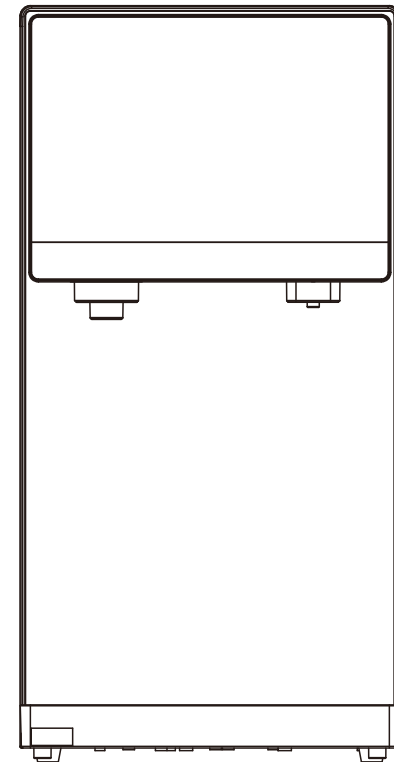


Wisewell Flat

Reverse osmosis purification machine

Operating Manual



Dear Customer,

Thank you for choosing our reverse osmosis water purification system.

To ensure you use and maintain your product correctly, please read this instruction manual carefully before installation and use.

This purifier uses advanced RO (reverse osmosis) filtration technology, rapid heating, and compressor-based cooling – all integrated into one compact, countertop water purifier. It effectively removes harmful substances from water, ensuring clean, safe, and healthy drinking water every day.

The unit also features a fast-heating function that can heat water to drinking temperature within 3 seconds. Its integrated waterway system makes operation simple, efficient, and safe.

You can place this machine in your living room, bedroom, office, or any other space. It works instantly once plugged in, offering convenience and speed. It's the perfect choice for enjoying safe, healthy water every day.

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Remarks

1. After unpacking, let the machine stand for at least 24 hours before turning it on.
2. This machine has a mandatory water-change function. When the function light is on, any remaining water in the tank must be poured out and refilled with fresh water. (Do not continuously add water directly into the water box.)
3. Do not move the machine while it contains water. Always drain the water tank completely before relocating the unit.
4. Do not rinse the machine body with water.
5. Use dedicated sockets for this device. Avoid using universal sockets or sharing sockets with other appliances. A 10A socket is recommended.
6. Do not place the water-collection box in the air. Always place it on a flat and stable surface.
7. Do not add tap water containing turbidity, ice, milk, juice, or other mixed liquids to the tank. Use clean, potable water only.
8. Avoid inserting the water outlet directly into your mouth when drinking. This prevents burns or blockage caused by hot water.
9. This water purifier is suitable for children aged 8 and above, as well as persons with reduced physical, sensory, or mental capabilities only under supervision. Children should not clean or maintain the unit without guidance.
10. If the power cord is damaged, it must be replaced by the manufacturer, an authorized service agent, or qualified personnel to avoid danger.
11. Stop using the machine if the ambient temperature is below 5°C or above 38°C.
12. After using hot water, dispense some cold water before the next use to avoid burns caused by residual heat.
13. If your tap water does not meet municipal standards (e.g., high sediment or hardness), the TDS filter life may be shortened.
14. Always place the machine on a flat, stable surface to prevent tipping or leakage.
15. Rated voltage: 220V–240V $\pm 10\%$.

16. Each machine undergoes a full water-quality inspection before leaving the factory. A small amount of water residue inside is normal.
17. This product uses environmentally friendly refrigerant R600a. Please note that the refrigerant may have a slight odor.
18. The ice-water storage tank is made of polyurethane foam for insulation. Do not puncture or burn the tank.
19. Use the machine in a room free of open flames or ignition sources.
20. When repairing or scrapping the unit, ensure that the refrigerant is safely removed by professionals.

Warnings

1. Ensure there are no obstructions around the equipment; proper ventilation must be maintained.
2. Do not use mechanical tools or other methods to speed up defrosting unless recommended by the manufacturer.
3. Do not damage the refrigeration circuit.
4. This appliance should not be used inside food-storage areas or near utensils unless specified by the manufacturer.
5. Keep away from explosive materials, sprays, or flammable gases.
6. This appliance is intended for household and similar uses.
7. If the ISO symbol 7000-1701 (2004-01) appears on the unit, refer to the manual for its meaning.
8. Connect the machine only to safe drinking-water sources.

Packing List

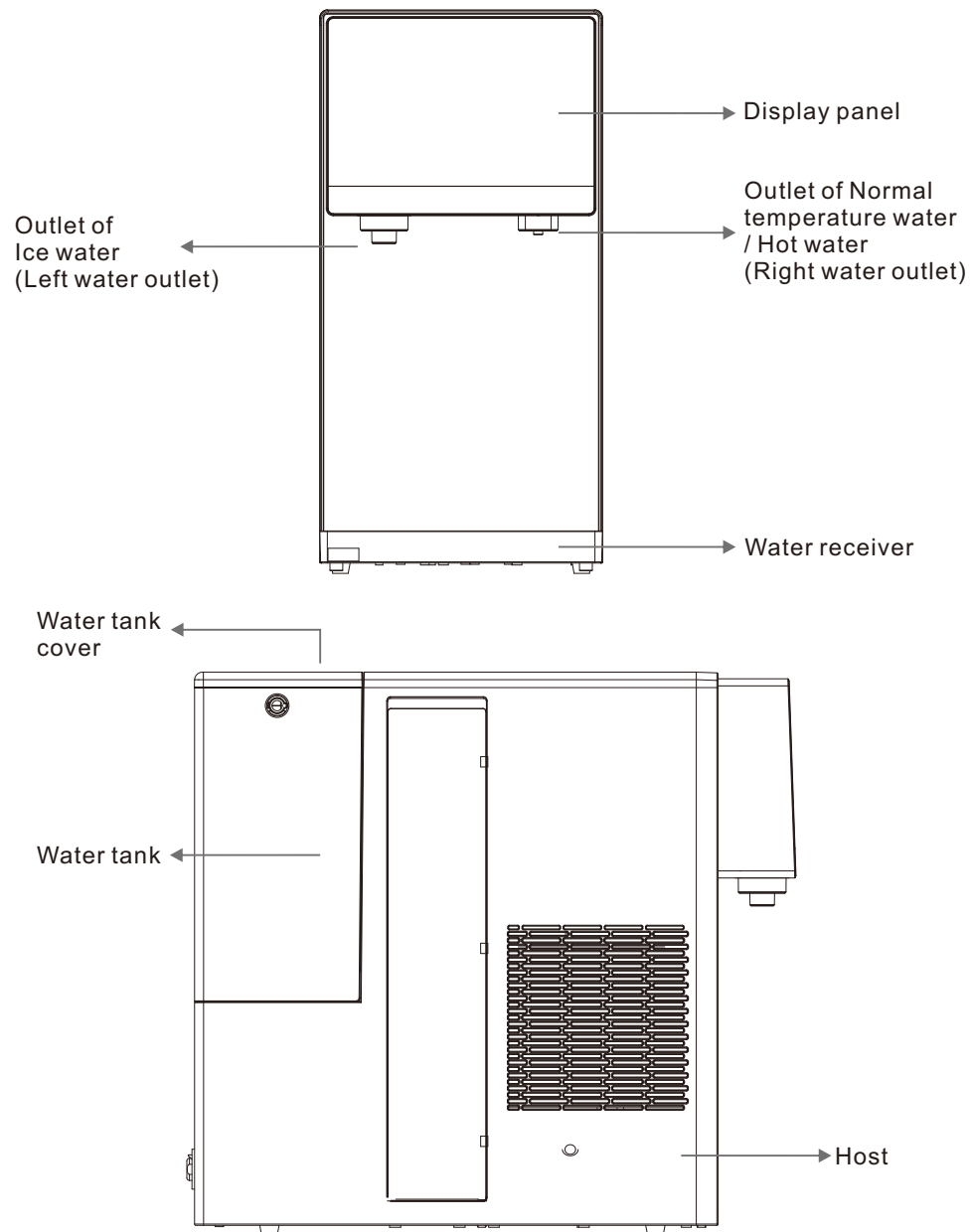
The package of the complete machine should include the following components

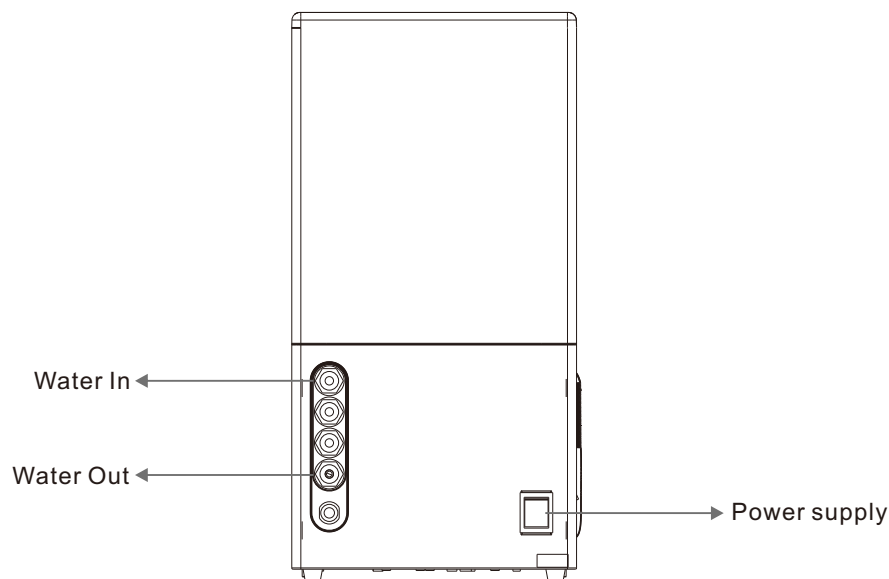
Reverse osmosis purification machine	1 set
Water receiver	1 set
User manual	1 set
Inlet three-valve + ball valve + flange	1 set
PE water pipe	1 roll

Product parameters

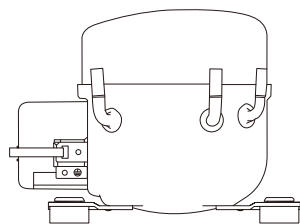
Product name	Reverse osmosis purification machine
Product model	Wisewell Flat
Rated voltage	220V-240V~
Rated frequency	50Hz
Rated power	2300W
Rated heating power	2200W
Rated cooling power	120W
Water heating capacity	18L/h($\geq 90^{\circ}\text{C}$)
Water cooling capacity	3L/h($\leq 10^{\circ}\text{C}$)
Working pressure	0.4–0.6MPa
Applicable water source	City water
Applicable water temperature	5-38°C
Water tank capacity	5L
Net weight	20 kg
Dimensions	467x220x430mm

Schematic diagram of products

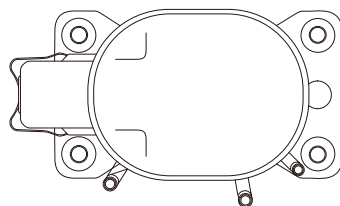




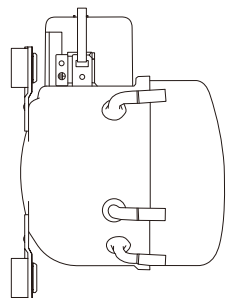
For compression equipment using combustible refrigerants, the manual should include information on how to install the equipment:



Direction 1: Forward



Direction 2: Three pipes facing upwards



Direction 3: Terminal block facing upwards

Compressor Installation Guidelines

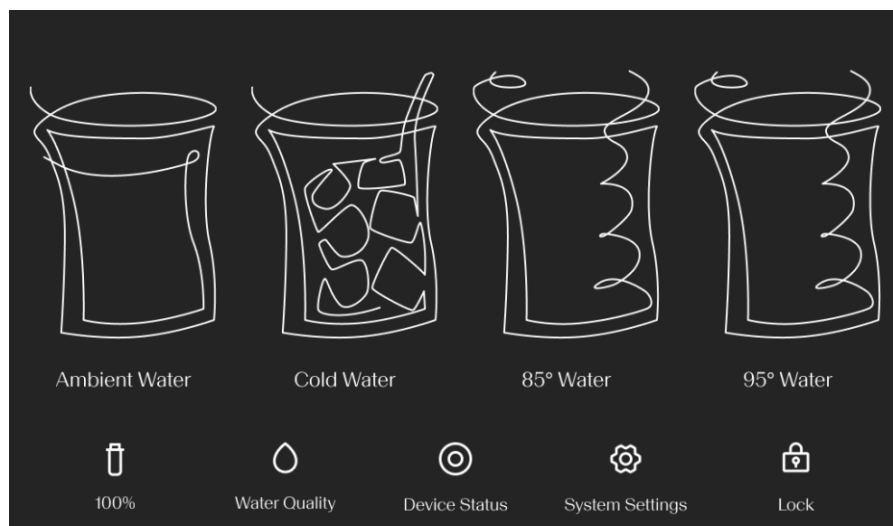
General Requirements

- When designing a refrigeration system, ensure proper consideration is given to oil return within the system.
- Damaged compressors must not be used.
- After installing the compressor in the unit, it must always be kept upright during transportation.
 - The correct position is shown as Direction 1 in the diagram below.
 - During loading and unloading, priority should be given to this orientation.
 - If special handling is required (such as reversing), the compressor should first be turned to Direction 2, then to Direction 3.
- Any damage caused by incorrect handling or transportation in other directions is not covered by the manufacturer's responsibility.

Installation Instructions

- System vacuum level (compressor): 0.025 Mpa
- Non-condensable gases: Must be less than 1%.
- Maximum connector opening time: 10 minutes.
- The compressor must not be exposed to high voltage or operated under vacuum conditions. It is not suitable for system vacuum pumping.
- During operation, the inclination between the compressor and a horizontal surface must not exceed 5°.
- Use only approved refrigeration oils. The use of unspecified oils is prohibited.
- Compressor return liquid: Not allowed.
- Storage period: The compressor should not be stored for more than 6 months after leaving the factory.
- If storage exceeds 6 months, check whether the dry air charge inside the compressor is still sufficient, and replenish if necessary.

Product function introduction



Wisewell Flat Machine operation panel

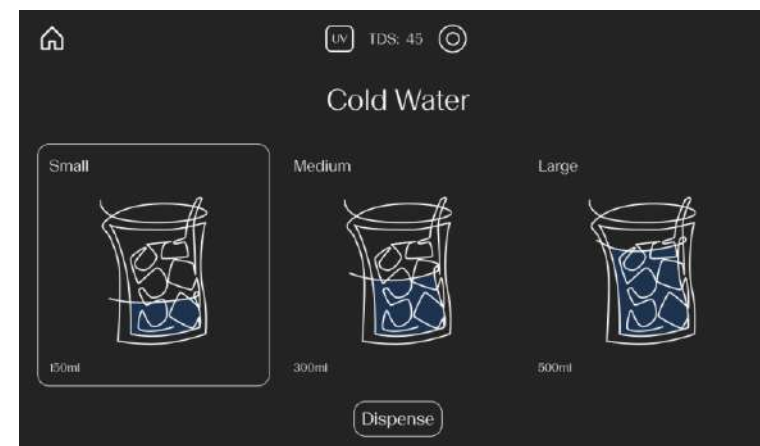
Plug in the machine and switch on the power. A buzzer will sound “Ding”, and the display panel will light up once initialization is complete. After startup, the machine will automatically enter sleep mode when not in use. The display panel will turn off after 5 minutes of inactivity. To wake the machine, simply touch the main screen to light up the display



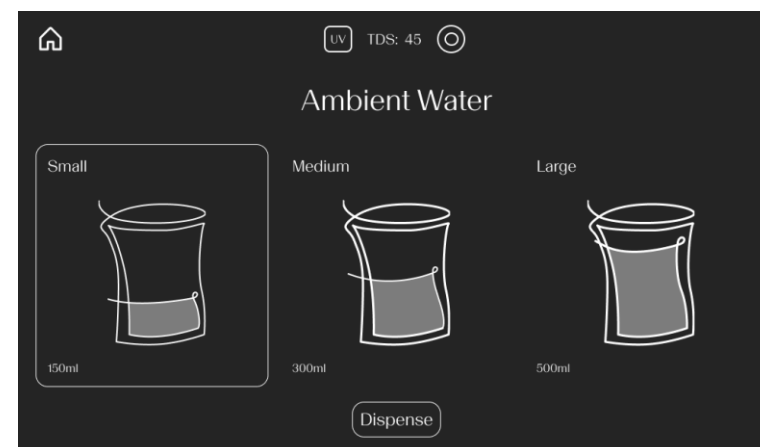
Notes:

When operating in standby mode, the buzzer will sound “Ding” each time a function button is pressed. After switching on the power, the right-side water outlet will automatically dispense room-temperature water for 5 seconds during the first use.

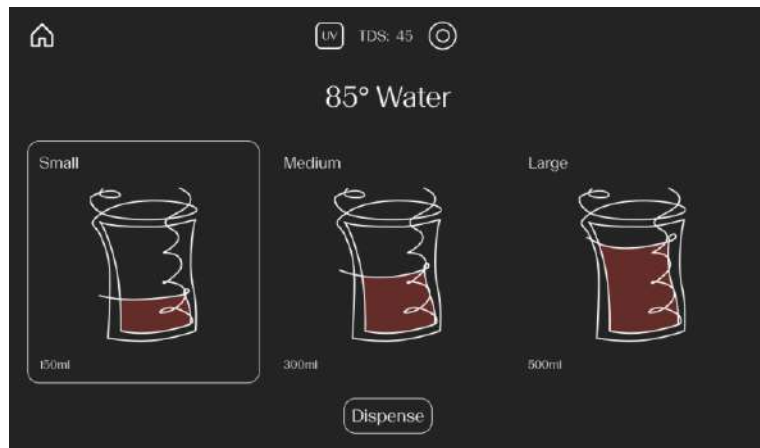
Cold Water. Press “” the blue LED light will turn on, and the cold water settings screen will appear. Select your cup size –150 ml, 300 ml, or 500 ml – and adjust the temperature as needed. Please note: the temperature setting applies only for the next cold-water dispense and is not active for the current one. Confirm your settings, and the screen will switch to the outlet page. Water will flow from the left outlet, then return automatically to the previous screen when dispensing is complete.



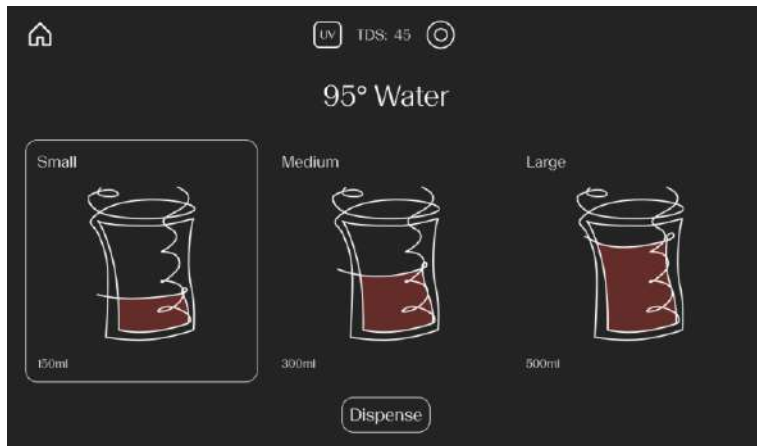
Ambient Water. Press “” the white LED light will turn on, and the ambient water settings screen will appear. Select your preferred cup size: 150 ml, 300 ml, or 500 ml. Once you confirm your selection, the screen will switch to the outlet page, and water will begin dispensing from the right outlet. After dispensing is complete, the display will automatically return to



85°C Water. Press “” the red LED light will turn on, and the warm water settings screen will appear. Select your preferred cup size: 150 ml, 300 ml, or 500 ml. After confirming your selection, the screen will switch to the outlet page, and water will flow from the right outlet. Once dispensing is complete, the display will return automatically to the previous screen.



95°C Water. Press “” the red LED light will turn on, and the hot water settings screen will appear. Select your desired cup size: 150 ml, 300 ml, or 500 ml. Once you confirm your selection, the screen will switch to the outlet page, and water will dispense from the right outlet. After dispensing is complete, the display will automatically return to the previous screen.



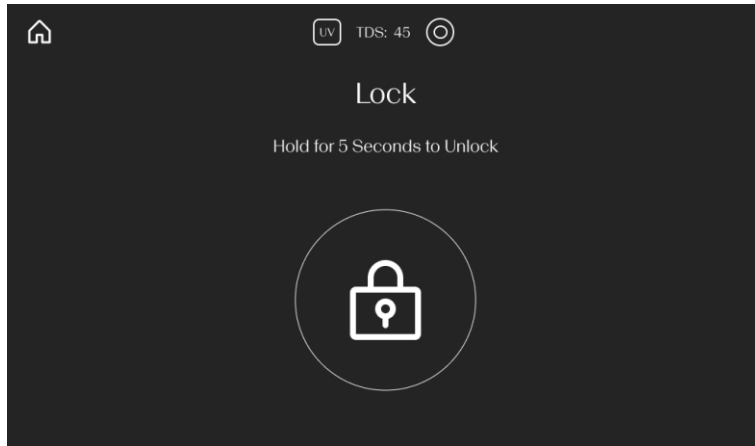
Filter Status. The system will remind you to replace the filter when its lifespan expires, and automatically open the Filter element status and replacement page. When the filter reaches the end of its lifespan, replace it and select “Replace and Reset Filter Element” on the display screen to reset the system.



Machine Error. When the machine detects an error, the status icon on the main screen will turn red. Tap the status icon to view error details – the display will automatically switch to the corresponding error screen for troubleshooting.



Lock. Press once to lock the screen. Hold for 5 seconds to unlock.



Wi-Fi Network Setting. Tap Reset Network in the mobile app. The screen will display instructions once the connection is successful. If the device is already connected to Wi-Fi, pressing Reset will unbind the current connection and return the machine to network setup mode.



1. Scan and Download

Scan the QR code or search for “Wisewell” in the App Store or Google Play, then download the app.

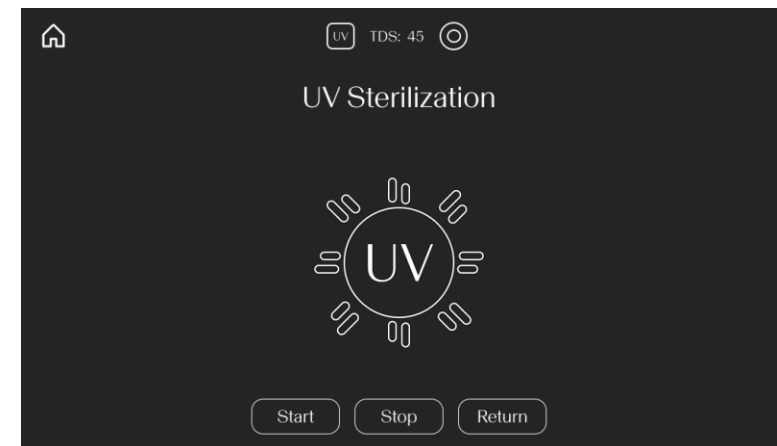
2. Register / Log In

Create an account or log in to your existing Smart Life account.

(Compatible with Android and iOS systems)



UV Sterilization. Press System Setting, then select UV Sterilization. This function allows you to start or stop the UV sterilization process for the machine.

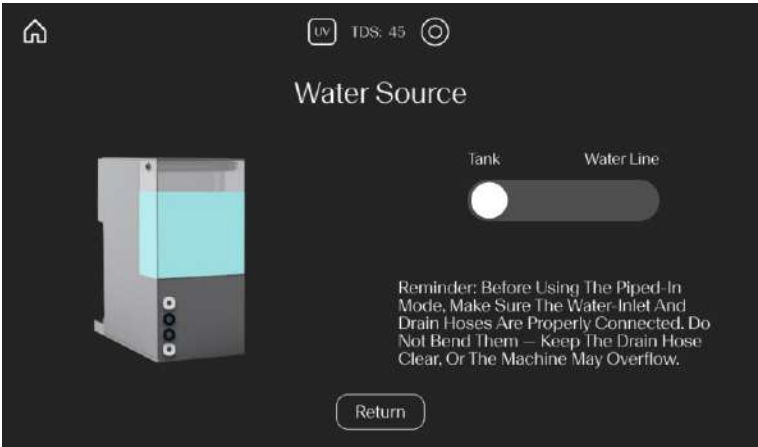


Pipeline Mode Switching. The default mode is Water Tank Mode. If you need to switch to Pipeline Mode, press the Pipeline Mode button in the system settings. The machine will remember this preference for future use.

When operating in Pipeline Mode, ensure that both the inlet water pipe and wastewater pipe are properly connected. (Refer to the water pipe installation diagram for guidance.)

Before pressing the Drain button, make sure to turn off the tap water faucet. Note: The left and right water outlets under the display panel will drain simultaneously.

To switch back to Water Tank Mode, first turn off Pipeline Mode in the system settings. Then disconnect both the inlet and wastewater lines from the back of the machine and reinsert the plugs into their respective Water Inlet and Wastewater Outlet holes. Once completed, the machine will operate normally in Water Tank Mode again.



<div><div></div><div><div>UV</div>TDS: 45<div></div></div></div>	
Icon	Function description
	Back to Home button
water shortage of pure water tank	The red light indicates that the pure tank is short of water
water shortage of raw water tank	The red light indicates a shortage of water in the original tank
	Indicates that the UV sterilization function is enabled.
	Filter life reminder light is divided into white, yellow and red lights, When 20%< filter life ≤100%, the filter indicator will shows white 0< filter life ≤20% filter indicator light shows yellow, When the filter life is equal to 0, the filter indicator shows red.

Attention

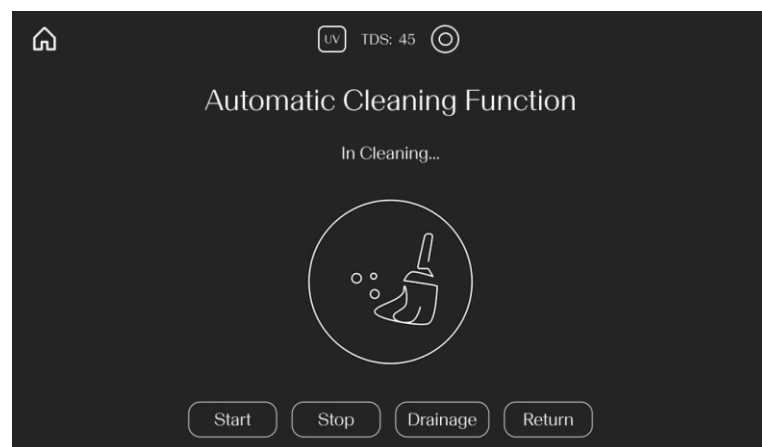
- The cooling function must be enabled for proper machine operation. If the cooling function is not activated, cold water features will not work.
- Because of normal water pressure fluctuations, the flow may vary slightly during dispensing.
- If no water is dispensed, check whether the water tank is empty or properly installed.
- During operation, slight vibration or noise may occur – this is a normal condition of the machine.

Warm Reminder

- Water taste may vary slightly based on source quality and personal preference. You can enhance the flavor naturally by adding fruits such as lemon, strawberry, or blueberry.
- If the taste of water seems unusual, try replacing the filter or using freshly filled room-temperature water to ensure optimal quality.
- When using the machine for the first time after installing a new filter, allow about 10 minutes for the system to fully circulate and stabilize before dispensing water.

Self-Cleaning Operation. Use the Self-Cleaning function when operating the machine for the first time or after replacing the filter.

- On the main screen, press System Setting, then select Self-Cleaning to enter automatic cleaning mode.
- Press Drain to empty all water from the tank.
 - During drain mode, both outlets will release water simultaneously.
 - Place containers beneath the outlets to collect the drained water.
- Once draining is complete, press Start to begin self-cleaning. When cleaning is finished, the outlets will automatically stop releasing water.
- After self-cleaning, refill the water tank. If additional cleaning is required, repeat Step 3.



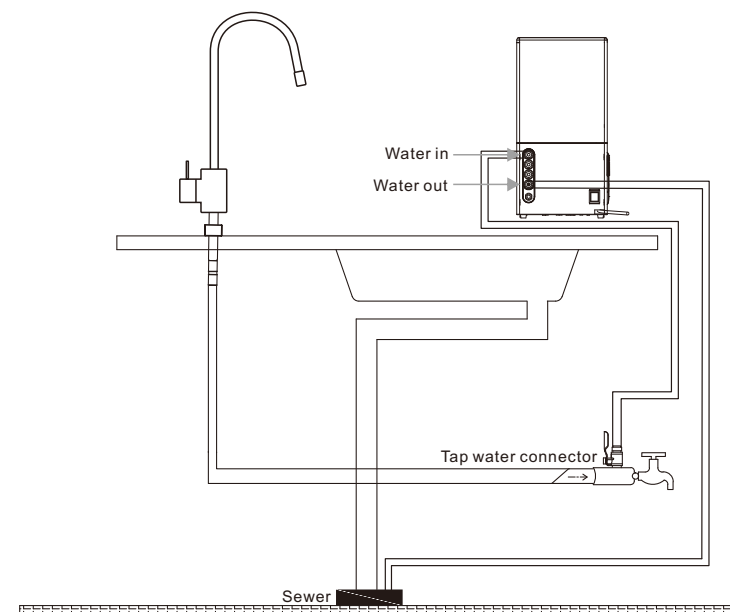
Notes:

The buzzer will sound a “Ding” each time a button is pressed successfully, indicating a valid operation.

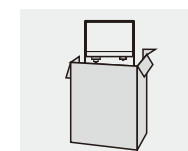
The machine will automatically perform a 5-second rinse when starting operation or after refilling the water tank.

The water icon will illuminate on the display panel during this process.

Waterway Installation Diagram

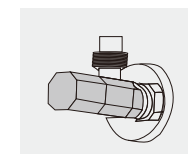


1. Placement. After removing the product from the packaging, place it on a flat and stable surface, such as a desktop or countertop.

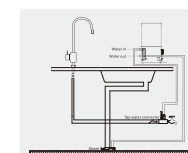


2. Water Inlet Connection. Take out the inlet ball valve and install it onto the angle valve. Connect the PE water pipe and insert it securely into the water inlet located at the rear of the machine.

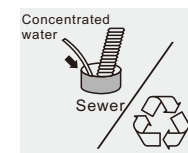
(Note: The PE pipe must be inserted tightly to prevent



3. Pipeline Installation. Connect the pipeline following the installation schematic diagram shown on the right. (Refer to the complete waterway installation diagram for detailed guidance.)

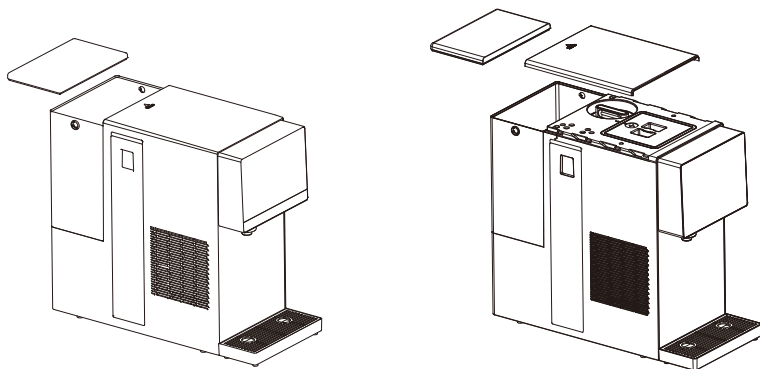


4. Wastewater Outlet. The concentrated (waste) water can be discharged directly into the sewer or collected for recycling, depending on your setup.

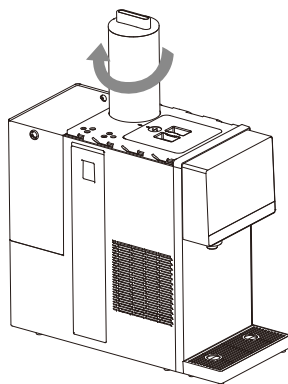


Replacement of filter element

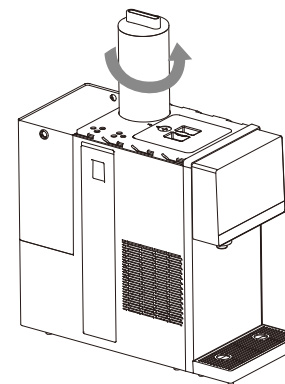
Step 1 Turn off the power supply. Open the water tank cover, then push the top lid of the machine backward to access the filter



Step 2 Rotate the filter counterclockwise and lift it upward to remove it from the slot.



Step 3 Insert the new filter into the compartment and rotate it clockwise to tighten securely.



Step 4 Press the Machine Status button to enter the Filter Replacement page, then press Reset. After replacing the filter, it is recommended to run the Self-Cleaning function to rinse and activate the new filter before use.



Note:

Always use an original Wisewell filter element to ensure the safety and quality of drinking water. If any abnormal situation occurs during the replacement process, please contact the Wisewell Customer Service Center for assistance.

First Use – Emptying Operation Guide

To ensure the best performance, follow these steps to empty and prepare the device before first use:

1. Preparation

Place the machine on a stable, ventilated surface such as a countertop or table. Fill the water tank with room-temperature drinking water up to the MAX line. (Do not use hot water, sugary liquids, or any other substances.)

2. Start the Drain Procedure.

Turn on the machine and open System Settings → Self-Cleaning. Tap the Drain button briefly. The machine will automatically discharge any residual water and air from the system.

3. Completion Confirmation.

When the cleaning icon in the center of the screen stops flashing, the emptying process is complete.

Note: A brief “squeaking” sound may occur during emptying — this is normal and does not indicate a malfunction.

Function of filter element

Filter element for short	Type of filter element	Function	Recommended replacement period
RO	4 in 1 RO Reverse osmosis composite filter element	Removal of impurities such as silt, rust, sand, suspended solid and blood worm; Removal of residual chlorine, germ, heavy metal and absorption of disagreeable tastes and odors; Prevent the growth of germ and improve the tastes.	24 months

Troubleshooting Guide

If your machine experiences an issue, please refer to the troubleshooting table below for possible causes and solutions. If the problem persists or cannot be resolved, contact your local Wisewell service center for further assistance.

Fault	Reason
The machine cannot produce water	1. Check whether the raw water tank has water
	2. Check whether the filter element is blocked due to too much dirt
Water flow is smaller	Check whether the filter element is too dirty or used beyond the service life
Water seepage at the screw interface	1. Check whether the parts on the machine has been dismantled without authorization
	2. Check whether the parts at the seepage place are screwed tightly, staggered in teeth or slide
	3. Check whether the silicone seal ring at the seepage place is aged or damaged
Electricity leakage and induced electricity of machine body	The machine is grounded poorly
Machine does not heat	1. Is your dispenser connected to the power supply
	2. The temperature-controlled protector on the heating barrel is not reset.
Machine is not cooling	1. Is the machine connected with the power supply
	2. Is the cooling function turned off

- If the power cord is damaged, it must be replaced by a qualified professional from the manufacturer or an authorized service center to avoid potential hazards. Do not pinch, fold, knot, or otherwise damage the power cord.
- The product must be installed by professionals. Attempting to disassemble or modify the machine may result in damage or electric shock. Improper movement or handling by untrained individuals may also lead to malfunction or physical damage to the device.

Error Code Description

If an error occurs, note the error code displayed on the screen and turn off the power. Refer to the table below for possible causes and solutions. If the problem persists, please contact Wisewell after-sales service.

Error code	Possible Cause	Recommended Action
Error E1	Incomplete water production for an extended period	Unplug the power cord, wait a few seconds, then reconnect and restart the machine
Error E2	Inlet water temperature sensor (NTC) open circuit	Contact after-sales service
Error E3	Outlet water temperature sensor (NTC) open circuit	Contact after-sales service
Error E4	Inlet water temperature is too low	Use water with a temperature above 3°C
Error E5	Hardware circuit board fault detected	Contact after-sales service

List of harmful substances

To comply with relevant laws, regulations, and requirements regarding the restriction of hazardous substances in electronic and electrical products, our company provides the following declaration. This statement is based on detailed internal inspections conducted according to the classification of individual components.

Name of electric appliance: Reverse osmosis purification machine						
Part name	Harmful substances					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr(VI))	Polybrominated biphenyls (PBB)	Polybrominated biphenyl (PBDE)
Filter element						
Solenoid valve						
Self-priming pump						
Water suction pump						
Silicone and rubber sealing parts						
Components of computer board	X		X			
Other metal structural parts	X			X		
Power adapter	X					
Plastic parts						
Wires						
Water storage tank						
Power line	X					
Package printing parts						

This form has been prepared in accordance with the provisions of SJ/T 11364. Some models may not include all the components listed. The electric control board assembly includes elements such as the PCB, wiring terminals, and related components.

Note:

○ indicates that the content of hazardous substances in all homogeneous materials of the part complies with the limit requirements of GB/T 26572.
 × indicates that the content of hazardous substances in at least one homogeneous material of the part exceeds the limit requirements of GB/T 26572. Parts marked with “×” contain substances that cannot currently be substituted due to technological limitations within the industry.