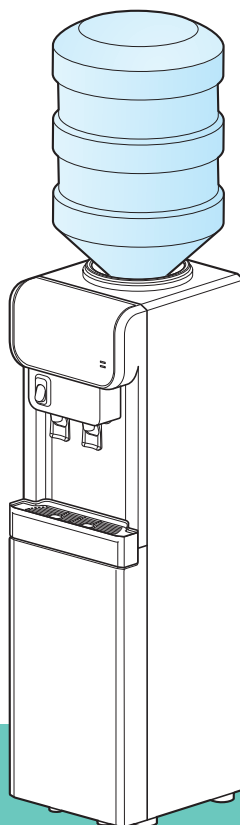




# BOTTLED WATER DISPENSER

## User's Manual



### MODEL

B5/SB5, B7, B9, B10, B11, B13, B14, B17, B19/SB19, B21, SB22

- For your safety, please read and follow all the instructions in this manual.
- Keep this manual in a safe place for future reference.

# Safety information

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Read and follow all safety instructions in this manual to avoid unsafe operating conditions, property damage, personal injury, or death.

## Safety messages used in this manual

### WARNING

Indicates a potentially hazardous situation which, if not avoided, could result in injury or death.

### CAUTION

Indicates a potentially hazardous situation which, if not avoided, could result in minor injury or property damage.

## Packaging-related safety information

### WARNING

After removing the packaging material from the appliance, keep the plastic bags or vinyl wrap away from children. There is a danger of death by suffocation.

### NOTE

Keep the packaging material in case you need to ship the appliance in the future.

## Electrical safety information

### WARNING

- Do not touch the cable if your hands are wet. There is a risk of electric shock.
- To protect against fire, electric shock, or injury, do not immerse the power cord, plugs, or the appliance in water or any other liquid.
- Always unplug the appliance from the main power source prior to servicing or removing the cover of the appliance.
- If a plug with grounding is supplied, the appliance must be grounded by connecting it to a grounded 3-pin power outlet. Grounding reduces the risk of electric shock if there is a short circuit.
- If a plug without grounding is supplied, you must ground the grounding terminal on the back of the unit before using the appliance. Grounding reduces the risk of electric shock if there is a short circuit. Consult a qualified electrician to ensure that the appliance is properly grounded.

### CAUTION

- Before connecting the appliance to the power supply, make sure that the power supply voltage matches the voltage rating on the data plate at the back of the appliance.
- Unplug the appliance from the power outlet when it is not in use and before cleaning it.
- Do not let the power cord hang over the edge of the table or counter or allow it to touch hot surfaces.
- Do not operate the appliance and contact our customer service center immediately if the power cord or plug is damaged, if the appliance malfunctions, or if it has been damaged.

## Safety guidelines for installation

### WARNING

- All electrical connections must be made in compliance with the local codes and regulations.
- Do not install this unit in locations where explosive fumes or flammable substances may be present.
- The unit must be installed using the anchor fixture assembly provided with this unit (for some models only). Personal injury and property damage may result if the unit falls during use.
- Ensure that no water enters the appliance when you load the water bottle as this may cause electric shock or damage the electronic components inside the appliance. If this happens, unplug the appliance from the power outlet and contact the customer service center.

### CAUTION

- Locate the appliance within the reach of the electrical outlet and do not use extension cord.
- Do not use or store the appliance at a temperature below 41°F (5°C) as it may cause leaks.
- All parts must meet the local and national standards.
- Using accessories or attachments that are not recommended by the manufacturer may result in fire, electric shock, or injury.

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## Safety guidelines while using the appliance

### WARNING

- This appliance dispenses very hot water and there is a high risk of scalding. Keep the appliance and its accessories away from children.
- If a child operates the appliance, they must be supervised by an adult at all times.

### CAUTION

- Keep the appliance upright at all times.
- This appliance is designed for indoor use. Do not use this appliance outdoors.
- This appliance is suitable for indoor use in domestic, commercial, and industrial locations. It should not be used in locations that may be exposed to direct sunlight, rain or snow. Failure to comply voids the warranty.
- The appliance must be used according to all the specifications and instructions listed in this manual.
- Do not use water from a source that is microbiologically unsafe or of unknown quality as it may cause diseases or product failures. We recommend you to use filters to get potable water.
- Do not place heavy objects on top of the appliance and never climb or stand on the appliance to prevent personal injury or damage to the appliance.
- Do not use this appliance for purposes other than its intended use. This appliance is designed to supply hot and cold water in accordance with the instructions in this manual. Manufacturers or distributors do not accept liability for damage that occurs if the appliance is not used for its intended purpose.
- The limited warranty is void if the appliance is modified or altered. Alteration may cause serious flooding, electrical shock or a fire.
- Prior to drinking water from the appliance, run water through the hot and cold faucets for a minimum of five minutes until there is no dust or air in the lines.
- A fully filled water bottle is very heavy. Be careful not to drop the bottle while transporting, loading, or unloading it as it may cause injury.
- Stretch your back naturally and bend your knees when lifting the water bottle to prevent injury.

- Depending on the individual, the water bottle may be too heavy to lift. If necessary, ask for assistance when lifting the bottle.
- Be careful not to get your fingers and other body parts caught underneath the bottle.
- Wipe up any water spills immediately after loading or unloading the water bottle.

## Safety guidelines for maintenance

### WARNING

- Unplug the appliance from the power outlet before cleaning it. There is a risk of electric shock.
- Do not open the appliance's back panel. The panel does not provide access to owner-serviceable parts and there is a high risk of electric shock.
- Do not rinse the appliance under flowing water. If water gets into the appliance, it may cause electric shock or damage to electronic components. If this happens, stop using the appliance and contact the customer service center for a service.
- Before maintaining or cleaning the appliance, wait long enough to allow it to cool. Hot water contained in the appliance may cause burns.

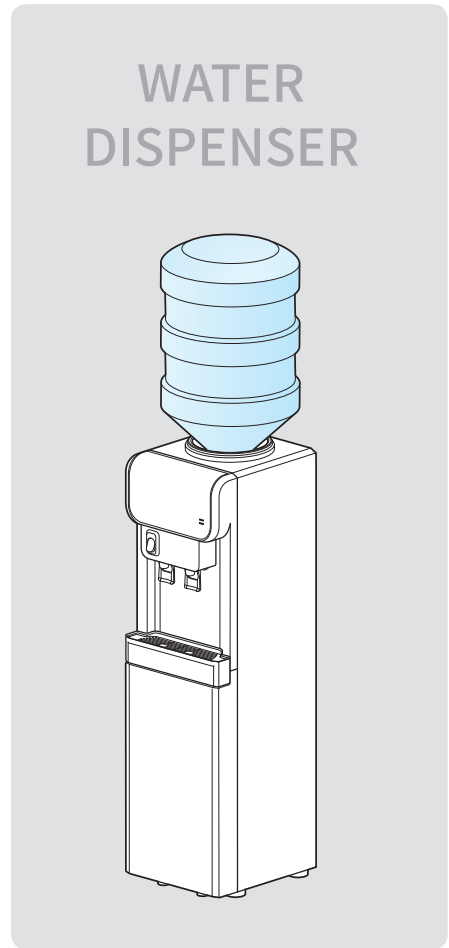
### CAUTION

- Periodically inspect the appliance for leaks. If the unit is suspected of any leaks, immediately disconnect the unit from the power source.
- Do not use abrasive material, bleach or synthetic detergents while cleaning inside.
- Keep the inside of the appliance away from dust. Cooling performance will decrease if the wire condenser is stained or soiled.
- Do not use metallic brush to clean the wire condenser inside as it may cause damage to the appliance.
- Use only a neutral detergent and soft cloth for cleaning the exterior surfaces.
- Wear rubber gloves while cleaning the appliance and draining hot water as the hot water could cause burns or scalding.
- Always drain the water completely before storing the appliance to avoid stagnation and to reduce potential bacterial growth.
- If you disconnect the plug from the power outlet, wait at least 5 minutes to reconnect it.

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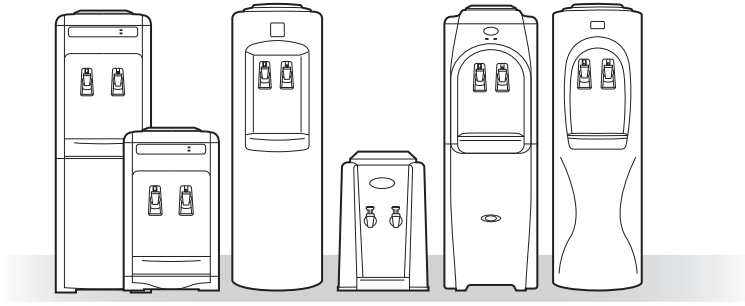


# 1. Overview

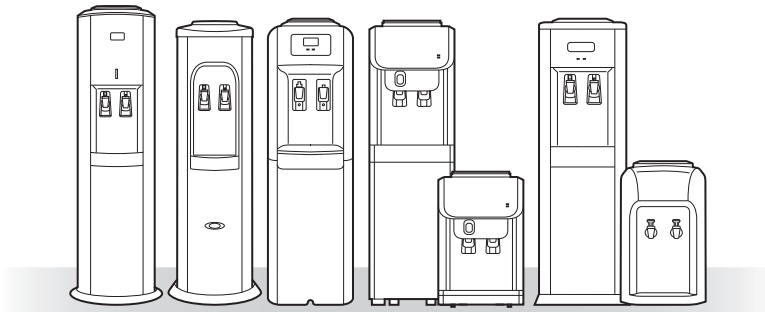
Before using the appliance, check that all of the supplied items have been provided and get familiar with general information about the appliance.

## Product identification

Find your model in the illustrations below.



B5 SB5 B7 B9 B10 B11



B13 B14 B17 B19\* SB19 B21 SB22

\* This user's manual was written based on the B19 model.  
Illustrations used in this manual are of the B19 unless otherwise specified.

### NOTE

The identification code for each appliance displays the feature specifications as follows:

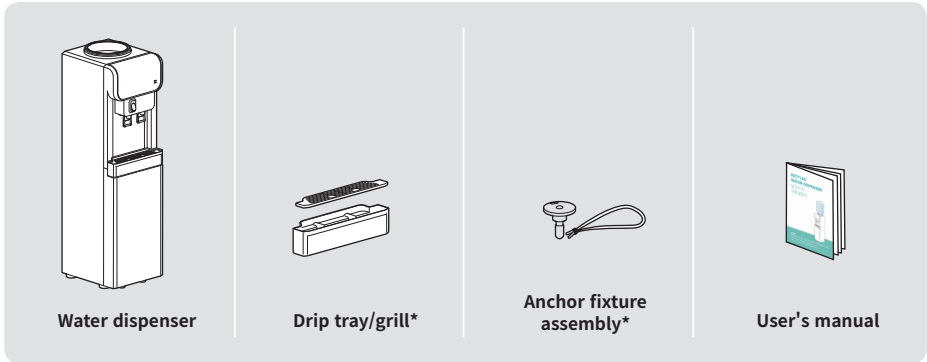
Identification code	CH or A	C or B	E
Specification	Hot & Cold	Cook & Cold	Cold only

Ex) B14A - Hot & Cold, B5C - Cook & Cold

## 1. Overview

### Supplied items

Open the packaging and ensure that the following items are provided.

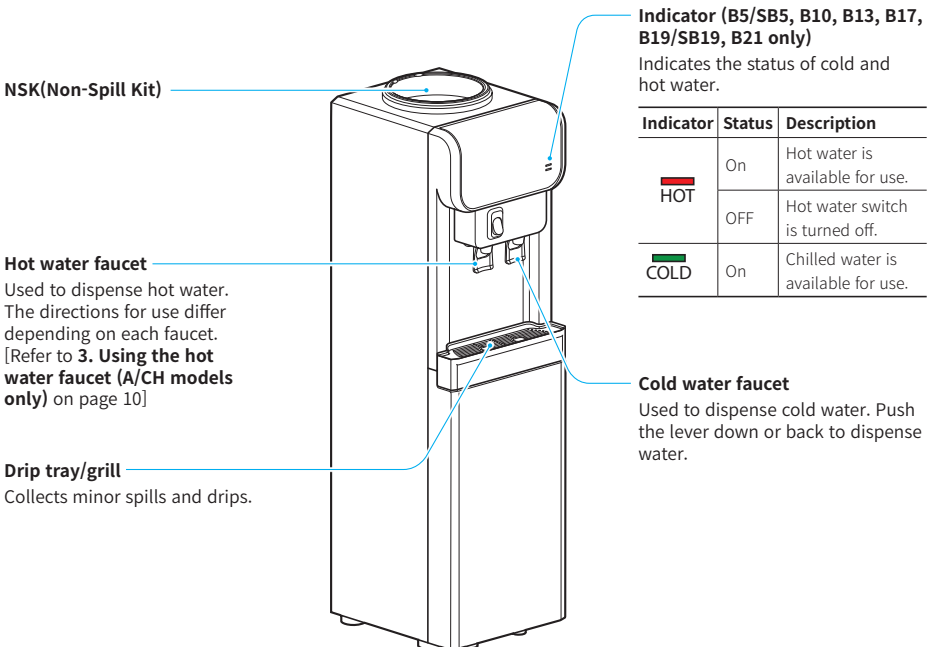


\* For some models only

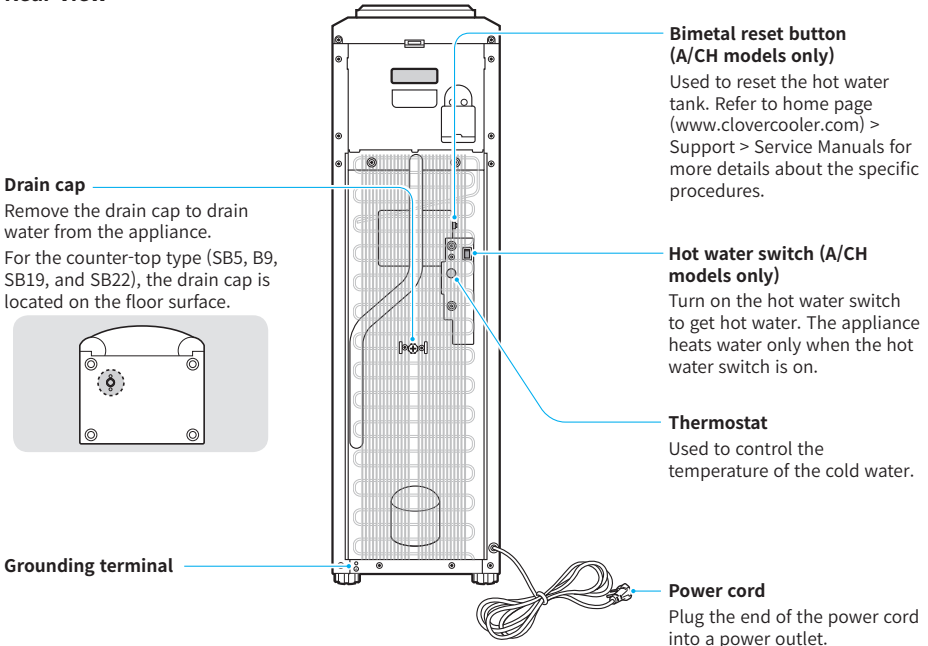
### Parts names

The diagram below contains information about the parts and their functions.

#### Front view



## Rear view

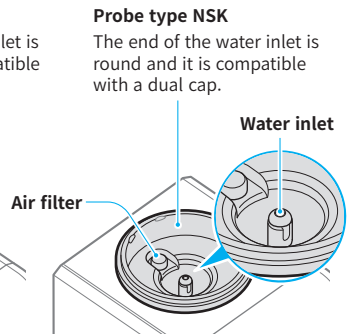
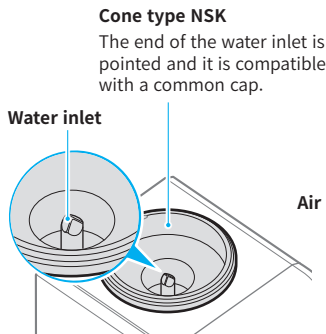


## NOTE

- This user's manual was written based on the B19 model. The location of components may differ depending on the model.
- Depending on the country, the grounding connection and power plug specifications may differ.

## Non-Spill Kit (NSK)

The NSK prevents water spillage when loading or unloading the water bottle. Check which NSK type your appliance is fitted with before loading the water bottle, as the bottle caps differ depending on the type of NSK.



## WARNING

Do not use the appliance without the NSK. If water overflows and enters the appliance, it may create a risk of electric shock or damage electronic components inside the appliance.



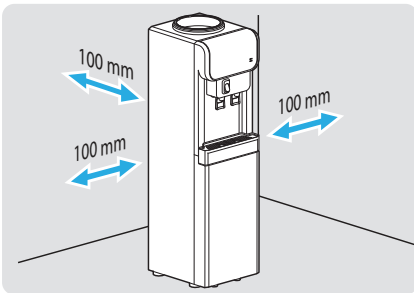
## 2. Installing the water dispenser

After reading the safety information carefully, install the appliance properly by following the instructions in this section. Before using the appliance for the first time, clean its interior (refer to **Cleaning the interior** on page 12).

### Location selection

Consider the following to select the location for installing the appliance.

- Install the appliance in an indoor area protected from dust, rain, sunlight, and snow. The warranty does not cover damage incurred due to the exposure to these natural elements.
- Install the appliance on a flat and leveled floor that is strong enough to support it when fully loaded with water.
- Locate the appliance within the reach of the electrical outlet.
- Do not install the appliance in an environment where the temperature is below 41°F (5°C) as there is a risk of the water freezing.
- Do not install the appliance in an environment where the temperature changes frequently (above 25°C) as there is a risk of leaks.
- Do not install the appliance in humid or dusty locations. Also, do not install it in an environment where water regularly splashes on the appliance. There is a risk of malfunction or electric shock.
- Do not locate the appliance in damp areas where water may collect under the appliance.
- Install the appliance a minimum of 4 in. (100 mm) away from the wall to provide proper ventilation.



### ⚠ WARNING

The unit must be installed using the anchor fixture assembly provided with this unit (for some models only). Personal injury and property damage may result if the unit falls during use.

### ⚠ CAUTION

If you do not own the property where the unit will be installed, you need to contact the owner and obtain approval before you install the appliance.

### Initial inspection

Ensure the following before installing the appliance.

- The appliance is intact and dust free.
- Inspect the appliance's power plug and power cable for damage.
- Inspect the electrical socket for damage.
- Inspect the water bottle for damage. A cracked water bottle may leak.
- The source water is safe potable water. If the quality or source of water is unknown, we recommend you to use a filter.
- The hot and cold water faucets are tight and in upright position.
- The hot water switch is in the "OFF" position.
- Remove dust from the bottle neck and top of the appliance with a soft clean cloth.

### ⚠ CAUTION

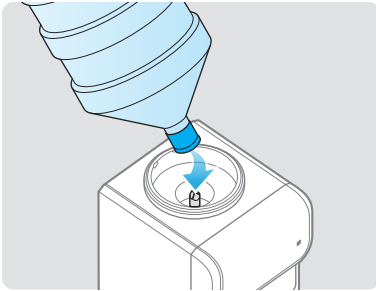
- If the appliance will be left unattended for a long period of time (more than 48 hours), a leak protection system should be installed.
- Periodically inspect the appliance for leaks. If the unit is suspected of any leaks, immediately disconnect the unit from the power source.

## Installing the water dispenser

Follow the instructions below to install the appliance.

### ⚠ CAUTION

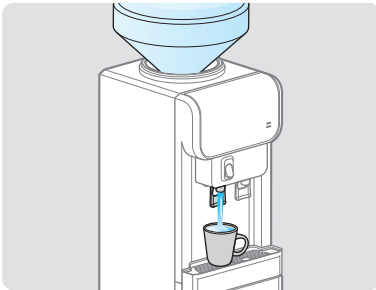
- A fully filled water bottle is very heavy. Be careful not to drop the bottle while transporting, loading, or unloading it as it may cause injury.
- Stretch your back naturally and bend your knees when lifting the water bottle to prevent injury.
- Depending on the individual, the water bottle may be too heavy to lift. If necessary, ask for assistance when lifting the bottle.



- 1 Remove the protective seal from the bottle cap and load the water bottle by lifting and inserting it onto the water inlet, ensuring the bottle is fully aligned with the appliance and centered over the water inlet.

### ⚠ CAUTION

- Do not remove the bottle cap as water may overflow when loading the water bottle.
- Wipe up any water spills immediately after loading or unloading the water bottle.



- 2 Open the hot water faucet until water flows via the hot water faucet to fill the hot water tank.

- 3 Connect the power plug to the power outlet.

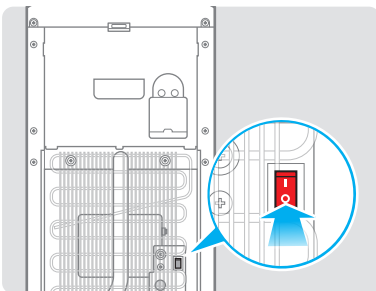
### ⚠ WARNING

Do not touch the cable or power plug if your hands are wet. There is a risk of electric shock.

- 4 Turn on the hot water switch.

### 📌 NOTE

When using the appliance for the first time or after an extended period of time, the appliance may take minimum of 1 hour to cool or heat water.


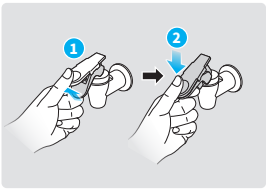
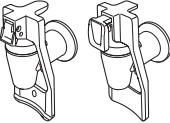
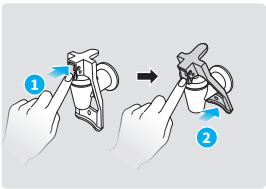

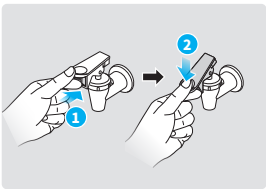

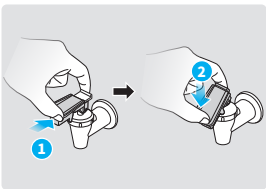
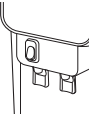
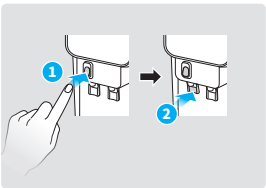


### 3. Using the hot water faucet (A/CH models only)

The hot water faucets are equipped with safety devices to prevent the users, especially children, from scalding themselves. Use the hot water faucet according to the directions below.

#### **⚠ WARNING**

- This appliance dispenses very hot water and there is a high risk of scalding. Keep the appliance and its accessories away from children.
- If a child operates the appliance, they must be supervised by an adult at all times.

Type	Illustrations	Action
		<p>Lift the lower lever (safety device) and push down the upper and lower levels simultaneously while holding them.</p>
		<p>Push the lever back with a cup while pushing the safety button (safety device) of the lever.</p>
		<p>Push the lever down while pushing in on the front part (safety device) of the lever.</p>
		<p>Push the lever down while pushing it back.</p>
		<p>Push the lever back with a cup while pressing the button (safety device) on the panel.</p>

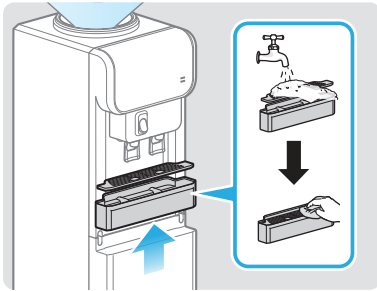
## 4. Cleaning and maintenance

The following instructions contain information about cleaning the interior and exterior of the appliance. Regular cleaning of parts, such as the Drip tray, Cold & Hot water faucets, Cold water tank, Cold water baffle, and NSK is required to maintain the appliance's performance.

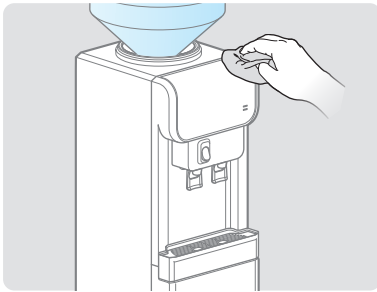
### **⚠ WARNING**

- Unplug the appliance from the power outlet before cleaning it. There is a risk of electric shock.
- Do not open the appliance's back panel. The panel does not provide access to owner-serviceable parts and there is a high risk of electric shock.
- Do not rinse the appliance under flowing water. If water gets into the appliance, it may cause electric shock or damage to electronic components. If this happens, stop using the appliance and contact the customer service center for a service.
- Turn off the appliance and wait for at least 30 minutes to allow it to cool before maintaining or cleaning the appliance. Hot water contained in the appliance may cause burns.

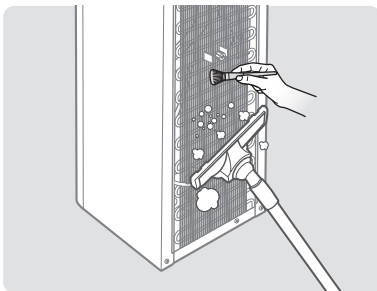
### Cleaning the exterior



- 1 Remove the drip tray and grill from the appliance, wash it using neutral detergent and dry it using a soft cloth.

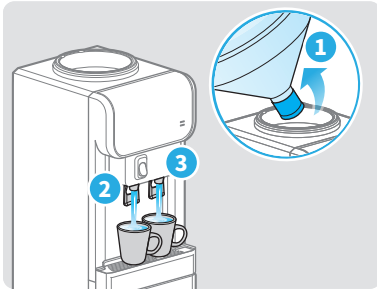


- 2 Moisten a dry cloth with neutral detergent solution and use it to wipe the faucets and exterior of the appliance to clean on a regular basis.



- 3 Remove the dust from the back of the appliance using a vacuum cleaner and soft brush.

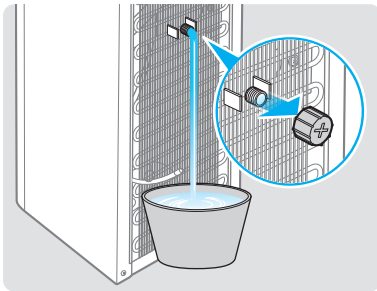
## Cleaning the interior



- 1 Unload the water bottle and drain any remaining water via the cold and hot water faucets.

### ⚠ CAUTION

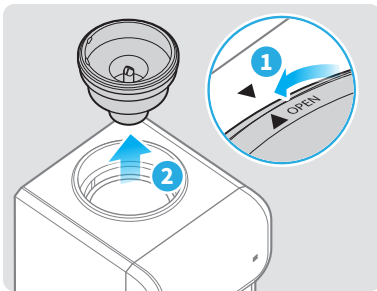
- Be careful not to get your fingers and other body parts caught underneath the bottle.
- Wipe up any water spills immediately after loading or unloading the water bottle.
- Wear rubber gloves while draining the water inside to prevent scalding.



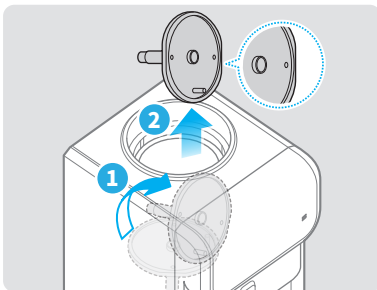
- 2 Place a bucket below the drain to collect the water. Rotate the drain cap on the back of the appliance counterclockwise, drain the remaining water, and then reinstall the drain cap.

### ⚠ CAUTION

- The water will drain out of the appliance immediately when the drain cap is removed. Place a bucket below the drain to collect the water from the appliance.
- Wear rubber gloves while draining the water inside to prevent scalding.



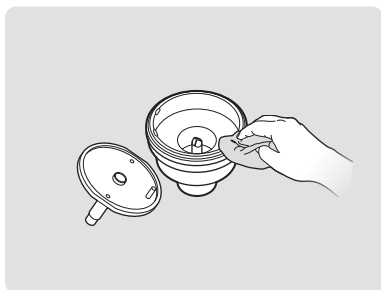
- 3 Rotate the NSK counterclockwise until OPEN on the NSK is aligned with the arrow mark on the top cover, and then lift the NSK to remove it.



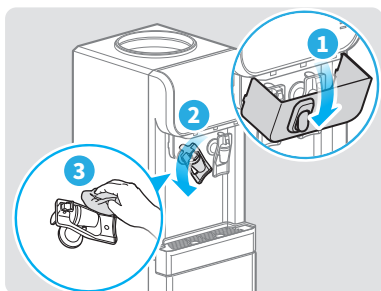
- 4 Lift the cold water baffle to remove it.

### ⚠ CAUTION

- When taking the cold water baffle out of the cold water tank, tilt it vertically as shown in the image so that the straight edges on both sides are upright to prevent damage to the packing of the cold water tank.



- 5 Dampen a dry cloth with a neutral detergent solution and use it to clean the NSK and cold water baffle. Then, wipe them with the clean cloth repeatedly until no detergent is left.



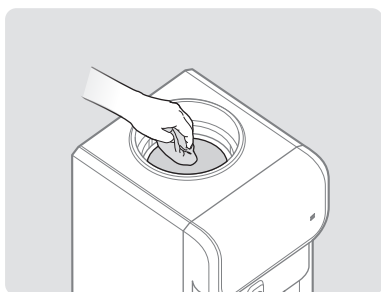
- 6 Grip both sides of the panel, pull it down to remove it, and then rotate the cold and hot water faucets counterclockwise to remove them. Wash the faucets using a neutral detergent, dry them with a soft cloth, and then reinstall them and the panel.

**⚠ CAUTION**

Do not use a sharp object to clean the inside of the faucets. If the rubber packing inside the faucets is damaged, there is a risk of leaks.

**📌 NOTE**

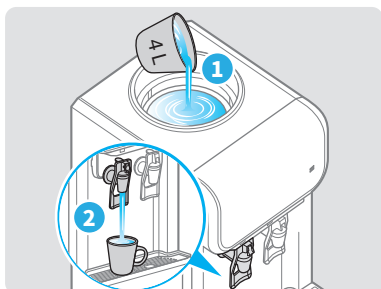
Depending on the model, there may not be a panel.



- 7 Dampen a dry cloth with a neutral detergent solution and use it to clean the interior of the cold water tank. Then, wipe the inside with the clean cloth repeatedly until no detergent is left.

**⚠ WARNING**

Ensure that no water enters inside the appliance as it may cause electric shock or damage electronic components inside the appliance.



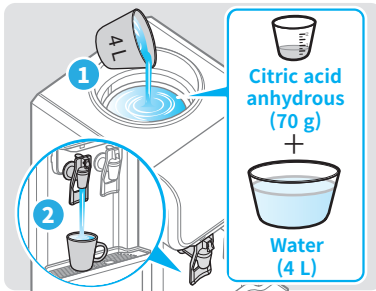
- 8 Perform the one of the following.

**8-1 When not descaling internal components**

Fill the cold water tank with water (approximately 4 L), open the hot water faucet until the water flows via the hot water faucet to fill the hot water tank.

**📌 NOTE**

If you are using the appliance for the first time, you do not need to descale internal components.

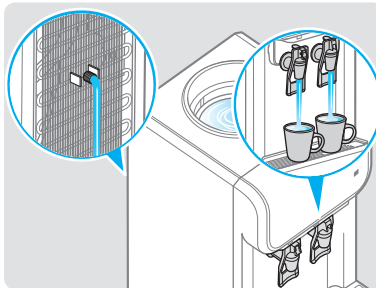


### 8-2 When descaling internal components

Dilute 70 g of citric acid in 4 L of water, fill the cold water tank with this solution and then open the cold water tank with this solution and then open the hot water faucet until the water flows via the hot water faucet to fill the hot water tank. Plug in the appliance and turn the hot water switch on. Turn it off after an hour and disconnect the power plug.

#### ⚠ WARNING

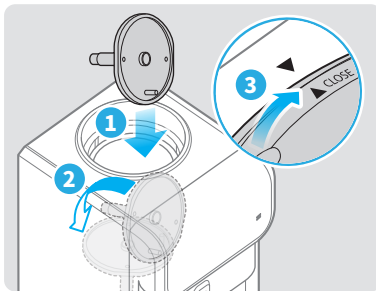
Ensure that no water enters inside the appliance as it may cause electric shock or damage electronic components inside the appliance.



- 9 Drain water from the appliance completely via the cold and hot water faucets and drain cap. Repeat steps 8-1 and 9 more than three times to clean the inside of the appliance.

#### ⚠ CAUTION

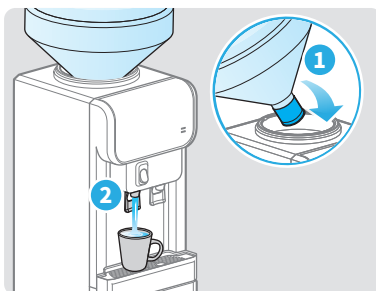
- The water will drain out of the appliance immediately when the drain cap is removed. Place a bucket below the drain to collect the water from the appliance.
- Wear rubber gloves while draining the water inside to prevent scalding.



- 10 Reinstall the cold water baffle, place the NSK on the top cover, and then rotate the NSK clockwise until CLOSE on the NSK is aligned with the arrow mark on the top cover.

#### ⚠ CAUTION

When inserting the cold water baffle into the cold water tank, tilt it vertically as shown in the image so that the straight edges on both sides are upright to prevent damage to the packing of the cold water tank.



- 11 Load the water bottle, open the hot water faucet until water flows via the hot water faucet, and then connect the power plug to the power outlet.

#### ⚠ CAUTION

- Be careful not to get your fingers and other body parts caught underneath the bottle.
- Wipe up any water spills immediately after loading or unloading the water bottle.

## 5. Troubleshooting

The following table contains useful information to resolve some of the common faults you may encounter while you are using the appliance. If a fault is not resolved by following the troubleshooting advice, contact the customer service center.

Problem	Resolution
The appliance does not dispense water.	<ul style="list-style-type: none"> <li>• Check if the appliance's faucets are blocked.</li> <li>• Check if the water bottle is empty.</li> </ul>
Water from the cold water faucet is not cold.	<ul style="list-style-type: none"> <li>• Check if the thermostat is in the off position. If so, turn it clockwise by about 120 degrees.</li> <li>• Check if there is too much ice inside the cold water tank as ice may impede the flow of water. If this happens, turn the thermostat counterclockwise to adjust the cold water tank's temperature.</li> <li>• If too much cold water has been consumed, wait until the water becomes cold.</li> <li>• Check if the cold water baffle in the cold water tank is loose. If it is, tighten it.</li> <li>• Check the ventilation of the condenser at the back of the appliance. Ensure that there is adequate air circulation around the condenser.</li> <li>• Check if the condenser is working. If there is no sound coming from the condenser then it may not be working. Contact the customer service center.</li> <li>• Check if the appliance is exposed to sunlight or placed near a heat source.</li> <li>• Check if the air filter attached to the NSK is wet. If so, detach the air filter from the NSK, dry it completely, and then reattach it. Refer to <b>Non-Spill Kit (NSK)</b> on page 7 for information about the location of the air filter.</li> <li>• If the air valve inside the air filter is closed, water may not come out. Detach the air filter from the NSK, shake it several times so that the air valve returns to its normal position, and then reattach it.</li> </ul>
Water from the hot water faucet is not hot.	<ul style="list-style-type: none"> <li>• Check if the hot water switch is on.</li> <li>• If the hot water switch is already on, follow the steps below to perform a reset:               <ol style="list-style-type: none"> <li>1. Unplug the appliance.</li> <li>2. Press the bimetal reset button using a 20 cm-long screwdriver to reset the hot water tank. Refer to <b>Rear view</b> on page 7 about the location of the Bimetal reset button. If the hot water is not available within 30 minutes, contact the customer service center.</li> </ol> </li> <li>• If too much hot water has been consumed, wait until the water becomes hot.</li> </ul>
Noise is coming from the appliance.	<ul style="list-style-type: none"> <li>• Check if the appliance is installed on a level surface.</li> <li>• If the appliance is in contact with other products, then move the appliance away from them.</li> <li>• A sound occurs when the condenser is operating while cooling. This is normal and you can continue to use the appliance safely.</li> <li>• When the compressor starts or stops, you may hear the sound of flowing water (sound made from the flow of refrigerant) from the appliance. This is normal and you can continue to use the appliance safely.</li> </ul>
The appliance is leaking.	<ul style="list-style-type: none"> <li>• Check if the appliance is installed in an environment where the temperature changes frequently (above 25°C).</li> <li>• If the bottle is the source of leak, remove the water bottle, drain the water (approximately 2 L) via the cold water faucet, and then load a new water bottle.</li> </ul> <p><b>⚠ CAUTION</b></p> <p>The most frequent leaks are due to tiny pin-holes or cracks that allow air into the bottle, which allows the water tank to overflow and cause leaks. Inspect the water bottle for damage before loading it.</p> <ul style="list-style-type: none"> <li>• Check if the faucets are the source of leak. If so, ensure the faucets are fitted tightly.</li> <li>• Ensure that the drain cap on the back of the appliance is fitted properly. If you find that the drain cap is loose, turn it clockwise to tighten it.</li> <li>• If the leak continues after the drain cap or faucets are fully tightened, stop using the appliance and contact the customer service center.</li> </ul>
The water tastes strange.	Clean the cold water tank.