every product page - it is possible to download the electronic version of the last available version.

## 1.5 Cooperation with the user

The Manufacturer is available to supply additional information to customers and to consider any suggestions for improvement in order to bring this manual more into line with the requirements for which it was published.

If the machine is sold, the original user must give this manual to the new user and communicate the address of the new owner to the manufacturer so that it may be provided with any essential information or updates.

***All property rights of the contents included in this publication are reserved to Escowa AB therefore it cannot be reproduced totally or partly unless written authorization by the manufacturer.***

## 1.6 Manufacturer

The machine identification data are included in the label positioned on the rear of the machine.

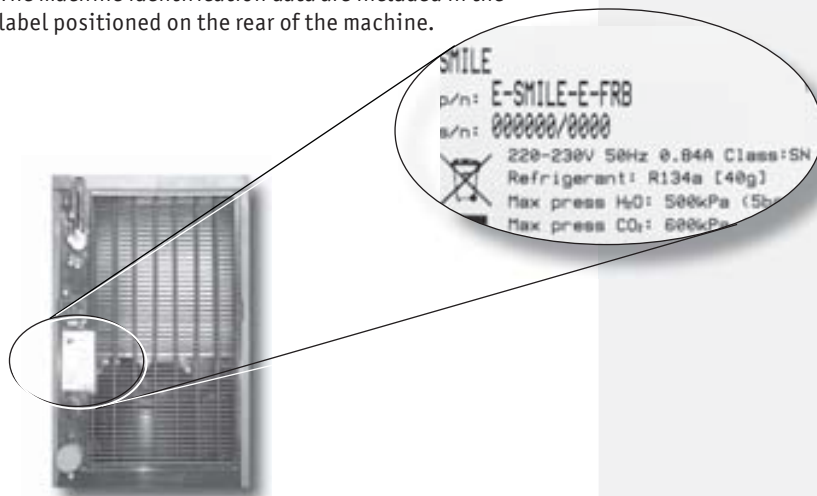


fig.1.3

The label includes the following data in this order:

- model;
- serial number;
- power supply voltage (V), frequency (Hz) the input of the only refrigerating part (A) and the pertaining Climatic Class;
- type of refrigerant and quantity in grams;
- maximum pressure of the water supply to which the dispenser can be connected (kPa);
- maximum pressure of the CO<sub>2</sub> to which the dispenser can be connected (kPa);
- country of manufacture;
- European CE conformity marking

**ATTENTION: The removal or, however, every type of tampering of the identification label, makes the warranty expire.**

## 1.7 Manufacturer's responsibility and warranty

In order to take advantage of the warranty supplied by the Manufacturer, the user must carefully follow the measures indicated in the manual, and in particular:

- always operate within the machine limit of use;
- always carry out constant and accurate cleaning and maintenance operations;

The manufacturer declines any responsibility, direct and indirect, caused by:

- machine use different than what indicated in this manual;
- use by staff who did not read and fully understand the contents of this manual;
- use not in conformity with specific standards in force in the Country of installation;
- modifications carried out on the machine, on the software, on the operation logic, if not authorized in writing by the Manufacturer;
- unauthorized repairs;
- exceptional events.

If the machine is sold to third parties also this manual must be delivered to the new owner; any right of the Purchaser will be automatically invalidated if the manual is not delivered, including the warranty terms where applicable.

If the machine is sold to third parties, in a Country where is spoken a different language than the language indicated in this manual, the old user is responsible to supply a faithful translation of this manual in the language of the Country where the machine will operate.

### 1.7.1 Warranty terms

The machine is guaranteed by Escowa AB for a 24 (twenty four) month period from the invoice date.

This guarantee covers manufacturing and assembling defects.

Escowa AB undertakes to replace or repair at its own charge at its factory, any part that the manufacturer considers defective.

If service by a repair technician of the Manufacturer (or by a authorized technician) is required at the user's site, it is understood that the travel, board and lodgings costs are at user's charge.

The acknowledgment of a free supply of the parts under warranty is always subject to inspection by the Manufacturer (or authorized person).

The extension of guarantee following a technical intervention or repair of the machine is excluded;

Damages to the machine are not included in the warranty if caused by:

- transport;
- negligence;
- improper use and/or not in conformity with the instructions given in the use manual;
- wrong electrical connection.

The warranty becomes null and void in case of:

- repairs carried out by staff not authorised of the Manufacturer;
- modifications not authorized by the Manufacturer;
- use of parts and/or equipment not supplied or approved by the Manufacturer;
- identification label removal or tampering.

## **1.8 Technical assistance service**

For any intervention of technical service directly contract the Manufacturer or the authorised Dealer, and always indicate the model and the serial number, imprinted on the identification label.

## **1.9 Copyright**

The information contained in this manual must not be disclosed to third parties. Any reproduction, partial or total, not authorized in writing by the Manufacturer, obtained by photocopying, reproduction or with other systems, also electronic acquisition, infringes the copyright conditions and will be prosecuted according to the law.



**DICHIARAZIONE DI CONFORMITA' CE**  
2004/118/EC, EC 2006/95/EC.

**EC DECLARATION OF CONFORMITY**  
2004/118/EC, 2006/95/EC.

**EROGATORE D'ACQUA Modello  
SMILE, SORGENTE e UNDERCOUNTER**  
al quale si riferisce questa dichiarazione è conforme  
alle seguenti norme:

- Sicurezza di elettrodomestici e apparecchi elettrici - Parte 1 - Requisiti generali - EN 60335-1 (2002) + A1(2004) + A2(2006) + A11(2004) + A12 (2006) + A13(2008).
- Sicurezza di elettrodomestici e apparecchi elettrici - Parte 2-24 - Requisiti specifici per apparecchiature refrigeranti, gelatiere e produttori di ghiaccio - EN 60335-2-24:2003 + A11:2004 + A1:2005 + A2:2007.
- Metodi di misurazione per campi elettromagnetici in apparecchi elettrici di uso domestico e similari con riferimento all'esposizione umana - EN 62233:2008.
- Sicurezza di elettrodomestici e apparecchi elettrici - Parte 2-15 - Requisiti specifici per apparecchi per riscaldare liquidi - EN 60335-2-15:2002 + A1:2005 + A2:2008.
- Compatibilità elettromagnetica (EMC) - Requisiti di emissioni per apparecchi elettrici di uso domestico e similari - Parte 1 - Emissioni - EN 55014-1:2006.
- Compatibilità elettromagnetica (EMC) - Requisiti di immunità per apparecchi elettrici di uso domestico e similari - Parte 2 - Immunità - Norma per famiglia di prodotti - EN 55014-2:1997 + A1:2001.
- Compatibilità elettromagnetica (EMC) - Parte 3-2 - Limiti - Limiti per le emissioni di corrente armonica (corrente in ingresso dell'apparecchiatura  $\leq 16A$  per fase) - EN 61000-3-2:2006.
- Compatibilità elettromagnetica (EMC) - Parte 3-3 - Limiti - Limitazione delle fluttuazioni del voltaggio e dei picchi di tensione nei sistemi di alimentazione a bassa tensione per apparecchiature con corrente nominale  $\leq 16A$ . - EN 61000-3-3:1995 + A1:2001 + A2:2005.

**Secondo le disposizioni delle direttive:**  
2004/108/EEC, 2006/95/EC.

Altare (SV), li 22/06/2010

Project Manager  
Paolo Tesi



**WATER DISPENSER Model**  
**SMILE, SORGENTE and UNDERCOUNTER**  
to which this declaration relates is in conformity with the  
following standards or other normative documents:

- Household and similar electrical appliances - Safety - Part 1: General requirements - EN 60335-1:2002 + A1:2004 + A2:2006 + A11:2004 + A12:2006 + A13:2008.
- Safety of household and electrical appliances - Part 2-24 : Particular requirements for refrigerating appliances, ice-cream appliances and ice-makers - EN 60335-2-24:2003 + A11:2004 + A1:2005 + A2:2007.
- Measurement methods for electromagnetic fields of household appliances and similar apparatus with regard to human exposure - EN 62233:2008.
- Household and similar electrical appliances - Safety - Part 2-15: Particular requirements for appliances for heating liquids - EN 60335-2-15:2002 + A1:2005 + A2:2008.
- Electromagnetic compatibility (EMC) - Requirements for household appliances, electric tools and similar apparatus - Part 1: Emission - EN 55014-1:2006.
- Electromagnetic compatibility (EMC) - Requirements for household appliances, electric tools and similar apparatus - Part 2: Immunity - Product family standard - EN 55014-2:1997 + A1:2001.
- Electromagnetic compatibility (EMC) - Part 3-2: Limits - Limits for harmonic current emissions (equipment input current  $\leq 16 A$  per phase) - EN 61000-3-2:2006.
- Electromagnetic compatibility (EMC) - Part 3-3: Limits - Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems, for equipment with rated current  $\leq 16 A$  per phase and not subject to conditional connection - EN 61000-3-3:1995 + A1:2001 + A2:2005.

**Following the provision of the directives:**  
2004/108/EEC, 2006/95/EC.

Altare (SV) - June 22<sup>th</sup>, 2010

Project Manager  
Paolo Tesi



**SMILE**  
for technology

## CODE SPECIFICATION

CODE: XX-YYY-ZZ-KKKK

example: E-SMILE-E-FRB

### **XX can be:**

E = TABLETOP

ES = UNDERCOUNTER

### **YYY can be:**

SMILE | SORGENTE | UNDERC | ATLANTIS | MITHIA | WA&CO  
| JUICE&CO | JUICE | FILTERUV | CHILL

### **ZZ can be:**

E = ELITE (3 types of water as it has the carbonator)

J = JOY (2 type of water only - NO sparkling water , NO carbonator)

T = Wireless UNDERCOUNTER – Tap and wireless remote control included)

W = Electronic UNDERCOUNTER – Electronic tap included)

M = Electro-meccanical UNDERCOUNTER – Column tap NOT included)

## **OPTIONS**

### **KKKK can be:**

0 = BULK - **NO** F,R,B,U,3,H Included

F = Internal Filter included

R = PRESSURE REDUCER Included

B = 600 gr. INTERNAL MONOUSE CO2 BOTTLE Included

U = UV Lamp Included

3 = OZONE AUTO-SANIFICATION Included

H = HOT WATER Included

## 2. Technological description

### 2.1 Available models

- 1 **SORGENTE** - Room temperature, cold, sparkling, micro-filtrated and debacterialized water dispenser to be connected directly to the water mains.
- 2 **SMILE** - Room temperature, cold, sparkling, micro-filtrated and debacterialized water dispenser to be connected directly to the water mains.
- 3 **UNDERCOUNTER** - Room temperature, cold, sparkling, micro-filtrated and debacterialized water dispenser to be connected directly to the water mains and to position under the sink.

#### 2.1.1 SORGENTE

SORGENTE dispensers are compact and elegant, ready to always supply micro-filtrated cold still water or room temperature and sparkling. Very easy to install, it can be adapted to meet any and all requirements. For their noiseless characteristics these dispensers can be installed in any environment

They are controlled by a microprocessor which, through special sensors, signals any malfunction and turns off the dispenser when dangerous conditions arise, such as leaks. Inside the dispenser there is a special monitoring system that, supported by the chip card, controls the filter service life and advises the user when it should be replaced. Thanks to their low power consumption Sorgente dispensers fully comply with the strictest regulations while UV debacterIALIZATION guarantees constant water hygiene.

These dispensers are also available with the 95°C hot water option: having to press two buttons at the same time provides additional safety for your children.



fig.2.1 SORGENTE Elite model





fig.2.2 SORGENTE Joy model

SORGENTE dispensers can be placed on an elegant stand that perfectly matches the style of the machine; the stand is not just a handy complement but can also be used as a plastic cup container, with 100 cups capacity 100 and/or as a cabinet.

The SORGENTE dispenser is available in the following versions:




- **JOY**  
Dispenser for micro-filtrated room temperature or cold water coming from the water mains

**Featured by only 2 dispensing keys:**

- 1 room temperature still water 
- 2 cold still water 

- **ELITE**  
**Dispenser for micro-filtrated room temperature, cold and sparkling water coming from the water mains.**

Featured by three dispensing keys:

- 1 room temperature still water 
- 2 cold sparkling water 
- 3 cold still water 

- **JOY E ELITE-H – HOT WATER (optional)**  
Dispenser for micro-filtrated room temperature, cold and sparkling water coming from the water mains.

Featured by five dispensing keys:






- 1 room temperature still water 
- 2 cold sparkling water 
- 3 cold still water 
- 4-5 double security dispensing key hot water  



fig.2.3 Stand SORGENTE



fig.2.4 SORGENTE Joy

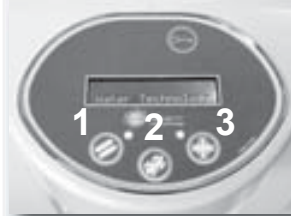


fig.2.5 SORGENTE Elite



fig.2.6 H- HOT WATER

## 2.1.2 SMILE

SMILE, the first dispenser in the world which can be fully customized.

The exclusive panels can be changed with images, logos, colours and fantasy solutions according to the needs. Panels can be coloured and customized with an infinite variety of solutions that make this dispenser unique in any environment thanks to its elegant and exclusive design. SMILE water dispenser is the successful result of a new design developed to give that extra touch of class to our SORGENTE model.

Compact and elegant, this water dispenser supplies micro-filtrated still, cold and sparkling water. Very easy to install, it can be adapted to meet any and all requirements. For its noiseless characteristic SMILE dispenser can be installed in any environment.

It is controlled by a microprocessor which, through special sensors, signals any malfunction and turns off the dispenser when dangerous conditions arise, such as leaks. Inside the dispenser there is a special monitoring system that, supported by the chip card, controls the filter service life and advises the user when it should be replaced. Thanks to its low power consumption SMILE dispensers fully comply with the strictest regulations while UV debacterialization guarantees constant water hygiene.

Also SMILE dispensers are available with the 95°C hot water option: having to press two buttons at the same time provides additional safety for your children.

SMILE dispenser can be placed on an elegant stand that perfectly matches the style of the machine; the stand is not just a handy complement but can also be used as a plastic cup container, with 100 cups capacity 100 and/ or as a cabinet.



fig.2.7 SMILE model



fig.2.8 Stand SMILE

The SMILE dispenser is available in the following versions:

- **JOY**

**Dispenser for micro-filtrated room temperature or cold water coming from the water mains**

**Featured by only 2 dispensing keys:**



- 1 room temperature still water 
- 2 cold still water 



fig.2.9 SMILE Joy

- **ELITE**

**Dispenser for micro-filtrated room temperature, cold and sparkling water coming from the water mains.**

**Featured by three dispensing keys:**




- 1 room temperature still water 
- 2 cold sparkling water 
- 3 cold still water 



fig.2.10 SMILE Elite

- **JOY E ELITE-H – HOT WATER (optional)**

**Dispenser for micro-filtrated room temperature, cold and sparkling water coming from the water mains.**

**Featured by four dispensing keys:**





- 1 room temperature still water 
- 2 cold still water 
- 3-4 double security dispensing key hot water  



fig.2.11 H- HOT WATER

### 2.1.3 UNDERCOUNTER

It can be positioned under the sink. It is not equipped with any dispensing key since it connects directly to the 3-key electromechanic tap dedicated to water dispensing (OPTIONAL).

UNDERCOUNTER is available in the Remote (Wireless), Electromechanical and Electronic versions Compact and elegant, this water dispenser supplies micro-filtrated still, cold and sparkling water. Very easy to install, it can be adapted to meet any and all requirements.

For its noiseless characteristic, UNDERCOUNTER dispenser can be installed in any environment where space is a problem. It is controlled by a microprocessor which, through special sensors, signals any malfunction and turns off the dispenser when dangerous conditions arise, such as leaks. It is equipped with a special monitoring system that, supported by the chip card, controls the filter service life and advises the user when it should be replaced.

Thanks to its low power consumption SMILE dispensers fully comply with the strictest regulations while UV de-bacterialization guarantees water hygiene.

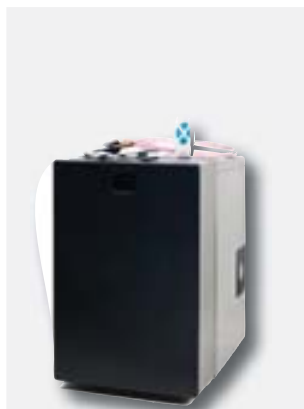


fig. 2.12

## 2.2 Technical data

The following data are related to the dispenser with serial configuration.

POWER SUPPLY VOLTAGE	220-230V - 50Hz - monophase
MAX POWER CONSUMPTION	230W - 0.84A (1.500W for hot water model)
CLIMATIC CLASS	SN
ROOM WORK TEMPERATURE	10-32 °C / 50-89,6°F
COMPRESSOR POWER	Hermetic 65W

QUANTITY OF REFRIGERANT GAS	R134a 40g	
CONDENSATION OF VENTILATED AIR	YES	
WATER PUMP TYPE	Membrane	
CARBONATION SYSTEM	Saturator 4 l	
MINIMUM INLET WATER TEMPERATURE	5 °C / 41°F	
MAXIMUM INLET WATER TEMPERATURE	25 °C / 77°F	
DISPENSED WATER TEMPERATURE	adjustable from 4 °C / 39.2°F to 8 °C / 46.4°F	
COLD AND SPARKLING WATER OUTPUT	16 l/h; $\Delta t = 10$ °C (Room Temperature 25°C - Humidity 75%)	
WATER SYSTEM WORKING PRESSURE	150-400 kPa (1.5 - 5 bar)	
CARBONATED WATER TANK CAPACITY	INOX AISI 316L	4 l
ANTI-LEAKAGE SYSTEM	On water – inlet; (anti-leakage sensor optional).	
MIN - MAX CO <sub>2</sub> WORKING PRESSURE MIN - MAX	350-600 kPa (3.5 - 6 bar)	
GROSS WEIGHT (ACCESSORIES EXCLUDED)	16 kg	
WEIGHT WITH PACKAGE	18 kg	
WATER DISPENSER DIMENSIONS LxWxH	240X420X370mm	
PACKAGE DIMENSIONS LxWxH	300X480X460mm	
ACCESSORIES SUPPLIED	Electric power supply cable (2m). water connection hose (2m)	
SOUND PRESSURE LEVEL	48 dB(A) [Elite] - 42 dB(A) [Joy]	
SOUND POWER LEVEL	62 dB(A) [Elite] - 55 dB(A) [Joy]	
STORAGE TEMPERATURE	2°C - 35,6°F	

The following data are related to the dispenser with serial configuration.

## 2.3 Emission of machine noise

The noise level with continuous operation is less than 70 dB(A). These data are available in the Technical File in the Manufacturer's archive.



# 3. Safety requirements

## 3.1 General notes

The dispenser was designed and manufactured in compliance with the requirements of the Machinery Directive 2006/42/EC, taking into account its ordinary use and the reasonably intended use.

The dispenser was manufactured for the application mentioned in the declaration of conformity enclosed to this manual.

It is not allowed for any reason to use it for purposes different than those for which it was designed, or to use it with modalities different than those indicated in this manual. The different interventions must be carried out in accordance with the criteria and the order described in this manual.

## 3.2 Symbols

Some operations are indicated in this manual by graphical symbols that recall attention on the hazardousness of the operations. The symbols are positioned on the lateral column, as shown in this page.



### WARNING

Before carrying out any operation on the machine it is necessary to read the whole manual thoroughly, paying special attention to this chapter.



### WARNING

This symbol indicates the possibility that an event occurs that can cause serious injury or considerable damage to the machine, if suitable precautionary countermeasures are not adopted.



### CAUTION

This symbol indicates the possibility that an event occurs that could cause minor injury or material damage to the machine, if suitable precautionary countermeasures are not adopted.

### IMPORTANT

This symbol indicates the possibility that an event occurs that could cause minor injury or material damage to the machine, if suitable precautionary countermeasures are not adopted..

### 3.3 Safety warnings

- Please, read carefully this instruction manual before using the dispenser in order to be sure that it is used in the best safety conditions.
- This device is not intended to be used by persons (included children) with reduced physical, sensory abilities or with scarce experience and knowledge, unless they are under supervision of a person in charge of their safety or they are informed by him/her on the use of the device. It is necessary to keep children under control to prevent them from playing with the device.
- The repair of the product must be carried out only by a skilled technician or in a Service Centre authorized by Escowa AB, for your security and in compliance with the standards.
- Install the water dispenser in a proper way to guarantee a right ventilation for the machine cooling or **a distance – on all sides – of at least 10 cm from any wall or object.**
- In case of abnormal functioning do not manipulate or tamper with the internal components of the dispenser. Contact our technical assistance service.
- Keep this instruction manual in order to deliver it to the new owner if the dispenser is sold.
- Do not place objects on the water dispenser.
- Do not place the dispenser upon other objects.
- In case of damage, contact the technical assistance.
- In case of breakdown, disconnect the power supply, close the water mains and contact the technical assistance.

- Interventions not specified in this manual must be carried out only by skilled staff or in one of Escowa AB's authorized Service Centres.
- This dispenser can be exposed to rain or snow.

### 3.3.1 Operator's qualification

The operator must follow the instructions supplied for his own safety and for users, in particular he must respect the requirements contained in this manual during the operating phases.

Typical activities foreseen:

- use of the machine and its normal operating conditions and restoring of the operation after a stop;
- taking the necessary measures to maintain the performance quality;
- nozzle cleaning;
- collaboration with the staff in charge of the extraordinary maintenance operations ("skilled technician").

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# 4. Unpacking

## 4.1 Visual check

At the arrival the packaging shall be in perfect conditions:

- without signs of collision or breaks;
- without signs that lead to suppose that it was exposed to heat sources, frost, water , etc.;
- without signs of tampering.

Any deformations indicate collisions that occurred during the transport, which could compromise the normal operation of the machine.

### 4.1.1 Check of machine and equipment supplied

The machine, its main body, the related accessories and in general the equipment supplied must be in perfect preservation conditions.

Parts included in the supply are subject to a careful control procedure before being dispatched; however it is advisable to always check at the delivery that the material is complete and in order.

Make sure that:

- the shipping data (address of the consignee, n° of packages, n° of order, etc.) correspond to the data of the accompanying documents.
- the technical-legal documentation supplied with the machine includes the instruction manual corresponding to the type of machine, as well as the CE declaration of conformity.

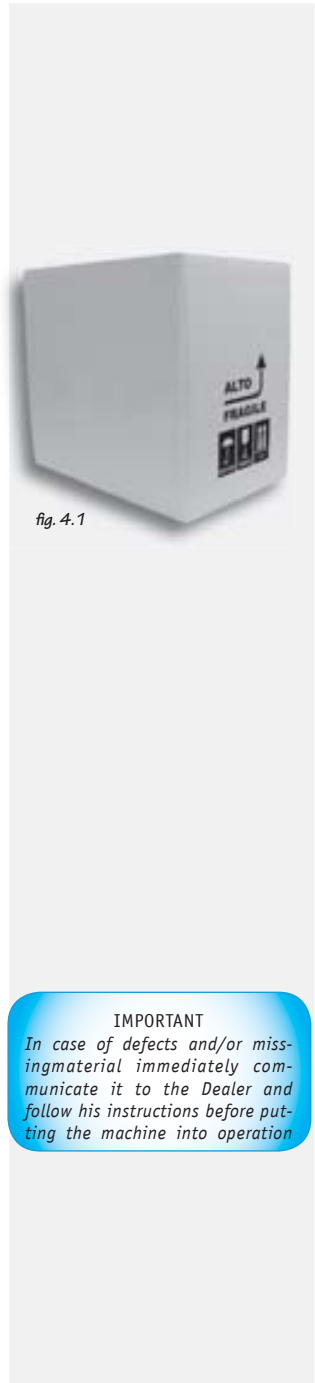


fig. 4.1

#### IMPORTANT

*In case of defects and/or missing material immediately communicate it to the Dealer and follow his instructions before putting the machine into operation*

## 4.2 Unpacking

Refer to the "ARROW" on the external box in order to remove the packing material.

To remove the equipment from the packing, follow the procedure below:

- 1 cut the safety plastic straps from the packing (if these are present);
- 2 open the upper part of the carton box and remove it;
- 3 remove the protective pluriball sheet if present;
- 4 analyse the equipment to check for possible damage. Immediately inform the carrier and the Dealer if apparent damage is noticed.

**WARNING: Keep the packing materials in case it will be necessary to ship again the device to the Technical Assistance Centers!**

## 4.3 Packing list

The packing list includes all the parts supplied. The contents can change for each single machine, in accordance with the commercial agreements, with the optional parts supplied, etc.

Indicatively the supply includes:

- dispenser
- electric power supply cable (2m)
- this manual

### IMPORTANT

*Packaging utilised comply with the environmental requirements set by the European packaging standards (Official journal of the European communities, L. N. 365/19). Carton containers are easy to recycle. Plastic wrappings are made with materials free from dangerous metals. For their disposal it is recommended to contact the competent Authority in the pertaining territory.*

# 5. Installation

## 5.1 Environmental characteristics

The operating environment must have the following characteristics:

- Temperature: + 5 ÷ + 32 °C (41 ÷ 89,6 °F)
- Maximum relative humidity: 80%

The dispenser must not be used in open areas and/or exposed to atmospheric agents or in environments with steam, fumes or corrosive and/or abrasive dusts, with risk of fire or explosion, and however where the use flameproof components is required.

## 5.2 Cleaning

Before starting up the dispenser it could be necessary to clean the equipment from dust, foreign substances and dirt accumulated during the transport and storage periods. For cleaning use a sponge or a wet cloth with not aggressive detergent and disinfectant products diluted in water. Do not use solvents or alcohol-based products. The ventilation slits of the dispenser, on the right side, must be cleaned by using a dry brush.

## 5.3 Positioning

The dispenser must be placed on a surface which can support its weight including water (gross weight, see technical sheet) or on a proper optional stand in a vertical position. However, the water dispenser positioning must allow sufficient ventilation, in particular, its back and upper sides must have a minimum free space for ventilation of **at least 10 cm**. For this reason, the dispenser must not be placed near direct or indirect heat sources (ex. ovens, radiators, stoves, coffee machines, etc.).



### CAUTION

If environmental conditions different than those required are noticed during installation, or if they change over time, immediately contact the Manufacturer before using the dispenser for the necessary checks.



### CAUTION

Do not use liquids containing solvents or abrasive materials to clean the dispenser.

Plugs for power and water supply must be available near the water dispenser, and must correspond to the characteristics stated in the technical sheet and be positioned in way that the power cable and the water hose are not of any obstacle.

The environment, where the equipment is installed, must be free of dust or corrosive/explosive gasses.

The location must be without vibrations; the machine must be sufficiently illuminated in order to correctly understand the different functions.

In case of a different positioning from the vertical one, during the transport or installation, once in the right position wait for at least 24 hours before getting it started.

## 5.4 Connections

### 5.4.1 Outer accessories

The dispenser has no internal space for the water filter and the CO2 bottle and for this reason it will be necessary to install them externally. For example in a kitchen, on the proper stand or inside a technical room.

Once located the connection point to the water mains, which has to be intercepted with a spherical tap and the proper quick connector (delivered with the supply), fix the coupling head of the filter to permit, after its inserting, to stay in vertical position.

- 1 chip card insertion fissure
- 2 start up key to the menu
- 3 power supply
- 4 CO2 gas supply
- 5 water supply

#### IMPORTANT

*In accordance with UNI EN 10380 standard lighting for a generic working area must be of 300 lux on average (acceptable values between 200 and 500 lux). If the equipment is installed in a Country different from Italy, refer to the related regulations in force.*



fig. 5.1



#### CAUTION

**Connections to the water mains longer than 5 meters require pipes with an internal diameter greater than 8 mm.**



## 5.4.2 Connection to the water mains

Any temporary connections are forbidden for a good functioning of the dispenser. The following operations must be carried out by a skilled staff.

During the installation, new water supply pipes for connection to the water mains must replace the old ones that must not be used again.

The water supply plug of the water dispenser must be made up of an interception valve (tap) and a non-return valve. For a good functioning of the dispenser the water mains must satisfy the following the characteristics:

- no overpressure;
- pressure values according with the previous technical data sheet (see chapter 2.2).

If the pressure of the water mains is greater than 4,5 bar, it will be necessary to install a pressure reducer after the interception valve, by setting the pressure on 4 bar. Pressure peaks greater than 6,5 bar cause the safety valve to open with consequent outcome of water from the device. Fittings and pipes for connection to water mains must be **certified for food compatibility**. All the pipes and fittings provided agree with the abovementioned feature. Optional accessories such as filters, pre-filters, to be assembled on the water mains after the interception valve, must be certified for food compatibility.

For a correct installation to the water mains, proceed as follows:

- 1) it is screwed on the interception valve the 3/8" x 8 fitting in order to connect the water supply tube included in the supply;
- 2) screw the rotary fitting to the threaded coupling for water supply to the machine;
- 3) connect the water supply tube to the fitting on the interception valve;
- 4) position a suitable container at the free end of the tube that will be inserted in the dispenser and open the interception valve to drain and clean the tube and the external prefilter (if assembled), drain at least 2 l of water, after this operation close again the interception valve;



### CAUTION

Press the keys with fingers.  
Never use weight pliers or  
other pointed objects!

- 5) connect the free end of the tube to the rotary fitting positioned on the dispenser;
- 6) open the interception valve to check that there are no leakages from the fittings previously assembled;
- 7) It is suggested to carry out the dispenser sanitization by using the appropriate kit (optional and not supplied with the dispenser).

If the internal filter (delivered with the supply) is not used, it is, however, compulsory to insert a prefilter unit in series with the water supply line; the manufacturer declines any responsibility for the consequences due to non observation of this requirement.

In any case, any filtering unit which has to be connected to the water dispenser must be necessarily drained. Moreover, verify that the unit agrees with the hygienic and security standards in force and its compatibility with the technical features of the dispenser as stated in the previous technical sheet.

Water supply connections with a length longer than 4-5 metres must be realized with a greater section pipe. The pipe delivered with the supply will be used just for the connection to the water dispenser and to the optional accessories (filters, prefilters, etc.) which must be installed in line with the mains.

### 5.4.3 Power supply connection

The dispenser is in accordance with the current EEC norms. For this reason, it is marked with the CE symbol.

Anyway, it will be necessary to check that characteristics of the power supply line are suitable for the dispenser, as indicated in the technical data sheet.

In case the power supply cable is damaged, it must be replaced with a new one having the same characteristics.

Any attempt to repair the cable is forbidden!

After the required checks, it will be possible to insert the female plug with trapezoidal section of the power cable in the proper socket, in the back side of the dispenser (**fig. 5.3**).

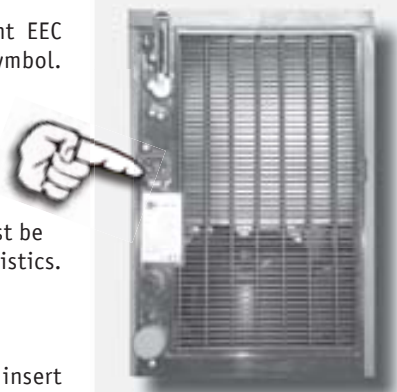
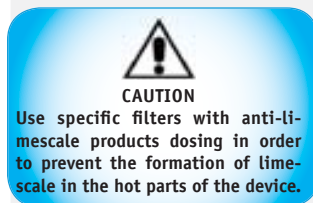


fig.5.2

Before inserting the power connection plug of the dispenser in the socket, open the water interception valve and the CO<sub>2</sub> bottle (for models equipped with this option).

#### 5.4.4 Connection of internal CO<sub>2</sub> bottle (Elite and Undercounter models)

The dispenser is supplied with the internal monouse internal CO<sub>2</sub> bottle (optional) purposely NOT connected to the system (fig. 5.3); in order to prevent emptying. The dispenser is also supplied with prearrangement for connection to external rechargeable or monouse (optional) CO<sub>2</sub> bottle; the first operation will consist in disconnecting the internal CO<sub>2</sub> internal circuit from the rear quick coupling and connecting it instead to the internal monouse CO<sub>2</sub> bottle (optional).



Then disconnect the quick coupling (positioned on the dispenser front, up at left, behind the CO<sub>2</sub> bottle), making a slight pressure on the “collar” of the quick coupling and releasing it. (fig. 5.4) (now it can be positioned behind the filter, for any future use).

~~fig. 5.4~~ Now it is necessary to connect the pressure reducer to the internal circuit, using the appropriate plastic pipe supplied with the dispenser (diameter 4 mm –length 20 cm); one end of the pipe must be inserted in the appropriate quick coupling positioned in the back of the internal bottle housing, instead the other end of the pipe must be inserted in the quick coupling of the pressure reducer on the gas bottle (fig 5.5). A slight pressure is sufficient to insert the pipe in the quick coupling positioned on both sides of the connection; to disconnect the pipe, press slightly (internally) on the “collar” of the quick coupling and remove the pipe from the coupling. At this time, screw the pressure reducer on the CO<sub>2</sub> bottle.


  
**CAUTION**  
The dispenser Manufacturer declines any responsibility for possible damage to persons or things due to connection of the dispenser to electrical mains not in conformity with the regulations and laws in force in the country where the device will be installed. In particular, the electric mains to which it will be installed must be equipped with a high sensitivity circuit breaker switch (cut-out switch), with tripping power not greater than 30mA, and a grounding system in conformity with the standards and regulations in force.



fig.5.3



fig.5.5

Remove the plastic guard from the thread positioned on the CO<sub>2</sub> bottle head. Unscrew the knob of the pressure reducer in order to completely close the CO<sub>2</sub> supply; with one hand clutch the pressure reducer and with the other hand screw completely the CO<sub>2</sub> bottle keeping it vertical, turning it clockwise (**fig. 5.6**). A possible gas leakage during the set up or replacement operation is normal. Instead a continuous gas leakage is not normal after the complete screwing up of the bottle. If the gas leakage does not end, lock strongly the bottle to the reducer or replace the sealing gasket. If necessary call the technical assistance.



fig.5.6

At last adjust the CO<sub>2</sub> pressure screwing completely the pressure reducer knob (achieving in this way the maximum CO<sub>2</sub> pressure and therefore the maximum water carbonisation) and unscrewing it then for about 1 turn and a half; this adjustment will produce average value sparkling water; for greater sparkling, screw slightly the knob; instead for "slightly sparkling water", unscrew the pressure reducer knob slightly.

**Note: The adjustments made on the pressure reducer to not affect immediately the water sparkling quality but they require to dispense at least 4 litres.**

Check that there are no CO<sub>2</sub> leakages.

Then reposition the bottle in the appropriate support binder paying attention that the plastic connection tube is not flattened or stretched (**fig. 5.7**).

Re-position the front panel of the dispenser.

**Note: The dispenser is ready to dispense 2 hours after the start up.**



fig.5.7



**CAUTION**

**ATTENZIONE** se hands or any other part of the body to the gas because it could cause freeze burns.

### 5.4.5 Connection of external CO<sub>2</sub> bottle (Elite and Undercounter models)

Arrange the CO<sub>2</sub> gas line by using the proper plastic tube with a diameter of 4 mm.



fig.5.9

The tube has to be inserted on one side (**vedi fig. 5.8**) in the proper quick coupling placed behind the dispenser above the water connection, and the other end of the tube end has to be inserted into the quick coupling of the pressure reducer of the gas bottle. (**vedi fig. 5.9**).



fig.5.8

Screw the pressure reducer on the gas bottle with a proper spanner (28mm) if a rechargeable bottle is used (**fig. 5.10**), in case a 600gr. single-use gas bottle is used, screw the reducer on the bottle by hand. (**fig. 5.11**).



fig.5.10



fig.5.11

Pay attention to do not lay the bottle during the pressure reducer screwing phase. Position and fix the bottle in vertical position.

Open the (rechargeable) gas bottle by turning the upper handgrip counterclockwise (**fig. 5.12**).



fig.5.12

Turn clockwise the black knob of the pressure reducer (screwing deeply towards the + sign) and check that there are no leakages on the connection points by using soapsuds water (**fig. 5.13**).



fig.5.13

# 6. Dispenser use

## 6.1 Touch screen user interface

The touch screen keypad technology is by now applied on many house appliances and consumer devices that we commonly use, the absence of mechanical moving parts makes this system robust, no-wear, water-proof and hygiene features thanks to the absence of interstices where dirt and bacteria can accumulate.

For a correct use of the touch-screen key pad touch the key in a decisive way with the finger. If the finger touches the key slowly or laterally, the key will not consider it valid and therefore the dispensing will not occur.

The touch keys for dispensing, keypad lock, anomaly led and display are positioned on the upper front part of the dispenser. (fig. 6.2). During standard operation the display is on and illuminated with blue light and the dispensing keys are illuminated with a white light



**IMPORTANT**  
*The picture shows the position of*

**CAUTION**  
When electric power is supplied to the dispenser the touch screen keypad carries out a self-setting, to prevent false settings, before powering the dispenser, clear the keypad from any objects, cloths or other objects placed on it and wait 3 seconds after powering the device before touching the keypad with fingers.

The symbols on the control keyboard refer to the following functions:

- 1 display
- 2 room temperature water dispensing
- 3 cold water dispensing
- 4 sparkling water dispensing (Elite model)
- 5-6 led
- 7 hot water dispensing (optional)



On the back side of the dispenser (**fig.6.4**) there are the keys for setting the temperature of the cold still and cold sparkling water (1) and the fissure for inserting the smart card (2).

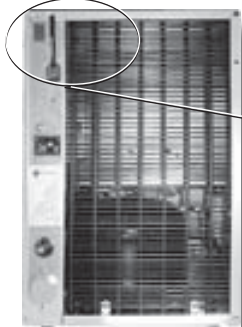


fig. 6.3

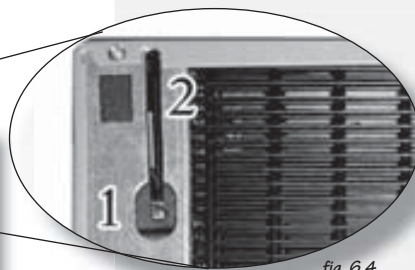



fig. 6.4

### 6.1.1. Anomalies signalling led

Above the room temperature and cold water dispensing keys, there are two leds that indicate possible failures which illuminate with fixed or intermittent light in accordance with the problem to signal (**fig. 6.5**).

**Led 1** at left above the dispensing key  is for the filter pre-alarm and blockage for exhausted filter.

**Led 2** at right above the  key indicates the alarms with codes and short description (see DIAGNOSTICS chapter)




fig. 6.5



## 6.1.2 Display





In standard operating conditions the display shows the manufacturer's or dealer's information, the data related to water temperature inside the dispenser, dispensed litres, filter days of use and gas (CO<sub>2</sub>) pressure in bar (optional) are displayed pressing any dispensing key.

**NB. The dispensed litres counter is updated after several dispensing operations therefore the value displayed must never be considered as absolute value, this is true also for the days of use.**

The display shows also the possible alarms signalled by the Led 2 positioned above the  key, the message includes also the alarm code and the partial description of the alarm.

The alarms are displayed by pressing any dispensing key.

## 6.2. Water temperature adjustment

- 1 The User Menu is accessed by pressing the rear Menu Access Key (see picture at side) for at least 3 seconds – or until the beep is heard;
- 2 release the Rear Key, the [REFRIGERATOR TEMP] message will be displayed followed by the value set;
- 3 by operating on the  or  keys it impossible to change the temperature among 4°- 6°- 8°C;
- 4 when the desired value is set, press the rear key 3 times until the [SAVE SETTINGS] message is displayed
- 5 press simultaneously the keys   to save the settings; the [OK SAVED] message is displayed followed by a confirming beep. After few seconds the display will automatically show the home screen.

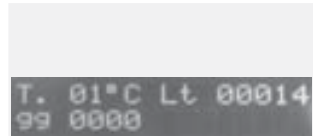
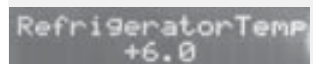






fig. 6.6



## 6.3 Energy saving function (ON/OFF)

- 1 Energy saving function (ON/OFF)
- 2 press again the rear menu key until the [ENERGY SAVING] message is displayed;
- 3 by operating on the  or  keys it is possible to change the function choosing "0" disabled or "1" enabled;
- 4 when the desired value is set, press the rear key 2 times until the [SAVE SETTINGS?] message is displayed;
- 5 press simultaneously the keys   to save the settings; the [OK SAVED] message should be displayed followed by a confirming beep, after few seconds the display will show the home screen.

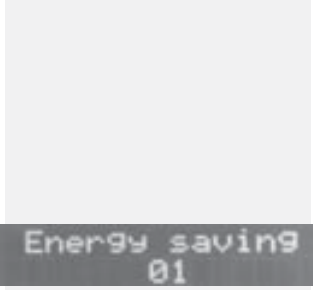
When the Energy saving function is active the keys back-light and courtesy lights pass from **always illuminated to intermittent** with reduced intensity, the key lights flash with greater intervals. When the keypad, keys and display are touched they illuminate immediately without dispensing, it starts dispenses when the key related to the desired water type is touched.

The system returns to the energy saving function **120 seconds** after the last dispensing.

## 6.4 Automatic water dispensing dosage

This option allows to dose the water automatic dispensing for every type of water available from the dispenser.

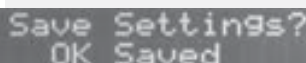
*For example: always the same amount for the same carafe and/or for the same glass.*



Energy saving  
01



Save Settings?







Save Settings?  
OK Saved

When enabled, just press once the dispensing key and the machine will automatically dispense the pre-set quantity of water.

It is however possible to dispense a different quantity of water by simply pressing the related dispensing key.

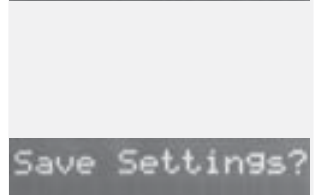
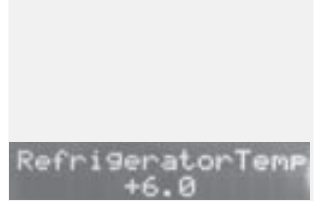
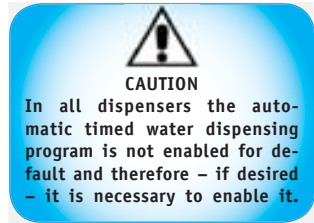
Proceed as follows:

- 1 The User Menu is accessed by pressing the rear Menu Access Key for at least 3 seconds – or until the beep is heard;
- 2 release the Rear Key, the [REFRIGERATOR TEMP] message will be displayed followed by the value set;
- 3 prthen press the rear menu access key until [DOSING] appears on the display; it will be pre-set on the default value [OFF]. By operating on the  or  keys it is possible to change the value from [OFF] to [ON(T)] and then enable the water dosing;
- 4 when the desired value is set, press the rear key repeatedly until the [SAVE SETTINGS?] message is displayed;
- 5 press simultaneously the keys   to save the settings; the [OK SAVED] message should be displayed followed by a confirming beep. After few seconds the display will automatically show the home screen.

Now the dispenser is ready to receive the automatic dosing settings for timed water dispensing for the single available waters; press the rear key for an instant and dispense the desired quantity of water and this value will be automatically saved when the key is released.


Repeat the same operation for all the available types of water.


Repeat this procedure every time it is necessary to change the quantity of automatically dosed water dispensing.



## 6.5. Keyboard lock

The keyboard lock function allows to momentarily stop the dispensing function preventing unintentional dispensing and allowing to clean the keyboard without necessarily disconnecting power supply to the dispenser.

To enable the keyboard lock press the key , for at least 3-4 seconds, when the key illuminates with red light followed by a beep the function is active, [KEYBOARD LOCK] will appear on the display.

To disable the function press again the  key for at least 3-4 seconds until the key turns off followed by a beep.

## 6.6 First start up

After the carrying out all the operations described in chapter 5, proceed as follows:

- 1 release the front plastic panel

SMILE MODEL: Press slightly the dispenser of the sides, in the knurled half-moon shaped area, and pull forward (**fig.6.7**).

SORGENTE MODEL:

Remove the drip tray, press slightly the dispenser on the upper part of the display to move it down, releasing it from its own housing and then pull forward. (**fig.6.8/9**).



fig. 6.8 Sorgente model

Keyboard lock



fig. 6.7 Smile model



fig. 6.9




- 2 screw the internal CO2 bottle on the pressure reducer (see Maintenance chapter);
- 3 re-position the front panel inserting it first in the 2 pegs on the lower side and then pressing it up;
- 4 place a container, with a capacity of 4-5 litres, under the water nozzle (**fig.6.10**);
- 5 open the water interception valve;
- 6 insert the power connection plug in the related socket;
- 7 press the  (room temperature water dispensing key) and keep it pressed until, at least 3 litres of water have been dispensed;
- 8 press the  (cold water dispensing key) and keep it pressed until, at least 3 litres of water have been dispensed;
- 9 press the  sparkling water dispensing key and keep it pressed for at least 10 seconds until water and gas are dispensed (for Elite model);
- 10 wait 5 minutes and dispense at least **3 litres of each type of water**.



fig. 6.10

**IMPORTANT**

*To obtain an optimal carbonisation it is necessary to wait at least about 2 hours (without dispensing cold or sparkling water) from the dispenser connection to the mains supply...*

## 6.7 Integration for devices equipped with display and keypads with 5 H keys (with hot water)



Devices equipped with boiler for the production of hot water are equipped with a 5-key keypad. The two keys on the upper part of the display (**see fig. at side**), marked with the symbol   dispense hot water only if pressed simultaneously in order to prevent unintentional dispensing that could cause burns. The hot water temperature can be adjusted from 0 to 99°, instead the refrigerator can be adjusted from 4 to 10°.



fig. 6.11

The procedure to adjust the refrigerator and hot water temperature is different from devices with 2-3 keys with and without display.

### 6.7.1 Procedure for starting-up the hot water boiler



All the dispensers equipped with boiler (H) are equipped with a switch to exclude the boiler resistance. The switch is positioned on the back of the dispenser near the smart card fissure (**fig.6.12**). Before supplying power to the device it is obligatory to check that the switch is positioned on "0". Proceed with the first start up phase.

Subsequently press simultaneously the 2 hot water dispensing keys until at least 1 litre of water has been dispensed.

Position the switch on the back of the boiler in position 1, remove the power connection plug for 5 seconds and insert it again. Wait 10 minutes before dispensing hot water.

### 6.7.2 Procedure for setting the refrigerator and hot water boiler temperature for equipment with keypads with 5 H keys

The setting is made by keeping pressed the key on the rear side (**fig.6.12**) of the dispenser for more than 10 seconds and until "refrigerator degree" appears on the display. 04...10.

Release the rear key and press the cold water dispensing key  repeatedly until the desired data is displayed. Press the rear key again for an instant and the display will show "boiler degree": 90...99, press the  repeatedly until the desired data is displayed.

Press the rear key again for an instant to save the data set. Then the data related to the refrigerator temperature,

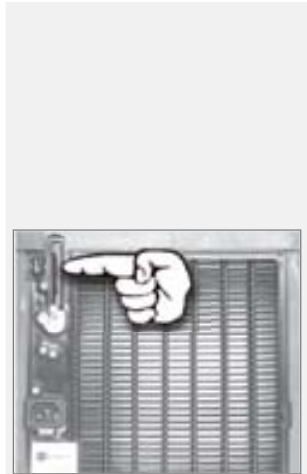


fig. 6.12

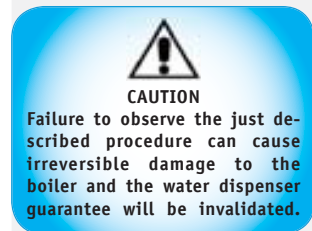
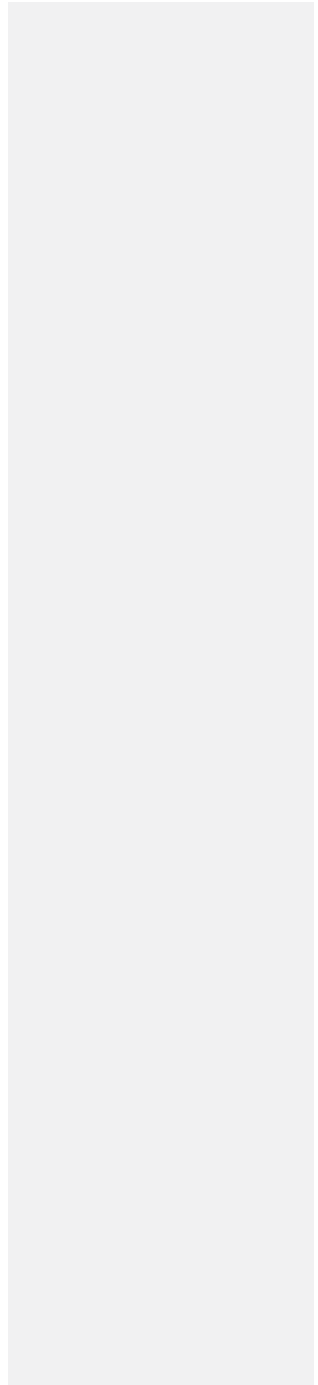


fig. 6.13

boiler temperature, dispensed litres and filter days of use will be displayed.

All the other procedures are the same of the standard models.



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# 7. Trouble shooting

## 7.1 Signallings

The dispenser carries out a self-diagnosis cycle to identify the most common failures that could occur during the ordinary working cycle.



fig.7.2

The two leds (1.2) positioned near the control panel keys light on to signal a failure and on the display (3) signals the anomalies.

In case of a signalling:

- 1 check the cause and eliminate it, operating in accordance with the safety requirements included in chapter 3;
- 2 operate as described in the next paragraph.

LED SIGNALLING	EVENT	NOTES
Led 1 flashing	Filter pre-alarm	
Led 1 fixed light Blue backlight off	Obstructed filter	
Led 2 fixed light Blue backlight off + acoustic signalling	Leakage	For models equipped with anti-leakage sensor <b>The machine remains blocked until it is reset</b>
Led 2 flashing Blue backlight off	Serious damage	<b>The machine remains blocked until it is reset</b>

## 7.1.1 List of signalings

### **A1: exhausted filter pre-alarm.**

It indicates phase that precedes the machine blockage because of exhausted filter. The red led on the left key (room temperature water dispensing) starts to blink and it is followed by 3 beeps every 72 hours; moreover, every time the dispensing keys are pressed the 3 beep are repeated.

### **A2: leakage alarm.**

The optional sensor indicates a leakage inside the water dispenser and it blocks the machine until water is detected by the sensor. In this phase, a fixed red led positioned above the right key (cold water dispensing) will light up followed by a 5 second long beep only once.

### **A3: empty tank alarm (only for tank version).**

indicates lack of water in the external tank.

### **A4: refrigeratr alarm.**

If for technical reasons or for possible clogging in the heating exchanger, the cooling system should not reach the pre-set temperature in 6 hours, the cooling system must be switched off and the water dispensing interrupted. In this case, a red led positioned above the right key, (cold water dispensing) starts blinking followed by a double intermittent beep that lasts 30 seconds. After 30 seconds the led continues blinking. By pressing any other dispensing key the double beep is repeated for other 30 seconds.

### **A5: finishing Co2 alarm**

If the CO2 gas pressure sensor (optional) is installed it indicates a gas pressure under the set value. In this phase the two red leds positioned above the room temperature water and cold water dispensing keys flash alternatively and 2 beeps are emitted each time sparking water is dispensed

### **A7: boiler probe failure alarm. (HW models)**

If the boiler temperature sensor (for HW models equipped with boiler for hot water dispensing) does not detect the exact temperature value, the boiler resistance is excluded for safety reasons and the acoustic alarm repeats each time the hot water dispensing keys are pressed.

### **B1: exhausted filter blockage.**

This function follows the filter pre-alarm A1. The machine is blocked when the filter is completely exhausted. In this case, will appear a fixed red led



fig. 7.3

above the left dispensing key (room temperature water dispensing) followed by a 30 seconds long beep which will be repeated each time the dispensing keys are pressed.

The machine could be restarted only by replacing the filter and inserting the smart card, supplied with the new filter, in the proper fissure, see paragraph 9.5.

**B2: pump blockage.**

In case the pump is not able to restore the water level in the carbonator in 3 minutes, the pump is blocked to avoid any damages. In this phase the red led on the right, positioned above the right key (cold still water dispensing) starts to blink followed by an intermittent 3 seconds long beep.

**E00: smart card wrong insertion error.**

The machine will not accept the smart card put in a wrong way. By inserting the smart card, in the right way, a 5 long beep will be heard and OK will appear on the display. Then take out the smart card.





**E12: smart card error.**

This error occurs when an unloaded or damaged smart card is inserted or if it contains data not related to the device.

## 7.2 Solutions to problems

The following table shows some operating problems of the dispenser that can be solved directly by the user without involving the service centers.

PROBLEM	CAUSE	SOLUTION
The dispenser doesn't dispense water	Closed water tap	Open the tap
	Connection pipe to the tap pressed; or with throttling	Choose a path for the pipe which prevents pressing and throttlings
	Lack of power suppl.	Check the correct connection between the power connection cable and/or the correct operation of the electrical system
The dispenser dispenses little water	Obstructed filter	Replace the filter
	Low inlet water pressure	Contact the technical assistance service

The dispenser cools less	Insufficient or prevented ventilation.	Check the correct position of the dispenser  See paragraph Installation Positioning. If the problem persists, contact the technical assistance service.
Water leakage	Filter installed in a wrong way	Disconnect the power supply plug, close the tap and follow the instructions in the Maintenance paragraph, filter replacement
	Internal damage	Disconnect the power supply plug, close the tap, contact the technical assistance service
The dispenser doesn't dispense sparkling water when the key is pressed 	Lack of CO <sub>2</sub>	Replace or verify to have opened the CO <sub>2</sub> bottle. See also the instructions in the paragraph Maintenance, Set up or replacement of the CO <sub>2</sub> bottle.
The water dispenser dispenses only gas after pressing the key 	Blocked pump	Disconnect the power supply plug for about 30 sec. Then, connect it again. If the problem persists, contact the technical assistance service.
After pressing the key  sparkling water is dispensed in splatters.	High pressure of the carbon dioxide.	Reduce pressure by rotating gradually the handle of the pressure regulator towards the - sign
After pressing the dispensing key  just a little sparkling water is dispensed	Low pressure of the carbon dioxide.	Low pressure of the carbon dioxide. Increase pressure by rotating gradually the handle of the pressure regulator towards the + sign If the problem persists replace the CO <sub>2</sub> bottle; see paragraph Maintenance - Start-up or CO <sub>2</sub> bottle replacement

## 7.3 Alarm signalling for Undercounter model

### 7.3.1. Setting and signalling of alarms for models with remote control keypad

Use of remote control and keys function:

Key 1: room temperature water dispensing

Key 2: sparkling water dispensing

Key 3: cold still water dispensing

The remote control operates in a range of 2 metres, it is protected against humidity but it is not waterproof. For greater safety the rolligcode transmission system is used with a maximum transmission time of 25 seconds, therefore if quantities of water that exceed 25 dispensing seconds are required, the dispensing will stop.

Just release and press again the key related to the desired type of water and the device will dispense for other 25 seconds. The remote control is equipped with a CR2032 lithium button battery that lasts approx 9-12 months. The operation led illuminates when one of the 3 keys on the remote control is pressed signalling it correct operation. If other remote controls make interference with this, a remote control with different programming shall be required to the manufacturer.

Differently from standard models, UNDERCOUNTER dispenser has no leds indicating alarm statuses or device blockage, but all the signals are acoustic.

### 7.3.2 Temperature adjustment

Keeping pressed the programming key positioned on the back side of the device some beeps will be heard after 5 seconds, to know the currently set temperature count the number of beeps.

N.1 beep = 4°C • N.2 beep = 6°C • N.3 beep = 8°C

All the devices are set at 4°C for default.

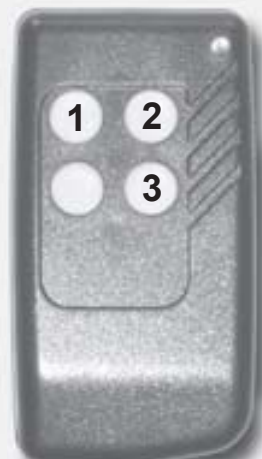


fig. 7.4

To change the temperature set proceed as follows:

**press and keep down the rear programming key;** after 5 seconds the beep referred to the current set will heard, press the key 1 of the remote control to decrease the temperature or key 3 to increase it. Each pressing of keys 1 or 3 of the remote control will correspond to the beeps of the set.

The new set will be store when the programming key is released.

### 7.3.3 Set Check

To check the correct set value it will be necessary to press the rear programming key and count the number of beeps.

### 7.3.4 Signallings and acoustic alarms

#### **Leakage alarm:**

If the optional sensor is installed, the presence of water causes a 5 second beep only once indicating a leakage inside the water dispenser and it blocks the machine until water is detected by the sensor.

#### **Pump blockage alarm:**

intermittent beep that lasts 30 seconds (the device does not dispense and repeats the alarm every time a dispensing key is pressed).

#### **Refrigerator alarm:**

double intermittent beep that lasts 30 seconds (if for technical reasons or for possible clogging in the exchanger or environment overheating, the refrigerator should not reach the pre-set temperature in 6 hours, the refrigerator must be switched off and the water dispensing interrupted. The device does not dispense and repeats the alarm every time a dispensing key is pressed).

#### **Filter exhaustion pre-alarm:**

3 beeps every 72 hours. The beeps repeat every time a dispensing key is pressed.

#### **Exhausted filter blockage:**

a beep that lasts 30 seconds that repeats every time a dispensing key is pressed. This signalling follows the filter pre-alarm. The machine is blocked when the filter is completely exhausted.

The device could be restarted only by replacing the filter and inserting the smart card, supplied with the new filter, in the proper fissure, see paragraph 7.3.

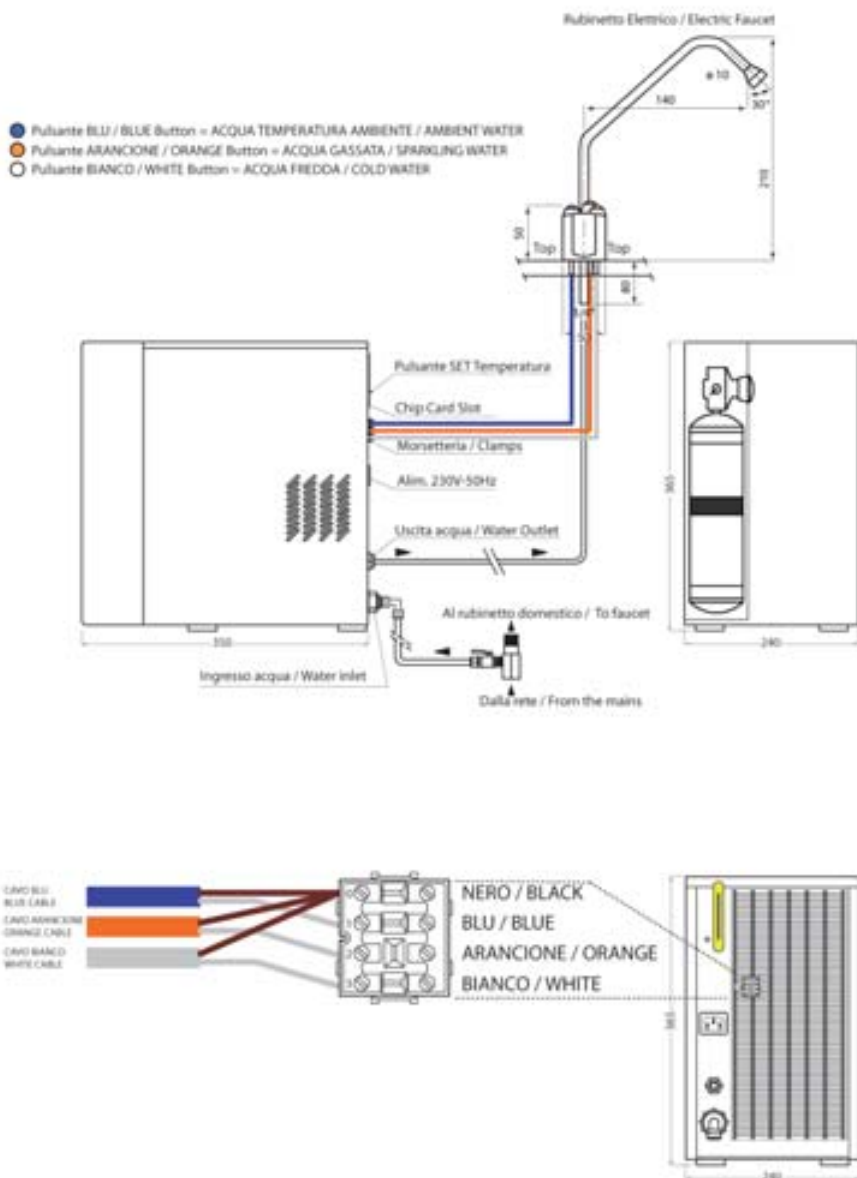
**Correct smart card insertion confirmation:**

when the filter replacement card is inserted correctly the device gives a confirming beep indicating the restart. If the smart card is unloaded or is introduced in the wrong direction no signal is emitted and the equipment will remain blocked.

The remote control keypad is operating correctly when the red operation led lights on when any key is pressed.

PROBLEM	SOLUTION
<p>by pressing any key of the remote control the operation led illuminates but the dispenser does not dispense and does not emit any acoustic signal.</p>	<p>try to move the remote control closer to the equipment and press again a key; if the dispensing starts replace the battery of the remote control or try to position the remote control closer to the device. If the device still does not dispense make sure that the device is powered by pressing the programming key and waiting for the set up beep (see par. 7.3.3), if a beep is heard the equipment is powered, instead check the plugs and the power connection cable.</p>
<p>by pressing any key of the remote control the dispenser does not dispense and the operation led of the remote control is not illuminated.</p>	<p>remote control battery low or damaged remote control.</p>
<p>the remote control interferes with other systems operated by remote control or vice versa.</p>	<p>change the codes of the other devices or ask the dispenser manufacturer to supply a remote control with different codes.</p>
<p>by pressing any key of the remote control the device emits acoustic signals.</p>	<p>compare the signals with the failure signals or acoustic alarms table (see par. 7.3.4) to determine the problem.</p>

### 7.3.5 Connection diagram for electric faucet





# 8. Maintenance

The buyer and/or user can only carry out the interventions specified in this manual.

The manufacturer declines any responsibility for any intervention made by the buyer and/or user if not indicated in this manual. Interventions not specified in the manual and made by the buyer and/or the end-user during the guarantee period, makes it expire immediately.

Interventions which result necessary and not specified in the manual can be carried out only by the Technical Assistance Centre or by the authorized Dealer.

## 8.1 Ordinary scheduled maintenance cycles (HACCP)

The following table states all the interventions of ordinary maintenance to be carried out.

These periods of time refer to the normal condition of use as established in the technical sheet. A more intensive use can determine a reduction of the required intervals of time.



**WARNING**  
All the maintenance operations must be carried out when the machine is switched off and with cold coffee system and power and water supplies disconnected. It is recommended to be extremely carefully to remove the power plug from the power supply. Non-authorized interventions, on the machine, and/or interventions made by unskilled staff during the warranty period makes it expire automatically.

WA&CO - ORDINARY SCHEDULED MAINTENANCE CYCLES (HACCP)					
COMPONENT	TYPE OF OPERATION	OPERATIONS FREQUENCY			
		Daily	Weekly	Half-yearly	Yearly
External covering and front panel	Cleaning	X			
Dispenser	Sanitization			X	
Water filter	Replacement				X
UV Lamp	Replacement				X
Nozzle	Sanitization		X		
Refrigerator condenser	Cleaning				X

## 8.2 Replacement of the monouse or rechargeable CO<sub>2</sub> bottle

When gas is over, the device starts dispensing less carbonated water and with a very reduced flow, so it is necessary to replace the CO<sub>2</sub> bottle.

It is possible to use monouse or rechargeable bottles; the monouse can be utilized once; the rechargeable can be refilled and used again and usually they have a bigger content and autonomy.

### 8.2.1 Replacement of the internal monouse bottle

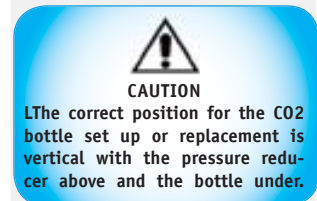
Set up or replacement of the finished monouse Co2 bottle inside the dispenser will be carried out in accordance with these steps:

- With one hand clutch the pressure reducer (**fig. 8.1**). With the other hand unscrew completely the CO<sub>2</sub> bottle keeping it vertical, turning it clockwise (set up) or counterclockwise (replacement). A possible gas leakage during the set up or replacement operations is normal. Instead a continuous gas leakage is not normal after the complete screwing up of the bottle (set up).
- Insert the CO<sub>2</sub> bottle in its place and lock it with the proper tear-off clamp. Pay attention that the tube connected to the pressure reducer does not remain tensioned or squashed during the CO<sub>2</sub> bottle set up or replacement operations.
- The dispenser is ready to dispense 2 hours after the start up.

If the gas leakage does not end, lock strongly the bottle to the reducer or replace the sealing gasket. Do not expose hands or any other part of the body to the gas because it could cause freeze burns.



fig 8.1



## 8.2.2 Replacement of the rechargeable bottle

To ensure a greater autonomy of sparkling water dispensing, it is possible to replace the monouse CO<sub>2</sub> inside the dispenser, with a rechargeable external bottle that has a significantly greater capacity (**fig.8.2**).

It is not possible to supply data on the bottles autonomy since this depends on the use, characteristics and temperature of sparkling water. Set up of the external rechargeable monouse CO<sub>2</sub> bottle will be carried out in accordance with these steps:

- Remove the CO<sub>2</sub> pipe from the pressure reducer and insert it in the appropriate coupling already provided inside the dispenser.
- Screw the adapter (optional) for the external CO<sub>2</sub> bottle to the supplied pressure reducer and tighten it firmly (**fig.8.3**).
- Insert the new CO<sub>2</sub> pipe of appropriate length in the pressure reducer housing and in the coupling for the external bottle located on the back side of the dispenser (**fig.8.4**).
- Screw the knurled ring nut of the adapter assembled on the pressure reducer to the threading of the external CO<sub>2</sub> bottle tap and tighten it manually.



fig 8.2



fig 8.3



fig 8.4

## 8.3 Filter replacement



In relation to the type of filter, with a standard use of the dispenser it is compulsory to change the water filter cartridge at least once a year or every six months. Once the filter is wet, even if the dispenser is not used, it has to be replaced within a period of 12 months or in accordance with the technical specifications of the filter manufacturer.

Each spare filter is equipped with an electronic smart card (optional) that will be necessary to block the dispenser if one of the previous conditions, that require the filter replacement, occurs.

The dispenser will also be blocked if the smart card is not inserted or inserted in a wrong way (**fig. 8.5**).

At each filter change, it is a good rule to note down the date of replacement by directly writing it permanently on the new filter installed.

Proceed as follows:

- insert the smart card, supplied with the new filter, in the proper fissure (**fig.8.5**)
- close the water interception tap;
- press the room temperature water key  and keep it pressed until the dispenser doesn't dispense water;
- Place a cloth under the cartridge and subsequently turn the coupling head of the cartridge of one-half turn and remove it by pulling down;
- fit again;
- open the interception tap of water and check the seal, press the room  temperature water dispensing key and dispense at least 10 litres of water;
- make available a cloth, position it under the cartridge and subsequently turn the coupling head of the cartridge of one-half turn and remove it by pulling down (**fig. 8.6**);



### WARNING

Before every filter replacement it is suggested to carry out the dispenser sanitization by using the appropriate kit (optional and not supplied with the dispenser); this procedure must be carried out exclusively by skilled technical staff, failure will make the guarantee of the product expire.




fig 8.5



fig 8.6

### IMPORTANT

Pay attention that the plastic hose is not flattened or stretched.

- insert again the new cartridge, pushing it up and screw it again of one-half turn;
- open the interception tap of water and check the seal, press the  temperature water dispensing key and dispense at least 10 litres of water;

Dispense at least 3-4 litres of each type of water also if the dispenser is not used for short time (2-3 days).

**Note: it is not necessary to insert the smart card for the first start up of the dispenser.**

## 8.4 Replacement of the UV-lamp (outer accessory)

As indicated in the table of page 1, in devices equipped with UV lamp (ultraviolet rays) it is necessary to replace the bulb lamp every 12 months (maximum).

This operation has to be carried out only by skilled staff and, for this reason, it is necessary to contact the technician or the authorized reseller.

It is possible to check the UV-C lamp operation by means of the luminous points visible inside the dispensing compartment. Three light points show-through if the lamp is operating.

## 8.5 Cleaning

To keep the dispenser in good conditions even after a long use, it will be necessary to clean periodically its external surfaces.

To clean it, turn off the machine, disconnect from the power supply and close the water tap.

For cleaning do not use used or dirty cloths since the dispensing point that was sanitized before the dispatch could be inexorably contaminated. For example, for cleaning use a new piece of blotting-paper slightly dampened with not aggressive detergent and disinfectant products diluted in water.



**CAUTION**

**UV radiation can cause damages to the eyes and skin: never expose to direct radiation.**

Do not touch the dispensing points with dirty hands. Do not use solvents or alcohol-based products. The ventilation slits of the dispenser, on the right side, must be cleaned by using a dry brush.

## 8.6 Water dispenser sanitization


Every 6 ÷ 12 months of use of the dispenser, it will be necessary to follow a sanitization cycle to prevent possible bacteria contaminations. This operation must be carried out by skilled technical staff of the or technical service center or by the authorized reseller.

In case of a long inactive period in which the dispenser is not used, it is compulsory to carry out a sanitization cycle; sanitize the dispenser after each filter replacement or after a period in which the dispenser is not used for one or more weeks. Every week of use, as stated in the previous table, sanitize the dispensing nozzle.

Unscrew the nozzle and dip it in a sanitizing liquid for food use, for about 10-15 min. Then, rinse the dispensing nozzle copiously, with water and screw it again in its seat.

### 8.6.1 Dispenser sanitization procedure (with Everpure filter)

By using the appropriate sanitization kit, proceed as follows:

1. Close the tap that supplies water to the dispenser.
2. Press the  room temperature water dispensing key.
3. Remove the front panel of the dispenser.
4. Release the water filter to be replaced from the support, rotating it of one half-turn.
5. Unscrew the water filter (cylinder on the right side) of one half-turn, pulling it down until it comes out.







#### CAUTION

It is necessary to carry out periodical maintenance on this device in order to preserve the drinkable characteristics of dispensed water.

#### IMPORTANT

Use only specific filters with anti-limescale protection ex. EVERPURE.

6. insert a dose of sanitizing liquid (for ex. AMUCHINA) in the container of the sanitization kit using the dosing cap and then fill the water container to the rim.
7. Insert the container in place of the filter, pushing it up and screwing it half-turn making sure that it is correctly hooked in its seat (see FILTER REPLACEMENT paragraph).
8. Open the tap that supplies water to the dispenser.
9. Press the  room temperature water dispensing key and dispense one glass of water;
10. Press the cold water dispensing key  and dispense two glasses of water;
11. Press the sparkling water dispensing key  and dispense one litre of water.
12. Wait 15 minutes and repeat the operations of points 7 – 8 - 9 wait other 5 minutes and dispense at least 2 litres of water for each dispensing key.
13. Close the tap that supplies water to the dispenser.
14. Press the room temperature water key  until the dispenser doesn't dispense water.
15. Unscrew the container of the sanitization kit of one half-turn, pulling it down until it comes out.
16. Insert the filter that was previously removed or the new filter if it was to be replaced, pushing it up and screwing it half-turn making sure that it is correctly hooked in its seat (see FILTER REPLACEMENT paragraph).
17. Open the tap that supplies water to the dispenser.
18. Dispense at least 4 litres of water for each tap in order to eliminate any residue of sanitizing liquid.
19. If a chlorine flavour is perceived after the sanitization, dispense more water in order to remove it.

## 8.7 Technical assistance

In order to optimize the Support and Assistance service, Escowa AB makes use of a network of Resellers and Authorized Distributors that supports Clients for any possible request of Service.

Therefore the Final User must only contact the Reseller where he purchased the machine for any request of Assistance or Technical Support.

Escowa Resellers have complete access to our Technical Support resources and a full knowledge of the possible problems that could stand out.



# 9. Dismantling

## 9.1 Dispenser dismantling

The dispenser must be dismantled after disassembling the different parts that make it up.

Request the Retailer for specific information regarding the dismantling operations.

Once disassembled the different parts, subdivide the different components separating metal from plastic, copper, etc. according with the type of separate waste disposal in force in the Country where the dispenser is dismantled.

In case it is necessary to store the different components waiting to be accepted in the dump, pay attention to preserve them in a safe place sheltered against atmospheric agents, in order to prevent contamination of ground and water.

## 9.2 Electronic components disposal

The community directive 2002/96/EC, adopted in Italy with legislative decree n. 151 of the 25th of July 2005, imposes to manufacturers and users of electric and electronic equipment a series of obligations related to the collection, treatment, reuse and disposal of this kind of waste. Pay attention to the waste disposal regulations in force. Keep in mind that unauthorized disposal of this kind of waste involves application of financial penalties provided by regulations in force.



**CAUTION**

Instructions related to this chapter are to be intended just as an indication. Refer to the regulations in force in the Country where the device is used.



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# 10. Spare parts

## 10.1 Identification and ordering modes

Diagrams and drawings to identify the different parts are available in the technical file of the machine in the Manufacturer's archives, therefore any request of spare parts must be sent to Manufacturer.

For trading parts, if the Manufacturer considers it useful, it is possible to supply technical manuals or the original documentation of the supplier.

If these are not supplied, they are however included in the Technical File of the machine in the Manufacturer's archives, as provided by the Ministerial Decree 2006/42/EC.

If necessary contact the Technical Service to identify the needed part.

If the needed parts are not included in any position, or it is impossible to identify them, contact the Technical Service indicating the type of machine, the serial number and the year of manufacture.

These data are included in the identification label positioned on the machine.

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# Start up

This device was started up on:

by the qualified Company:

Name of the Qualified Installer:

Signature:

**Location address:**

**Device owner:**

## Maintenance certificate

Hereby we confirm that the device was checked after the maintenance and repair service and is perfectly operating.

Service carried out on:

Date:

Qualified Company:

Signature:

Name of the Qualified Installer:

Hereby we confirm that the device was checked after the maintenance and repair service and is perfectly operating.

Service carried out on:

Date:

Qualified Company:

Signature:

Name of the Qualified Installer:



*The Drinking Water Experts*

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