

Countertop Chilled Sparkling Water Purifier

ELVIQ PRO
User Manual

Dear Customers:

Thank you for choosing our countertop cold&sparkling water dispenser.

To ensure you have the best experience of use, please read the instructions carefully before use.

This product integrates the cutting-edge technology of nano bubbles, compressor refrigeration, 4 in 1 composite filter element, three seconds intelligent rapid heating and other core technologies, use innovative knob control + interactive design of high-definition display, the operation is simple and intuitive. Integrated body design allows for free installation in living room, study or office, provide you with safe and healthy drinking water solutions. We sincerely appreciate your trust and support. We hope to bring you a healthier and more convenient drinking water experience.

Wish you a pleasant use experience!

Contents

Safety Information	4
---------------------------	----------

Product Introduction	6
Package Contents	6
Specification	7
Product Features	8
Start Up	10
Product Function	14

Installation and Maintenance	25
Installation Diagram	25
CO ₂ Cylinder Replacement	26
Filter Cartridge Replacement	27














Trouble Shooting	30
-------------------------	-----------

Safety Information



WARNING









Indicates that incorrect installation and operation could lead to serious personal injury and property damage.

-  This product can only be powered by single-phase alternating current (220V, 50Hz). It is strictly prohibited to use any other power supply.
-  The power socket used should have a good grounding function.
-  Do not place any items on the power cord, and the power cord should be kept away from the passageways.
-  Do not overload the power socket or the power cord. otherwise, it may cause electric shock or fire.
-  Do not use a damaged power supply or a faulty socket. Otherwise it may cause a short circuit, lead to electric shock or cause a fire.
-  Do not pull on the power cord or touch the power plug with wet hands. Otherwise, it may cause electric shock or fire.
-  Do not forcefully bend the power cord or place heavy objects on it, as this may cause the power cord to be damaged or deformed. Otherwise, it may lead to electric shock or fire.
-  Do not place the unit in a high-temperature and high-humidity environment. Otherwise it may damage the appearance of the unit or cause short circuits, electric shock or fire.
-  Do not place any objects above the unit. Otherwise, it may affect heat dissipation, causing damage to the unit or even a fire accident.
-  Do not place the unit near any heat source or heating device. Otherwise, it may cause damage to the unit or result in a fire accident.
-  Cut off the power supply during installation, otherwise, it may lead to an electric shock accident.
-  This product is not suitable for use by children or individuals with physical, sensory or mental disabilities alone. Unless there is a person responsible for their safety who provides safety supervision and guidance for them, it is prohibited for children to play with this product or its plastic bag.
-  If the unit emits an unpleasant smell, makes abnormal noises or emits smoke, please immediately unplug the power plug, identify the cause, and reuse only after the fault has been solved.



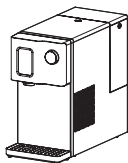
Caution

Indicate the precautions for installation, use and maintenance.

-  This product should use standard municipal tap water as the supply of incoming water.
-  The operating temperature range for this product is 5 - 38 °C . If the temperature exceeds this range, corresponding measures should be taken in advance. Do not use it directly in an environment with a temperature lower than 5°C . When the ambient temperature is below 5°C , please take anti-freezing measures to prevent the water inside the unit from freezing due to the low temperature, which may cause the unit to crack or suffer other damages, thereby leading to water leakage or electric leakage accidents.
-  This product is applicable to an inlet water pressure range of 0.1 - 0.3 MPa. If the inlet water pressure is too high, it may cause the internal components of the unit to fail to operate normally, or the internal tubings to burst and stop functioning, even result in serious property damage.
-  Do not move the unit at will. Before moving it, empty the water from the water tank.
-  Do not rinse the unit body with water.
-  Do not add cloudy tap water, ice cubes or other mixed liquids such as milk or juice to the raw water storage tank.
-  If the power cord is damaged, to avoid danger, it must be replaced by a professional maintenance personnel.
-  Immediately use cold water just after using hot water. The initial water temperature might be high, please be careful to avoid getting burned.

Product Introduction

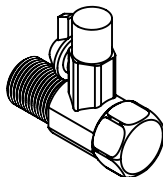
(Package Contents)



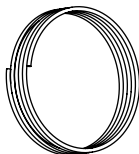
Dispenser unit 1



User manual 1



Inlet three-way ball valve 1



PE tubing 1

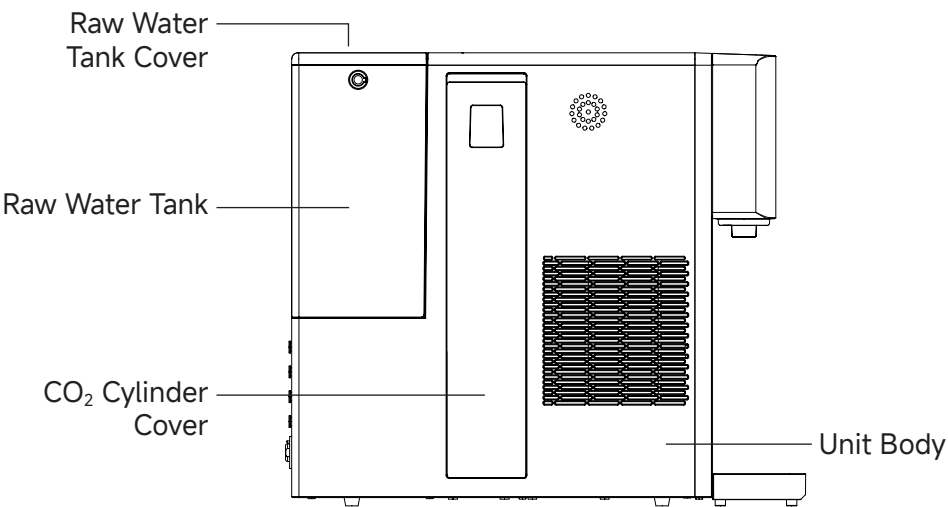
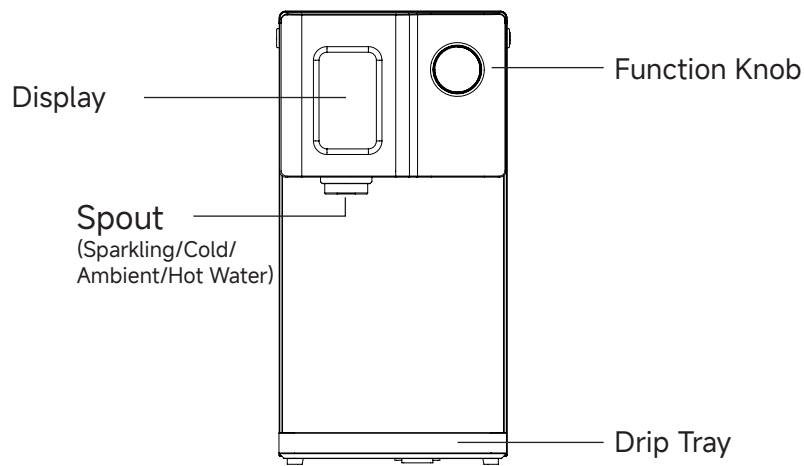
Product Introduction

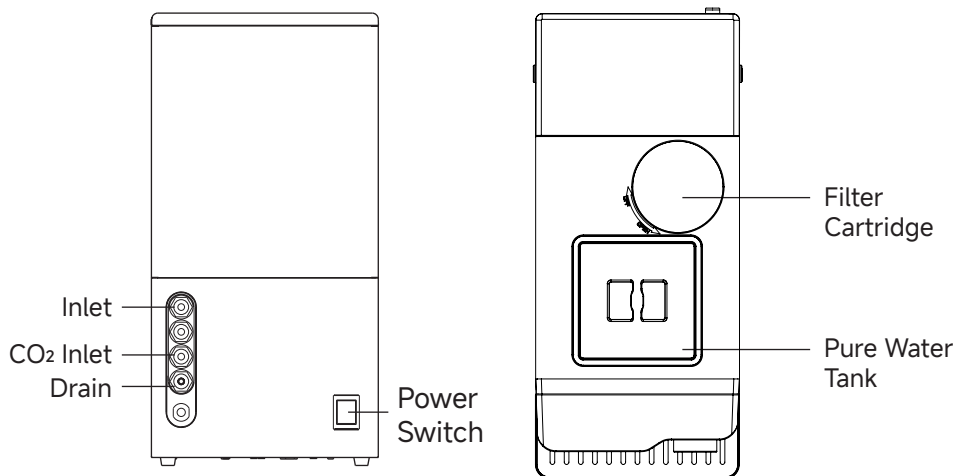
(Specification)

Product Name	Countertop Chilled Sparkling Water Purifier
Product Model	EQ-RO-PRO
Rated Voltage/Frequency	220~240V AC 50/60 Hz
Rated Total Power	2200W
Heating Power	2000W
Cooling Power	120W
Hot Water Capacity	18L/h(>90° c)
Cold Water Capacity	3L/h(<10° C)
Sparkling Water Capacity	3L/h(<10° C)
Ratio of the volume(CO ₂ :Water)	1.5 times(20° C)
Filter Stages	PP+C1+RO+C2
Feed Water Pressure	0.1-0.3MPa
Water Supply	Municipal
Ambient Temperature	5-38° C
Raw Water Tank Capacity	5L
Net Weight	22 kg
Product Dimension	468x220x430mm

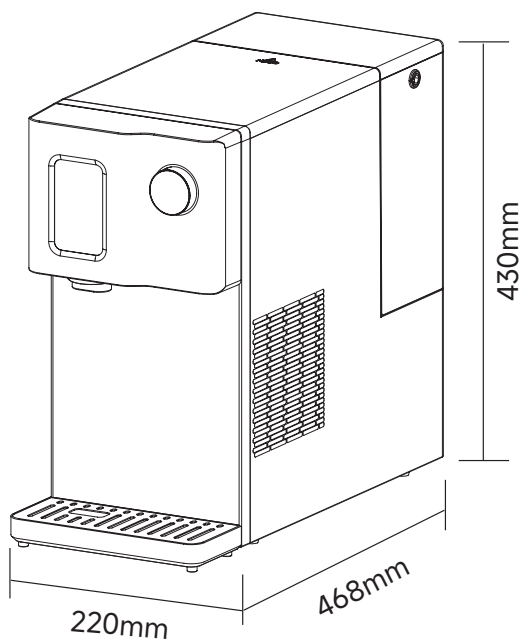
Product Introduction

(Product Features)



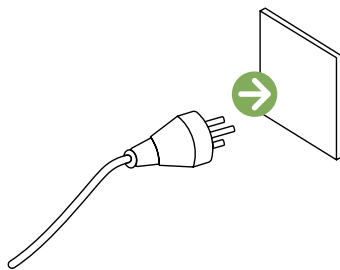


Product Dimension



Product Introduction

(Start up)

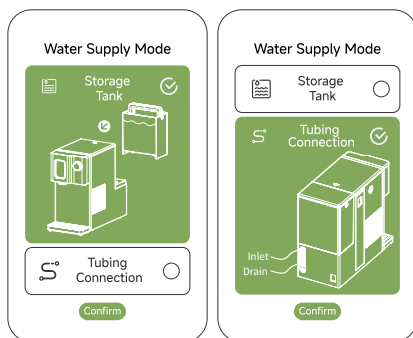


- 1 Plug the power, turn on the power switch at the back of unit.

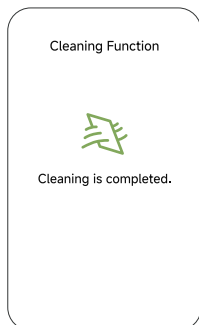
- 2 The screen displays different water supply modes for option, the user can select Raw Water Tank Mode and Tubing Connection Mode.

Raw Water Tank Mode: 5 liters large storage tank, manually refill the raw water, no tubing connection required, installation free design, easy to move.

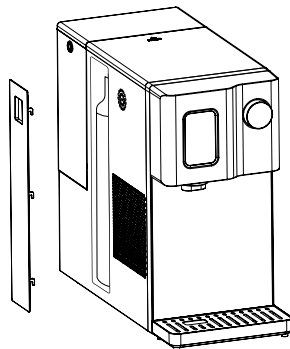
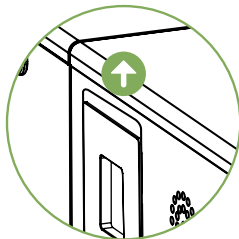
Tubing Connection Mode: connect tubing to the inlet and drainlet at the back of unit, access to tap water to achieve automatic water feeding.



For the safety and health of your drinking water, after you select the water supply mode, the unit will automatically start forced flush process. Follow the instructions on screen to complete the steps, the whole process will take 30 minutes around.

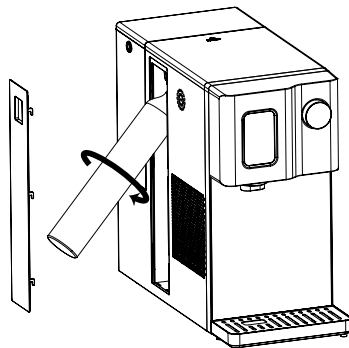


- 3 Turn off the power switch before removing the gas cylinder cover. Press and hold the notch of the cover, pull it upward to remove the cover.

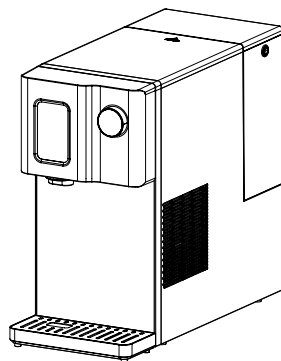


- 4 Align the new gas cylinder nozzle with the pressure reducing valve connector.

The connector can be rotated to an appropriate angle for easy installation, clockwise rotate the gas cylinder to the end, then install the gas cylinder cover back.



- 5 Turn on the power switch, the system will enter working status automatically.



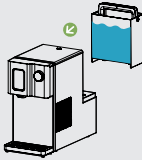
*The gas cylinder needs to be purchased by user.

*One 4 in 1 composite filter is included in the package.

First Use Cleaning(Raw Water Tank Mode)

1 Flush

Please fill the raw water tank with tap water and install it properly. The system will flush the filter element automatically. The flushing process will take approximately 5 minutes.



Please lift the raw water tank and fill it with municipal water, then install it correctly. The cartridge will be flushed.

Flush

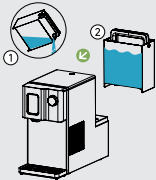
Cleaning Function

Flushing

Remaining 5 minutes 0 seconds

2 Purify

Please pour away the water from the raw water tank, refill it with tap water, and install it properly. The system will start to produce water automatically. The purifying process will take approximately 8 minutes.



Please empty the raw water tank, refill the municipal water, and install it correctly. The system will service automatically.

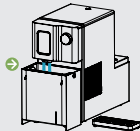
Cleaning Function

Working

Remaining 8 Minutes 0 Seconds

3 Drain

Please place the raw water tank below the spout, press the knob to confirm "Drain" step, the system will automatically empty the water inside the unit.



Please lift the raw water tank and put it under the faucet, press the screen, the system will drain automatically.

Drain

Cleaning Function

Draining

Remaining 2 minutes 0 seconds

Stop


Steps:

1 Flush → 2 Purify → 3 Drain

→ 4 Purify → 5 Drain → 6 Finish

*During the first use of filter element, a small amount of black water may be produced, which is normal.
To ensure water quality safety, the system will automatically perform two times rinse of filter.

Cleaning Function

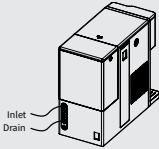


Cleaning is completed.

First Use Cleaning(Tubing Connection Mode)

1 Flush

Please correctly connect the inlet tubing and the drain tubing, and install them properly. The system will then flush the filter element automatically. The flushing process will take approximately 5 minutes.




Inlet
Drain

Please connect the inlet pipe and drain pipe correctly, the cartridge will be flushed.

Flush

Cleaning Function




Flushing

Remaining 5 minutes 0 seconds

2 Purify

After the flushing process is completed, the system will automatically enter purifying process and it will take approximately 8 minutes.

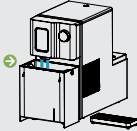


Working

Remaining 8 Minutes 0 Seconds

3 Drain


Please place the raw water tank below the spout, press the knob to confirm "Drain" step, the system will automatically empty the water inside the unit.



Please lift the raw water tank and put it under the faucet, press the screen, the system will drain automatically.

Drain

Cleaning Function



Draining

Remaining 2 minutes 0 seconds

Stop

Steps:

1 Flush

→

2 Purify

→

3 Drain

→

4 Purify

→


5 Drain

→

6 Finish

*During the first use of filter element, a small amount of black water may be produced, which is normal. To ensure water quality safety, the system will automatically perform two times rinse of filter.

Cleaning Function



Cleaning is completed.

13

Product Introduction

(Product Function)

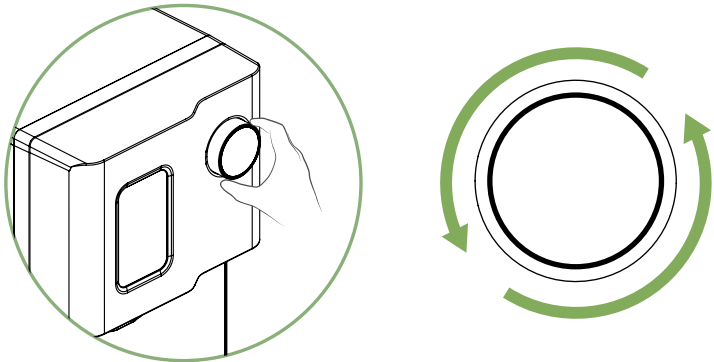
After plugging in the power, turn on the switch on the back of the unit, system will enter the start-up page, after initialization, the screen will light up. If the unit is not operated for 30 seconds, the system will enter energy save mode. Short press the knob to light up the screen and system will display the main page.



Screen saver and main display

1 Select different product water

Turn the knob to select the **different product water**.



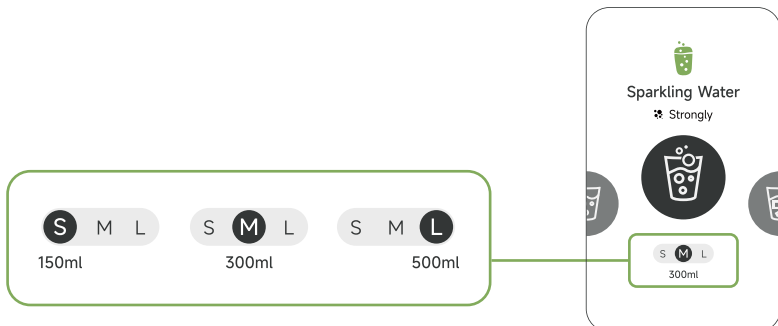


Default Product Water:

Sparkling water (Slightly), sparkling water (strongly), cold water, ambient temperature water, 45°C hot water, 85°C hot water, 95°C hot water and system

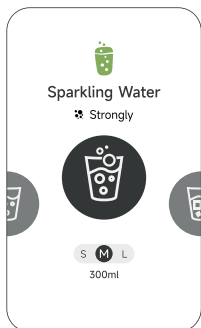
2 Settings for certain volume of water dispensing







Press and hold the knob to enter the setting page for certain volume of water dispensing, turn the knob to select the default volume of water.(150ml/300ml/500ml for option).Release the knob to confirm the water volume. The page will skip to the current water option page.



3 Water dispensing and status display

At below page, short press the knob to dispense the water, screen will display the water animation. The different product water is indicated by different color LED light below the spout. System will provide certain amount of water according to the current volume setting. Press the knob will stop dispensing the water.



	Product Water	Status Light
	Sparkling / Cold	
	Ambient	
	Hot	

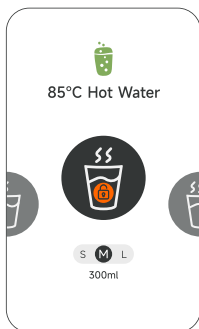


Figure 1

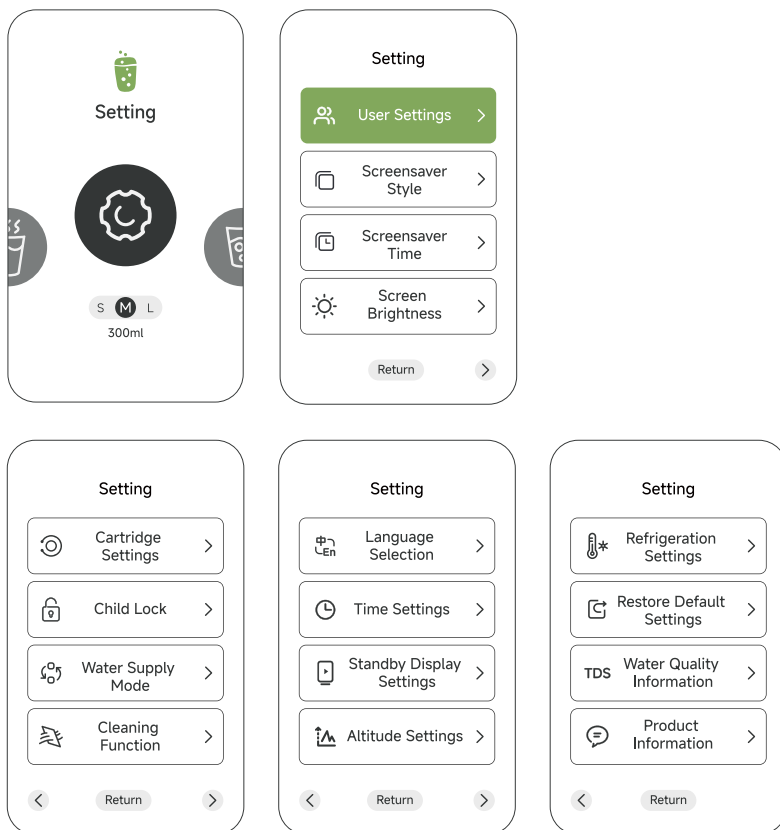


Figure 2






85°C Hot water | 95°C Hot water: child lock is default enabled (as figure 1 shows), short press the knob to disable the child lock(as figure 2 shows), short press the knob again to take water.

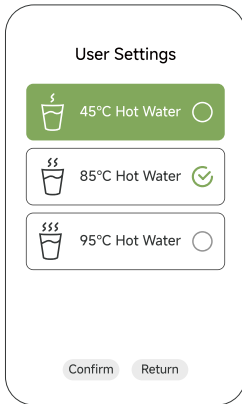
4 System Settings

At below page, short press the knob to enter the system setting page.



Turn the knob to left or right, the highlighted green part indicates the current selection, short press the knob to enter the current selected setting item. Select **Return** button and short press the knob to return to the previous settings page.

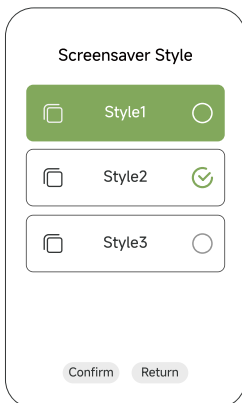
Icon	Explanation
	Enabled
	Not enabled
	Confirm the current setting
	Return to the previous setting page
	Highlighted green part indicates the current selection



User Settings

Users can choose to add or remove the hot water option.

Users can turn the knob to select the options. Short press the knob to enable or disable it.



Screen Saver Style

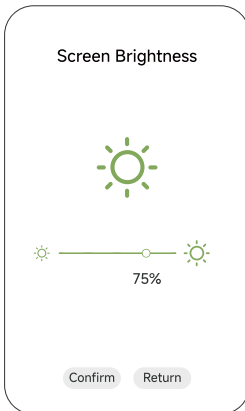
Users can choose the preferred screen saver style.

Turn the knob to select the options, short press the knob to enable or disable it.



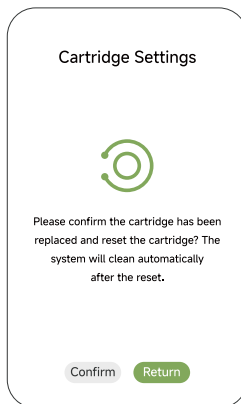
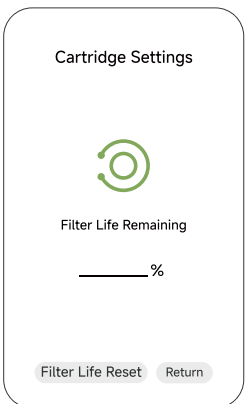
Screen Saver Time Setting

Users can set the time for the system to enter the screen saver without any operation. Users can turn the knob to select the option, short press the knob to enable or disable it.



Screen Brightness

Users can set the screen brightness according to their own preferences. Turn the knob to set the value.



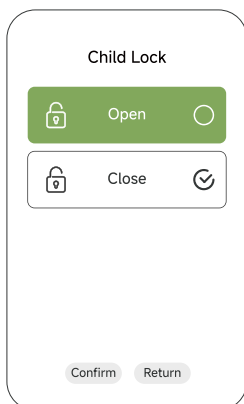
Filter Setting

Users can check the remaining life of the filter.

Users can turn the knob to select the **Filter Life Reset** option and enter the filter life reset page to reset life.

*Please remove the gas cylinder as per the screen instructions.

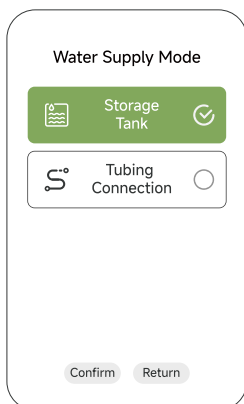
*To ensure drinking water safety, after replacing the filter element, please reset the filter life and update its usage status. After resetting the filter element, the equipment will automatically perform a 30 minutes flushing process, please follow the instructions on the screen.



Child Lock

Users can set to enable or disable the child lock function.

Turn the knob to select the options, short press the knob to enable or disable it.



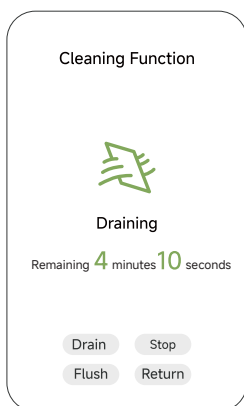
Water Supply Mode

User can select Tank Mode and Tubing Connection Mode.

Raw Water Tank Mode: 5 liters large storage tank, manually refill water, no tubing connection required, installation free design, easy to move.

Tubing Connection Mode: connect the water inlet tubing and drain tubing, access to tap water to achieve automatic water feeding.

Turn the knob to select the option, short press the knob to enable or disable it.

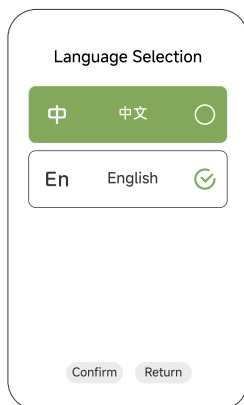


Cleaning Function

Users can operate the cleaning function of the system. Please place a water collection container below the spout.

Select " **Drain** " icon and short press the knob, the unit will enter the emptying mode. The empty water process will take approximately 2.5 minutes.

Select " **Flush** " icon and short press the knob, the unit will enter the flushing mode. The flushing process will take about 4 minutes. After the flushing process is completed, the wastewater in the water tank will be automatically emptied.



Language Selection

中 中文 ☐

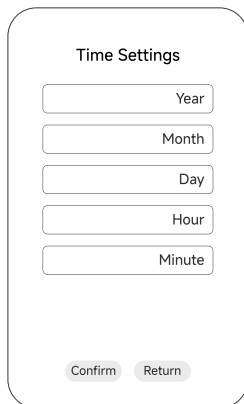
En English ☒

Confirm Return

Language Selection

Users can select different language.

Turn the knob to select the option, short press the knob to confirm it.



Time Settings

Year

Month

Day

Hour

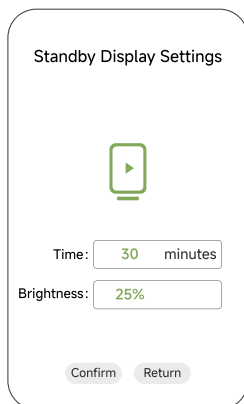
Minute

Confirm Return


System Time

Users can set the system time.

Turn the knob to select the option, short press the knob to confirm it.



Standby Display Settings



Time: minutes

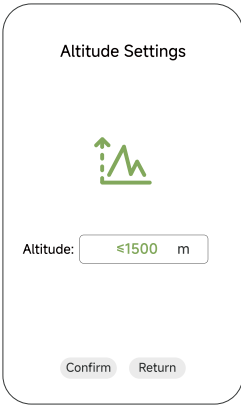
Brightness:

Confirm Return

Energy Save Setting

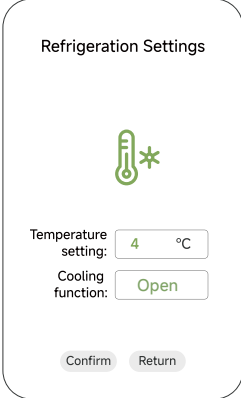
Users can customize the duration that without any operation the system will enter the energy-saving mode, as well as the screen brightness in this mode.

Turn the knob to select the option, set the time and brightness, short press the knob to confirm it.



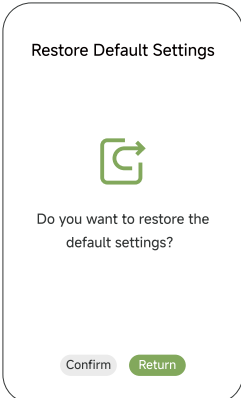
Altitude Setting

Users can select the different altitude that is suitable for their local area.
Turn the knob to select the option, short press the knob to confirm it.



Refrigeration Settings

Users can adjust the lowest temperature of the cold water according to their needs and choose to turn on or off the cooling function.
Turn the knob to select the option, short press the knob to confirm it.



Restore Factory Defaults

Users can restore the system to its default factory settings as per their needs.
(All settings except for the filter life remaining)

Water Quality Information


TDS

TDS:
Cold water
temperature:

Return

Water Quality Information

Users can view the water quality information such as TDS value and cold water temperature.

Select "  " icon and short press the knob to return to the previous settings page.

Product Information




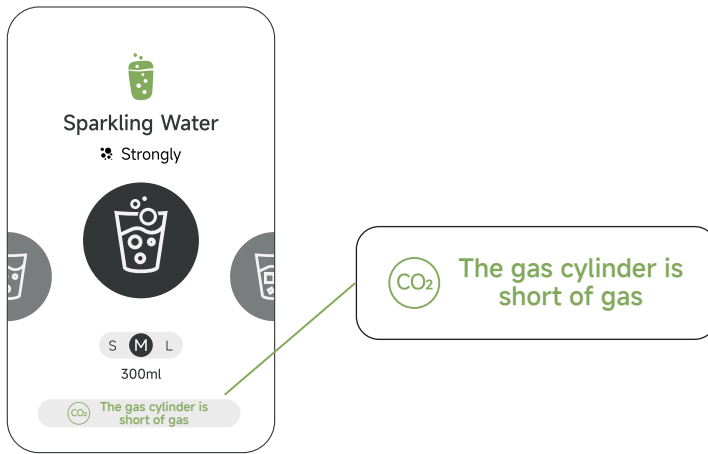
Software version:
Hardware version:
UI version:





Return

Product Version Information

Users can view the product software version, hardware version, as well as the UI version.

Select "  " icon and short press the knob to return to the previous settings page.



Icon	Explanation
 The gas cylinder is short of gas	Indicates that the CO ₂ has been exhausted or no gas cylinder has been installed.
 Water shortage of raw water tank	Indicates that the raw water tank is short of water.
 The filter element is about to expire	The filter life remaining is less than 5%. Please prepare to replace the filter.
 The filter element has expired	Filter life has expired and needs to be replaced.

Sparkling Water Function User Guide

Before using the sparkling water function, please make sure that the refrigeration setting has been activated. Otherwise, this function cannot be enabled.

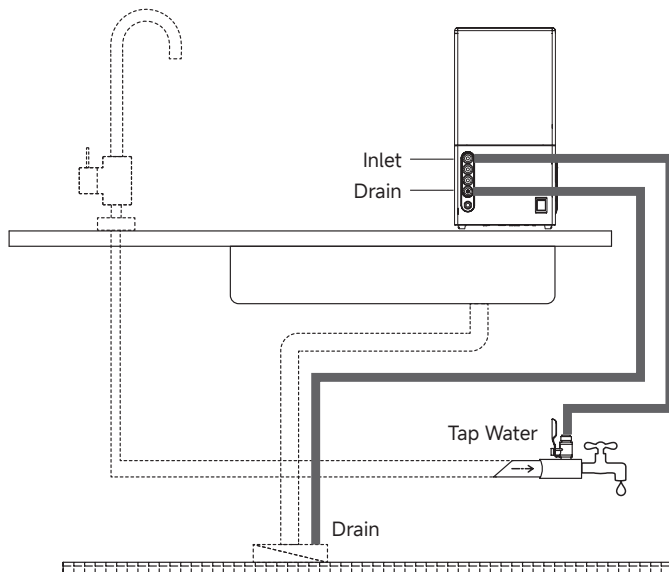
Sparkling water contains CO₂ and has a high outlet water pressure, which may cause fluctuations in flow and slight spraying. This is a normal phenomenon.

During operation, there may be slight vibrations and noises as the water pump is required to pump the purified water into the high pressure gas cylinder.

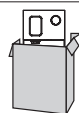
If the sparkling water fails to dispense or the cold water temperature does not reach the set value, please check if the CO₂ has been exhausted and replace it if needed.

Installation and Maintenance

(Tubing connection mode)



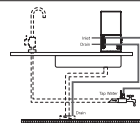
1. Unpack the product and then place it on a flat surface such as a table or countertop.



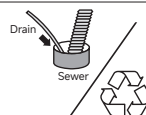
2. Take out the inlet 3-way valve, install it onto the cold water supply line, take out the PE tubing, one end connect to inlet 3-way valve, another end connect to the "Inlet" at the back of unit.(Note: ensure the PE tubing is securely connected)



3. Connect the tubings according to the installation diagram.



4. Waste water can be directly discharged into the drain or recycled.



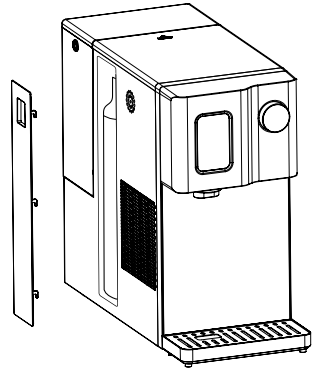
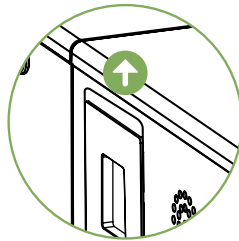
· Tubing connection mode is recommended to be installed by professionals.

*If the external air cylinder is used, the inlet air pressure must not exceed 4.5 bar.

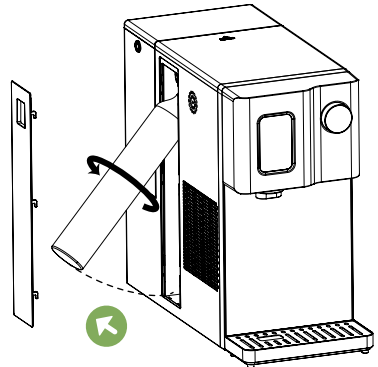
Installation and Maintenance

(CO₂ Cylinder Replacement Procedure)

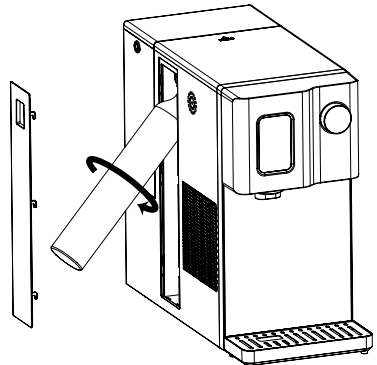
- 1 Turn off the power switch before removing the gas cylinder cover. Press and hold the notch of gas cylinder cover, pull it upward to remove the cover.



- 2 Grip the bottom of the gas cylinder and twist it outward. Then hold the cylinder body and rotate it counterclockwise to remove it.



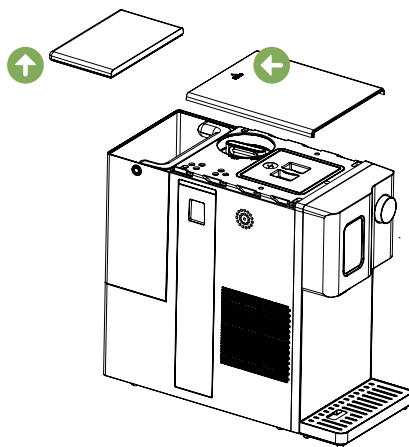
- 3 Align the new gas cylinder nozzle with the pressure reducing valve connector. The connector can be rotated to an appropriate angle for easy installation, clockwise rotate the gas cylinder to the end, then install the gas cylinder cover back.



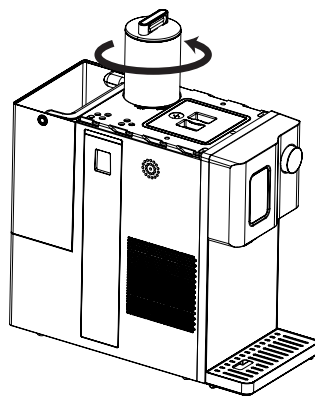
Installation and Maintenance

(Filter Replacement Procedures)

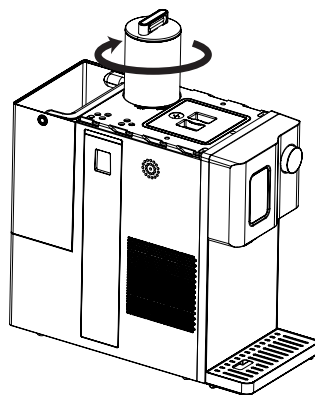
- 1 Turn off the switch, remove the raw water tank cover, and push the top cover backward.



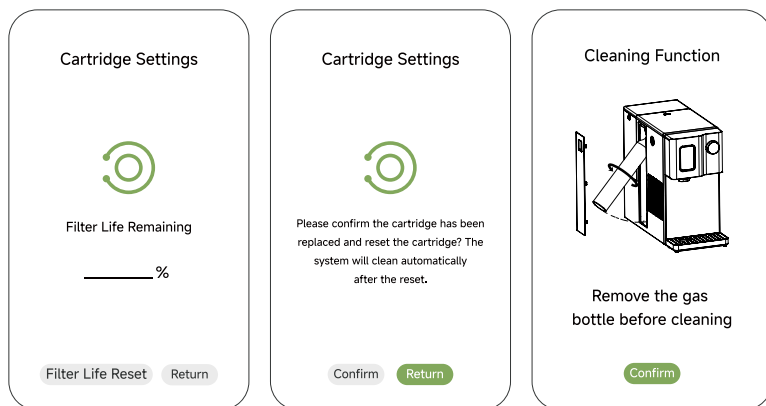
- 2 Rotate the old filter cartridge counterclockwise and pull it out upwards.



- 3 Install the new filter cartridge and tighten it clockwise.



- 4 Turn on the switch, enter the filter setting, replace and reset the filter, for detailed instructions, please refer to the filter setting guide.



Note: To ensure drinking water safety, after the filter replacement and life reset process, system will automatically trigger a 30 minutes flushing procedure for the equipment. For detailed operation instructions, please refer to the cleaning function guide. To ensure the safety of drinking water, please use the original filter cartridge provided by our original factory.

Filter Cartridge Daily Usage Instructions


- 1. The recommended filter replacement periods for this unit are based on the average indicators of tap water in different regions. If the actual water quality at the user's location and the usage frequency of the unit differ significantly from the average indicators, there will be a notable difference between the service time of the filter elements and the estimated period. For example, if the filter elements get clogged or fail prematurely, the actual usage status should be taken as the basis for replacing the filter elements, and contact with the local after-sales service department should be made promptly.
- 2. The estimated service life of filter element is based on the average water consumption of a regular household. It is only suitable for domestic use and should not be installed in public places with high water consumption.
- 3. Based on experience, when using municipal tap water as the raw water, and considering the average water consumption per household and the water quality of the incoming water, the recommended replacement cycle for the filter cartridge is as follows (the following data is for reference only):

Filter Cartridge	Suggested Replacement Cycle
4 IN 1 Composite Filter PP+C1+RO+C2	12 months
4 IN 1 Composite Filter PP+C1+NF+C2	12 months

Note: Water quality has a significant impact on the lifespan of the filter, the service life of reverse osmosis membranes and other filter elements is affected by numerous factors. During actual use, due to variations in water quality, their lifespan may be lower than the months mentioned above. These data are provided for reference only.

- In general, if any of the following situations occur, it is advisable to replace the filter element:
- 1. When product water quality is poor and the taste turn bad.
 - 2. The spout flow rate has significantly decreased, and it has been confirmed that this is not caused by a drop in water temperature or water pressure.
 - 3.The filter element is severely clogged, causing the water purifier to be unable to produce water or no spout water flow out.

Trouble Shooting

Problem	Possible Solutions
No Product Water	<ol style="list-style-type: none"> 1. Raw water tank is short of water. 2. Long time use use has caused the filter element clogged, replace it.
Water Leak at the Connection Point	<ol style="list-style-type: none"> 1. The components on the unit were not installed properly. 2. The area at the water leakage points have problems such as being tightened improperly, having crooked teeth or slipped threads. 3. The silicone sealing ring at the water leakage point has aged or become damaged.
Electrical leakage and induced electricity on the body	The unit is not properly grounded or there is internal water leakage.
No Hot Water	<ol style="list-style-type: none"> 1. Power not plugged. 2. Reset NTC.
No Cold Water	<ol style="list-style-type: none"> 1. Power not plugged. 2. Refrigeration function is turned off.
No Sparking Water	<ol style="list-style-type: none"> 1. Gas cylinder is short of air, check if the icon  is displayed. 2. Gas cylinder is short of water. 3. The water temperature has not reached the setting value, water temperature is higher than 10 °C .

Error Code Guide

Error Code	Problem	Solution
E1	Continuously producing water for a long time.	Please unplug the power and replug the power.
E2	Inlet water temperature NTC open circuit.	Please contact the after-sales service.
E3	Outlet water temperature NTC open circuit.	Please contact the after-sales service.
E4	Feed water temperature is too low.	Use feed water at a temperature higher than 3°C .
E5	Hardware circuit board failure.	Please contact the after-sales service.