

**Product certificate**

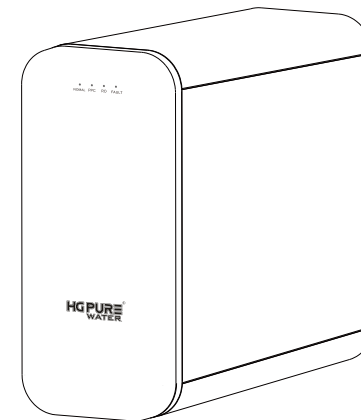
Inspector: \_\_\_\_\_

Date: \_\_\_\_\_

(The product has passed the inspection)

**Executive producer: Australian 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-26



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

## Catalogue

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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 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 100V-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

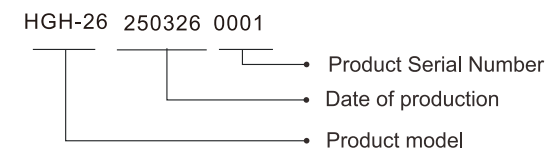
Designed for domestic use and comparable settings, this machine features a reverse osmosis membrane as the core component of its multistage filtration system. Once installed, simply activate the power supply to enable the device's automated water production. The system is engineered to commence water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

## Disclaimers

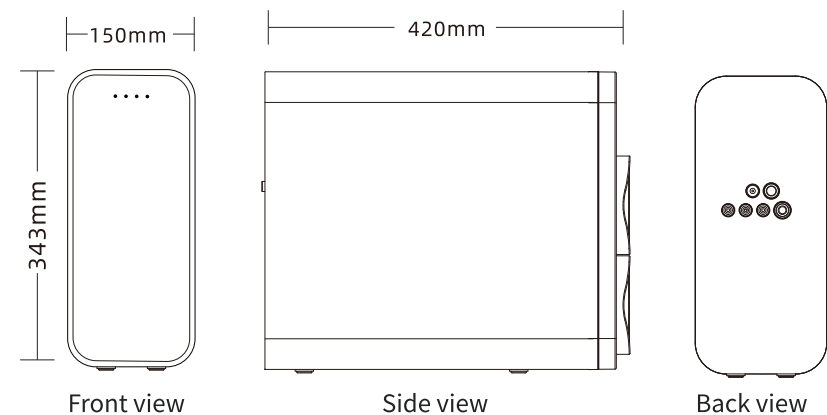
- The schematic diagrams in this manual are for illustrative purposes only and may not precisely depict the actual product.
- We have taken great care to ensure the accuracy of the information within this document. However, should there be any printing errors or content misunderstandings, our company 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:



## Product view



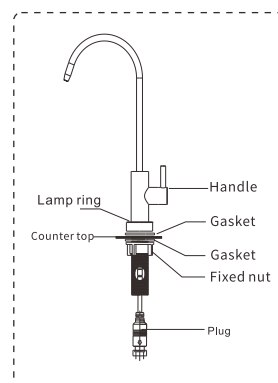
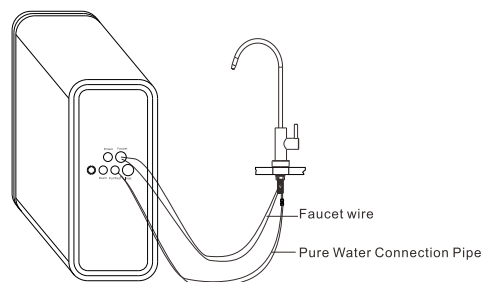
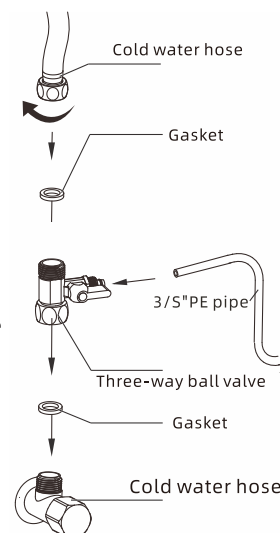
## Installation Guidelines

- 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, which also acts as an isolating device, 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.
- Choose a suitable location on your sink or counter top 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.



### 2. Connection of Piping:

#### Inlet Pipe:

- Cut a 3/8" PE pipe to the required length.
- Insert one end into the inlet of the pressure reducing valve, secure with a quick-connect lock at the quick connector slot, and connect the other end to the outlet of the three-way ball valve.

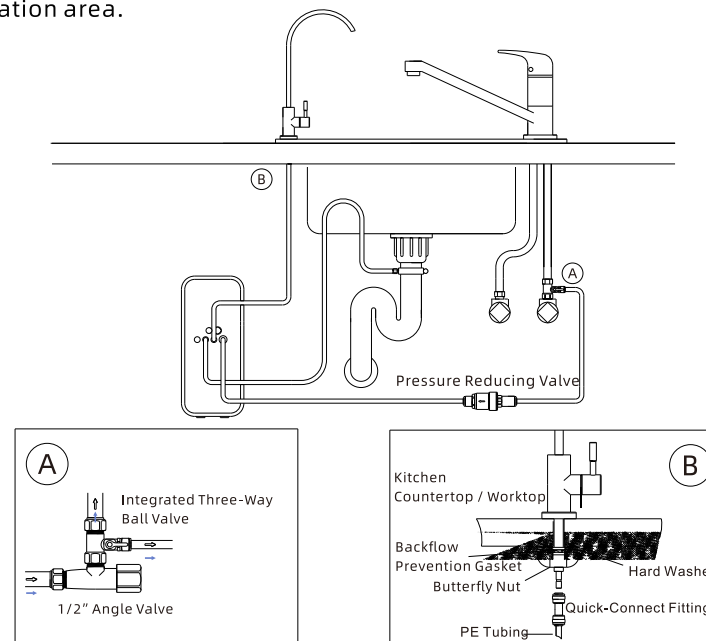
#### Pure Water Pipe:

- 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.



### 3. Installation and Debugging:

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

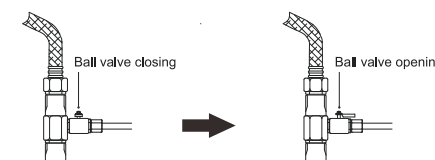
Activation Procedure:

#### 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 in adequate.

### 4. Final Confirmation:

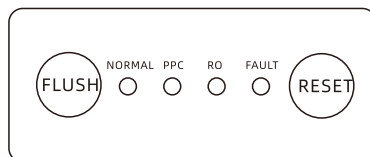
Once all system checks are satisfactory and no faults are detected, the water purifier is deemed safe for use.

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 'Trouble shooting' section of this manual, or contact customer service for assistance.

## Electronic Controller Specification

### 1. Display and Buttons



#### 1.Touch Buttons: "FLUSH" and "RESET" keys.

- Note: The buzzer beeps once when a function is successfully executed.
- Icons: From left to right - "NORMAL", "PPC", "RO", "FAULT".
- Indicator Lights: Four dual-color (red/white) .

- **Flushing:**  Operation light flashes white.

- **Purification:**  Operation light pulses white.

- **Tank Full:**  Operation light stays solid white.

- **Fault:**  Fault light flashes red (2Hz).

- **Leakage:** Both Operation  and Fault  lights flash red.

- **Power-On:** Operation icon lights  white.

### 2. Functional Description

#### Power-On

- When powered on, all icons alternate red and white (white → red → white, 1-second intervals). The buzzer beeps three times. If no faults are detected, the system enters flushing mode, followed by either water production or standby depending on tank level. LEDs indicate system status accordingly.

#### Water Production

- While purifying, the operation light pulses white. When filter life is normal, "PPC" and "RO" icons remain solid white. If any filter expires, its respective icon flashes red.

#### Tank Full Standby

- Triggered when the high-pressure switch is off for more than 1 second. The booster pump and inlet solenoid valve shut off, and the flush valve opens for 5 seconds to release pressure. All filter icons remain solid white unless expired, in which case they flash red.

#### Flushing

- Power-on Flushing: 30 seconds automatically upon powering up.
- Accumulated Operation Flushing: After 20 minutes of total water production and no interim flushing, the system flushes for 15 seconds upon reaching tank full standby. Flushing pauses if high-pressure switch closes, and resumes once open.
- Idle Flushing: If idle for over 24 hours without flushing, the system performs a 30-second hygiene flush. Afterwards, it resets idle time tracking.
- Manual Flushing: Hold "FLUSH" for 3 seconds to initiate manual 30-second flush. Hold again for 3 seconds to exit manually.

#### Filter Life Reminder

- When expired, the filter icon flashes red and the buzzer sounds 10 "beep...beep..." alarms. The system halts. Filter time is stored even during power-off.

#### Filter Reset

- Hold "RESET" for 10 seconds until the buzzer beeps once. This resets all filters and initiates power-on flushing.

### 3. Faucet Display

- No display during flushing after power-on.
- During water production: Displays purified water TDS.
- TDS value is captured and displayed at the 15th second.
- TDS display ≤ 100. Format: 3-digit display (e.g., 009).
- TDS remains static once purification stops, until restarted.
- Display turns off when purification stops.



### 4. Long-Time Operation Protection

If the booster pump runs continuously for 60 minutes, the system enters maintenance protection:

- Faucet displays E5
- Buzzer sounds 10 slow "beep...beep..."
- Power is cut off to pump, inlet, and drain valves.
- To clear the fault, power cycle the unit or press any button.

## 4. Filter Element Usage Specifications

| SN | Element Name                                       | Function                                                                                                                                                                                              | Service life            |
|----|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1  | <b>PPC</b><br>(Polypropylene<br>+Activated Carbon) | Effectively intercepts suspended particles, sediment, red worms, rust, and other solid impurities. Adsorbs discoloration, odors, residual chlorine, pesticide residues, and other organic substances. | Not exceeding 12 months |
| 2  | <b>RO</b><br>Reverse Osmosis<br>Membrane Filter    | Removes bacteria, viruses, trichloromethane, carbon tetrachloride, and heavy metals such as arsenic, lead, and cadmium from water.                                                                    | Not exceeding 12 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°C), 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.
- Only compatible with HG PureWater filter cartridges. (NSF and WaterMark certified).

## 5. Filter Element Operation Guidelines

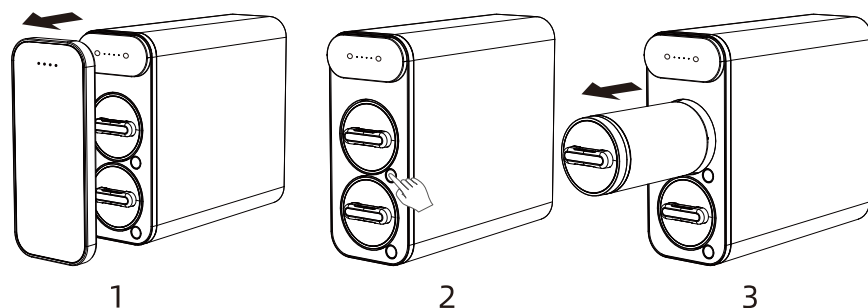
### Replacement Indicators:

When to Replace the Filter Cartridges

During regular use, please consider replacing the filter cartridges under the following conditions:

- The quality or taste of the purified water has noticeably deteriorated.
- The flow rate has significantly decreased – this may indicate the filter or membrane is clogged (ensure it's not caused by a drop in water temperature).
- Severe clogging has occurred, preventing the system from producing water or dispensing purified water.

**Reminder:** Before replacing any filter, turn off the water supply, open the faucet to release pressure, allow water to flow for 3-5 minutes before disconnecting the power. A small amount of residual water discharge during replacement is normal.



### 1. Removing the Old Filter Cartridge

**Step 1:** Turn off the power and shut off the water supply.

**Step 2:** As shown in Figure ①, open the front panel. Then, as shown in Figure ②, press the button corresponding to the filter; the filter will automatically eject.

**Step 3:** As shown in Figure ③, remove the old filter cartridge and clean up any residual water inside the filter slot and water line.

### 2. Installing the New Filter Cartridge

**Step 1:** Remove the old cartridge using the same method described above.

**Step 2:** Align and gently insert the new cartridge into the corresponding position. Push it firmly in the opposite direction of the arrow shown in Figure ③ until you hear a “click” sound, indicating it is securely seated and flush with the front panel. (Ensure the cartridge is held horizontally during installation.)

**Step 3:** Reconnect the power and water supply. Press and hold the “RESET” button for 10 seconds to initiate the filter reset mode. After completing the reset (a beep will sound).

**Step 4:** Once the tank is full, press and hold the “FLUSH” button to initiate a manual flush. Open the faucet and let the system flush for 5-10 minutes. Then, close the faucet and check for any water leakage.

**Step 5:** Reattach the front panel – filter replacement is now complete.

## Technical Parameter

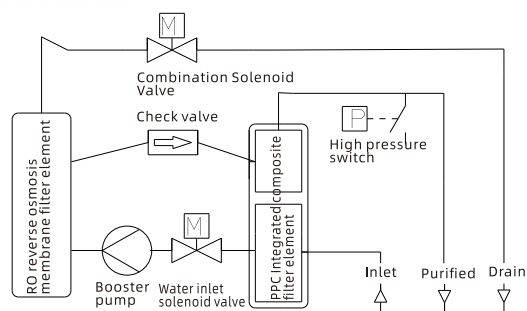
|                                   |                                                                        |
|-----------------------------------|------------------------------------------------------------------------|
| Product name                      | Reverse Osmosis Water Purifier                                         |
| Model                             | HGH-26                                                                 |
| Pure water flow rate              | 1.5L/min                                                               |
| Rated Power                       | 96W                                                                    |
| Rated Voltage                     | 240V~/50Hz                                                             |
| Rated Total Purified Water Volume | 4000L                                                                  |
| Applicable Water Pressure         | 0.1MPa~0.4MPa                                                          |
| Applicable Environment            | Environmental temperature 4°C~40°C,<br>Relative humidity ≤90% (indoor) |
| Applicable Water Temperature      | 5°C~38°C                                                               |
| Applicable Water Quality          | Municipal tap water                                                    |
| Product Dimensions                | 407x150x344mm                                                          |

### 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.

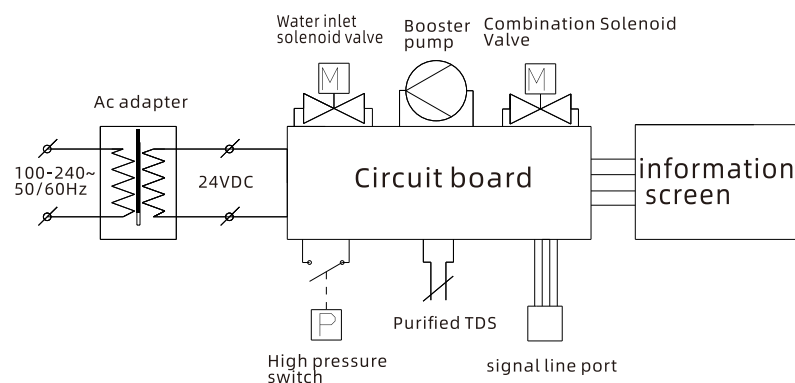


## Water production process flowchart



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"PE pipe        | 2m   |
| Three way ball valve                      | 1pcs  | 3/8"PE pipe        | 4m   |
| Teflon tape                               | 1pcs  | 1/4"blue card      | 6pcs |
| Ac adapter                                | 1pcs  | 3/8"blue card      | 8pcs |
| Direct quick connect                      | 2pcs  |                    |      |
| Intelligent faucet                        | 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                                                               |                                                                    |
|                                                             | PPC 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<br>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                          |
|                                                             | PPC rear carbon rod filter element failure                                                                                           |                                                                    |
| Machine does not stop                                       | PPC filter element water leakage                                                                                                     | Replace PPC filter element                                         |
|                                                             | High voltage switch failure, check valve pressure relief                                                                             | Contact customer service for consultation                          |

The instructions for appliances having a part of class III construction supplied from a detachable power supply part shall state that the appliance is only to be used with the power supply unit provided with the appliance. The instructions for class III appliances shall state that it must only be supplied at safety extra low voltage corresponding to the marking on the appliance.