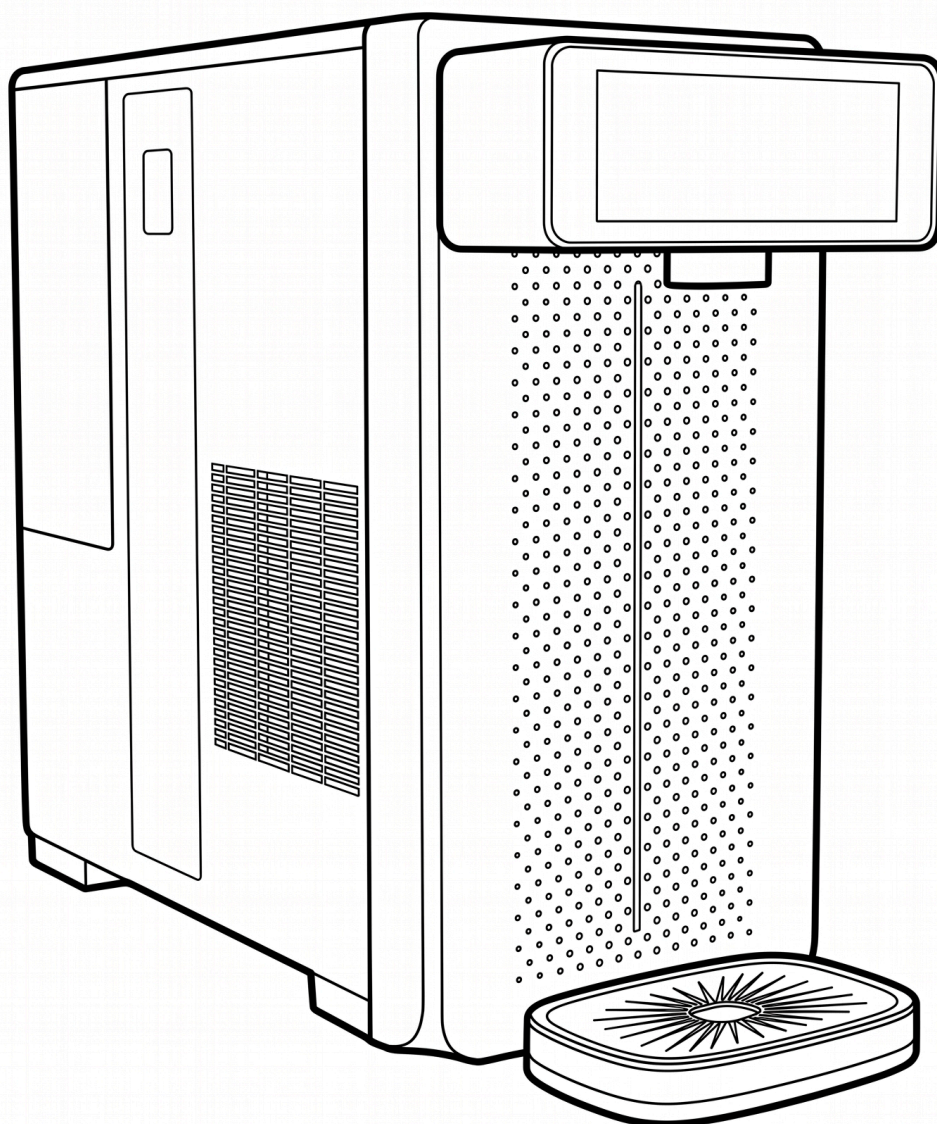




Still

User Manual



Still

User Manual

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Before you start...

Thank you for choosing the Wisewell Still 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.

Remarks

1. After unpacking, keep the device upright for at least 24 hours before turning it on.
2. This device requires a mandatory water change. When the function light is on, pour out any remaining water in the tank and refill with fresh water.
3. Do not move the device while it contains water. Always drain the water tank completely before relocating the device.
4. Do not rinse the device with water.
5. Use dedicated sockets for this device. Avoid using universal sockets or sharing sockets with other appliances. We recommend a 15A socket.
6. Do not place the device on uneven surfaces. Always place it on a flat and stable surface to prevent tipping or leakage.
7. Do not add tap water with turbidity, ice, milk, juice, or other mixed liquids to the tank. Use clean, potable water only.
8. Do not drink directly from the dispenser's outlet to prevent burns or blockage caused by hot water.
9. This device should not be operated by children below the age of 8, and persons with reduced physical, sensory, or mental abilities under supervision. Children should not clean or maintain the device without adults.
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. Don't use the device if the ambient temperature is below 41°F (5°C) or above 100°F (38°C).

12. After dispensing hot water, dispense cold water 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. Each device undergoes a full water-quality inspection before leaving the factory. A small amount of water residue inside is normal.
15. This product uses environmentally friendly refrigerant R600a. Please note that the refrigerant may have a mild odor.
16. The ice-water storage tank is made of polyurethane foam for insulation. Do not puncture or burn the tank.
17. Do not use the device near open flames or ignition sources.
18. When repairing or scrapping the device, ensure that the refrigerant is safely removed by professionals.

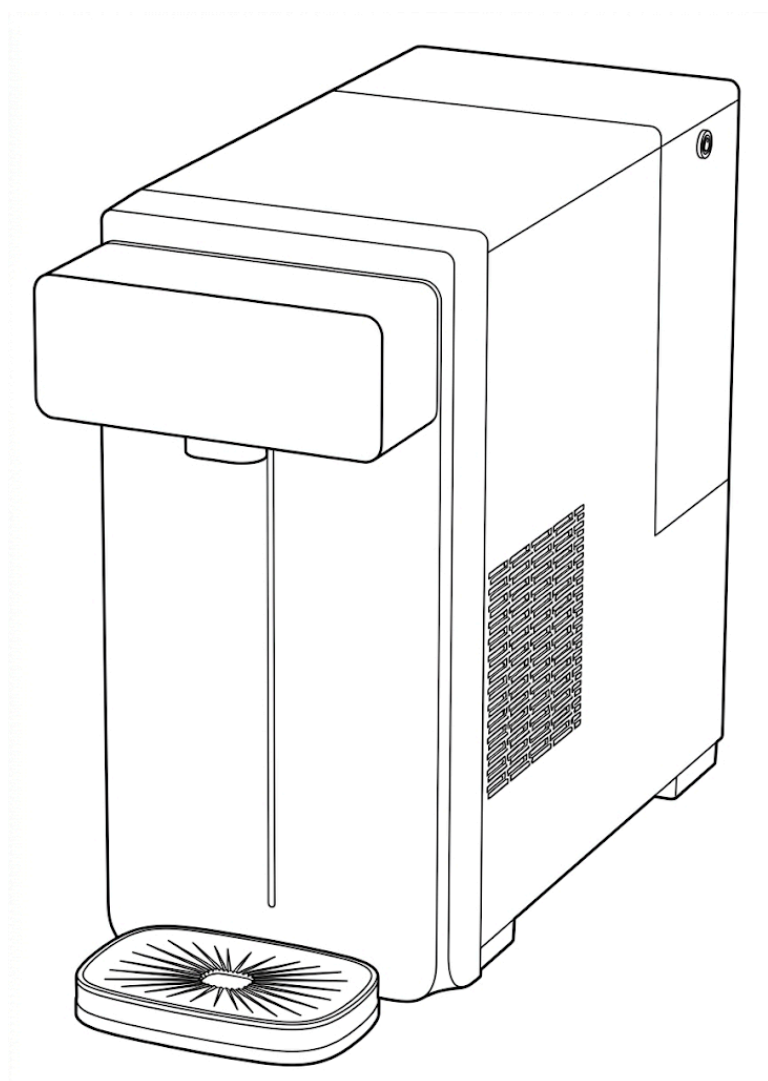
Warnings

- Ensure there are no obstructions around the device; proper ventilation must be maintained at all times.
- Do not use mechanical tools or other methods to speed up defrosting unless recommended by the manufacturer.
- Do not damage the refrigeration circuit.
- This appliance should not be used inside food-storage areas or near utensils unless specified by the manufacturer.
- Keep away from explosive materials, sprays or flammable gases.
- This appliance is intended for household and similar uses.
- If the ISO symbol 7000-1701 (2004-01) appears on the device, troubleshoot using the manual.
- Connect the device only to safe drinking-water sources.

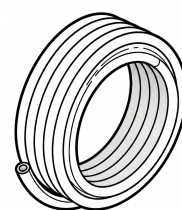
MEET YOUR STILL

Packing List

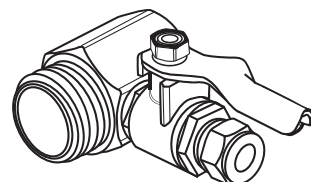
Before installation, ensure the following items are included. If any items are missing or damaged, please contact customer service.



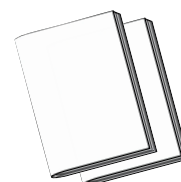
Wisewell Still with Water Tray



PE Water Pipe

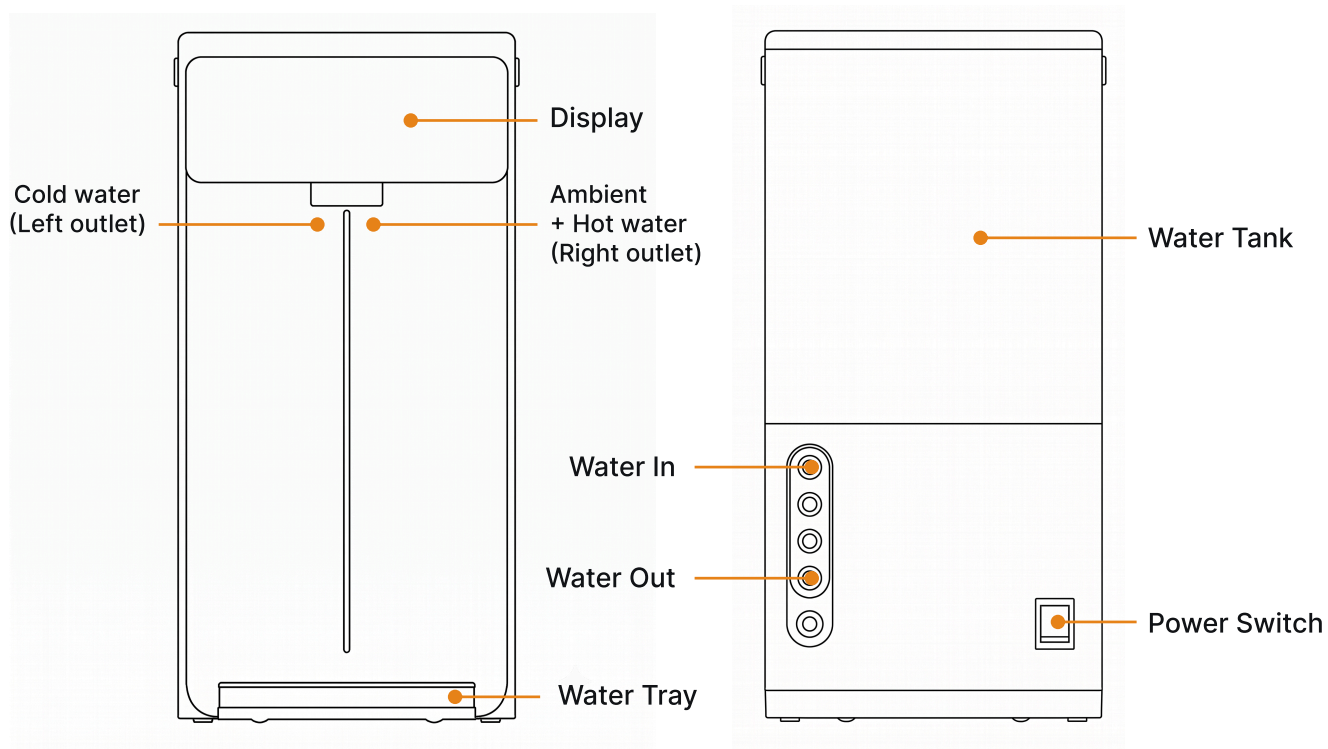


**Three-valve Inlet,
ball valve and flange**



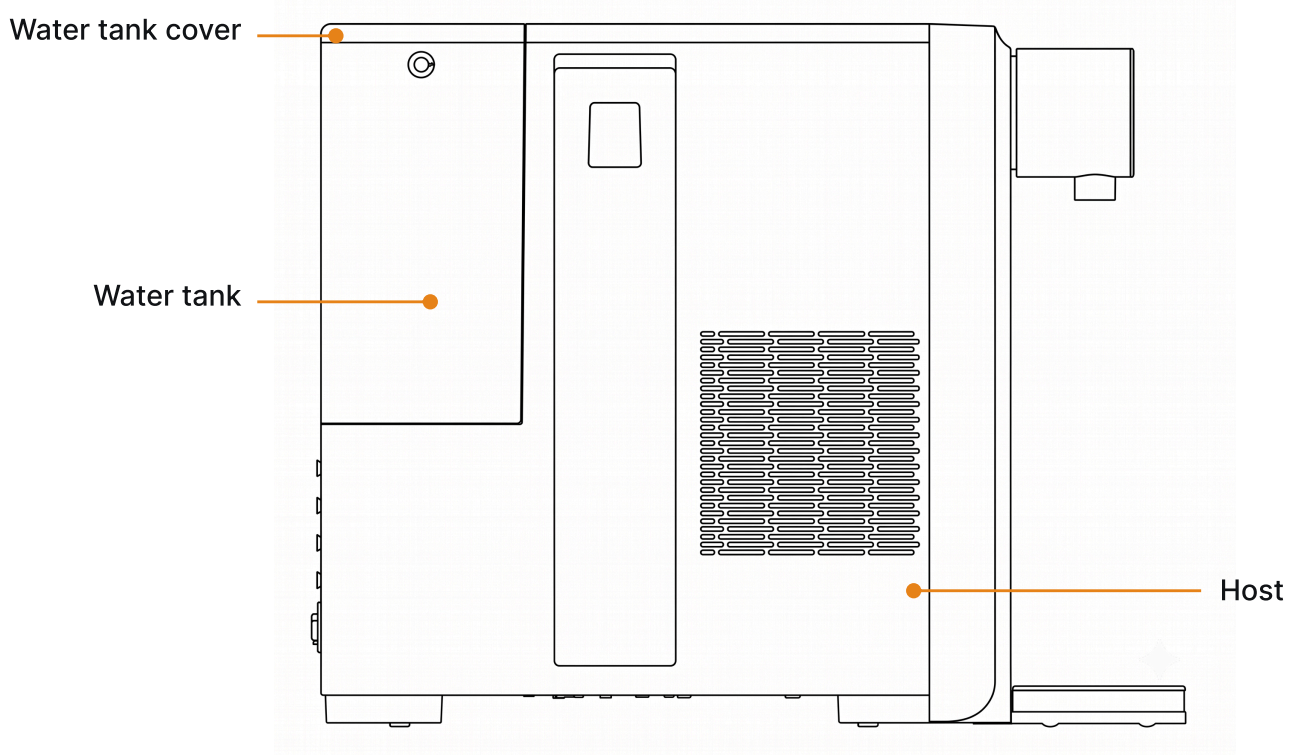
**Setup Guide,
User Manual**

Product Schematic



Front

Back



Left Side

Technical Specifications

Specification	Value
Product name	Reverse osmosis purification machine
Product model	Wisewell Still
Rated voltage	110V~
Rated frequency	60Hz
Rated power	1600W
Rated heating power	1500W
Rated cooling power	110W
Water heating capacity	4.23 gal/h ($\geq 194^{\circ}\text{F}$) · 16 L/h ($\geq 90^{\circ}\text{C}$)
Water cooling capacity	0.79 gal/h ($\leq 50^{\circ}\text{F}$) · 3 L/h ($\leq 10^{\circ}\text{C}$)
Working pressure	0.4–0.6 MPa
Applicable water source	City water
Applicable water temperature	41–100°F / 5–38°C
Water tank capacity	1.3 gal / 5 L
Net weight	41.9 lbs / 19 kg
Dimensions	21.9 × 8.7 × 17.8 in 555 × 220 × 452 mm

GET STARTED

The Wisewell Still supports two installation methods. Please review both options below and select the one appropriate for your location and plumbing.

1 • Tank Mode (Independent)

In Tank Mode, you fill the water tank manually, so the Still can be placed without any plumbing. This is the more straightforward method.

Requirements: a flat, stable surface and a power outlet.

Refer to page 11 for the Tank Mode setup steps.

2 • Connected Mode (Water Line)

In Connected Mode, the Still connects directly to your water supply and drainage and refills automatically, with no manual refilling required.

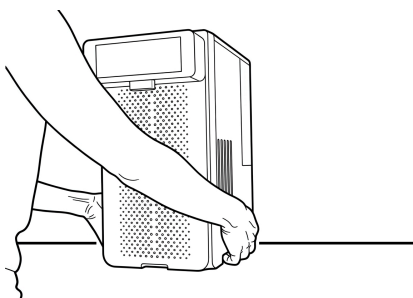
Requirements: a nearby water source, a drainage point, and a power outlet. Professional installation by a plumber is recommended.

Refer to page 13 for Connected Mode setup.

Before powering on, keep your Wisewell Still upright for 24 hours.

SET UP IN TANK MODE

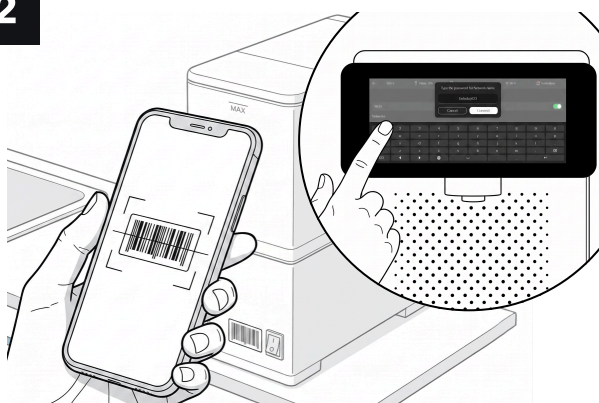
1



Place & Power On

Set your Still on a flat, stable surface near a power outlet. Plug in the power cable — a chime sounds and the display lights up when it's ready.

2



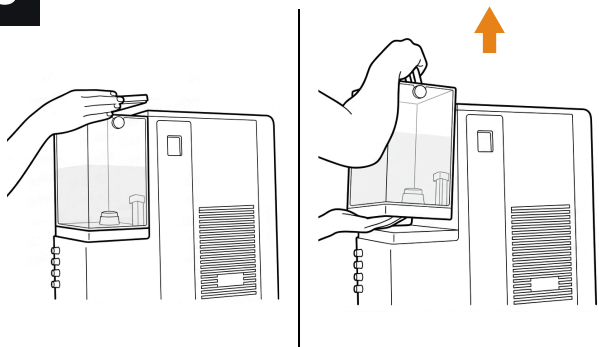
Connect To Wi-Fi

Connect the Still to a Wi-Fi network to activate app control and unlock its full features.



Scan to
download the
Wisewell App

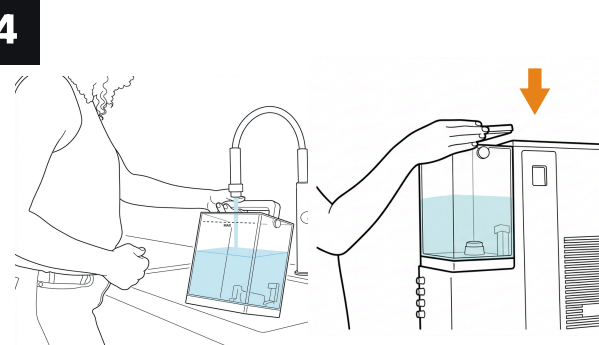
3



Remove the tank

Take the cover off and lift the external water tank straight up to remove it.

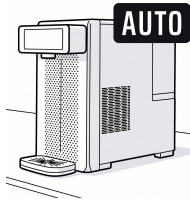
4



Fill The Water Tank

Fill the tank with tap water up to the MAX line — do not overfill. Use room-temperature water (not hot/sugary).

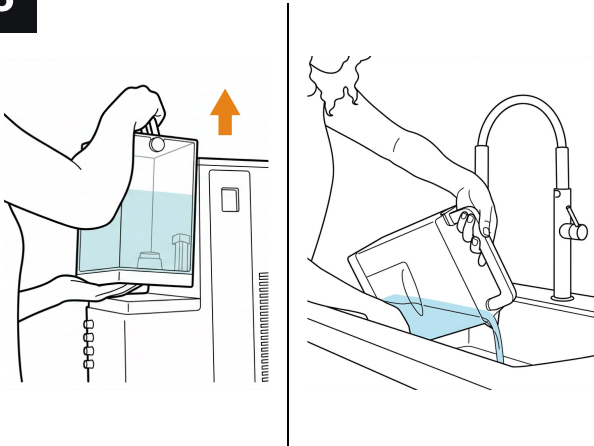
Slot the tank back on until it is seated securely.



Filters Activate Automatically

The device automatically draws in and filters the water through its reverse-osmosis system, removing impurities, heavy metals, and chlorine. This takes about 10–15 min.

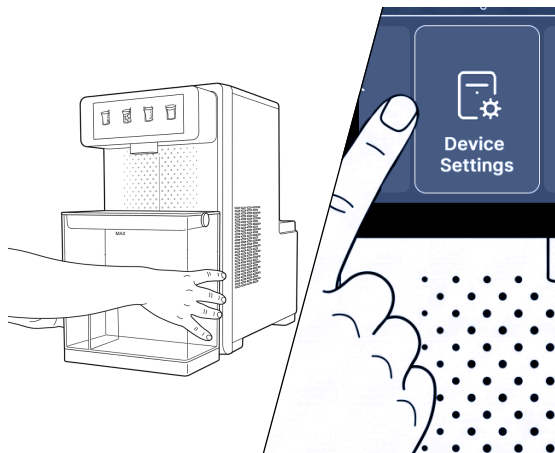
5



Empty The Tank

Lift and remove the tank again and discard any water left inside — it has not been fully filtered, so do not drink it.

6

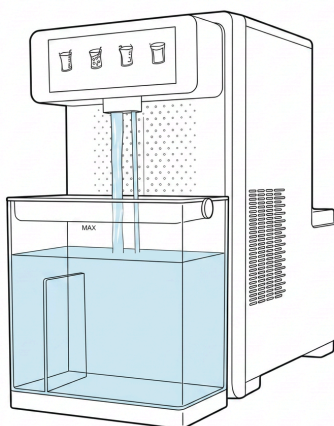


Run The First Flush

Place the empty tank directly beneath the dispensing spout.

On the display, open *Device Settings* → *Perform Self-cleaning* and press *Start* to run the flush for about 10 minutes.

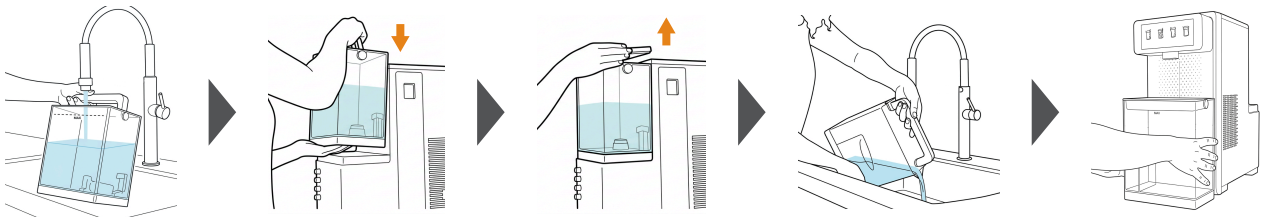
7



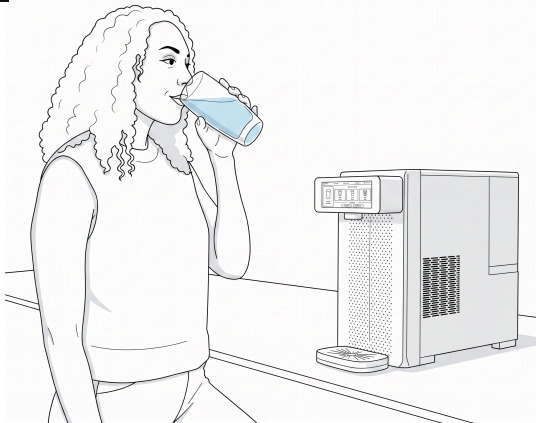
Drain and repeat

After running the flush, press *Drain* to empty the system — water flows from both outlets into the tank. Then press *Start*; the cycle stops automatically when it is done.

Repeat the flush cycle (steps 3–7) with fresh tap water for 4 times.
Flushing fully activates the filter and clears any remaining manufacturing residue.



8



Taste Your Water

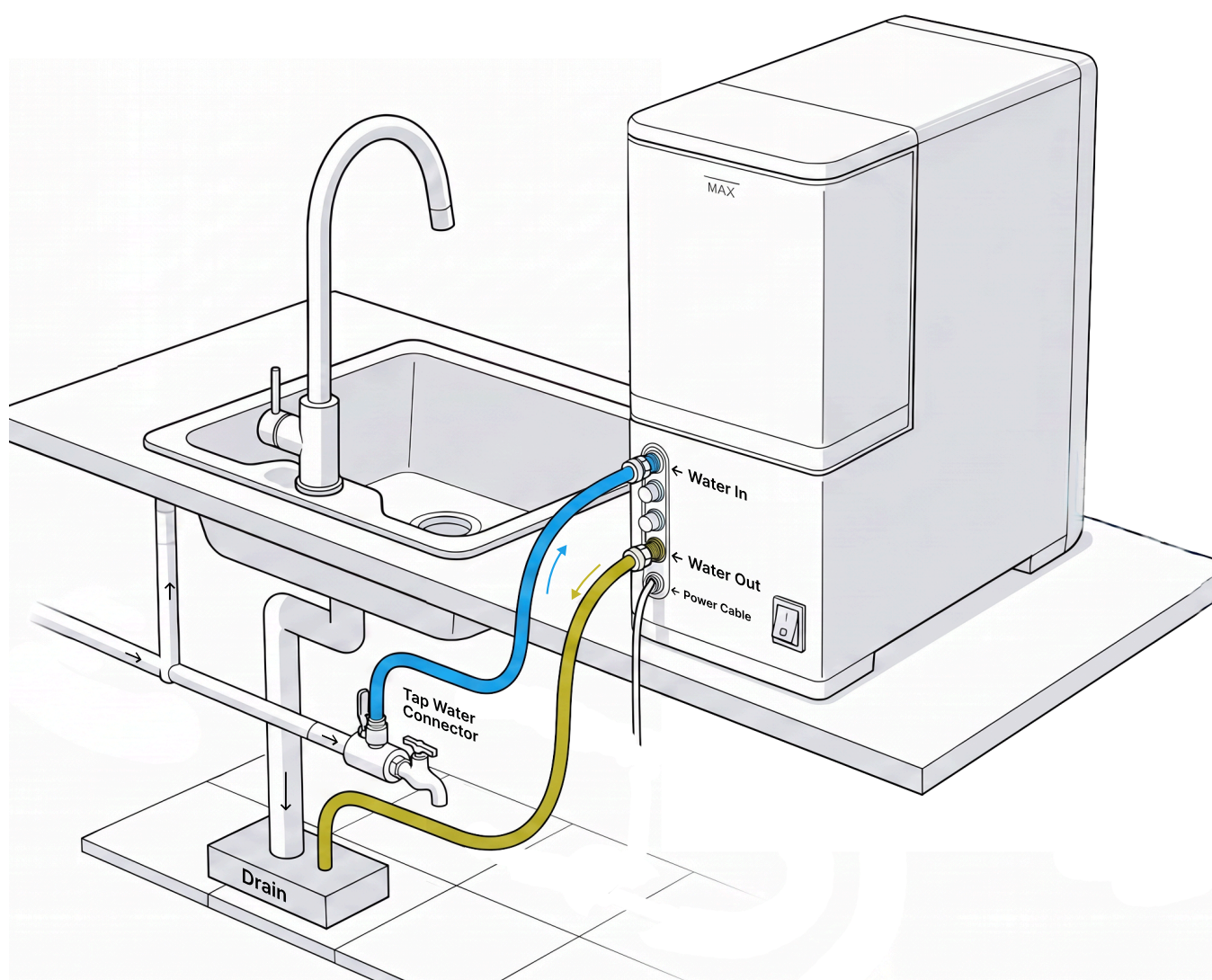
Dispense a glass of water and give it a taste. Your water should be fresh, clean, and pure. If anything tastes off, simply run the Self-Cleaning /Auto cycle once more.

Setting it up via Pipeline

Connected Mode fills your Still directly into your existing water line and drain, so it fills and filters automatically with no manual refilling. You'll need a nearby water source, a drainage point, and a power outlet within reach. The diagram below shows how it connects; the installation steps are on the next page.

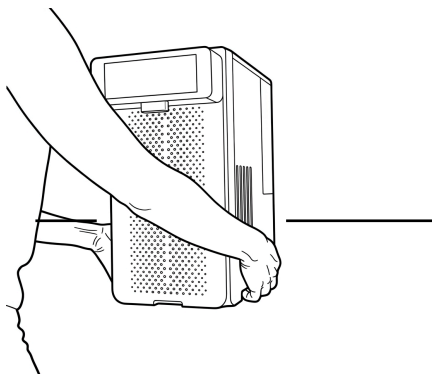
⚠ Important

It is highly recommended to use a plumber for installation to prevent any leakages, malfunctions, or damages.



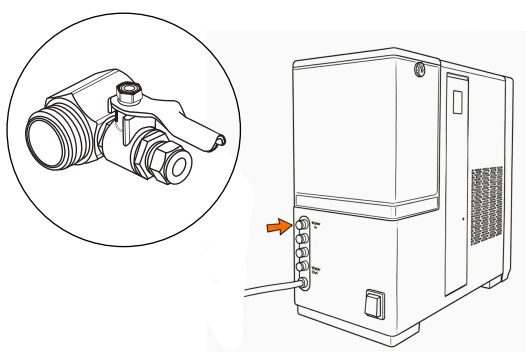
Continued on the next page

1

**Placement:**

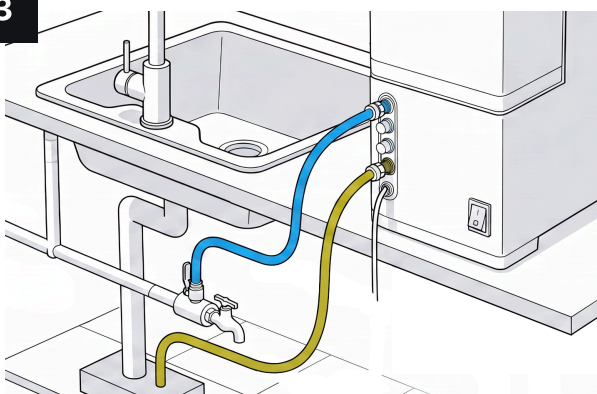
After removing the product from the packaging, place it on a flat and stable surface, such as a desktop or countertop.

2

**Water Inlet Connection:**

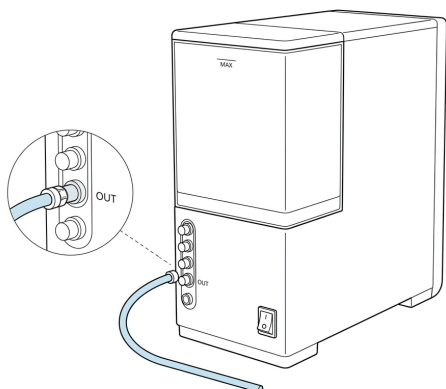
Take out the inlet ball valve and install it onto the angle valve. Connect the PE water pipe by inserting it securely into the water inlet socket at the back of the device.

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 drain or collected for recycling, depending on your setup.

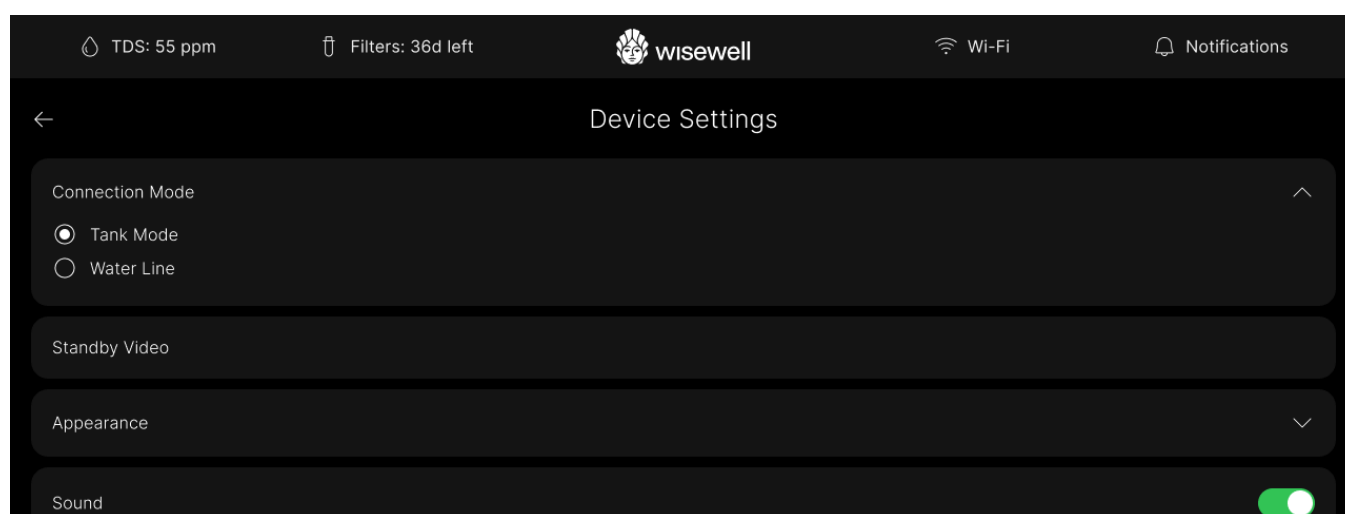
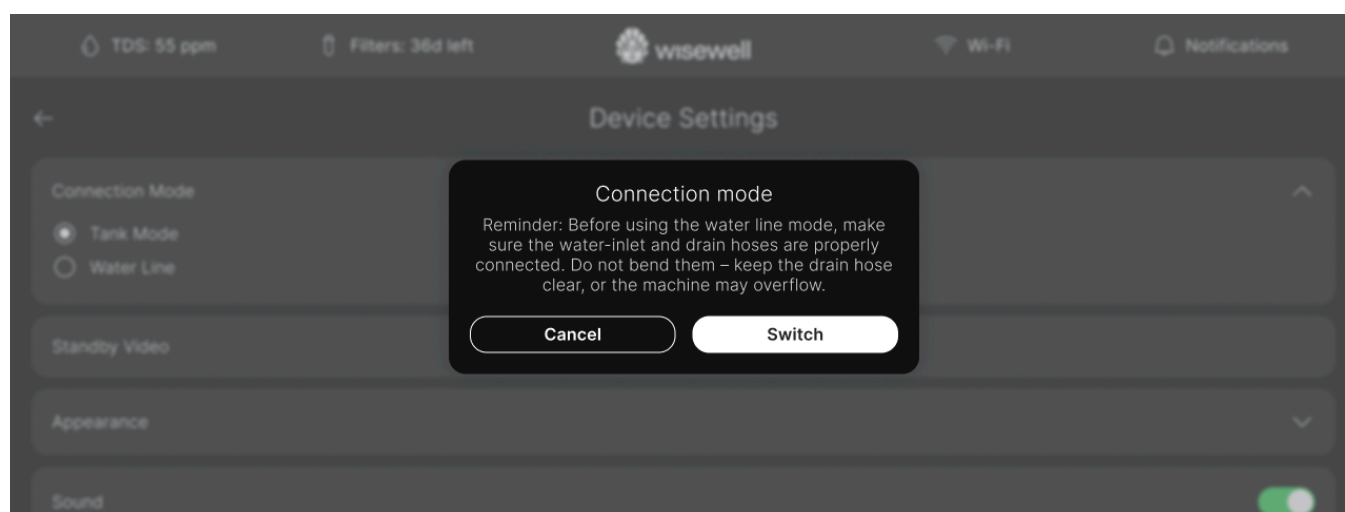
Pipeline Mode Switching

By default, your Still runs in Water Tank Mode. **To switch to Pipeline Mode**, select the Pipeline Mode (Water line) option in Device Settings. The device 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.

Make sure to turn off the tap water faucet before using the “Drain” function. For step-by-step drain instructions, follow Steps 5–6 on page 12.

Note: Both the left and right water outlets under the display panel will drain simultaneously.



To switch back to Water Tank Mode, first turn off Water Line / Pipeline Mode in the Device Settings. Then disconnect both the inlet and wastewater lines from the back of the device, and refit the plugs into their openings. Once completed, the device will operate normally in Water Tank Mode again.

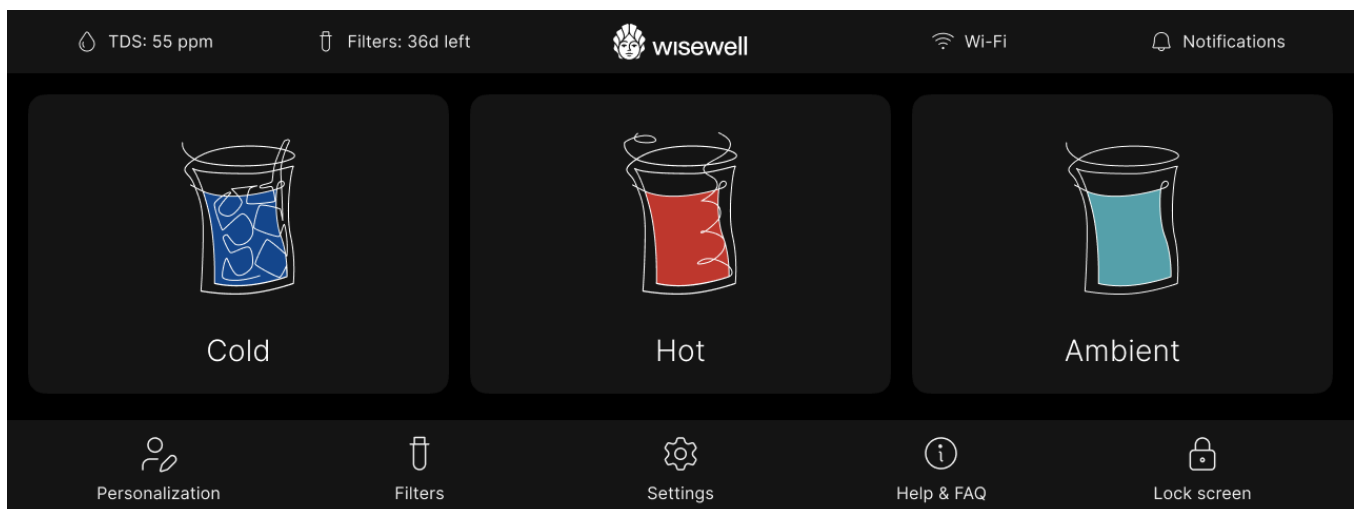
OPERATING YOUR STILL

Open the packaging, remove the accessories and materials, lift the device out of the box, remove the packaging bag, and keep the outer packaging for future transportation.

Before operating your Still, please read the provided instructions.

Setting it up

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

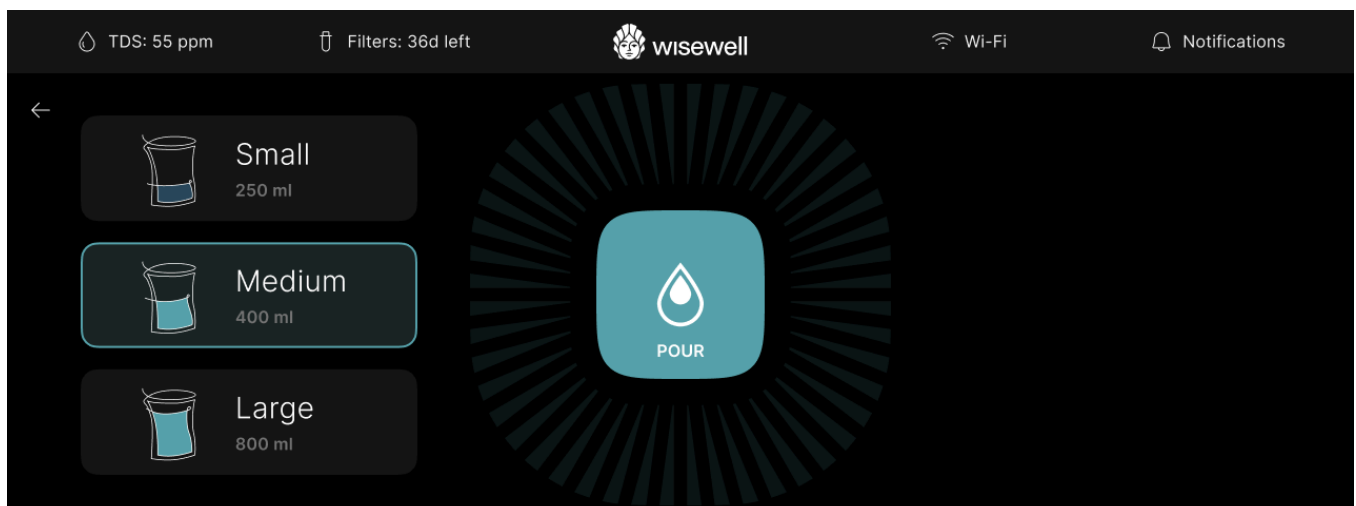
Tap on “Cold Water” — the blue LED light will turn on and the cold water settings screen will appear. Select your cup size — Small (100–250 ml), Medium (300–600 ml), or Large (700–1000 ml), and adjust the temperature as desired.

The new 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. After dispensing is complete, the display will go back to the previous screen.



Ambient Water

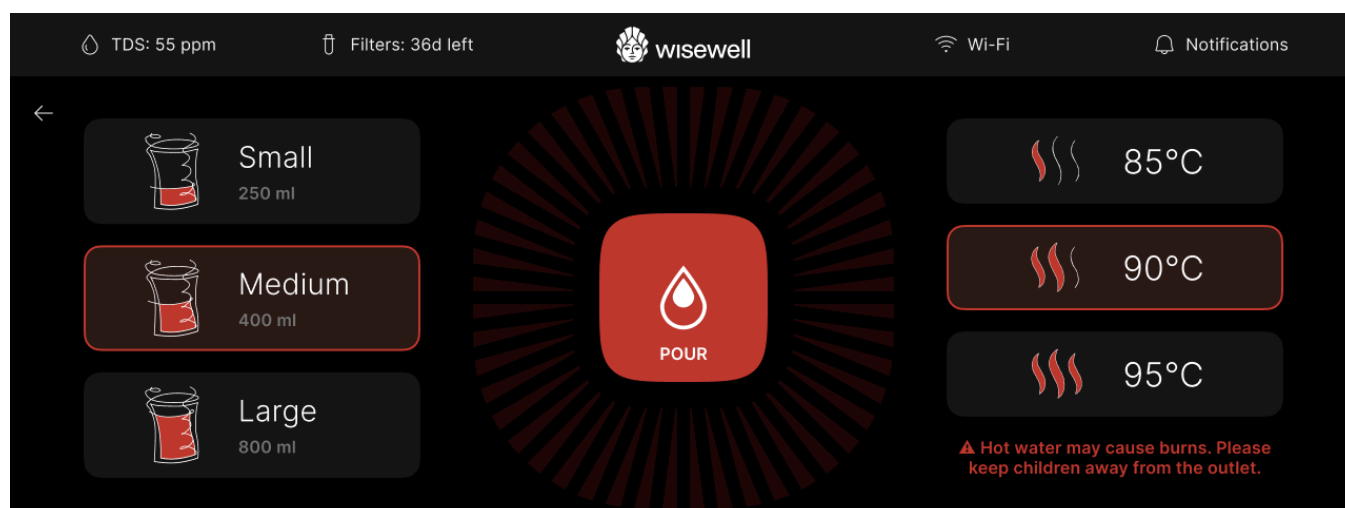
Tap on “Ambient Water” — the white LED light will turn on, and the ambient water settings screen will appear. Select your preferred cup size — Small (100–250 ml), Medium (300–600 ml), or Large (700–1000 ml). Once you confirm your selection, the screen will switch to the outlet page, and water will begin dispensing from the right outlet.



Hot Water

Tap on “Hot Water” — the red LED light will turn on, and the Hot water settings screen will appear. Select your preferred cup size: Small (100–250 ml), Medium (300–600 ml), or Large (700–1000 ml), and your preferred temperature: 185°F, 194°F, 203°F (85°C, 90°C, 95°C).

After confirming your selection, the screen will switch to the outlet page, and water will flow from the right outlet. After dispensing is complete, the display will return to the previous screen.

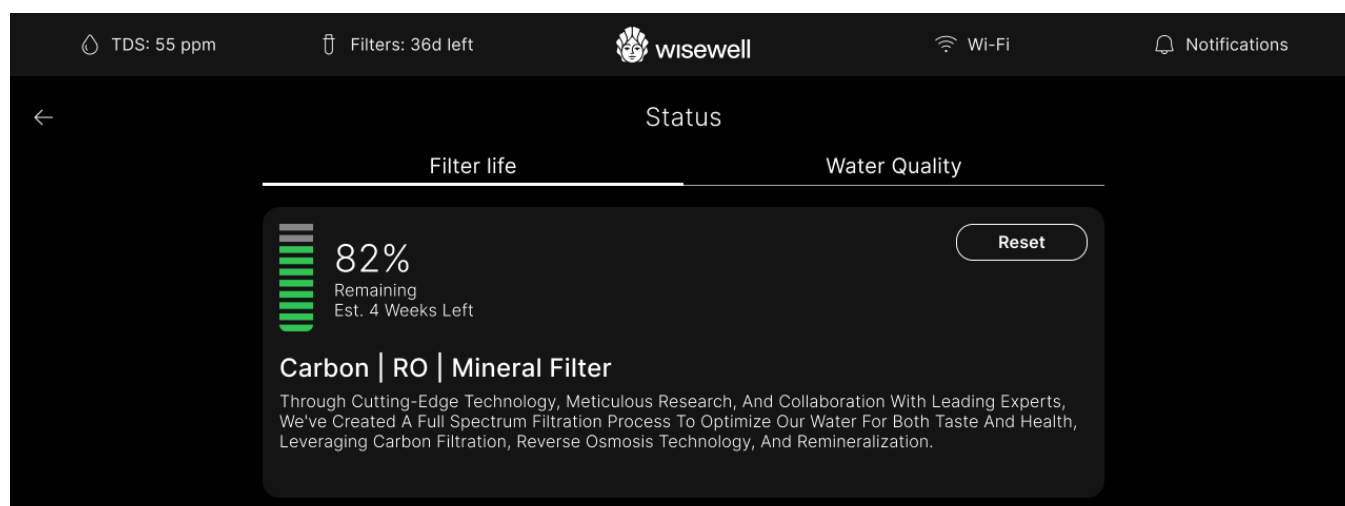


Filter Status

The device will alert you to replace the filter when its lifespan expires, and automatically open the Filter Element Status and Replacement page.

Filter life indicator: White: 20–100%. Yellow: 0–20%. Red: 0% (replace filter).

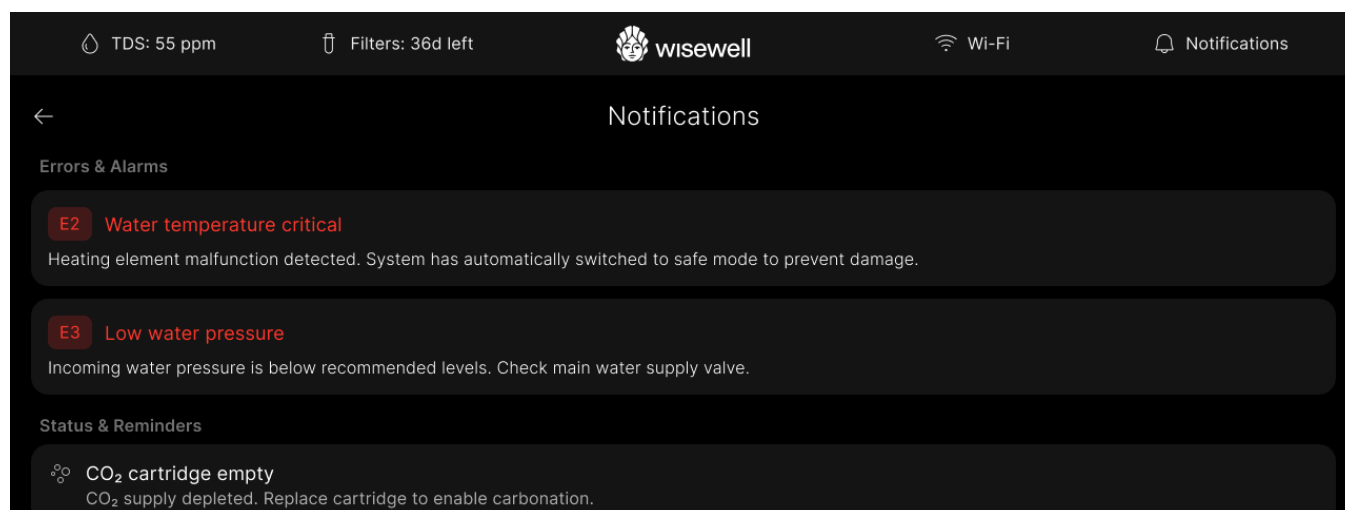
When the filter reaches the end of its lifespan, replace it and select "Replace and Reset Filter Element" on the screen to reset the system.



Device Error

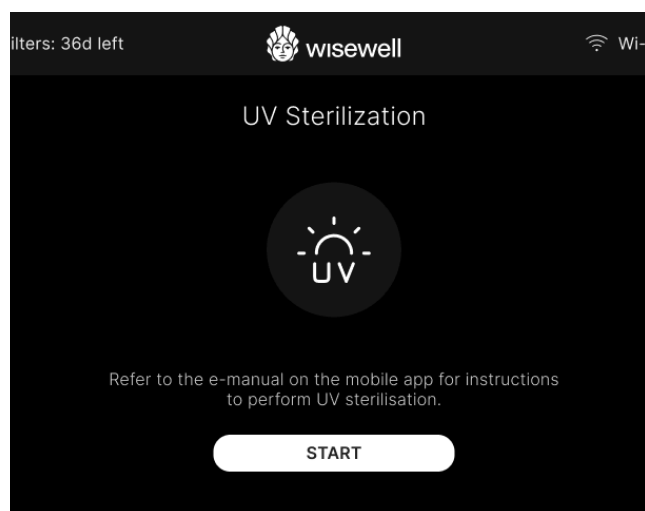
When the device detects an error, you will receive the message or alert as a notification. It will include the error description and details on troubleshooting.

The bell icon in the status bar will show a red indicator when you receive device error and other notifications.



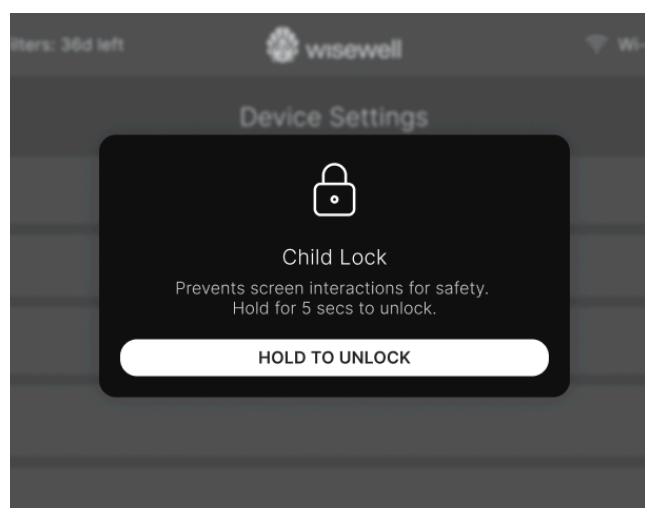
UV Sterilization

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



Lock

Press once to lock the screen. Hold for 3 seconds to unlock.



Wi-Fi Network Setting

Tap on Settings → Wi-Fi to access Wi-Fi settings. The screen will display all available networks that you can connect to. Tap on any, enter password and connect. Note: an active Wi-Fi connection is required for the machine to operate.



MAINTENANCE

Self-Cleaning Operation

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

1. On the main screen, press System Setting, then select Self-Cleaning to enter automatic cleaning mode.
2. 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.
3. Once draining is complete, press Start to begin self-cleaning. When cleaning is finished, the outlets will automatically stop releasing water.
4. After self-cleaning, refill the water tank. If additional cleaning is required, repeat Step 2.

Notes

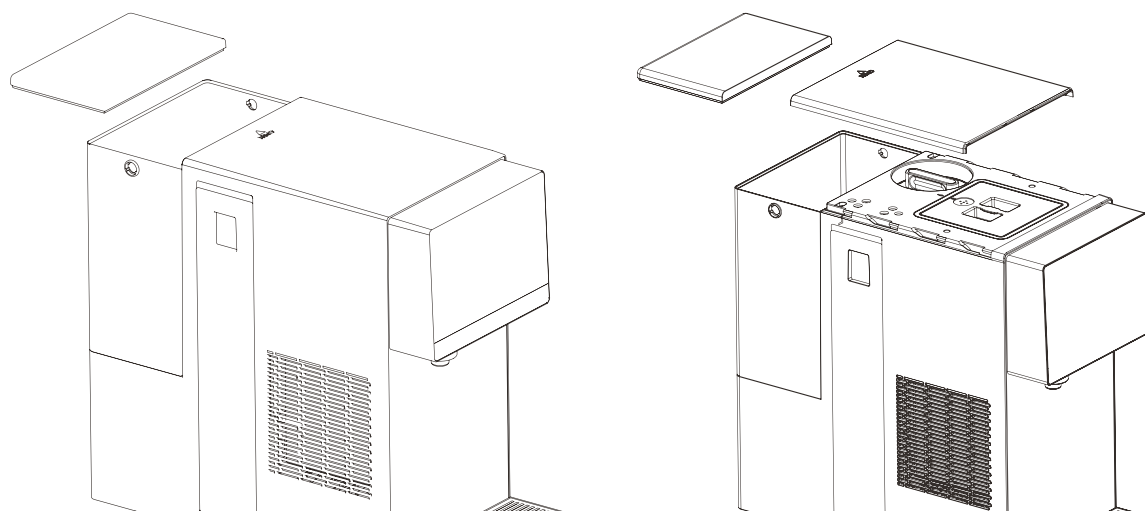
The buzzer will sound a "Ding" each time a button is pressed successfully. The device will automatically perform a 5-second rinse when starting operation or after refilling the water tank.

Filter Replacement

Connected units — do this first

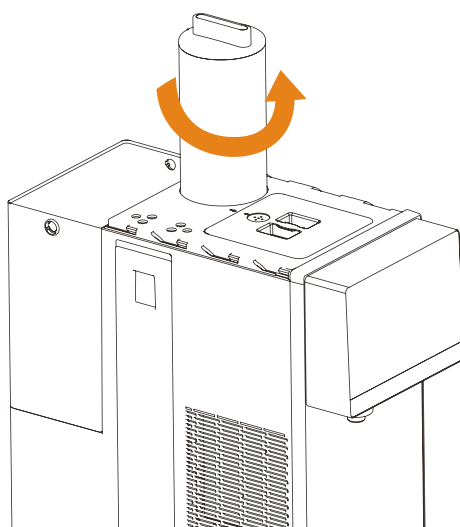
If your Still is connected to a water line, close the inlet valve, then dispense a little water to release the line pressure before removing the filter — otherwise the pressure makes it very hard to remove.

1

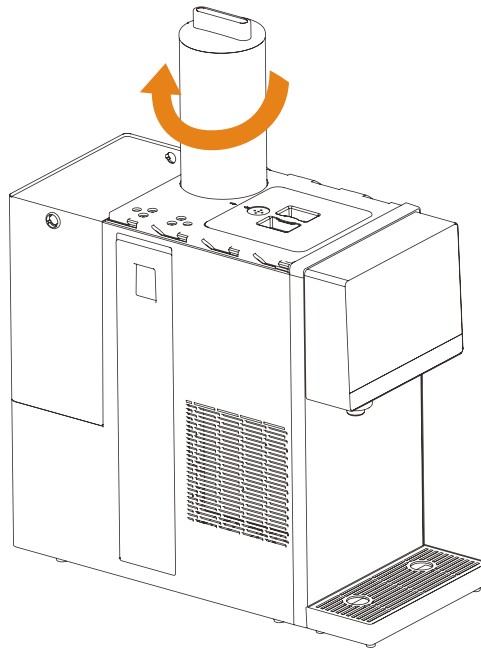


Turn off the power supply. Open the water tank cover, then push the top lid of the device backward to access the filter.

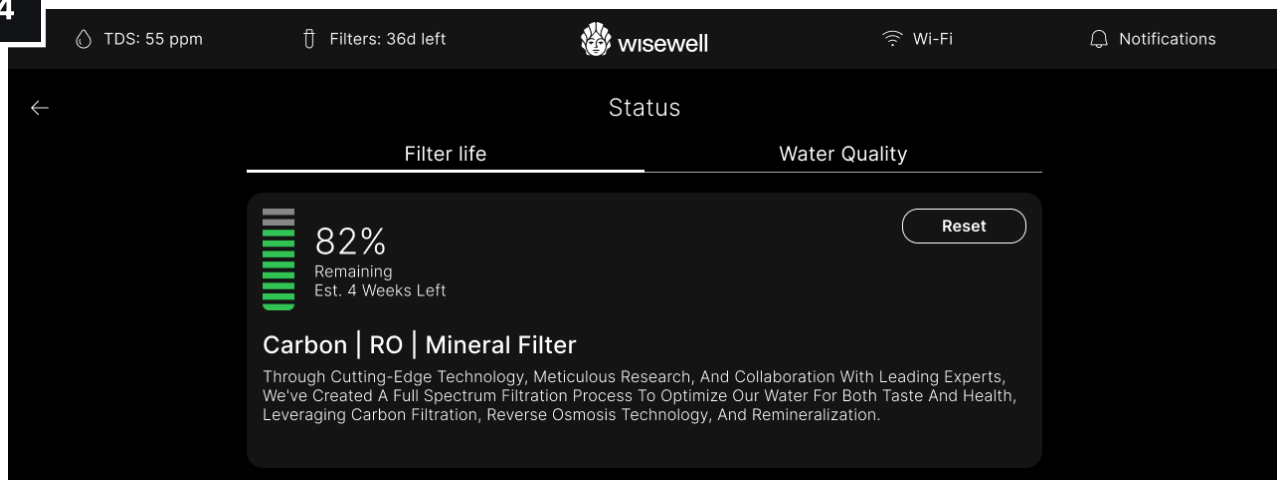
2



Rotate the filter counter-clockwise and lift it upward to remove it from the slot.



Insert the new filter into the compartment & rotate it clockwise to tighten securely.



After replacing the filter, select "Replace and Reset Filter Element" on the display screen to reset the filter life.

Important

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.

Flushing After Replacing the Filter

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

1. Prepare the water supply — this depends on your setup:

Tank mode	Connected mode
Fill the water tank with room-temperature drinking water up to the MAX line. Don't use hot water, sugary liquids, or other substances.	Make sure the inlet and wastewater pipes are connected, and turn off the tap water faucet before using the Drain function.

2. Start the Drain procedure. Turn on the device and open System Settings → Self-Cleaning, then tap the Drain button briefly. The device automatically discharges any residual water and air from the system. Repeat this drain cycle 3–4 times with fresh tap water for a thorough first-use flush.
3. When the cleaning icon in the center of the screen stops flashing, the emptying process is complete.

A brief "squeaking" sound may occur during emptying — this is normal and does not indicate a malfunction.

Function of Filter Element

Short Code	Filter Element	Function	Recommended Replacement Period
RO	4-in-1 Reverse Osmosis (RO) Composite Filter Element	Removal of bacteria, silt, rust, sand, suspended solids, bloodworms and other microbial contaminants; Removal of residual chlorine, germs, heavy metals; Absorption of disagreeable tastes and odours; Prevents growth of germs and improves taste.	12 months / 200 operating hours

SUPPORT

Troubleshooting Guide

If your device experiences an issue, please refer to the troubleshooting table below. If the problem persists, contact your local Wisewell service center.

Fault	Reason / Solution
The device cannot produce water	Check whether the raw water tank has water
	Check whether the filter element is blocked due to too much dirt
Low water flow	Check whether the filter element is too dirty or used beyond service life
Water leakage at the screw interface	Check whether parts have been dismantled without authorization
	Check whether parts at the seepage place are screwed tightly, or if threads are staggered
	Check whether the silicone seal ring is aged or damaged
Electrical leakage / induced electricity	The device is grounded poorly
Device does not heat	Check if the dispenser is connected to the power supply
	The temperature-controlled protector on the heating barrel may not be reset

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.

Code	Possible Cause	Recommended Action
E1	Incomplete water production for an extended period	Unplug the power cord, wait a few seconds, then reconnect and restart the device
E2	Inlet water temperature sensor (NTC) open circuit	Contact after-sales service
E3	Outlet water temperature sensor (NTC) open circuit	Contact after-sales service
E4	Inlet water temperature is too low	Use water with a temperature above 37°F / 3°C
E5	Hardware circuit board fault detected	Contact after-sales service

If the power cord is damaged, it must be replaced by a qualified professional from the manufacturer or an authorized service center. Do not pinch, fold, knot, or otherwise damage the power cord.

List of Harmful Substances

In compliance with relevant laws regarding restriction of hazardous substances in electronic and electrical products.

O = content within GB/T 26572 limits.

X = content exceeds limits (cannot be substituted due to current technological limitations).

Part Name	Pb	Hg	Cd	Cr(VI)	PBB	PBDE
Filter element	O	O	O	O	O	O
Solenoid valve	O	O	O	O	O	O
Self-priming pump	O	O	O	O	O	O
Water suction pump	O	O	O	O	O	O
Silicone/rubber sealing parts	O	O	O	O	O	O
Components of computer board	X	O	X	O	O	O
Other metal structural parts	X	O	O	X	O	O
Power adapter	O	O	O	O	O	O
Plastic parts	O	O	O	O	O	O
Wires	O	O	O	O	O	O
Water storage tank	O	O	O	O	O	O
Power line	X	O	O	O	O	O
Package printing parts	O	O	O	O	O	O

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.

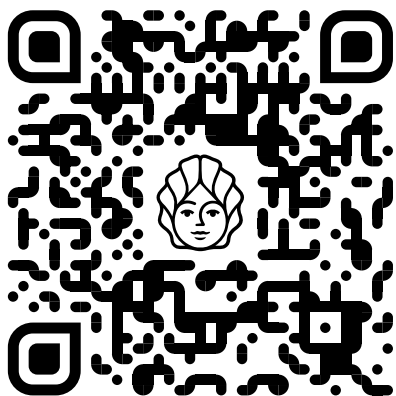
This equipment complies with FCC radiation exposure limits for an uncontrolled environment and should be installed with a minimum distance of ~8 in between the radiator and your body.

Supplier's Declaration of Conformity

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

CONTACT US

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



Or email us at support@wisewell.com



