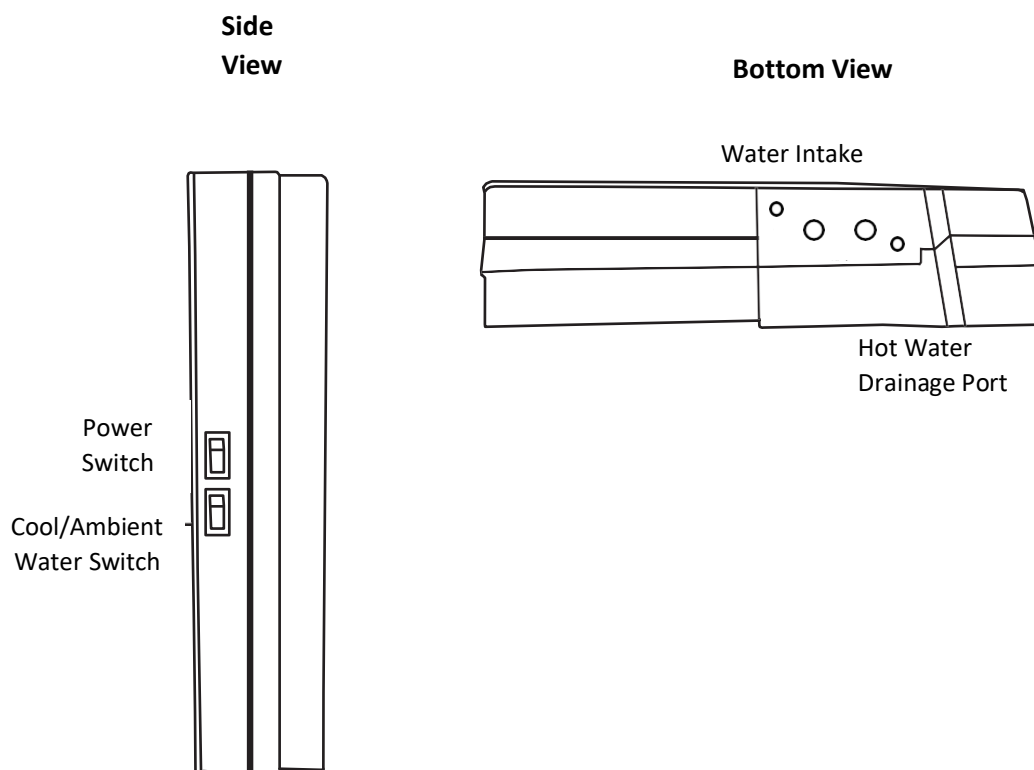




FreshDew[®]+
Water Dispenser

Specifications

Voltage / Frequency	220V ~ 50 Hz
Power	2000W
Heating Power	1935W
Heating Temperature/Capacity	≥90°C , 20 Litres/Hour
Cooling Power	65W
Cooling Temperature / Capacity	≤12°C ,0.7 Litres/Hour
Ambient Temperature	15°C - 40°C



Installation*

*Please read the last page on disclaimer items before installation.

Tomal recommends professional installers with plumbing and electrical expertise to have the unit installed for you. If you choose to install it yourself, please follow the steps below:

1. Installation preparation

The following tools may be required during installation: pipe wrenches, adjustable wrenches, wire cutters, electric drills, hole openers and utility knives.

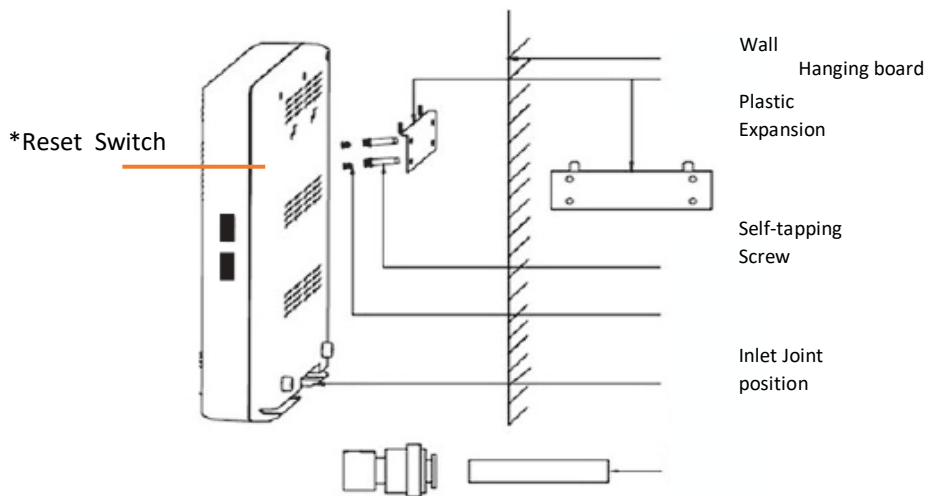
2. Installation Location

It should be placed away from direct sunlight and a reliable floor drain device within 1.5 meters.

3. Installation steps:

- a. Open the package and check if the whole machine is complete and whether the accessories are complete.
- b. Drill holes in the appropriate position on the wall, install expansion screws.
- c. Cut the PE pipe to the required length and connect the water source to the machine inlet with a PE pipe.
- d. Hang the installed machine on the expansion screw on the wall.

Flushing system before use



After installation, plug the power plug of this unit into the socket (make sure that the power switch and the cooling switch of the unit are placed in the “off” state before plugging in.) Turn on the power switch to replenish the water in the machine. After the water is supplied to the standby unit, unplug the drain plug, drain the water, clean out the water, and cover the drain. Repeat 1-3 times.

After cleaning, touch or press the “ambient/cool water” button to start operation when there is continuous water flow out of the water outlet.

Dispensing Water

- a. To turn on the dispenser, turn on the RED switch on the side panel, and the whole machine will enter the standby state.
- b. For dispensing hot water, first touch on “Safety Lock” to unlock. Then, touch on either “Hot (1 cup)” or “Hot (2 Cup)” to dispense the Hot Water.

(Caution: Please use extra care and do not move the cup away when the hot water is being dispensed. To stop the water, touch the same button and the water flow will stop within 5 seconds).

- c. For dispensing ambient or cool Water, make sure the Green Switch on the side is turned on. When it is first switched on, the machine will enter into its cooling state. When the machine has reached the set value, the machine stops cooling and enters preservation state. This might take up to 10 mins when the switch is first turned on. When the cooling switch is turned off, the cooling function will be turned off.
- d. When the machine is in abnormal operation, the machine will display E0 or E1 fault code with an alarm prompt.

Product Warranty

Warranty period: One year from the date of invoice

During the warranty period, if the product is caused by the electronics of the product itself, users are encouraged to produce warranty registration and purchase invoice. Do not disassemble the machine by yourself, otherwise you will lose the product warranty and the company will not be responsible for any quality problems or accidents.

The following conditions are not covered by the free warranty.

- a. The machine is damaged due to improper use, maintenance or storage;
- b. Damage caused by disassembly of the product by the user;
- c. There is no purchase receipt or the purchase receipt does not match the product model;
- d. Damage caused by force majeure (acts outside of human control);
- e. Beyond the warranty period.
- f. In order to facilitate product maintenance, please keep the box.
- g. Delivery and installation is not covered under warranty and service fees will apply. Additional parts of product may also be chargeable.

Trouble Shooting:

Fault phenomenon	Cause of issue	Troubleshooting
The whole machine is not powered	1、Power is not connected 2、Control board failure	1、Turn on the power, turn on the power switch 2、replace the control panel
Not heated	1、Heat lock state 2、Machine water shortage 3、Non-self-resetting temperature control trip 4、Heated body damage	1、Touch the child lock protection to unlock 2、Water the machine 3、Reset non-self-resetting temperature control at the back* 4、Replace the heating body
Not cooling	1、Refrigeration switch not turned on 2、Electronic refrigeration control board is damaged 3、Electronic ice blast damage	1、Turn on the cooling switch 2、Replace the electronic cooling control panel 3、Replace the electronic ice bile
The machine does not enter the water	1、Water stop 2、Water level switch failure	1、Restoration of water 2、Replace the water level switch
Hot water temperature display!S1	1、Water temperature is too low 2、Hot water temperature sensor failure	1、The pipe is frozen, please stop using it. 2、Replace the hot water temperature sensor
Hot water temperature display!S0	1、Heating the body with water shortage 2、Non-self-resetting temperature control trip	1、Check piping and water 2、Reset non-self-resetting temperature control
The machine is not cooling	1、Cold water temperature sensor short circuit 2、Control board failure	1、Replace the cold water temperature sensor or replace the ice biliary 2、Replace the control panel
Leaking water	2、Hot and cold water leaking	1、Cold water leaks to replace cold taps, hot water leaks to replace hot taps 2、Cold water leakage replaces water electromagnetic, hot water leaks replace water tank float

Disclaimer

This manual serves as a guide for proper use of the product. Users should strictly follow requirements for operation, daily inspection and maintenance.

Product is advised to be installed by professional authorised by Tomal's dealers or authorised installers. The user is advised to inform details of installation surface (such as surface material, water source, electricity source etc) to the installers.

The water source for this product should be high quality drinking water. We recommend for it to be connected to Tomal's undersink filter systems. The applicable water pressure range is 0.1Mpa~0.4MPa, and to use it beyond this range will invalidate your warranty.

The power cord of the unit is a flexible cable. If damaged, it must be replaced with the same type of cable. Please contact distributors/deals for the necessary assistance.

The unit should be installed in a cool dry place indoors, avoiding direct sunlight, heat, corrosive environments and sharp objects.

There should be a floor drain within 1.5 meters of the installation of the machine to avoid possible leakage of the system and loss due to poor drainage. For initial use or after long duration of storage, the system should be flushed and washed several times repeatedly with water. Product can only be used after flushing and cleaning is completed.

When the system is not used for long time, please turn off its switches with care and cut off the water supply via the valve, and drain out the water inside the system by removing the nut and silicone plug of the bottom drain of the product, drain out all water remaining in the product, and re-tighten the silicone plug nut. Please use care when draining hot water.

Do not use organic solvents such as benzene to wipe the casing of the machine. When cleaning is required, wipe the surface with a damp cloth. Do not block the exhaust port. To avoid risk of scalding, the product is strictly not for use by young children and children should only use it under supervision.

As the product line is evolving, some text and graphics on the manual may differ from the actual product, please refer to the actual product.

The company will not be responsible for any consequences caused by failure to operate the machine in accordance with the above procedures and is not liable for unforeseen accidents, or liabilities arising or not arising from the use of the system.

Thank you for choosing Tomal for your premium drinking solution.

Do feel free to contact +65 67023075 or write to us at innovation@tomalglobal.com