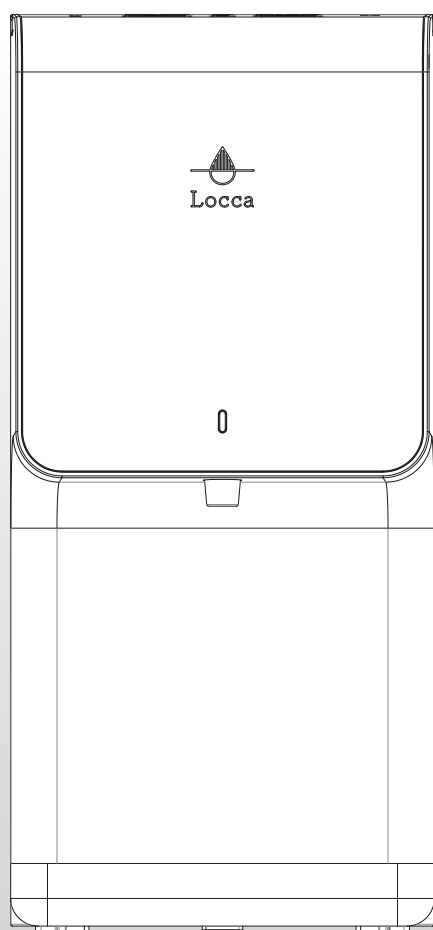


Purified Water Dispenser Instruction Manual



Model LC24D1S-PW-AW

Contents

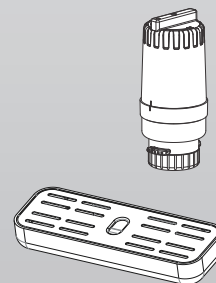
	Page
● Safety Precautions	1~2
● Parts Names	3~4
● Product Specification	5
● Initial Installation	6~8
● How to Use	9~10
● How to Replace the Water Purification Cartridge	10~11
● Regular Cleaning	12
● Other Precautions	13
● Error Displays	13
● Troubleshooting	14
● Q&A	15

**Please be sure to read this
manual before installation
(before turning on the power).**

Please check the included items

- ☐ Instruction Manual
- ☐ Water Purification Cartridge

- ☐ Drip Tray



Please check the included items above, and
if you find any missing or damaged items, contact
us using the information provided in this manual.

Please be sure to read this manual carefully before installation

Please read this manual carefully before installation and ensure proper use of the product. After reading, make sure to store the manual in a place where it can be easily accessed by all users.

Safety Precautions (Please follow them strictly)

This manual explains the precautions that must be observed to prevent harm to the user or others, as well as damage to property. Please carefully read all precautions mentioned in the text and ensure proper use of the product.

Explanation of Signs		Explanation of Symbols	
 Danger	This indicates content that may "result in death or serious injury".	 Prohibition	This indicates actions that are "prohibited".
 Caution	This indicates content that may cause "minor injury or damage to property, such as the house or belongings".	 Mandatory	This indicates actions which "must be followed"

■ During Installation

 Danger (May cause electrical faults, fire, injury, etc.)	
	● The water dispenser should be installed indoors in a location that is not exposed to direct sunlight. This may cause deterioration in functionality and potential electrical faults.
	● Install on a level and stable surface. An unstable surface may cause the water dispenser to fall over.
	● When using in a humid or wet location, please consult an electrician to install an earth (ground) or ground fault circuit interrupter.
 Caution	
	● When installing or moving the water dispenser, it is recommend to wear gloves to avoid injury from the corners of the product.

■ Power Plug and Cord

 Danger (May cause electric shock, fire, burns, etc.)	
	● Do not damage or bundle the cord.
	● Use the socket for an AC voltage of 220V to prevent fire incidents.
	● Make sure to insert the power plug fully and securely.
	● Do not use multiple power strips.
	● Unplug the power cord from the outlet when cleaning the rear of the unit.
	● Periodically wipe off any dust on the power plug with a dry cloth.
	● Do not insert or remove the power plug with wet hands.
	● Do not use the power cord if it is damaged.

Safety Precautions (Please follow strictly)

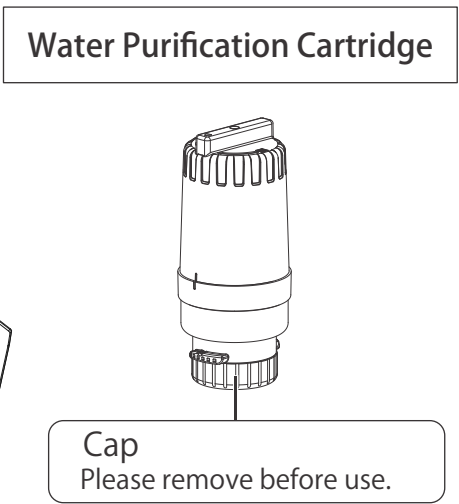
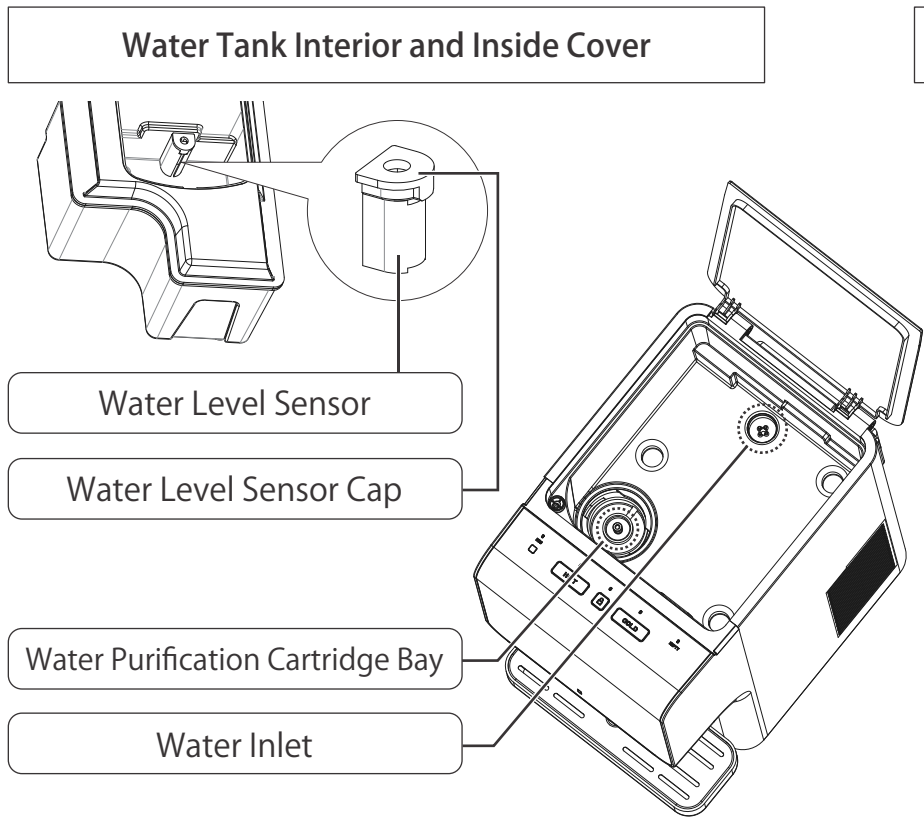
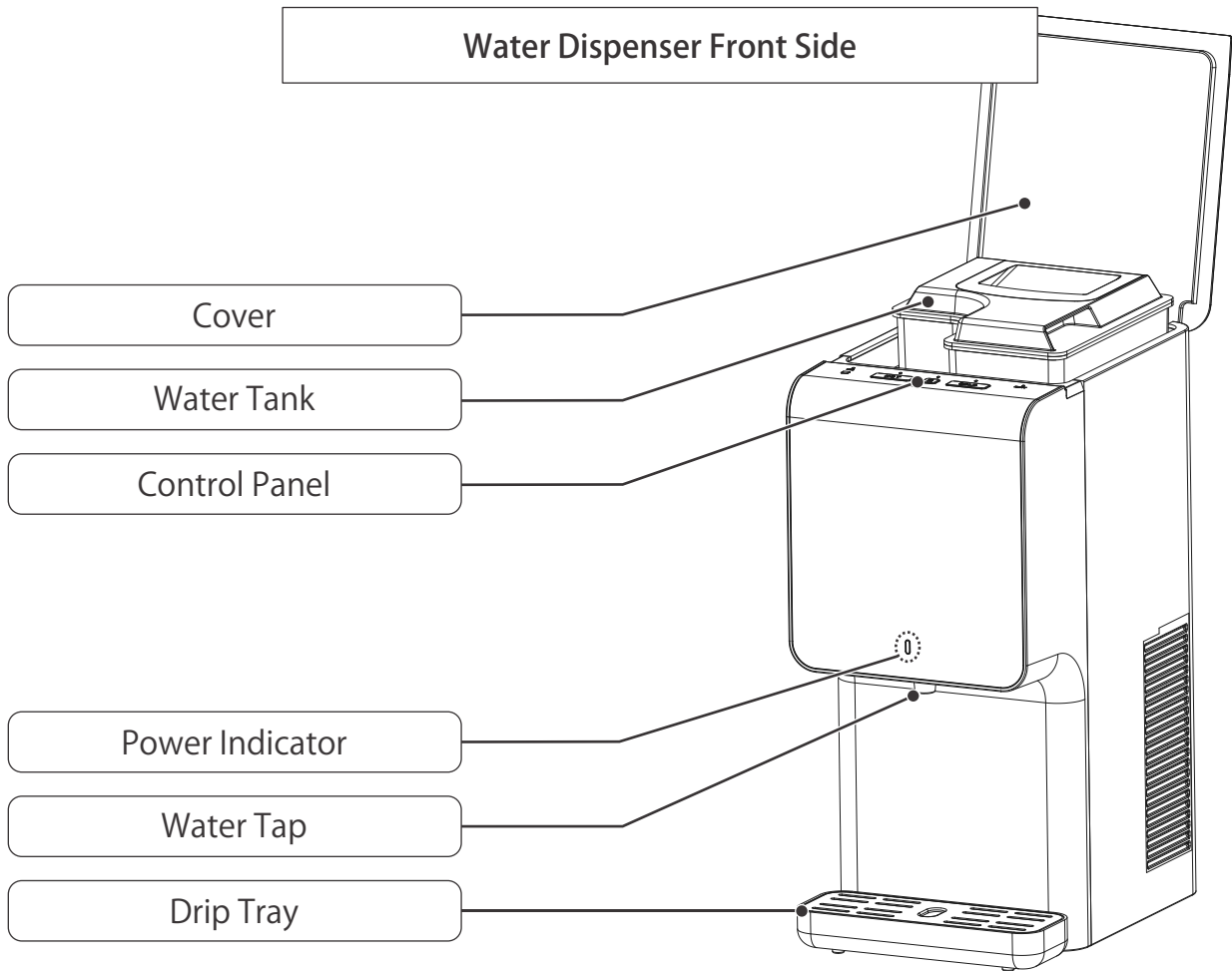
■ During Use

⚠ Danger (May cause electric shock, fire, burns, etc.)	
❗	● The hot water is extremely hot, please be cautious to avoid scalds. Keep small children away from the hot water.
⊘	● Do not use the drain outlet under normal circumstances. Improper operation may result in water leakage or scalding.
⊘	● Do not pour water onto the water dispenser.
⊘	● Do not pour hot water into a glass.
❗	● When pouring water into a glass, be careful to prevent the glass from breaking.
⊘	● Do not touch the heat sink on the back of the water dispenser. High temperatures may cause burns.
⊘	● Do not disassemble, modify or repair the water dispenser. This may have a negative impact on hygiene and may cause the water dispenser to malfunction or leak.

■ Other Precautions

⚠ Caution	
❗	● After installing or moving the water dispenser, wait for at least one hour before turning it on. Similar to a refrigerator, this time allows the cooling fluid to stabilize.
❗	● Ensure there is a distance of at least 15 cm between the rear, left, and right sides of the water dispenser and the wall. Insufficient space may cause heat buildup, leading to reduced functionality of the device. Additionally, static electricity may cause walls and curtains to accumulate dust.
⊘	● Place the water dispenser on a level and stable surface to ensure that the drip tray is not elevated and sits securely. If the drip tray is elevated or improperly seated, it may fall off.
⊘	● Do not install the device near heat sources such as stoves. This may cause the device to deform or lose its functionality.
⊘	● Do not fill the water tank with tap water above 35°C.
⊘	● Do not disassemble the water purification cartridge. Disassembling it may prevent it from functioning properly.
⊘	● Do not place items that are sensitive to water around the water dispenser (electronic devices, watches, leather products, books, etc.) Items placed nearby may malfunction or become damaged.
⊘	● Do not use thinner, benzene, or chlorine-based/acidic cleaning detergents. Doing so may cause cracks, electric shock, fire, or the emission of toxic gases.
❗	● Always keep the hot water switch ON. If the hot water switch is OFF, the inside of the unit may become unsanitary and produce an odour due to bacterial growth.
❗	● Use tap water. Failure to do so may cause adverse health effects.
❗	● Clean the heat sink regularly to maintain optimal cooling efficiency. *To prevent burns, turn off the power and allow the unit to cool before cleaning.
❗	● Use cold and hot water regularly. Regular use helps circulate the water in the internal tank and prevents water stagnation.

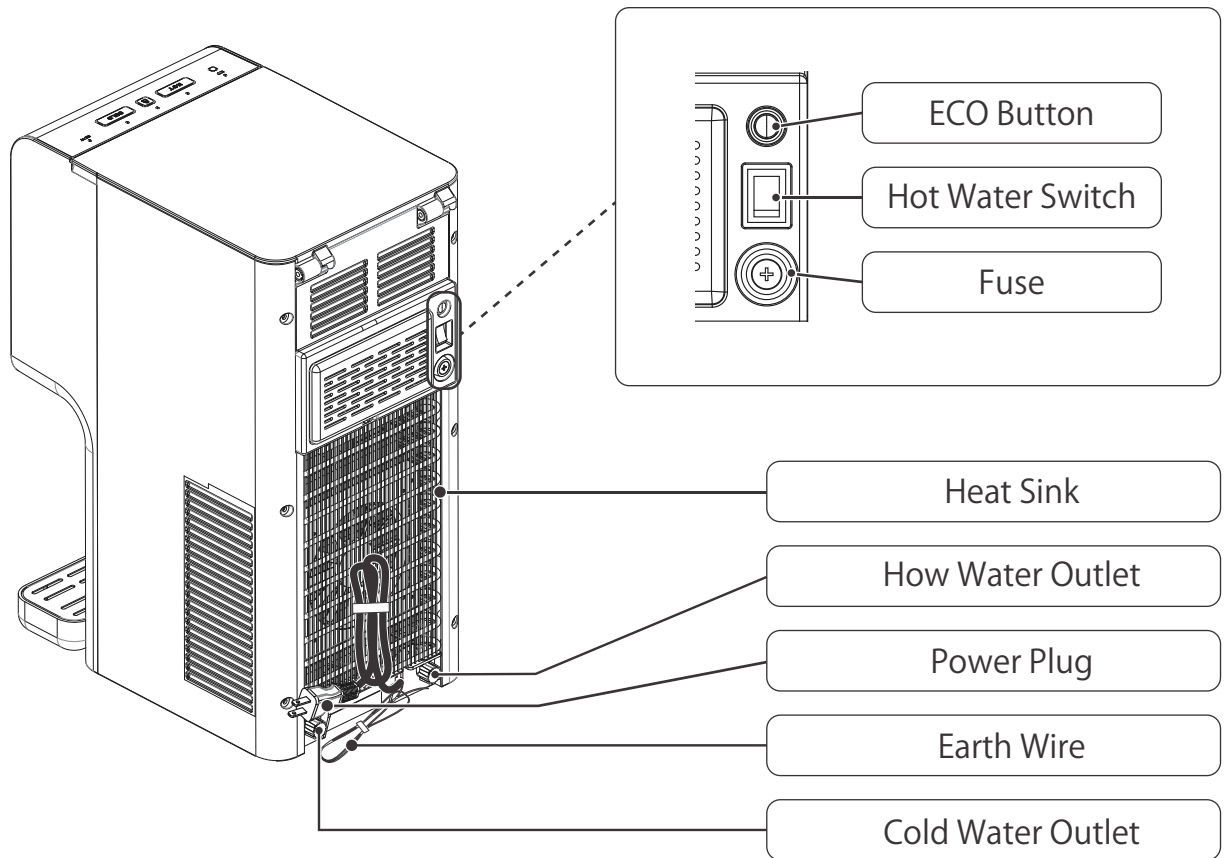
Parts Names



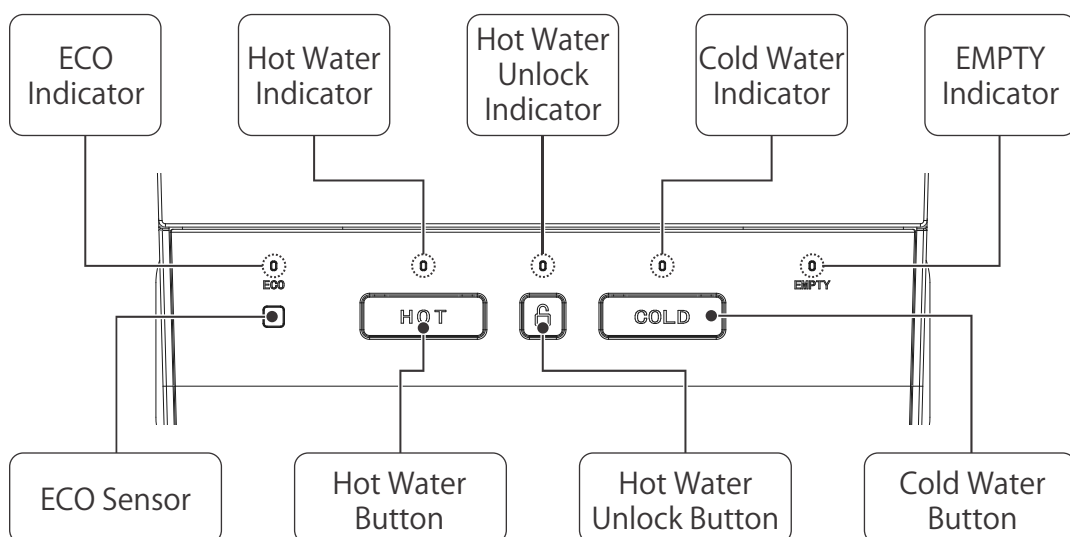
Germicidal Lamp Information

This product has a built-in UV germicidal lamp in the cold water tank.

Water Dispenser Rear Side



Control Panel

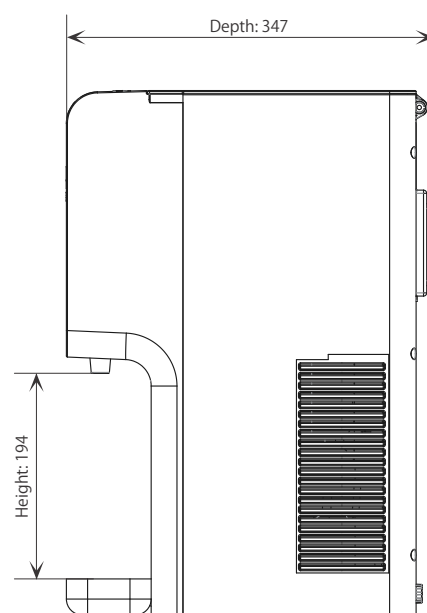
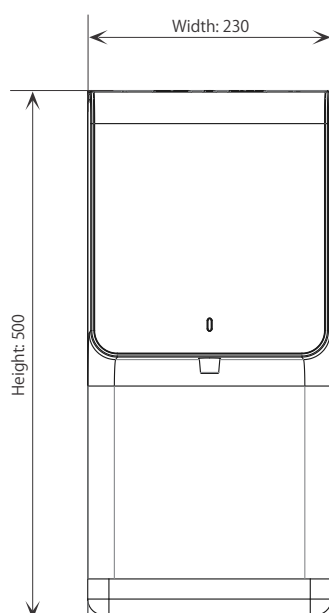


Product Specification

Product Specifications List

Product Name		Purified Water Dispenser
Model Number		LC24D1S-PW-AW
Dimensions	Height x Width x Depth	500mm x 230mm x 347mm
Unit Weight	(including water tank)	12.8 kg
Rated Voltage		AC220-240V.50/60Hz
Power Cord Length		1.8m
Rated Power	Cooling / Heating	70W(0.66A) / 350W
Germicidal Lamp Power		3mW
Materials	Water Tank	ABS, Polypropylene, Silicone
	Water Purification Cartridge	Polypropylene, Silicone
	Cold /Hot Water Tanks	Stainless Steel
	Main Panel	ABS
Water Tank Capacity		3.0L
Cold Water Function	Tank Capacity	1.0L
	Water Temperature	Approximately 5°C
	Method	Forced Cooling Type
Hot Water Function	Tank Capacity	1.0L
	Water Temperature	Approximately 87°C
Refrigerant		R-134a
Overtemperature Protection (Safety Device)		Bimetallic Strip
Recommended Operating Temperature		5°C~35°C
Water		Tap water
Filter Media Type		Activated Carbon, Polypropylene (PP), Cellulose, and Polyethylene Terephthalate (PET)
Filtration Flow Rate		1.2L/min
Filter Media Replacement Period		Approximately 8 Months (when using 3.3L per day)
Notes on Usage		●Use tap water. ●Do not use well water. ●The filter replacement period varies depending on water usage, quality, temperature, and other factors. ●Do not filter tap water above 35°C. ●Do not store purified water for long periods. Use it promptly. ●Do not install in areas prone to freezing. ●Do not use for fish farming or similar purposes. ●Dispose of used purification cartridges as plastic waste.
Purification Capacity		Total Filtered Water Volume: 800L Removal Rate: 80% JIS S 3201 Test Results • Free Residual Chlorine • Chloroform • Bromodichloromethane • Dibromochloromethane • Bromoform • Cis-1,2-Dichloroethylene and Trans-1,2-Dichloroethylene • Tetrachloroethylene • Trichloroethylene • Benzene • Total Trihalomethanes • CAT (pesticide) • 2-MIB (mold odour) • Soluble Lead • Anionic Surfactants • Phenols • Geosmin • Turbidity
Total Filtered Water Volume: 800L Removal Rate: 80%		• Organofluorine Compounds (PFOS/PFOA)
Total Filtered Water Volume: 600L Removal Rate: 80%		• Carbon Tetrachloride • 1,1,1-Trichloroethane
Total Filtered Water Volume: 100L Removal Rate: 80%		• Aluminium • Iron (soluble) • Mercury • 1,2-Dibromo-3-Chloropropane • Diazinon • Ethylbenzene • Xylene • Toluene • Dichloroacetonitrile

*Product specification may be improved in the future and change without notice.



[Units: mm]

Initial Installation Procedure

1

Installation Location

Check the installation location.

Required Space

To maintain cooling performance and allow space for water filling, follow these installation recommendations.

Top	Not Covered
Front	Minimum 5cm *1
Rear	Minimum 15cm
Left Side	Minimum 15cm
Right Side	Minimum 15cm

*1 To prevent the drip tray from falling, ensure it is within the footprint of the tabletop.

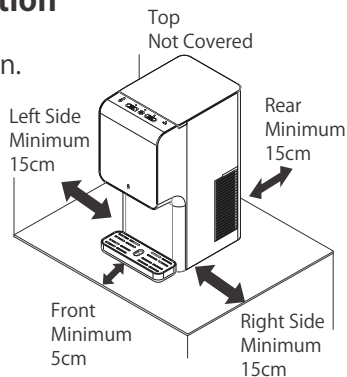
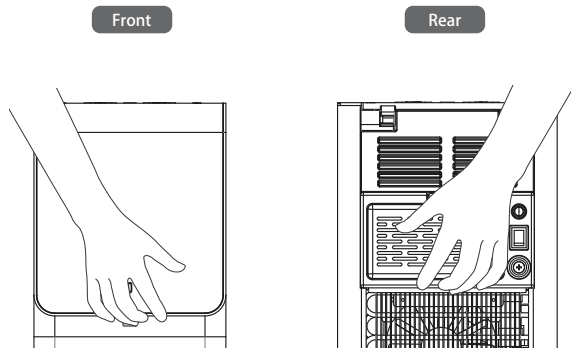
Installation Location Precautions

Placing the unit near strong odours may cause the smell to transfer to the water.

Air Fresheners Detergent Cigarettes Incense etc.

Precautions When Moving

When moving the water dispenser, firmly hold the area near the water tap at the front and the protruding part at the back. Avoid sliding or dragging the dispenser on surfaces that are prone to scratching.



Recommended Operating Temperature

To cool water efficiently, it is recommended to use the product in an environmental temperature range of 5°C~35°C.

Locations Suitable for Installation

- A level and stable place

Locations Unsuitable for Installation

- On uneven surfaces
- Weak surfaces (e.g., tatami mats, cushioned flooring, carpets)
- Locations that block passageways or access to disaster prevention equipment (e.g., fire extinguishers)
- Locations exposed to direct sunlight
- Near heat-generating appliances
- Locations prone to water splashes
- Outdoors

Caution

Allow the cooling fluid to stabilize by waiting at least one hour before turning on the water dispenser after delivery. The same applies after moving the dispenser.

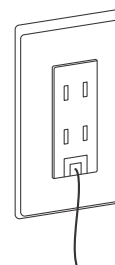
2

How to Attach the Earth Wire

To prevent electric shock, it is recommended to attach the earth wire.

If the power outlet has an earth terminal

Attach the tip of the earth wire to the earth terminal. The earth terminal can also be shared with other electrical appliances currently in use, such as air conditioners, refrigerators, microwave ovens, or washing machines.



If the power outlet does not have an earth terminal

It is recommended to make provisions for a earth terminal to prevent electrical faults. Please consult a local electrician.

Installation Precautions

Do not connect to gas pipes, water pipes, lightning rods, or telephone grounding wires.

Initial Installation Procedure

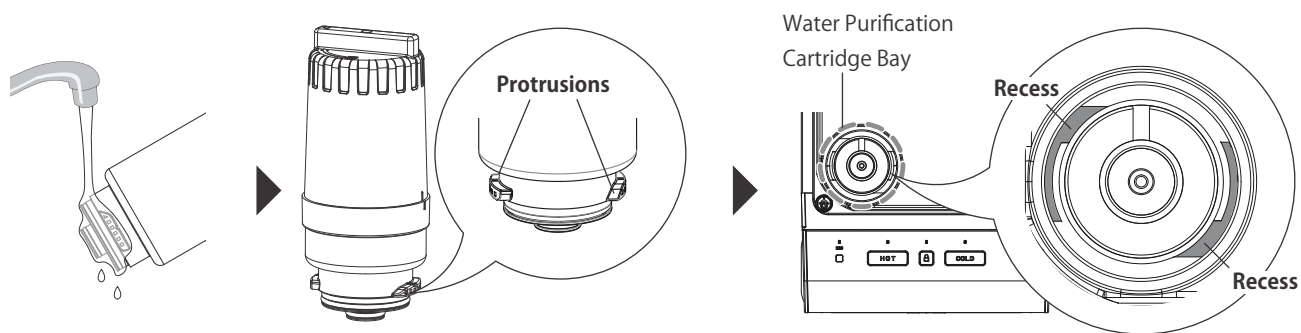
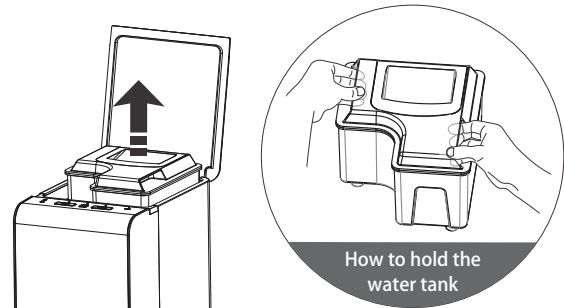
3 Installing the Purification Cartridge and Water Tank

- 1 Open the cover of the water dispenser and remove the water tank.

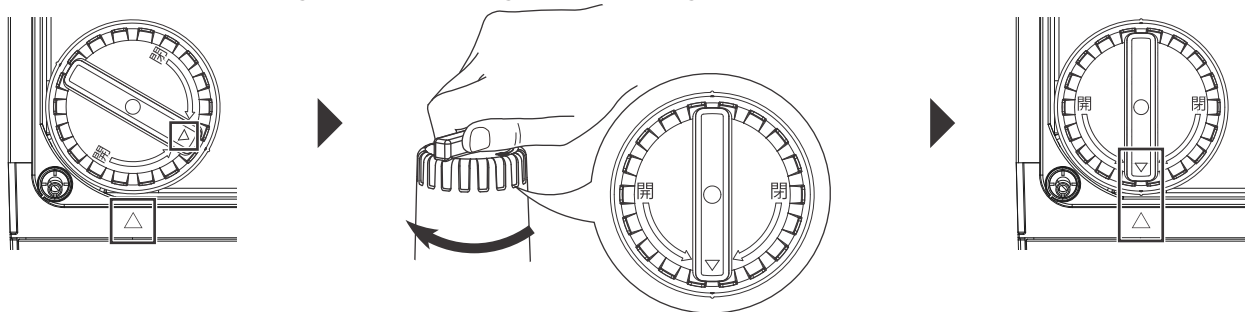
*Rinse lightly before filling with tap water.

- 2 Remove the packaging and the cap from the water purification cartridge.

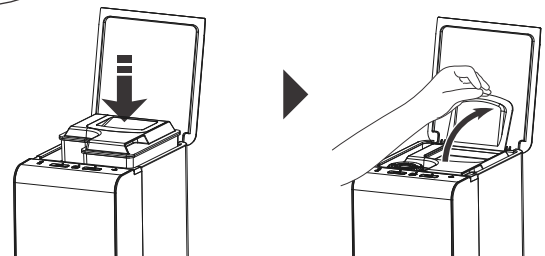
- 3 Moisten the bottom of the water purification cartridge with tap water, then align the two protrusions (see diagram below) with the two recesses in the cartridge bay and insert it.



- 4 Press the water purification cartridge straight down and turn it in the direction of "閉" until the ▽ symbol aligns with the △ on the main unit. Continue turning until the cartridge stops moving.

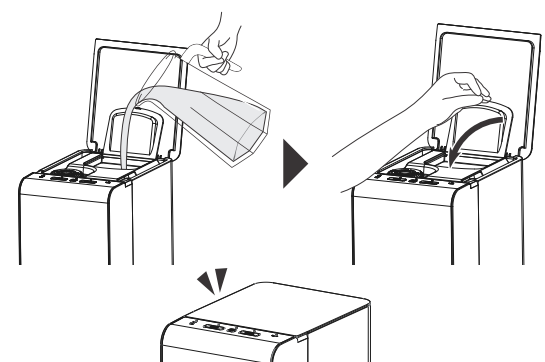


- 5 Attach the water tank to the water dispenser and open the lid.



- 6 Use a pitcher or similar container to fill the water tank with tap water, then close the lid.

*The water tank capacity is 3 litres.



- 7 Close the water dispenser cover.

4

Initial Water Filling

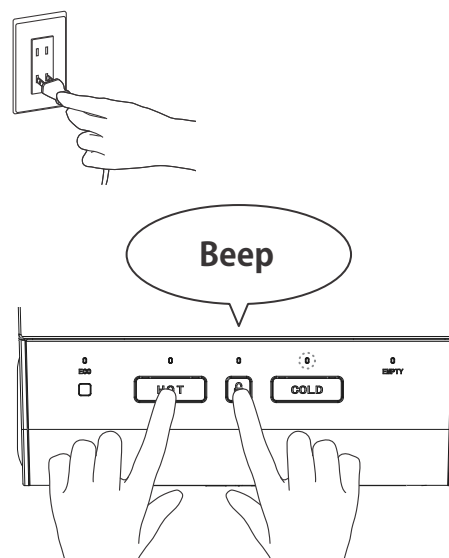
- 1 Plug the power cord into the outlet.

When the power is turned on, a beep will sound, and all the lights will illuminate briefly before turning off. The power light on the front and the cold water light on the control panel will illuminate again.

- 2 Press and hold **HOT** and **LOCK** simultaneously for 5 seconds.

When the unit beeps, the water filling process will begin.

- 3 After approximately 2 to 3 minutes, another beep will indicate the completion of the process.

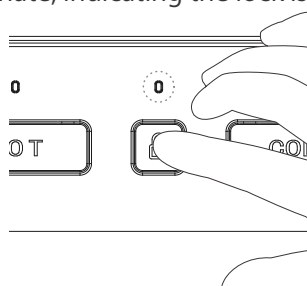


*If the water level in the tank becomes low during the process, the EMPTY indicator will illuminate, a beep will sound, and the process will stop. Refill the tank until the EMPTY indicator turns off, then repeat steps 2 and 3.

5

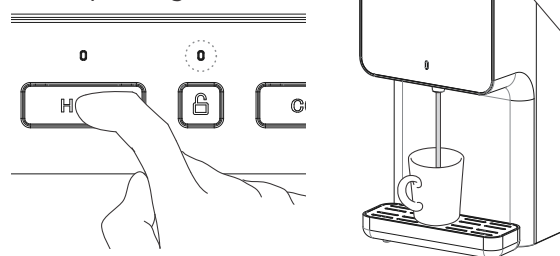
Check Water Dispensing

- 1 Press and hold **LOCK** for about 3 seconds. The hot water unlock indicator above the button will illuminate, indicating the lock is released.

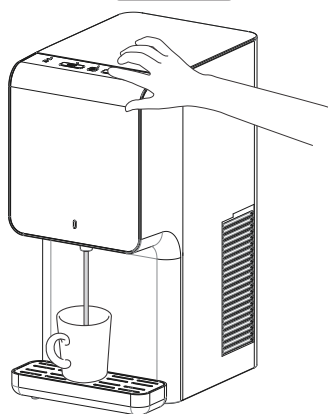


*Place a cup on the drip tray.

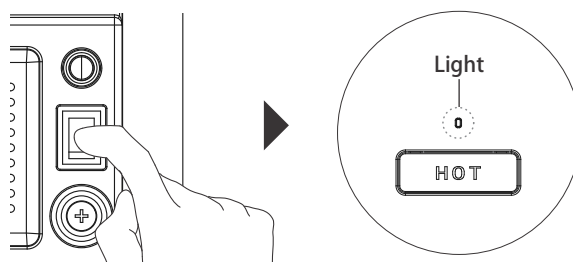
While the hot water unlock indicator is illuminated, press and hold **HOT** to confirm water dispensing.



- 2 Press **COLD** to confirm water dispensing. Continue holding **COLD** until water flows.



- 3 Turn on the hot water switch on the rear. The hot water indicator will illuminate. After about 40 minutes, both cold and hot water will reach the optimal temperature.



*During initial installation, air in the system may cause a delay in water dispensing.

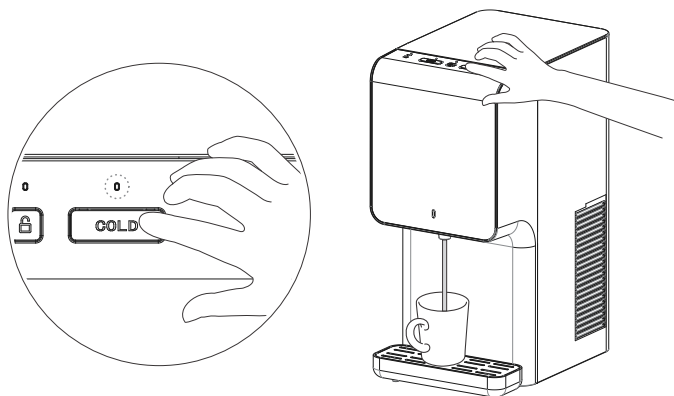
*When using for the first time, you may notice an unusual smell or taste in the water. If this happens, fill the water tank and dispense all the cold and hot water before use. If the issue persists, repeat the procedure to dispense all the cold and hot water.

How to Use

Dispensing Cold Water

Press and hold **COLD** to dispense cold water.

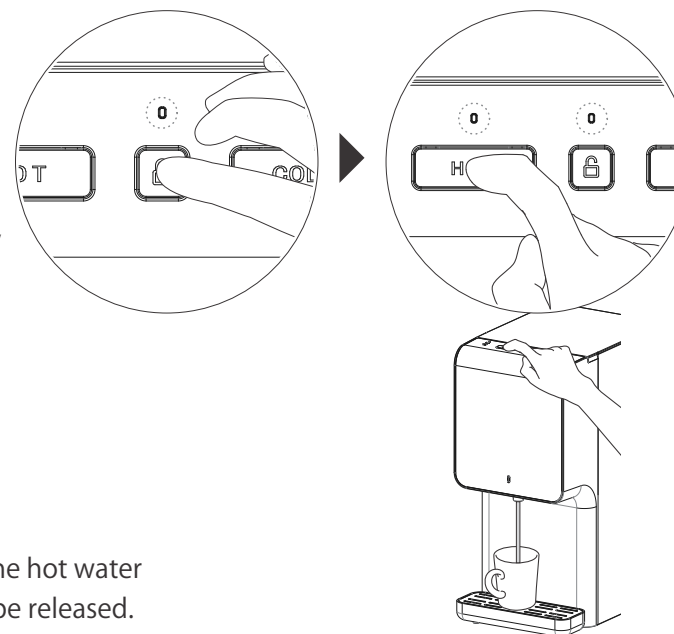
- The water will stop when **COLD** is released.



Dispensing Hot Water

- 1 Press and hold the **LOCK** button for about 3 seconds. The lock will be released when the hot water unlock indicator above the button illuminates.
- 2 While the hot water unlock indicator is illuminated, press and hold **HOT** to dispense hot water.

- The water will stop when **HOT** is released.



Hot Water Unlock Button

How to Unlock

Press and hold the button for about 3 seconds, the hot water unlock indicator will illuminate and the lock will be released.

Lock

The hot water unlock indicator will automatically return to the locked state after about 5 seconds.

Caution

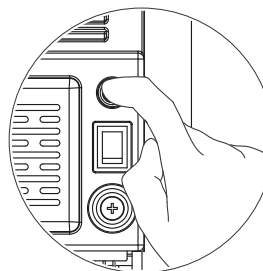
There is a delay between releasing the hot water button and the water stopping. Be cautious to avoid scalds when using hot water.

ECO Mode

When ECO mode is turned on, the ECO sensor detects light and reduces hot water power consumption when the room is dark, such as at night.

- 1 Turn on the ECO button on the rear of the unit.
→ The ECO indicator will illuminate.
- 2 When the room becomes dark, the ECO indicator will slowly blink, and the unit will enter ECO mode.
→ The hot water indicator and power indicator will turn off.
- 3 When the room becomes bright, the ECO indicator will change from blinking to steady illumination.
→ The hot water indicator and power indicator will illuminate.

1



2



Light Off



3



Light On



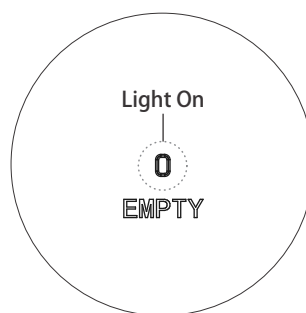
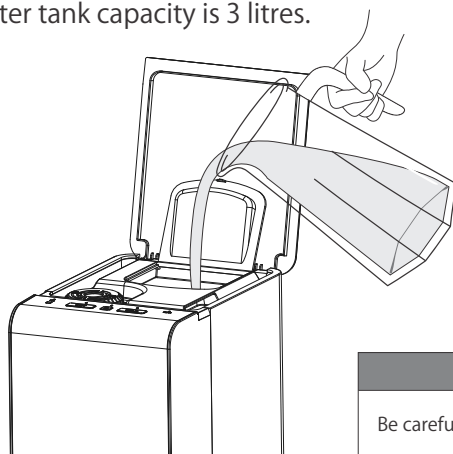
*Hot water may be lukewarm immediately after the room becomes bright, but this is not a malfunction.

When the room brightens, ECO mode is deactivated, and the hot water heater starts operating. Please wait for a while, and the water will heat up.

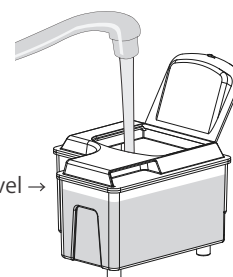
Refilling the Water Tank

When the EMPTY indicator on the right side of the control panel illuminates, it means the water tank needs refilling. Use a pitcher or similar container to pour tap water into the tank.

*The water tank capacity is 3 litres.



Fill up to around this level →



You can also remove the water tank, fill it with tap water directly, and reattach it to the unit.

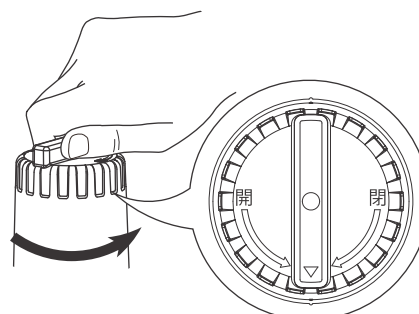
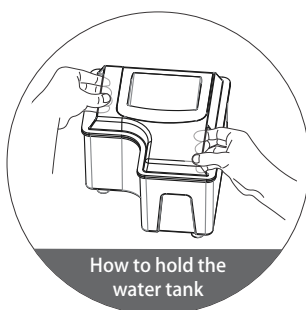
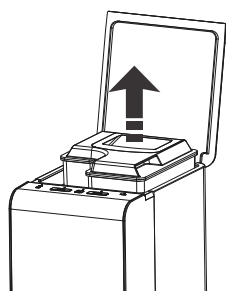
Caution

Be careful not to lose the water level sensor and its cap inside the water tank.

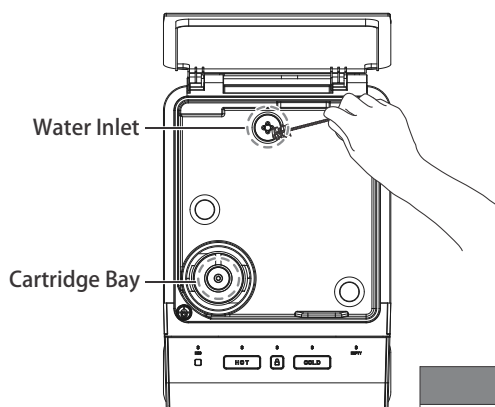
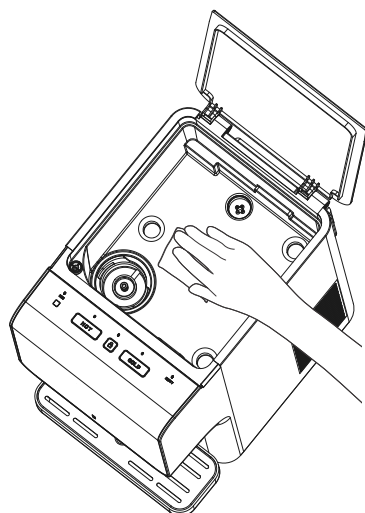
Replacing the Water Purification Cartridge

* Replace every 8 months.

- 1 Remove the water tank and twist the water purification cartridge in the direction marked "開" on the top to unscrew and detach it.



- 2 Wipe the inside of the cover with a dry cloth, and use a fine brush or similar tool to clean the water inlet and cartridge bay.



Caution

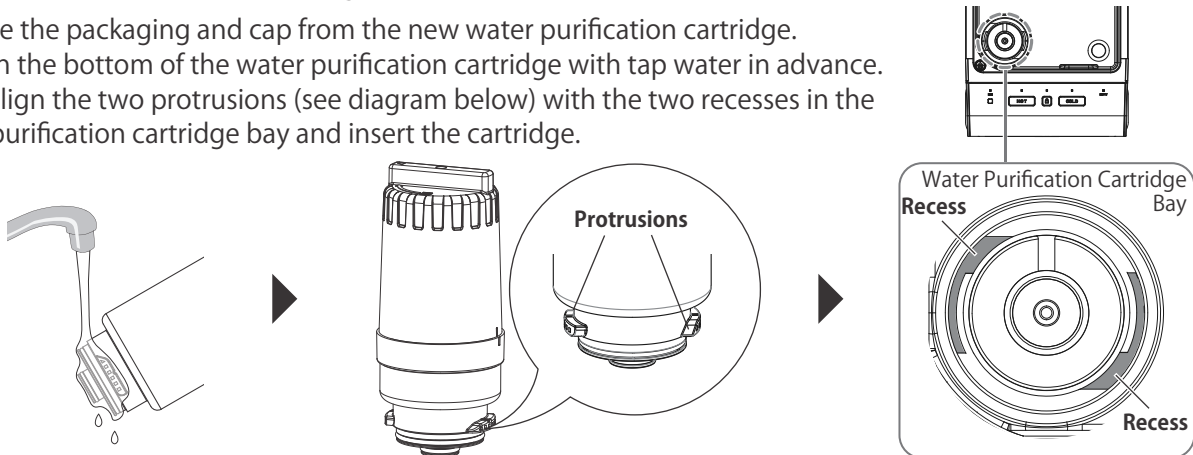
Do not use detergent to clean the inside of the cover.

Please continue to Page 11 →

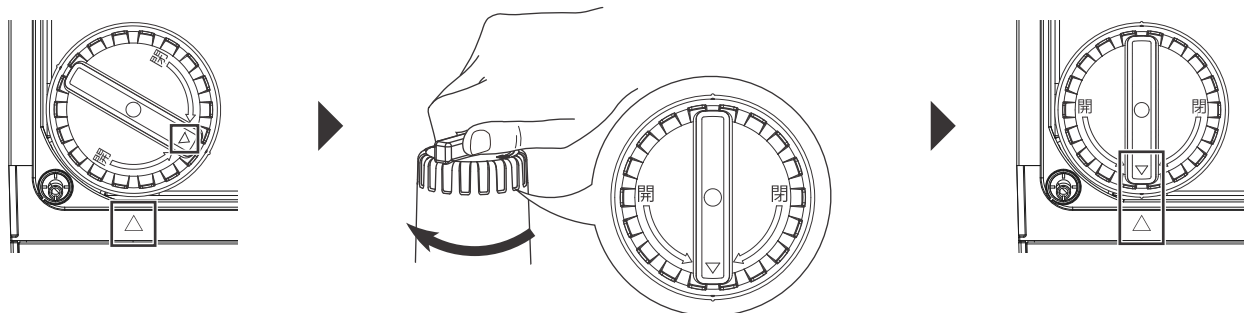
Replacing the Water Purification Cartridge (Continued)

3 Install a new water purification cartridge.

1. Remove the packaging and cap from the new water purification cartridge. Moisten the bottom of the water purification cartridge with tap water in advance. Then, align the two protrusions (see diagram below) with the two recesses in the water purification cartridge bay and insert the cartridge.



2. Press the water purification cartridge straight down and turn it in the direction indicated by "Close 【閉】" until the ▽ symbol aligns with the △ symbol on the main unit. Continue turning until the cartridge stops moving.

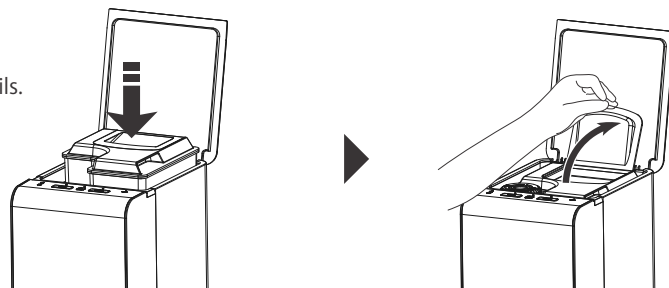


4 Attach the water tank and fill it with tap water.

*Please clean the water tank before attaching it.

Please refer to page 12, "Request for Regular Cleaning," for details.

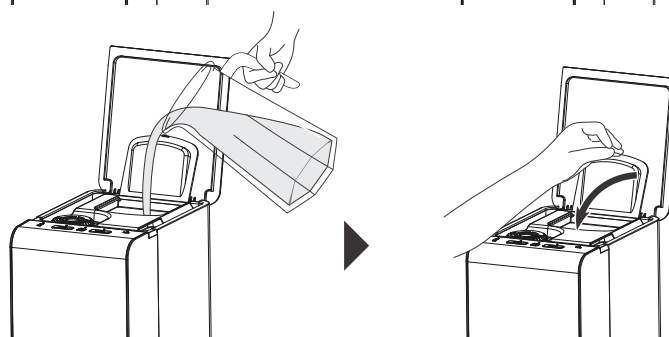
1. After attaching the water tank, open the water tank lid.



2. Use a pitcher or other container to pour tap water into the water tank and close the lid.

*The water tank has a capacity of 3 litres.

*Alternatively, you can remove the water tank, fill it directly with tap water, and then re-install it to the unit. Please refer to page 10, "Water Tank Filling" for details.

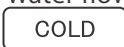


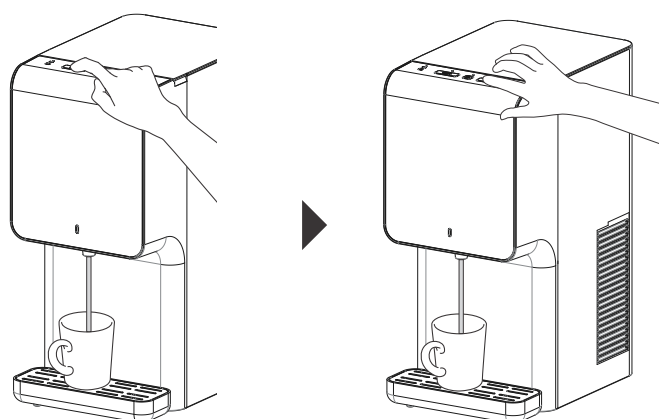
5 Check the water flow *Place a cup on the drip tray.

1. Check the hot water flow.

Press and hold the  button for about 3 seconds. The lock will be released when the indicator light above the hot water unlock button is illuminated. While the hot water unlock indicator is lit, press and hold  to check that hot water is dispensed.

2. Check the cold water flow.

Press and hold  to check that cold water is dispensed.

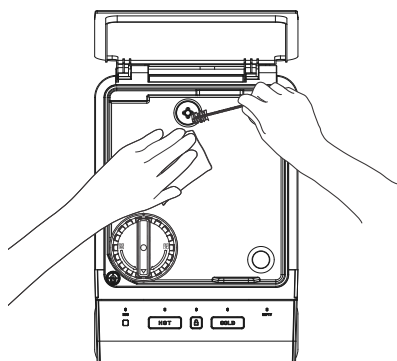


Request for Regular Cleaning

Inside the Cover (Including Water Inlet)

Clean weekly and during cartridge replacement

Wipe off any accumulated water, and clean the water inlet using a fine brush or similar tool.

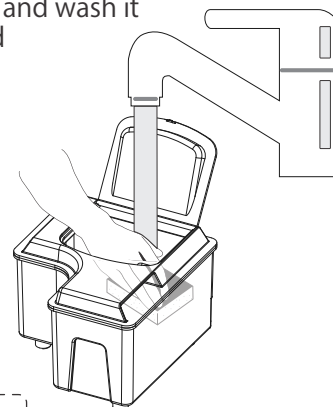


*Do not use detergent for cleaning.

Water Tank

Clean weekly and during cartridge replacement

Remove the water tank and wash it thoroughly using a mild detergent or water.

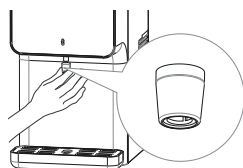


*When removing the water level sensor and its cap from inside the water tank, be careful not to lose them.

Water Tap

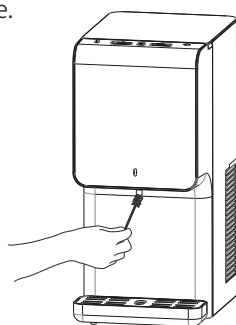
Weekly cleaning

The water tap is constantly wet, making it easy for dust and dirt in the air to adhere. If left uncleaned for a long time, these particles may accumulate and fall into the cup during dispensing.



The water tap nozzle is removable. If it gets dirty, clean it thoroughly with a mild detergent or water.

Additionally, regularly clean the water tap with a brush or similar tool after removing the nozzle.



*When cleaning the water tap, take care to avoid scalding from hot water.

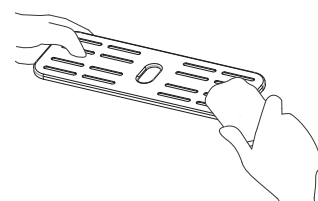
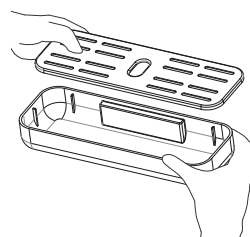
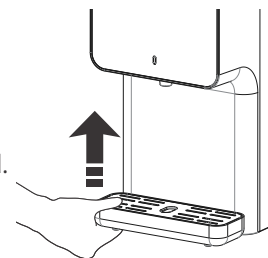
Drip Tray

Weekly cleaning

The drip tray itself can be easily removed by lifting it upwards.

Clean with a mild detergent and rinse thoroughly.

The drip tray lid can be removed.

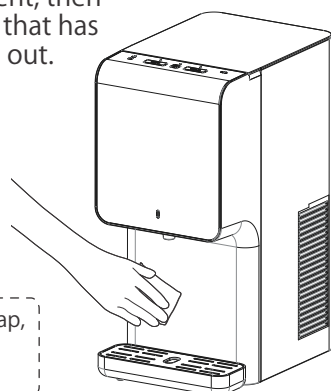


Around the Water Tap

Weekly cleaning

Wipe with a dry, clean cloth, or a damp cloth that has been thoroughly wrung out.

For stubborn stains, clean with a sponge soaked in a mild detergent, then wipe with a damp cloth that has been thoroughly wrung out.



*When cleaning the water tap, take care to avoid scalding from hot water.

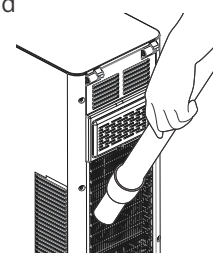
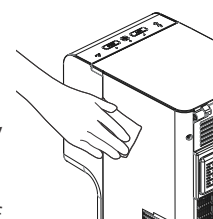
Main Unit and Rear Panel

Monthly cleaning

Wipe the main unit with a dry, clean cloth, or a damp cloth that has been thoroughly wrung out.

For stubborn stains, clean with a sponge soaked in a mild detergent, then wipe with a damp cloth that has been thoroughly wrung out.

To clean the rear panel, vacuum off any dust or lint first, then wipe with a soft cloth dampened with water and thoroughly wrung out.

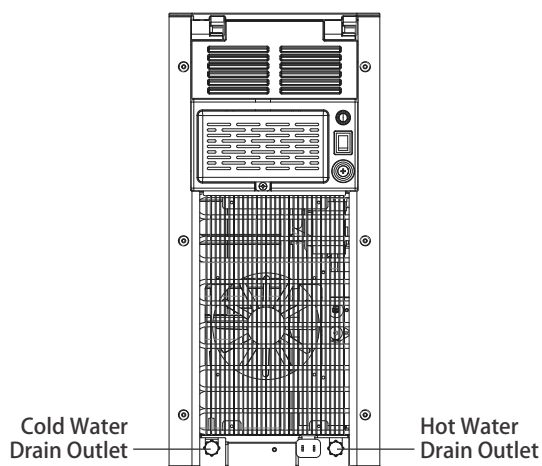


*To prevent burns from high temperatures, unplug the power cord and allow the unit to cool before cleaning the heat sink on the rear side.

Other Precautions

Drain Outlets

There are drain outlets located at the bottom of rear side of the water dispenser. Removing the drain caps will cause water to flow out quickly, so do not remove them unless you need to drain the water. In particular, hot water will come out from the right drain outlet, so never touch it while using water dispenser. If you need to drain the water when moving or relocating the unit, please refer to Q6 in the "Q&A" section on page 15.

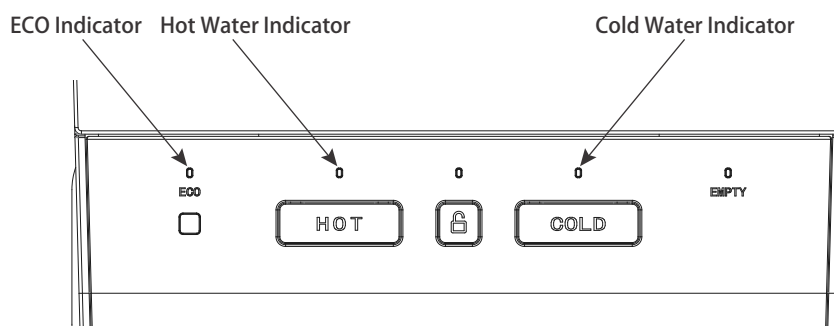


⚠ Caution

Touching the drain caps increases the risk of leakage and burns.

Error Display

If any abnormality occurs in the product, this will be signified via the control panel indicator lights and sounds.



Indicator Lights	Sound	Error Details	Action to Take
Hot Water Indicator Blinking	Beep, beep, beep...	Hot water tank temperature sensor failure. Hot water heating stopped	Please unplug the power cord from the outlet and contact us via the information provided at the bottom of page 15.
Cold Water Indicator Blinking	Beep, beep, beep...	Cold water tank temperature sensor failure. Cold water cooling has stopped	
ECO/Hot Water/Cold Water Indicators Blinking	Beep, beep, beep...	Abnormal temperature in hot water tank. Hot water heating has stopped	

Troubleshooting

Before requesting a repair, please check the following:

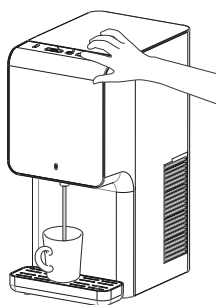
Symptoms	Cause	Action to Take
Cold water/hot water is not dispensed, or, the flow rate is slow	● The power plug is unplugged.	● Plug the power cord into the outlet.
	● The circuit breaker has tripped.	● Please reset the breaker.
	● All indicator lights are off.	● Please contact customer support via the details listed at the bottom of page 15.
	● There is little or no water in the water tank.	● Refill with tap water.
	● If hot water does not come out when the hot water button is pressed, the hot water lock may not be released.	● Release the hot water lock before pressing the hot water button.
	● The water purification cartridge is not installed.	● Please install a water purification cartridge.
	● The water purification cartridge is old.	● It may be clogged. Replace it with a new water purification cartridge.
The cold water is not being chilled	● Dispensing a large amount of cold water caused the temperature of the water in the cold water tank to rise.	● Please wait about 40 minutes for the cold water to chill.
	● The temperature sensor in the cold water tank is broken. Cold water cooling has stopped.	● Please contact customer support via the details listed at the bottom of page 15.
The hot water is not being heated	● The hot water switch on the rear is turned OFF.	● Please ensure that the hot water switch is turned ON. *Leaving the hot water switch OFF may lead to unsanitary conditions, such as bacterial growth, and could cause unpleasant odours.
	● The hot water switch on the rear is turned on, but no hot water comes out.	● Please contact customer support via the details listed at the bottom of page 15.
	● ECO mode is activated.	● Ensure the room is well-lit or turn off the ECO button.
	● Dispensing a large amount of hot water caused the temperature of the water in the hot water tank to drop.	● Please wait approximately 40 minutes for the hot water to heat up.
	● Hot water tank temperature sensor failure. Hot water heating stopped	● Please contact customer support via the details listed at the bottom of page 15.
ECO mode is not triggered	● The room is bright	● Make sure the room is dark. (ECO mode triggers in near-total darkness.)
	● The ECO button is turned off (the ECO indicator is not on).	● To using ECO mode, turn the ECO button ON. See page 9, "ECO Mode".
Water Leakage *If there is a water leak, unplug the power cord immediately. ● Water is leaking from the water filling section. ● Water is leaking from inside the unit. ● Water is leaking from the drain caps at the rear of the unit.	● The connection between the water tank and the water inlet is loose.	● Reinstall the water tank. If the leak continues, remove the water tank and contact customer support via the details listed at the bottom of page 15.
	● Water leaking from inside.	● Please contact customer support via the details listed at the bottom of page 15.
	● The drain caps are loose.	● If the drain cap is loose, tighten it securely.
	● Water leaking from the water tap.	● Please contact customer support via the details listed at the bottom of page 15.
The purified water has an unusual smell or taste.	● The water purification cartridge is overdue for replacement.	● Replace it with a new water purification cartridge.
	● The water tank is dirty.	● Please clean the water tank as instructed in the water tank section on page 12, "Request for Regular Cleaning".

Q1. Where is the best location for the water dispenser?

A1. Please place the unit on a level and stable surface with access to a power source. To prevent the drip tray from falling, ensure it fits securely within the tabletop's footprint. Additionally, avoid placing the unit outdoors, in high-temperature areas, in unsanitary environments, near heat sources, or in locations exposed to direct sunlight.

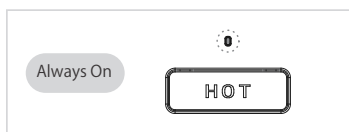
Q2. I replaced the water purification cartridge with a new one, but the water is not dispensing.

A2. Since the new water filter cartridge has not been filled with water yet, water will not come out immediately. Please keep pressing the button until cold or hot water start dispensing.



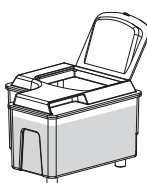
Q3. I will not be using hot water. Is it possible to use the unit with the hot water switch turned off?

A3. If the unit is used with the hot water switch turned OFF, the interior may become unsanitary and emit odours due to bacterial growth. Please ensure the hot water switch remains turned ON during use.



Q4. How soon should the water in the water tank be used up?

A4. Please use it up within 2 to 3 days.



Q5. Please provide instructions on how to handle the unit during extended periods of absence.

A5. Do not turn off the power and the hot water switch. Before leaving, remove the water tank and discard the water inside. Remove the filter, place it in a ziplock bag, and store it in the refrigerator.

When using the unit again, clean the inside of the cover and the water tank, reinstall the water purification cartridge, attach the water tank, and clean the water tap. Fill the water tank with tap water and discard approximately 1 litre each of cold water and hot water.

Q6. Please provide instructions on how to handle the unit during relocation or transport.

A6. Preparation is required beforehand, so please follow the steps below.

① Switch off the hot water switch and unplug the power cord.

Please wait at least 6 hours for the hot water to cool before performing the next step.

② Empty the water tank.

③ Remove the caps from the two drain outlets on the rear of the water dispenser and drain the water completely.

*Please use a large bucket as the water may flow out quickly. Be careful not to discard or lose the drain caps.

④ Tighten the drain caps securely.

*When using the unit again, follow steps 3-5 of the initial installation guide on page 7.

Before use, please clean the water tank and the area around the water tap.

Refer to page 12, "Request for Regular Cleaning".

Water may come out during the process, so place a cup under the water tap. After confirming that water is dispensing normally, check that there is no leakage from the drain caps.

Please read "Troubleshooting" on page 14 carefully and check again.

If the issue persists, contact us at the information below.

Customer Service Premium Water **3165-5069** (Japanese language support available)

Business hours: 10:00-18:00 (Excluding the year-end and New Year holidays)