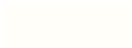




**wisewell**



# CONTENT

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Model : **MODEL 1**  
**~220V**

---

After moving it into place, please allow your Wisewell to stand for **at least 24 hours** before connecting it to power to avoid loss of function to the compressor.

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For more information about our credentials, visit <https://www.wisewell.ae/pages/credentials>

Note: We reserve the right to make technological, functional, and surface modifications to improve the function and performance of our product. The product pictures, wording, and display in this manual are for reference only, and are subject to change.

# IMPORTANT

Water source: Tap water

---

## POWER SUPPLY PRECAUTIONS

1. Make sure the power supply is greater than 10A, otherwise overheating or fire may occur.
2. Do not use multiple electrical appliances in the same outlet.
3. Your Wisewell must be connected to a power outlet with a ground wire.
4. Never touch the power plug with wet hands. Always clean any dust or water stains from the power plug to reduce the risk of electric shock and fire. Please ensure that the plug is fully plugged into the outlet to avoid risk of electric leakage.
5. The power supply voltage must be consistent with the information on the product packaging. A voltage stabilizer is recommended for areas with unstable voltage.
6. In addition to causing safety hazards, improper connection can cause the warranty clause to become invalid.
7. To prevent fire, electric shock, or personal injury, do not immerse the power cord or outlet in water.

---

## POWER CABLE

1. Please use the original power cord to avoid safety hazards.
2. If your Wisewell malfunctions, unplug it, remove the water tank, and contact customer service.
3. To avoid electric shock, do not bend or crush the power cord underneath heavy objects, and avoid placing the cord where it can become a tripping hazard. If your Wisewell is not in use for an extended period of time, unplug the power cord and store it in a safe place.

## SAFE ENVIRONMENT

1. Do not expose your Wisewell to temperatures below 32°F/0°C to prevent the pipe from leaking.
2. The ambient temperature requirement is from 39°F/4°C to 100°F/38°C.
3. Keep your Wisewell away from direct sunlight. Do not use it in places with low temperatures or flammable substances. To avoid damage to your Wisewell and water leaking, do not disassemble your Wisewell.

**4. Before using Wisewell at elevations above 4921 feet/1500 meters, the hot water function should be disabled (see page 13).**

---

## DURING OPERATION

1. To prevent accidental burns, children and individuals with mobility impairments should not operate the Wisewell.
  2. When using the hot water feature, use caution when removing the cup to avoid burns.
  3. To keep your Wisewell in good condition, be sure to use the accessories and consumables provided by Wisewell.
  4. While hot water is being dispensed, do not touch the water spout.
- 

## AFTER USE

1. If your Wisewell will not be in use for an extended period of time, empty the water from the internal tank and unplug your Wisewell from the power supply. (Please refer to the Maintenance section of this guide for more information on how to empty the tank). Filter and drain three tanks of water before use.
2. Do not carry or move the Wisewell by the extraction part. Use the side handles to move your Wisewell.

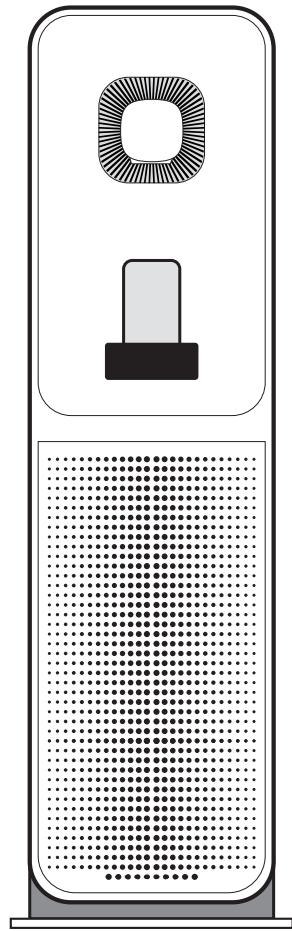
## OTHER NOTES

1. Your Wisewell must be placed on a flat surface. Please drain the water from the internal tank before moving it. Do not tilt by more than 45 degrees when moving or operating the Wisewell.
2. Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after using the system.
3. The use and installation of this system must comply with state and local laws and regulations.

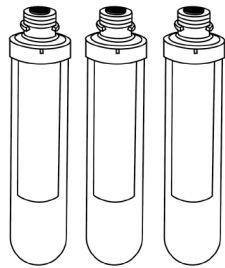
**4. Do not place any objects over 4lbs (2kg) on the water tray.**

# PRODUCT INTRODUCTION

Product Name: Wisewell - Model 1



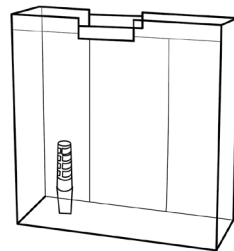
Main body



Filters



Cleaning filters (reusable)



Water tank



Pre-filter

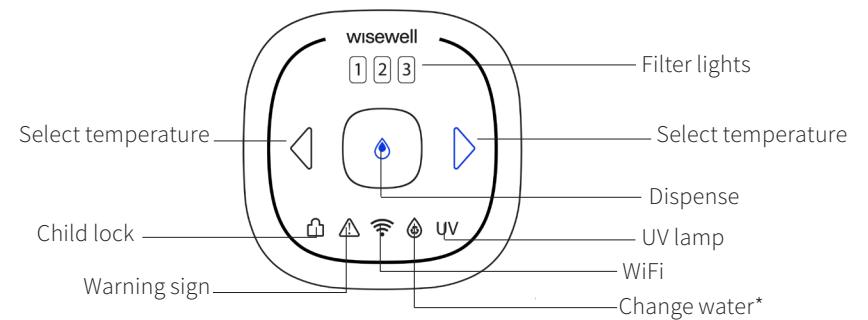
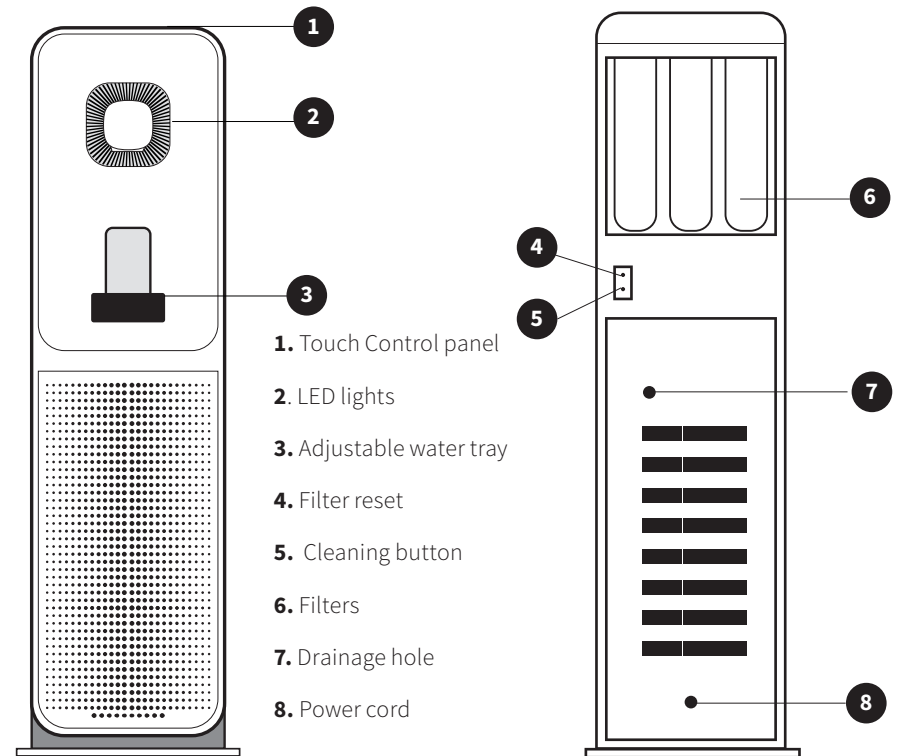


Power cord



Manual

# PRODUCT DESCRIPTION



\*The 'Change Water' button lights up whenever a filtration cycle has been completed and indicates that the external tank needs to be emptied and refilled.

# GETTING STARTED

## Setting Up Your Wisewell

Ensure all local, state, and federal laws and codes including health and safety guidelines are met when installing your Wisewell. Your first setup will take approximately 45 minutes.

### POWER ON

Insert the power cord into a single grounded electrical socket.

## Connecting To The Wisewell App

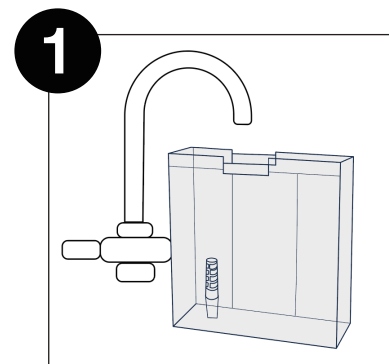
**Connecting your Wisewell to the app is necessary if you want to access all your Wisewell's functionality. If you do not connect to the app, the Wisewell Team will be unable to send you filters in a timely manner, and there may be delays if you require troubleshooting assistance.**

1. Make sure your phone or tablet is connected to your 2.4G WiFi network (as opposed to the 5G network) in your WiFi settings.
2. Open the app and give it permission to use WiFi and location settings.
3. Enter your WiFi name and password in the app (make sure that it is the same one that you are already connected to on your mobile device). Be sure that there are no typos.
4. Put your Wisewell into Connection Mode by pressing and holding the left arrow and central button on your Wisewell's touch panel until the WiFi icon blinks (it should take about 3 seconds).
5. Follow the in-app instructions.
6. If your first connection attempt didn't work, wait until the WiFi icon stops blinking on the touch control panel of your Wisewell, close the app, reopen it, and try again.
7. If you are still unable to connect via WiFi, turn on Bluetooth on your phone or tablet and attempt to connect via Bluetooth.



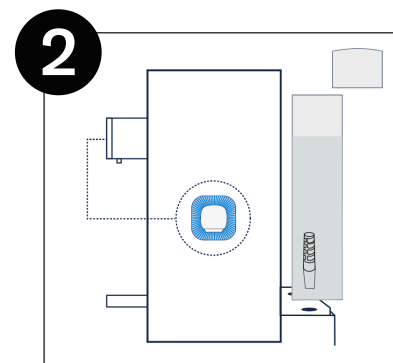
If you see continued water leaking from your Wisewell during the setup process, remove the water tank, disconnect your Wisewell immediately, and contact customer support.

## Four Steps To Set Up Your Wisewell



### Fill The Water Tank

Remove the water tank from your Wisewell and fill with tap water until the water level is between the MAX and MIN markings. (You can also take this opportunity to remove the foam packaging from between your filters).

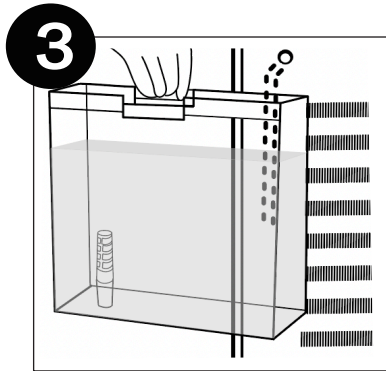


### Activate Your Filters

Place the water tank back onto your Wisewell and allow water to filter through until the light pulses or after 15 minutes, whichever comes first (there will still be residual water in the tank).

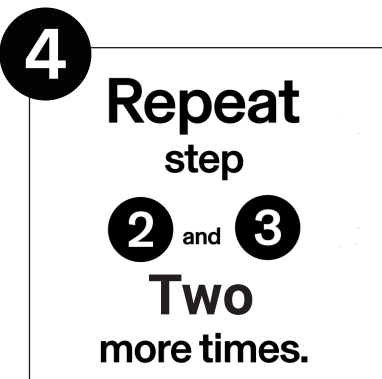
If the locking tabs on the tank are not positioned on your Wisewell properly, readjust and lock it in place.

**Step 3 & 4 >>>**



### Drain Your Wisewell

Remove the water tank and position it under the spout at the back of the wisewell. Remove the drain cover and rubber plug from the drainage hole and dispose of the water in the tank.



### Repeat

Repeat steps 2 and 3 two more times. If the new filters' flavor persists, keep draining your Wisewell from the back until optimal taste is reached (see page 17).

## Using Your Wisewell

Fill up the tank and place it on your Wisewell. Wait about 15 minutes for the internal reservoir to fill up with water before attempting to dispense.

### WATER TEMPERATURE OPTIONS

On the touch control panel, select from the following temperatures using the 'right' and 'left' arrows.

#### 1. Hot water (Red LED)

When the 'Hot Water' selection is highlighted, **the child lock is ON by default.**

Press and hold the 'Dispense' button for 3 seconds to unlock it.

Hot water can now be dispensed by pressing the 'Dispense' button.

The child lock will automatically be reactivated after 10 seconds.

#### 2. Room temperature water (White LED)

Ready to dispense when the white LED is on.

#### 3. Cold water (Blue LED)

Ready to dispense when the blue LED is on.

Place your receptacle below the water spout. When you tap the 'Dispense' button, your Wisewell will dispense one serving of water. To stop the flow of water at any time, tap 'Dispense' again. **Do not place any objects over 4lbs (2kg) on the water tray.** Note that the top portion of the tray can be removed for easy cleaning.

## Disposing Of The Residual Water

### ATTENTION: Always dispose of the residual water

The reverse osmosis (RO) system works by flushing used water back into the tank. When the front LEDs start to pulse or the 'Change Water' icon appears on the touch control panel, it means it is time to dispose of the residual water (usually around 1L) and refill the water tank. Before refilling your water tank with fresh tap water, be sure to empty the tank of all residual water. **DO NOT** add water to the residual water in the tank. This will result in a sub-optimal purification process.

**FUN FACT:** Because the residual water sits in the tank, your Wisewell is able to reuse part of the residual water for purification purposes, making this system extremely efficient: on average, for every 4L of fresh water produced, only 1L has to be discarded. (Other RO systems often produce MORE residual water than drinkable water).

## Touch Control Panel And LED Lights

### The Control Panel



#### CHANGE WATER

When the 'Change Water' icon appears on the touch control panel (or when the front LEDs start to pulse), it means it is time to dispose of the residual water (usually around 1L) and refill the water tank.



#### UV UV

When the 'UV' icon appears on the touch control panel, it means that the UV lamp is activated to kill living organisms (like viruses, bacteria, and parasites). The UV lamp is activated for 5 minutes every 60 minutes.



#### LOCK

When the 'Lock' icon is red on the touch control panel, it means that the child lock is ON for the hot water. To unlock it, press and hold the 'Dispense' button for 3 seconds: Hot water can now be dispensed by pressing the 'Dispense' button. The child lock will automatically be reactivated after 10 seconds.



#### FILTER REPLACEMENT

Your Wisewell will automatically inform you when a filter needs to be replaced by displaying the corresponding filter number on the touch control panel. Please refer to the Maintenance section in this manual to understand how to change the filters on your Wisewell.

Replacement filters will be shipped to you automatically with your subscription using the Wisewell app.



#### WARNING

When the 'Warning' icon is on, please review the Troubleshooting section in this manual.



#### WIFI

The 'WiFi' icon is lit when your Wisewell is connected to your WiFi network. Put your Wisewell into Connection Mode by pressing and holding the left arrow and 'Dispense' button on your Wisewell touch control panel for 3 seconds until the WiFi icon blinks.

## Touch Control Panel And LED Lights

### LED Lights

**LED Array ON/OFF:** The LED array is ON by default when the power is on. To turn off the LED panel array, press and hold the left and right arrows for 3 seconds.

**When the Wisewell's LED display starts pulsing,** it means that the 'Change Water' icon has lit up. Dispose of the residual water and refill the water tank.

**When the Wisewell's LED display starts blinking,** it means that it is due for a cleaning. This should happen approximately every six months, if not sooner. Refer to p.18 for instructions on how to activate the cleaning cycle.

### Other Functions

**Drain function:** Simultaneously press and hold the 'Dispense' button and the right arrow. All of the water will drain from the spout. Be sure to have the tank (or other receptacle) positioned under the spout.

**Hot water ON/OFF:** The hot water is ON by default when the power is on. Press and hold the left arrow for 3 seconds to turn the hot water off/on.

**NOTE:** If Wisewell is used at an elevation above 4921 feet/1500 meters, the hot water function should be turned off to avoid any damage.

**Cold Water ON/OFF:** The cold water is ON by default when the power is on. Press and hold the right arrow for 3 seconds to turn the cold water off/on.

**To change the amount of water** that your Wisewell dispenses with each button tap, head to the app. On the home screen, tap the "cup size" icon to adjust the cup size slider.

**NOTE:** If you are unable to dispense cold/hot water after completing these instructions, you may have accidentally turned off the cold/hot water. If this occurs, simply press and hold the right arrow button for three seconds to turn the cooler back on, and left button to turn the heater back on.

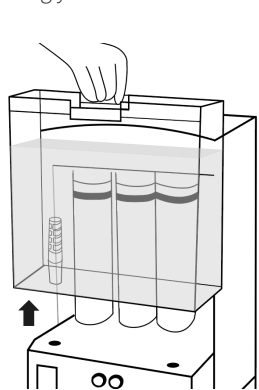
# MAINTENANCE

## Changing The Water

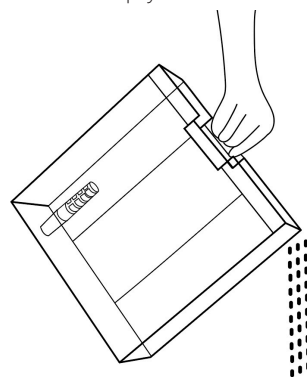
If your Wisewell has been idle for more than 3 days, empty the water tank before using it again.

When the front LEDs start to pulse or the 'Change Water' icon appears on the touch control panel, it means it is time to dispose of the residual water (usually around 1L) and refill the water tank.

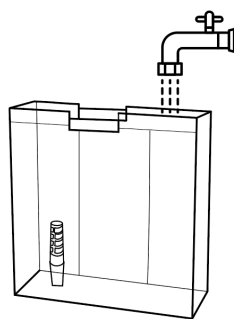
Before refilling your water tank with fresh tap water, be sure to empty the tank of all residual water.



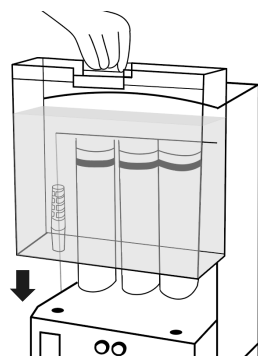
Remove the water tank



Empty the water tank



Fill with tap water



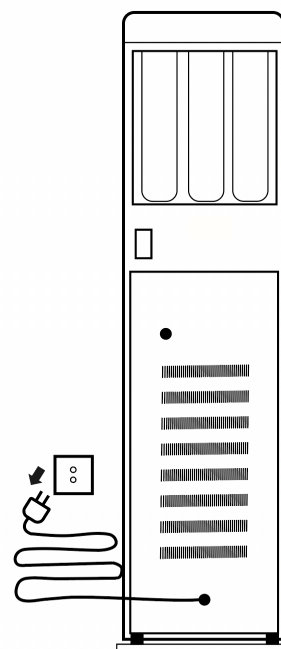
Put the water tank back

## Filter Replacement

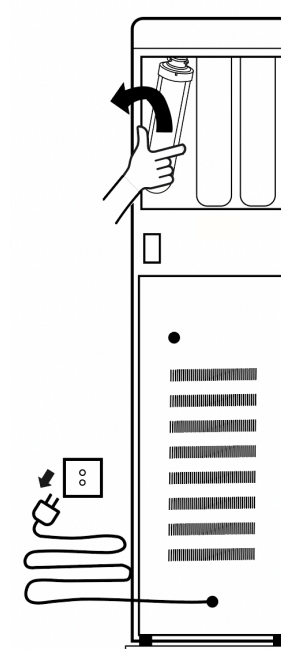
Your Wisewell comes with a six month supply of filters already installed. Before your supply of filters runs out, you will be invited to join the filter replacement program, which uses your Wisewell app data to send you the filters that your Wisewell needs so you don't need to keep track.

### 1. REPLACE THE FILTERS

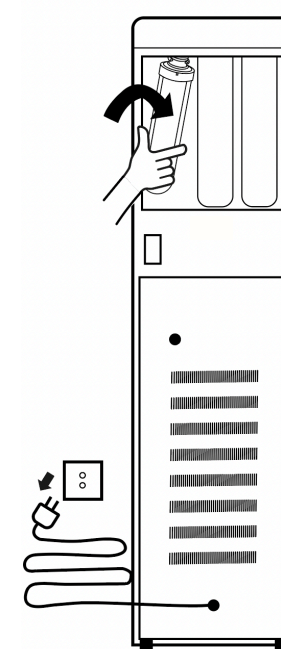
Your Wisewell will automatically inform you when a filter needs to be replaced by displaying the corresponding filter number on the touch control panel.



1. Make sure the Wisewell is unplugged, then remove the water tank



2. Remove the filter in the direction shown



3. Affix the new filter in the direction shown



## Changing The Filters

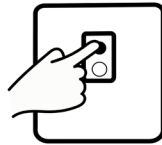
### 2.a. RESET FILTER INDICATOR

This resets the filter usage period **after the reset filter light appears.**

**DO NOT reset a filter indicator for a filter that has not been replaced.**

① ② ③

Reset reminder  
is lit up



Press and hold the filter reset  
button key for 5 sec



① ② ③

Reset reminder  
turns off

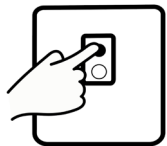
### 2.b. RESET FILTER INDICATOR IN ADVANCE

This resets the filter usage period **if the reset filter light has not yet appeared.**

**NOTE: DO NOT** reset the filter indicator for filters that haven't been replaced.

This will lead to inaccurate app data.

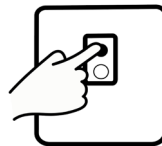
① ② ③



Press and hold the  
filter reset button for 5 sec



Select the filter number by  
pressing the reset button  
till the desired number is  
blinking



Press and hold the  
filter reset button  
for 3 sec

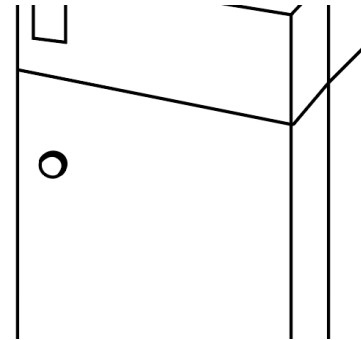
#### NOTE:

To reset a specific filter and exit reset mode, leave Wisewell untouched for 15 sec.

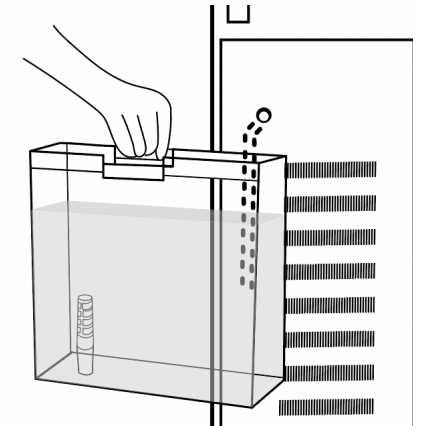
If the RO filter 3 is replaced, a cleaning must be performed - See pages 18 - 19

## Manually Draining Your Wisewell

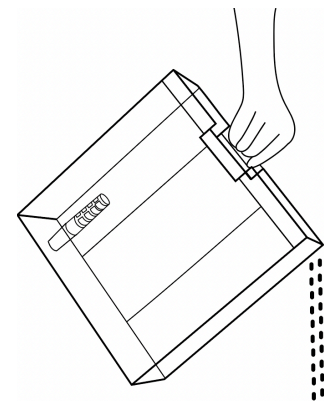
When you need to move your Wisewell, or if it has not been in use for a long time, the inner water tank should be manually drained from the back (repeat 3 to 4 times)



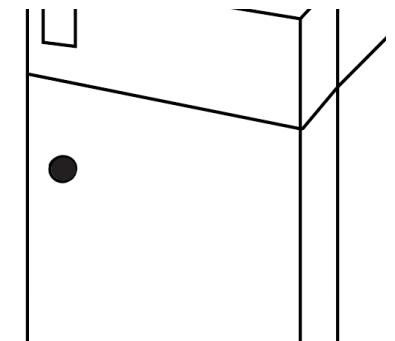
Remove the water tank from your Wisewell and position it under the drain. Remove the drain cover and rubber plug from the drainage hole



Empty your Wisewell's water into the tank



Pour out all the water, and put the tank back on your Wisewell

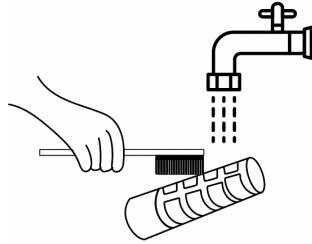


Ensure the tank is locked onto your Wisewell. Return the rubber plug and drain cover to the drainage hole

## Cleaning Your Wisewell

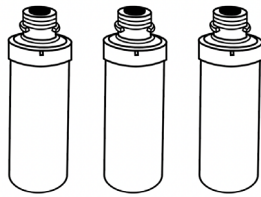
### CLEANING THE PRE-FILTER IN THE WATER TANK

The function of the pre-filter in the water tank is to isolate large particles in the water; it should be cleaned every 4~6 months. To clean the pre-filter, remove it from the water tank, wash it under the faucet with a scrubbing brush, rinse it, and put it back in the water tank.



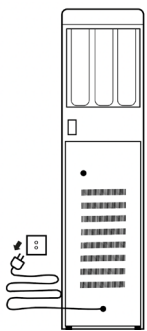
### CLEANING YOUR WISEWELL

When the front LED display of your Wisewell shows three lights flashing, it means that your Wisewell needs to be cleaned. The purpose of cleaning is to remove any residue and descale the water tank and pipeline. The cleaning filters that come with your Wisewell are reusable. Do not dispose of them.

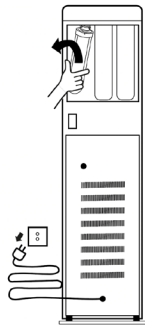


#### 1. PREPARE YOUR WISEWELL

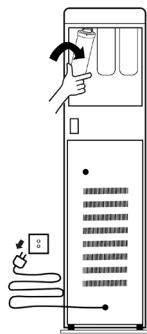
Drain the water from the Wisewell and unplug it. **Remove all three filters** and **replace them with the special cleaning filters.** (Cleaning filter '2' should be for RO. The '1' or '3' filters can be used for either carbon or mineral filters, as indicated on the cleaning filter labels. The plastic caps should be removed from the cleaning filters before installing).



1. Make sure the Wisewell is unplugged, then remove the water tank



2. Remove the filter in the direction shown



3. Screw in the cleaning filter in the direction shown

## Cleaning Your Wisewell

#### 2. START THE CLEANING PROGRAM

Plug the Wisewell back in. Press the 'Cleaning' button at the back of your Wisewell and hold for 5 seconds to start the cleaning procedure. When the cleaning procedure begins, the LED lights will begin to turn clockwise.

#### 3. ADD WATER

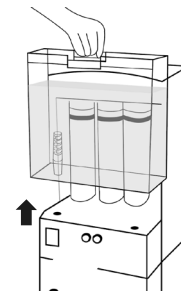
Mix two tablespoons of white vinegar with 2 liters of clean water (purified water is recommended) to the empty water tank. Put the water tank back on Your Wisewell. The 'Change Water' icon will turn off, but the LED will continue to spin to show that the cleaning is in process. The full cleaning process takes approximately 60 minutes.

#### 4. CHANGE THE WATER

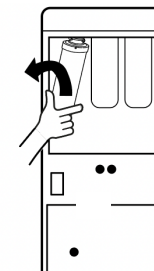
Once the 'Change Water' icon turns on, remove the tank. Pour out any residual water, refill the tank with tap water, and place it on your Wisewell. The cleaning process will continue for 2 minutes.

#### 5. COMPLETED

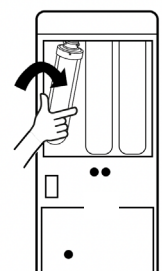
When the front LEDs stop spinning and the 'Change Water' icon appears, this indicates that the cleaning process is complete. **Unplug the Wisewell and reinstall the original filters. Refill the tank with water and fix it back onto your Wisewell. Plug it back in. Filter and drain one tank before drinking the water.**



1. Make sure the Wisewell is unplugged, then remove the water tank as shown



2. Remove the cleaning filters



3. Install the original filters

# TROUBLESHOOTING

When an error code appears, try the automatic recovery function: unplug the power cord, wait for 10 seconds, then plug the power cord back in. If the error code persists, please contact customer service for troubleshooting (support@wisewell.com).

CODE	ERROR	SOLUTION
E1	Pressure pump defective	Contact customer service
E2	Single float defective	
E3	Temperature sensor defective	
E4	3 way valve defective	
E6	Output pump defective	
E7	Booster pump works continuously over 2 hours, or the filter is blocked	
E8	Double float defective	
	Other: Please contact our customer service	

ERROR	CAUSE	SOLUTION
No water is dispensed	The filter cartridge is blocked	Change filter
	Problem with pressure regulation or pumping	Contact customer service
	Not connected to power	Connect the unit to power supply
	Air is stuck in the cold water pipe	Disconnect from power. Unscrew the drain nut at the back of your Wisewell to let out the air
	There is not enough water in the fresh water tank	Wait until the purification process is complete
Not enough water is dispensed	The filter cartridge is blocked	Change filter
	There is not enough water in the fresh water tank	Wait until the purification process is complete
Cold water is not dispensed	Refrigerant not available	Contact customer service
	Problems with the thermostat or compressor	Contact customer service
	There is no water in the cold water supply	Fill the external tank to ensure there is enough water to supply the cold water tank
	Ice formation in the cold water tank	Turn off the cooling function or unplug the Wisewell. Wait 30 minutes before turning back on
Hot water is not dispensed	Heating component failure	Contact customer service
Cold water is not cold enough	The cooling process is taking too long	Contact customer service
Water leaks	The pipes are faulty	Remove the tank, disconnect your Wisewell, and contact customer service

# PRODUCT SPECIFICATIONS

Rated Flow Rate	180ml/min	Rated Voltage	220V
		Rated Frequency	50/60Hz
Cold Water Cooling Speed	1.8L/h	Heating Power	2050W
Rated Power (only during instant heating)	2050W	Cooling Power	100W
Product Size	14.4in (365mm) x 18.4in (469mm) x 45.7in (1160mm)		
Input Water Temperature Range	39 - °F (4 - 38°C)		
Product Weight	62.3lbs (28.3kg)		
<b>Water tanks' capacity</b>			
External Water Tank	5L		
Internal Fresh Water Tank	3L		
Internal Cold Water Tank	1.5L		

# FILTER DESCRIPTIONS

1	Carbon Filter	Reduces chlorine, particles such as sediments, volatile organic compounds (VOC), and unpleasant tastes and odors.
2	RO Reverse Osmosis Filter	RO membrane filtration accuracy can reach 0.0001 microns. It uses pressure to filter and flush out contaminants such as metal ions & aqueous salts including sodium, chloride, copper, chromium, and lead.
3	Mineral Filter	Superior safety doesn't have to mean inferior taste. Most reverse osmosis systems leave your water stripped of all minerals, but Wisewell introduces trace amounts with its mineral filter, enhancing flavor and texture.
4	UV Lamp	Ultraviolet light can kill living organisms like viruses (including coronaviruses), bacteria, and parasites.

# CARBON FILTER

Name	Activated carbon rod + PP (polypropylene)
Filtration type	5 Micron filter system
Pure water flow rate	≥ 0.8 gallons / min (3L / min)
Reduces	Sediment, rust, asbestos, sand, mud, humic substances, chlorine, chemicals, and other harmful organic compounds. Additionally, improves water taste
Purified water pH value	6-10
Dimensions	Diameter: 2.68in (68mm), Length: 10.87in (276mm)
Weight	0.79lbs (0.36kg)
Change frequency	6 months

## Operating limits

Maximum operating temperature	113°F (45°C)
Operating water temperature	39 - 100°F (4 - 38°C)
Working operating pressure	15 - 80 psig (1- 5.5 bar)
Maximum operating pressure	125 psig (8.6 bar)

Note: Do not use water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after using the system.

# REVERSE OSMOSIS FILTER

Name	Reverse osmosis filter - USA DOW FILMTEC 75GPD membrane
Filtration type	0.0001 Micron filter system
Desalination rate	≥ 96%
Pure water flow rate	75GPD
Reduces	Heavy metals, uranium, hormones, chemicals, bacteria, viruses, pesticides, and medicines
Dimensions	Diameter: 2.68in (68mm), Length: 10.87in (276mm)
Weight	0.90lbs (0.41kg)
Change frequency	18 months

## Operating limits

Maximum operating temperature	113°F (45°C)
Operating water temperature	39 - 100°F (4 - 38°C)
Maximum operating pressure	125 psig (8.6 bar)

Note: The RO filter contains a replaceable component critical to the efficiency of the system. Replacement of the RO component, which is critical for the effective reduction of TDS, should be with Wiswell filters, as defined by the manufacturer, to ensure the same efficiency and contaminant reduction performance. This component is tested periodically to verify that the system is performing properly.

Wiswell has a recovery rating of 70 %.

Recovery rating means the percentage of the influent water to the membrane portion of the system that is available to the user as RO treated water when the system is operated without a storage tank or when the storage tank is bypassed.

# MINERAL FILTER

Name	Mineral filter + Activated carbon rod
Filtration type	5 Micron filter system
Pure water flow rate	0.74 gallons / min (2.8L / min)
Reduces	Sediment, rust, asbestos, sand, mud, humic substances, chlorine, chemicals, and other harmful organic compounds. Additionally, improves water taste
Adds	Healthy minerals back into the water for taste and texture
Dimensions	Diameter: 2.68in (68mm), Length: 10.87in (276mm)
Weight	1.1lbs (0.5kg)
Change frequency	6 months

## Operating limits

Maximum operating temperature	113°F (45°C)
Operating water temperature	39 - 100°F (4 - 38°C)
Working operating pressure	15 - 80 psig (1- 5.5 bar)
Maximum operating pressure	125 psig (8.6 bar)

# FCC CERTIFICATIONS

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This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.

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## Supplier's Declaration of Conformity:

Trade Name: Wisewell

Model No.: Model 1

Company Name: Wisewellwater Inc.

Address: Office 8010, 77 Sands St., Brooklyn, NY 11201

Contact information: support@wisewell.com



Wisewell

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