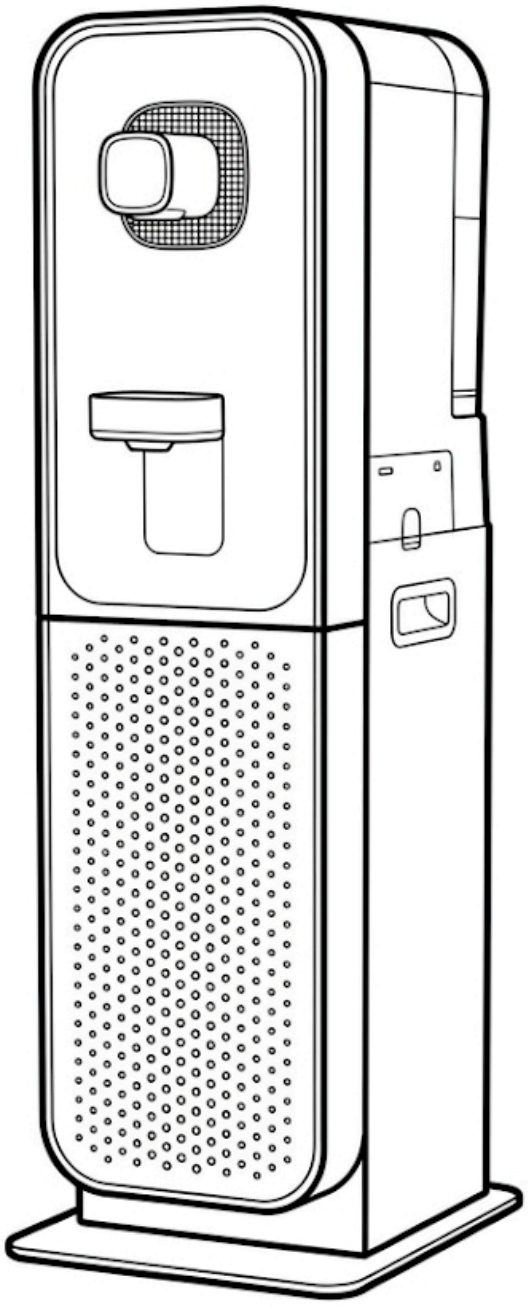
wisewell

Model 1

User Manual

wisewell



Model 1

User Manual

WISEWELL MODEL 1 ~220V

After moving it into place, please keep your Wisewell in place for at least 24 hours before connecting it to power to avoid loss of function to the compressor.

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.

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IMPORTANT

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. Your Wisewell 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 or outlet in water.

Power Cable

1. Please use the original power cord to avoid safety hazards.
2. If your Wisewell malfunctions, unplug it, 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 your Wisewell 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 your Wisewell 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 your Wisewell away from direct sunlight. Do not use it in places with low temperatures or flammable substances. To avoid damage to your Wisewell and water leaking, do not disassemble your Wisewell.
4. Before using Wisewell at elevations above 4921 feet/1500 meters, the hot water function should be disabled (see page 13).

During Operation

1. To prevent accidental burns, children, and individuals with mobility impairments should not operate the Wisewell.
2. When using the hot water feature, use caution when removing the cup to avoid burns.
3. To keep your Wisewell 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

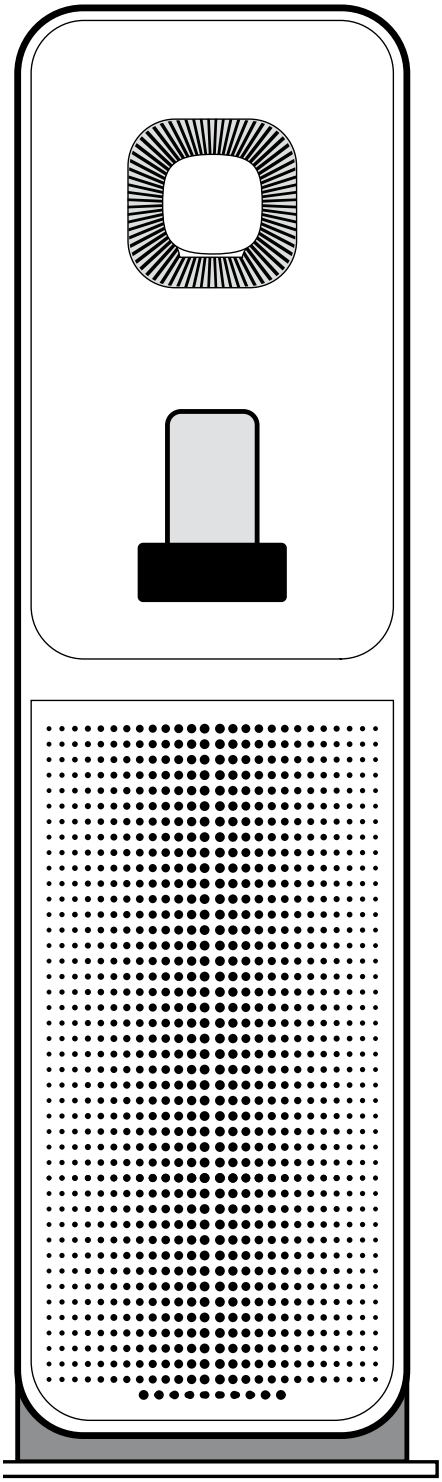
1. If your Wisewell will not be in use for an extended period of time, empty the water from the internal tank and unplug your Wisewell from the power supply. (Please refer to the Maintenance section of this guide for more information on how to empty the tank). Filter and drain three tanks of water before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

Other Notes

1. Your Wisewell 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. The use and installation of this system must comply with state and local laws and regulations.
4. Do not place any objects over 4lbs (2kg) on the water tray.

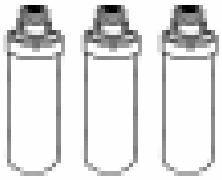
PRODUCT INTRODUCTION

Product Name: Wisewell – Model 1

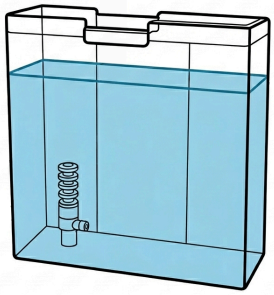


Main Body

Filters



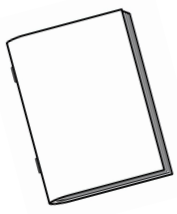
Cleaning Filters
(Reusable)



Water Tank

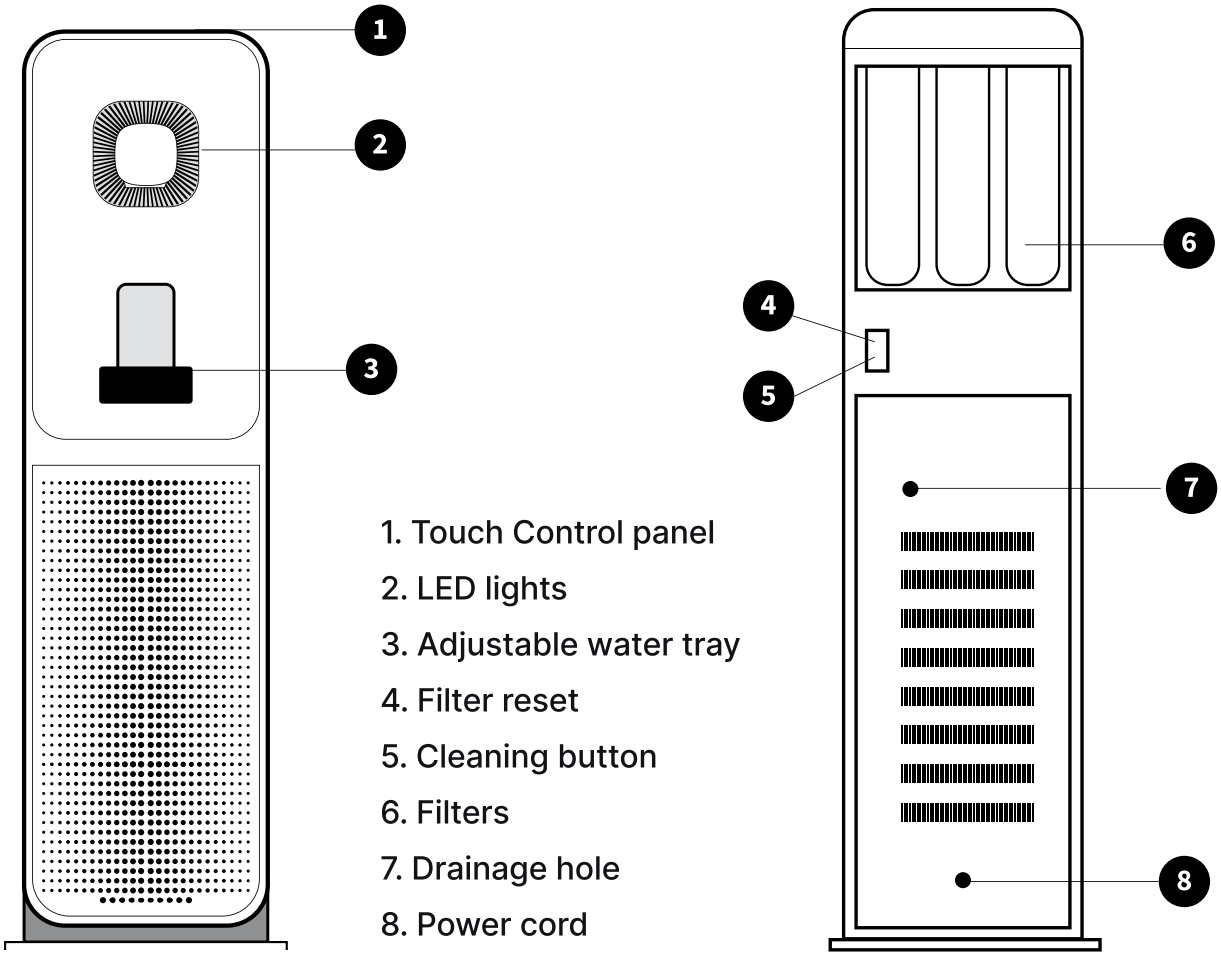
Pre-Filter

Power Cord



User Manual

PRODUCT DESCRIPTION



1. Touch Control panel
2. LED lights
3. Adjustable water tray
4. Filter reset
5. Cleaning button
6. Filters
7. Drainage hole
8. Power cord

*The 'Change Water' button lights up whenever a filtration cycle has been completed and indicates that the external tank needs to be emptied and refilled.

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. Your first setup will take approximately 45 minutes.

To power on Insert the power cord into a single grounded electrical socket.

Connecting To The Wisewell App

1. Make sure your phone or tablet is connected to your 2.4G WiFi network (as opposed to the 5G network) in your WiFi settings.
2. Open the app → grant permission to use WiFi and location settings.
3. Enter your WiFi name and password in the app (the same one that you are already connected to).
4. Put your Wisewell into Connection Mode by pressing and holding the left arrow and central button on your Wisewell's touch panel until the WiFi icon blinks.
5. Follow the in-app instructions.
6. If your first connection attempt didn't work, wait until the WiFi icon stops blinking on the touch control panel of your Wisewell, close the app, reopen it, and try again.
7. If you are still unable to connect via WiFi, turn on Bluetooth on your phone or tablet and attempt to connect via Bluetooth.

Download on the App Store

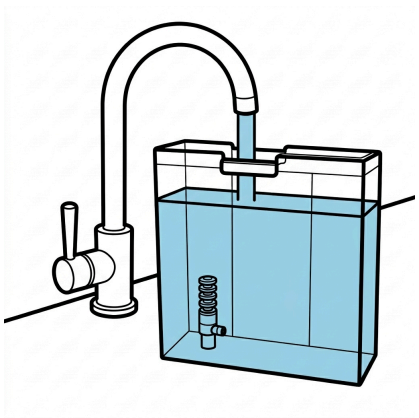
GET IT ON Google Play

Connecting your Wisewell to the app is necessary if you want to access all your Wisewell's functionality. If you do not connect to the app, the Wisewell Team will be unable to send you filters in a timely manner, and there may be delays if you require troubleshooting assistance.

If you see continued water leaking from your Wisewell during the setup process, remove the water tank, disconnect your Wisewell immediately, and contact customer support.

3 Steps To Set Up Your Wisewell

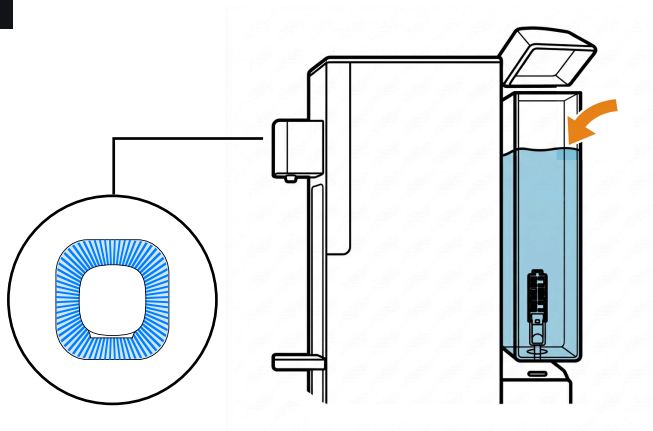
1



Fill The Water Tank

Remove the water tank from your Wisewell and fill with tap water until the water level is between the MAX and MIN markings.

2

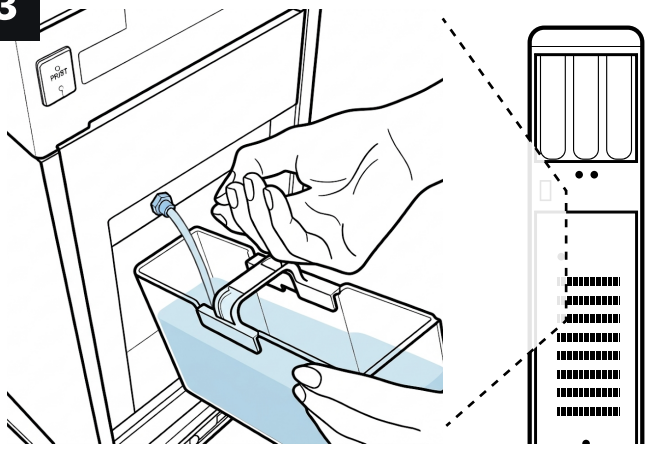


Activate Your Filter

Put the water tank back and allow water to filter through. This takes up to 15 minutes and the light will stop pulsing when ready. The tank will still contain residual water.

Ensure the tank is positioned correctly.

3



Drain Your Wisewell

Remove the water tank and position it under the spout at the back of the Wisewell. Remove the drain cover and rubber plug from the drainage hole and dispose of the water in the tank.

Repeat Steps 2 and 3 twice

If the new filters' flavor persists, keep draining your Wisewell from the back until optimal taste is reached

Using Your Wisewell

Fill up the tank and place it on your Wisewell. Wait about 15 minutes for the internal reservoir to fill up with water before attempting to dispense.

Water Temperature Options

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

Room temperature water (White LED)

Ready to dispense when the white LED is on.

Cold water (Blue LED)

Ready to dispense when the blue LED is on.

Hot water (Red LED)

When the 'Hot Water' is selected, the child lock is ON by default. Press and hold the 'Dispense' button for 3 seconds to unlock it. Hot water can now be dispensed by pressing the 'Dispense' button. The child lock will automatically be reactivated after 10 seconds.

Place your receptacle below the water spout. When you tap the 'Dispense' button, your Wisewell will dispense one serving of water. To stop the flow of water at any time, tap 'Dispense' again.

Note that the top portion of the tray can be removed for easy cleaning.

⚠ Do not place any objects over 4lbs (2kg) on the water tray.

Disposing Of The Residual Water

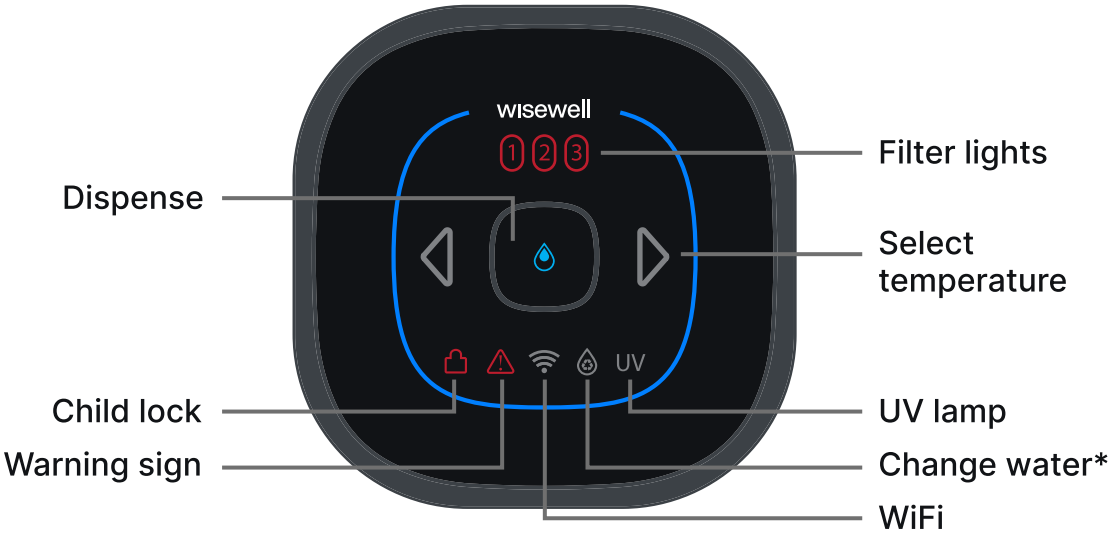
The reverse osmosis (RO) system works by flushing used water back into the tank. When the front LEDs start to pulse or the 'Change Water' icon appears on the touch control panel, it means it is time to dispose of the residual water (usually around 1L) and refill the water tank. Before refilling your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

Always dispose of the residual water.

Fun Fact!

Because residual water sits in the tank, your Wisewell can reuse part of it for purification, making the system extremely efficient: on average, only 1L is discarded for every 4L of fresh water produced. (Many RO systems discard more water than they produce.)

Touch Control Panel



CHANGE WATER

When the 'Change Water' icon appears on the touch control panel (or when the front LEDs start to pulse), 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 touch 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 touch control panel, it means that the child lock is ON for the hot water. To unlock it, press and hold the 'Dispense' button for 3 seconds: Hot water can now be dispensed by pressing the 'Dispense' button. The child lock will automatically be reactivated after 10 seconds.

FILTER REPLACEMENT

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

WARNING

When the Warning icon is on, please review the Troubleshooting section.

WIFI

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

LED Lights

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.

When the Wisewell's LED display starts pulsing, it means that the 'Change Water' icon has lit up. Dispose of the residual water and refill the water tank.

When the Wisewell's LED display starts blinking, it means that it is due for a cleaning. This should happen approximately every six months, if not sooner. Refer to p.18 for instructions on how to activate the cleaning cycle.

Other Functions

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

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.

To change the amount of water that your Wisewell dispenses with each button tap, head to the app. On the home screen, tap the "cup size" icon to adjust the cup size slider.

NOTE: If you are unable to dispense cold/hot water after completing these instructions, you may have accidentally turned off the cold/hot water. If this occurs, simply press and hold the right arrow button for three seconds to turn the cooler back on, and left button to turn the heater back on.

MAINTENANCE

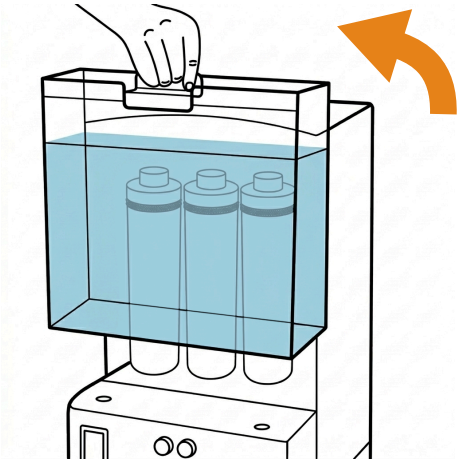
Changing the Water

If your Wisewell has been idle for more than 3 days, manually drain it from the back before using it again.

When the front LEDs start to pulse or the 'Change Water' icon appears on the touch 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, empty all residual water.

1

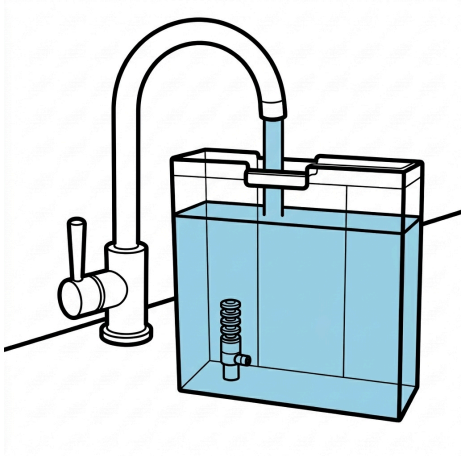


Remove the water tank

2

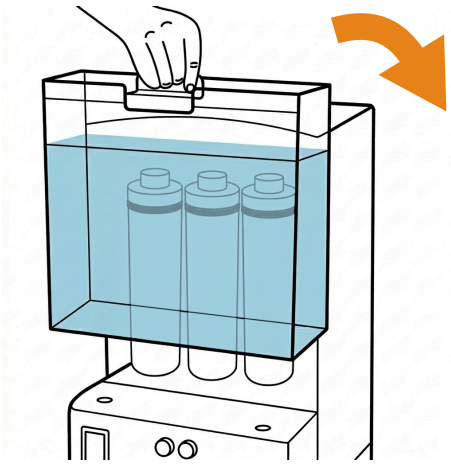
Empty the water tank

3



Fill with tap water

4



Put the water tank back

Changing The Filters

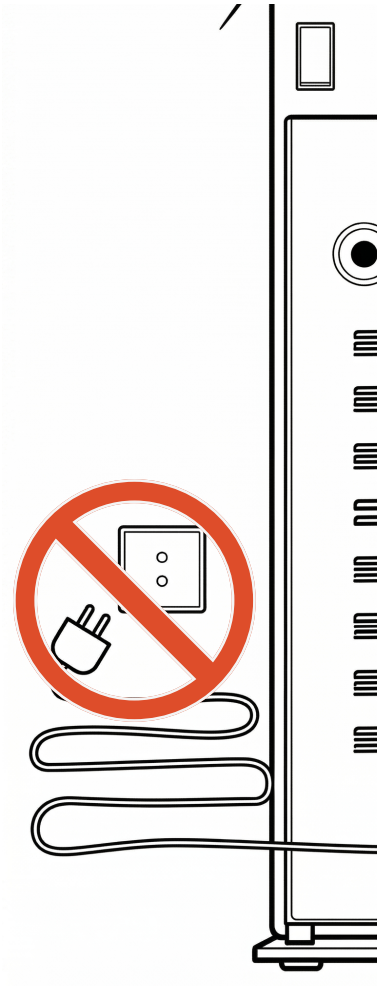
Your Wisewell comes with a six month supply of filters already installed. Before your supply of filters runs out, you will be invited to join the filter replacement program, which uses your Wisewell app data to send you the filters that your Wisewell needs so you don't need to keep track.

Replace the Filters

Your Wisewell will automatically inform you when a filter needs to be replaced by displaying the corresponding filter number on the touch control panel.

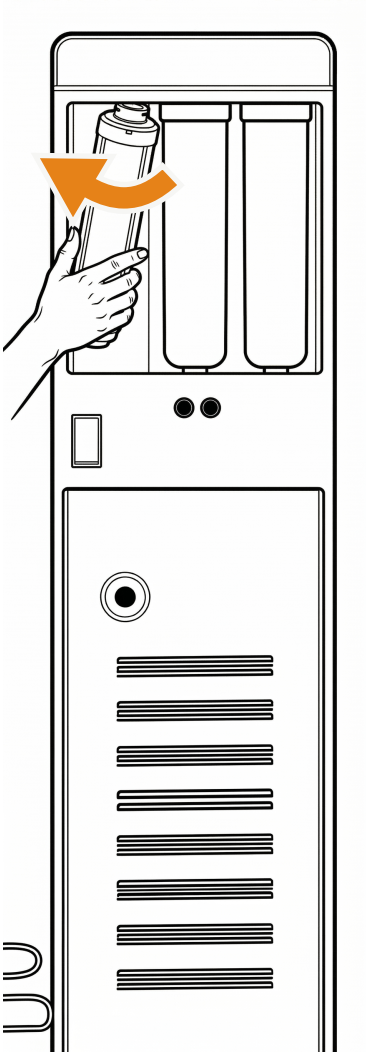
1

Make sure the Wisewell is unplugged, then remove the water tank



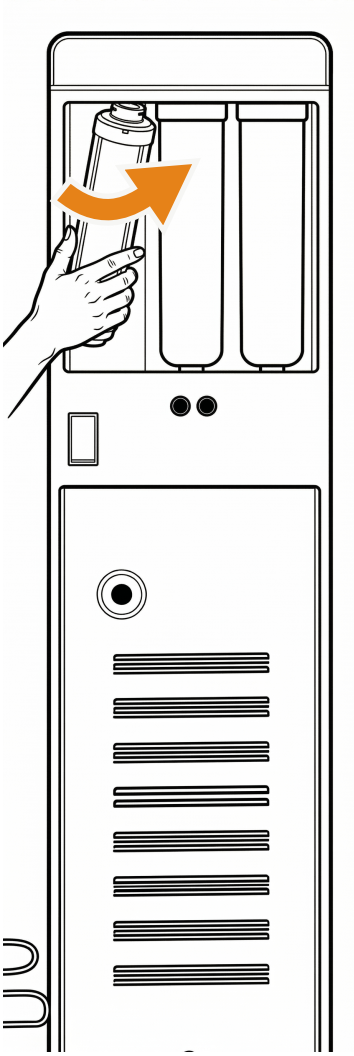
2

Remove the filter in the direction shown



3

Affix the new filter in the direction shown



Reset Filter Indicator

This resets the filter usage period after the reset filter light appears.
DO NOT reset a filter indicator for a filter that has not been replaced.

Reset reminder is lit up.

Press and hold the filter reset button for 5 sec.

Reset reminder turns off.

Reset Filter Indicator In Advance

This resets the filter usage period if the reset filter light has not yet appeared.
DO NOT reset the filter indicator for filters that haven't been replaced.

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.

To reset a specific filter and exit reset mode, leave Wisewell untouched for 15 seconds. If the RO filter [2] is replaced, cleaning must be performed.

Manually Draining Your Wisewell

When you need to move your Wisewell, or if it has not been in use for a long time, the inner water tank should be manually drained from the back (repeat 3 to 4 times).

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

Empty your Wisewell's water into the tank.

Pour out all the water, and put the tank back on your Wisewell.

Ensure the tank is locked onto your Wisewell. 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.

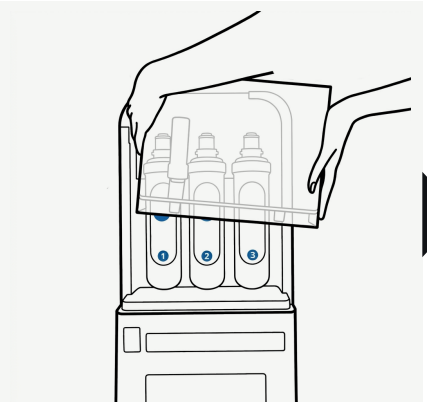
When to Clean Your Wisewell?

When the front LED display of your Wisewell shows three lights flashing, it means that your Wisewell needs to be cleaned. The purpose of cleaning is to remove any residue and descale the water tank and pipeline. The cleaning filters that come with your Wisewell are reusable. Do not dispose of them.

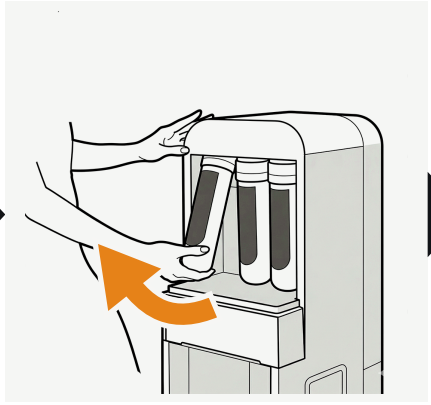
1. Prepare Your Wisewell

Drain the water from the Wisewell and unplug it. Remove all three filters and replace them with the special cleaning filters.

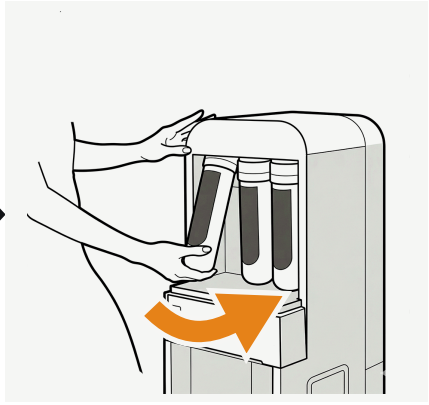
Cleaning filter '2' should be for RO. The '1' or '3' filters can be used for either carbon or mineral filters, as indicated on the cleaning filter labels. The plastic caps should be removed from the cleaning filters before installing.



Make sure the Wisewell is unplugged, then remove the water tank



Remove the filter in the direction shown



Screw in the cleaning filter in the direction shown

2. Start The Cleaning Program

Plug the Wisewell back in. Press the 'Cleaning' button at the back of your Wisewell 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 Water

Mix two tablespoons of white vinegar with 2 liters of clean water (purified water is recommended) to the empty water tank. Put the water tank back on your Wisewell. 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.

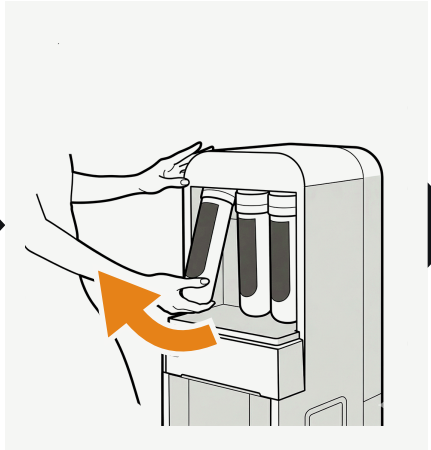
4. Change The Water

Once the 'Change Water' icon turns on, remove the tank. Pour out any residual water, refill the tank with tap water, and place it on your Wisewell. The cleaning process will continue for 2 minutes.

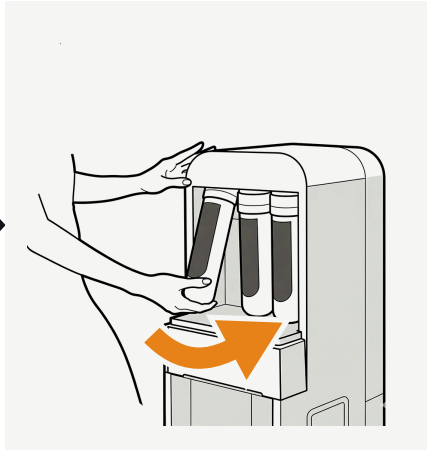
5. Completed

When the front LEDs stop spinning and the 'Change Water' icon appears, this indicates that the cleaning process is complete. Unplug the Wisewell and reinstall the original filters. Refill the tank with water and fix it back onto your Wisewell. Plug it back in. Filter and drain one tank before drinking the water.

Make sure the Wisewell is unplugged, then remove the water tank as shown



Remove the cleaning filters



Install the original filters

TROUBLESHOOTING

Solving common problems

Error	Cause	Solution
No water dispensed	Filter cartridge blocked	Change filter
	Problem with pressure / pumping	Contact customer service
	Not connected to power	Connect unit to power supply
	Air stuck in cold water pipe	Disconnect power. Unscrew drain nut at back to release air
	Not enough water in tank	Wait until purification is complete
Not enough water is dispensed	Filter cartridge blocked	Change filter
	Not enough water in tank	Wait until purification is complete
Cold water not dispensed	Refrigerant not available	Contact customer service
	Thermostat / compressor issue	Contact customer service
	No water in cold supply	Fill external tank to ensure enough water
	Ice formation in cold tank	Turn off cooling or unplug. Wait 30 min before turning on
Hot water not dispensed	Heating component failure	Contact customer service
Cold water not cold enough	Cooling process taking too long	Contact customer service
Water leaks	Faulty pipes	Remove tank, disconnect, contact customer service

Error Codes

Code	Error
E1	Pressure pump defective
E2	Single float defective
E3	Temperature sensor defective
E4	3-way valve defective
E6	Output pump defective
E7	Booster pump works continuously for 2+ hours, or filter is blocked
E8	Double float defective
—	Other

When an error code appears, try automatic recovery.

Unplug the power cord, wait 10 seconds, then plug back in. If the error persists, contact support@wisewell.com.

FILTERS

Filter	Description
Carbon Filter	Reduces chlorine, sediments, volatile organic compounds (VOC), and unpleasant tastes and odors.
RO Reverse Osmosis Filter	Filtration accuracy 0.0001 microns. Uses pressure to filter contaminants including metal ions, salts, sodium, chloride, copper, chromium, and lead.
Mineral Filter	Introduces trace amounts of minerals back into the water after RO filtration, enhancing flavor and texture.
UV Lamp	Ultraviolet light kills living organisms including viruses (coronaviruses), bacteria, and parasites.

Carbon Filter

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

Operating Limits

Specification	Value
Max. operating temp.	113°F (45°C)
Operating water temp.	39–100°F (4–38°C)
Working pressure	15–80 psig (1–5.5 bar)
Max. operating pressure	125 psig (8.6 bar)

Do not use water that is microbiologically unsafe without adequate disinfection before or after using the system.

Reverse Osmosis Filter

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

Operating Limits

Specification	Value
Max. operating temp.	113°F (45°C)
Operating water temp.	39–100°F (4–38°C)
Max. operating pressure	125 psig (8.6 bar)

Wisewell has a recovery rating of 70%. The RO filter contains a replaceable component critical to system efficiency. Use only Wisewell replacement filters to ensure the same efficiency and contaminant reduction performance.

Mineral Filter

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

Operating Limits

Specification	Value
Max. operating temp.	113°F (45°C)
Operating water temp.	39–100°F (4–38°C)
Working pressure	15–80 psig (1–5.5 bar)
Max. operating pressure	125 psig (8.6 bar)

PRODUCT SPECIFICATIONS

Technical Specifications

Specification	Value
Product Size	14.4 in × 18.4 in × 45.7 in 365 mm × 469 mm × 1160 mm
Product Weight	62.3 lbs (28.3 kg)
Input Water Temperature Range	39–100°F (4–38°C)
Rated Flow Rate	~6.1 fl oz/min (180 ml/min)
Rated Voltage	110–120V
Rated Frequency	50/60 Hz
Rated Power (instant heating only)	2050 W
Heating Power	2050 W
Cooling Power	100 W
Cold Water Cooling Speed	0.48 gal/h (1.8 L/h)
External Water Tank	1.32 gal (5 L)
Internal Fresh Water Tank	0.79 gal (3 L)
Internal Cold Water Tank	0.40 gal (1.5 L)

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.

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.

If this equipment does cause harmful interference to radio or television reception, 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.

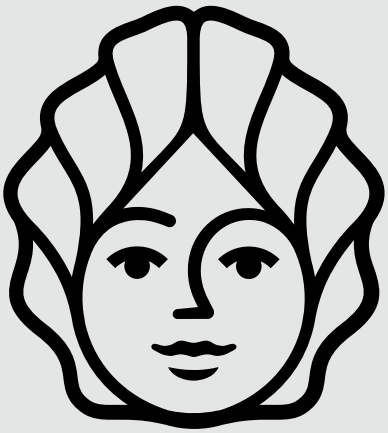
Caution

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 for an uncontrolled environment and should be installed with a minimum distance of ~8 in between the radiator and your body.

Supplier's Declaration of Conformity

Trade Name	Wisewell
Model No.	Model 1
Company Name	Wisewell Water LLC
Address	251 Little Falls Drive, Wilmington, Delaware, USA, 19808
Contact	support@wisewell.com



wisewell.com
support@wisewell.com