

Product certificate

Inspector:_____

Date:_____

(The product has passed the inspection)

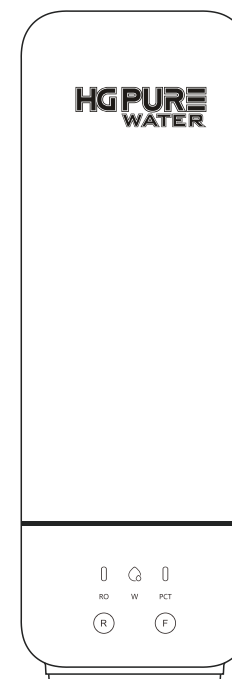
WARRANTY

HG PureWater provides a 24-month warranty on the HGH-24. Electronic components are covered for two years from the date of purchase. Consumable items and parts subject to normal wear and tear are not covered under this warranty.

Executive producer:Australia Home Guards PTY LTD
Company address: 11/85 Whitehorse Rd, Blackburn, VIC 3130
ABN: 63 638 977 572

REVERSE OSMOSIS WATER PURIFIER INSTRUCTION MANUAL

Product model:HGH-24



Please Read and Retain:

Carefully read and strictly follow these instructions prior to use. Store this manual in a safe place for future reference.

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Notes

- Please read the instructions carefully before use, and retain them for future reference.
- The claims stated have not been independently verified.
- Our products have a unique code in the packaging box, body, warranty card, etc. Please verify these details carefully. For inquiries, contact our customer service hotline.
- Should you require additional accessories due to specific installation needs, ensure that only high-quality accessories are selected. It is mandatory to use the new hose assembly provided with the product; reusing an old hose assembly is not permitted.
- Components of our water purification products have a predetermined service life. Consult the 'Recommended Replacement Periodic Table of Key Components and Components in this manual' for guidance on operational, inspection, and maintenance schedules
- In the event of a product fault, immediately shut off the water and power supply, and contact the national service number promptly for after-sales service.
- This system has not undergone bacterial reduction testing by the manufacturer. Use of this system may increase the bacterial content of the water. Additional treatment may be necessary to reduce bacterial presence or achieve bacteriostasis.
- The power adapter is rated for a voltage of 220V-240V at 50/60 Hz. For product safety, exclusively use the designated power adapter provided.
- If the power supply assembly is damaged, it is imperative to have it replaced by a professional from our service department or a similar authorized entity to avoid hazards.
- This product is intended for use with municipal tap water, compatible with pressures of 0.1 ~ 0.4MPa, temperatures from 5°C to 38°C, and ambient temperatures between 4°C and 40°C. Usage beyond these specified conditions is strictly prohibited.
- Do not use with water that is microbiologically unsafe or with water of unknown quality without adequate disinfection before or after the system. systems certified for cyst reduction may be used on disinfected water that may contain filterable cysts.
- The product is designed exclusively for indoor installation and should be situated at least 1.5 meters away from heat sources to prevent damage from heat exposure and to minimize the risk of water leakage.
- If the product remains unused for more than three days, or if it is not being monitored, disconnect the power and water supply to prevent potential damage from water hammer effects caused by variable water pressure. Upon reactivation, it is advisable to discard water dispensed in the initial few minutes to ensure optimal taste quality.

- Do not place the unit in locations where it is exposed to direct sunlight or left outdoors. Such conditions can hasten the aging of the exterior casing and compromise the machine's integrity
- Installation of the product in environments with temperatures below 0°C is not recommended, as this may lead to internal pipeline damage due to the expansion of frozen water.
- Storing combustible materials, explosives, or deformable items near the machine is strictly prohibited to mitigate the risk of danger.
- Utilize only the genuine filters and accessories provided by our company to ensure proper functionality of the product. Failure to use official components may void the warranty.

Product overview

Designed for domestic use and comparable settings, this machine features a reverse osmosis membrane as the core component of its multi-stage filtration system. Once installed, simply activate the power supply to enable the device's automated water production. The system is engineered to commence water purification automatically and will halt once the reservoir is filled

Disclaimers

- The schematic diagrams in this manual are for illustrative purposes only and may not precisely depict the actual product.
- We have taken great care to ensure the accuracy of the information within this document. However, should there be any printing errors or content misunderstandings, our company reserves the right to provide clarifications.
- The performance parameters stated for this product are based on test results achieved under standard conditions (25°C, 0.24MPa). Actual performance may vary depending on the conditions of use.
- Installation of the machine should be conducted by authorized personnel. Our company disclaims liability for any quality issues or accidents resulting from unauthorized installation
- Our company accepts no responsibility for consequences stemming from the disregard of the precautions outlined in this manual.
- Technical enhancements to the product may be incorporated into subsequent manual editions without prior notice.
- Should there be any variations in the product's appearance or color, the specifications of the actual product take precedence.

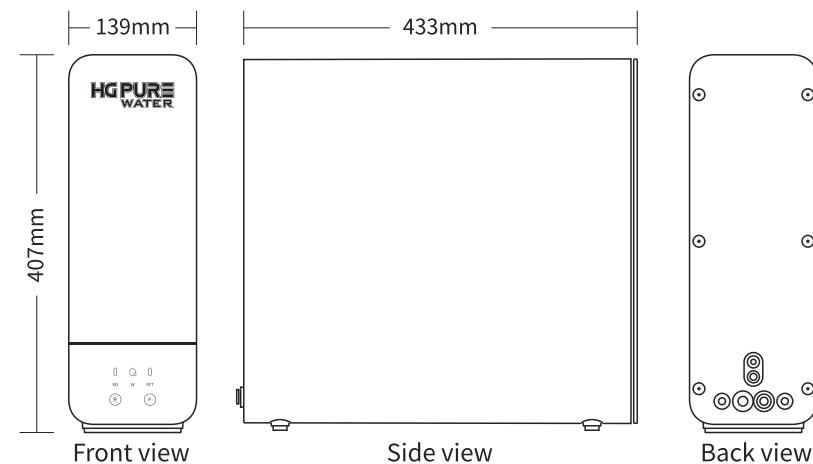
Helpful Hints

- Prior to operation, please ensure that you have read the user manual thoroughly
- We appreciate your cooperation with the company's follow-up service visits.
- In case of extended non-use or when the residence is unoccupied, it is advisable to shut the ball inlet valve and turn off the power to the product to prevent any issues.
- For the protection of your legal rights and to maintain water safety, assistance can be sought via the official website or by contacting the customer service hotline.
- Each product is assigned a unique code for identification:

HGH-24 240520 0001

- Product Serial Number
- Date of production
- Product model

Product view



Installation Guidelines

- This product complies with the WaterMark scope of use. Installation must be carried out by a licensed plumber in Australia, who will provide an installation certificate for government reporting purposes.
- Note that this product needs to be connected with WaterMark scheme certified devices or components.
- Before the scheduled installation, it is essential to disconnect the water and power supply to the intended area of installation.
- Furnish the installation team with details about the site, including material composition, and water and electrical infrastructure, in advance.

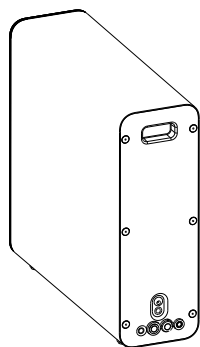
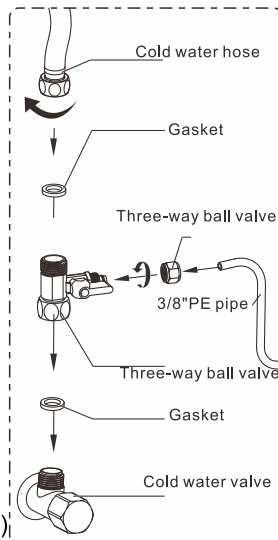
Installation Procedure

1. Three-Way Ball Valve Installation:

- Shut off the cold water supply and remove the existing hose from the cold water valve.
- Securely attach the three-way ball valve to the cold water valve, ensuring the gasket is properly in place for a watertight seal.
- Reconnect the cold water hose to the three-way ball valve, taking care not to displace the gasket

2. Faucet Installation:

- Choose a suitable location on your sink or countertop with a flat surface area that can accommodate the faucet.
- If required, drill a 25mm hole at the chosen spot (skip this step if a pre-existing hole of approximately 45mm internal diameter is available).
- Install the faucet according to the provided diagram, ensuring all connections are tight and secure.



3. Connection of Piping:

Inlet Pipe:

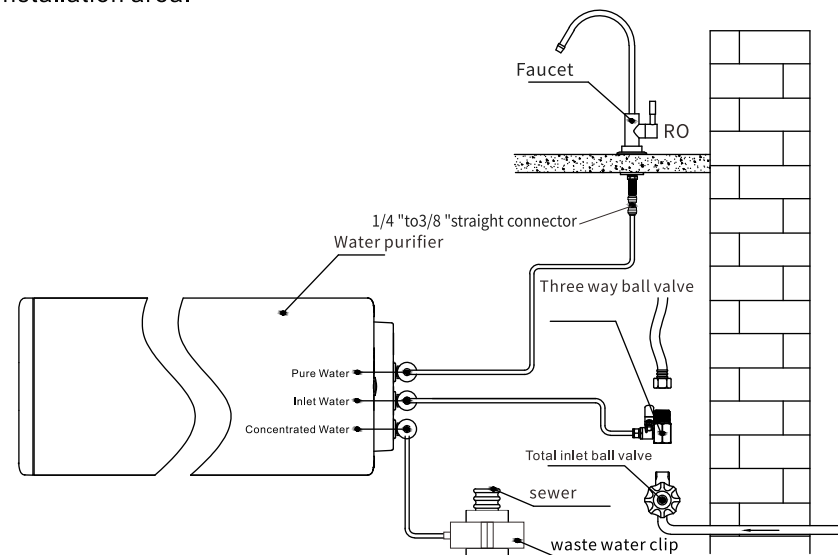
- Cut a 3/8" PE pipe to the required length.
- Connect one end to the water purifier's inlet, secure with a quick-connect lock, and attach the other end to the three-way ball valve.

Pure Water Pipe:

- Measure and cut a 3/8" PE pipe to span between the water purifier's pure water outlet and the faucet.
- Attach one end to the purifier's outlet, secure with a quick-connect lock, and connect the other end to the faucet's water inlet.

Concentrated Water Pipe:

- Cut a 1/4" PE pipe to fit from the water purifier's concentrated water outlet to the drainage system.
 - Attach one end to the purifier and secure with a quick-connect lock, then route the other end to a drain, securing tightly to prevent leaks.
- Note:** Refer to the installation diagrams for guidance on pipe connections. Use L-shaped elbows if required by the spatial configuration of the installation area.



4. Installation and Debugging:

Upon securing all necessary connections for your water purification system, perform the following steps to ensure proper setup and functionality.

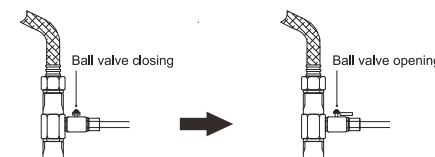
Activation Procedure:

A. Water Supply Initiation:

Gradually open the tap water inlet ball valve followed by the three-way ball valve. This will introduce water into the system in a controlled manner.

B. Power Engagement:

- Connect the water purifier to the power supply.
- Monitor the system as it fills with water. Confirm that water flows from the faucet and that the filter elements are functioning correctly



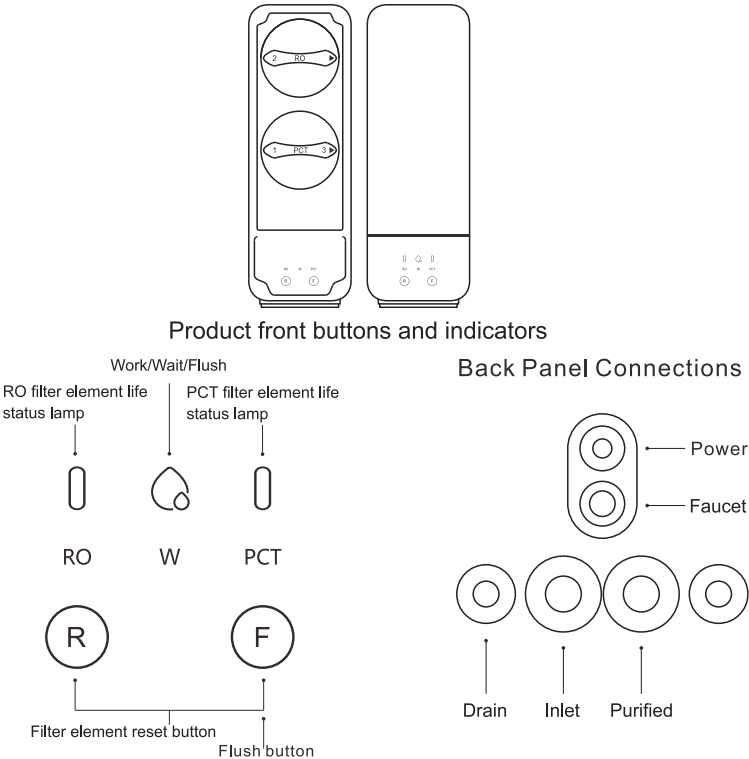
System Stability Verification:

- 1.Operational Assessment:
- Examine the purifier during its initial operation to ensure that it is working smoothly without any interruptions or unusual noise.
- 2.Joint Inspection:
- Inspect all connections for leaks.
 - Tighten any fittings if necessary to achieve a leak-proof system.
- 3.Booster Pump Test:
- Temporarily shut off the water purification system for 3-5 seconds to evaluate the booster pump activation.
 - Reactivate the water flow and observe the pure water output. If no water is dispensed, investigate whether the high-pressure switch requires resetting or if the water pressure is inadequate.
- 4.Final Confirmation:
- Once all system checks are satisfactory and no faults are detected, the water purifier is deemed safe for use.

Note:
During the debugging phase, if any inconsistencies are found, or if the system does not perform as expected, cease operation and refer to the 'Troubleshooting' section of this manual, or contact customer service for assistance.

Operations

1. Component/button/interface description



2.button use

- (F) When the water purifier is active, press and hold the "F" button for 3 seconds; the machine will automatically perform a rinse cycle for 18 seconds.
- (R) To initiate the filter element reset procedure while the water purifier is active, press and hold the "R" and "F" buttons together for 10 seconds. Then, lightly tap the "R" button to select the filter element due for a reset. The selected filter element icon will flash to indicate it's ready to be reset. Press and hold the "R" button for 3 seconds to complete the filter reset operation, which will be accompanied by an alarm sound. If no buttons are pressed within 10 seconds, the reset procedure will be exited.

3.Indicator status

- | | | |
|--|----------------|---|
| | Work | In operational mode, " "the water lamp will emit a slow, white flash |
| | Standby | In standby mode, " "the water lamp remains steadily illuminated in bright white. |
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- | | | |
|--|--------------|--|
| | Flush | A: Upon initial activation, the system will perform an automatic flush for a duration of 30 seconds.
B: To initiate an automatic flush, press and hold the "F" button for 3 seconds.
C: If the system remains in standby for 12 hours, it will automatically execute an 18-second flush cycle.
D: After 30 minutes of preparation without dispensing water, the system will engage in a full automatic flush lasting 18 seconds.
E: While in the Flushing State, the water indicator will flash rapidly. |
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|--|--------------------|---|
| | Maintenance | A:Should the machine operate continuously for 30 minutes and then cease water production, the three indicator lights will flash red. Simultaneously, an "E1" error code will be displayed on the faucet's screen. The device will emit an audible alert from the lamp plate buzzer five times at 30-minute intervals. Restarting the machine will exit maintenance mode and resume normal operation.. |
|--|--------------------|---|
-
- | | | |
|--|------------------------------|--|
| | Filter Life Indicator | A :Filter Life Indicator: The filter life indicator will remain steadily illuminated in white throughout its lifespan. It will flash white when nearing the end of its service life. Upon expiration, the indicator will glow red, and an auditory alarm will sound every 30 minutes.
B:Replacement Schedule: The Post-Carbon Filter (PCT) has a lifespan of 12 months; it will begin to flash after 11 months, turn red at 12 months, and lock at 14 months. The Reverse Osmosis (RO) filter is designed to last for 24 months; it will start to flash at 23 months, turn red at 24 months, and lock at 28 months. The machine can only be unlocked by resetting the filter. |
|--|------------------------------|--|

4. Filter Element Usage Specifications

SN	Element Name	Function	Service life
1	PCT Integrated composite filter element	Removes impurities such as suspended matter, sediment, pipe rust, red worms, colloids, and large particles in tap water; absorbs odors and improves taste.	About 12 months
2	RO Reverse osmosis membrane element	Captures organic compounds (including trichloromethane, carbon tetrachloride), heavy metals (like arsenic, lead, cadmium), and other contaminants.	About 24 months

Note:

- The actual service life of filter elements varies based on local water conditions, frequency of use, and volume of water filtered. The provided service life estimates are based on typical conditions for reference purposes only.
- The stated lifespan expectancy of the filter elements assumes a municipal water temperature of approximately 25°C (+1°), and a TDS (Total Dissolved Solids) level below 300 PPM. Under these conditions, with daily usage of 8-10L, the filter elements should perform as indicated

5. Filter Element Operation Guidelines

Replacement Indicators:

The filter element should be considered for replacement under the following conditions

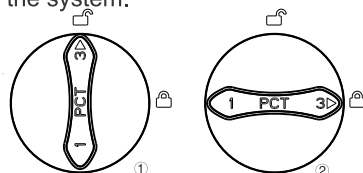
- There is a noticeable decline in the quality and taste of the effluent water.
- A significant reduction in water flow rate is observed, necessitating a check to ascertain if the filter element or membrane is blocked. This should not be confused with decreased performance due to lower water temperatures.
- The filter element is excessively blocked, resulting in the inability of the water purifier to produce water or allow the purified water to flow out

Maintenance Reminder:

Before attempting to replace the filter element, undertake the following steps to ensure safety and prevent damage:

- Shut off the water supply.
- Open the faucet to release any built-up pressure.
- Operate the machine for 3-5 minutes to clear the system.
- Power down the machine

Please note that during the filter element replacement process, a small volume of residual water is expected to be discharged



1. Removing the old filter element:

Step 1: Shut off the water and power supply as specified in the precautionary guidelines.

Step 2: Remove the cover plate. Identify the filter element requiring replacement and rotate it counterclockwise by hand. When the filter element's indicator mark is aligned with the corresponding mark on the frame, extract the filter element.

Step 3: After removal, use a clean towel to wipe any residual water from within the filter housing

2.Installing a New Filter Element:

Step 1: Position the new filter element so its indicator mark aligns with the corresponding mark on the frame. Rotate the filter element clockwise until it is secured in place.

Step 2: Reattach the cover plate.

Step 3: Reestablish the water and power supply. Refer to the "Operation – Button Use" section on page 7 or the instructions printed on the cartridge.

Step 4: Press and hold the " (F) " button for three seconds to initiate a system rinse. Activate the gooseneck faucet and allow the system to rinse for 5-10 minutes. Subsequently, turn off the faucet and inspect the appliance for any water leaks

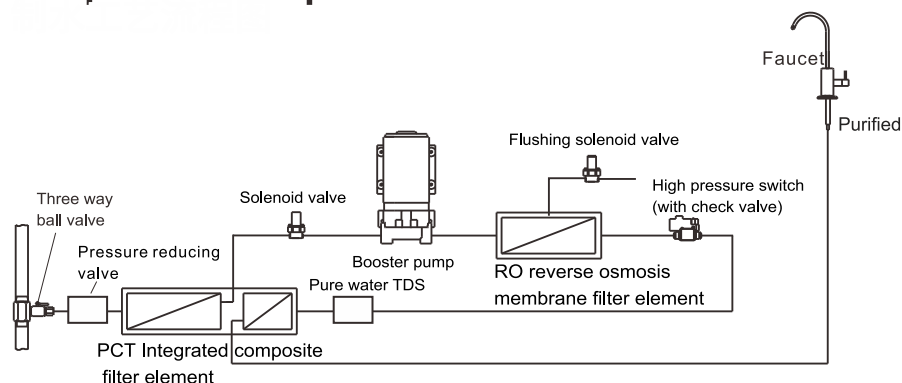
Technical Parameter

Product name	Reverse osmosis water purifier
Model	HGH-24
Rated voltage/frequency	220V~/50Hz
Rated power	96W
Applicable water pressure	0.1MPa~0.4MPa
Pure water flow rate	2.0 L/min
Rated total net water volume	6000L
Application environment	Environmental temperature 4 °C~40 °C, relative humidity ≤ 90% (indoor)
Applicable water temperature	5°C~38°C
Applicable water quality	Municipal tap water
Product size	433×139×407mm

Note:

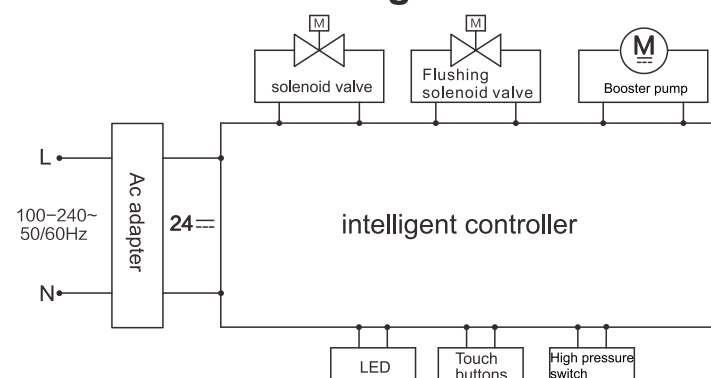
- The performance parameters listed are based on testing conditions of 25°C water temperature and 0.24MPa inlet pressure. Performance may vary under actual use conditions.
- The rate of water production for reverse osmosis purifiers is dependent on water temperature. It is normal to observe a reduction in water output at lower temperatures, such as during the winter

Water production process flowchart



Note: The above water treatment flowchart is for reference only, please refer to the actual product.

Electrical schematic diagram



Packing list

Water purifier (including filter element)	1unit	1/4 "L-shaped plug	1pcs
		3/8 "L-shaped plug	2pcs
operation instructions	1pcs	1/4 "black PE tube	2m
Three way ball valve	1pcs	3/8 "Blue PE tube	2m
Teflon tape	1pcs	3/8"white PE tube	2m
Ac adapter	1pcs	1/4"blue card	5pcs
1/4"to3/8 "straight connector	1pcs	3/8"blue card	6pcs
1/4 "waste water clip	1pcs	Pressure reducing valve	1pcs

Common fault diagnosis and handling

Fault phenomenon	cause analysis	Troubleshooting
Machine does not start	The power supply is not connected	Check if there is a power outage or if the plug is in good contact
	Low tap water pressure or shutdown	Check the pressure of tap water (pressure $\geq 0.1\text{MPa}$)
	Control board damaged	Contact customer service for consultation
	High voltage switch cannot be reset	
	The power adapter is burnt out	
Booster pump works normally but cannot produce water	Booster pump loss of pressure	Contact customer service for consultation
	The water inlet valve cannot be opened and cannot be filled with water	
	PCT pre filter clogged and waterless	
	High pressure check valve malfunction	
	The wastewater solenoid valve has failed and cannot be effectively closed for flushing	
	Reverse osmosis filter clogged	
The machine stops, but the concentrated water does not stop	1. The inlet valve is malfunctioning and cannot effectively cut off water 2. Relief of one-way valve (low flow of drinking water)	Contact customer service for consultation
Repeatedly starting the machine after standby	There is pressure relief in the system	Contact customer service for consultation
	Check valve has pressure relief	
	High voltage switch malfunction	
The drinking water feels bad and has a strange odor	Damaged reverse osmosis membrane	Contact customer service for consultation
	PCT rear carbon rod filter element failure	
Machine does not stop	PCT filter element water leakage	Replace PCT filter element
	High voltage switch failure, check valve pressure relief	Contact customer service for consultation