wisewell

Nano+

User Manual

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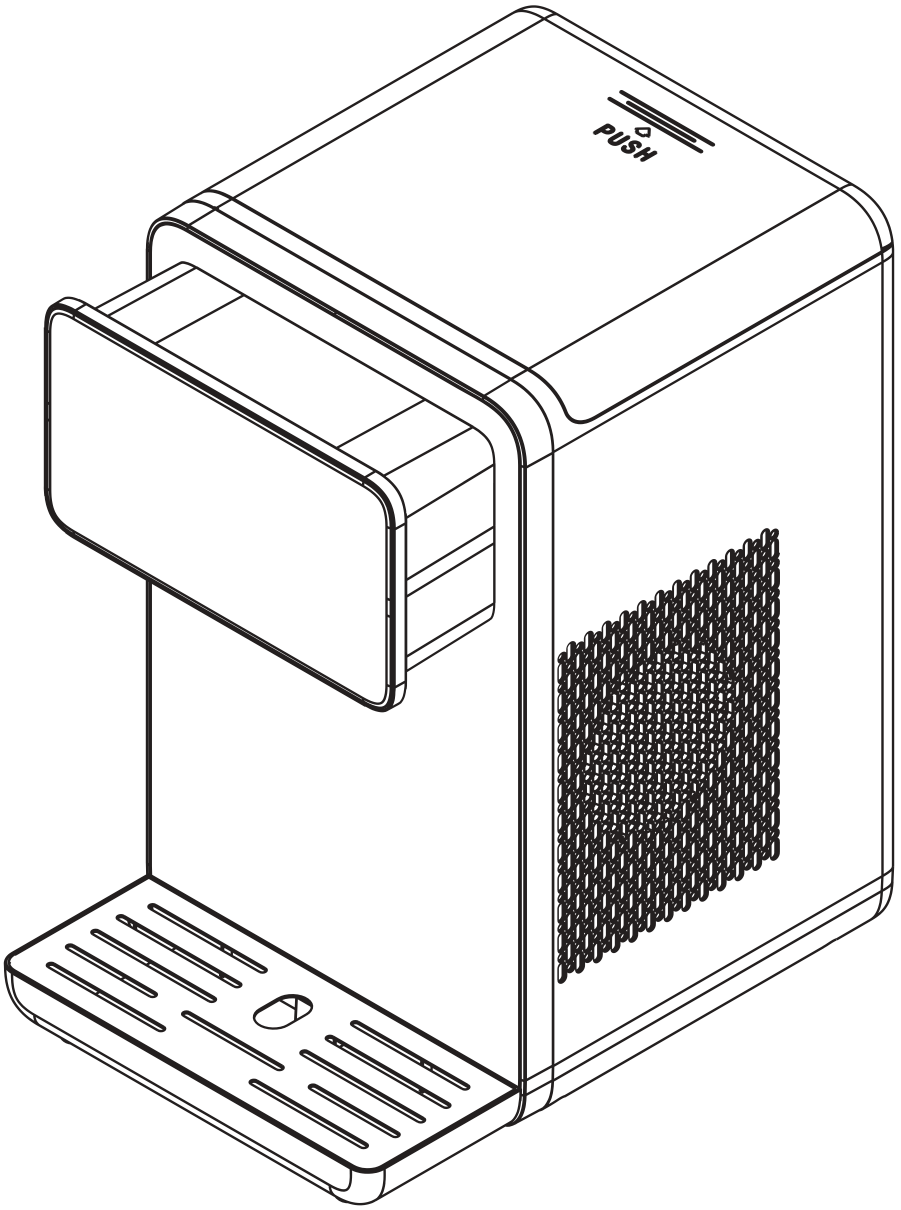

Nano+

User Manual

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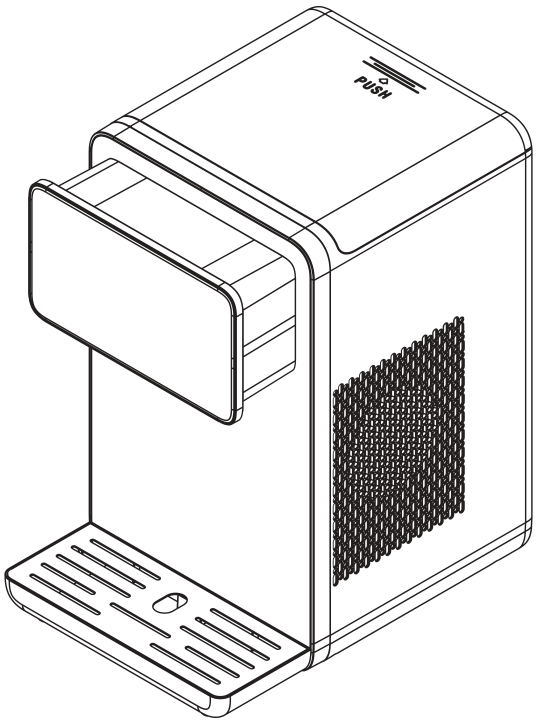
MEET YOUR NANO+

Before you start...

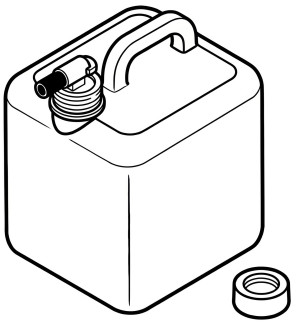
Thank you for choosing the Wisewell Nano+ Water Purifier. Before you start using it, please carefully read this user manual and keep it for future reference. This is an important document for this product. If you transfer the product to another person, please include this user manual as well.

Packaged contents

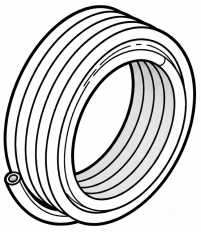
Before installation, ensure the following items are included. If any items are missing or damaged, please contact customer service.



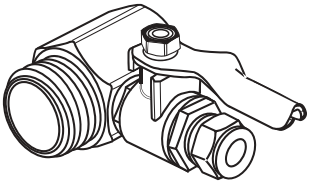
Nano+ Purifier, Detachable Water Tray



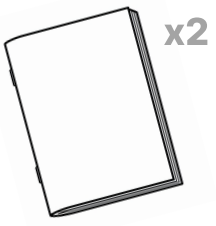
Collapsible Filling Jug



PE Water Pipe



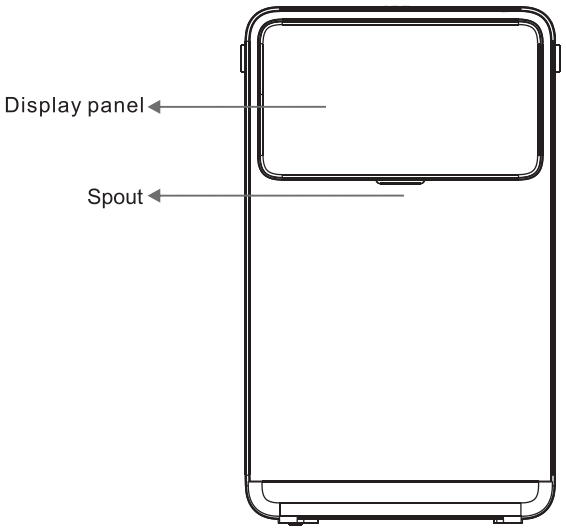
Three-Valve Inlet



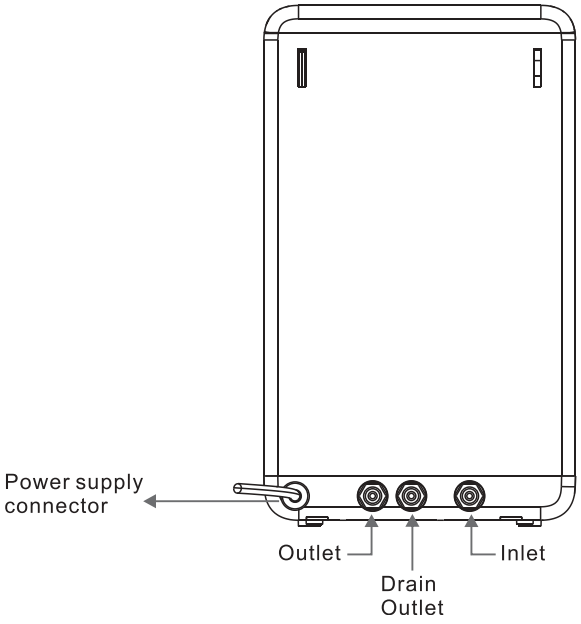
Setup Guide, User Manual

Product Schematic

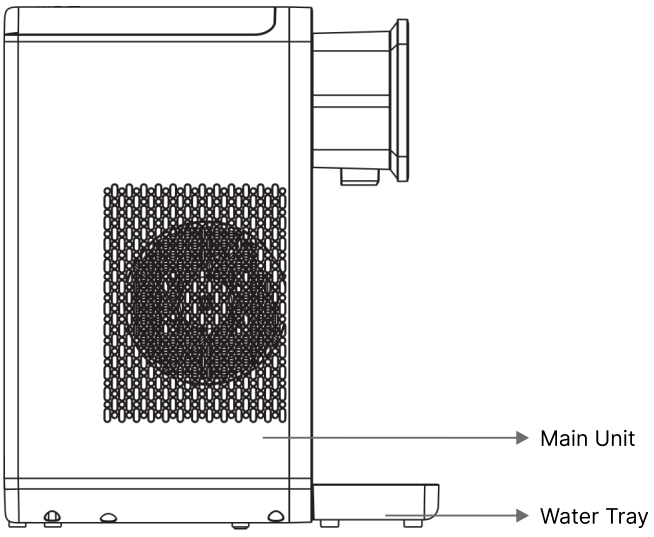
Front View



Rear View



Side View



GETTING STARTED

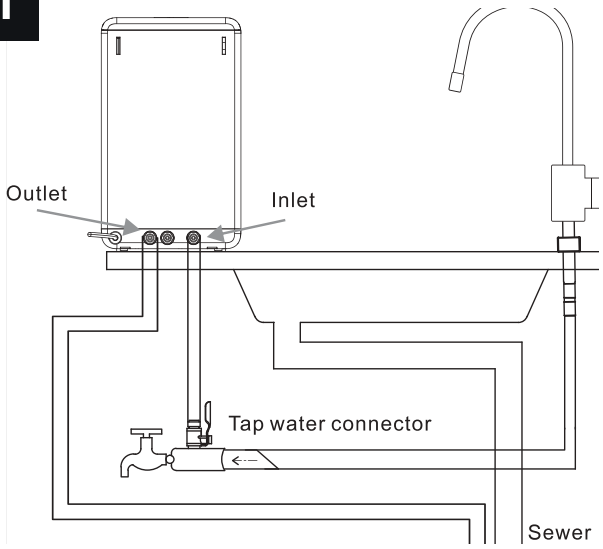
Open the packaging, remove the included accessories and materials, lift the unit out of the box, remove the packaging bag, and keep the original packaging for future transportation.

⚠ Important

We strongly recommend having a licensed plumber install the unit to prevent any leakage, malfunctions, or damage.

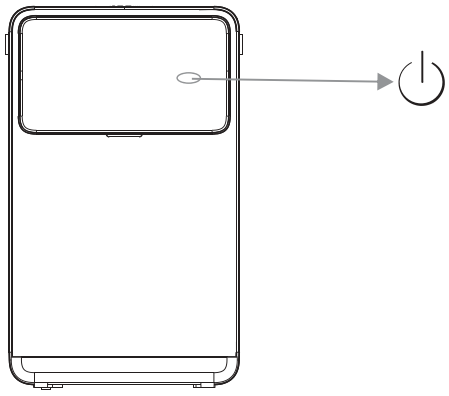
Setup Guide

1



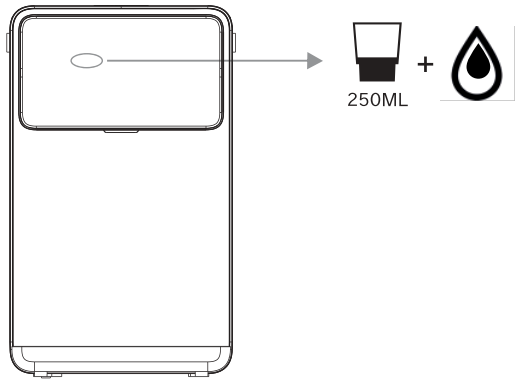
Place the Nano+ on a flat surface, such as a desktop or cabinet countertop.

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.

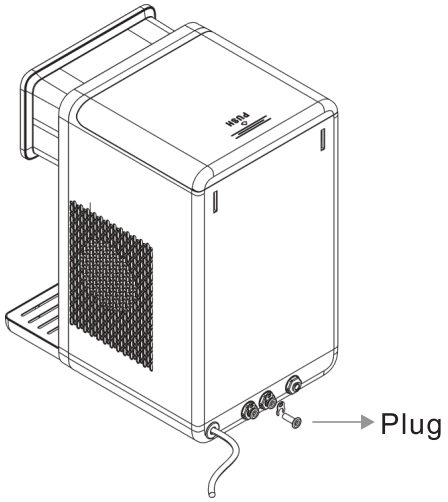
3



Once the tanks are filled, drain the water from the front by pressing the “250 ml” and “Dispense” buttons together for a few seconds to start the flushing process. It will take approximately 3 minutes.

Alternatively, you can start flushing with the Wisewell app on your smartphone (refer to the App Connectivity and Self-Flushing section).

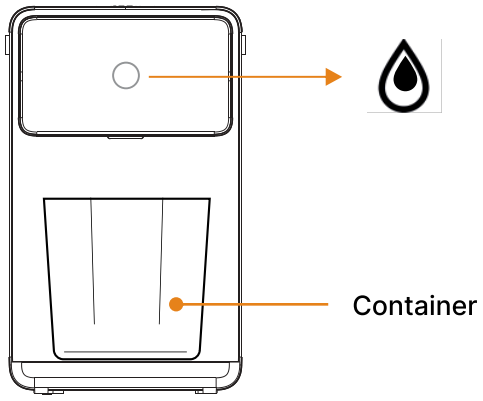
4



Wait for 2–3 minutes, then repeat step 3 three times.

Finally, drain the unit from the back through the drain opening. After the water fills up the unit, it will be ready to use.

5



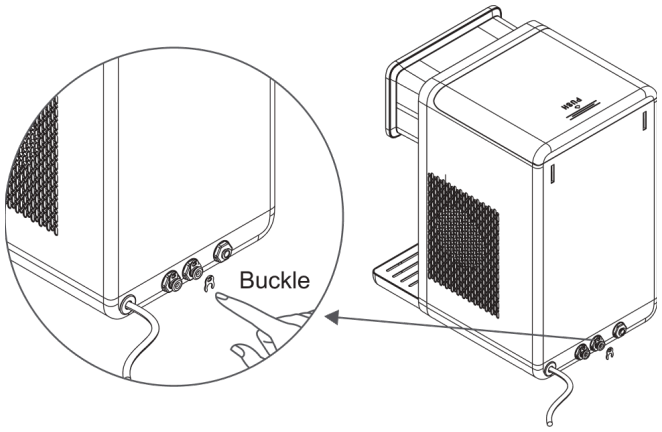
Once setup is complete, dispense water to release any trapped air. Place a container under the water outlet and press the Dispense button.

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.

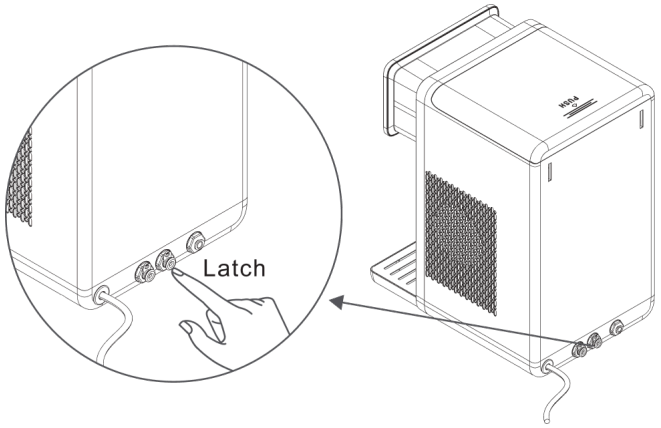
Removing the Plug

1



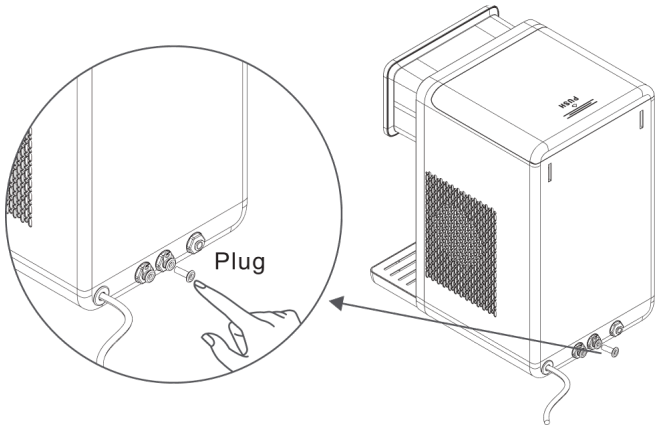
Pull out the buckle.

2



Then press down on the latch with your finger or a screwdriver.

3



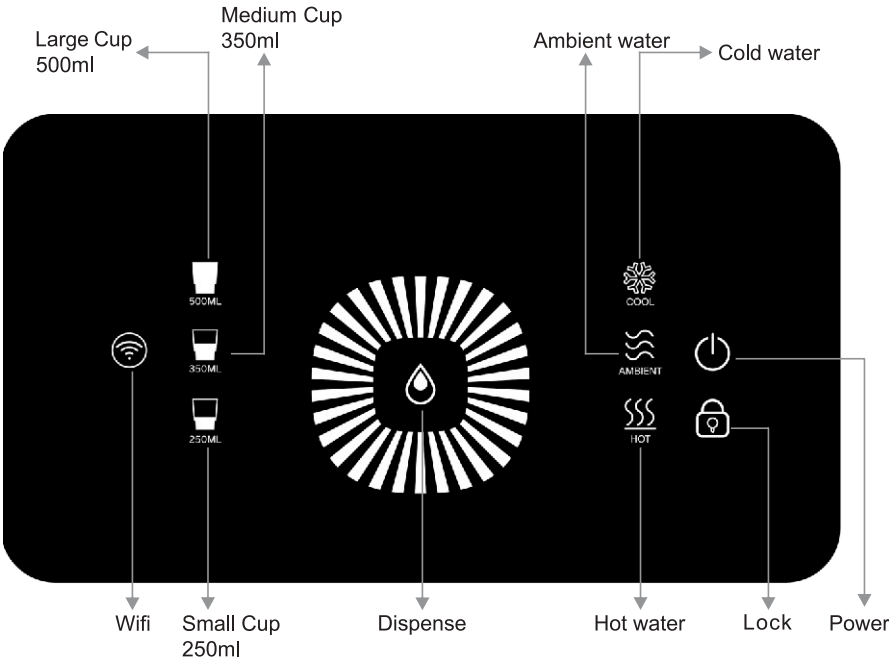
At the same time, pull out the plug with the other finger.

Do’s and Don’ts

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 16 A.
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 appliance may be used by children aged 8 and over, and by persons with reduced physical, sensory, or mental capabilities, only if they are supervised or have been instructed in its safe use.
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 the unit with water.
13. The operating voltage range is 110 V ±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.

Wi-Fi

Hold down the Wi-Fi button for three seconds to establish a Wi-Fi 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 a color that matches the selected water temperature.

250ML

Small Cup Size

Dispenses 8.5 oz (250 ml) of water per cup.

350ML

Medium Cup Size

Dispenses 12 oz (350 ml) of water per cup.

500ML

Large Cup Size

Dispenses 17 oz (500 ml) 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.

The buzzer also sounds if any key other than the Wi-Fi 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.

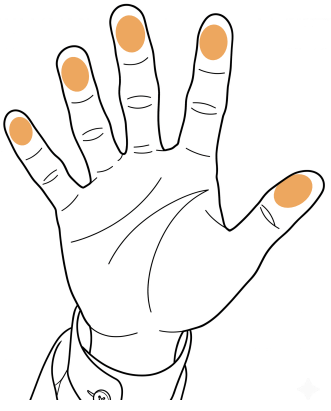
HOT

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 the 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 1–2 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 unit 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 unit 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 unit flushes automatically for about 5 minutes, then stops and returns to normal operation.
4. Drain the unit through the drain opening at the back.
5. Let the unit 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 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; reduces unpleasant tastes and odors.

Replace every

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.

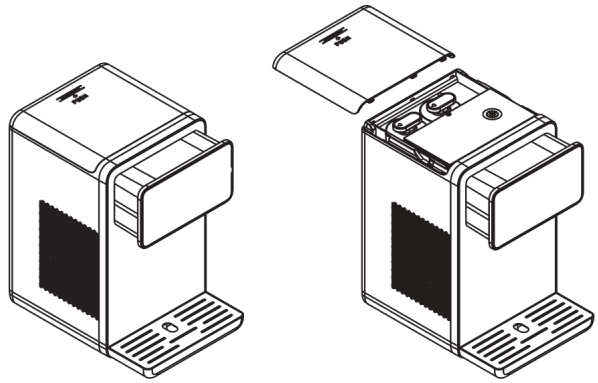
The mineral filter remineralizes the purified water as it passes through Maifan stones, enhancing the water's quality while adding essential minerals.

Replace every

12 months

Disassembly and Assembly of the Filter

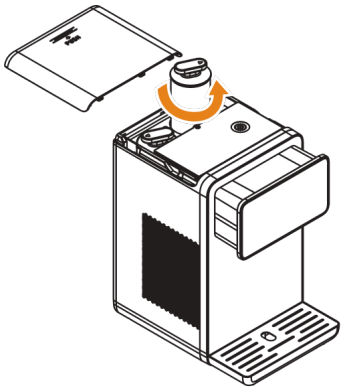
1



Close the inlet water connection and dispense some water to release the internal pressure.

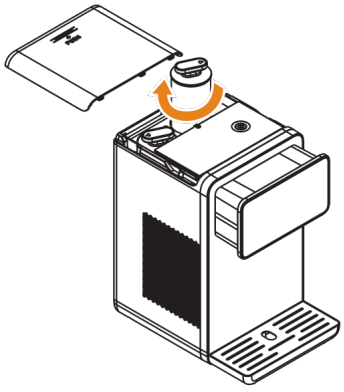
Disconnect the power, open the water tank cover, and slide the top cover of the machine backward.

2



Turn the filter canister counter-clockwise and lift it out.

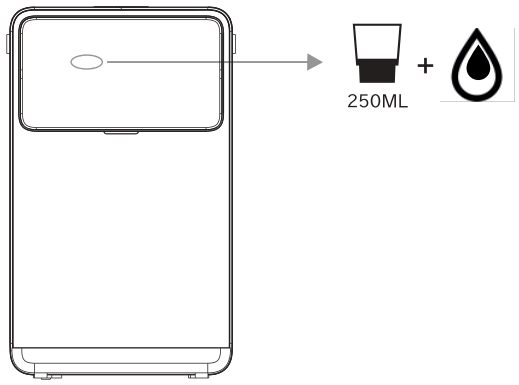
3



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

Disassembly and Assembly of the Filter

4



After installing the new filter canister, flush it — same as during setup: press the “250 ml” and “Dispense” buttons together for a few seconds to start the flushing process (about 3 minutes), then repeat three times. You can also flush from the Wisewell app.

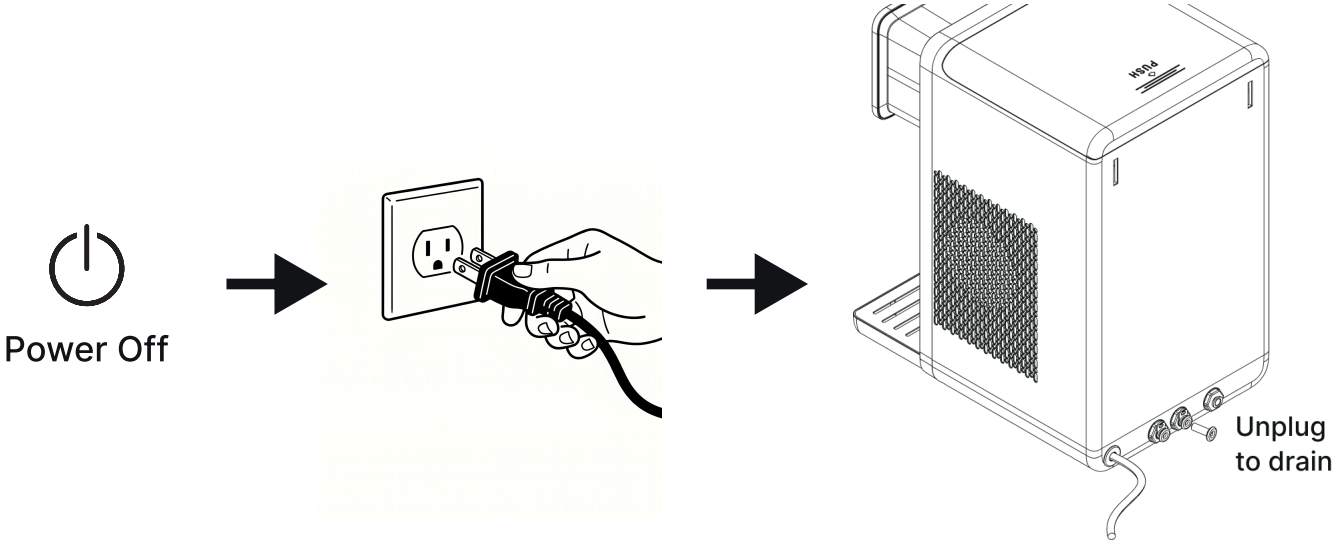
5

Reset the filter lifespan using the Wisewell app. Follow the instructions in the “App Connectivity and Self-Flushing” section, Steps 1–2.

Then, navigate to the “Filter” feature for 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 Wisewell customer support

Fault / Problem	Reason / Solution
The unit cannot produce water	Check if the freshwater 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
Electric shock or static discharge from the unit	The unit is poorly grounded, or the unit is leaking
	Check whether silicone seals at any leak points are aged or damaged
	Verify that the unit is properly grounded
Unit does not heat	Check if your dispenser is connected to the power supply
	The temperature-controlled protector on the heating tank is not reset
Unit is not cooling	Check if your dispenser is connected to the power supply
	The cooling function may have been disabled
	Ensure nothing is blocking the side fan
	If the fan is silent, contact support

If the power cord is damaged, it must be replaced by the manufacturer, an authorized service agent, or a similarly qualified person 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	Solution
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 our customer support team
E3	Outlet water temperature NTC open circuit	Please contact our customer support 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 our customer support team
E7	Heating components have overheated	The unit will automatically recover once the temperature drops to a safe level

PRODUCT SPECIFICATIONS

Technical Specifications

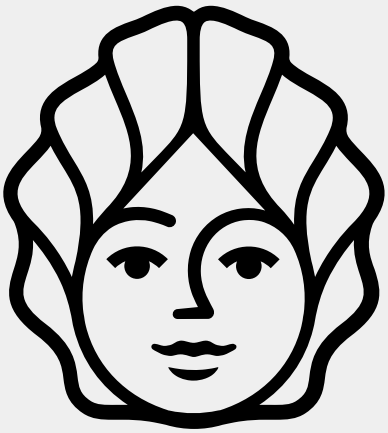
Specification	Value
Product dimensions	14.76 × 8.86 × 14.76 in 375 × 225 × 375 mm
Gross weight **Net weight**	22.9 lbs (10.4 kg) 16.8 lbs (7.6 kg)
Rated voltage	110 V
Rated power	1600 W
Rated cooling power	70 W
Water heating capacity	3.17 gal/h ≥194°F (12 L/h ≥90°C)
Working pressure	58–87 psi (0.4–0.6 MPa)
Supported water source	Municipal tap water
Rated frequency	60 Hz
Rated heating power	1500 W
Chilled water capacity	0.13 gal/h ≤59°F (0.5 L/h ≤15°C)
Water production flow	4.12 gal/h (15.6 L/h)
Operating water temperature	41–100.4°F (5–38°C)

CONTACT US

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

Or email us at support@wisewell.com

wisewell.com
support@wisewell.com



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