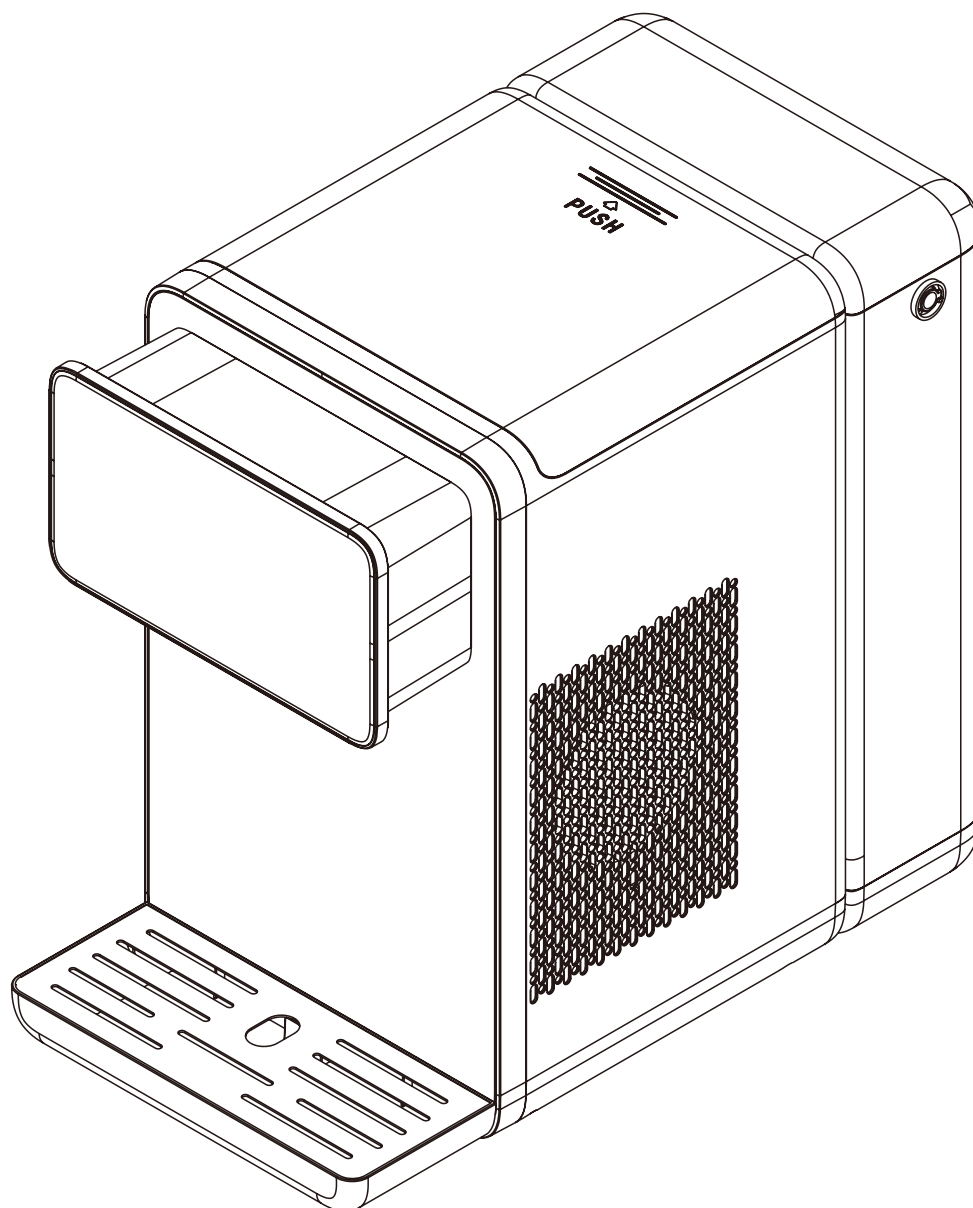




Nano

User Manual



Nano

User Manual

Meet Your Nano	4
<hr/>	
Getting Started	
<hr/>	
Setup Guide	6
<hr/>	
External Water Tank	8
<hr/>	
Do's and Don'ts	9
<hr/>	
Operating Your Nano	
<hr/>	
Introduction to the User Interface	10
<hr/>	
Cold Water	12
<hr/>	
Filter Reset & Lifespan Display	13
<hr/>	
App Connectivity and Self-Flushing	13
<hr/>	
Maintenance	
<hr/>	
Filter Replacement	14
<hr/>	
Moving the Unit	16
<hr/>	
General Maintenance	16
<hr/>	
Troubleshooting	
<hr/>	
Solving common problems	17
<hr/>	
Error codes and their descriptions	18
<hr/>	
Product Specifications	19
<hr/>	
Contact us	20
<hr/>	

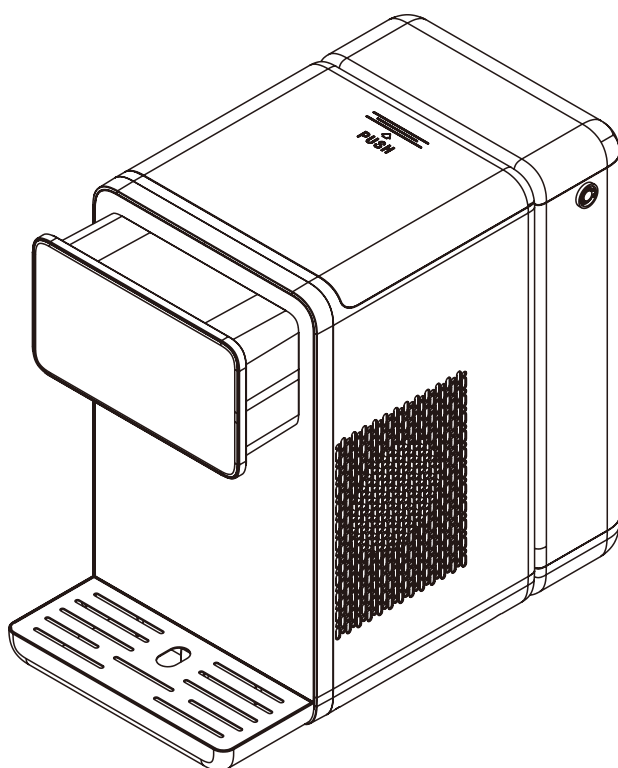
MEET YOUR NANO

Before you start...

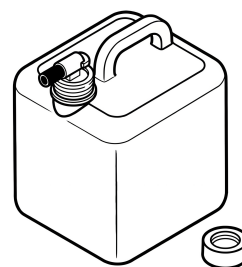
Thank you for choosing the Wisewell Nano Water Purifier. Before you start using it, please carefully read this user manual and keep it for future reference. This is an important document for this product. If you transfer the product to another person, please include this user manual as well.

Packaged contents

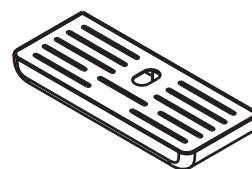
Before installation, ensure the following items are included. If any items are missing or damaged, please contact customer service.



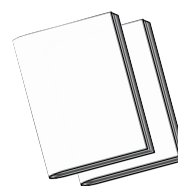
**Wisewell Nano
RO Purifier**



Collapsible filling jug



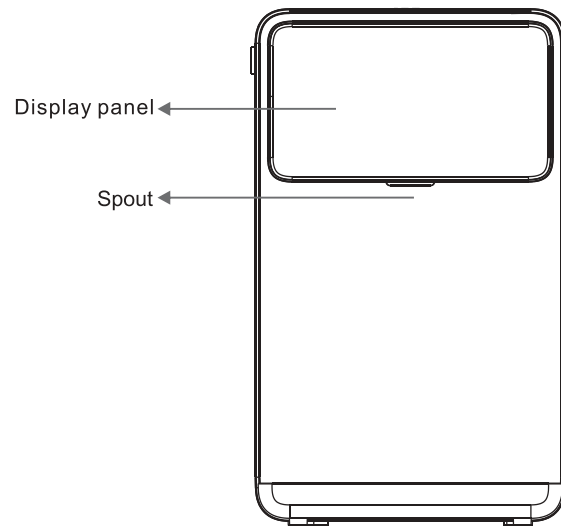
Water Tray



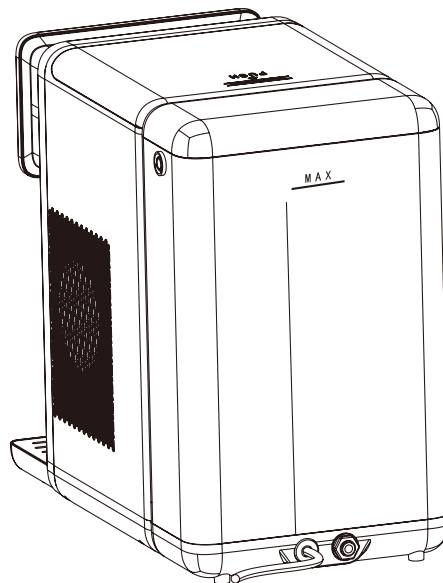
**User Manual +
Quick Start Guide**

Product Schematic

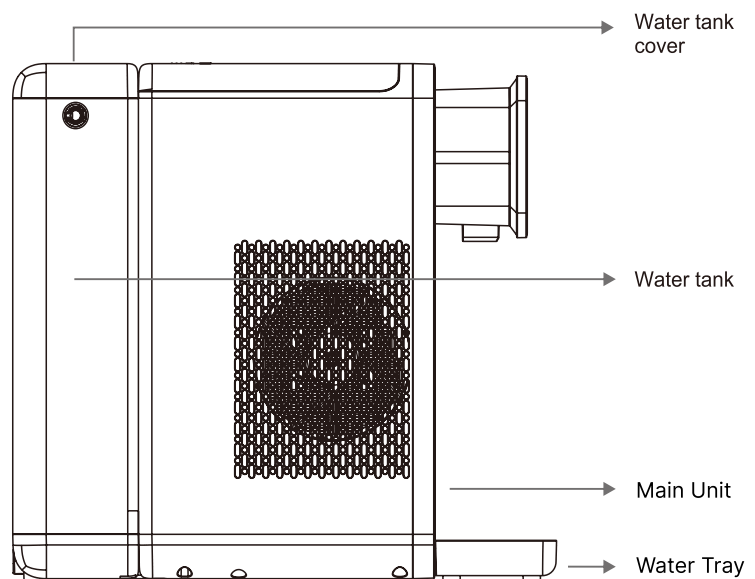
Front View



Back View



Left View

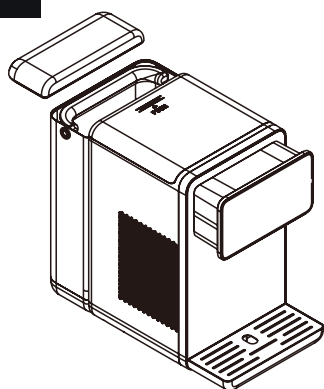


GETTING STARTED

Open the packaging, remove the built-in accessories and materials, lift the unit out of the box, remove the packaging bag, and keep the outer packaging for future transportation.

Before operating your Nano, please read the provided instructions.

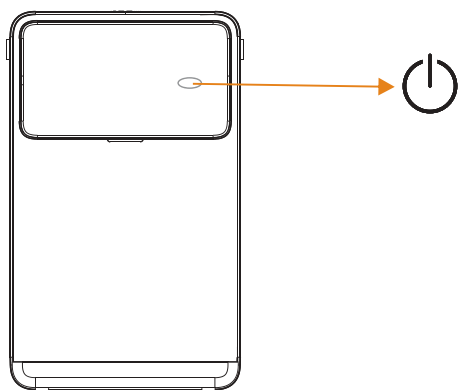
Setup Guide

1

Place the Nano on a flat surface, such as a desktop or cabinet countertop.

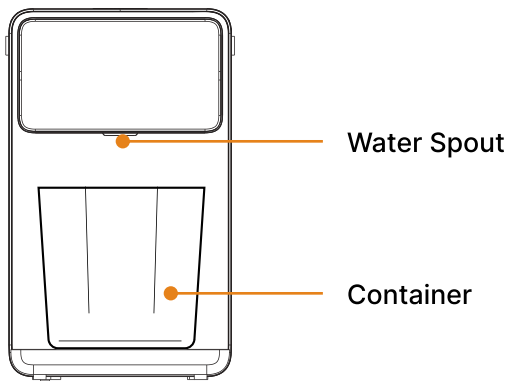
Remove the water tank, open the cover, and add fresh tap water to the MAX (maximum water level) line in the two water compartments of the water tank.

Install the water tank on the machine and cover it with the water tank cover.

2

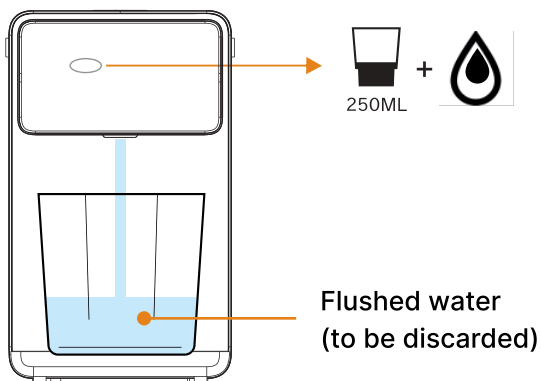
Plug the unit into the outlet. Press and hold the power button to activate the unit. It will automatically draw water and fill the tank, initiating the flushing process, which takes approximately 5 minutes.

3



Before flushing, place a container or tank under the water spout to catch the discharged water and prevent spillage.

4

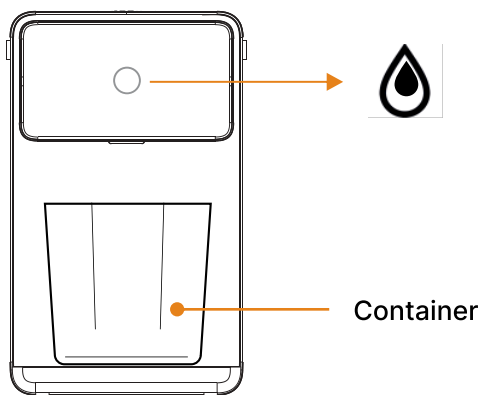


Once the tanks are filled, drain the water from the front by pressing the "250ml" and "Dispense" buttons together for a few seconds to start the flushing process.

It will take approximately 3 minutes. Wait 2-3 minutes, then repeat thrice.

You can also start flushing with the Wisewell app on your smartphone. (see page 13)

5



Once setup is complete, dispense water to release any trapped air. Place a container under the water outlet and press the Dispense button.

Ensure water begins to flow within 30 seconds, indicating successful activation.

Keep the unit powered on during this process. It is normal to hear sounds such as hissing or air being expelled.

External Water Tank

Your Nano draws water from a two-part external tank. Follow these steps to keep the water fresh and your purifier working correctly.

1. Tank structure

The external tank has two sections:

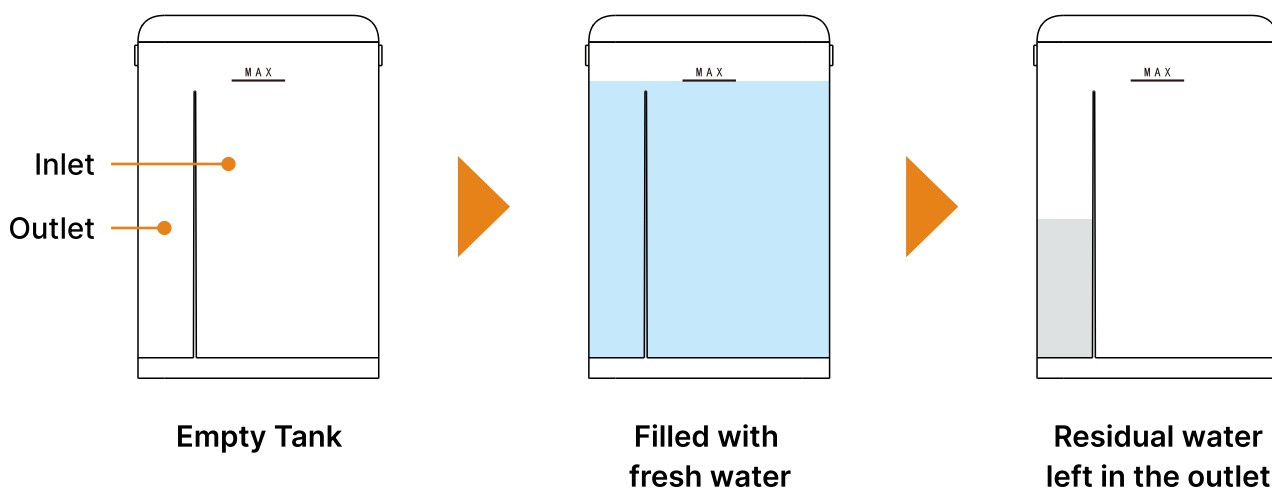
1. Water Inlet (large) — The inlet feeds water into the purifier.
2. Water Outlet (small) — The outlet collects the water it returns.

2. First use

Fill both sections to the MAX line with room-temperature tap water, then fit the tank back into place. Your Nano automatically draws water from the Inlet, filters it, and returns residual waste water to the Outlet.

3. Refilling

By the time you need to refill, the Outlet will be full and the inlet partially filled. Pour out any water left in both sections, refill with fresh drinking water up to the MAX line, and reattach the tank.



Always refill the tank when the purifier stops drawing it

If your device stops drawing water, the level has dropped below the minimum. Fully empty it before you refill with fresh drinking water.

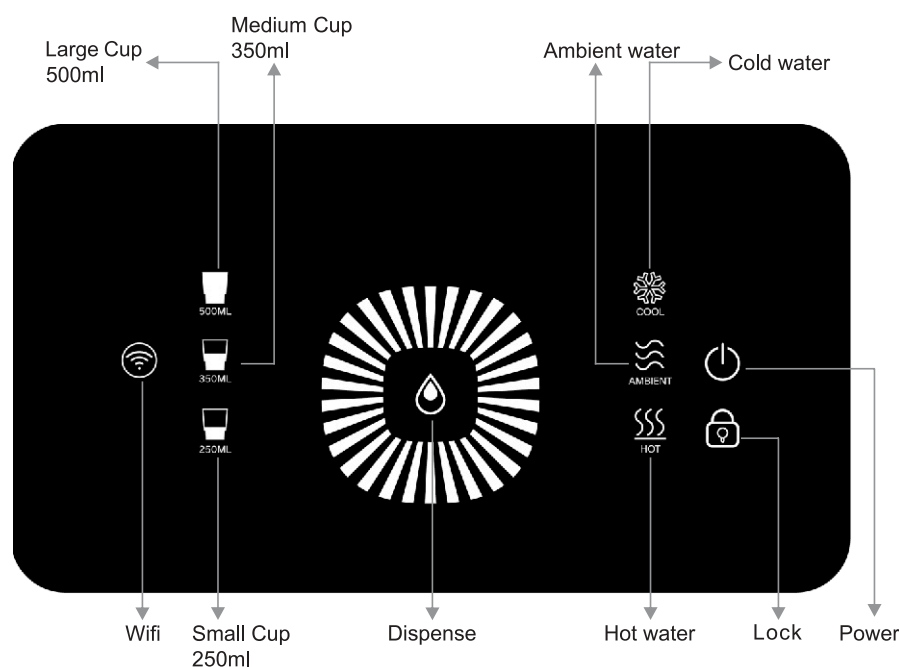
Never top up without emptying first — starting fresh keeps water quality and hygiene at their best.

Do's and Don't

1. Do not move the unit while it is operating. Before moving the unit, refer to moving procedures, and empty the water tank.
2. Do not rinse the unit with water.
3. Use a dedicated socket rated at no less than 16A (20A in the US).
4. Place the water drip tray on a stable, flat surface.
5. Do not insert the water outlet into your cup when dispensing hot water.
6. This purifier can be used under supervision by children aged 8 and above or persons with reduced physical, sensory, or mental capabilities.
7. If the power cord is damaged, it must be replaced by the manufacturer, service agents, or qualified professionals to avoid danger.
8. Do not use the unit if the inlet water temperature or ambient temperature is below 41°F (5°C) or above 100°F (38°C).
9. After dispensing hot water, the nozzle remains hot — do not touch it directly. To avoid burns, cool down the nozzle by dispensing cold water.
10. When source water quality falls below municipal standards, the filter element's lifespan will be shortened.
11. To avoid danger, place the Nano on a flat surface. The surface must not be inclined more than 10°.
12. Do not overfill with water.
13. The operating voltage range is 230V ±10%.
14. Each unit undergoes water flow testing before leaving the factory, so traces of residual water may be present.
15. Always keep a minimum clearance of 8 in (20 cm) around the fan to ensure proper airflow and heat dissipation. Blocking the fan may reduce performance and could lead to overheating.

OPERATING YOUR NANO

Introduction to the User Interface



Touch Control Panel



Power

Hold the button for two seconds to switch on the power.



WiFi

Hold down the WiFi button for three seconds to establish a WiFi connection. The indicator will flash before turning white to indicate a successful connection.



Dispense

Tap to release water at the selected temperature.



LED Display

The indicator animates while water is being dispensed, in the colour based on the selected water temperature.



Small Cup Size

Dispensing capacity for 8.5oz or 250ml of water per cup.



Medium Cup Size

Dispensing capacity for 12oz or 350ml of water per cup.



Large Cup Size

Dispensing capacity for 17oz or 500ml of water per cup.



Tank Level Indicator

Displayed on the Wisewell app when the freshwater tank reaches a low level. When the unit detects a shortage of fresh purified water, the buzzer emits two "ding ding" sounds, and the heating stops working.

The buzzer also sounds if any key other than the WiFi button and the power button is pressed on the panel, indicating that the selected function is currently unavailable.



Child Lock

Press and hold for two seconds to unlock the child lock before dispensing hot water.



COOL

Cool (Cold)

Press the Cool (Cold) button to dispense cold water.



AMBIENT

Ambient

Press the Ambient button to dispense room-temperature water.



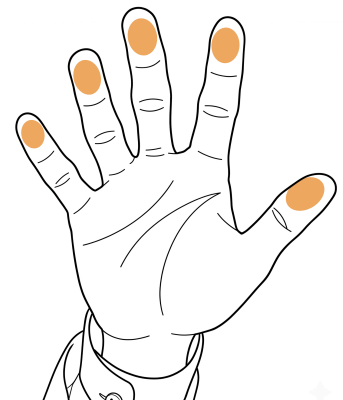
HOT

Hot

First, unlock the child lock by pressing and holding for two seconds, and then press the hot water button to dispense hot water.

Pressing the touch buttons

The touch buttons respond better to finger pads — the flat fingerprint area — rather than the fingertip. Pressing with the pad gives the most reliable response.



Cold Water

Your Nano can dispense chilled water — here's what to expect.

Chilled capacity & timing

The cold-water tank holds about 17 oz (500 ml) — roughly two cups. Chilling a fresh batch takes about 30 minutes.

For higher volumes

For a steady supply of cold water, keep the complimentary Wisewell bottles filled with purified water and chilled in your fridge.

Good to know

Your Nano is first and foremost a water purifier; chilling is an added convenience. That's why cold water comes in small batches rather than on demand.

Room-temperature water instead of cold?

That's normal. The chilled batch has just been used. Give your Nano about 30 minutes to cool the next one.

Filter Reset & Lifespan Display

(Requires Wisewell App)

1. Filter life can be monitored via the Wisewell app.
2. Upon replacing the filter, the filter life can be reset within the app by following steps 1 – 7 in the "App Connectivity and Self-Flushing" section and then activating the replaced filter in the app.

App Connectivity and Self-Flushing

1. Download and install the Wisewell app, then follow its guided setup to add your Wisewell Nano and connect it to your Wi-Fi network.
2. When the app prompts you to pair, put the machine into Wi-Fi connection mode: press and hold the Wi-Fi button on the touch panel until the Wi-Fi icon blinks. The app then detects your machine and completes the connection.
3. In the app, open your Wisewell Nano and turn on the *Self-Flushing (Smart Washing)* feature. Place a container under the front water spout; the machine flushes automatically for about 5 minutes, then stops and returns to normal operation.
4. Drain the machine through the drain opening at the back.
5. Let the machine refill with water for about 3 minutes before use.

2.4 GHz Wi-Fi required

The Wisewell app connects over 2.4 GHz Wi-Fi only. Make sure your phone is on the 2.4 GHz band (not 5 GHz) before entering your network name and password.

MAINTENANCE

Remember

The below reflects the natural lifetime of the filters. Even if the unit does not prompt you to replace them, it is recommended to do so to maintain optimal water quality once their natural lifespan has ended.

Filter Replacement

Types of filters used in the Wisewell Nano water purifier:

Carbon Filter

Type of filter element

Folding PP cotton activated carbon rod composite filter.

Function

Removal of impurities such as silt, rust, sand, suspended solids, and bloodworms; removal of residual chlorine; absorption of disagreeable tastes and odours.

Recommended replacement period

6 months

RO + Mineral Filter

Type of filter element

Reverse osmosis filter element + Mineral Filter

Function

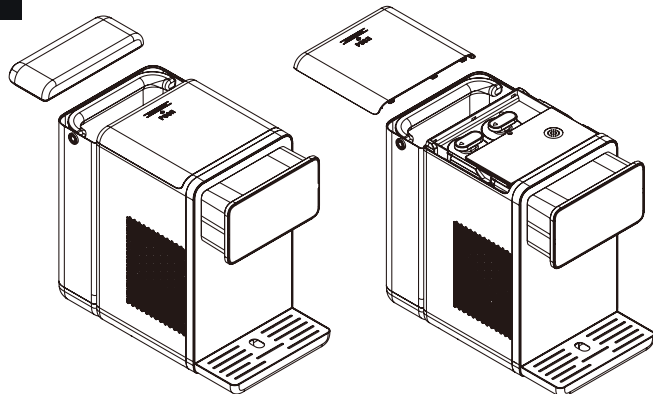
Filter precision of 0.0001 µm, removal of incrustation and heavy metals.

The mineral filter remineralizes the purified water as it passes through Maifan stones, enhancing the water's quality while adding essential minerals.

Recommended replacement period

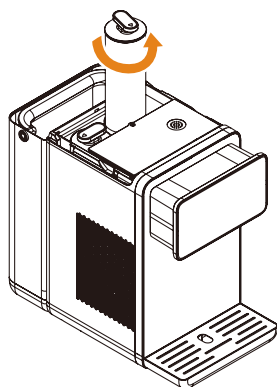
12 months

1



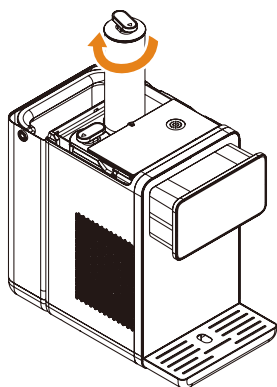
Disconnect the power, open the water tank cover, and slide the top cover of the machine backward.

2



Remove the filter tube counter-clockwise and lift it out.

3



Assemble the new filter element, and rotate it clockwise to tighten it inside.

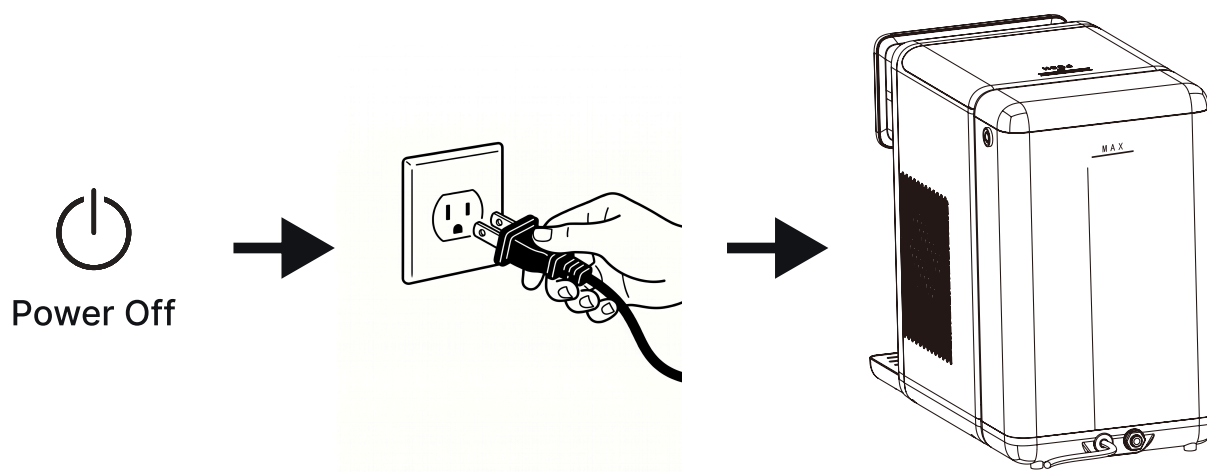
4

Reset the filter lifespan using the Wisewell app. Follow the instructions in the "App Connectivity and Self-Flushing" section, from Step 1 to Step 7.

Then, navigate to the filter you have replaced, and activate it.

Moving the Unit

1. Before moving the unit, ensure it is turned off and unplugged from the power source.
2. Empty the water tank to avoid spillage.
3. Carefully lift the unit using both hands and transport it to the desired location.
4. Ensure the unit is placed on a stable and flat surface before reconnecting to the power source and turning it on.



General Maintenance

1. Regularly clean the exterior of the unit with a soft, damp cloth.
2. Avoid using abrasive cleaners or solvents.
3. Periodically check and tighten all connections to prevent leaks.
4. Ensure the unit is placed on a stable, level surface.

TROUBLESHOOTING

Solving common problems

If a problem occurs, consult the troubleshooting table below before contacting support. If the problem cannot be resolved, please contact the local maintenance department.

Fault	Reason / Solution
The unit cannot produce water	Check if the tap water tank has water
	Check whether the filter element is clogged, or not correctly installed
Water flow is slow	Check if the filter element is too dirty or used beyond the service life
Water does not taste good	Check that no parts have been improperly removed
	Check that all fittings at the leak point are properly tightened, and that the threads are correctly aligned
Electrical leakage or static discharge from the unit	Poor grounding of the unit or the unit has a water leak
	Check whether silicone seals at any leak points are aged or damaged
	Verify that the unit is properly earthed
Unit does not heat	Check if your dispenser is connected to the power supply
	The temperature-controlled protector on the heating barrel is not reset
Unit is not cooling	Check if your dispenser is connected to the power supply
	Ensure that no object is blocking the side fan
	If you cannot hear the fan running, please contact support.

If the power cord is damaged, it must be replaced by a professional from the manufacturer, maintenance department, or similar department to avoid danger. Avoid pinching, folding, knotting, or damaging the power cord.

Error codes and their descriptions

After a fault occurs, note the error code. Then switch off the unit.

Code	Reason	Fixes or solutions
E1	After 120 minutes of continuous purification, the tank has not filled completely	Check for leaks. Ensure the water supply is adequate. Confirm the filter element is correctly installed.
E2	Inlet water temperature NTC open circuit	Please contact after-sale service team
E3	Outlet water temperature NTC open circuit	Please contact after-sale service team
E4	Inlet water temperature detected below 34°F (1°C)	Use water at a minimum temperature of 41°F (5°C)
E5	Communication fault, fault light on + "E5"	Restart the unit
E6	Hardware heating circuit board fault has been detected	Please contact after-sale service team
E7	Ultra-temperature of heating parts	The unit will automatically recover once the temperature drops to a safe level

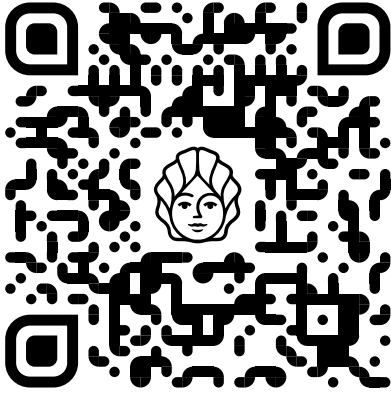
PRODUCT SPECIFICATIONS

Technical Specifications

Specification	Value
Product Dimensions	16.42" × 9.1" × 14.8" (inches) 417 × 231 × 376 mm
Gross Weight	26.9 lbs / 12.2 kg (Gross)
Net Weight	19.2 lbs / 8.7 kg (Net)
Rated Voltage	110–120V
Rated power	1600W
Rated cooling power	70W
Water heating capacity	12 L/h (3.17 gal/h) at ≥90°C (≥194°F)
Working pressure	58–87 PSI
Applicable water source	Municipal tap water
Rated frequency	50Hz/60Hz
Rated heating power	1500W
Chilled water capacity	17 fl oz/h (≤59°F)
Water production flow	4.12 gal/h (15.6L/h)
Applicable water temperature	41–100°F (5–38°C)
External tank capacity	1.27 gal (4.8L)

CONTACT US

For help with your device, reach our customer support team by scanning the QR code.



Or email us at support@wisewell.com



