

# VAVIE ALKALINE WATER DISPENSER USER MANUAL

---

Model Name: Water Element

Model Number: WE-I-02

## Contents

Product Description .....	2
External Structure Diagram .....	2
Purification Technology.....	3
Different pH Levels Explanation .....	3
Water Dispensing Procedure.....	4
Self-Cleaning .....	5
Self-Flushing.....	5
Benefits of Drinking Alkaline Water .....	5
Dispenser Cleaning Instructions .....	6
Troubleshooting .....	6
Technical Specification.....	7
Usage Guideline.....	7
Precautions .....	8
Maintenance .....	9
Filter Description .....	9
Online Warranty Registration .....	9
Terms and Conditions .....	9

## Product Description

1. The feed water of this unit is from the input tap source (municipal/domestic water).
2. The output is either warm water or cold water or alkaline water or acidic water (depending upon the selector switch).
3. This unit has an integrated kettle to make instant hot water. Once water is filled from the dispenser, the kettle can be used to make hot water and keep it warm for further use.
4. Has 5-stage built-in filter system (PP, Active carbon, Ultra-Filtration (UF), Reverse Osmosis (RO) and Post carbon filter) thereby bidding farewell to an external filter system. Post processing includes UV Sterilization which removes all micro-organisms to ensure that the drinking water is pure and ready for drinking.
5. This Ionizer has large electroplates which increases the usage life of the ionizer. System also has self-cleaning function.
6. This unit includes built-in TDS moderator to ensure that essential minerals in alkaline water are always present.
7. This unit was manufactured by applying international advanced technology, with features of beautiful shape, attractive appearance and ease to use. It is suitable to use at home, hotel, office space and school place and to meet the different needs of the people.
8. This unit has adapted modular structure with stable quality, easy maintenance, energy saving, safe and convenient to use.
9. Additional features include high effluent flow rate, no leakage and longer lifespan.
10. This unit has an automatic cooling device to adjust the water temperature automatically which provides high performance with a double protection mechanism.
11. There is a separate discharge outlet at the back which should be connected by a pipe to remove the discharge water (produced while dispensing alkaline/acidic water).

## External Structure Diagram



## Purification Technology

Input feed (municipal) water passes through a 5 stage filtration system (PP + ACF + UF + RO + T33) and UV Sterilization to provide purified water which is stored in the in-built storage tank. Water is dispensed as and when required.

1. PP filter removes sediment, rust, suspended solids, and colloids.
2. Activated Carbon filter (ACF) can effectively reduce certain organic compounds, chlorine and taste/odour causing compounds in the drinking water.
3. UF filter removes harmful viruses, bacteria and heavy metals.
4. RO filter has an aperture of only 0.0001µm. This extremely advanced filter is able to remove bacteria, viruses, organic compounds, colloids, pesticides, heavy metals and most of the salts (in nitrate form) in water, resulting in water in its purest form.
5. Post carbon filter (T33) further deeply removes odour and chlorine, inhibits bacteria regeneration, and significantly improves the taste of the treated water.
6. Ultraviolet (UV) disinfection of water is a purely physical, chemical-free process. Even parasites such as cryptosporidia or giardia, which are extremely resistant to chemical disinfectants, are efficiently reduced. UV is used to remove chlorine and chloramine species from water.

## Different pH Levels Explanation

<b>CHOICE OF WATER</b>	<b>pH LEVELS</b>	<b>SUITABLE FOR DRINKING</b>	<b>USES</b>
Alkaline Water 3 (Strong)	Produces water of pH 9.5	No	For removing the astringent taste in some type of vegetables.
Alkaline Water 2 (Medium)	Produces water of pH 9.0	Yes	Strong alkaline water penetrates well allowing vegetables and other ingredients to cook quickly without removing its flavour.
Alkaline Water 1 (Mild)	Produces water of pH 8.5	Yes	Beneficial for health by acting as a powerful antioxidant, an effective alkalizing agent and a powerful detoxifier.
Purified Water by 5-stage Filtration	Input feed (municipal) water passes through a 5 stage filter (PP + ACF + UF + RO + T33) to provide RO Purified water.	Yes	Input tap water is filtered to provide RO purified water for drinking.
Acidic Water 1 (Mild)	Produces water of pH 5.5	No	For beauty.
Acidic Water 2 (Strong)	Produces water of pH 3.5	No	For cleaning the kitchen.

Hot Water	Water from in-built water storage tank is collected in a kettle. The kettle is then used for making hot water.	Yes	Useful for making food and beverages.
Cold Water	Dispenses cold water from in-built water storage tank.	Yes	Useful for drinking

\*Please note that the pH value of the alkaline /acidic water will have a tolerance of +/- 0.5 depending on feed municipal water.

\*Please note that there will be a beep sound while dispensing Acidic water. This is to inform the user telling it is not suitable for drinking.

## Water Dispensing Procedure

### 1. HOT WATER:

- a. Input tap water should be connected to the water dispenser input.
- b. Ensure that the power cord is connected and turned ON.
- c. Turn ON the power switch for kettle located on the back of the dispenser
- d. Press the kettle water dispense button to collect water in the kettle provided.  
Ensure that the water level is between the minimum and maximum boiling level.
- e. Turn ON the heater switch in the kettle to boil the water. After water has finished boiling, the switch automatically turns OFF.

### 2. COLD WATER:

- a. Input tap water should be connected to the water dispenser input.
- b. Ensure that the power cord is connected and switched ON.
- c. Ensure that the selector switch is at PURIFIED WATER position.
- d. Turn ON the COOLER button switch located on the backside of the dispenser.
- e. Push lever to dispense cold water.  
Note: If cold water is always preferred for drinking, have the COOLER switch ON always to get instant cold water.

### 3. ALKALINE WATER:

- a. Input tap water should be connected to the water dispenser input.
- b. Ensure that the power cord is connected and turned ON.
- c. Turn OFF the COOLER button switch located on the backside of the dispenser.
- d. Rotate the selector switch knob to “Alkaline Water” position. Based on the requirement, you can choose any of the 3 levels:
  - Mild Alkaline Level 1
  - Medium Alkaline Level 2
  - Strong Alkaline Level 3
- e. Push lever to dispense alkaline water.

#### **4. ACIDIC WATER:**

- a. Input tap water should be connected to the water dispenser input.
- b. Ensure that the power cord is connected and turned ON.
- c. Turn OFF the COOLER button switch located on the backside of the dispenser.
- d. Rotate the selector switch knob to “Acidic Water” position. Based on the requirement, you can choose any of the 2 levels:
  - Mild Acidic Level 1
  - Strong Acidic Level 2
- e. Push lever to dispense alkaline water.

Note: There will be discharge when dispensing alkaline /acidic water. Make sure the discharge pipeline is connected to outlet else the floor will become wet and slippery.

#### **Self-Cleaning**

In addition to these different water selections, there is Self-Cleaning feature available. This cleaning functionality is to avoid cases where the pH levels are not up to par or when changing water levels. The unit will automatically self-initiate cleaning when the alkaline /acidic water has been used every 50 times.

#### **Self-Flushing**

This is initiated when selector switch is changed from one level to another. This is done to ensure that the water selected in the old level is removed completely before giving the new water type. Hence during self-flushing, the remaining water will be discharged and will be notified by LED indicator blinking present above the dispensing lever. Once the blinking is complete, then the water can be used.

#### **Benefits of Drinking Alkaline Water**

##### **WHAT IS ALKALINE WATER?**

Alkaline water is the delicious and healthy water created from progressive water technology. This dispenser, through the process of ionization, can instantaneously produce alkaline water. Drinking alkaline water provides various health benefits thereby “Simplifying Healthy Living”.

##### **POWERFUL ANTIOXIDANT**

The centrepiece of ionized alkaline water is its antioxidant properties. These hydroxyl ions seek out and neutralize free radicals, making them wonderful free radical scavengers and enabling a body rich in oxygen and energy.

##### **BALANCE BODY pH AS AN EFFECTIVE ALKALIZING AGENT**

Keeping the body alkaline is people’s first line of defence in fighting any disease and alkaline ionized water creates a major impact in balancing the body’s pH. A body that is too acidic provides ideal environment for diseases to manifest and thrive in.

## SUPERIOR HYDRATOR AND A POWERFUL DETOXIFIER

One of primary causes of disease is chronic cellular dehydration, which leaves the body's cells in a perpetual state of weakness and defence. Drinking alkaline water is six times more hydrating than "conventional" drinking water. Effective hydration helps skin look healthier and smoother.

### Dispenser Cleaning Instructions

NOTE: For your safety, please confirm that the machine is disconnected with power before performing the below listed progresses.

1. All the new products have been checked before delivery; you can directly plug and play.
2. Please use the listed commercial disinfectants to perform the cleaning procedure; Follow the guideline cleaning procedure as shown in the user manual to disinfect and wash the unit; after washing, drain the washed water out; the cleaning frequency is normally 6 months per time.
3. Please request for our service to clean the water dispenser. It will be beneficial to prolong the unit lifetime for providing good performance. Please DO NOT disassemble the machine on your own.
4. Non-abrasive neutral household detergent can be applied to clean the body surface, but make sure that the detergent containing water does not flow into the internal body.
5. If the dispenser is not used for a long time, please turn off the inlet valve to prevent leakage and purifier damage.

### Troubleshooting

Problem	Likely Cause	Actions
No outflow from the faucets	<ol style="list-style-type: none"> <li>1. Air inside water pipe/pump is not discharged completely</li> <li>2. Water does not reach the water tank</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove the piping connecting the pump. After all the air has released, connect back the piping.</li> <li>2. Check the piping from input tap to filters and gets stored in the storage tank of the water dispenser.</li> </ol>
Cold water is not cool enough	<ol style="list-style-type: none"> <li>1. The usage of cold water is too high in short term</li> <li>2. Power cable is unplugged / Cooler switch is OFF.</li> </ol>	<ol style="list-style-type: none"> <li>1. Wait for a while until the water is cold</li> <li>2. Check whether the Cooler switch and power supply are on.</li> </ol>
Hot water not coming	Kettle switch is OFF	Ensure that the Kettle switch is ON. After collecting water from Kettle dispense button, turn ON the kettle while placing in the dispenser.

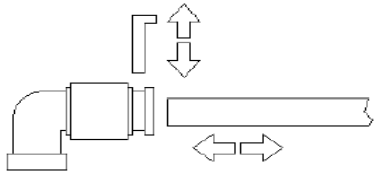
Alkaline / Acidic water not coming through the faucet	Selector switch not selected	Ensure that the selector switch is kept at the desired alkaline/acidic level
Loud noise	The machine is not placed steady	Make sure the unit is on a level floor or counter strong enough to support it when fully loaded.
Fuselage electric leakage	The ground wire didn't connect to the ground properly.	Use the standard triplex receptacle outlet with leakage protector, and promptly eliminate leakage fault.
Water Leakage	<ol style="list-style-type: none"> <li>1. Water piping is damaged</li> <li>2. Float detection does not work</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the piping</li> <li>2. Change the float valve</li> </ol>
Blue LED Blinks twice every 2 seconds	Water is too pure to ionize	Need to change the input water type. Use the TDS moderator and adjust its position till the feed water can be ionized.
Blue LED Blinks once every 2 seconds (Self-flushing)	Previous water stored inside the ionizer is being discharged.	Wait for the LED blinking to stop, then use the dispensed water

### Technical Specification

Model Name	Water Element
Model Number	WE-I-02 / WE-I-02G
Rated Voltage	230V AC
Rated Frequency	50Hz
Kettle Power	1000 W
Hot Water Temperature on using the kettle	85°C - 95°C
Cooler Power	75 W
Cold Water Temperature	7°C - 15°C
Protected Against Electric Shock	Class I Type
UV Power Consumption	8 W

### Usage Guideline

1. Connect the tap water feed piping to the connector using the PE piping provided.

	<p>Quick connector fitting can fit tubing without any tool.</p> <p>For tubing removal or connect, remove the secure clip on the fitting, then plug in or pull out the PE tubing. Finally, insert secure clip back onto connector. Pull tubing slightly to ensure that it is secure.</p> <p>Do not lost the secure clip on the connector.</p>
---	--

2. Place a cup under the dispenser faucet. Push the left faucet handle until water flows continuously; next, depress the kettle dispense button to make sure there is a continuous flow of water.
3. Now insert the power cord to the socket and turn ON dispenser. Turn on the cooler switch and the cooling indicator will light up. Push the left faucet handle to dispense cold water. After switch is ON, it takes around 15 min for the water to be cold. If cold water is always preferred, then the COOLER switch can always be ON.
4. Turn on the kettle switch and place the kettle in position along with the cap. Collect water from “Kettle dispense” button into the kettle. Turn ON the kettle switch for boiling hot water. Once the water is hot, the switch automatically goes to OFF position. Please note that water can be collected only when kettle is placed with lid.
5. Before placing the base plate to its position, please try to drain the remaining water on the base.

### **Precautions**

1. This product is for indoor use. DO NOT expose the dispenser to sunlight.
2. DO NOT modify the power plug or extend the power cable, thereby preventing fires caused by overheated wires.
3. If the power cable is damaged, the cable spare will be provided by the manufacturer or replaced by specified technical service contractor.
4. DO NOT place the dispenser near the liquid splashing place. It should be placed at a dry and cool environment. DO NOT use it under direct sunlight or in outdoor premises. Keep it away from any flammable substances.
5. If the dispenser is shutting down for long term, please switch off the power supply, unplug the power cord and let the discharge water drain out.
6. If this machine is used after a long time, please allow the water to flow through the filters and discharge out before starting to use.
7. When doing the cleaning process or stopping the machine for a long term, please pull out the power. DO NOT clean the dispenser by immersing it into water; DO NOT use water to leach the dispenser body or use gasoline organic solvent to scrub the machine body. Please use lightly wetted detergent cloth to wipe the outside body surface.
8. DO NOT pull the power cord hard. This unit must be applied three-pin socket with leakage protector.
9. When not in use, please turn off the power for energy saving and accident prevention.
10. DO NOT make unauthorized alterations to the internal circuit for fires.
11. DO NOT apply voltage greater than 230V AC.
12. This appliance is not intended for use by persons (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.
13. Children should be supervised to ensure that they DO NOT play with the appliance.
14. The dispenser must not be immersed in water.
15. The kettle should be used with the heating base provided in the dispenser only. It should not be used with any other heating bases.



## Maintenance

When cleaning this dispenser, turn off the power first and unplug the power cord. Then use lightly wetted detergent cloth to wipe the outside unit body. Re-wipe the body out of detergent with clean lightly wetted cloth, and then dry its surface. DO NOT clean the unit by splashing water. Never use harsh chemicals or abrasive cleaners. For long-term product use, please call our service center for maintenance every 6 months.

## Filter Description

### **Replace the filter regularly to maintain water purity**

In order to make sure every filter works properly and the water quality is up to the standard, users should reference the following time to estimate the replacement cycle (water production: 20L/day).

<b>Name</b>	<b>Recommended Replacement Cycle</b>
External PP filter	3~6 months
Activated carbon fiber filter (ACF)	10~12 months
Ultrafiltration membrane filter (UF)	1~2 years
RO filter (RO)	1~3 years
Post Carbon filter (T33)	1~2 years
Ultraviolet (UV) Sterilization	8000 hours

**Special remind:** As the life of filter degrades due to the change of raw water temperature, raw water pressure, raw water quality, purified water usage and the use of the environment and so on, users should replace their filter according to the actual situation.

## Online Warranty Registration

1. Register online on the VaVie official website: [www.vavie.com.sg](http://www.vavie.com.sg)
2. Please enter the necessary information on the “Warranty Registration” page.
3. Contact us
  - If you have any enquires, suggestions, or feedbacks regarding our products and services, please do contact us by email, call our Service Hotline, or visit our website:
  - Email: [vavie@tritech.com.sg](mailto:vavie@tritech.com.sg)
  - Official website: [www.vavie.com.sg](http://www.vavie.com.sg)

## Terms and Conditions

1. One year free maintenance is provided (two times a year) which includes:
  - a. Checking for electrical parts
  - b. Checking for water leakage
2. Please call and make arrangement to service your VaVie Water dispenser at your location\*.

\* Service locations must be within Singapore only.



**Tritech Water Technologies Pte Ltd**

2, Kaki Bukit Place, Tritech Building, #06-00 Singapore 416180

Tel: +65 6848 2567

Fax: +65 6848 2568

Email: [vavie@tritech.com.sg](mailto:vavie@tritech.com.sg)

Web: [www.vavie.com.sg](http://www.vavie.com.sg)

