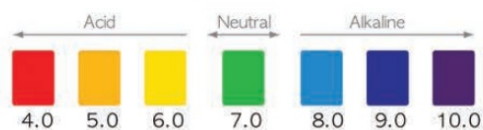


- The consumer accepts any and all responsibility and/or liability if replacement filters and/or parts are not manufacturer specific.
- This product is subject to changes that enhance its performance without prior notification.

### pH Chart



**How to Measure:** Place 2-3 teaspoons (10-15 ml) of test water in a container and add 2-3 drops of reagent. Then, mix well and check color of the water with the pH chart above. (Color is dependent on water quality and reagent)

**MADE IN KOREA**



Tyent USA, LLC.  
855-TYENT-USA (893-6887)  
www.tyentusa.com



*under counter extreme*  
**UCE-9000t**  
instructions manual



## *To our Valued Customers*

Thank you for purchasing the UCE-9000 Turbo Water Ionizer.

Please read all safety warnings and this User's Manual carefully before using this product to ensure proper product usage. (Keep the manual handy for easy reference.)

- We are not responsible for any accidents and/or malfunctions due to the improper use of this machine.
- Please keep the manual and warranty card in a safe place, so that it's easily accessible when you need it.
- Please refer to this manual often when you have questions during usage or when troubleshooting this unit.

## *Intended Use*

This device creates functional alkaline, ionized water. It changes the properties of regular tap water through the use of electrolysis. Following are the changes normal tap water undergoes via this process:

- An increase or decrease in pH level
- Creation of negatively charged hydrogen ions (anti-oxidants)
- Smaller water molecule clusters for better absorption
- An increase in oxygen
- Purification through filtration

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## Before Usage

Safety precautions are provided for the safe and proper use of this unit and can prevent danger, bodily harm and/or possible damage due to misuse. Please make sure you are familiar with all the safety precautions and warnings associated with this unit.



### DANGER

**(Red Warning Sign)** indicates an imminent hazard that could result in serious injury or death. If you see this, stop the use of this unit immediately.



### WARNING

**(Orange Warning Sign)** indicates a potential hazard that could result in significant bodily harm or damage to the unit. If you see this, stop the use of this unit.



### ATTENTION

**(Yellow Warning Sign)** indicates a potential hazard that could result in minor bodily harm or damage to the unit.

### PLEASE FOLLOW ALL INSTRUCTIONS WHEN YOU DRINK WATER CREATED BY ELECTROLYSIS FROM THIS UNIT.

(Hereinafter referred to as "functional water")

- Do not drink functional water with medication. Use filtered Water instead.
- Always consult your primary care physician before drinking functional water. Only drink a small amount for the first week near a neutral pH level. This will give the body time to adjust to functional water during the detoxification period.
- If you notice any negative effects from drinking functional water, stop drinking immediately and consult with your primary care physician about changes in your body's pH level.
- If you are currently under the care of a primary care physician for an existing condition, consult with your primary care physician about how changes in pH and other characteristics of functional water could affect your condition.
- If you suffer from gastric anacidity, kidney failure or potassium excretion, you should not drink functional water.
- Verify the pH levels of the functional water dispensed from this unit on a monthly basis to ensure proper function. This can be done with the supplied reagent drops and a pH color chart.
- When switching from one pH to another, it is good practice to let the water run for several seconds before using.
- It is common to drink half your body weight in ounces. For example, if you weigh 180 pounds, it may be wise to drink 90 ounces of water per day. This especially applies after you have given your body some time to adjust to the new pH level.
- 9.5 to 9.8 pH is the recommended drinking level for functional water. It is not recommended to drink functional water above 10 pH.
- If you wish to store functional water, use a glass, stainless steel or other non-leaching material and store in the refrigerator.
- Never run hot water through this unit.
- Never drink acidic water.

## Safety Precautions and Warnings



Do not use if the power cord is damaged or in a loose power outlet.



In case unit leaks (other than hoses) or is standing in puddle of water, shut off water supply, unplug the power cord and refer servicing to qualified service personnel.



Do not pull the power cord. Never touch power cord or power outlet with wet hands.



Replace filters every 6 months to optimize the purification performance of this unit even if the replacement indicator light isn't turned on.



Do not use power surge protectors with this unit. Use unit with its own dedicated power source.



Do not use alkaline or acidic water in fish bowls or aquariums. The sudden change in pH could be harmful or fatal to some marine life.



Do not forcibly bend, squeeze, damage or crush the power cord under heavy objects.



To reduce the risk of electric shock, do not remove cover; no user-serviceable parts inside. Refer servicing to qualified service personnel. Removing the cover will void the warranty.



Unplug the power cord during general maintenance, repair, inspection and while replacing parts.



Do not spray water on the main unit. Do not clean with a damp cloth, benzene or other chemicals, which may leak into the unit.



Only use the unit with the correct voltage.



Do not place ANY objects on top of this unit regardless of how small.



In case of strange noises, burning odor or smoke, unplug the power cord immediately and refer servicing to qualified service personnel.



Do not store unit near chemicals, food, metals or medication.

Do not poke or scratch the touch pad or LCD display with sharp objects.



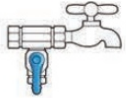
## Safety Precautions and Warnings



It is beneficial for the maintenance of the machine to run a strong acidic level for a period of 5 minute cycles twice weekly. This will help to maintain a clean chamber.



Do not place this unit near heat sources.



Do not connect water line to a hot water supply.



Do not place this unit on an uneven surface. Do not drop or use excessive force on this unit.



Do not use unfit raw water in accordance to the standards of the water service act.



Do not use in areas of high humidity and/or high temperature.



In the case where the unit isn't used over a long period of time, shut off the valve and unplug the power cord.



Remove filters and shake out as much as possible. Store in plastic bag in refrigerator to avoid bacteria growth in filters.



In case the original packaging is not available, cover the unit in plastic to avoid scratching the surface.



Carefully remove this unit from packaging. Keep original packaging for future storage and unit transportation.



Store unit in its original packaging in a cool, dry place when not in use.

## Product Specifications

<b>Product Name</b>	Under Counter Extreme Water Ionizer
<b>Model Number</b>	UCE-9000 Turbo
<b>Purifying Mode</b>	TM Filtration Mode
<b>Rated Power</b>	AC100V~AC130V, AC200~AC240V/50Hz-60Hz
<b>Power Consumption</b>	Max. 374.4 VA
<b>Available Temperature</b>	39°-95° F (4°-35° C)
<b>Operating Pressure Range</b>	0.1 ~ 0.5 MPa
<b>pH Levels</b>	3 Alkaline, 1 Neutral, 3 Acidic, Turbo
<b>Adjustable pH</b>	User adjustable pH levels control
<b>Filter Configuration</b>	2 Filters System
<b>Filter Life Display</b>	LCD filter replacement and announcement
<b>Quantity of Poles in Cell</b>	9
<b>Plate Materials</b>	Platinum and Titanium
<b>Product Size</b>	Dispenser: 2 d x 12.7 h in. (5.8 d x 32.35 h cm) Ionizer: 14 w x 5.2 d x 14 h in. (36 w x 13 d x 35.5 h cm)
<b>Product Weight</b>	Dispenser: 1.1 Lbs. (0.5 Kg) Ionizer: 15.2 Lbs. (6.9 Kg)



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## Product Features

### A DESIGN MASTERPIECE



#### Offering both, Kitchen Space and Ultimate Beauty

The TyentUSA's Under Counter Extreme Water Ionizer not only attracts a person's gaze with its well-differentiated appearance, but also helps to upgrade your kitchen's interior decoration with a neat and luxurious expression.

### FULL TOUCH LCD - TRANSFORMATION AT YOUR FINGERTIP



#### The Industry's First Full Touch Screen Panel

The Full Touch Screen Panel System automatically activates the unit's operations through a simple touch to the desired icon displayed on the screen.



#### Touch LCD Screen with a Clear Picture Tone

A 262,000 Color Touch LCD Display provides diverse information in true vivid colors for user convenience.



#### GUI [Graphical User Interface]

A Graphical User Interface is designed specifically for ease of use and operation. Communication between the user and ionizer has never been this simple!

### JOG DIAL AND TOUCH



#### Jog Dial & Touch with 2 way Operation Compatibility

Choose from either the Jog Dial or the Touch Screen Panel system – both are available with 2 way operation compatibility and are easy to use at your convenience.

### CARE FOR THE ENVIRONMENT



#### Earth-Friendly Technology when in ECO MODE

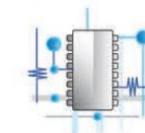
True energy saving is accomplished with ultra low power consumption during periods of non-use.

### MORE POWERFUL SYSTEM ENGINE



#### Upgraded POWER TURBO SYSTEM

Turbo upgrades to the SMPS Power Supply system produce both the acid turbo water and strong alkali water you need!



#### POWER SMPS Power Supply System

POWER SMPS Power Supply System provides the maximum instantaneous output needed to produce the highly stable electric power required for each phase of electrolysis.



#### 9 Electrodes with Round-Mesh Plate Technology

These 9 Platinum-Coated Titanium Plates are made with highly stable, durable mesh technology that enhances the instantaneous electrolysis efficiency.

### CAREFUL CONSIDERATIONS FOR THE USER



#### Light and Screen Indicators for Water Discharge Detection

Changes to the LCD screen and Jog Dial light can be easily identified to check each selected phase.



#### Excellent MP3 Sound Quality with Guided Support

Functions under operation can be further identified by the top-quality voice guided system.



#### Multiple Languages Supported

Diversified language guide support is available by selecting 1 of 6 languages featured from across the world.

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#### Temperature Sensor Function for Safe Operation

If the temperature of the source water exceeds the normal operation range of 39-95 degrees Fahrenheit, the incoming flow of water is automatically interrupted, displaying a Warning Sign on screen.



#### Automatic Water Discharge Interruption Function

In order to prevent the overflow of water due to user negligence, the water discharge is automatically stopped after 15 minutes of use.



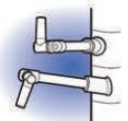
#### Automatic Electrolysis Tank Cleaning Function

The interior of the Electrolysis Tank is automatically cleaned on a regular basis, ensuring stable electrolysis operating conditions.



#### Automatic Memory Function

The last function used by the user is automatically memorized and displayed on the Standby Screen for fast and convenient operation.



#### Water Discharge Nozzle with Directional Control

The water discharge direction may be adjusted to many diverse angles based on user preference.

**FRESH, PURIFIED WATER IS A MUST ALONG WITH HEALTHY MINERALS**



#### Water Purification through a Clean Process

Perfect, seamless elimination of foreign substances including residual chlorine, organic and inorganic compounds through the filtering process using functional UF and Ceramic materials, enhancing the alkali water producing condition.

**SELF MAINTENANCE MADE EASY - FROM INSTALLATION TO AFTER-SERVICE**



#### Filter Usage Indication and Replacement Time Guide

Level of filter usage can be identified through the LCD Screen on a real time basis. The recommended replacement time is automatically displayed on the screen with a voice guide.



#### Super Simple Filter Replacement System

A simple filter replacement system along with one-touch Filter Usage Initialization Setting System makes filter management easy for any one.



#### Convenience of Operating Condition Setting System

Easy Setting System familiar to common users is employed, allowing the convenience of setting or canceling the desired through the LCD Screen.



#### pH Control Function

Respective alkali, acid & turbo phases can be easily controlled by the user.



#### Self Diagnosis Function

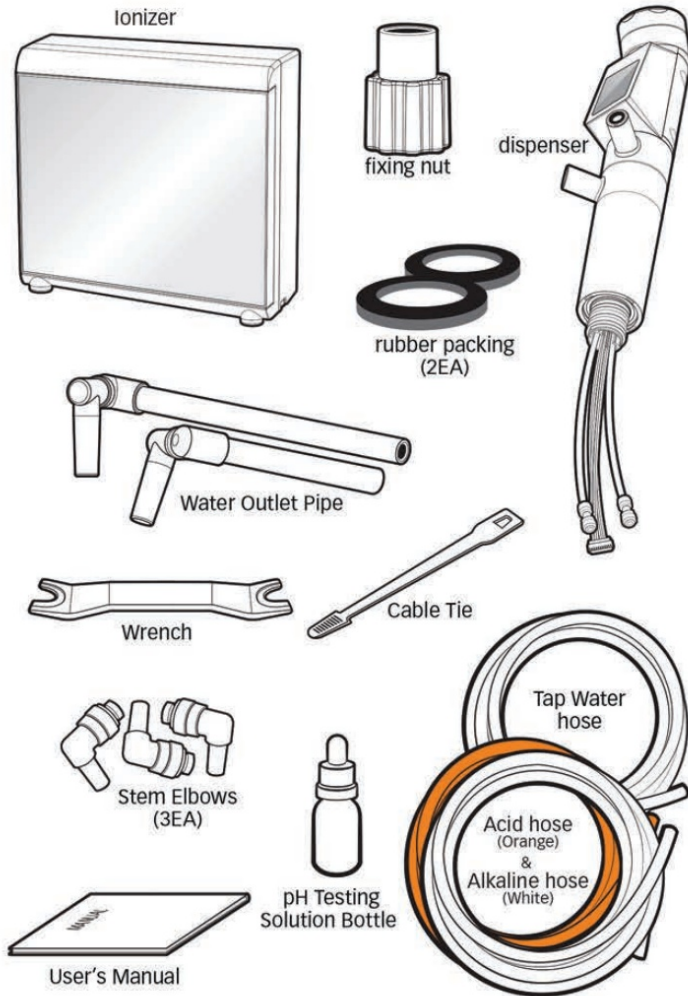
When the condition of the source water is not suitable, the water discharge is automatically suspended, displaying a Warning Sign on screen.

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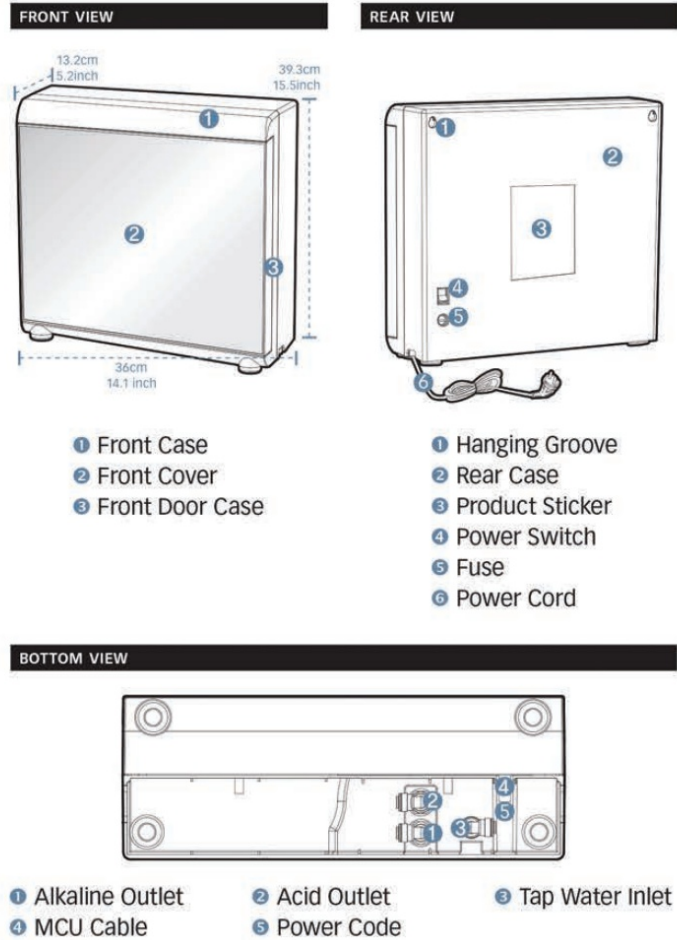
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## Package Contents



## Product Overview

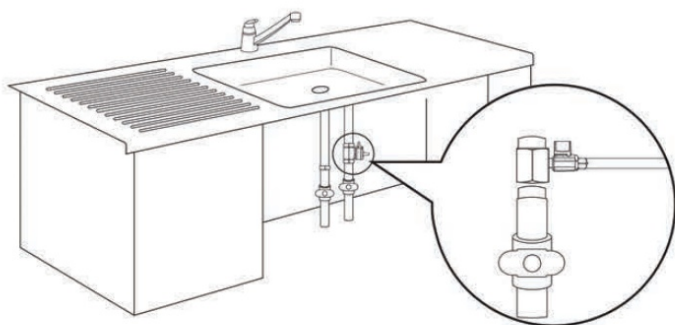


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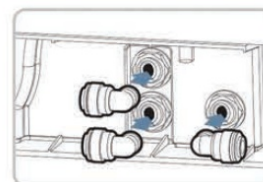
## How to Install the Product



1. Purchase either an under-sink installation kit (not included) or purchase T-connection (with shut-off valve) from a hardware or plumbing supply store.
2. Shut off both hot and cold water main supply at pipe under the sink.
3. Locate the cold water supply line valve.
4. Disconnect faucet cold water supply line from main cold water pipe—use towel to catch small amount of water that may come from faucet supply line.
5. When connecting T-connection to cold water pipe, be sure to use plumbing pipe thread seal tape (not included) to prevent leaks.
6. Reconnect faucet cold water supply line to T-connection. (now secured to main cold water pipe)
7. Be sure all connections are secure but do not over tighten.

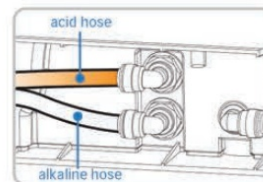
\*Do not turn on main water supply until all hoses are properly installed to the unit.

## Water Hose and Cable Installation

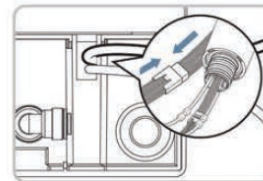


- 1 Press the stem elbows into the water inflow, alkali outlet and acidic outlet located on the bottom of the ionizer.

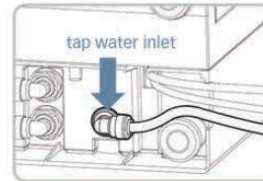
To remove the shipping plugs located in the ports of the bottom of the unit, the wrench provided will assist in this operation, depressing the releasing flange with the wrench while lifting up on the plug.



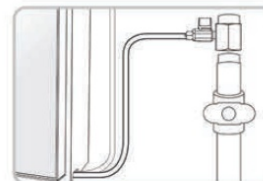
- 2 Connect the hoses of the dispenser to the stem elbows. (when you connect the hoses, use orange for the acid hose and white for the alkaline hose)



- 3 Connect the MCU cable of the dispenser to the MCU cable on the bottom of the ionizer.



- 4 Connect the hose from the inflow hole to the cold water supply at the under-sink T-connection.



- 5 Make sure all hose connections are firmly seated in the correct holes, both on the unit and at the water supply.

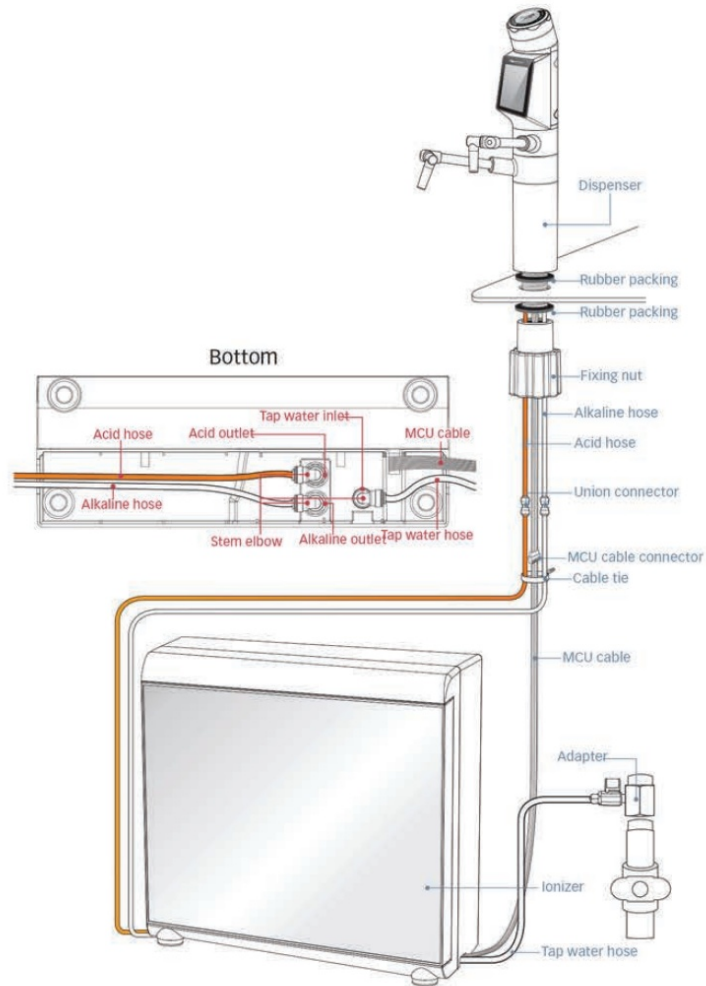




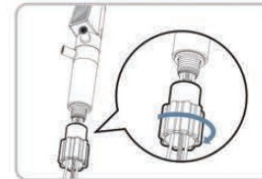
# TYENT

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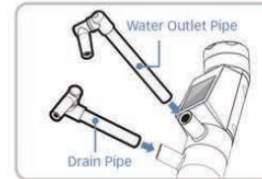
## Layout Diagram



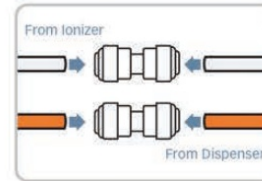
## Dispenser Installation



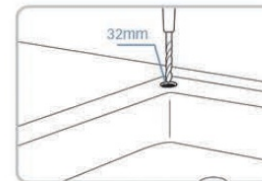
- 1 First, remove the fixed nut from the dispenser.



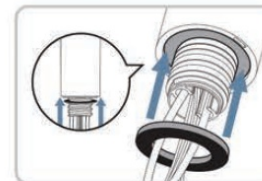
- 2 Press the outflow pipes into the holes of the dispenser.
  - Upper hole: water outlet pipe (6 inches [152mm])
  - Lower hole: drain pipe (4 inches [102mm])



- 3 Connect each hose from the dispenser to a union connector. Connect each hose from the ionizer to the union connector. When you connect the hoses, please match the hoses by color: i.e., orange – orange, white – white



- 4 Use the provided center guide sheet to mark the drilling points in the sink before drilling. Use a 32mm (1 1/4 inch) drill bit to drill a hole.



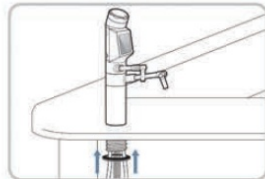
- 5 Insert one of the provided rubber O-Rings in the assembled dispenser.

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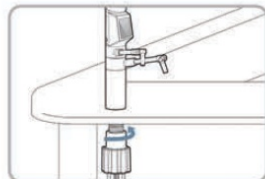
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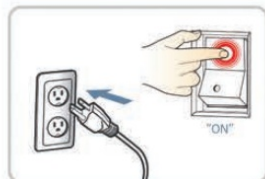
6 Place the assembled dispenser into the drilled hole.



7 Insert the second rubber O-ring in the assembled faucet located underneath the sink.



8 Tighten the fixing nut underneath the sink. (Do not over tighten)



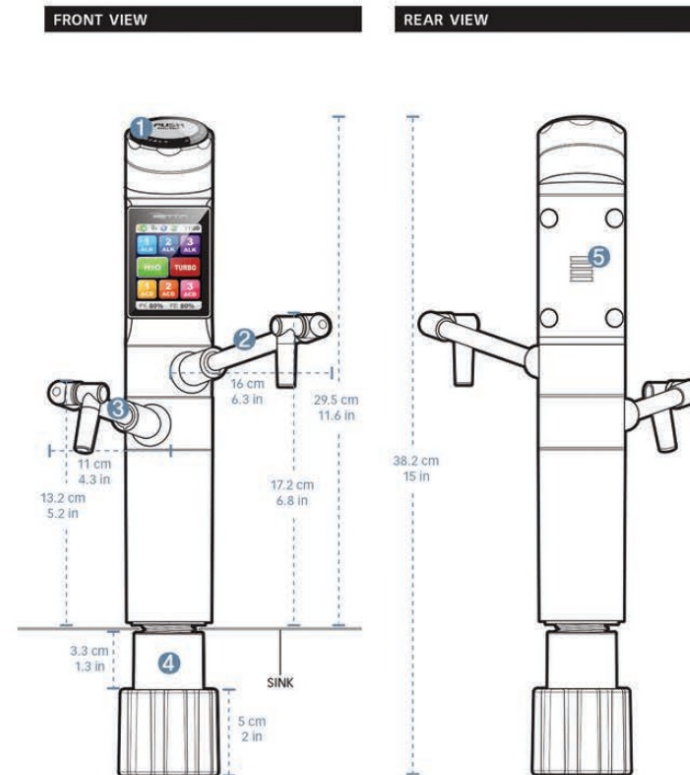
9 Plug in the power cord and turn on the unit.



10 The INTRO Screen appears only when initial power is supplied.

**Caution:** In the event of a power failure Remove the power cord from electrical socket and shut off source water valve.

## Dispenser Overview



- 1 Jog Dial
- 2 Water Outlet Pipe
- 3 Drain Pipe
- 4 Fixing Nut
- 5 Speaker (Rear View)



## Touch Screen Overview

**STAND-BY MODE**

- Display line of the set status
- Functional Water Operation
- Display line of filter usage [default: 0%]

**ICON DESCRIPTION**

	Set up		Alkaline water level 1
	Voice on		Alkaline water level 2
	Voice off		Alkaline water level 3
	Cleaning mode		Purified water
	ECO mode on		Turbo water
	ECO mode off		Acidic water level 1
	Filter 1 usage		Acidic water level 2
	Filter 2 usage		Acidic water level 3

**MENU WINDOW**

Push the upper part of LCD Screen. MENU Window appears below the upper part of LCD Screen.

- Set up mode** (page 24)
- Voice on/off** (page 26)
- Cleaning mode** (page 27)
- ECO mode** (page 27)

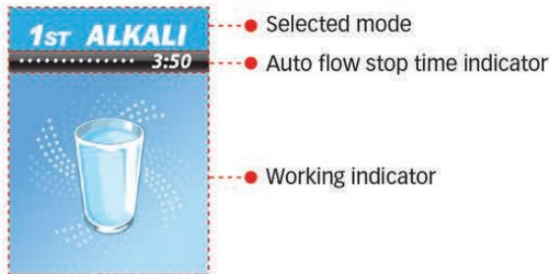
Push the bottom part of LCD Screen. MENU Window appears above the bottom part of the LCD Screen.

- F1 RESET** Filter 1 reset
- F2 RESET** Filter 2 reset

**Caution:** Use the Filter Initialization Icon only after the filters have been changed.



**LCD DISPLAY**



**DISPLAY COLORS**

Backlight of LCD display will match the pH level color according to water pH level being used after icon is pressed.



**MESSAGE DISPLAYS**



When this is displayed, it is time to replace the filters (page 30-31).

When this is displayed, water inside the unit is higher than 95°F (35°C). The water supply will then be shut off and the unit will stop operating (page 32).

When this is displayed, there has been a suspension of water supplied to the unit, issuing this message prior to stopping water outflow.

When this is displayed, the unit is being cleaned which can be done automatically and/or manually (page 27).

**CAUTIONS WHEN USING THE TOUCH SCREEN**

1. Due to the uniqueness of the TOUCH Screen, TOUCH is not recognized if pushed by more than one finger. Please push with only one finger and be careful of contamination to the screen that may cause damage to the TOUCH.
2. Be careful of electrostatic materials near the TOUCH Screen. Stimulation from such materials may cause damage to the TOUCH.
3. Screen may not be seen well under direct sunlight.
4. Do not push the Screen hard with sharp or pointy objects.

*Navigating the System*

System setup is used to select the pH level, control volume, set the time and select voice language.

**WHEN USING THE JOG DIAL**

1. Turn dial either direction to select function, white means it's selected.
2. Screen changes to selected color. Push center of dial to start water outflow.
3. Push center of dial to stop water outflow.
4. When done, screen moves to last used icon and, into stand by mode.



WHEN USING THE TOUCH SCREEN

- Press the desired icon on the LCD screen
- Water outflow starts. Screen displays current level and stop time.
- Press the screen to stop the flow of water.
- When done, screen moves to last used icon and, into stand by mode.

SETTING THE TIME

- Press the top left corner of screen. MENU options will fall below upper part of screen.
- Press the setup icon
- Select "TIME"
- Adjust time and date with the arrows:  
 ↑ for up  
 ↓ for down  
 Time Set up is complete

Push RETURN Icon for previous menu screen. Voice says: "Applied". Push RETURN Icon again to complete set-up. Voice says: "Set-up Complete".

ALKALI PH LEVEL ADJUSTMENT

- Press the top left corner of screen. MENU options will fall below upper part of screen.
- Press the setup icon
- Select "ALKALI pH"
- Select desired level.
- ↑ : LEVEL Up (14%, 15%, 16%...)\*  
 ↓ : LEVEL Down (12%, 11%, 10%...)  
 Alkali pH Level Adjustment is complete.

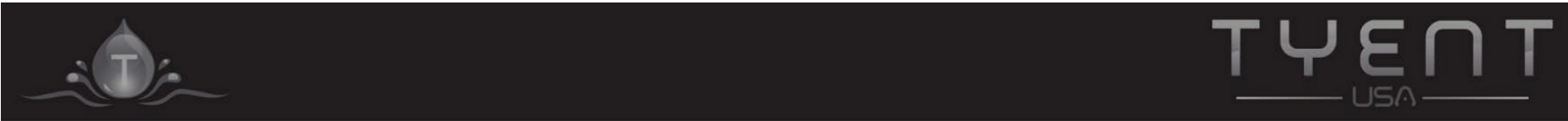
\* If UP/DOWN button is pushed, digital number moves by 1 step

ACIDIC PH LEVEL ADJUSTMENT

- Press the top left corner of screen. MENU options will fall below upper part of screen.
- Press the setup icon
- Select "ACIDIC pH"
- Select desired level.
- ↑ : LEVEL Up (18%, 19%, 20%...)\*  
 ↓ : LEVEL Down (16%, 15%, 14%...)  
 Acidic pH Level Adjustment is complete.

\* If UP/DOWN button is pushed, digital number moves by 1 step

Pushing RETURN Icon twice will complete set-up for all the operations in pages 24, 25 and 26.



**VOLUME LEVEL ADJUSTMENT**

1 Press the top left corner of screen. MENU options will fall below upper part of screen.

2 Press the setup icon

3 Select "VOLUME"

4 Select desired VOLUME by pushing

Volume set up is complete

**SELECTING VOICE ON/OFF**

1 Press the top left corner of screen. MENU options will fall below upper part of screen.

2 Select the voice icon

3 The voice will be turned on/off by selecting the voice icon in this sequence.

**CLEANING FUNCTION**

1 Press the top left corner of screen. MENU options will fall below upper part of screen.

2 Select the cleaning icon

3 Cleaning can take place automatically and/or manually

- Auto Cleaning (15 Seconds) is performed during water outflow after more than 12 hours of non-operation OR after 30 liters of water outflow.
- Manual Cleaning (15 Seconds) is performed whenever desired simply by touching the icon.

**ECO MODE**

1 Press the top left corner of screen. MENU options will fall below upper part of screen.

2 Select the ECO icon

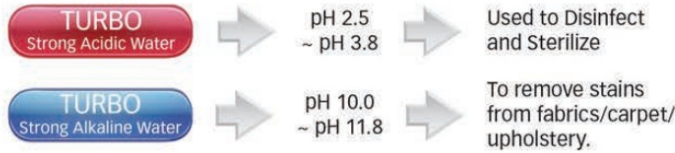
3 ECO Mode will be turned on/off by selecting the ECO icon in this sequence.

When ECO MODE is set, unit consumes less power during periods of non-use. The screen will become blank if ECO MODE is set after 1 minute after using the unit. If the screen is touched, it changes to Standby Mode by displaying last screen used.



**TURBO MODE**

The TURBO Function allows you to create strong alkaline and acidic water. These types of water are ONLY to be used for cleaning, sanitizing and disinfecting purposes.



Alkaline Turbo Water Outflow



Acidic Turbo Water Outflow

**Caution:** The waters produced in TURBO mode are not intended for drinking. DO NOT DRINK these types of waters. DO NOT use the TURBO function in a manner other than directed.

*User Serviceable Parts*

ATTENTION: The consumer accepts any and all responsibility and/or liability if replacement filters and/or parts are not manufacturer specific. This unit contains high-performance purifying filters and an advanced control system.



**Primary Filter: ACF Filter**

Recommended filter replacement cycle: 951.0 gallons (3,600 L) / Every 6 months

Removes harmful chemicals like chlorine, compounds such as agrichemicals and detergents, large suspended matters like rust and sediments as well as other volatile organic compounds through an efficient, activated absorption method. It also eliminates bad smells and any remaining dissolved chlorine.



**Secondary Filter: Ceramic Filter**

Recommended filter replacement cycle: 951.0 gallons (3,600 L) / Every 6 months

0.01 micrometer artificial film filters contaminated materials including ordinary bacteria while maintaining essential minerals in the water.

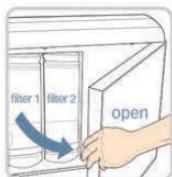
The life of the filter may vary greatly due to use, water pressure, water quality and seasonal changes. Filters may need to be replaced sooner than the scheduled time due to these varying conditions, as you may notice reduced water quality or water taste changing for the worse.



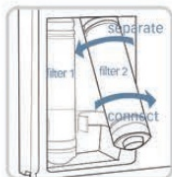
### CHANGING THE FILTERS



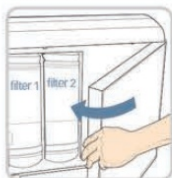
- 1 Turn the power off and unplug the power cord. Shut off the water supply to the unit. Make sure the faucet is shut off.



- 2 Open the front door of the unit. Beware of the sharp corners of the cover of the unit when opening.



- 3 Pull the filter towards you so that it will be easier to turn. The filter will turn more freely when tilted at a slight angle. Remove the filter by rotating the filter counter-clockwise. Install the new filter by turning it clockwise. Hand tighten only. Tilt the filter back into its original upright position.



- 4 Close the cover of the unit.



- 5 Plug the power cord back in, turn the water supply back on and switch the unit back on.

### RESETING THE FILTERS



F1 RESET

1 Filter 1 reset

F2 RESET

2 Filter 2 reset

#### 1 First Filter Reset

Press the bottom part of LCD Screen. MENU Window appears upper the bottom part of LCD Screen. To initialize, press the "F1 RESET" icon 2 times. LCD displays percentage (%) of initialization of filter.

#### 2 Second Filter Reset

Press the bottom part of LCD Screen. MENU Window appears upper the bottom part of LCD Screen. To initialize, press the "F2 RESET" icon 2 times. LCD displays percentage (%) of initialization of filter.

**Caution:** Use the Filter Initialization Icon only after Filter is changed.

### CHANGING THE FUSE

- 1 Unplug the power cord.
- 2 Locate the fuse cap on the lower back of the unit and turn it counter-clockwise to remove it.
- 3 Pull out the blown fuse and insert a new fuse.
- 4 Replace the fuse cap.

#### Important Information

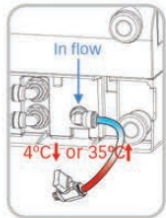
Please be sure to contact manufacturer to obtain the correct fuse. Customer accepts all responsibility for damage to unit and other property due to the installation of incorrect fuse.





## Usage Recommendations

### TEMPERATURE SENSOR



1 Should water with a temperature higher than 95°F (35°C) get into the unit, the water supply will automatically be shut off and the unit will stop operating.



2 LCD: "TEMP ERROR"

**1st ALKALI**  
3:50

Light Alkaline Water (Drinking Level 1) Suitable for initial stage of drinking.

**1st ACIDIC**  
3:50

Light Acidic Water (DO NOT DRINK) For washing hands, face.

**2nd ALKALI**  
3:50

Medium Alkaline Water (Drinking Level 2) For making coffee, tea and for watering plants.

**2nd ACIDIC**  
3:50

Medium Acidic Water (DO NOT DRINK) For washing vegetables and fruits.

**3rd ALKALI**  
3:50

Strong Alkaline Water (Drinking Level 3) For washing vegetables, dishes and making rice.

**3rd ACIDIC**  
3:50

Strong Acidic Water (DO NOT DRINK) For washing dishes.

**H<sub>2</sub>O CLEAN**  
3:50

Clean Water Creates purified water. For taking medications and making baby formula.

**TURBO**  
3:50

TURBO Function (DO NOT DRINK) Strong acid/alkaline water that must be used when cleaning, disinfecting, washing and sterilizing.



## Troubleshooting

Before requesting service, please make sure to check the following:

### 1. Water tastes abnormal

- A. Check how long the unit has not been in use
  - i. Operate the unit normally for a few minutes to drain stagnant water.
- B. Check to see if the filters need replacing.
  - i. Call to have the filter replaced.

### 2. NO water outflow or the amount of water generated is different from specified

- A. Be sure the water supply is on
  - i. Open the valve
- B. Check if the hose is bent or folded
  - i. Stretch out the hose
- C. Check power settings.
  - i. Enter setup mode and check power settings.
- D. Check the purifying filter for clogs
  - i. Call to have the filter replaced

### 3. Incorrect pH levels (additional pH reagent drops can be ordered for a fee)

- A. Check water supply for hardness
  - i. pH levels may vary depending on region and water quality
- B. Check flow rate for higher levels
  - i. Slow down water supply

### 4. The filter replacement icon remains turned on even after filter has been replaced

- A. Follow the filter reset instructions
  - i. Contact the service center to initialize the filter flow rate in the System Setting Mode

### 5. The unit automatically stops while it's producing functional water

- A. Check if the continuous operating time exceeds 15 minutes
  - i. Water production stops automatically after 15 minutes to prevent accidental over flooding.

### 6. Leaks from the Filter or Unit

- A. Check the filter is installed correctly
- B. Check the inside of the product (excluding the filters) for any signs of leaks
  - i. Immediately unplug the power cord and contact the service center
  - ii. Be sure all hoses are firmly seated in correct connections.

### 7. Hazy substance settles down on the bottom of the container filled with functional water

- A. Check if calcium ions and carbonic acids bond together in water forming deposits
  - i. Depending on the quality of raw water, calcium is extracted from the water. There is no problem in drinking water with calcium. However, it is recommended that you contact the service center in case it is a recurring problem.

### 8. The unit doesn't operate in cleaning mode

- A. Check if the amount of working water exceeds 6.5 gallons (30 L)
- B. Check if the operating time exceeds 12 hours

### 9. Trouble Reaching Acidic PH Values.

In areas of the country where hard water (high mineral content) is common, reaching lower acidic PH values can be hampered. Be aware of your water quality and if you are having issues reaching lower acidic values, check the hardness of your source water. The best way to achieve a lower acidic value is to max out the power in the acidic mode of choice and slow the flow rate of the water flow through the unit, this will help create a lower acidic value.