osmio
WATER TECHNOLOGY

Osmio Zero Installation Reverse Osmosis System User Manual Version 2



Telephone: 0330 113 7181
Email: info@osmiowater.co.uk

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1 Safety Precautions

1.1 Power Safety Precautions

- The system should be plugged into a normal UK 3 pin plug at your home or workplace and not be used in addition to AC 220-240V, 220V.
- Should be used in a grounding socket with rated current above 10A.
- Should only be used on an electrical circuit with RCD.
- Please do not use this product if the power cord or plug is damaged or when the plug is loose.
- If there is dust or water and other foreign matter on the power plug, please wipe it clean before use.

1.2 Setup Precautions

- The system should not be installed near heating equipment, electric heating products or other high-temperature places.
- The system should not be installed in a place of possible leakage of combustible gases or near any flammable substances.
- The system should only be used indoors and positioned on a stable flat surface avoiding direct sunlight and moisture.



Take Note: Boiling water is potentially dangerous.
It is the responsibility of the owner to take sensible precautions when operating the boiling water function of the system and to instruct other family members and other new users to operate it safely.

KEEP OUT OF REACH OF CHILDREN

Thank you for purchasing this product, please read this manual carefully before using the system, and keep it for future reference. If you have any questions about this machine, please call our customer service centre on **0330 113 7181.**

1.3 Usage Precautions

TELL EVERYONE THAT USES THIS SYSTEM THAT THEY MUST EMPTY THE WATER OUT EVERY TIME THE SUPPLY TANK IS REFILLED, OR THE FILTERS CAN BLOCK

- On first use or if the unit has been idle for more than 2 days, run a complete cycle and discard the first batch of water produced. Fill your supply tank with water and then allow the machine to run until it fills the internal tank.

- Unknown liquids or foreign objects are prohibited.

- If there is any water leakage from the machine, please disconnect the power and contact the customer service centre. Please ensure the Supply Tank and the filters have been inserted correctly and fully into the system.

- If there is any abnormal sound, smell, or smoke, etc., please disconnect the power and contact the customer service centre.

- Do not disassemble or modify the system without professional guidance, please contact the customer service centre if you need support.

- Do not move this product when it is in use.

- Do not use any detergent or alcohol based cleaner to clean the product, please wipe the machine with a soft dry cloth.

- Do not grasp the water nozzle or the knob to move the machine.

- This product cannot be used by people who are physically or mentally disabled or children unless supervised. Please keep it out of reach of children.

The filters on the system need to be changed every 6 months. If you have water hardness over 250 ppm Calcium Carbonate Hardness you may need to replace the carbon and membrane more frequently. The system is designed to shut off if there is blockage in the membrane or prefilters. As the system recirculates the rejected water from the membrane, the total dissolved solid (TDS) level of the water entering the membrane filter continually rises . Therefore, for those with water of higher TDS, more frequent membrane changes are required.

IMPORTANT NOTE: You must empty the Supply Tank before refilling it with fresh water as this can block your filters

2 Product Description

2.1 Appearance

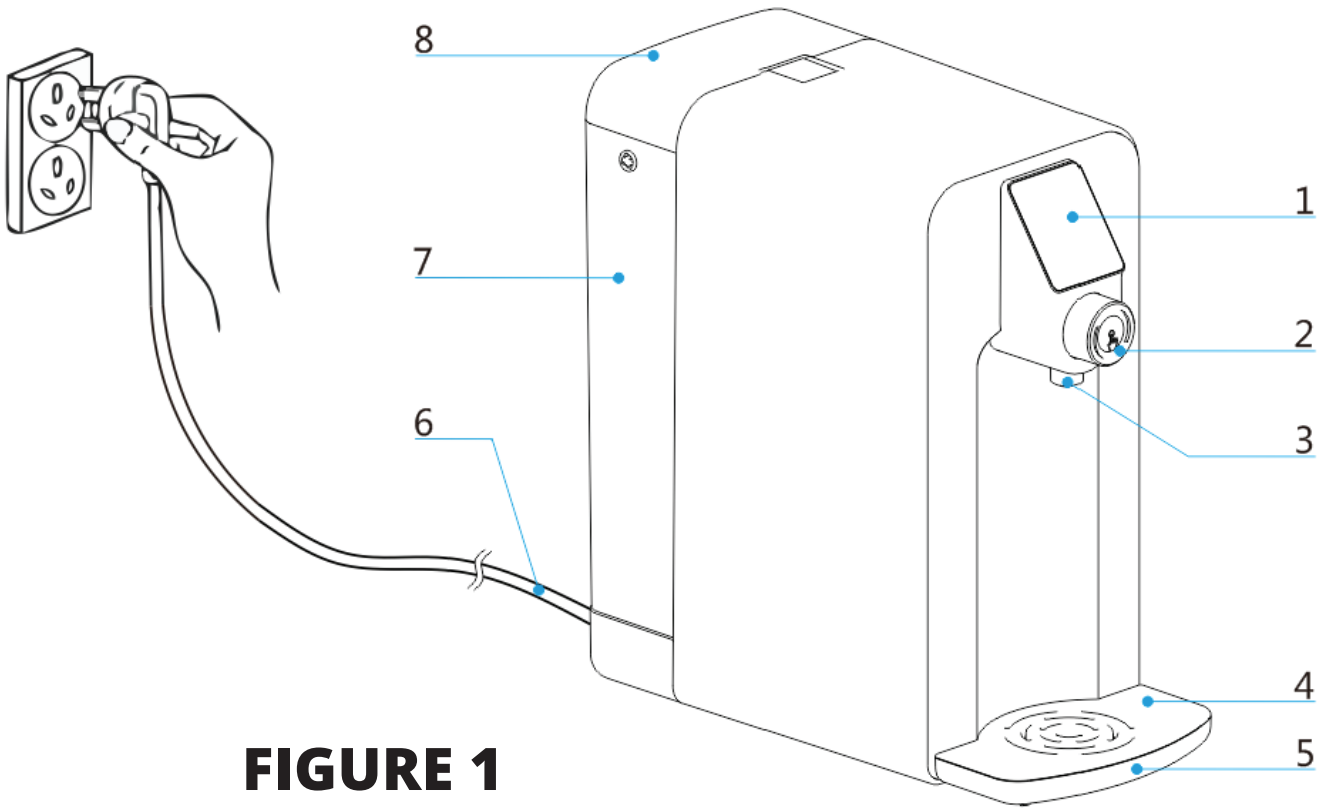


FIGURE 1

1 Display Panel

2 Control Button (Rotate & Press)

3 Nozzle

4 Drip Tray Cover

5 Drip Tray

6 Power Plug

7 Supply Tank

8 Supply Tank Lid

2.2 Display and Operation Interface

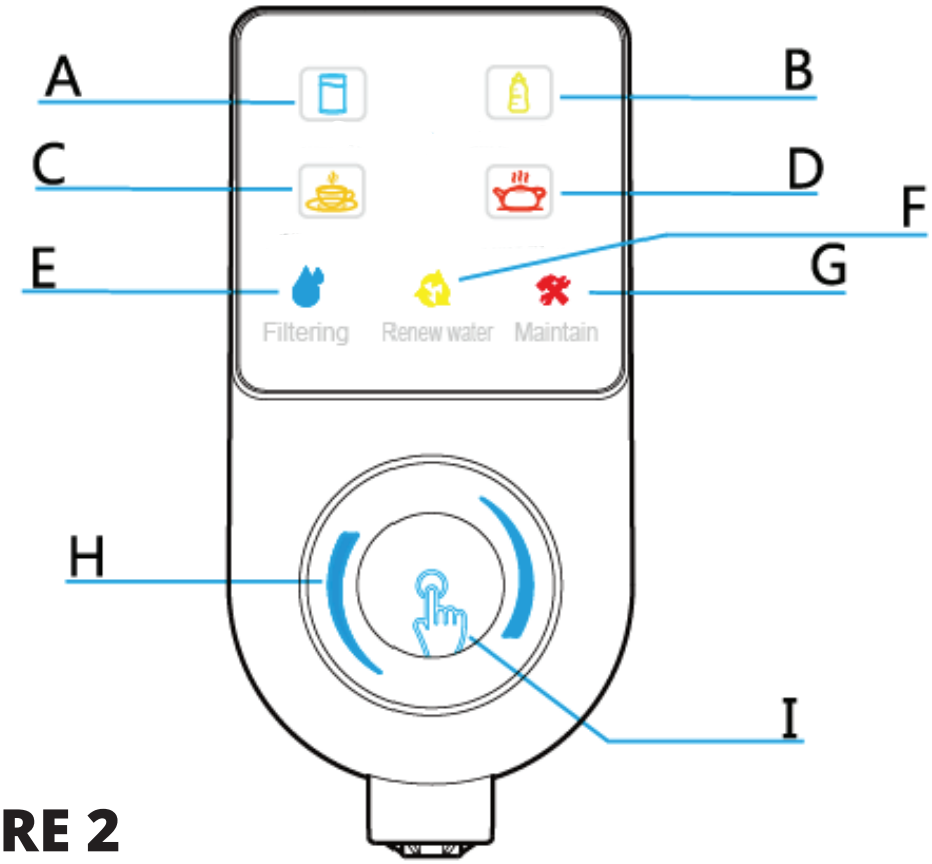


FIGURE 2

A. Normal Water

B. Warm Water (40℃-50℃)

C. Hot Water (80℃-88℃)

D. Boiled Water (90℃-98℃)

E. Filtering Water

F. Renew Water

G. Filter Maintenance

H. Rotate (Choose the Water Temp)

I. Press to Get Water

2.3 Product Specifications

Electrical Properties

Rated Voltage : 220 - 240 V
Rated Frequency : 50 Hz
Rated Power: 2200W-2600W

Heating System

Rated Heating Power: 2180W-2580W
Hot Water Capacity: 30 l/h (≥ 90°C)

Filter Stages

1 - Quick-Change Sediment Filter 5µm: removes coarse particles, e.g. Sand, rust, chlorine, lime

2 - Quick-Change activated carbon filter: removes chlorine and organic impurities

3 - Quick-Change Membrane 50GPD: removes all pollutants and flavours to almost 100%

4 - Quick-Change Insertion Filters: Hygiene post filter antibacterial: removes 99% of the bacteria and viruses and improves the taste.

Volume

Supply Pitcher 5 Litres
Pure Water Tank 1.5 L

Dimensions:

405mm Length (Depth)
183mm Wide 388mm
Height

Weight': 7.1 kg

3 Start Up

3.1 Introduction

- Please place the system in a cool, ventilated, solid horizontal surface, away from any heat source. The system comes ready installed with the filters so you can fill the Supply Tank right away.

3.2 Filling the Supply Tank

- Open the tank lid (Figure 3).
- Lift the Supply Tank out.
- Fill the Supply Tank with fresh water and put it back on to the base (Figure 4) and close the lid. if you find it too heavy to lift, consider using a jug to do a bit at a time.
- Note: machine will not run without the Supply Tank Lid clipped on.

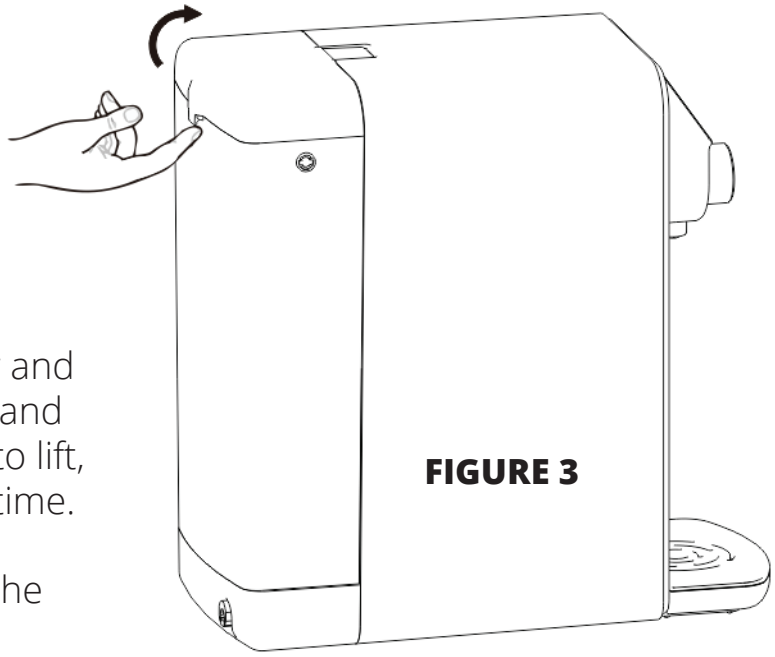


FIGURE 3

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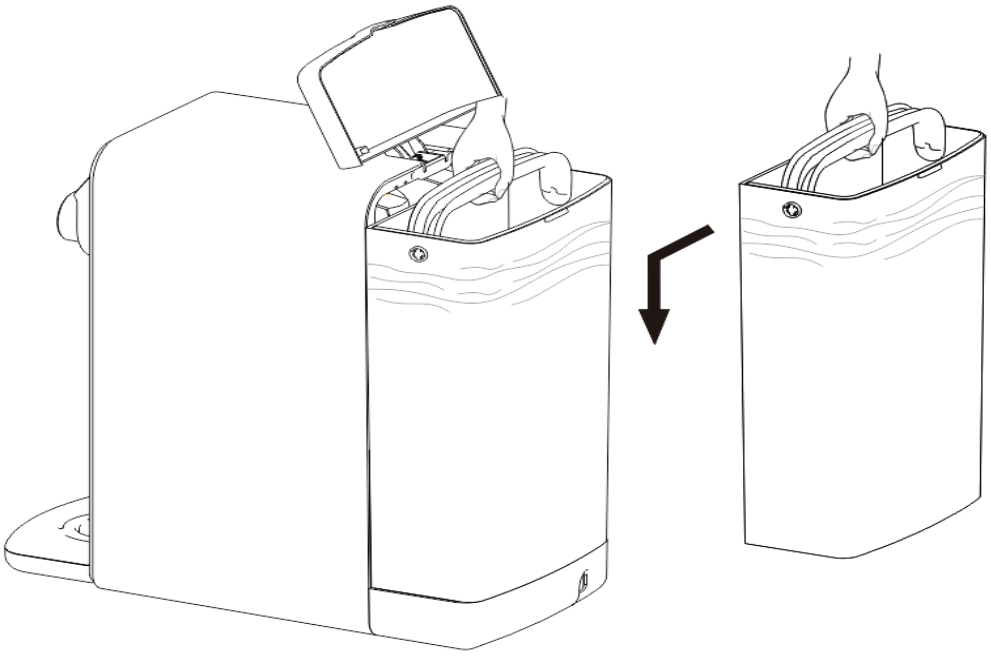


FIGURE 4

3.3 Power Connection

- Insert the power plug into the socket (see Figure 1). The system will beep and light up which indicates the machine is ready to use.
  Note: This product is only suitable for AC 220-240V, 220V power supply, and should be used alone or over rated 10A with a earthed socket.

4 Usage

4.1 Introduction

- At first use, produce and dispense 5 litres of water which you then dispose of by dispensing all the cold water. This will flush out any loose filter media. It is normal to see black water when using new filters.

- If there is water leakage from the machine, please disconnect the power and contact the customer service centre. If there is any abnormal or unexpected sound, smell, or smoke, etc., please disconnect the power and contact the customer service centre.

4.2 Flushing

- After the setup, the machine automatically enters the flushing state and works for 120 seconds. In the flushing state, the filtering symbol of the display interface light will be on (see Figure 2) .

4.3 Purification

- After flushing, the machine automatically enters the filtering state. The filtering symbol on the display interface light will be on (see Figure 2).

4.4 Replace Water

- The system will detect the source water quality in normal operation. If the water level is lower than the set level, the user will be prompted to replace the source water. You must empty the Supply Pitcher every time it is refilled. The renew water symbol of the display interface will light on at this time (see Figure 2).



IMPORTANT NOTE: You must empty the Supply Pitcher before refilling it with fresh water as this can block your filters

4.5 Dispense Water

- Place the water container on the tray (see Figure 1). Rotate the knob to select the desired water temperature (Figure 5), and then click on (or push on for 3 second) the middle part of the knob (see Figure 6) to dispense one cup (or bottle) of water. Click the knob again if you want to stop getting water. Note: the system will automatically stop water after 30 seconds if you do not click the knob and will automatically stop after 60 seconds if you hold the button for 3 seconds.

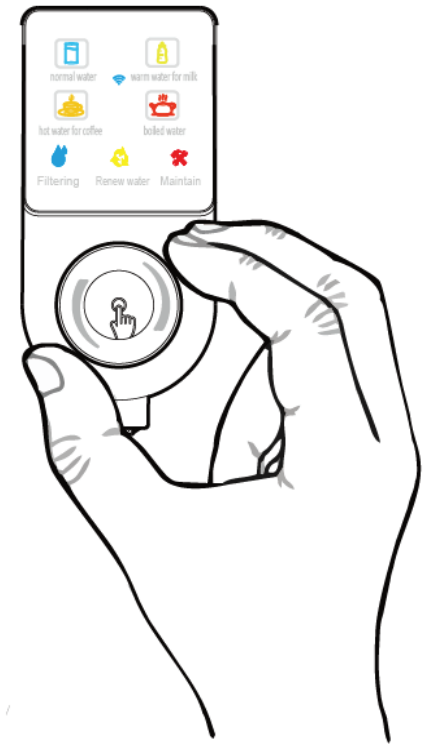


FIGURE 5

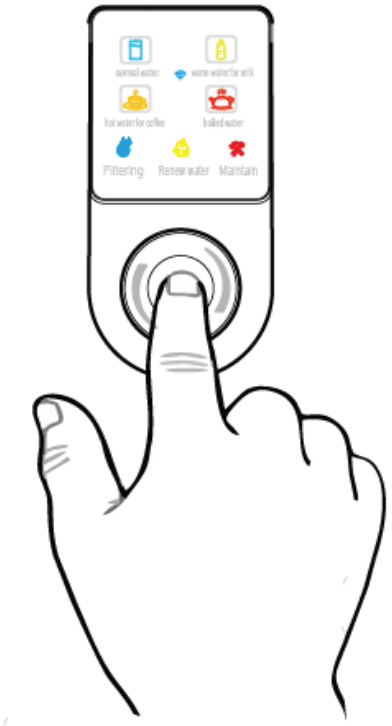


FIGURE 6

4.6 Sleeping state

- The system will automatically enter sleeping state when it is idle for more than 1 hour. If there is any knob or button operation, it will immediately return to service and then flush for 20 seconds.

4.7 Power off

- The system will automatically power off if the machine stays in sleeping mode for 1 hour. If there is any knob or button operation, it will power on automatically.

5 Filter maintenance

5.1 Introduction

First skip to section 5.2.4 to read about sanitisation and come back to this section.

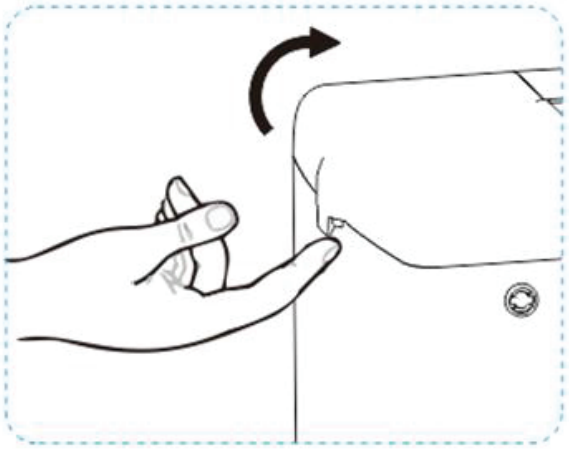
Use the company's certified filters. Disconnect the power. Do not disassemble or attempt to modify this product.

5.2 Filter replacement

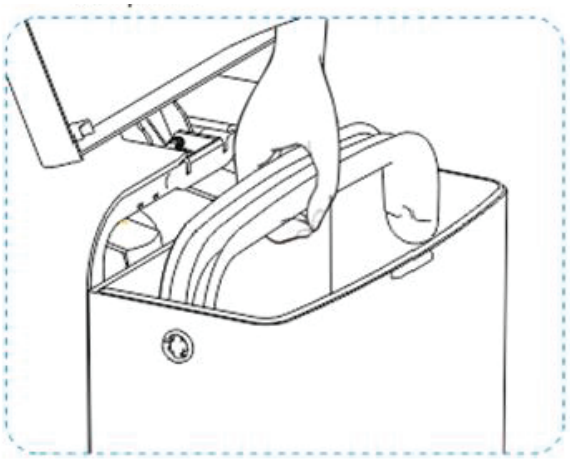
5.2.1 Replacing the Pre Filter

- The pre-filter (sediment filter) inside the Supply Tank should be changed every 6 months. or when needed (e.g. if blocked by poor source water).

STEP 1 Open the lid of the Supply Tank and wait for 5 seconds



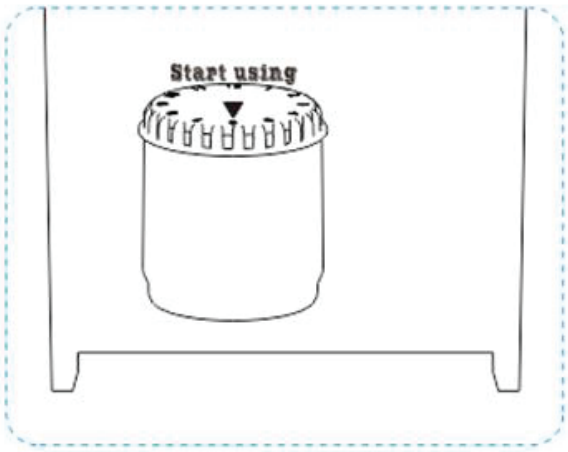
STEP 2 Lift the Supply Tank vertically up and out out keeping it flat



STEP 3 Unscrew the used pre filter and screw in the new one



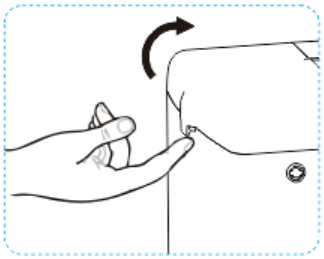
STEP 4 Swivel the filter to align the current month number to the Replacement Mark indicator



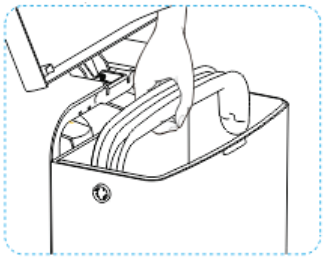
5.2.2 Replacement of the carbon filter, reverse osmosis filter and post filter

- These filters need to be changed every 6 months or when the red maintenance light comes on. Turn the power off and replace the filters by following the steps below.

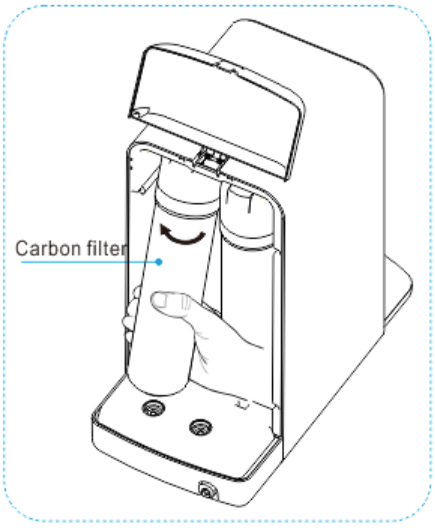
STEP 1 Open the lid of the Supply Tank and wait 5 seconds

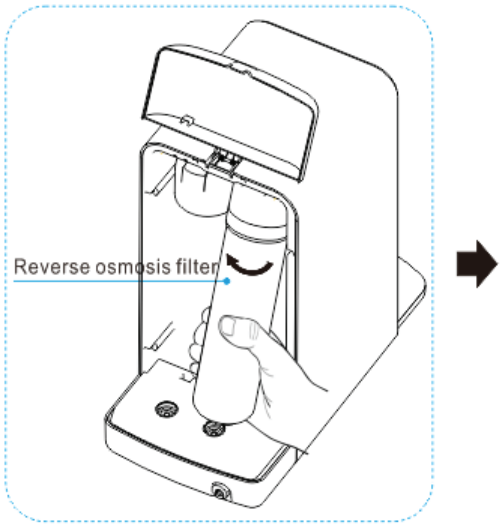


STEP 2 Lift the Supply Tank up and out vertically, keeping it flat



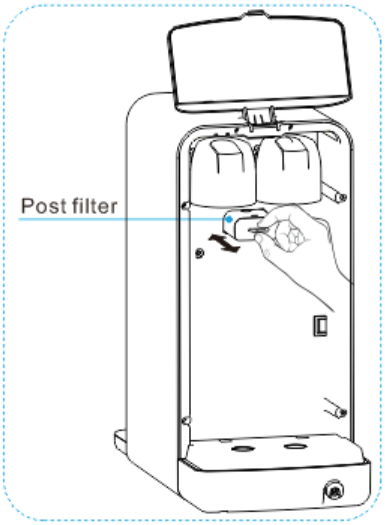
STEP 3 Starting at the base of the filter, tilt the filter towards you slightly and rotate the Carbon Filter and Membrane filter clockwise and remove them from the head.



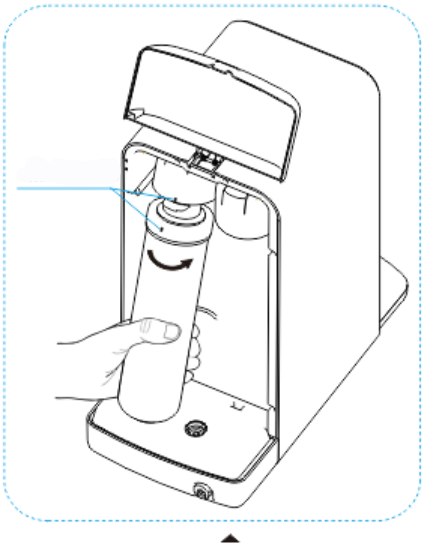


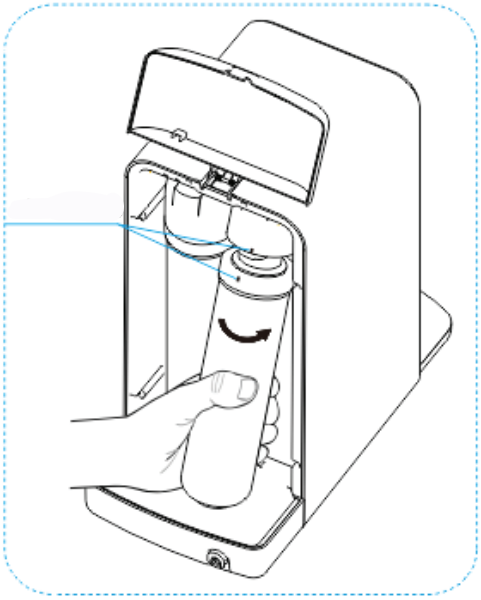
Help your environment and put all used filters in recycled plastic waste

STEP 4 Pull out the Post Filter slowly with your finger and insert a new one fully.

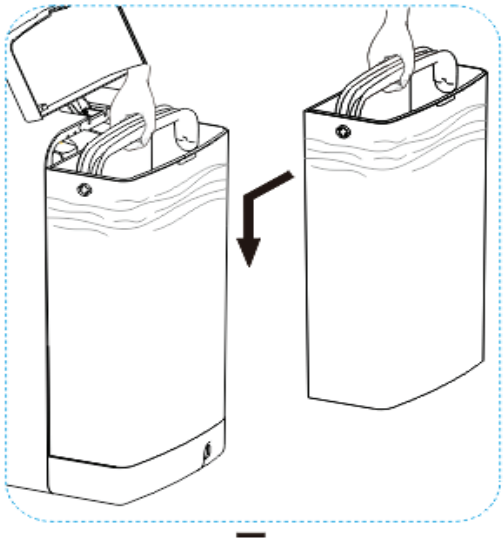


STEP 5 Start with the new Carbon Filter so the label is on the left hand side twist the filter on anticlockwise. Repeat the same with the Membrane Filter.

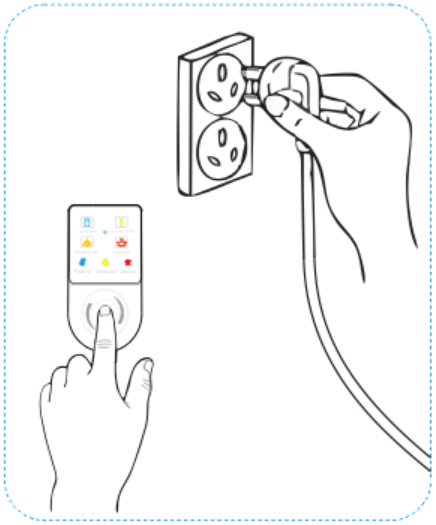




STEP 6 Fill the Supply Pitcher and place on the base and close the lid.



STEP 7 Press and hold the button and at the same time connect the power plug to the socket. The beep sound indicates the filter change is complete. Now reset the system.



5.2.3 Resetting the system after filter change

1) Disconnect the system from power supply

2) Lift up the rear tank cover

3) Press and hold the water dispensing button with one hand while connecting the unit to a power supply, keep holding the button until you hear 4 beeps

4) Disconnect the system again from the power supply

5) Close the rear tank cover

6) Open the rear tank cover again

7) Connect the unit to a power supply

8) Close the rear tank cover

If properly done, maintenance light should disappear and the system goes to normal filtering mode.

5.2.4 Sanitisation

We suggest sanitising the system every 6 months prior to the filter change. Contact your dealer to order the Osmio Zero Sanitisation Kit.

1) Lift the supply pitcher lid, then press the button repeatedly to dispense all the water out of the internal RO storage tank.

2) Remove all 4 filters (the Sediment in the supply tank, Carbon Block, RO Membrane and the Post Remineralisation Filter). Insert the blank three filters in their place.

3) Fill the supply pitcher with 2.5 litres of water (do not put more in) and place it back on, add two Milton tablets, then wait for 5 minutes until dissolved.

4) Close the supply pitcher lid, this will refill the internal RO storage tank with Milton solution, wait until the pump stops and the filtering light goes out. When the Replace Water light comes on and there is still over 2cm of water in the supply pitcher, open and close the Supply Tank Lid to enable the water level in the Supply Tank to drop to approximately 2cm level. Then dispense 250ml of water.

5) Wait until for 15 - 30 minutes for the Milton solution to sterilise all parts of the Osmio Zero system.

6) Lift the supply tank lid, then press the button repeatedly to dispense all the water/Milton solution until no more can be dispensed from internal RO storage tank

7) Remove supply tank and rinse well. Fit a new sediment filter (or refit existing one if mid term). Leave the other sanitisation filters in place. Refill the tank with clean water to 2.5 litres and allow the system to flush this completey, so keep doing long press and waiting for the filtering to stop. Repeat this 4 times.

8) Remove all 3 blank filters and then refer back to section 5.1. for new filter change process....or replace your original filters if performing an interim sterilisation e.g 3 monthly.

9) After sanitisation the fastest way to clean all the sanitising fluid from the internal tank is to lift the supply pitcher lid, then press the button repeatedly to dispense water until no more can be dispensed from the internal RO storage tank, then close the supply pitcher lid for the system to refill the internal RO tank. Repeat this step until no more sterilising solution can be detected...(usually 2 or 3 times). We recommend you watch our short video of the sterilisation process.

5.3 Failure state/Four temperature lights flashing

5.3.1 Purification exception

The system will show the purification exception state if the machine purifies water for a long time and cannot stop, all the four temperature icons on the display will flash. The machine may make louder noises leading up to this. This happens when the Carbon Filter is blocked, and also the RO Membrane might be blocked. First change the carbon block and see if the production rate goes back to normal and if not, then also change the RO membrane. Perform a system reset after changing filters. Also change the Sediment Filter and Remineralisation Filter too if they are 6 months old.

5.3.2 Burning alarm

The system enters the dry state if the heater works without water or if the temperature exceeds the safe setting, the icon for hot water (80°C-88°C) will blink, the machine can only dispense normal temperature water but cannot dispense any kind of hot water. Solution: please contact our helpdesk.

6 Common usage problems

If you have some problems during the usage, please check the problems by following the guide below.

Usage Problems	Likely Cause	Suggested Solution
Cannot dispense ambient temperature water	Power is disconnected. Not pressing on the right place.	Check the power plug is loose or not in place. Press the button again.
	Water shortage in purified water tank, “filtering” icon blinking.	If the “renew water” icon is blinking in the display, empty the supply pitcher and refill and recheck
Cannot dispense hot water	Power has only just been connected and the system needs time to warm up	Dispense a little bit of the normal temp water first then wait for 15 minutes and then dispense hot water.
	The machine is in the state of "burn alarm".	Dispense ambient temperature water several times then retry dispensing hot water.
	Purified Water shortage “filtering ”icon blinking.	Wait for moment until the“ filtering ”icon light is on all the time then dispense hot water.
Machine does not filter	Supply Tank lid not fully closed	Push the lid of supply pitcher onto the tank properly.
	Water level in the Supply Pitcher is lower than setting level line and “renew water” icon is blinking.	Pour out the water and refill with fresh water to the 5 litre line. Allow the system to begin filtering.
	Supply Pitcher has not been correctly installed in place.	Put the Supply Pitcher tank in place correctly.

Usage Problems	Likely Cause	Suggested Solution
Abnormal sound during the filtering.	Water level in the Supply Pitcher is too low.	Remove any water in the Supply Pitcher and refill to the 5 litre level and try again.
	Air blocked in the water system.	Open and close the lid of source water tank several times to try to flush air from the system.
	Filters are blocked and need replacement.	Change the RO Membrane Filter first and if this does not solve the problem then do a complete filter change. If the system was run in this state permanent damage can be made to the pump.
Water leakage.	Drip Tray is full of water.	Empty the tray.
	Foreign matter stuck in the one way valve of the Supply Pitcher base.	Clean the one way valve
	Foreign matter stuck on the seal spacer of the Supply Pitcher.	Clean the seal spacer
	Internal water leakage.	Power off and empty the Supply Pitcher and contact customer service.
Odour in the water	Brand new system	Dispense 5 litres of water before using the system.
	Unused for more than 5 days	Dispense 5 litres of water before using the system.
	Filters over 6 months old -	Change all the filters

7 Quality assurance

The warranty is valid for all systems purchased directly from Osmio in the UK, Republic of Ireland, Northern Ireland as well as the following EU countries: **Austria, Belgium, Czech republic, Denmark, France, Germany, Netherlands, Luxemburg, Slovakia, Slovenia, Spain, Italy, and Hungary.** The warranty becomes effective at the date of purchase or at the date of delivery if this is later. Proof of purchase is required under the terms of the warranty. The warranty provides benefits in addition to your statutory consumer rights.

Our 3 Year Warranty covers the repair or replacement of all or part of your system if your system is found to be defective due to faulty materials or manufacture within 3 years of purchase. We also offer free returns for customers in the UK. **Customers from Northern Ireland and the EU countries listed above can also take advantage of this service but they are required to ship the system to us (no free returns).**
If any part is no longer available, or out of manufacture, Osmio reserve the right to replace it with a suitable alternative.

Do not disassemble the system yourself as this will void your warranty and the company will not assume any responsibility for the resulting quality problems or accidents.
The system is BPA-free and made to top manufacturing specifications and is CE certified.
The company will charge fully for parts and maintenance if it exceeds the warranty period or the machine breaks down due to damage. Please keep your sales invoice as proof of purchase.

Osmio does not guarantee the repair or replacement of a product that has failed for any of the following reasons:

- Faulty installation, repairs or alterations not in accordance with the installation guide.
- Normal wear and tear. We suggest the system should be replaced after 5 years.
- Accidental damage or faults caused by negligent use or care; misuse; neglect; careless operation and failure to use the system in accordance with the operating guidelines.
- Failure to maintain the water filters in accordance with the instructions.
- The use of anything other than genuine Osmio replacement parts, including the water filter cartridges.
- The use of the filter system for anything other than normal domestic household purposes.
- Failures of, or failures caused by, parts not supplied as part of the genuine Osmio system.
- We offer free shipping and free repairs (if the system has been sent to us)

7.1 Preparing the system for shipment

1. Empty the supply pitcher
2. Remove the carbon, membrane and post filters
3. Turn off the machine at the switch, wait 5-10 secondsfor all lights to go off
4. Turn the machine back on
5. Press the dispenser button for 3-5 seconds for a long press to begin
6. When the machine is empty, it will make a gurgling noise, if it does not do this after the first long press, repeat steps 3-5.
7. Once the Osmio Zero's internal tank is empty, lift the machine and turn it upside down (over a sink) and then back upright around 5 times. Each time you turn it upright, some water should leave the spout.

Once no water leaves the system it is ready to be packed an shipped.

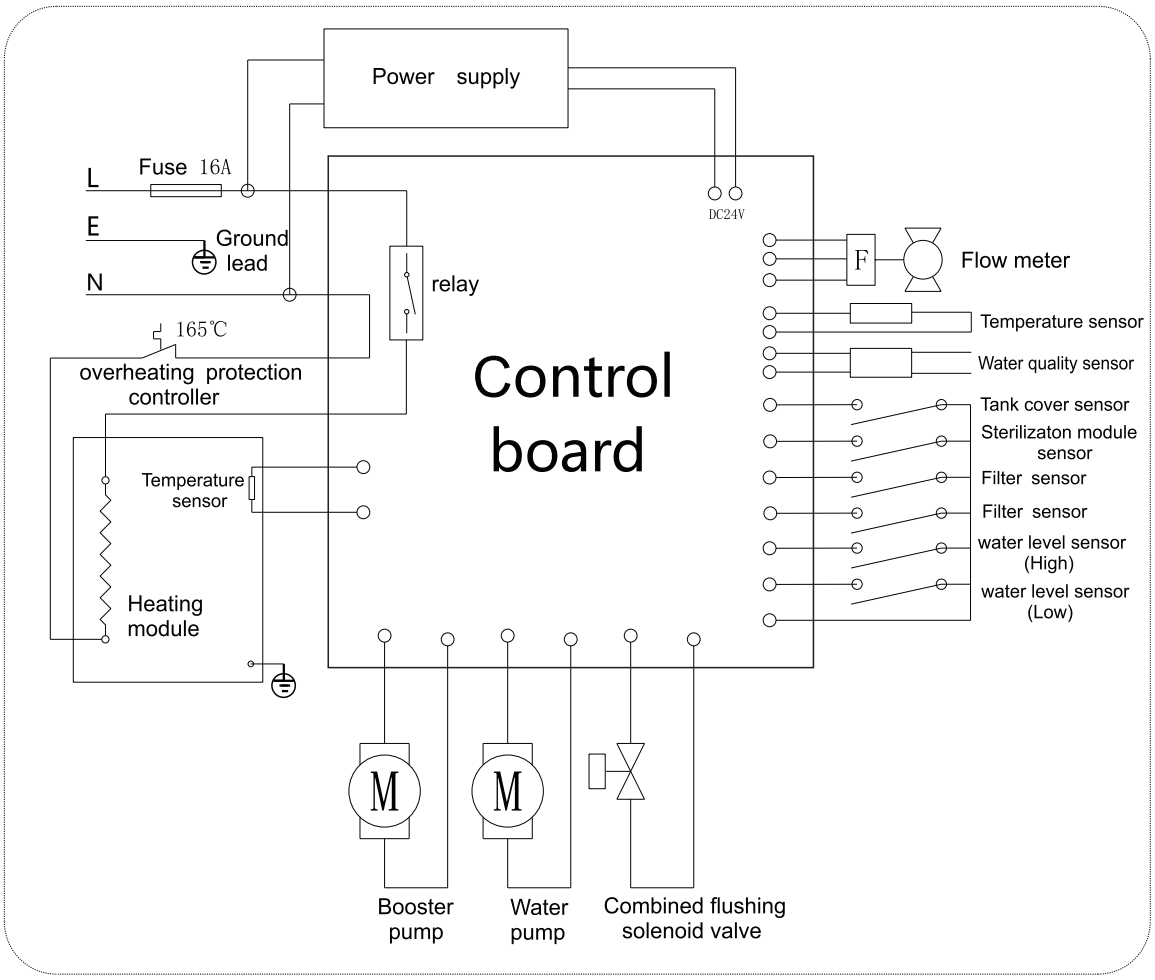
8. Before re-installing the filters, turn them upside down and shake any water from inside.

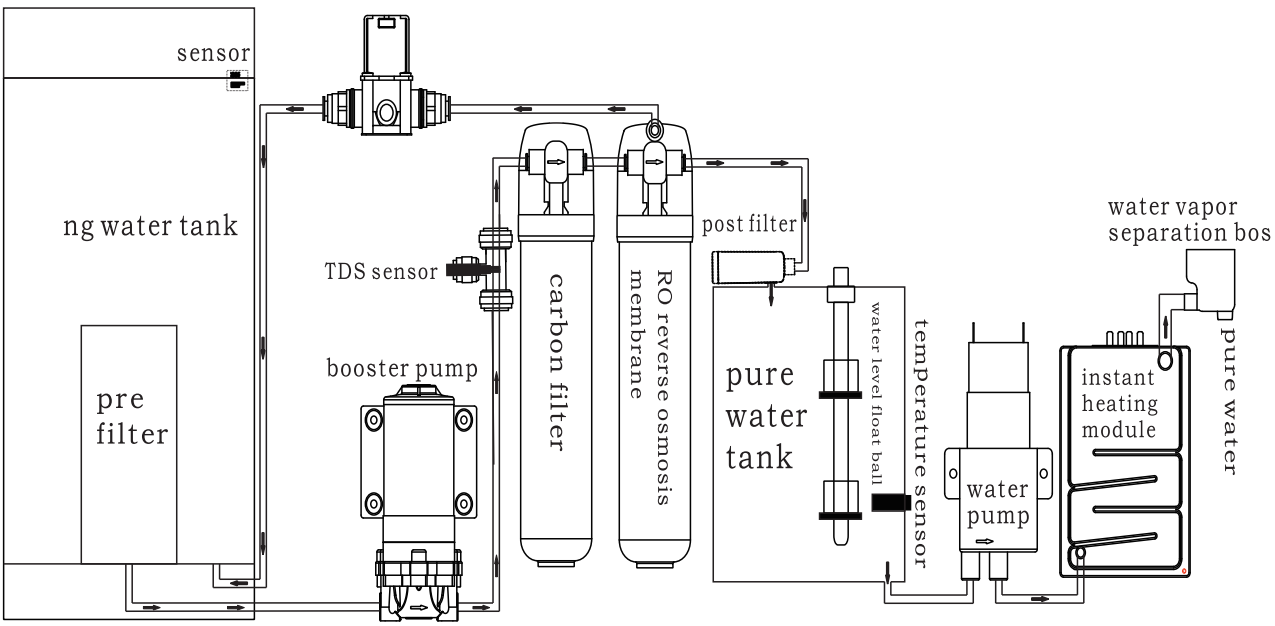
9. Re-install the filters and package the machine up, into its original box with foam supports. If you no longer have the original packaging, please pack the system in a resonable sized box and ensure there is enough stuffing and packaging for the system to make it back to us safely. If unsure please contact our customer service hotline on 0330 113 7181

8 After-sale service

Our product has a 3 year warranty and an extended 5 year warranty can be purchased. If the product you bought has any quality problems, please bring your invoice to the dealer's shop, or contact them online and a maintenance service will be offered within 5 years. Please read the previous page for our warranty policy for your country. **Customer service hotline: 0330 113 7181**

9 Electrical & Schematic Diagram





Declaration of conformity

CE

This product may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product.

For more detailed information about recycling of this product,
please contact your local city office, your household waste disposal service or the shop where you purchased the product.

IEC 60335-2-15 Safety of household and similar electrical appliances. Part 2: Particular requirements for appliances for heating liquids:
Report Number..... : STL/R 01601-BC164902

Certificate of Conformity for Quality Management System ISO9001: 2015 Standard in the scope of design and manufactuer of water purifiers.

NSF Testing Parameters and Standards
1) Determination of extractive residue, density and melting point for propylene homopolymer according to US FDA 21 CFR 177.1520
2) Determination of extractives residue according to US FDA 21 CFR 177.1850
3) Determination of extractive residue according to US FDA 21 CFR 177.2600
4) Determination of identification test, heavy metal(as Pb),lead and water extractables test refer to FCC standard

The Osmio Zero Installation Reverse Osmosis System © Osmio Solutions Ltd. All Rights Reserved