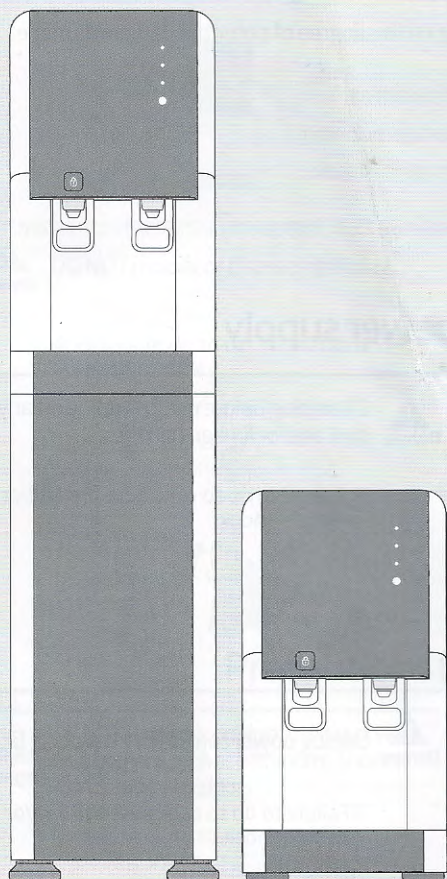


# HOT&COLD WATER PURIFIER OPERATION MANUAL

WHP-2010/2010S



## ◆ FOR YOUR SAFETY

- Precautions ..... 2~6

## ◆ FOR INFORMATION

- Name of each part ..... 7
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for your safety and proper use of the product, please read this User's Manual before use. Warranty card included in this Manual.



# PRECAUTIONS

- When installing a POU Cooler use only new hoses (supplied) and new compression fittings when connecting to the mains.
- If the electrical cord is damaged, it must be replaced by a competent and qualified individual.
- Children from the age of 8 and persons with reduced physical or mental capability must be instructed and supervised on the use of the equipment.  
Any maintenance, servicing and moving of the equipment must only be undertaken by a competent and trained individual.
- Please read all precautions carefully to prevent any potential dangers and/or damages.
- Precautions are divided into three types depending on the degree of potential danger/damage.

**! Danger** : If not observed, serious injury or even death could occur.

**! Warning** : If not observed, serious injury or property damage could occur.

**! Caution** : If not observed, Slight injury or property damage could occur.

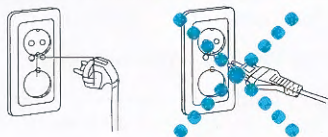
**! This mark is for calling attention to dangers caused by improper use. Please read carefully and follow the precautions.**

## Precautions for power supply



Plug power cord into AC220V outlet only.

※ Failure to do so can cause fire and/or electric shock.



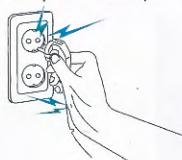
Clean plug before use, by wiping off any dust and/or foreign particles.

※ Failure to do so can cause fire and/or electric shock.



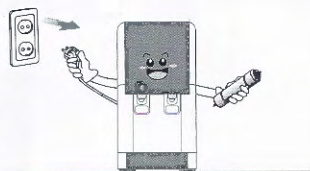
DO NOT use plug if it is damaged and/or if the wires are exposed from the cord.

- ※ Failure to do so can cause fire and/or electric shock and may also result in water leakage.
- ※ Please contact your local customer service for repair and replacement.



Unplug power cord before replacing filters.

※ Failure to do so can cause fire and/or electric shock.



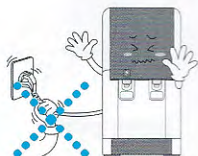
# PRECAUTIONS

## PRECAUTIONS for power supply



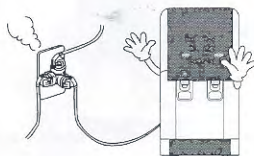
**DO NOT** bend, tie or pull power plug by its cord.

※ Failure to do so can cause fire and/or electric shock.



The outlet should be rated for more than 10A. Use a separate outlet for the unit.

※ Overloading outlet with too many plugs may cause fire and/or electric shock.



**DO NOT** modify or disassemble plug.

※ Failure to do so can cause fire and/or electric shock.



**DO NOT** plug and unplug the power cord with wet hands.

※ Failure to do so can cause fire and/or electric shock.



## Precautions for installation



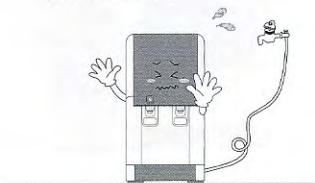
**DO NOT** install this product in moist or wet environment, such as bathrooms, shower rooms and/or outdoors.

※ Failure to do so can cause fire and/or electric shock.



**DO NOT** bend or twist the inlet hose.

※ Failure to do so can cause fire and/or electric shock.



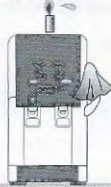
# PRECAUTIONS

## PRECAUTIONS for installation



**DO NOT** install this product under direct sunlight and avoid high heat areas.

※ Failure to do so can cause deformation of the product exterior.



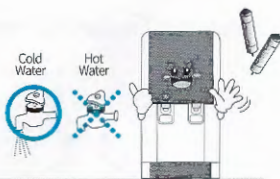
Place the product on a level and hard surface floor.

※ Failure to do so can cause malfunction.



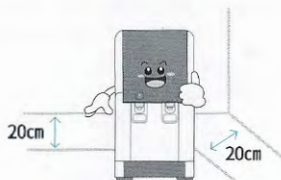
Connect the product to cold water supply only; never, to hot water supply.

※ Failure to do so can cause damage to filters and/or result in poor performance.



Product must be at least 20 cm away from the wall to allow for proper ventilation.

※ Failure to do so can cause overheating and malfunction.

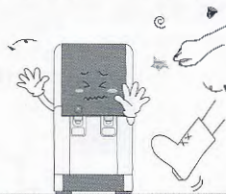


## Precautions for use



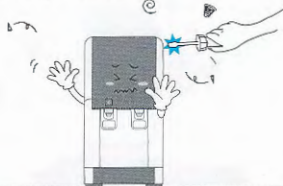
**DO NOT** apply unnecessary force when using the product.

※ Failure to do so can cause malfunction, damage and/or electric shock.



**DO NOT** attempt to repair, disassemble or modify product. May void any product warranty, unless done by an authorized technician in accordance to product technical guidelines.

※ Failure to do so can cause fire and/or electric shock.





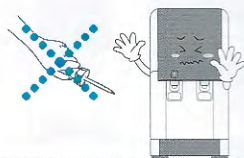
# PRECAUTIONS

## PRECAUTIONS for installation



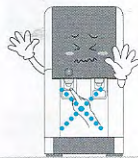
**DO NOT** insert sharp wires and/or screwdrivers into the product.

※ Failure to do so can cause malfunction and/or electric shock.



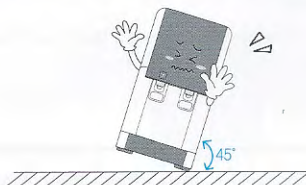
**DO NOT** touch hot water and be careful when handling hot water

※ Failure to do so can cause severe burns and/or bodily harm.



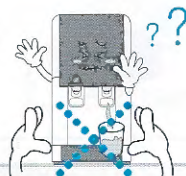
**DO NOT** tilt the product more than 45° while transporting product.

※ Failure to do so can cause malfunction.



**DO NOT** move the product while it is in operation connected to water and power supply.

※ Failure to do so can cause malfunction.

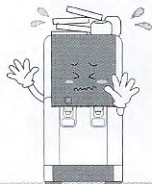


## Precautions for installation



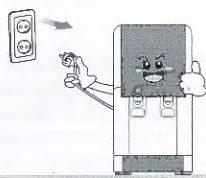
**DO NOT** place heavy objects on top of the product.

※ Failure to do so can cause damage to the product.



**DO NOT** turn power on when water supply is cut off.

※ Failure to do so can cause damage to the product.



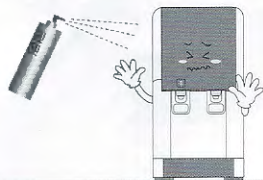
# PRECAUTIONS

## PRECAUTIONS for use



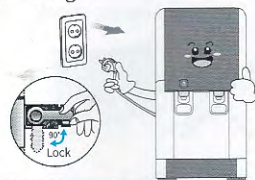
**DO NOT** use Benzene or gasoline when cleaning the product.

- ※ Failure to do so can cause discoloring, peeling and/or damage to the exterior of the product.



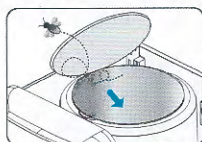
**UNPLUG** power and **SHUT OFF** water supply to the product when not in use over an extended period of time. (Please make sure to drain out the water reservoir tanks prior to re-using the product after an extended period of non-use.)

- ※ Failure to do so can cause fire and/or water leakage.



**MAKE SURE** that the cold water tank lid is securely shut, before using.

- ※ Failure to do so can cause insects and/or foreign objects to enter the tank.



- ※ This appliance is not intended for use by person(including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

- ※ Children should be supervised to ensure that they do not play with the appliance.



When discarding parts/filters and/or disposing the product entirely, please adhere to local guidelines.

- ※ Failure to do so can cause environmental pollution.



When installing the product, always use genuine parts.

- ※ Failure to do so can cause water leakage and product damage.



When replacing filters, always use genuine filters.

- ※ Failure to do so can cause poor performance and poor water quality.



**DO NOT** install the product in severe and extreme temperatures.

- ※ Failure to do so can cause overheating or freezing.

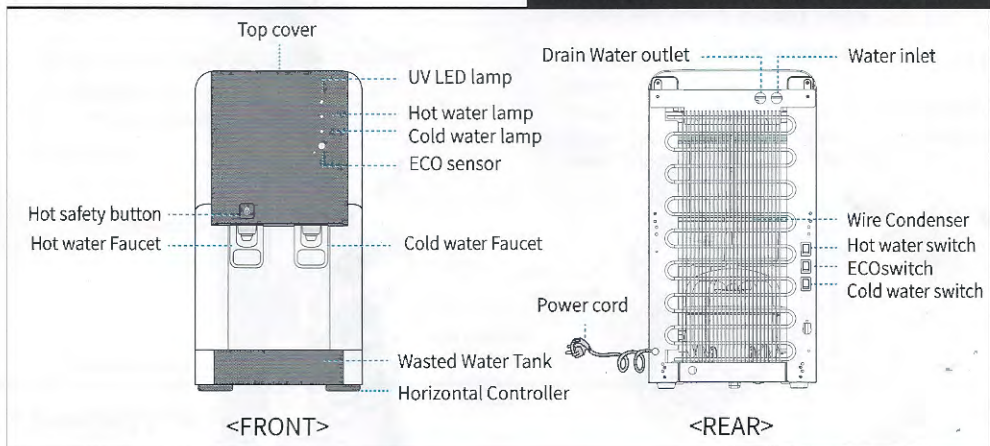
- ※ This appliance is not intended for used in household and similar applications such as
  - staff kitchen areas in shops, offices and other working environments;
  - farm houses and by clients in hotels, motels and other residential type environments;
  - bed and breakfast type environments;
  - catering and similar non-retail applications.



# Name of each part

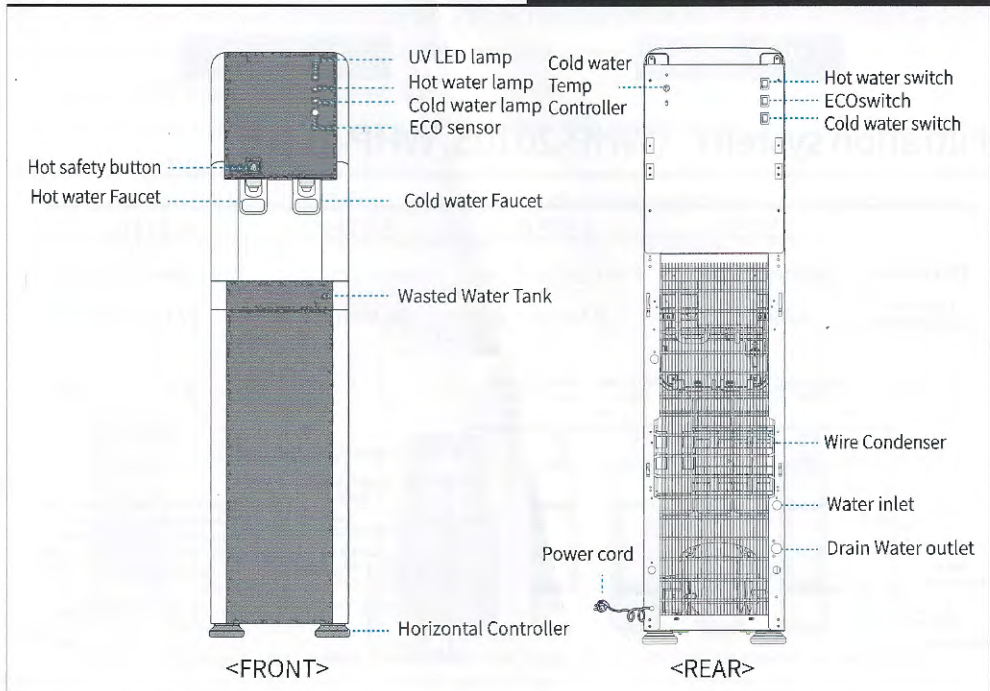
## Model No. WHP-2010S

HOT&COLD + UV STERILIZER FUNCTION



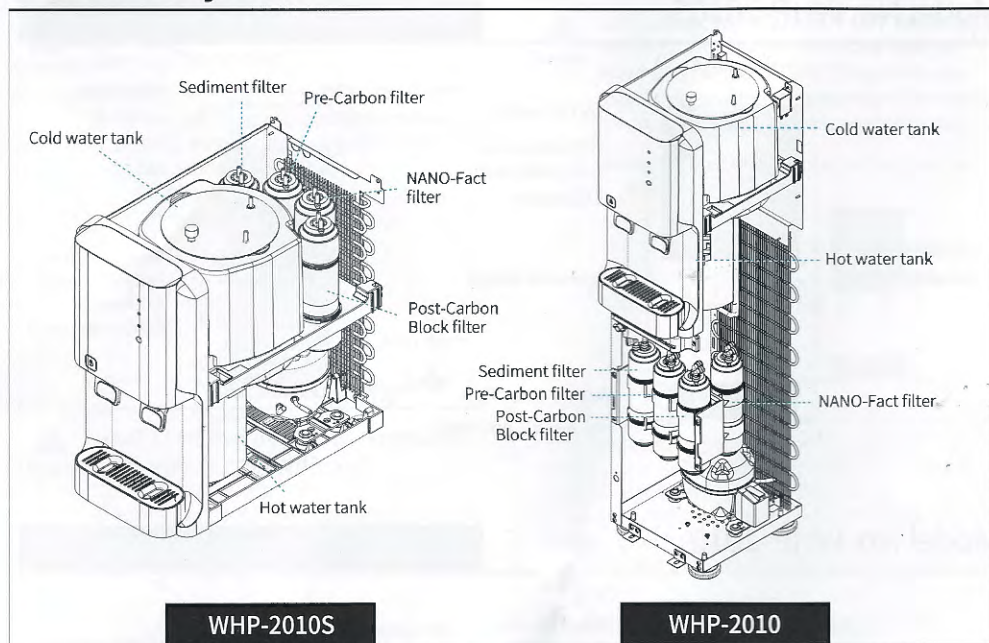
## Model No. WHP-2010

HOT&COLD + UV STERILIZER FUNCTION



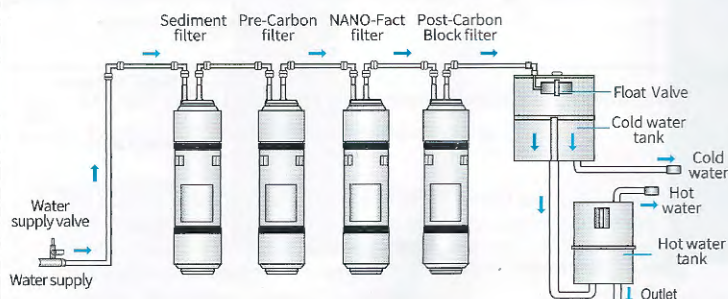
# Filtration system

## Filtration system



## Filtration system (WHP-2010S, WHP-2010)

	1 STEP	2 STEP	3 STEP	4 STEP
Filter name	Sediment filter	Pre-Carbon filter	Nano Fact filter	Post Carbon Block filter
Expected Replacement	4 Months	8 Months	20 Months	12 Months



※ Fitting/Tubing/Float Valve, etc. are consumable parts and require replacement approximately every 2 years. Failure to replace these parts can cause property damage by water leakage.

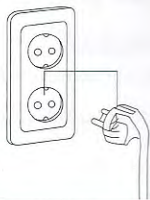
※ When using or replacing new filters, all filters must be flushed properly. Please contact local service center for proper filter flushing guidelines.



# HOW TO USE HOT&COLD WATER PURIFIER

## 1. Plug the power cord to outlet.

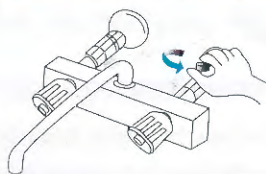
- Please verify voltage compatibility before plugging in.
- Turn off the hot water switch before plugging in.



## 2. Open the water supply valve

- Product will not purify water, if the water supply valve is closed.

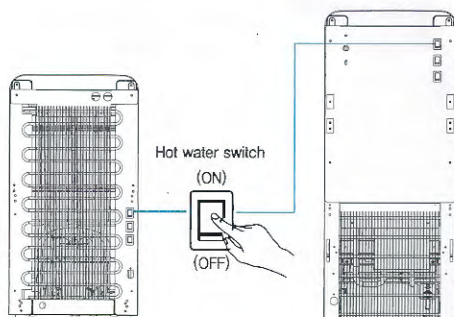
(Please Note: The water supply valve should only be closed if the product is not going to be used for an extended period of time. Otherwise, it would remain open at all times.)



## 3. How to Operate

### 1) How to use Hot Water Function

- ① Turn on the Hot Water Switch located at the back of the product.
- ② Hot Water Lamp will turn on and the Hot Water Function will begin.
- ③ Please allow approximately 30 minutes for the hot water to heat up after the Hot Water Switch is turned on.
- ④ Please allow sufficient time for the Hot Water Tank to fill up with water.
- ⑤ How to dispense Hot Water
  - Please press the Hot Water Safety Lock and then push the hot water lever to dispense hot water.
  - To stop dispensing Hot Water, please pull your hand away from the hot water lever.



- When Hot Water is not needed, turn off the Hot Water Switch to reduce power consumption.

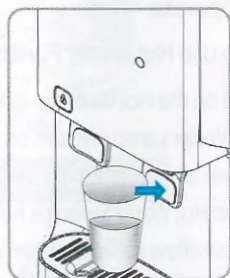
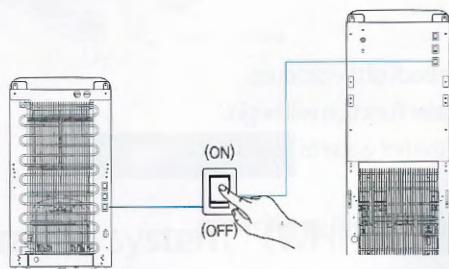
# HOW TO USE HOT&COLD WATER PURIFIER

## 2) How to use the Cold Water Function

- ① Please turn on the Cold Water Switch to enable chilling.
- ② Please allow approximately 60 minutes to chill the water in the Cold Tank.
- ③ How to get cold water
  - Press the Cold Water Dispense Lever.
  - To stop dispensing Cold Water, please pull your hand away from the lever.

## 3) How to enable Continuous Cold Water Dispensing

- ① Pull the lever forward to dispense cold water without stopping.
- ② Return the lever to its original position to stop water dispensing.



BEFORE TURNING ON the Hot Water Switch, please make sure that water is coming out of the Hot Water Nozzle.  
(Failure to do so can cause malfunction.)

- After the installation of the product, please drain out 20 liters of water from the tanks.
- If the product has been sitting idle for a long period of time, please drain out 1~2 liters of water from the tanks before using.



---

## **Always unplug the power cord before cleaning the product**

- Never use detergent or chemicals.
  - Wipe the front and back of the product with water-soaked soft cloth.
  - Do not directly spray water on the surface of the product.
  - If dust or other foreign substance has accumulated on the condenser, wipe off with water-soaked soft cloth.
  - After cleaning the product, completely dry it before applying electric power.
- 

## **If the product is not used for a prolonged period.**

- Water can be drained completely by loosening the Hot and Cold water caps.
  - Wipe dry any remaining surface moisture from each part of the product  
Damp surface will create rust.
  - Wrap the product in its original vinyl and corrugated paper used for shipping, before storage, to prevent from being damaged by rust, dust and other foreign substances.
  - Unplug the power cord.
-

## WHP-2010/2010S (HOT&COLD + UV STERILIZER FUNCTION)

- ECO function helps to reduce power consumption by automatically turning off the heating functions when no light surrounding the product is detected by the illuminance sensor.
- When brightness is detected by the illuminance sensor, ECO functions is terminated to automatically begin heating again.
- How to operate ECO Function (Illuminance Sensor)?
  - ① Turn on the ECO switch at the back of the product.
  - ② The HOT water lamp will turn Amber.
  - ③ When activated, the HOT water lamp will turn green.
    - ECO SW ON (Day) -HOT water lamp : Amber
    - ECO SW ON (Night) -HOT water lamp : Green

## UV LED SYSTEM

- UV LED sterilization is operated initially when the electronic power cord is plugged.

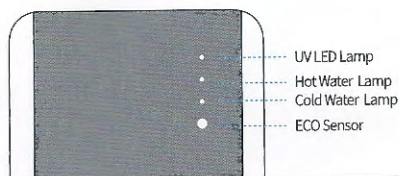
There is no on/off S/W for UV LED operation and it is operated automatically.

The function of UV LED could be deteriorated 5 years later after use.

During operation of UV LED, the UV LED lamp flickers on and off.
- STERILIZATION CYCLE : 2 hours/1 day

※ Please make sure to unplug power cord when opening the tank lid.

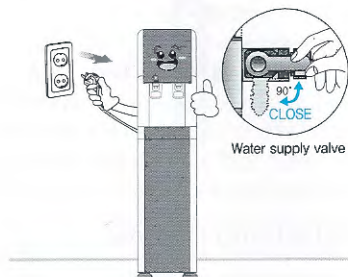
- Failure to do so can cause a safety accident by the light of UV LED in the cold tank.



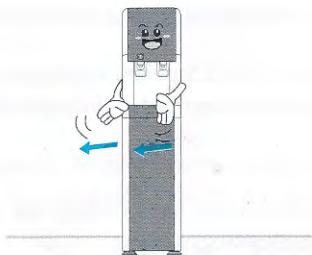


# Filter Exchanging Method

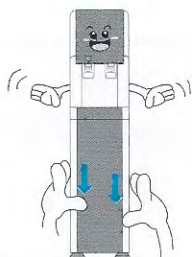
1. Please shut off Water Supply and unplug the power cord, prior to replacing new filters.



2. Remove the drip tray.

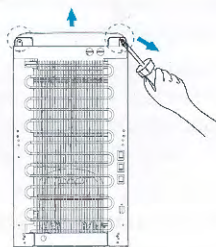


3. Push down on the lower panel and pull forward to remove it.



Model No / WHP-2010

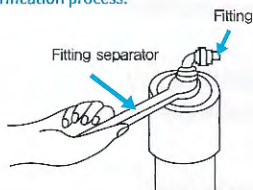
- 3-1. Remove both left and right screws located at the back of the product in order to remove the top cover.



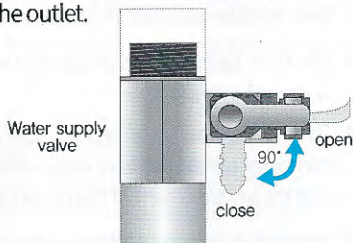
Model No / WHP-2010S

4. Please remove the old filters with a Fitting Separator and insert the new filters in reverse order.

- ※ Always check for water leakage after replacing filters.
- ※ Make sure that each filters are in the proper order of purification process.



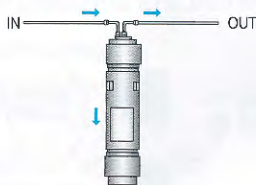
5. Once all the filters have been replaced securely, please make sure to open the Water Supply Valve and plug the power cord back into the outlet.



# Filter Exchanging Method

- Before replacing any filters, always pull the power cord out and close the Water Supply Valve.

- When using the product for the very first time or after replacing the filters, please make sure that the filters have been properly flushed for approximately 10 minutes.
- Please make sure that the filters are flushed properly until all carbon dust is no longer visible.



## Cautions

- Please make sure to change filters periodically based on the recommended exchange schedule.
  - Untimely filter changes that exceed the recommended exchange schedule will significantly reduce filter performance and degrade the quality of water.
  - Please note that the filter exchange schedule may vary depending on quality of the tap water supply.
  - Always use genuine filters for filter replacement.  
(Water quality and performance may be affected negatively when using non-genuine filters.)
- ※ Please Note: It is strongly recommended that an authorized technician performs all filter exchange service.  
Manufacturer/Distributor is not responsible for any service provided by an unauthorized third-party technician.

## FILTER EXCHANGE SCHEDULE

	Stage 1	Stage 2	Stage 3	Stage 4
Filter	Sediment filter	Pre-Carbon filter	NANO-Fact filter	Post-Carbon block filter
Replacement cycle	4 months	8 months	20 months	12 months

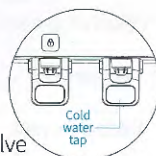
- Please make sure that all filters are flushed properly for at least 10 minutes.
- The Filter Exchange Schedule above is recommended regardless of the water volume used.
- The Filter Exchange Schedule is only a recommendation and the actual exchange period will vary depending on the quality of the tap water supply and the environment of the product where it is installed.
- The period is based on 10ℓ use in a day for house use. (4 people based)



# Cleaning Method

## Hot Tank and Cold Tank Cleaning

1. Shut off Water Supply Valve and unplug power cord.
2. Drain all water in the Cold Tank by dispensing it from the Cold Water Nozzle.
3. Stand Type : Remove the lower panel to access drain valve.  
And open drain valve to drain water completely.  
Countertop Type : Remove side panel to access drain valve and open drain valve to drain water completely.



(Please be careful when draining out the Hot Water as it may cause severe burns.)

4. Unscrew the two screws on the left and right at the back of the product and remove the top cover.  
Then remove the Cold Tank Cover.

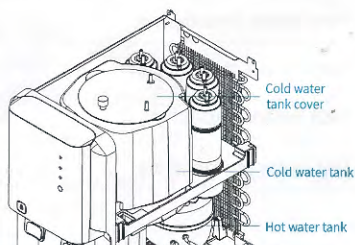
(Please be careful not to damage the rubber packing when removing the Cold Tank Cover.  
Also, the Cold Tank is made out of stainless steel. Please use caution to prevent injury.)

5. Clean the cold tank by flushing it out with water.

(Make sure to close the drain valve when done.)

6. Open Water Supply Valve and check for any water leakage until the Cold Tank is completely full. Then, reassemble the top cover.

7. Please monitor the product for a day for any leakage.  
If there is any water leakage, please contact local customer service center immediately.



▶ Please contact local customer service center for cleaning service if the product has not been used for an extended period of time.

▶ CAUTION: Please contact local customer service center. DO NOT attempt to do by yourself.

## Cleaning Cycle

Cleaning	Cycle	method
Exterior	once a week	Clean exterior with a non-abrasive soft cloth. (Never use Benzene, gasoline or thinner to clean the product.)
Drip tray	frequently	Clean the drip tray as frequently as possible with a sanitary wipe or solution.
Fitting / Tubing	At least once every 2 years	Check all fittings and tubing during filter changes. Replace fittings and tubing, if necessary.
Water tap	once a day	Unscrew the nozzle counterclockwise to separate it. Then, thoroughly clean the nozzle openings with a sterilized swab. After cleaning, please screw the nozzle back on.



# Specifications

Product name	HOT & COLD WATER PURIFIER	
Model no.	WHP-2010	WHP-2010S
Rated Power	220-240v/50-60Hz	
External dimensions	260(W)*365(D)*1100(H)mm	260(W)*485(D)*495(H)mm
Recommended water consumption	10ℓ / a day (4 people based)	
Cold water capacity	about 1.8ℓ	about 1.8ℓ
Cold water temperature	about 4°C~12°C	
Motor power consumption	0.6A	
Heater power consumption	430W	
Hot water capacity	about 1.8ℓ	about 1.4ℓ
Hot water temperature	about 70°C~90°C	
Service condition	Working pressure : 127~294kPa	
	Working temperature : 5~35°C	
	Usable feed water : Tap water	

## ■ Filtration System

MODEL		WHP-2010 / WHP-2010S
Filtration System	SEDIMENT FILTER	O
	PRE-CARBON FILTER	O
	NANOFACT FILTER	O
	POST-CARBON BLOCK FILTER	O

※ Exterior and specification of the product can be changed for performance enhancements.

※ Filter Exchange Periods may vary depending not the environment and tap water quality.



# Troubleshooting Common Problems

※ Please refer to the common troubleshooting solutions before contacting customer service center.

Problem	Cause	Solution
<b>Insufficiently heated water</b>	Low power supply	Check voltage rate.
	Hot water switch off	Check to make sure that the Hot Water Switch is turned on.
<b>Insufficiently chilled water</b>	Low Power supply	Check voltage rate.
	Cold water switch off	Check to make sure that the Cold Water Switch is turned on.
<b>No water comes out</b>	Filter Change Needed	Check filter exchange schedule and contact local customer service center.
	Water Supply Shut Off	Unplug the power cord and plug back in to restart the system.
	Tubing Blockage	Check the tubing to make sure that it is not bent or kinked to prevent water flow.
<b>No heating</b>	Temperature Controller Shut Down/Heater Malfunction	Turn of the Hot Water Switch and contact local customer service center. (Temp. Controller automatically shuts of power supply to Hot Water Tank to prevent overheating.)
<b>Abnormal hot &amp; cold water temperatures</b>	Heavy Water Consumption	High volume of water consumption will cause the water temperatures to fluctuate. Please allow 5-10 minutes for the temperatures to recover.
<b>Noisy sound</b>	Compressor Operating Sound	When the compressor is activated, it is normal to hear sounds of the refrigerant flowing through the system.

# Troubleshooting Common Problems

※ Please refer to the common troubleshooting solutions before contacting customer service center.

Problem	Cause	Solution
Low Water Production	Filter Change Needed	Replace filters.
	Low Water Pressure	Depending on the water pressure of the environment, water production will vary.
Water leakage	Poor Connection to Water Supply	Shut off Water Supply Valve and contact local customer service center immediately.
Unpleasant water taste or odors	Cold Water Tank Cleaning Needed	Clean the cold water tank.
	Poor Environment Conditions	Replace all filters and clean cold water tank.
Particle in water	Bubbles in Water	Please wait about a minute for the bubbles from water dispensing to settle. If there are solid particles in the water, please contact local customer center.



# Warranty card

## PRODUCT WARRANTY

Product	Model	<input type="checkbox"/> WHP-2010	
		<input type="checkbox"/> WHP-2010S	
	Date of Manufacture		
Date of Purchase	Year	Month	Day
Customer's Name			
Dealer's Name			

### WARRANTY GUIDE

1. The warranty period is 12 months from date of purchase.
2. In following case, the product will be repaired at cost.
  - a) After expiry of free warranty period.
  - b) Malfunction of caused by careless or abnormal use.
  - c) Malfunction of caused by natural disaster.
  - d) In case this manual has been lost.

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