



wisewell

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Model : **MODEL 1**
~120V

After moving it into place, please allow your device to stand for **at least 24 hours** before connecting it to power to avoid loss of function to the compressor.

Please read this instruction manual carefully before operating the device. If you require assistance at any point, please contact us at support@wisewell.com or visit our website www.wisewell.com

Note: We reserve the right to make technological, functional, and surface modifications to improve the function and performance of our product. The product pictures, wording, and display in this manual are for reference only, and are subject to change.

IMPORTANT

Water source: Tap water

Suitable water pressure: $\leq 0.3\text{MPa}$.

POWER SUPPLY PRECAUTIONS

1. Make sure the power supply is greater than 10A, otherwise overheating or fire may occur.
2. Do not use multiple electrical appliances in the same outlet.
3. The device must be connected to a power outlet with a ground wire.
4. Never touch the power plug with wet hands. Always clean any dust or water stains from the power plug to reduce the risk of electric shock and fire. Please ensure that the plug is fully plugged into the outlet to avoid risk of electric leakage.
5. The power supply voltage must be consistent with the information on the product packaging. A voltage stabilizer is recommended for areas with unstable voltage.
6. In addition to causing safety hazards, improper connection can cause the warranty clause to become invalid.
7. To prevent fire, electric shock, or personal injury, do not immerse the power cord, outlet, or device in water.

POWER CABLE

1. Please use the original power cord to avoid safety hazards.
2. If the device malfunctions, turn off the power, remove the water tank, and contact customer service.
3. To avoid electric shock, do not bend or crush the power cord underneath heavy objects, and avoid placing the cord where it can become a tripping hazard. If the device is not in use for an extended period of time, unplug the power cord and store it in a safe place.

SAFE ENVIRONMENT

1. Do not expose the device to temperatures below 32°F/0°C to prevent the pipe from leaking.
 2. The ambient temperature requirement is from 39°F/4°C to 100°F/38°C.
 3. Keep the device away from direct sunlight. Do not use it in places with low temperatures or flammable substances. To avoid damage to the device and water leaking, do not disassemble the device.
 4. Before using Wisewell at elevations above 4921 feet/1500 meters, the hot water function should be disabled.
-

DURING OPERATION

1. To prevent accidental burns, children and individuals with mobility impairments should not operate the device.
 2. When using the hot water feature, use caution when removing the cup to avoid burns.
 3. To keep the device in good condition, be sure to use the accessories and consumables provided by Wisewell.
 4. While hot water is being dispensed, do not touch the water spout.
-

AFTER USE

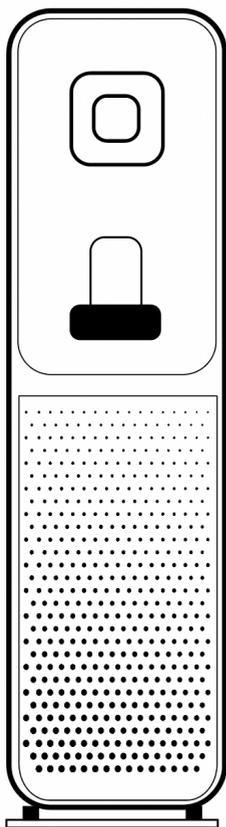
1. If the device will not be in use for an extended period of time, empty the water from the internal tank, and unplug the device from the power supply. (Please refer to the Maintenance section of this guide for more information on how to empty the tank). Filter and drain three tanks of water before use.
2. Do not carry or move the device by the extraction part. Use the side handles to move the device.

OTHER NOTES

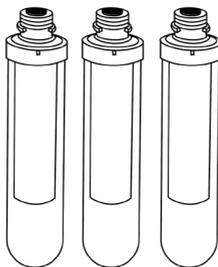
1. The device must be placed on a flat surface. Please drain the water from the internal tank before moving it. Do not tilt by more than 45 degrees when moving or operating the Wisewell.
2. Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after using the system.
3. This system conforms to NSF/ANSI 58 for the specific use cases listed in this user guide. This claim has been verified and substantiated by test data.
4. The use and installation of this system must comply with state and local laws and regulations.

PRODUCT INTRODUCTION

Product Name: Wisewell



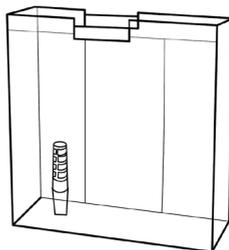
Main body



Filters



Cleaning filters



Water tank



Pre-filter

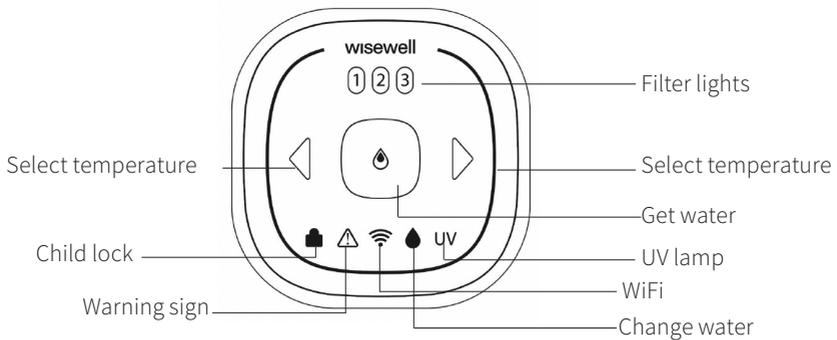
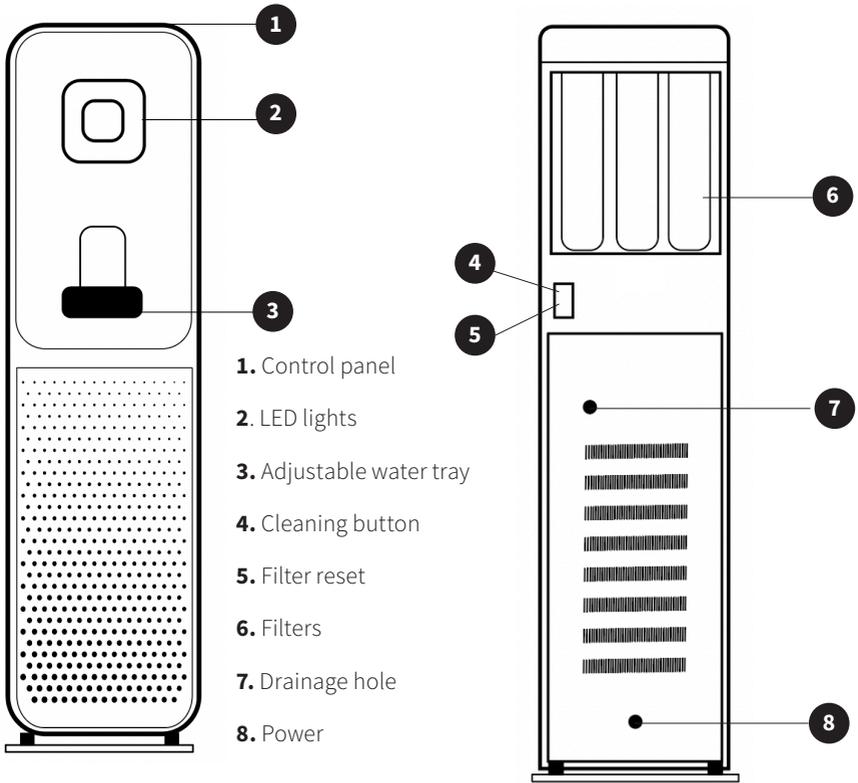


Power cord



Manual

PRODUCT DESCRIPTION



GETTING STARTED

Setting Up Your Wisewell

Ensure all local, state, and federal laws and codes including health and safety guidelines are met when installing your Wisewell.

POWER ON

Connect the power cord to the power interface at the back of the device, and then insert the power plug into the outlet.

SYNCING WITH THE APP

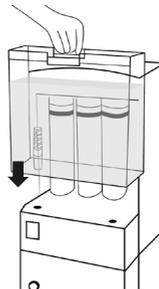
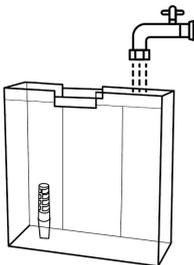
1. Grant the app permission to use WiFi and location access.
 2. Enter your WiFi network and password into the app.
 3. Put the purifier into Connection Mode by pressing and holding the left arrow and 'Get Water' button on the purifier's touch panel until the WiFi icon blinks (it should take 3 seconds)
 4. Tap 'Connect' in the app. This will transmit the WiFi credentials to the purifier while in connection mode.
 5. The purifier will then try to connect to WiFi.
 - If it is successful, your mobile device will be labeled the owner of the Wisewell.
 - If it is not successful, the app will time out after a minute of waiting.
-

FILL THE WATER TANK WITH TAP WATER

Fill the water tank with tap water until the water level is between the MAX and MIN markings.

PUT THE WATER TANK BACK

1. Return the water tank to the main body. If the locking tabs on the tank are not positioned on the device properly, re-adjust and lock it in place. The back of the water tank should now be locked onto the locking tabs of the device.



2. The purification process will start once the water tank is installed. This should take approximately 5 minutes.

3. Filter three tanks of water before use: The easiest way to do this is to use the draining function after each round of water is purified: Remove the tank and position it under the spout. Simultaneously press the 'Get Water' button and the right arrow. All of the water will drain from the spout into the tank. Tap the 'Get Water' button to stop draining process.

Using Your Wisewell

WATER TEMPERATURE OPTIONS

On the control panel, select from the following temperatures using 'right' and 'left' arrows.

1. Hot water (Red LED)

When the 'Hot Water' selection is highlighted, **the child lock is ON by default.**

Press and hold the 'Get Water' button for 3 seconds to unlock it.

Hot water can now be dispensed by pressing the 'Get Water' button.

The child lock will automatically be reactivated after 10 seconds.

2. Room temperature water (White LED)

Ready to dispense when the white LED is on.

3. Cold water (Blue LED)

Ready to dispense when the blue LED is on.

When you tap the 'Get Water' button, your Wisewell will dispense one serving of water. To stop the flow of water at any time, tap 'Get Water' again.

Dispensing Residual Water

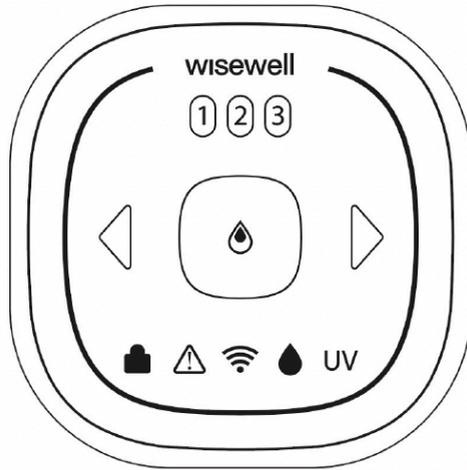
ATTENTION: Always dispose of the residual water

The RO system works by flushing used water back into the tank. When the front LEDs start to blink or the 'Change Water' icon appears on the control panel, it means it is time to dispose of the residual water (usually around 1L) and refill the water tank.

Before refilling your water tank with fresh tap water, be sure to empty the tank of all residual water. **DO NOT** add water to the residual water in the tank. This will result in a sub-optimal purification process.

FUN FACT: Because the residual water sits in the tank, your Wisewell is able to reuse part of the residual water for purification purposes, making this system extremely efficient: on average, for every 4L of fresh water produced, only 1L has to be discarded. (Other RO systems often produce MORE residual water than drinkable water).

The Control Panel



CHANGE WATER

When the 'Change Water' icon appears on the control panel (or when the front LEDs start to blink), it means it is time to dispose of the residual water (usually around 1L) and refill the water tank.

UV

When the 'UV' icon appears on the control panel, it means that the UV lamp is activated to kill living organisms (like viruses, bacteria, and parasites). The UV lamp is activated for 5 minutes every 60 minutes.

LOCK

When the 'Lock' icon is red on the control panel, it means that the child lock is ON for the hot water. To unlock it, press and hold the 'Get Water' button for 3 seconds: Hot water can now be dispensed by pressing the 'Get Water' button. The child lock will automatically be reactivated after 10 seconds.

FILTER CHANGE

The device will automatically inform you when a filter needs to be replaced by displaying the corresponding filter number on the control panel. Please refer to the Maintenance section in this manual to understand how to change the filters on the device.

WiFi

The 'WiFi' icon is lit when the device is connected to your WiFi network. Put the device into Connection Mode by pressing and holding the left arrow and 'Get Water' button on the device control panel for 3 seconds until the WiFi icon blinks.

WARNING

When the 'Warning' icon is on, please review the Troubleshooting section in this manual.

Other functions

Drain function: Simultaneously press the 'Get Water' button and the right arrow. All of the water will drain from the spout. Be sure to have the tank (or other receptacle) positioned under the spout.

LED Array ON/OFF: The LED array is ON by default when the power is on. To turn off the LED panel array, press and hold the left and right arrows for 3 seconds.

Hot water ON/OFF: The hot water is ON by default when the power is on. Press and hold the left arrow for 3 seconds to turn the hot water off/on.

NOTE: If Wisewell is used at an elevation above 4921 feet/1500 meters, the hot water function should be turned off to avoid any damage.

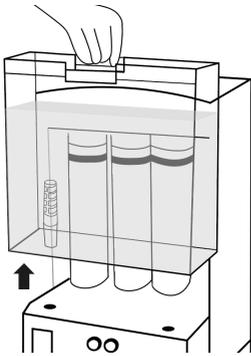
Cold Water ON/OFF: The cold water is ON by default when the power is on. Press and hold the right arrow for 3 seconds to turn the cold water off/on.

MAINTENANCE

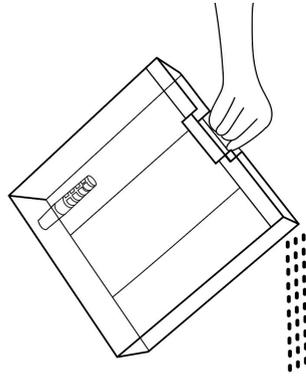
Changing the Water

If the device has been idle for more than 3 days, empty the water tank before using it again.

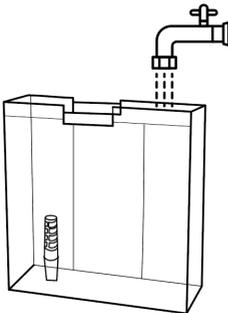
When the front LEDs start to blink or the 'Change Water' icon appears on the control panel, it means it is time to dispose of the residual water (usually around 1L) and refill the water tank. Before refilling your water tank with fresh tap water, be sure to empty the tank of all residual water.



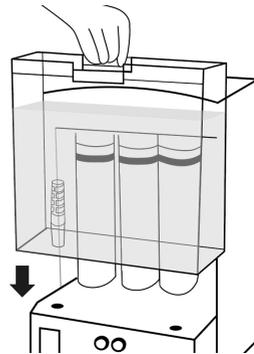
Remove the water tank



Empty the water tank



Fill with tap water



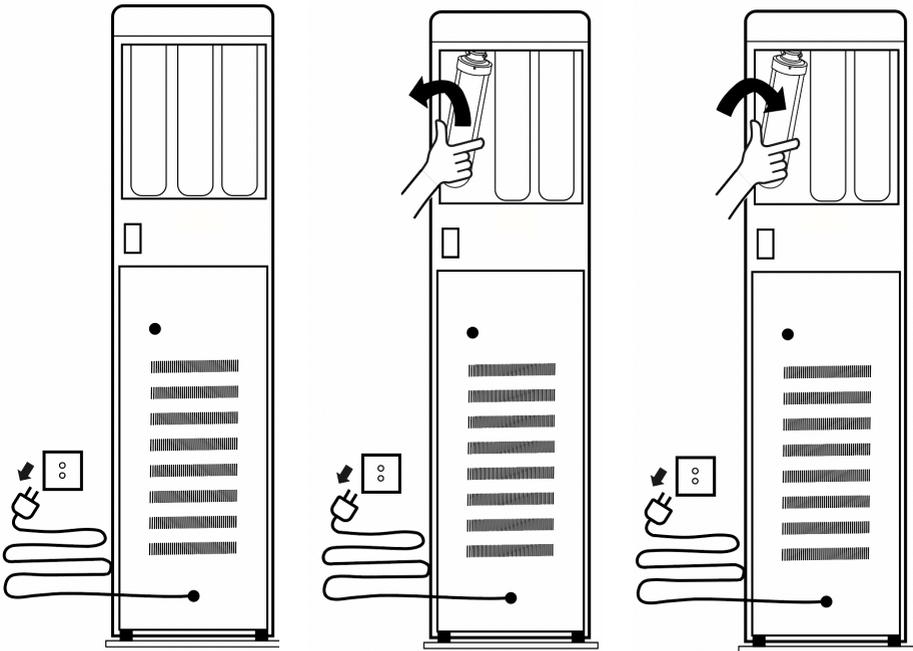
Put the water tank back

Changing the Filters

The device will automatically inform you when a filter needs to be replaced by displaying the corresponding filter number on the LED panel. Replacement filters will be shipped to you automatically with your subscription using the Wisewell app.

1. REPLACE THE FILTERS

The device will automatically inform you when a filter needs to be replaced by displaying the corresponding filter number on the control panel. Please refer to the Maintenance section in this manual to understand how to change the filters on the device.



1. Make sure the power is off, then remove the water tank

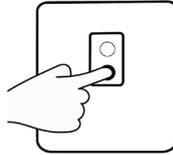
2. Remove the filter in the direction shown

3. Affix the new filter in the direction shown

Changing the Filter

2. RESET FILTER INDICATOR

This resets the filter usage period **after the reset filter light appears.**



Reset reminder
is lit up



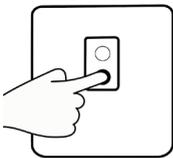
Press and hold the filter reset
button key for 5 sec



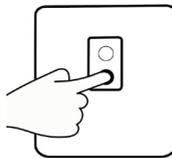
Reset reminder
turns off

2. RESET FILTER INDICATOR IN ADVANCE

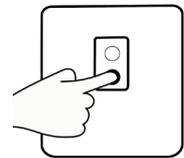
This resets the filter usage period **if the reset filter light has not yet appeared.**



Press and hold the
filter reset button for 5 sec



Select the filter number by
pressing the reset button
till the desired number is
blinking



Press and hold the
filter reset button for
3 sec

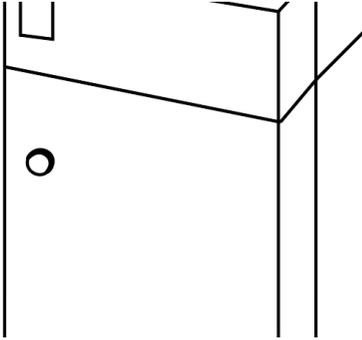
NOTE:

To reset a specific filter and exit reset mode, leave Wisewell untouched for 15 sec

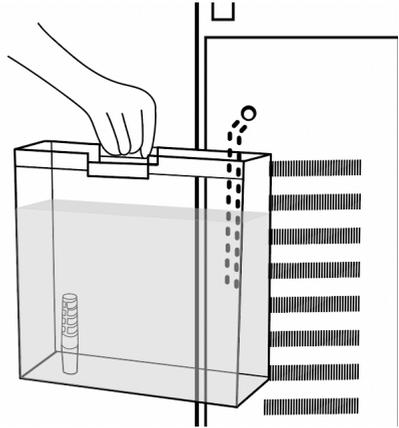
If the RO filter 3 is replaced, a cleaning must be performed - See pages 16 - 17

Manually Draining Your Wisewell

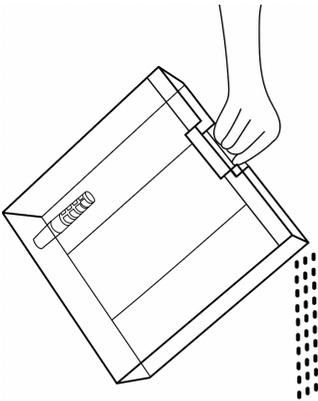
When you need to move the device, or if it has not been in use for a long time, the inner water tank should be manually emptied.



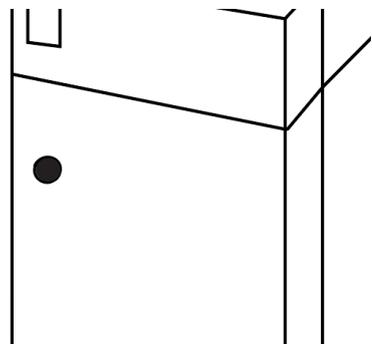
Remove the water tank from the machine and position it under the drain. Remove the drain cover and rubber plug from the drainage hole



Empty the machine's water into the tank



Pour out all the water, dry the tank, and put the tank back on the purifier

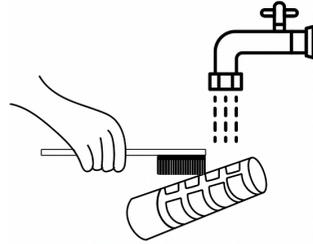


Ensure the tank is locked onto the purifier. Return the rubber plug and drain cover to the drainage hole

Cleaning your Wisewell

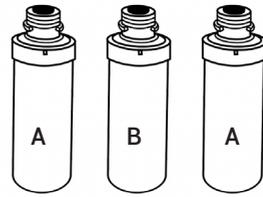
CLEANING THE PRE-FILTER IN THE WATER TANK

The function of the pre-filter in the water tank is to isolate large particles in the water; it should be cleaned every 4~6 months. To clean the pre-filter, remove it from the water tank, wash it under the faucet with a scrubbing brush, rinse it, and put it back in the water tank.



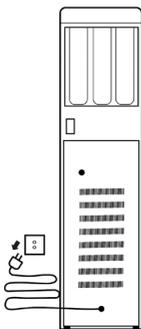
CLEANING YOUR WISEWELL

When the front LED display of the device shows three lights flashing, it means that the device needs to be cleaned. The purpose of cleaning is to remove any residue and descale the water tank and pipeline.

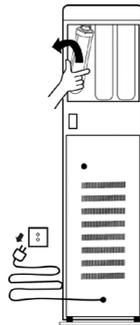


1. PREPARE THE DEVICE

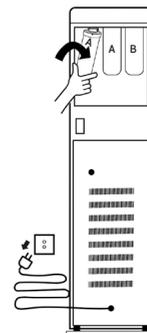
Drain the water from the Wisewell and turn off the device. **Remove all three filters** and **replace them with the special cleaning filters**. (Cleaning filter 'B' should be for RO. The 'A' filters can be used for either Carbon or Mineral filters, as indicated on the cleaning filter labels.)



1. Make sure the power is off, then remove the water tank



2. Remove the filter in the direction shown



3. Screw in the cleaning filter in the direction shown

Cleaning your Wisewell

2. START THE CLEANING PROGRAM

Turn the power back on. Press the 'Cleaning' button at the back of the purifier and hold for 5 seconds to start the cleaning procedure. When the cleaning procedure begins, the LED lights will begin to turn clockwise.

3. ADD RINSE SOLUTION

Mix 100 grams of citric acid powder with 2 liters of clean water (purified water is recommended) and add it to the empty water tank. Put the water tank back on the device. The 'Change Water' icon will turn off, but the LED will continue to spin, to show that the cleaning is in process. The full cleaning process takes approximately 60 minutes.

Note: 2L of edible white vinegar (no water) can replace the 2L of citric acid water solution.

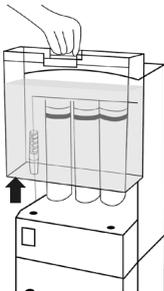
4. CHANGE THE WATER

Once the 'Change Water' icon is on, remove the tank and rinse out the remaining citric acid solution. Refill the tank with tap water, and reconnect the tank. The device will continue to clean itself for 2 minutes.

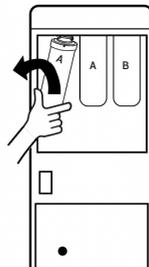
5. COMPLETED

When the front LEDs stop spinning and the 'Change Water' icon appears, this indicates that the cleaning process is complete. **Turn off the power and reinstall the original filters.**

Refill the tank with water and fix it back onto the device. Turn the power on. Filter and drain one tank before drinking the water.



1. Make sure the power is off, then remove the water tank as shown



2. Remove the cleaning filters



3. Install original filters

TROUBLESHOOTING

The device will stop working when an error code is displayed on the panel. Operation will resume after the issue has been resolved.

When an error code appears, try the automatic recovery function: unplug the power cord. Wait for 10 seconds, then plug the power cord back in. If the error code persists, please contact customer service for troubleshooting (support@wisewell.com).

CODE	ERROR	SOLUTION
E1	Pressure pump defective	Contact customer service
E2	Single float defective	
E3	Temperature sensor defective	
E4	3 way valve defective	
E6	Output pump defective	
E7	Booster pump works continuously over 2 hours, or the filter is blocked	
E8	Double float defective	
	Other: Please contact our customer service	

ERROR	CAUSE	SOLUTION
No water is dispensed.	The filter cartridge is blocked	Change filter
	Problem with pressure regulation or pumping in the device	Contact customer service
	Not connected to power	Connect the unit to power supply
	Air is stuck in the cold water pipe	Disconnect from power. Unscrew the drain nut at the back of the purifier to let out the air
	There is not enough water in the fresh water tank	Wait until the purification process is complete
Not enough water is dispensed.	The filter cartridge is blocked	Change filter
	There is not enough water in the fresh water tank	Wait until the purification process is complete
Cold water is not dispensed.	Refrigerant not available	Contact customer service
	Problems with the thermostat or compressor	Contact customer service
	There is no water in the cold water supply	Fill the external tank to ensure there is enough water to supply the cold water tank
	Ice formation in the cold water tank	Turn off the cooling function or the power. Wait 30 minutes before turning back on
Hot water is not dispensed.	Heating component failure	Contact customer service
Cold water is not cold enough	The cooling process is taking too long	Contact customer service
Water leaks	The unit pipes are faulty	Remove the tank, disconnect the unit and contact customer service

PRODUCT SPECIFICATIONS

Rated Flow Rate	180 ml/min	Rated Voltage	120V
		Rated Frequency	60Hz
Cold Water Cooling Speed	1.8L/h	Heating Power	1400 W
Rated Power	1520W	Cooling Power	100 W
Product Size	14.4in (365mm) x 18.4in (469mm) x 45.7in (1160mm)		
Input Water Temperature Range	39 - 100°F (4 - 38°C)		
Product Weight	62.3 lbs (28.3 kg)		
Water tanks' capacity			
External water tank:	5L		
Internal fresh water tank:	3L		
Internal cold water tank:	1.5L		

FILTER DESCRIPTIONS

1	Carbon Filter	Reduces chlorine, particles such as sediments, volatile organic compounds (VOC), and unpleasant tastes and odors.
2	RO Reverse Osmosis Filter	RO membrane filtration accuracy can reach 0.0001 microns. It uses pressure to filter and flush out contaminants such as metal ions & aqueous salts including sodium, chloride, copper, chromium, and lead. Our compliance to the NSF/ANSI 58 standard ensures users have a verified solution to reduce TDS in their water.
3	Mineral Filter	Superior safety doesn't have to mean inferior taste. Most reverse osmosis systems leave your water stripped of all minerals, but Wisewell introduces trace amounts with a Maifan stone, enhancing flavor and texture.
4	UV Lamp	Ultraviolet light can kill living organisms like viruses (including coronaviruses), bacteria, and parasites.

CARBON FILTER

Name	Activated carbon rod + PP (polypropylene)
Filtration type	5 Micron filter system
Pure water flow rate	≥ 0.8 gallons / min (3L / min)
Reduces	Sediment, rust, asbestos, sand, mud, humic substances, chlorine, chemicals, and other harmful organic compounds. Additionally, improves water taste
Purified water pH value	6-10
Dimensions	Diameter: 2.68in (68mm), Length: 10.87in (276mm)
Weight	0.79lbs (0.36kg)
Change frequency	6 months

Operating limits

Maximum operating temperature	113°F (45°C)
Operating water temperature	39 - 100°F (4 - 38°C)
Working operating pressure	15 - 80 psig (1- 5.5 bar)
Maximum operating pressure	125 psig (8.6 bar)

Note: Do not use water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after using the system.

REVERSE OSMOSIS FILTER

Name	Reverse osmosis filter - USA DOW FILMTEC 75GPD membrane
Filtration type	0.0001 Micron filter system
Desalination rate	≥ 96%
Pure water flow rate	75GPD
Reduces	Heavy metals, uranium, hormones, chemicals, bacteria, viruses, pesticides, and medicines
Dimensions	Diameter: 2.68in (68mm), Length: 10.87in (276mm)
Weight	0.90lbs (0.41kg)
Change frequency	18 months

Operating limits

Maximum operating temperature	113°F (45°C)
Operating water temperature	39 - 100°F (4 - 38°C)
Maximum operating pressure	125 psig (8.6 bar)

Note: The RO filter contains a replaceable component critical to the efficiency of the system. Replacement of the RO component, which is critical for the effective reduction of TDS, should be with Wiswell filters, as defined by the manufacturer, to ensure the same efficiency and contaminant reduction performance. This component is tested periodically to verify that the system is performing properly.

Wiswell has a recovery rating of 70 %

Recovery rating means the percentage of the influent water to the membrane portion of the system that is available to the user as RO treated water when the system is operated without a storage tank or when the storage tank is bypassed.

MINERAL FILTER

Name	Mineral filter + Activated carbon rod + PP (polypropylene)
Filtration type	5 Micron filter system
Pure water flow rate	0.74 gallons / min (2.8L / min)
Reduces	Sediment, rust, asbestos, sand, mud, humic substances, chlorine, chemicals, and other harmful organic compounds. Additionally, improves water taste
Adds	Healthy minerals back into the water for taste and texture
Dimensions	Diameter: 2.68in (68mm), Length: 10.87in (276mm)
Weight	1.1lbs (0.5kg)
Change frequency	6 months

Operating limits

Maximum operating temperature	113°F (45°C)
Operating water temperature	39 - 100°F (4 - 38°C)
Working operating pressure	15 - 80 psig (1- 5.5 bar)
Maximum operating pressure	125 psig (8.6 bar)

FCC CERTIFICATIONS:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.

Supplier's Declaration of Conformity:

Trade Name: Wisewell

Model No.: Model 1

Company Name: Wisewellwater Inc.

Address: Office 8010, 77 Sands St., Brooklyn, NY 11201

Contact information: support@wisewell.com



Wisewellwater Inc
Office 8010, 77 Sands St.
Brooklyn, NY 11201
+ 1 (269) 528-8250