



## STEP BY STEP PHOTO INSTRUCTIONS FOR SET-UP

<http://www.awesomewatermackay.com/new-system-set-up>

DOWNLOAD INSTRUCTION manual & video's

<https://www.awesomewatermackay.com/manuals>

THANK YOU FOR INVESTING IN AN **AWESOME WATER COOLER**.  
FOLLOW THE CLEANING INSTRUCTIONS REGULARLY  
& KEEP YOUR FILTER CHANGES UP TO DATE & YOU WILL ENJOY  
"AWESOME" WATER FROM YOUR COOLER FOR A YEARS TO COME.

TO KEEP YOUR **WARRANTY** VALID, IT IS IMPORTANT THAT YOU:  
(REFER TO BACK OF INVOICE FOR FULL TERMS & CONDITIONS)

💧 Stick to the scheduled **6 monthly filter** changes for peace of mind that your water is always healthy, safe & great tasting and to ensure the proper operation of your cooler.

(WE WILL INFORM YOU VIA TEXT & EMAIL MESSAGES WHEN YOU ARE DUE FOR A FILTER)

💧 CLEAN YOUR FLOAT VALVE REGULARLY (RECOMMENDED MONTHLY)

### CONNECT WITH US:

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AWESOME WATER MACKAY

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AWESOME WATER CUSTOMER FORUM



FOR SALES, FILTERS, SERVICE & REPAIRS

PH: 0401 441 291 

[www.awesomewatermackay.com](http://www.awesomewatermackay.com)

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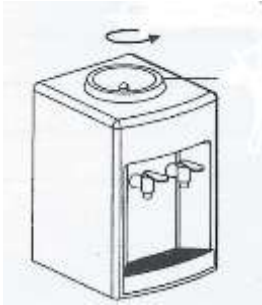


SERVICING MACKAY SINCE 2004

## Set up & First time usage

**VERY IMPORTANT :**

**DO NOT TURN POWER ON UNTIL YOU HAVE WATER COMING OUT OF HOT TAP. IF YOU DO, YOU CAN BURN OUT THE KETTLE & MOTHERBOARD**



Twist turn & lift to remove cone from the reservoir – you do not require this part again

Assemble bottle set & install filter as per instructions on reverse side.

Fill up top bowl with tap water – might take a while to fill up first time

Test to ensure you have water coming out of **BOTH** taps. If still no water from hot tap after about 10 minutes, the pipe leading to hot tank has an airlock. Refer to online set-up [instructions p20](#) for instructions to clear.

Now turn on power.

Water will take 30-60 minutes to get cold.

The water might have a slight plastic taste for the first few days, as it is brand new.

### **Placement of your cooler:**

The filter does not like to be exposed to light, either direct sunlight, fluorescent light or just a bright room will cause a constant brown/green build-up in the bottom bowl.

Place it where it doesn't get much light, or use a bowl cover to keep light off the bottom bowl which contains the filter. (bowl covers available, or refer to Facebook Awesome Water Customer Forum for DIY options)

### **Maintenance:**

- Always turn **power off** before draining machine & ensure it is filled with water before turning back on
- Disassemble bowlset once a month and wipe clean under running water using a NEW chux cloth.
- Remove cloth filter from the dome & rinse
- Remove float valve from bottom bowl & wipe down under running water with chux – very important float valve regulates water flow to tank – if it is not cleaned cooler with overflow

### **Filter changes:**

- Filter replacement recommended every **6 months or 1000 liters** (average 5 liters usage per day).
- \$ 65 per filter change & Service every 6 months = \$2.50 per week for unlimited freshly filtered water, or \$ 45 per DIY filter (+\$5 to post Australia Wide).

**To order: contact us 0401 441 291 or order online:  
[www.awesomewatermackay.com](http://www.awesomewatermackay.com)**

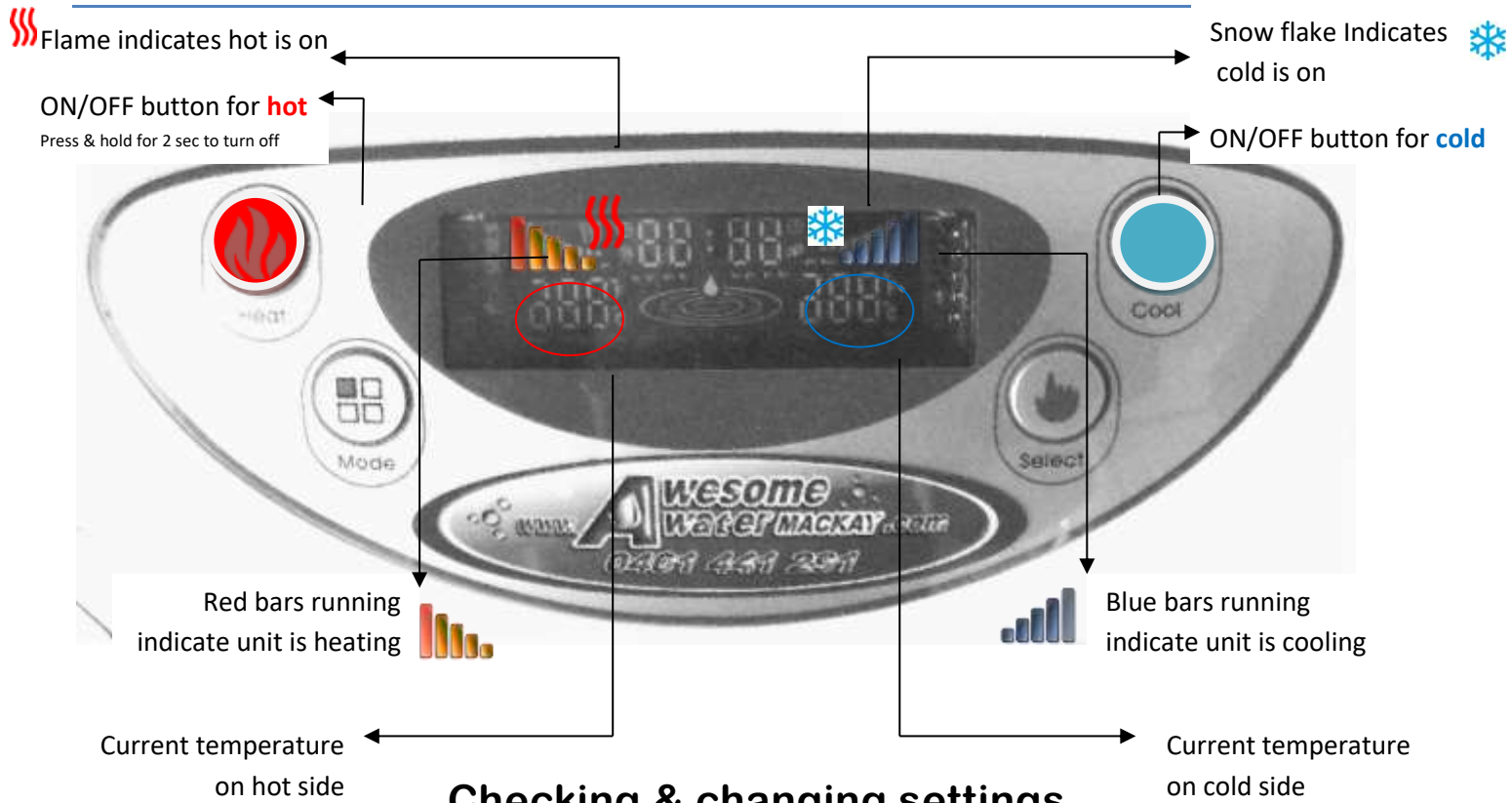
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# Hot & Cold Digital Model

## General operations & display



### Checking & changing settings

**Hot**– 1 litre in hot tank

Keep hot turned off unless used frequently

**Cold**– 2.5 litres in cold tank

bottom bowl holds another 6 litres

#### To check what the temperature is set on:

☞ Select

The temperature flashing on the left is the set temperature for **hot** side

☞ Select

☞ Mode

The temperature flashing on the right is the set temperature for **cold** side

#### To adjust the set temperatures:

☞ Select

Set temperate on **hot** will be flashing on left

☞ Push Heat 🔴 button to **increase** until desired temperature is reached

☞ Push Cool 🔵 button to decrease until desired temperature is reached

Display will default to normal (stop flashing) after a few seconds

☞ Select

☞ Mode

Set temperate on **cold** will be flashing on right

☞ Push Cool 🔵 button to **decrease** until desired temperature is reached

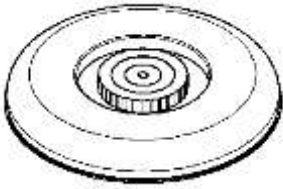
☞ Push Heat 🔴 button to increase until desired temperature is reached

[CLICK HERE FOR VIDEO INSTRUCTIONS](#)

Hot Settings

Cold Settings

# Bottle assembly & Cleaning instructions



LID



DOME & CLOTH FILTER (or optional [ceramic dome](#) or [ceramic candle](#) filter)

- Squeeze and pull off lid
- Lift out white grid like cover

Rinse black&white cloth filter under running water once a month

WASHER (If you have the ceramic dome filter – [click here](#))



TOP Bowl

Rinse in cold water & wipe clean with **clean** cloth or paper towel.



NUT – unscrew to release dome



FILTER CARTRIDGE - Unscrew from top bowl

When installing new UNFLUSHED filter - flush with cold water , and tap firmly with palm of hand to force water through, until water coming through is clear.



WHITE RIM



BOTTOM BOWL – Rinse in cold water & wipe clean

NUT – on inside of bowl to screw on float valve



Washer



FLOAT VALVE 1<sup>st</sup> part



FLOAT VALVE 2<sup>nd</sup> part – run under water then wipe clean stem & rubber stopper and ensure valve moves freely  
Screw back securely into 1<sup>st</sup> part



PLASTIC PLATE - put finger through holes and pull out.  
Wipe out inside of tank with clean wet cloth.

## When to change your filter

To ensure healthy, safe, great tasting water as well as to ensure your machine stays in good working condition, it is important to stick to the recommended service schedule. Your filter can effectively filter **1000 liters** of water. If you use an average of 5 liters per day, that works out to around **6 months**.

**Taste** deteriorates gradually over the life of the filter and subsequently this is a very bad measure of when to change your filter, as you often don't notice it, until it gets really bad. Your filter may be able to control taste and odours long after it has lost the ability to effectively reduce other toxic contaminants.

The function of the filter is to absorb chemicals and impurities from your water. Once it is saturated it cannot hold onto those chemicals anymore and starts to **dump it back into the water**. It is therefore worse to drink from an overdue filter, than just drinking water straight from the tap, as you are consuming a concentrated amount of chemicals once the filter has reached saturation levels.

Although **flow rate** can indicate it's time for a new filter it is not always the case. Adsorption of physical impurities will affect the flowrate, but adsorption of chemical impurities does not affect flow rate as much.

As it is a chemical process, you cannot tell by the **looks** of the filter if it needs replacement or not. A filter might "look" brand new even after years of use.

Regular servicing of the machine also prevents possible problems with its operation in future. Not being serviced often results in the water cooler **starting to leak**. This does not mean the cooler is broken, it simply needs a clean of the tank, floats & washers. Leaking can cause water damage to the electronics of the machine that is why we try to avoid leaking from happening in the first place.

## Pay as you Go

**\$65** for a filter & service or **\$45** if you order a DIY filter. That's only \$2.5 per week for unlimited, safe, healthy freshly filtered water.

## Loyalty Rewards

Because water is so important to health, we want to encourage our customers to stick to the recommended 6 monthly filter changes. To our loyal customers who book in for a filter change every 6 months, a flat rate fee of only \$30 will apply if any repair is needed on your water cooler, and we will do a FREE super service every 4<sup>th</sup> filter change.

## Service & Maintenance Plan

If you're on a tight budget you might want to consider signing up for our Service & Maintenance plan. Easy fortnightly payments of **\$10** each will ensure you get your filter change done every 6 months, and that it's all paid for by the time you need it done. It also covers any repairs & maintenance that might be needed. This way you can ensure that you always have freshly filtered, clean & safe water, for you and your family! Waiver fee's may apply if service is required upon sign-up

Contact us or order [online](#) with PayPal

**[www.awesomewatermackay.com](http://www.awesomewatermackay.com)**





# CUSTOMER TROUBLE SHOOT SHEET

## INSTRUCTION SHEET BASED ON ORIGINAL HOT & COLD MODEL

PROBLEM	CAUSE	SOLUTION
1. Machine is leaking water * In most cases any leak will mean water will spill out the side and bottom of machine	a) Float valve and bottle have not been cleaned b) Due for a new filter (6 monthly min) c) Machine is over filled d) Fridge drip tray is full	a) Wash float valve and bottle (see instructions) b) Contact Awesome Water to arrange filter change c) Do not fill water bottle past highest water level line d) Empty drip tray
2. Water is not filtering	a) Due for a new filter b) Granules in filter have become compressed c) Air lock in top dome d) Cloth filter is dirty	a) Contact Awesome Water to arrange filter change b) Pull bottle apart to reach the filter, undo filter, run under COLD pressured water from the tap. Give filter a shake and tap to loosen up granules. Place filter back and fill top bottle right to the top (the more water in the top half of the bottle the better it filters.) c) Make sure that there is water in the top part of the bottle, unscrew white dome and pull it out of the water to release the air bubbles. Screw dome back in place. d) rinse your cloth filter located in the dome
3. Filter is green/ grime in bottle	a) Cooler getting too much light – need a bowl cover b) Monthly Bottle and float valve clean may not be getting done	a) will require a new filter and to be relocated or protected from light (Awesome covers available) b) Wash bottle and float valve (see instructions) Please Note: Environmental factors which are out of our control may also contribute to these problems
4. No Hot water n/a for cold only	a) Hot water turned off b) Hot water not set to correct temp	a) Press the heat button to turn hot on, make sure red heat bars are lit. Allow 10mins for temp to climb b) See instructions on setting temps
5. No Cold water	a) Water cooler is empty b) Water has frozen c) Cold water is not turned on d) Cold water not set to correct temp (n/a for cold only)	a) Fill water cooler b) Set cold temp around 4 degrees higher and turn cooler off to allow time to defrost. If Free standing machine turn green switch at back in opp direction. (where applicable) <u>Not applicable on Alpha range:</u> c) Press cool button to turn cold on, make sure blue snowflake is lit up. Allow 10mins for temp to decrease (bars may take 4 mins to start moving) d) See instructions on setting temps
6. Machine won't turn on	a) No power supply	a) Check machine is plugged in and turned on at both the power point and at the switch on the back of the machine. Check fuse (behind black button at rear)

**If the above suggestions do not solve the problem**

**please call us on 0401 441 291**

**or email [info@awesomewatermackay.com](mailto:info@awesomewatermackay.com)**

**Or visit the Facebook Group: [Awesome Water Customer Forum/Troubleshoot](#)**