

AQUATru[®]
BY IDEAL LIVING

PRO SERIES



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Freestanding Model 3

Owner's Manual

Please read and understand these instructions
before operating the device. Save this manual.

AquaTru.com

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This ATFS-3-W system has been certified by IAPMO against NSF/ANSI standard 42, 53, 58, 372, and 401 for the reduction claims specified on the performance data sheet as verified by and substantiated by test data at IAPMO.org



Control Number
802177

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Read Before Use

WARNING ⚠

Please read carefully before proceeding with installation.
Read and save these instructions.

WARNING:

- **To Reduce The Risk Of Electric Shock, Connect Only To An Outlet Provided With A Ground Fault Circuit Interrupting Device.**
- **Do Not Directly Or Indirectly Connect To A Water Heater.**
- You must read and understand the contents of this manual before installing or operating your drinking system. Personal injury or property damage could result if you fail to follow instructions in this manual.
- This system and its installation must comply with state and local regulations. Check with your local public works department for plumbing and sanitation codes. Local codes should be followed in the event the codes conflict with any content in this manual.
- Do NOT place the water dispenser in an enclosed space or cabinet.
- Do NOT operate the dispenser in the presence of explosive fumes.
- This unit must be operated at water temperatures between 39°F and 102°F (4°C - 39°C)
- Do NOT connect this unit to a hot water supply.
- Unit is intended for indoor installation only. Do not place in a location where it may be subjected to rain, constant bright sunlight, or temperatures outside of the above stated operating range.
- Only use the provided power cords and electrical components. Damage to property or life may occur if improper components are used.
- Always grasp the plug and pull straight out from the outlet. Never unplug by pulling on the power cord.
- Do NOT use the dispenser if the cord becomes frayed or otherwise damaged.
- If the power supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard to protect against electric shock.
- Do NOT immerse cord, plug, or any other part of the dispenser in water or other liquids.
- Ensure the AquaTru Freestanding Model 3 water dispenser is unplugged prior to cleaning.
- Never allow children to dispense hot water without proper and direct supervision. Unplug the unit to prevent unsupervised use by children.
- Service should be performed only by a certified technician, to minimize the risk of incorrect parts or improper service.

CAUTION:

- Never lean the machine more than 45°.
- After turning the dispenser off, allow the dispenser to sit idle for 3 minutes before turning on again.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process.
- Do not use with water that is microbiologically unsafe.
- This device uses 120V 60 hz AC Power
- The appliance is only to be used with the power supply unit provided with the appliance.
- Do not use with extension cords or surge protectors.

⚠

WARNING: UVC Lamp: 24VDC 1W

- **System Contains UV light Source. Disconnect electrical supply before opening cover.**
- **Always dispose of UV light sources according to local guidelines.**

⚠

2

System Specifications

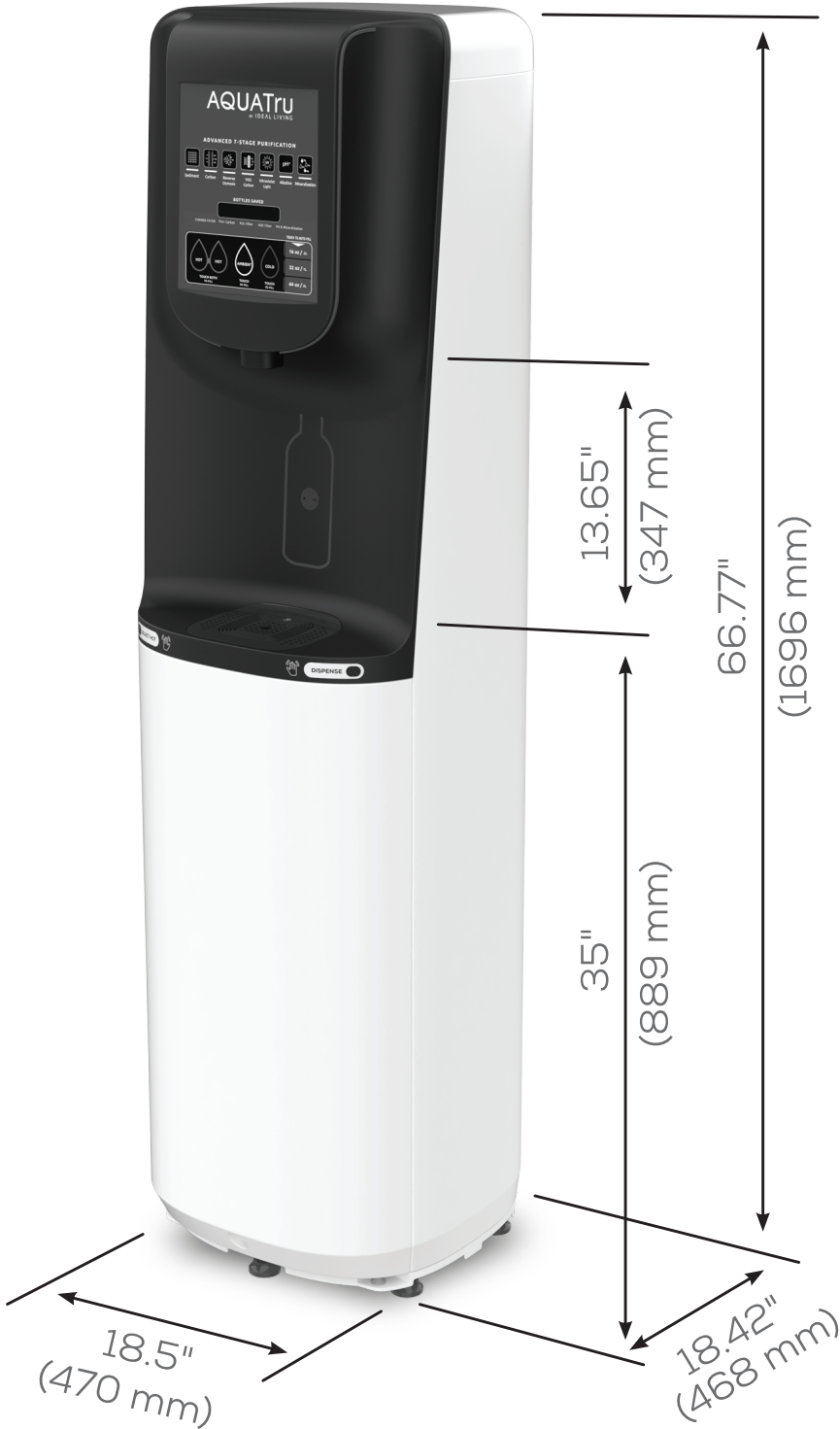
System Rating	
Product Model	ATFS-3-W
Water Supply	Cold tap water
Feed Water Temperature	39° - 102°F
Feed Water Pressure	40 to 70 PSI
Ambient Water Tank	7.1 gal
Cold Water Tank	2.9 gal
Hot Water Tank	0.5 gal
Leakage Alert	Yes
Inlet Connection	1/4"
RO Drain Connection	1/4"
Refrigerant	R290 (Propane)
Refrigerant Weight	80g
Refrigerant LFL	0.038kg/m ³
Performance	
Hot Water Temperature	185°F (85°C)
Cold Water Temperature	50°F (10°C)
Hot Water Dispensing Flow Rate	1.5 L/min
Cold Water Dispensing Flow Rate	3 L/min
Ambient Water Dispensing Flow Rate	3 L/min
Electrical Parameters	
Filter Rated Flowrate	0.06 gpm
Total Flowrate	0.12 gpm
Rated Voltage	AC 120V, 60 HZ
Rated Power	1200 W
Heating Power	600 W
Cooling Power	450 W
Shipment Information	
Net Weight	120 lbs
Gross Weight	142 lbs
Carton Dimension	22" x 22.125" x 69.25"
Physical Size	
Unit Weight (Full)	150 lbs
Unit Size	18.5" W x 18.42" D x 66.77" H
Inlet Water Quality	
TDS	1500mg/L
Maximum Hardness	10gpg (171 mg/L)
Sulphide, Iron, and Manganese	<0.1 mg/L
Chlorine	<2ppm
pH	3-11
Turbidity	5 NTU Max
Efficiency	25%
Daily Production Rate	100 GPD

Filters

Filter Elements	Service Schedule
Pre-Carbon Filters	1200 gallons or 6 months whichever comes first
RO Filters	2400 gallons or 2 years whichever come first
VOC Filters	1200 gallons or 12 months, whichever comes first
Mineral Filters	1200 gallons or 1 year, whichever comes first

System Dimensions

Note: You will need to leave at least 4 inches of space behind the unit for air flow and plumbing connections.



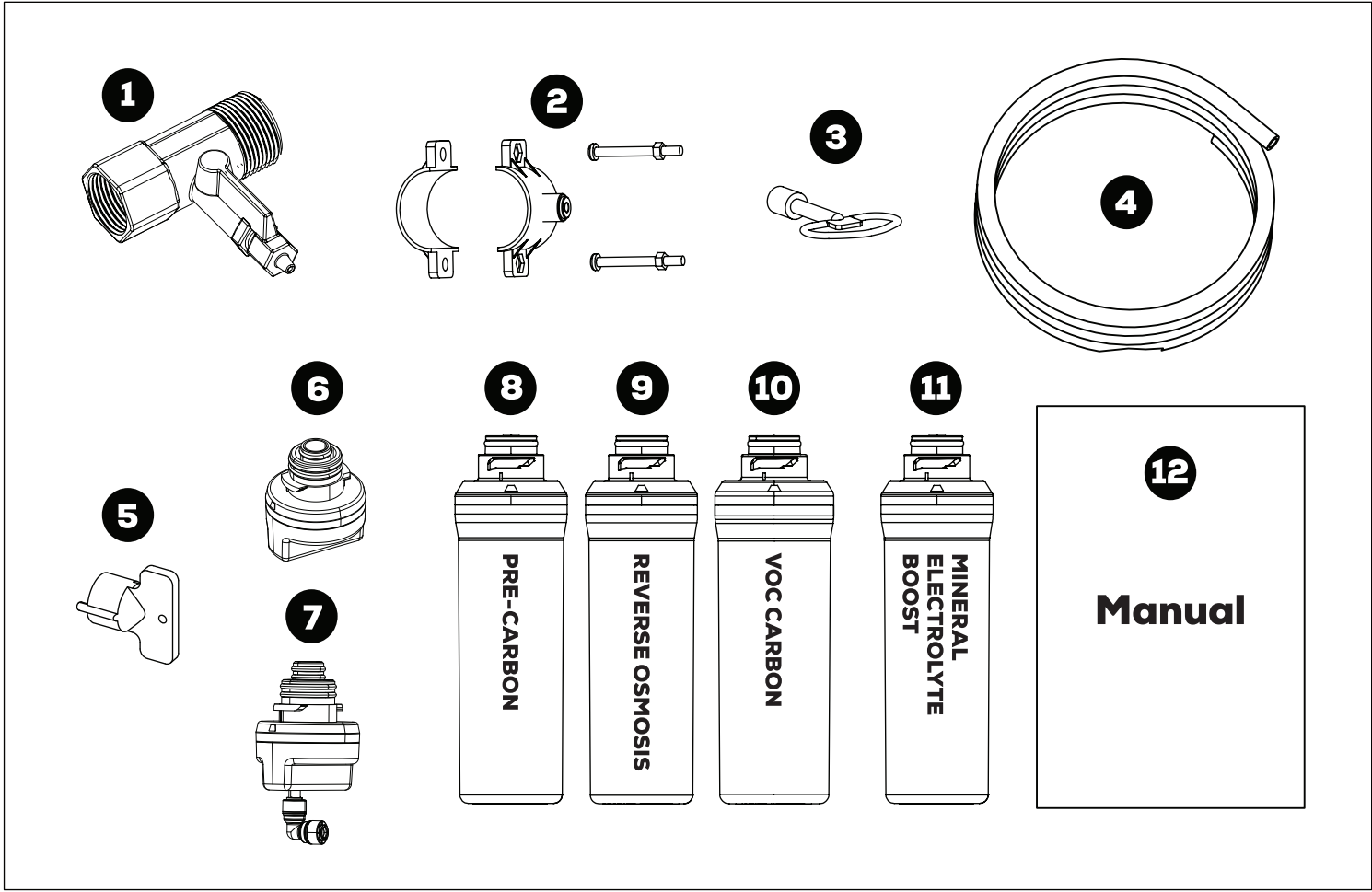
Packing List

Inspect the AquaTru Freestanding Model 3 for any shipping damage.

Handle all components of the system with care. Do not drop, drag or turn unit upside down.

The manufacturer is not responsible for damages in transit. Small parts, needed to install the drinking system, are in a parts box. To avoid losing the small parts, keep them in the parts box until they are needed for installation.

Package Contents:



- 1 1x Cold Tap Water Adaptor with a 3/8" Thread and a 1/2" Conversion Thread
- 2 1x Drain Saddle Valve
- 3 1x Front Panel Key
- 4 2x 15' Lengths of 1/4" Tubing
- 5 1x Bottle Sensor Replacement Tool
- 6 6x Unit Flushing Plugs
- 7 1x Filter Flushing Plug
- 8 2x Pre-Carbon Filter
- 9 2x Reverse Osmosis Filter
- 10 2x VOC Carbon Filter
- 11 1x Mineral Electrolyte Boost Filter
- 12 1x User Manual

Installation Guide

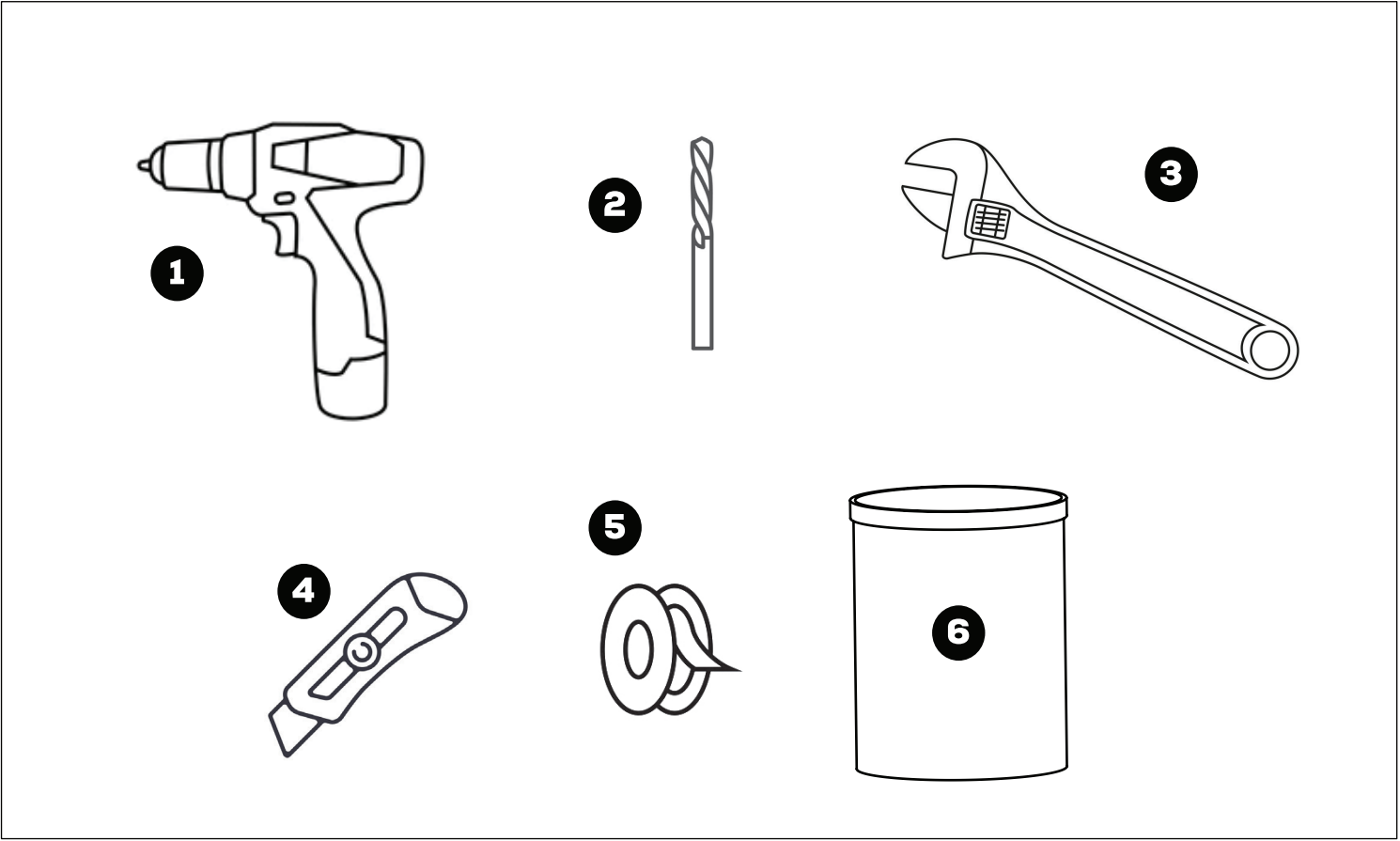
Summary of Installation

1. Select system installation location
2. Install filters
3. Install cold tap adapter valve on water supply
4. Install drain saddle and connect tubing
5. Plug In the unit and open the water supply valve
6. Flush filters and tanks

Before Installation

- Check the accessories in the packing box and confirm if they are complete.
- Shut off the water supply.
- Prepare the below list of tools and equipment needed for the installation.

Tools needed for Installation:



- 1 Cordless screwdriver
- 2 1/4" Drill bit for wastewater line
- 3 Adjustable wrench
- 4 Utility knife or scissors
- 5 PTFE tape (often referred to as "Plumbers tape" or "Teflon" tape)
- 6 5 Gallon bucket or some other large watertight container

Installation Guide

STEP 1

Select location

Important:

- The AquaTru Freestanding Model 3 drinking system assembly is designed to be set vertically on the floor. The following considerations need to be made when selecting a location for the water cooler:
 - The unit needs to have access to a water source
 - The unit needs to have access to a Grounded 120V AC outlet
 - The unit needs to have access to the drainage/sewage for reverse osmosis waste water removal
- Be sure there is access to an approved power supply socket.
- Be sure the floor under the drinking system is clean, level and strong enough to support the unit.
- During installation make sure the device does not tip more than 45 degrees.

NOTE: You will need to leave at least 4 inches of space behind the unit for air flow and plumbing connections.

WARNING: After you've selected your installation location, move the Model 3 into position and level the unit. The feet are threaded and screw in and out so that the length of each one can be adjusted. **FAILURE TO PROPERLY LEVEL THE UNIT CAN RESULT IN THE LEAK DETECTOR BECOMING NON-FUNCTIONAL.**

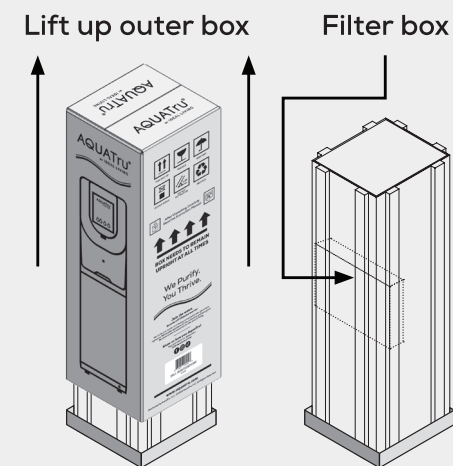
STEP 2

Install the Flushing Filters

To ensure that your Aquatru Model 3 has only the best quality water, we recommend following the instructions below to flush the system of any dust or contaminants that might have gotten into the tanks during storage or transportation.

- First unlock the front cover using the included Key (Figure 1 on top next page)
- Remove the cover by sliding it down and tilting it outward.
- Install the 6 CLEAR-included Flushing Plugs by inserting them into the filter posts and twisting until you feel them engage.
- Install the Included Mineral Filter into Position 5-6. Refer to Figure 2 on top next page.
- Make sure that you fill all 7 positions or you will have issues with leaking after you turn the water on.

Note: Filter box is located in the inner packaging after outer box has been removed.



Installation Guide

STEP 2

Figure 1

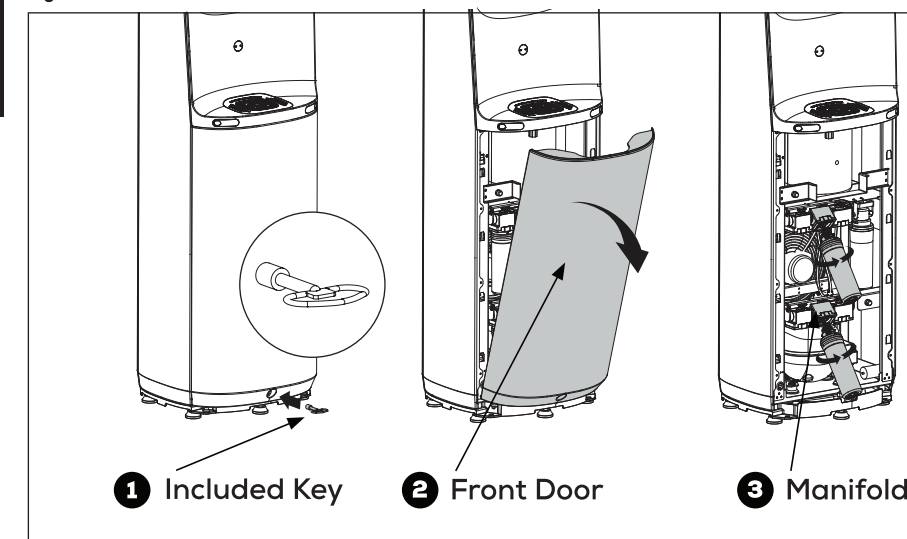
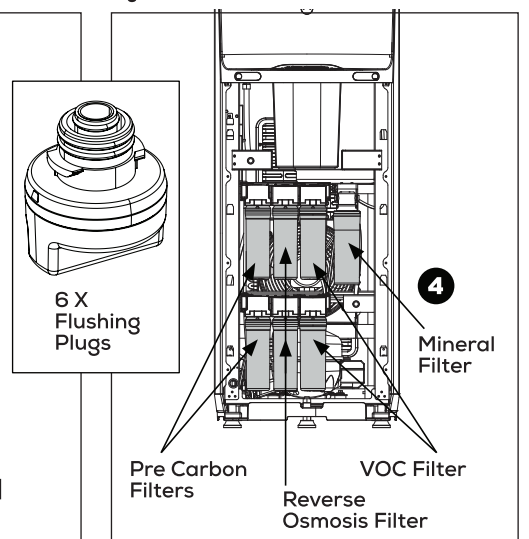


Figure 2



STEP 3

Cold Tap Adapter

If installing this unit by tapping into the existing cold water supply for a sink follow the below instructions. Otherwise you will need to source your own hardware and consult your local plumbing code.

WARNING

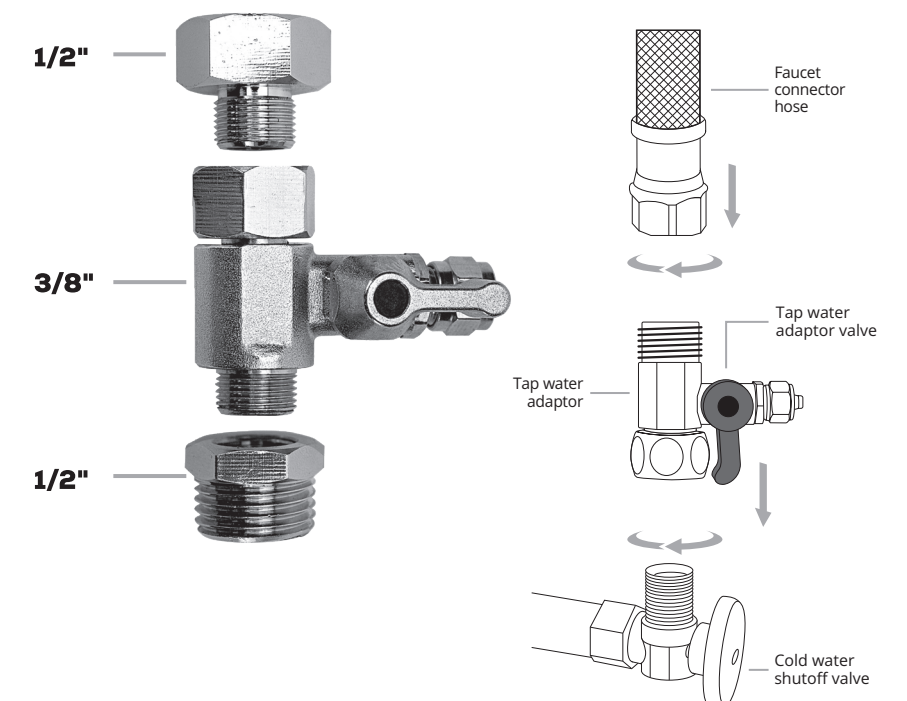
ONLY CONNECT TO COLD TAP WATER. Never use hot water supply with this unit. Hot water will damage the unit.

Always check local plumbing codes before tapping into a water supply or drain line. Use only certified and approved connectors.

Use only 1/4" Plastic Tubing to connect your water supply and drain to the water dispenser inlet and drain ports.

Locate the cold water valve underneath the sink, and turn it off. Next, open the cold water faucet on your sink to release the pressure. Check to make sure the water has stopped flowing before proceeding.

Note: On single handle faucets, the hot water may have to be turned off to prevent hot water crossover during installation. If water continues to come out of the faucet with the cold and hot water valve turned off, the main water supply must be turned off as well.



Note: The Model 3 RO System comes with a 3/8" cold tap water adaptor that has a 1/2" conversion thread. Based on your plumbing needs, you may need to use additional conversion fittings.

Installation Guide

STEP
3

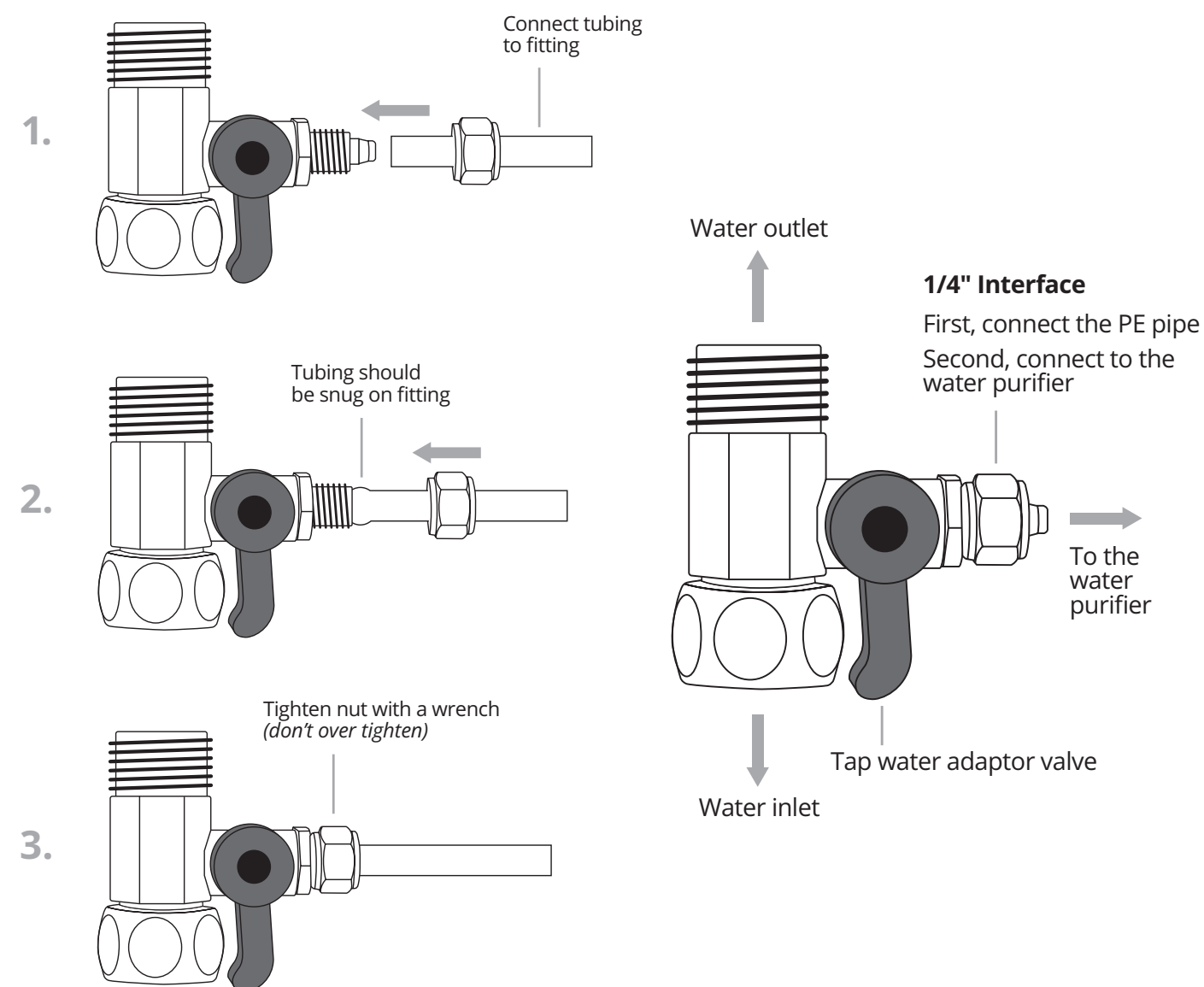
Cold Tap Water Adaptor (Cont.)

Follow the diagrams below to connect the 1/4" tubing to your adapter. Then install it on the cold water supply valve under your sink.

The AquaTru Freestanding Model 3 RO system comes with a 3/8" adaptor that has a 1/2" conversion thread. Please use the appropriate adaptor size based on your plumbing needs.

Make sure to use **Plumbers Tape** on all threaded fittings including Adapter and cold water supply valves.

First screw the adapter onto the cold water valve, then take the water supply hose for your sink's faucet and screw it onto the other end of the Tap Water Adapter.



Installation Guide

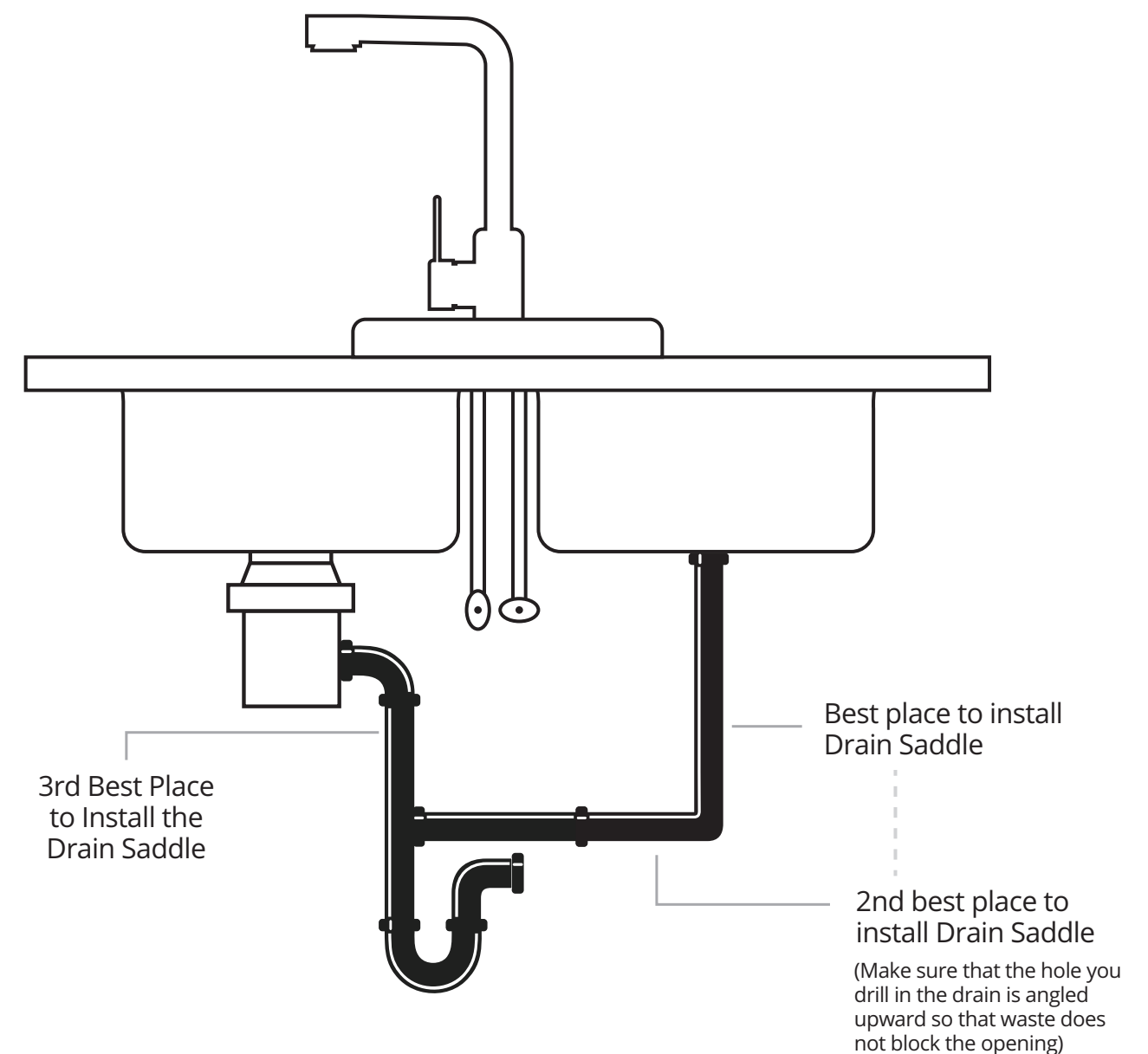
STEP
4

Drain Saddle Installation

If installing this unit by tapping into the existing P-Trap protected drain follow the below instructions. Otherwise you will need to source your own hardware and consult with local and state regulations for installation guidelines.

Caution

To avoid possible drainage noise, mount the drain saddle as low as possible onto the vertical tailpiece. The drain saddle assembly should be installed above the trap and on the vertical or horizontal tailpiece.



Installation Guide

STEP
4

Drain Saddle Installation (Cont.)

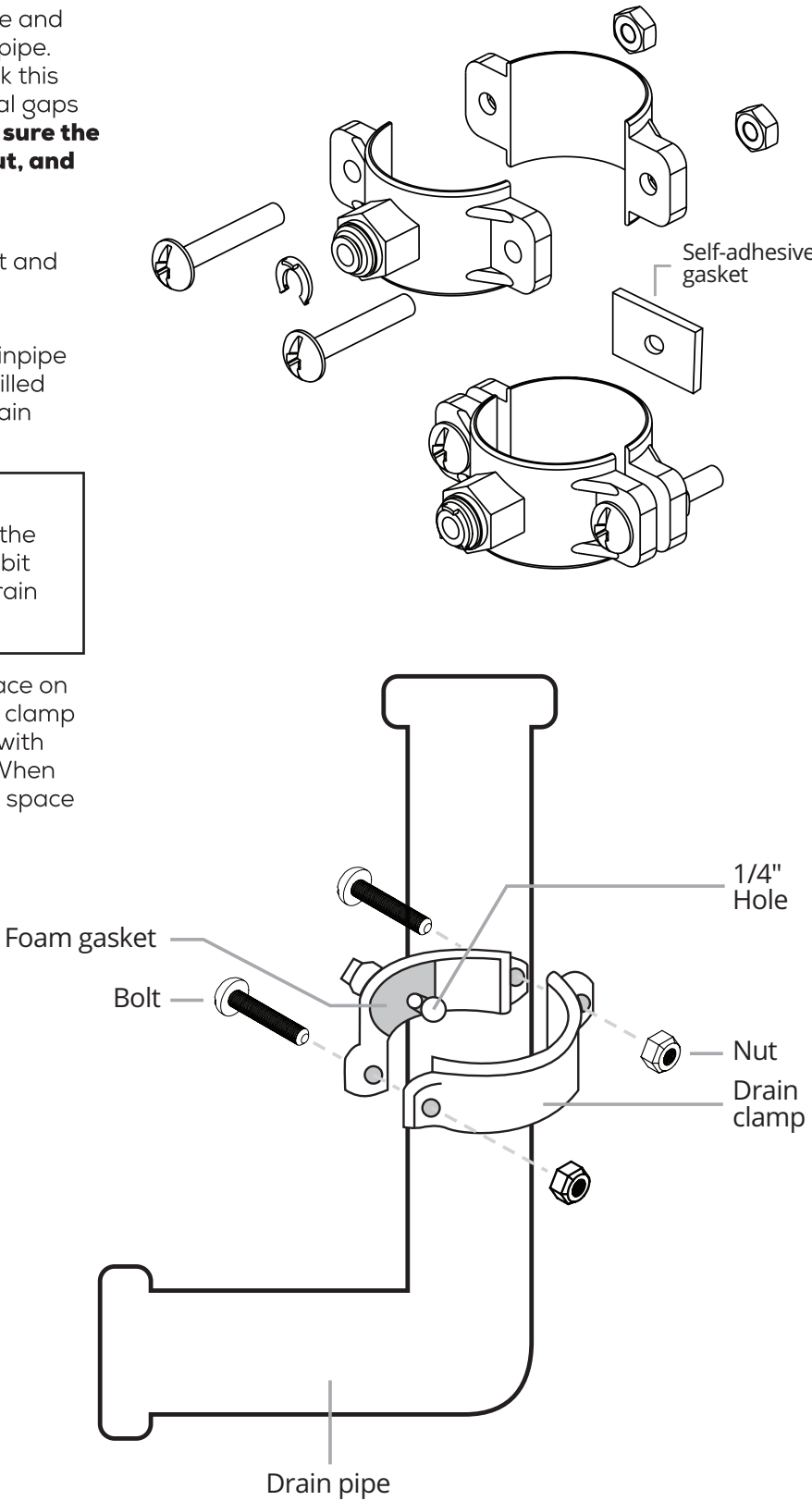
Mark the position of the hole on the drain pipe and drill a 1/4" hole through one side of the drain pipe. There is a self-adhesive gasket provided. Stick this gasket to the inside of the saddle. This will seal gaps between the drain line and the saddle. **Make sure the hole on the gasket is completely punched out, and align it to the hole in the saddle.**

Take the half of the saddle without the gasket and insert a nut into the recess on each side.

Position both halves of the saddle on the drain pipe with the saddle's opening aligned over the drilled hole. The foam gasket will be between the drain saddle and the drilled hole.

Tip: To ensure the hole on the drain saddle is aligned with the hole in the drain pipe, insert the drill bit into the drain saddle and use the drill bit to align the two holes as you assemble the drain saddle onto the drain pipe.

Secure the drain clamp halves together in place on the drain pipe. Screw bolts through the drain clamp half with the foam gasket and the other half with the two nuts installed. **Do not over tighten.** When tightening the bolts, make sure there is equal space on both sides between the drain saddles.



Installation Guide

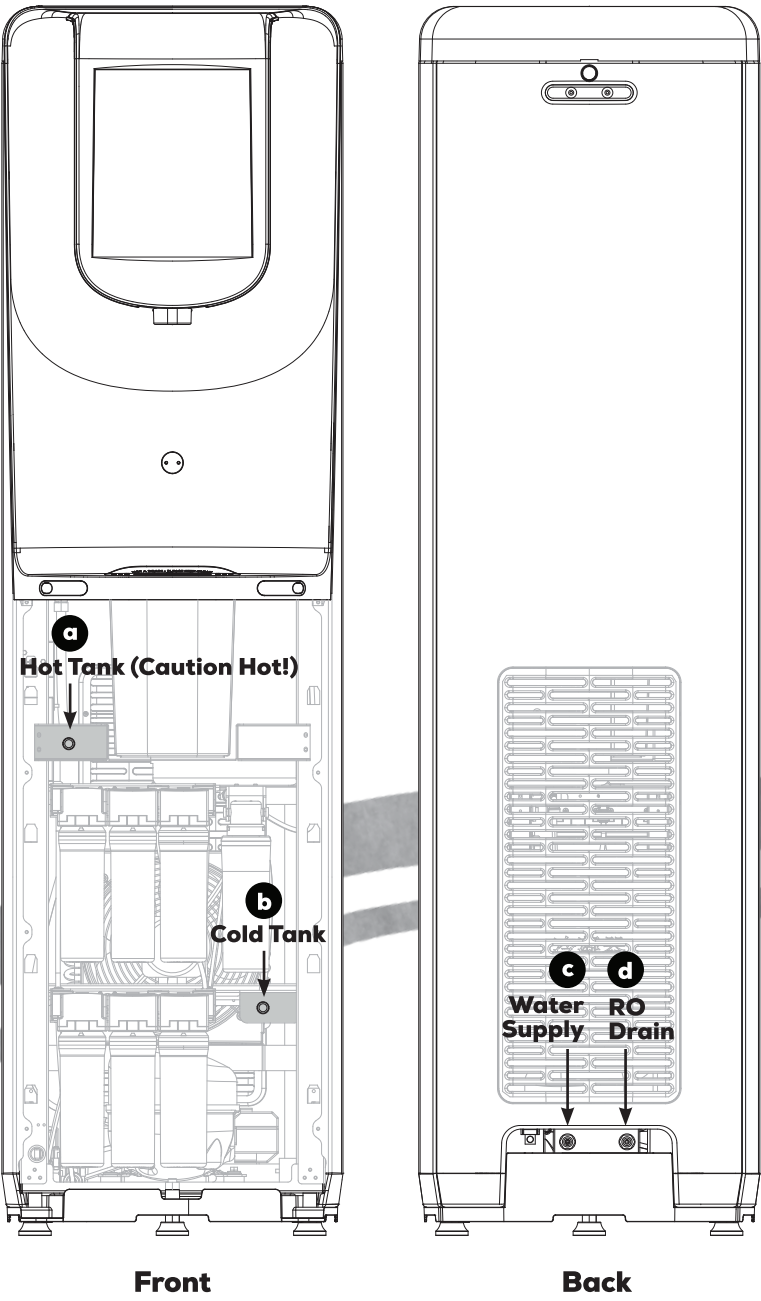
STEP
5

Connect Tubing

- a. **Hot tank:** This drainage is used to empty the water in the hot water storage tank.
- b. **Cold tank:** This drainage is used to empty the water in cold water storage tank.
- c. **Water Supply:** This connection is to connect to cold tap supply line.
- d. **RO drain:** This connection is to drain the RO concentrated water.

To connect your water cooler to plumbing do the following:
1. Connect the Inlet to the cold water adaptor using 1/4" tubing.
2. Connect the RO drain to the drain saddle using 1/4" tubing.

Note: The RO Drain and Inlet are Quick Connect Fittings
These ports ship with plugs and lock washers installed. To install the water supply line and RO waste line first remove any lock washers and then remove the plugs.



Installation Guide

STEP 6

Flushing the Tanks

The next few steps will be easier if you are able to drain the unit into a 5-gallon bucket or other large container.

1. Turn on the water supply, open the Tap Adapter Valve, and plug the Model 3 Unit into a 120V 60Hz AC Grounded Outlet.
2. You should start to see the Filtering Lights on the Front panel cycle between the different filter stages.
3. This means that the device is filtering water.
4. After 20 minutes, the Filtering Lights should stop cycling showing that the unit is full.
5. Turn off the water or unplug the unit.
6. Drain the system from the Hot Tank (Warning the water could be hot) using the drain port indicated in Figure 1. Depending on the size of your bucket or container, you may need to stop draining to empty the bucket before you can continue.
7. After you have drained all the water from the hot tank, perform the same action for the Cold Tank using the drain port indicated in Figure 2. Again, you may need to plug the port to empty your bucket or container during the draining process.
8. Replace the tank drain plugs, and screw the cap down tightly to prevent any leaks.

Figure 1

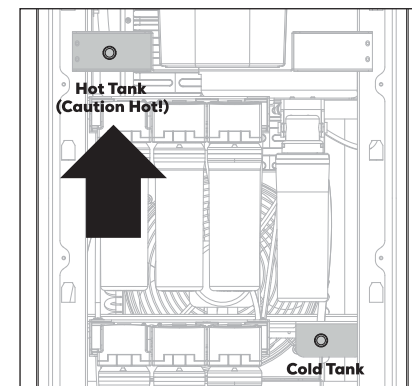


Figure 2

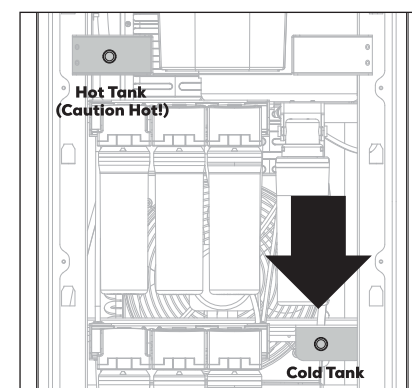


Figure 3

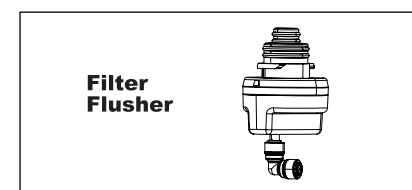
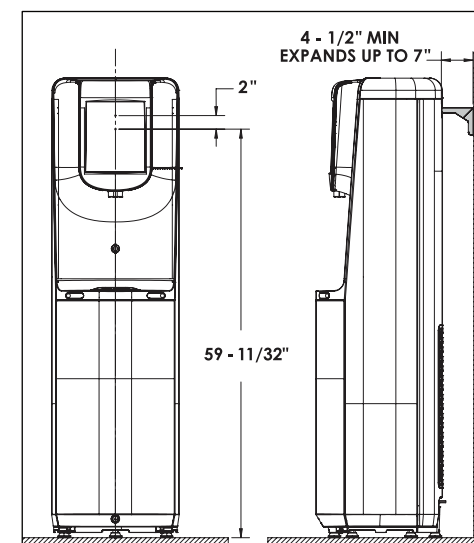


Figure 4



User Instructions

Control Panel

1. Filtering Lights

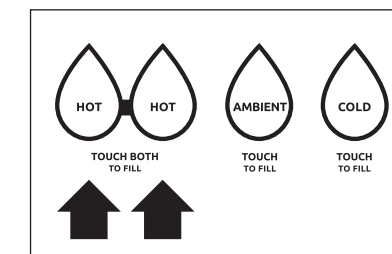
While the Device is Filtering or Dispensing Water a Blue Light will Cycle between the 7 Filter Stages shown on the control panel.

2. Change Filter Reminders

The device will display a prompt to change the filters when it is time to do so. During normal use these lights will not be visible. See Filter Replacement for more information on replacement frequency and instructions.

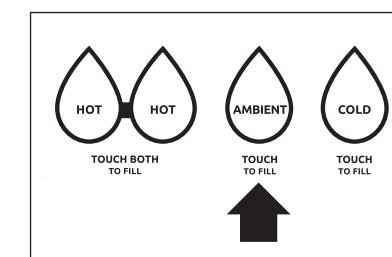
3. Hot Water Dispenser Buttons

To Dispense Hot Water place a cup or bottle under the dispenser and hold down **BOTH** of the buttons indicated.



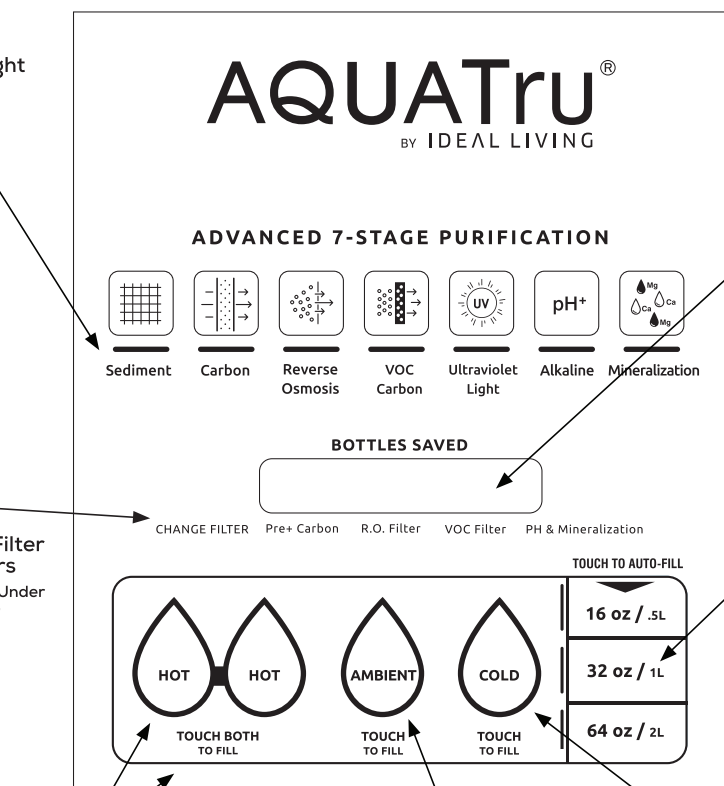
4. Ambient Water Dispenser Button

To Dispense Ambient (Room Temperature) Water place a cup or bottle under the dispenser and hold the **"AMBIENT"** Button indicated below.



1 Filtering Light

2 Change Filter Reminders (Not Visible Under Normal Use)



3 Hot Water Dispenser Buttons

4 Ambient Water Dispenser Button

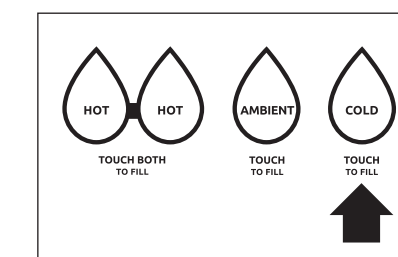
5 Cold Water Dispenser Button

7 Bottle Counter and Error Codes

6 Preset Volumes

5. Cold Water Dispenser Button

To Dispense Cold Water place a cup or bottle under the dispenser and hold the **COLD** button indicated below.



6. Preset Volumes

The AquaTru Model 3 allows you to dispense preset volumes of water to maximize ease of use.

7. Bottle Counter and Error Codes

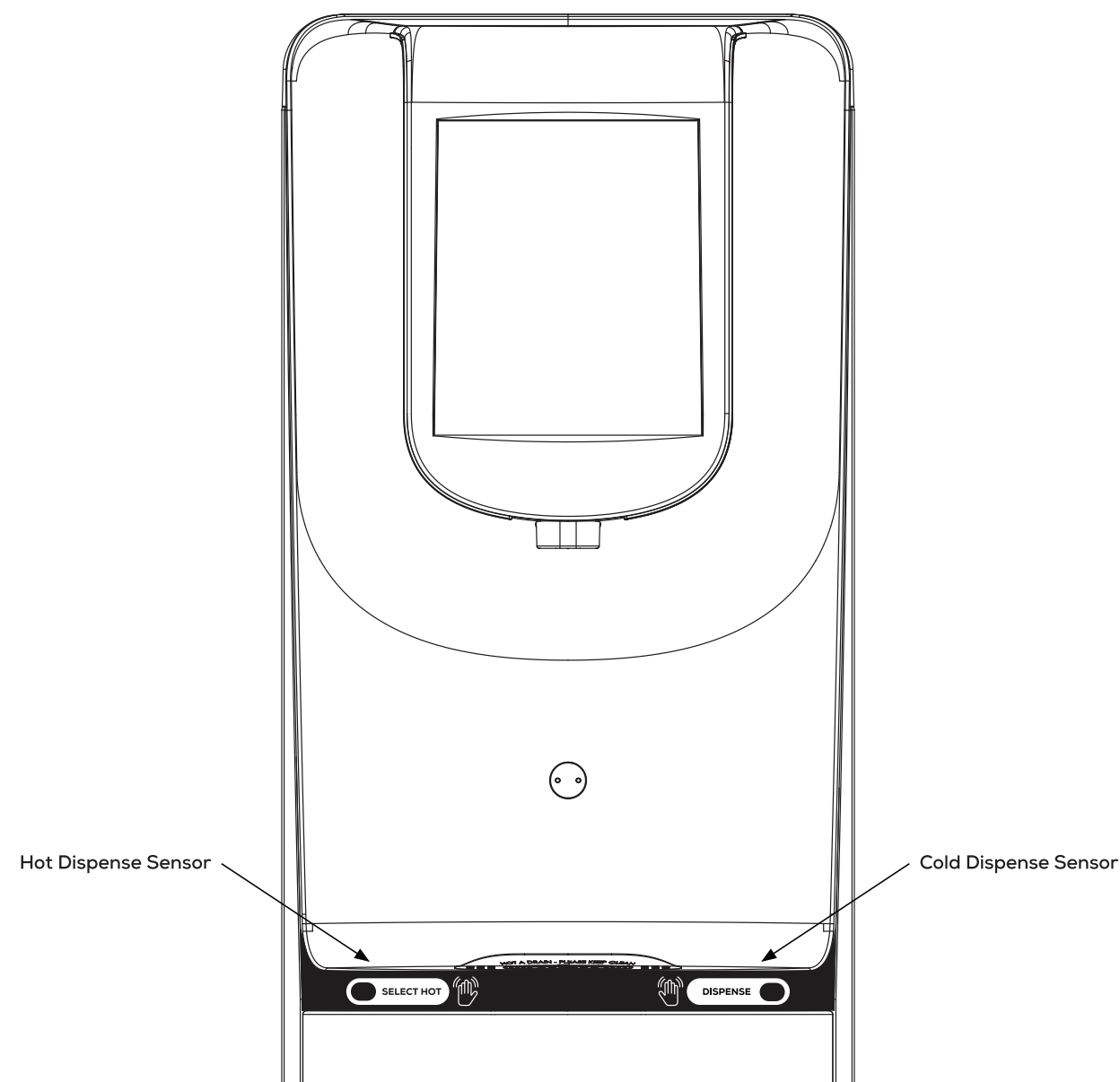
The Device will count the number of bottles it saves as you use it. This display can also show error codes. See **ERROR CODES** and Troubleshooting for more information on what these codes mean.



WARNING: WATER DISPENSED IS HOT ENOUGH TO CAUSE INJURY IF CARE IS NOT TAKEN.



User Instructions



Touch Free Controls

To dispense cold water hands-free, hold your hand within one inch of the Sensor labeled **"DISPENSE"**. After 30 seconds the system will start dispensing and stop dispensing after you move your hand away.

To dispense hot water hold your hand within one inch of the Sensor labeled **"SELECT HOT"**. After 30 seconds you will see the hot water buttons on the control panel blink red. Now hold your hand within one inch of the Sensor labeled **"DISPENSE"**. After 30 seconds the system will start to dispense hot water and stop dispensing when you move your hand away.

How it Works

7 Stage Reverse Osmosis Purification Process

Stage
1 Stage
2

Pre/Carbon Filter

In stage 1, the water passes through a mechanical Pre-Filter that removes larger particles like sediment and rust. Next, the Carbon Filter removes Chlorine and Chloramines.

Stage
3

R.O. Filter

Ultra-fine Reverse Osmosis Filter filters out dangerous inorganic chemicals, including Lead, Chromium 6, Arsenic, Uranium, Nitrate, and other heavy metals.

Stage
4

VOC Filter

Activated coconut block VOC Carbon Filter removes organic compounds like rocket fuel, prescription drug residue and PFAS, leaving you with pure, great-tasting water.

Stage
5 Stage
6

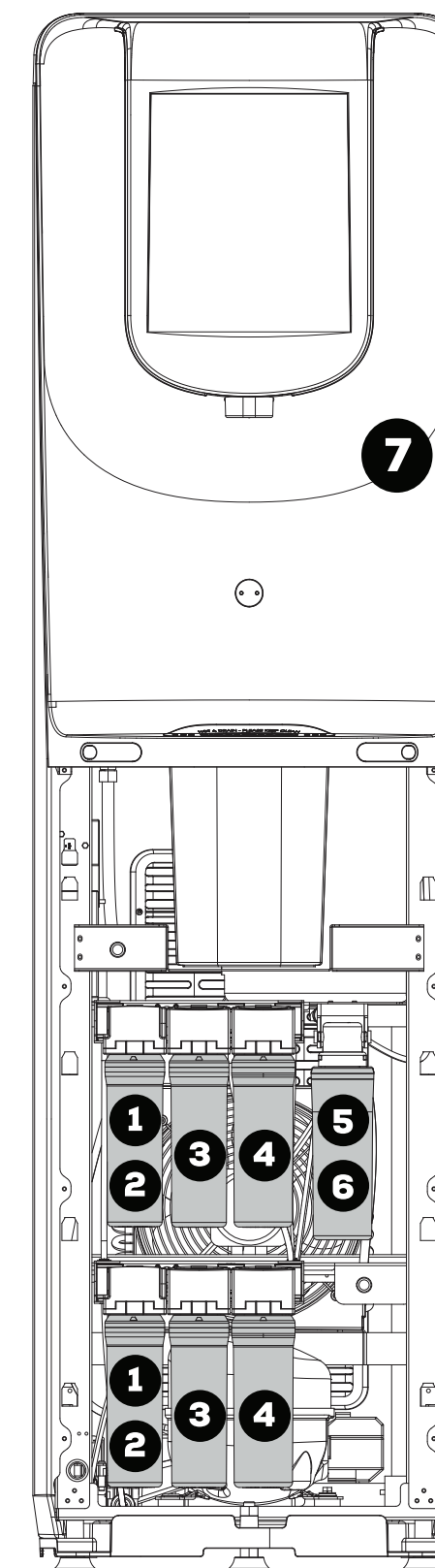
Mineral Electrolyte Boost Filter

The AquaTru Model 3 creates refreshing Alkaline water and adds back some healthy minerals like Magnesium and Calcium.

Stage
7

UV Sanitation

This process helps to reduce bacteria and algae growth in the holding tank.



Filter Replacement Instructions

⚠ Follow the below steps for filter replacement and to reset the light.

Filter Replacement:

1. Turn off the water supply in your Model 3 Unit (Figure 1).
2. Remove the front panel.
3. If you are replacing only the Mineral Electrolyte Boost Filter, all that is required is to remove the filter currently installed in the unit and replace it with a new one.
4. If you're replacing any other filters you will need to flush them before replacing the mineral electrolyte boost filter.
5. To flush the filters first remove any filters you intend to replace by quarter-turning them Clock-wise. The manifold positions pivot to make this easier. (Figure 2).
6. After you have replaced any needed filters remove the Mineral Electrolyte Boost filter (even if you aren't replacing it yet) and install the filter flusher (Figure 3).
7. Now take a 5-gallon bucket or other large water-tight container and direct the outlet of the flusher to this bucket (Figure 4).
8. Turn on the water supply and let at least 5 gallons of water flow through the filters to make sure they are thoroughly flushed (Figure 5).
9. After you've flushed the filters remove the Filter Flusher and reinstall or replace your Mineral Electrolyte boost filter (Figure 6).
10. Allow the unit to filter normally for two to five minutes while you monitor for any leaks before replacing the front panel and following the steps on the following page to reset the filter change lights on the control panel.

Figure 1

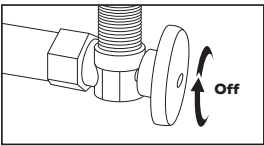


Figure 2

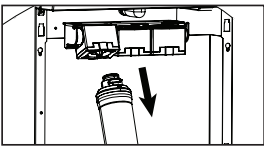


Figure 3

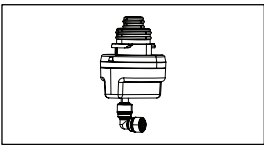


Figure 4

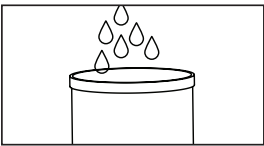


Figure 5

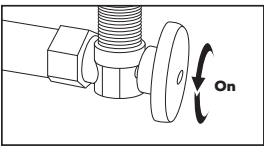
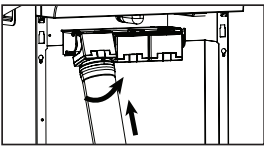


Figure 6



Filter Life Indicator:

When filters need to be replaced an LED indicator will light up on the control panel. When the light indicates its time to change the filters replace both filters of that name.

The filter should be replaced at the following intervals:

CHANGE FILTER

● Pre+ Carbon ● R.O. Filter ● VOC Filter

Filter Elements	Service Schedule
Pre-Carbon Filters	1200 gallons or 6 months, whichever comes first
RO Filters	2400 gallons or 2 years whichever come first
VOC Filters	1200 gallons or 12 months, whichever comes first
Mineral Filter	1200 gallons or 12 months, whichever comes first

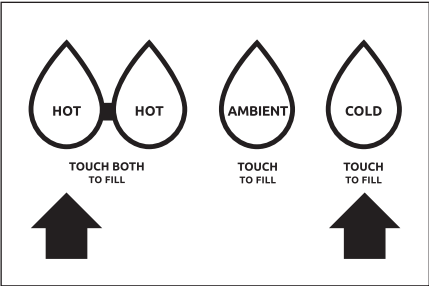
Filter Replacement Instructions

Reset filter light:

Press and hold the below button combo: (LEFT MOST HOT + COLD) for 5 seconds to reset all filter pairs that have a filter reset light turned on. (Figure 1 on right)

Note: If you replace a filter before the "replace filter" light has Turned on, following the above process will not reset the filter life. To reset the filter replacement light before the light has turned on see "Early Reset Mode" below.

Figure 1



Early Filter Reset Mode:

- If you have replaced a filter before the filter replacement light has turned on follow the below steps to reset the filter life counter.
 1. Press and hold the left most Hot Water button and the Cold water button for 10 seconds. (Figure 1)
 2. The Pre-Carbon Light will then start blinking once per second. Press the AMBIENT button to switch between the Pre-Carbon, RO, and VOC Carbon Filters.
 3. Once the filter you need to replace is blinking press the COLD button for 5 Seconds.
- The unit will exit early reset mode after this, so if you have multiple filters you want to reset you will need to repeat steps 1-3 again for the next pair of filters.
- The machine will automatically exit early filter reset mode if no button is pushed for 10 seconds.

WARNING: UNPLUG THE WATER COOLER BEFORE PERFORMING ANY MAINTENANCE!!! IF AT ANY TIME YOU ARE UNSURE OF HOW TO CONDUCT MAINTENANCE OR TROUBLESHOOTING CONSULT AN EXPERT OR CONTACT CUSTOMER SERVICE.

Cleaning and Maintenance: Nitrate/Nitrite Testing

All water filtration systems with RO filters certified to remove Nitrate/Nitrite must provide a way for the user to verify the performance of the RO filter. This is because, under certain use conditions, the efficiency of Nitrate/Nitrite removal rate can drop.



Scan code to learn more
aquatruwater.com/nitratetesting

Please scan the QR Code if you want to receive a free set of Nitrate/Nitrite Test Strips. These Test Strips will let you test the Nitrate and Nitrite Content of your AquaTru Purified water and ensure the water you drink is always the highest quality possible. We recommend testing every 6 months or when you change the Pre/Carbon Filter. If the Nitrate/Nitrite exceeds the safe levels indicated on the package, replace the RO filter to restore the performance.

Note that only Nitrite/Nitrate is affected by these use conditions; all other contamination tested under NSF 58 will maintain its efficiency even if Nitrate/Nitrite does not.

Instructions for Use

- 01 Dip one test strip into filtered water for **2 seconds**
- 02 Remove the test strip and let process for **30 seconds**
- 03 Match the strip to the color chart on strip's packaging

Programming Options

TO ACCESS MANY OF THESE SETTINGS THE UNIT WILL NEED TO HAVE BEEN PLUGGED LESS THAN 1 HOUR BEFORE MAKING CHANGES

SETTING	HOW TO ENTER EDIT MODE	HOW TO EDIT
Water Dispensing Timeout	<p>Press and hold the Right Hot Water Button and Ambient Water Button within 1 hour after powering on.</p> <p>After holding for 10 seconds, the system will beep twice and show you the currently selected Dispensing Timeout. The factory Default is 40 seconds.</p>	<p>To Change the selected Timeout value, tap the Ambient Water Button</p> <p>The settings will cycle through 40s, 60s, 20s, and then back to 40s in a continuous loop.</p> <p>To Confirm your selection press and hold the Cold Water Button for 5 seconds.</p> <p>If you wish to exit this mode without making any changes, wait for 10 seconds without pressing a button and the device will exit without making any changes.</p>
Heating On/Off	<p>Press and hold the 4 Dispensing Buttons (2 for Hot Water, 1 for Ambient Temperature Water, and 1 for Cold Water) for 10 seconds. The system will beep and display the current heater status.</p> <p>Default is OFF</p>	<p>Tapping the Ambient Water Button will let you cycle between On and Off.</p> <p>Pressing the Cold Water Button for 5 seconds will confirm your selection</p> <p>Not touching any buttons for 10 seconds will exit the editing mode without any changes.</p>
Cold Water Temperature	<p>Within 1 hour of plugging the system in, press and hold the Cold Water button and the Ambient Water button for 10 seconds. The unit will beep twice, and you will see the current Temperature setting for the Cold Water.</p> <p>Default is 38° F to 46° F</p>	<p>Tap the Ambient Water Button to cycle between the 3 settings</p> <p>38 °F to 46°F 39 °F to 46 °F 40 °F to 46 °F</p> <p>Press and hold the Cold Water Button to confirm your selection.</p> <p>If you wish to exit without making any changes, do not press any buttons for 10 seconds and the system will exit without saving any changes.</p>
Hot Water Temperature	<p>Within 1 hour of plugging the unit in Press the Left “Hot Water Button” BY ITSELF for 10 seconds. You will hear 2 beeps and the system will display the current hot water settings.</p> <p>To prevent boiling at higher altitude the Default Setting is 185 °F</p>	<p>To cycle between the hot water settings, tap the Ambient Water Button</p> <p>The Options are:</p> <p>185 °F 188 °F 194 °F</p> <p>To Confirm your selection Press and hold the “Cold Water” Button for 5 seconds</p> <p>To Exit without making any changes don’t press any buttons for 10 seconds</p>
Reset Number of Bottles Saved	NA	<p>Press and Hold the Right (inside) Hot Water Button and the Ambient Water Button for 30 Seconds</p>

Troubleshooting and Error Codes

ERROR CODE	ERROR NAME	TROUBLE SHOOTING
E00	Water Level or Water Supply Error	<p>1. Unplug the Model 3 Water Cooler</p> <p>2. Make Sure that the water supply into the machine is open</p> <p>3. Make sure that the RO Waste line is free of any kinks</p> <p>4. Make sure that the water supply and RO waste line are connected in the proper places on the back of the Model 3</p> <p>5. Plug the unit back in.</p> <p>If the problem persists please reach out to our customer service team.</p>
E01	Heating Failure	<p>1. Unplug the Model 3 Water cooler.</p> <p>2. Make sure you are using a 120V AC Ground Fault Interrupt circuit that can deliver at least 10A to the water cooler.</p> <p>3. Make sure you are not using any surge protectors or extension cords.</p> <p>4. Remove the 2 Screws holding the back panel (directly under the "button" from earlier).</p> <p>5. Remove the top of the water cooler by finding the circular "button" on the upper portion of the back of the machine.</p> <p>6. Slide the back panel up and out.</p> <p>7. Press the small reset switch o nthe back ofthe hot water tank to reset the breaker.</p> <p>8. Replace the back cover and top of the water cooler.</p> <p>9. Plug the device in.</p> <p>If the problem persists please reach out to our customer service team.</p>
E02	Leaking Detected	<p>1. Turn off the water supply.</p> <p>2. Unplug the Model 3 Water Cooler.</p> <p>3. Open the front cover using the included front cover key if it is locked.</p> <p>4. look for any active leaks - if you find one drain the unit.</p> <p>5. If you don't see any active leaks check the leak detector.</p> <p>It's a small black box inside the unit on the bottom near the front opening.</p> <p>6. If there is only a small amount of water near the detector clean it with a rag and plug the unit back in. Monitor it regularly for any more leaking.</p> <p>7. If the leak is large of the problem persists drain keep the unit unplugged and the water supply turned off and contact customer service.</p>
E03	Dispensing Error	<p>Your device is not dispensing water or not accurately tracking the number of dispensed bottles.</p> <p>Contact customer service to schedule a service call.</p>
E04	Hot Water Temperature Sensor Error	<p>Unplug the unit wait 10 seconds and plug it back in.</p> <p>If the issue persists, contact customer service for additional assistance.</p>
E05	Cold Water Temperature Sensor Error	<p>Unplug the unit wait 10 seconds and plug it back in.</p> <p>If the issue persists, contact customer service for additional assistance.</p>
E06	Refrigeration Failure	<p>Unplug the unit wait 10 seconds and plug it back in.</p> <p>If the issue persists, contact customer service for additional assistance.</p>

Troubleshooting and Error Codes

AQUATru[®] PRO SERIES
BY IDEAL LIVING

Warranty Information

Bad Tasting Water:

Ensure you have followed the steps below to completely drain the unit.

1. Unplug the device.
2. Use a 5-gallon bucket or some other large water tight container to drain the unit from the Hot Tank Drain found inside the unit near the filters. (Figure 1 on left)
BE CAREFUL: WATER IS HOT ENOUGH TO SCALD.
3. Empty the 5-gallon bucket.
4. Use the now empty 5-gallon bucket to drain the unit from the Cold Tank Drain. (Figure 2 on right)
5. Replace both Drain Caps making sure that the plastic stopper is fully inserted and the threaded cap is tightened.
6. Plug the unit back in.
7. Turn on the water supply into the unit if it is not already.
8. Check for leaks.

One-Year Limited Warranty for AquaTru Freestanding Model 3

Your AquaTru Freestanding Model 3 is warranted to be free from defects in materials and workmanship for one year from the original purchase date. Should the product have a defect in materials or workmanship, we will repair or replace it without charge to you (a shipping and processing fee will apply). **This warranty only applies if the unit is installed by a certified plumber or other authorized installer/service provider. Warranty does not include filters.** To obtain service under warranty, simply call our customer service center toll-free at **800-919-7966** or email us at **aqtservice@idealliving.com**.

This warranty does not cover damage caused by accident, misuse or any use other than as intended and described in this product manual, or damage resulting from failure to maintain and clean this product as specified in this product manual. The manufacturer is not responsible for damages in transit. This warranty applies only to the original purchaser of the AquaTru Freestanding Model 3.

ALL EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD, AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THIS PERIOD.

Some states do not allow limitations on the duration of implied warranties, so the above limitation may not apply to you. While this warranty gives you specific legal rights, you may also have other rights, which may vary from state to state.

Contact Info for Warranty Service:

Ideal Living
P.O. Box 9169 | Van Nuys, CA | 91409-8291
800-919-7966 | AquaTruPro.com

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Figure 1

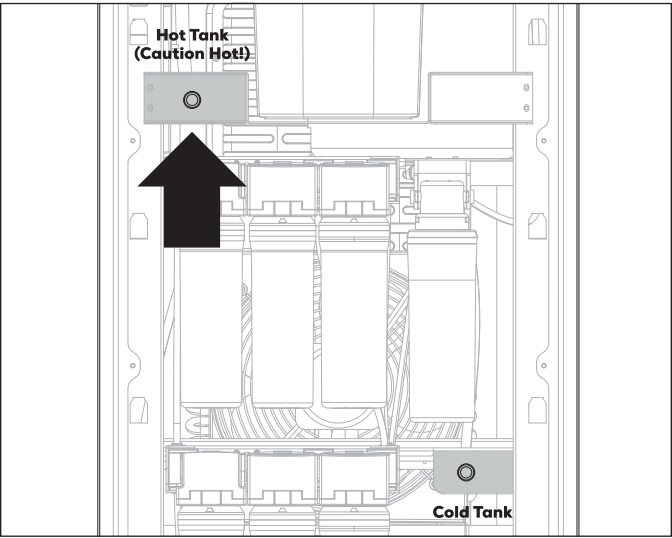
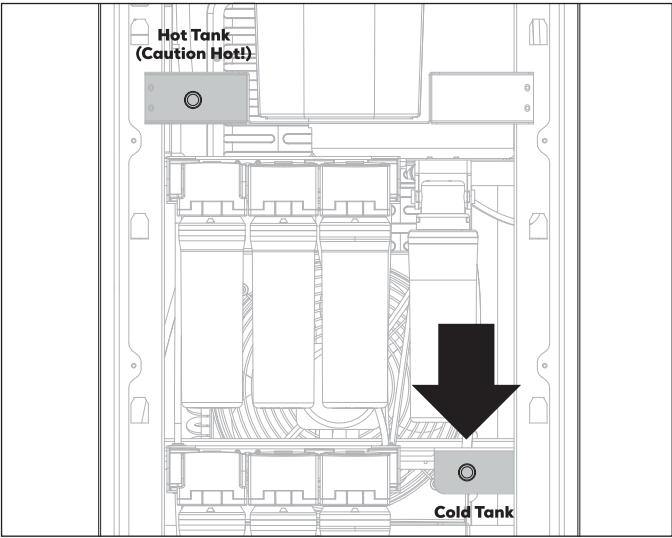


Figure 2



Arbitration Agreement

PLEASE READ THIS AGREEMENT CAREFULLY. YOU ACCEPT THE TERMS OF THIS AGREEMENT BY RETAINING THE PRODUCT(S) SHIPPED IN CONNECTION WITH THIS AGREEMENT (THE "PRODUCTS") FOR MORE THAN THIRTY (30) DAYS AFTER RECEIPT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, YOU MAY RETURN THE PRODUCT TO THE COMPANY WITHIN THIRTY (30) DAYS OF RECEIPT FOR A FULL REFUND.

THIS ARBITRATION AGREEMENT ("AGREEMENT") AFFECTS YOUR LEGAL RIGHTS AND REMEDIES BY PROVIDING THE DISPUTES BETWEEN YOU AND THE MANUFACTURER, DISTRIBUTOR AND/OR SELLER OF THIS PRODUCT (COLLECTIVELY, "COMPANY"), MUST BE RESOLVED THROUGH BINDING ARBITRATION AND NOT IN COURT. IT ALSO PROVIDES THAT ANY DISPUTE CANNOT BE RESOLVED IN A CLASS ACTION OR OTHER PROCEEDING WHERE YOU REPRESENT OTHER PERSONS OR OTHER PERSONS REPRESENT YOU, AND THAT NO CLASS OR REPRESENTATIVE ARBITRATIONS ARE PERMITTED. PLEASE CAREFULLY READ ALL TERMS IN THIS AGREEMENT.

1. RESOLUTION OF CLAIMS OR DISPUTES.

Any claim or dispute between you and Company (or any of Company's subsidiaries or affiliates) arising out of or relating in any way to the Product or this Agreement shall be resolved through final, binding arbitration. This arbitration obligation is reciprocally binding on both you and the Company and applies regardless of whether the claim or dispute involves a tort, fraud, misrepresentation, product liability, negligence, violation of a statute, or any other legal theory. Both you and Company specifically acknowledge and agree that you waive your right to bring a lawsuit based on such claims or disputes and to have such lawsuit resolved by a judge or jury.

2. LIMITATION OF LEGAL REMEDIES.

All arbitrations under this Agreement shall be conducted on an individual (and not a class wide) basis, and an arbitrator shall have no authority to award class wide relief. You acknowledge and agree that this Agreement specifically prohibits you and the Company from commencing arbitration proceedings as a representative of others or joining in any arbitration proceedings brought by any other person. The parties agree that no class or representative actions of any type are permitted.

3. ARBITRATION PROCEDURES.

- a.** Before instituting an arbitration, if you have any dispute, we strongly encourage you to contact the Company to try to resolve the matter by calling 800-919-7966, although you are not required to do so.
- b.** The arbitration of any claim or dispute under this Agreement shall be conducted in accordance with the expedited procedures set forth in the JAMS Comprehensive Arbitration Rules and Procedures as those Rules exist on the date you receive the Product, including Rules 16.1 and 16.2 of those Rules. These rules and procedures are available by calling JAMS or by visiting its website at jamsadr.com. The arbitration of any claim or dispute under this Agreement shall be conducted by an arbitrator who has at least five years of experience conducting arbitrations.
- c.** The arbitration of any claim or dispute under this Agreement shall be conducted in the State of California or the location in which you received this Agreement. For claims of \$10,000 or less, you may choose whether the arbitration proceeds in person, by telephone, or based only on submissions.
- d.** The Company shall pay costs for the arbitration of claims, including any JAMS Case Management Fee and all professional fees for the arbitrator's services. The Company shall pay the fees and costs of its own counsel, experts and witnesses and shall not be able to recoup them from you even if you do not prevail in the arbitration. Unless otherwise provided by law, you acknowledge and agree that you shall pay the fees and costs of your own counsel, experts and witnesses.

4. CHOICE OF LAW.

The arbitration provisions of this Agreement and any arbitration conducted pursuant to the terms of this Agreement shall be governed by the Federal Arbitration Act (9 U.S.C. Secs. 1-16). In this respect, the parties acknowledge that this Agreement involves a transaction conducted in interstate commerce. Otherwise, this Agreement and the rights of the parties hereunder shall be governed by and construed in accordance with the laws of the State of California, exclusive of conflict or choice of law rules.

5. SEVERABILITY.

If any provision of this Agreement is declared or found to be unlawful, unenforceable or void, such provision will be ineffective only to the extent that it is found unlawful, unenforceable or void, and the remainder of the provision and all other provisions shall remain fully enforceable.

Acuerdo de Arbitraje

LEA ATENTAMENTE ESTE ACUERDO. USTED ACEPTA LOS TÉRMINOS DE ESTE ACUERDO AL CONSERVAR EL PRODUCTO (LOS PRODUCTOS) ENVIADOS BAJO A ESTE ACUERDO (LOS "PRODUCTOS") POR MÁS DE TREINTA (30) DÍAS DESPUÉS DE SU RECEPCIÓN. SI NO ESTÁ DE ACUERDO CON LOS TÉRMINOS DE ESTE ACUERDO, PUEDE DEVOLVER EL PRODUCTO A LA EMPRESA EN UN PLAZO DE TREINTA (30) DÍAS A PARTIR DE HABERLO RECIBIDO PARA OBTENER UN REEMBOLSO COMPLETO.

TESTE ACUERDO DE ARBITRAJE ("ACUERDO") AFECTA A SUS DERECHOS Y RECURSOS LEGALES AL ESTABLECER QUE LAS DISPUTAS ENTRE USTED Y EL FABRICANTE, DISTRIBUIDOR Y/O VENDEDOR DE ESTE PRODUCTO (COLECTIVAMENTE, "COMPAÑÍA"), DEBEN RESOLVERSE MEDIANTE ARBITRAJE VINCULANTE Y NO EN LOS TRIBUNALES. TAMBIÉN ESTABLECE QUE CUALQUIER DISPUTA NO PUEDE SER RESUELTA EN UNA ACCIÓN COLECTIVA U OTRO PROCEDIMIENTO EN EL QUE USTED REPRESENTE A OTRAS PERSONAS O QUE OTRAS PERSONAS LE REPRESENTEN A USTED, Y QUE NO SE PERMITEN ARBITRAJES COLECTIVOS O REPRESENTATIVOS. POR FAVOR LEA DETENIDAMENTE TODOS LOS TÉRMINOS DE ESTE ACUERDO.

1. RESOLUCIÓN DE RECLAMACIONES O DISPUTAS.

Cualquier reclamación o disputa entre usted y la Compañía (o cualquiera de las subsidiarias o filiales de la Compañía) que surja o esté relacionada de alguna manera con el Producto o este Acuerdo se resolverá mediante un arbitraje final y vinculante. Esta obligación de arbitraje es recíprocamente vinculante tanto para usted como para la Compañía y se aplica independientemente de si la reclamación o disputa implica un agravio, fraude, tergiversación, responsabilidad por el producto, negligencia, violación de una ley o cualquier otra teoría legal. Tanto usted como la Compañía reconocen y aceptan específicamente que renuncian a su derecho a presentar una demanda judicial basada en dichas reclamaciones o disputas y a que dicha demanda sea resuelta por un juez o un jurado.

2. LIMITACIÓN DE LOS RECURSOS LEGALES.

Todos los arbitrajes en virtud del presente Acuerdo se llevarán a cabo de forma individual (y no colectiva), y un árbitro no tendrá autoridad para conceder una reparación colectiva. Usted reconoce y acepta que este Acuerdo le prohíbe específicamente a usted y a la Compañía iniciar procedimientos de arbitraje como representante de otros o unirse a cualquier procedimiento de arbitraje presentado por cualquier otra persona. Las partes acuerdan que no se permiten acciones colectivas o representativas de ningún tipo.

3. PROCEDIMIENTOS DE ARBITRAJE.

- a.** Antes de iniciar un arbitraje, si tiene alguna disputa le recomendamos encarecidamente que se ponga en contacto con la Compañía para intentar resolver el asunto llamando al 800-919-7966, aunque no está obligado a hacerlo.
- b.** El arbitraje de cualquier reclamación o disputa en virtud de este Acuerdo se llevará a cabo de acuerdo con los procedimientos acelerados establecidos en las Normas y Procedimientos de Arbitraje Integrales de JAMS, tal y como existían en la fecha en que usted recibió el Producto, incluidas las Normas 16.1 y 16.2 de dichas Normas. Estas normas y procedimientos están disponibles llamando a JAMS o visitando su sitio web en www.jamsadr.com. El arbitraje de cualquier reclamación o disputa en virtud de este Acuerdo será llevado a cabo por un árbitro que tenga al menos cinco años de experiencia en la realización de arbitrajes.
- c.** El arbitraje de cualquier reclamación o disputa en virtud de este Acuerdo se llevará a cabo en el Estado de California o en el lugar en el que usted recibió este Acuerdo. En el caso de reclamaciones de \$10,000 o menos, usted podrá elegir si el arbitraje se lleva a cabo en persona, por teléfono o únicamente basado en la presentación de documentación.
- d.** La Compañía pagará los costes del arbitraje de las reclamaciones, incluyendo cualquier tasa de gestión de casos de JAMS y todos los honorarios profesionales por los servicios del árbitro. La Compañía pagará los honorarios y costes de sus propios abogados, peritos y testigos y no podrá recuperarlos de usted aunque no prevalezca en el arbitraje. A menos que la ley disponga lo contrario, usted reconoce y acepta que pagará los honorarios y costes de su propio abogado, peritos y testigos.

4. ELECCIÓN DE LA LEY.

Las disposiciones de arbitraje de este Acuerdo y cualquier arbitraje llevado a cabo de conformidad con los términos de este Acuerdo se regirán por la Ley Federal de Arbitraje (9 U.S.C. Artículos 1-16). A este respecto, las partes reconocen que este Acuerdo implica una transacción realizada en el comercio interestatal. Por lo demás, el presente Acuerdo y los derechos de las partes en virtud del mismo se regirán e interpretarán de acuerdo con las leyes del Estado de California, excluyendo las normas de conflicto o elección de la ley.

5. DISPOSICIONES INDEPENDIENTES.

Si alguna de las disposiciones del presente Acuerdo se declara o se considera ilegal, inaplicable o nula, dicha disposición será ineficaz sólo en la medida en que se considere ilegal, inaplicable o nula, y el resto de las disposiciones y todas las demás cláusulas seguirán siendo aplicables plenamente.

Transform Water, Transform Lives

We believe an optimized life starts with access to clean water. Every time you buy an AquaTru product, we donate a portion of our proceeds to help communities most in need of access to clean water across the U.S.

We never water down the truth about water injustices across this country, and we invite you to join us in being compassionate, genuinely righteous, **TRU water warriors** for the greater good.



Scan code to Learn more

aquatruwater.com/community-impact/

Show us how you AquaTru!

Tag and follow us @aquatru
#TRUwaterwarriors



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