



AQUATru[®]

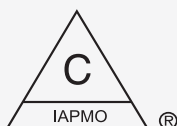
BY IDEAL LIVING

PRO SERIES

Freestanding Model 1

Owner's Manual

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



This ATFS-1-W system has been certified by IAPMO R&T against NSF/ANSI 42, 53, 58, 372, and 401 for the reduction claims specified on the performance data sheet as verified 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.
- The unit is intended for indoor installation only. Do not place where it may be subjected to rain, constant bright sunlight, or temperatures outside the above 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 it 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 to avoid a hazard to protect against electric shock.
- Do NOT immerse the cord, plug, or any other dispenser part in water or other liquids.
- Ensure the AquaTru Freestanding Model 1 water dispenser is unplugged before 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.

CAUTION:

- Never lean the machine more than 45°.
- After turning the dispenser off, allow the dispenser to sit idle for at least 10 seconds before turning on again.
- Keep all ventilation openings in the appliance enclosure or the built-in structure clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process.
- Do not use microbiologically unsafe water.
- 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 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.**



System Specifications

System Rating	
Product Model	ATFS-1-W
Water Supply	Cold Tap Water
Feed Water Temperature	39 - 102°F
Feed Water Pressure	40 - 70 PSI
Cold Water Tank	2.5 gal.
Hot Water Tank	0.5 gal.
Leakage Alert	Yes
Inlet Connection	1/4"
RO Drain Connection	1/4"
Performance	
Hot Water Temperature	185°F (85°C)
Cold Water Temperature	50°F (10°C)
Hot Water Dispense Rate	1.5 L/min
Cold Water Dispense Rate	3 L/min
Electrical Parameters	
Rated Voltage	120V
Rated Power	1200W
Heating Power	900W
Cooling Power	120W
Shipment Information	
Net Weight	34 lbs.
Gross Weight	46 lbs.
Carton Dimension	18.5" L x 15.5" W x 51.5" H
Physical Size	
Unit Weight (Full)	60 lbs.
Unit Size	15" W x 12" D x 48" 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	33%
Daily Production Rate	35 GPD

Filters

Model	Filter Elements	Service Schedule
AT2001	Pre-Carbon Filter	600 gallons or 6 months, whichever comes first
AT2005	RO Filter	1200 gallons or 24 months, whichever comes first
AT2003	VOC Filter	600 gallons or 12-months, whichever comes first
ATFS-M	Alternate VOC Filter with pH+ Mineral Boost	600 gallons or 12-months, 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 1 for any shipping damage.

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

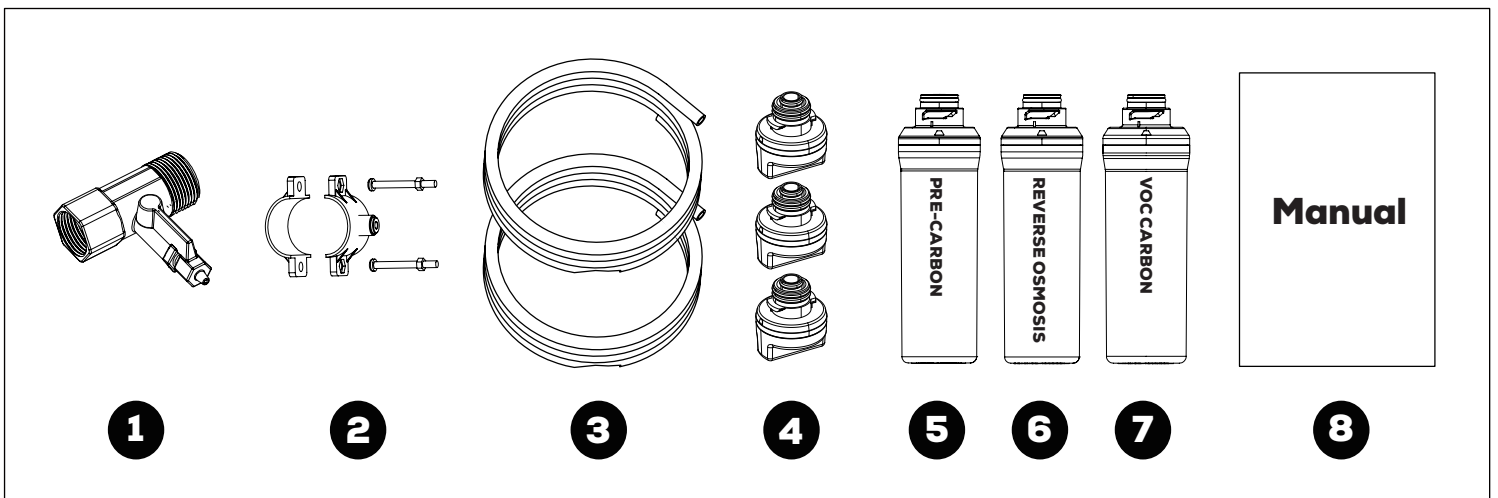
The manufacturer is not responsible for damages in transit.

The small parts needed to install the drinking system are in a parts bag.

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 Adapter with a 3/8" Thread and a 1/2" Conversion Thread
- 2** 1x Drain Saddle Valve
- 3** 2x 15' Lengths of 1/4" Tubing
- 4** 3x Unit Flushing Plugs

- 5** 1x Pre-Carbon Filter
- 6** 1x Reverse Osmosis Filter
- 7** 1x VOC Carbon Filter
- 8** 1x User Manual

Installation Guide

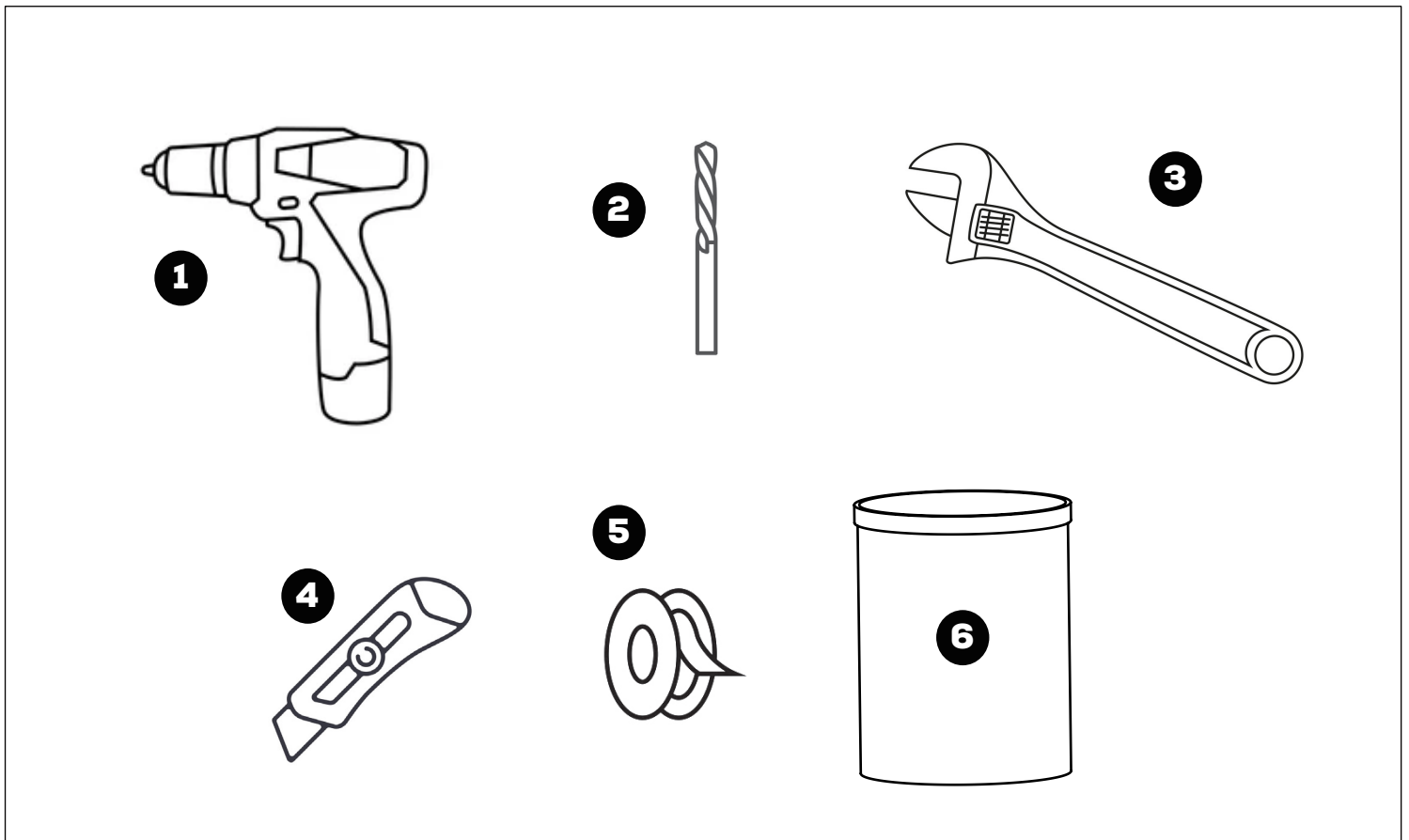
Summary of Installation

1. Select Location
2. Install Flushing Filters
3. Install the Cold Tap Adapter
4. Install the Drain Saddle
5. Connect Tubing
6. Flush Tanks
7. Install and Flush Filters

Before Installation

- Check the accessories to make sure that all objects are accounted for.
- 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 other large watertight container

Installation Guide

STEP 1

Select location

Important:

- The AquaTru Freestanding Model 1 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 requires access to a water source
 - The unit requires access to a Grounded 120V AC outlet
 - The unit requires 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 1 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 1 has only the best quality water, follow the steps below to flush the system prior to use.

1. Remove the cover by sliding it down and tilting it outward. (Figure 1)
2. Install the 3 WHITE-included Flushing Plugs by inserting them into the filter posts and twisting until you feel them engage. (Figure 2)

Figure 1

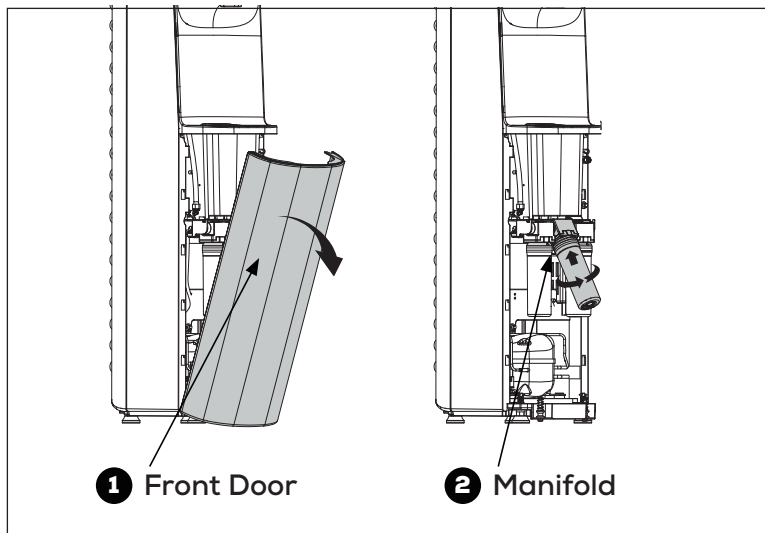
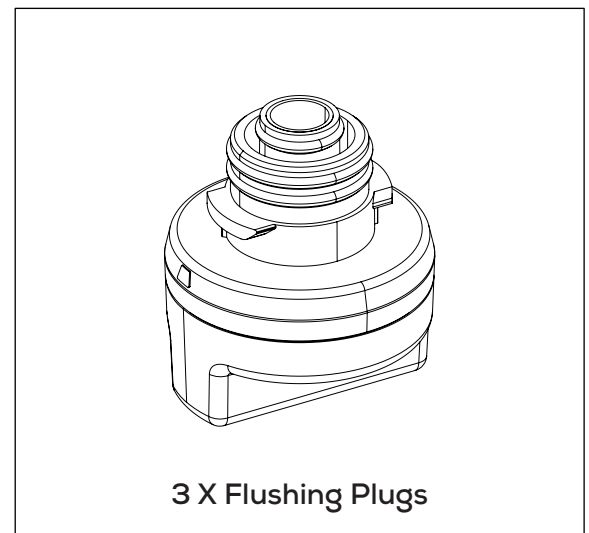


Figure 2



Installation Guide

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

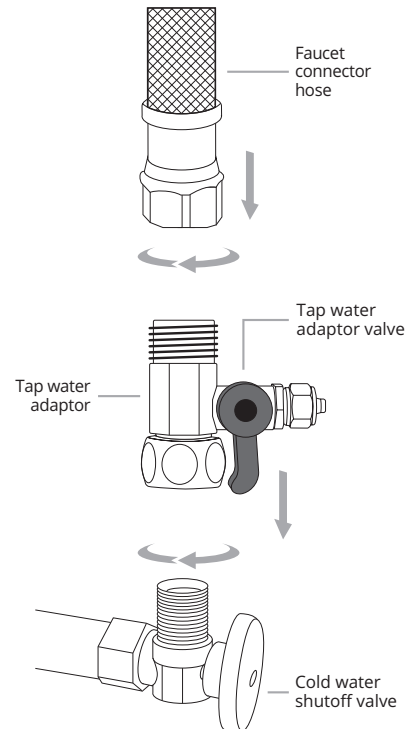
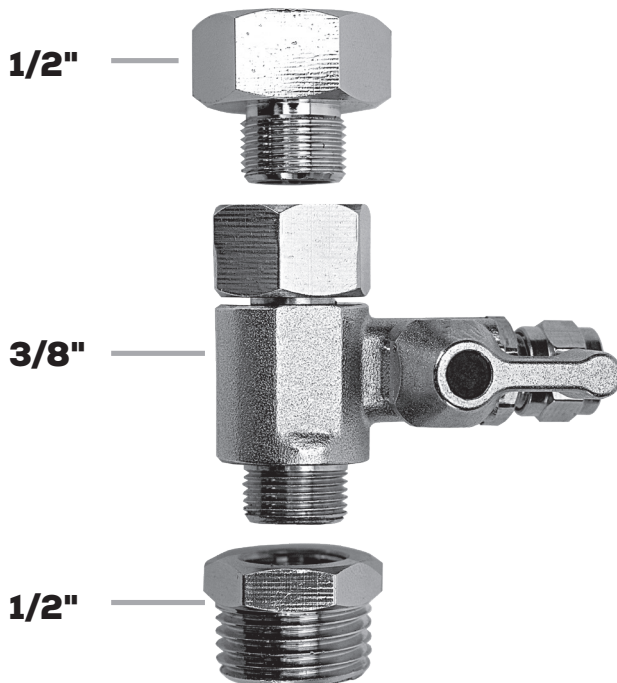
ONLY CONNECT TO COLD TAP WATER. Never use hot water supply with this unit. Hot water will damage the unit.

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 need 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 also be turned off.



Note: The Model 1 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

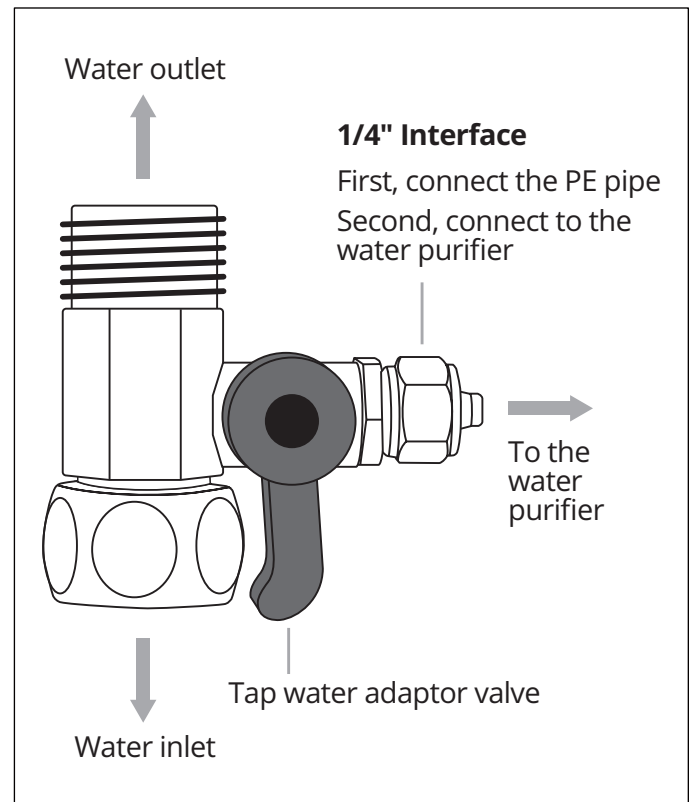
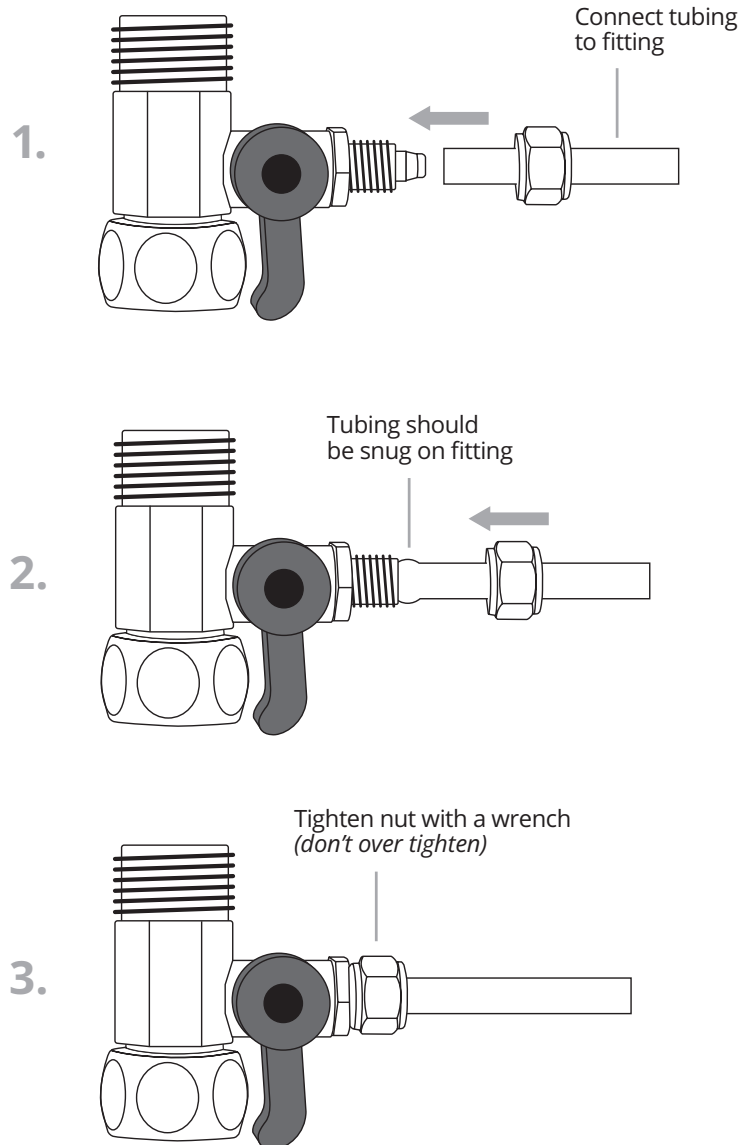
Cold Tap Water Adaptor (Cont.)

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 1 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.

Always use **Plumbers Tape** on all threaded fittings, including the tap 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

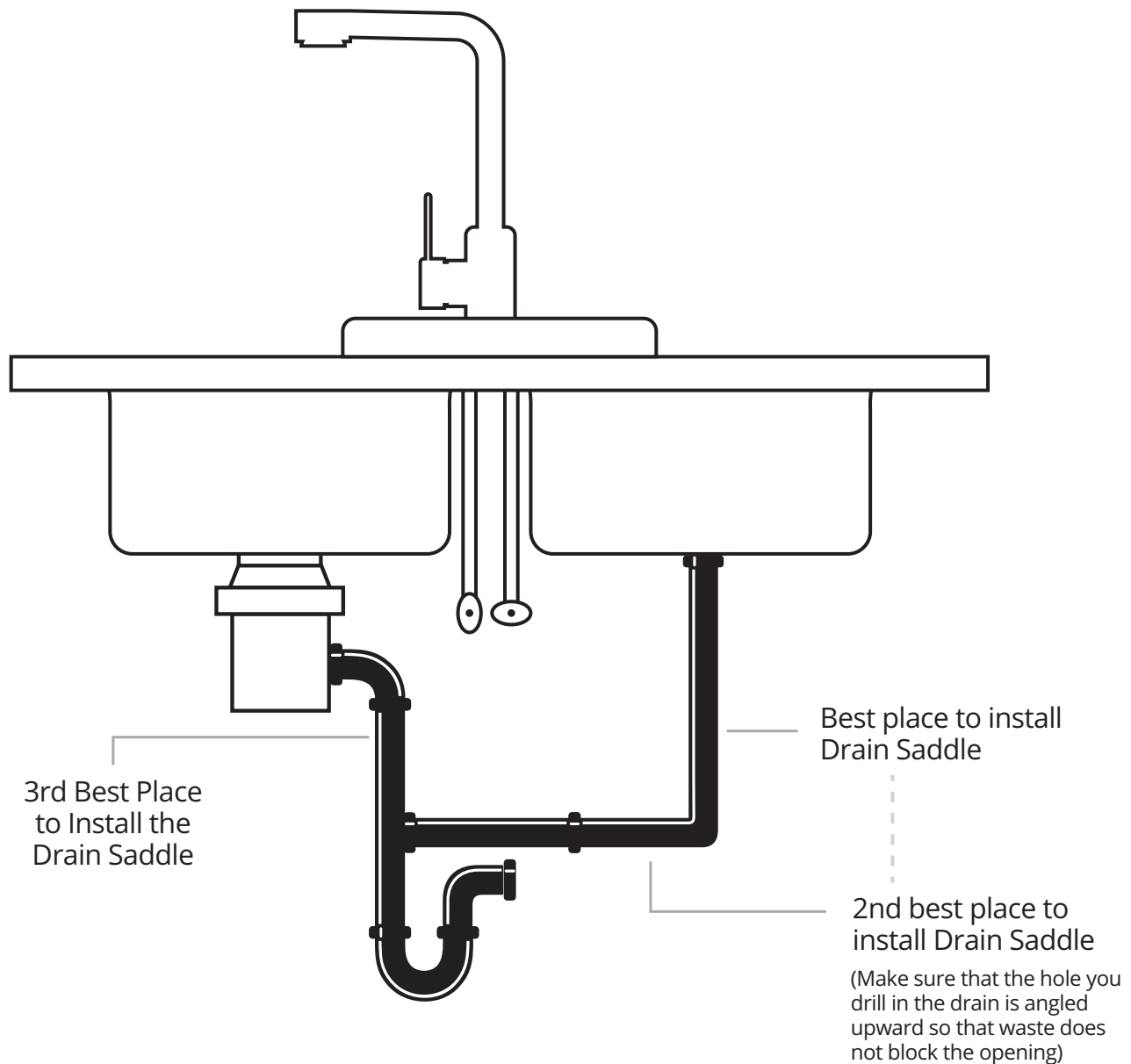
STEP
4

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

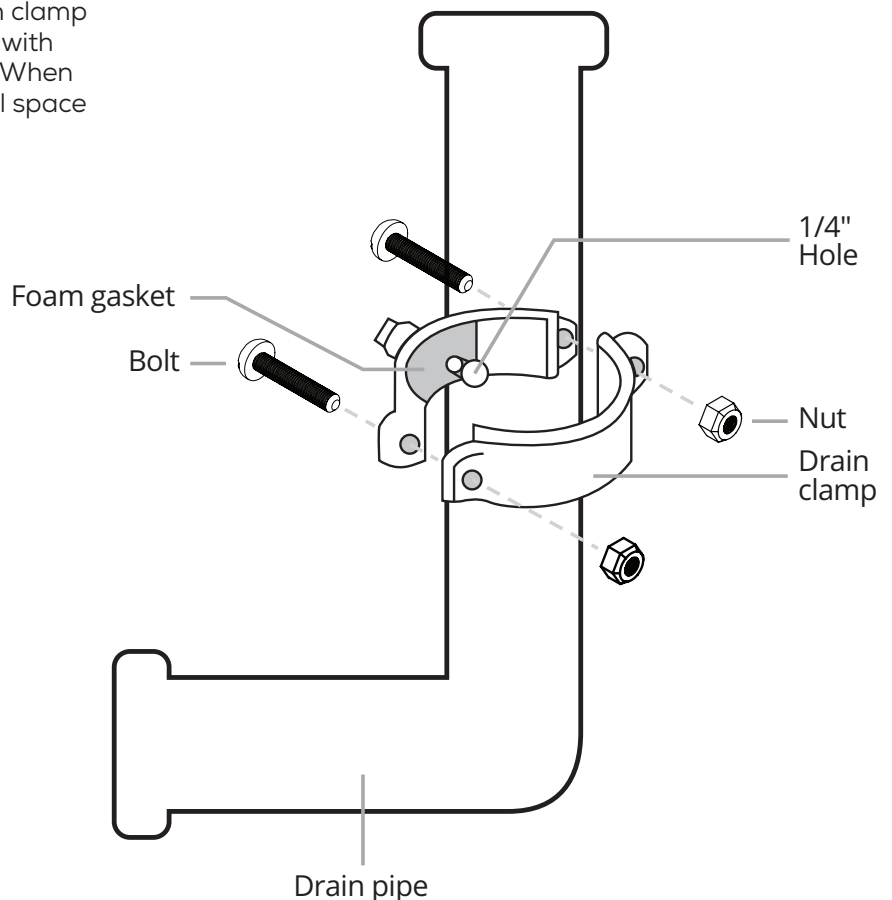
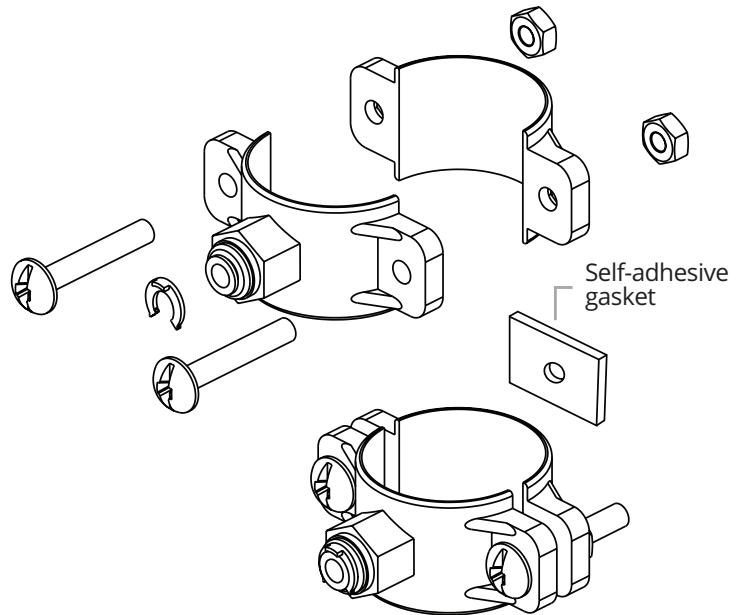
Drain Saddle Installation (Cont.)

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 drainpipe 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 it 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

Install Air Gap and Connect Tubing

Before connecting your Model 1 unit to plumbing, install a 1" Air Gap (not included) in the method described by the Air Gap manufacturer.

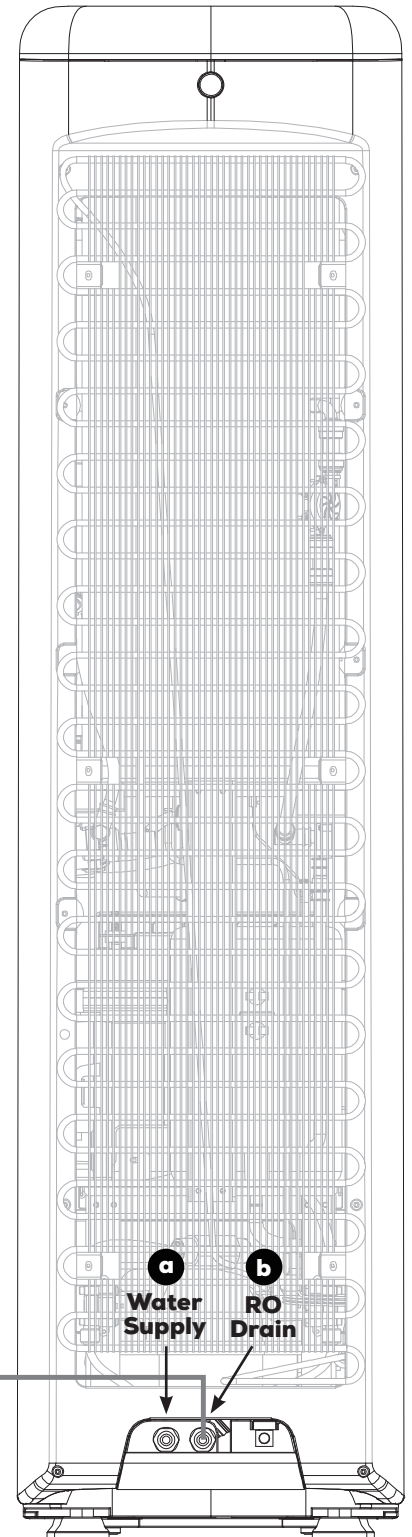
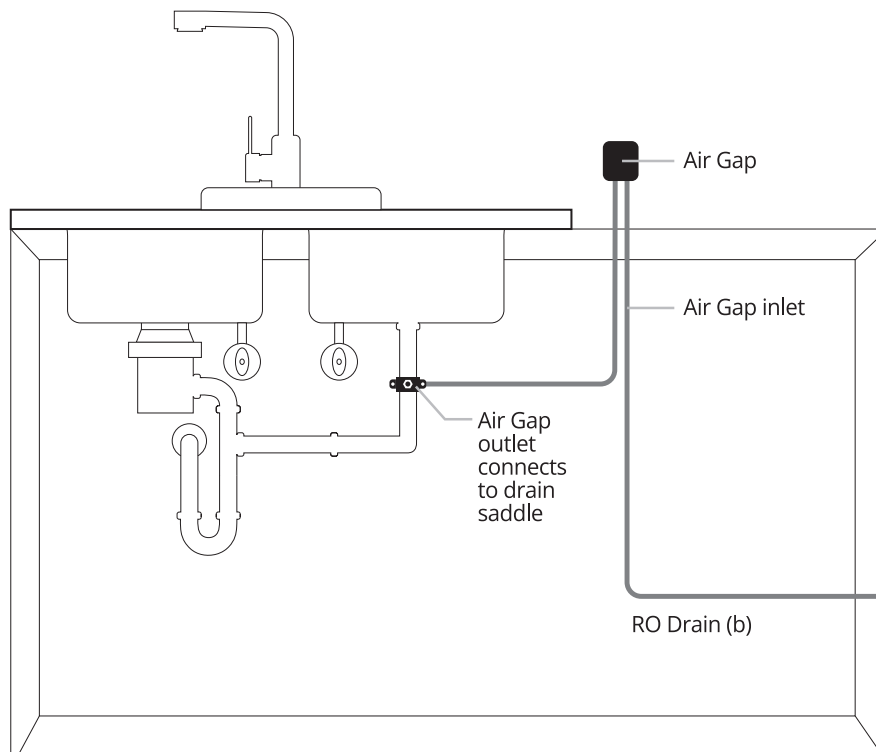
- a. Water Supply:** This connection is to connect to cold tap supply line.
- b. RO drain:** This connection is to drain the RO concentrated water.

To connect your water cooler to plumbing do the following:

- 1.** Connect the Cold Tap Water Adapter to the Water Supply port (a) on the back of the model 1 using 1/4" PE tubing
- 2.** Connect the RO drain port (b) on the back of your Model 1 to the INLET of the Air Gap you just installed.
- 3.** Connect the Drain Saddle to the Air Gap outlet.

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.



Back of Unit

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. First make sure that the bypass valves are correctly configured. (See Figure 1)
 - a. Valve 1 (Labeled 1 in Figure 1) needs to be in the **OPEN** position.
 - b. Valve 2 (Labeled 2 in Figure 1) needs to be in the **CLOSED** position.
2. Open the Cold Tap Adapter Valve.
3. Plug the unit into a grounded 120V AC outlet.
4. You should see the Filtering Lights on the control panel cycle between the different stages, this means the machine is working.
5. After 20 minutes, the Filtering Lights should stop cycling showing that the unit is full.
6. Turn off the water or unplug the unit.
7. Drain the system from the Hot Tank (Warning the water could be hot) using the drain port indicated in Figure 2. Depending on the size of your bucket or container, you may need to stop draining to empty the bucket before you can continue.
8. 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.
9. Reinstall the tank drain plugs, and screw the cap down tightly to prevent any leaks.

Figure 1

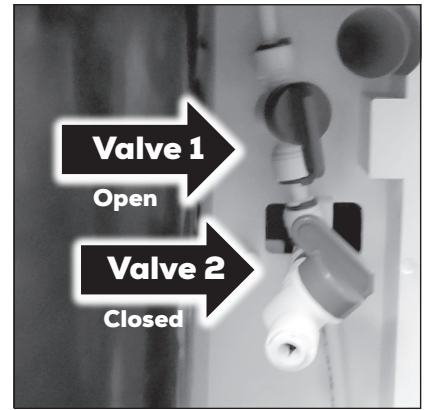
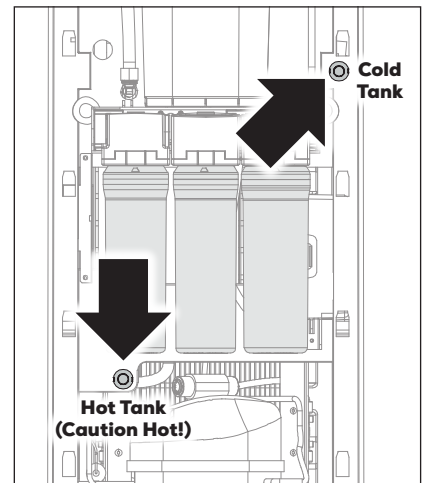


Figure 2



STEP 7

Installing and Flushing the Filters

1. Remove the Pre-Carbon, Reverse Osmosis, and VOC Carbon Filters from their protective films.
2. The filter posts rotate outward to make installation easier (Figure 3)
3. Install 1 Pre-Carbon Filters, 1 RO Filters, and 1 VOC Filters according to the labels on the filter posts and the diagram in Figure 4.
4. Locate the by pass valves next the the filter manifold. Close valve 1 and open valve 2. (Figure 5)
5. Using a spare piece of 1/4" tubing direct the outlet of Valve 2 into your bucket or larger container.
6. Turn on the water or plug in the unit.
7. Allow 5 gallons of water to flow through the filters.
8. Turn off the water and reset the valves you closed and opened earlier. Valve 1 should be open and valve 2 should be closed. (Figure 6)
9. Turn the water on and let the system filter for 5 minutes. **CHECK FOR LEAKS** before moving to the next step.
10. **MAKE SURE YOU'VE CORRECTLY CONFIGURED THE VALVES FOR THE SYSTEM.** Then replace the front cover.
11. Allow your Model 1 Water cooler to fill completely and then use it as normal.

Figure 3

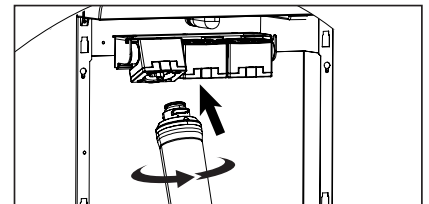


Figure 4

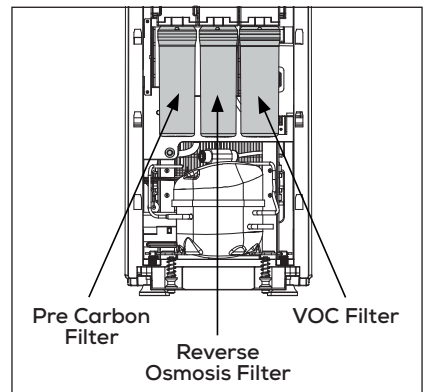


Figure 5

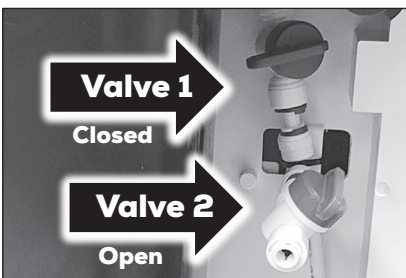
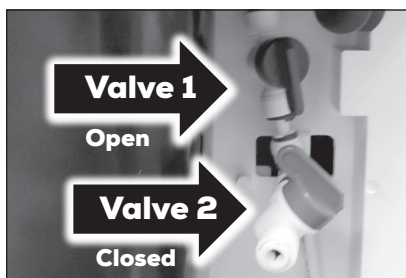
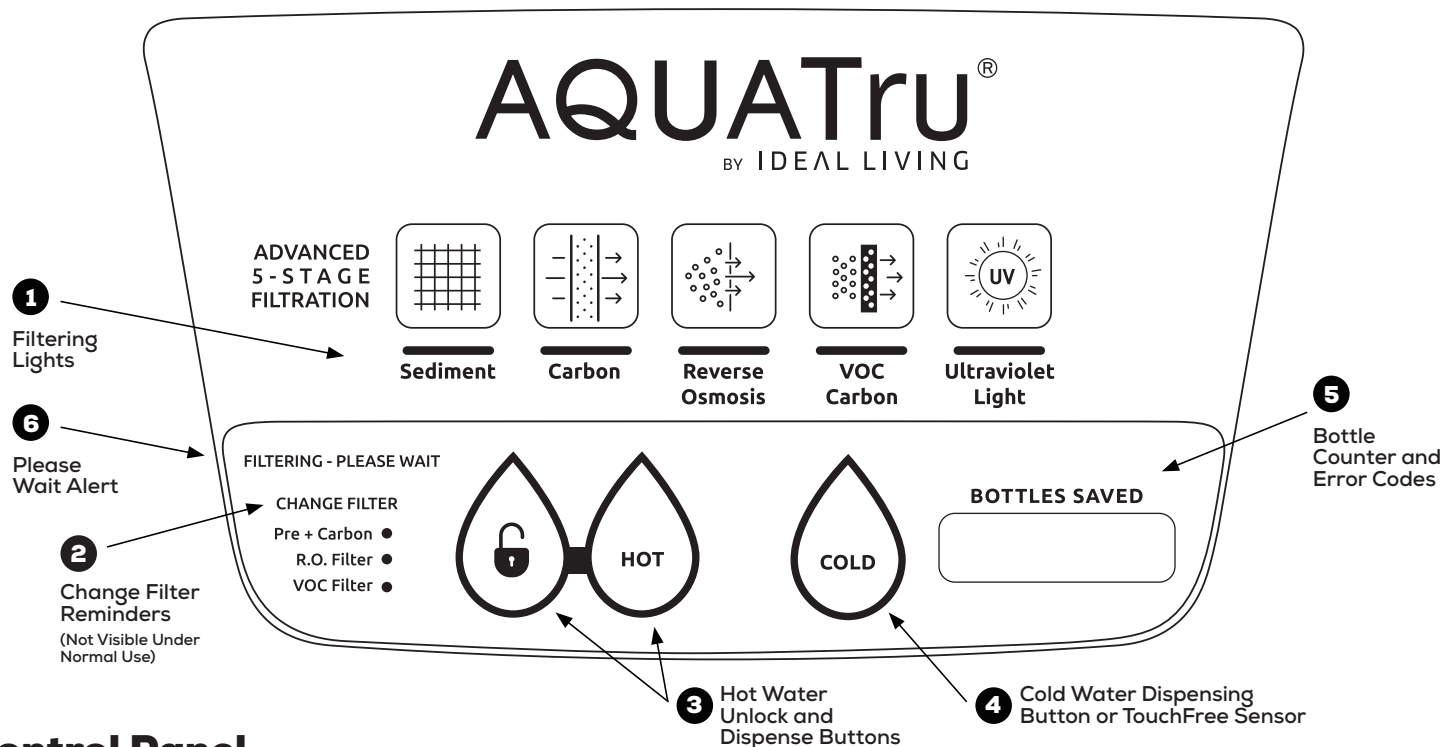


Figure 6



END OF INSTALLATION

User Instructions



Control Panel

1. Filtering Lights

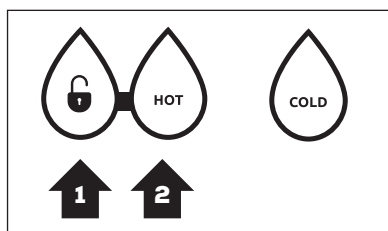
While the Device is Filtering or Dispensing Water a Blue Light will Cycle between the 5 Stages shown on the control panel.

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.

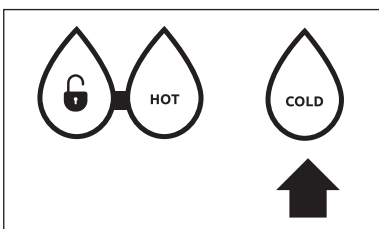
3. Hot Water Unlock and Dispense Buttons

To dispense hot water press the **UNLOCK** button and then press and hold the **HOT** button. The hot water dispensing will time out after 3 seconds for safety.



4. Cold Water Dispenser Button or Hands Free Sensor

To dispense cold water you can either press and hold the cold water button or hold your hand approximately 1.5" off of the front panel to use the touch free cold water dispensing feature. There are a few seconds of delay between detecting your hand and dispensing water to reduce the chance of accidental activation. **Touch Free dispensing only works for cold water.**



5. 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 page 19 what these codes mean.

6. Please Wait Alert

This alert will turn on when you have insufficient water in your system to dispense water. The system can take up to 15 minutes to filter enough water for this alert to turn off.



How it Works

5 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

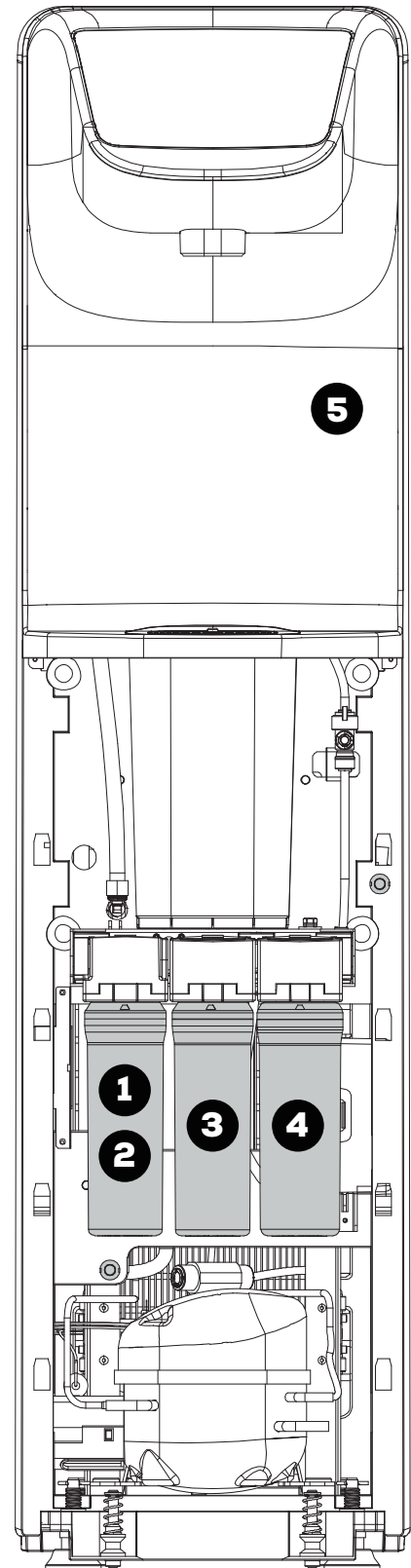
Activated coconut block VOC Carbon Filter removes organic compounds like rocket fuel, prescription drug residue and PFAS, leaving you with pure, great-tasting water.

Stage

5

UV Sanitation

Self-cleaning UV automatically disinfects the cold 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 1 Unit. (Figure 1)
2. Remove the front panel.
3. To flush the filters, first remove any filters you intend to replace by quarter-turning them clockwise. The manifold positions pivot to make this easier. (Figure 2)
4. After replacing any filters you need to change, close the valve leading to the tank and open the flushing valve. Both of these can be found next the filter manifold. (Figure 3)
5. Using some spare 1/4" tubing route the water from the flushing valve into a 5 gallon bucket or other large container. (Figure 4)
6. Let the filters flush until you've filtered at least 2.5 gallons of water. This can take up to 30 minutes. (Figure 5)
7. After you've flushed the filters, go back to the valves you open and closed before. Now open the upper valve and close the lower valve. (Figure 6)
8. Double check the bypass valves are properly configured, and allow the unit to filter for 2 - 5 minutes. Check for any leaks before replacing the front cover. Follow the steps on the following page for how to reset the filter life indicator.

Figure 1

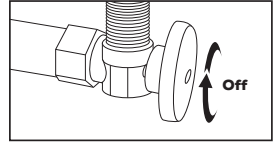


Figure 2

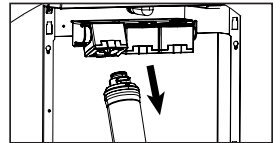


Figure 3

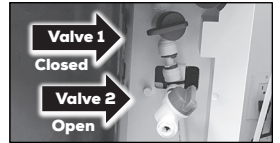


Figure 4

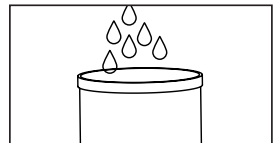


Figure 5

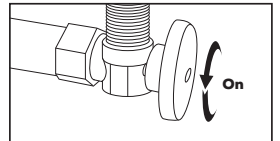
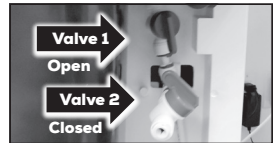


Figure 6



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

Part #	Name	Service Schedule
AT2001	Pre+Carbon Filter	600 Gallons or 6 months, whichever comes first
AT2005	Reverse Osmosis Filter	1200 Gallons or 12 months, whichever comes first
AT2003	VOC Carbon Filter	600 Gallons or 12 months, whichever comes first
AT2004	VOC Carbon Filter w/ pH+ Mineral Boost	600 Gallons or 12 months, whichever comes first

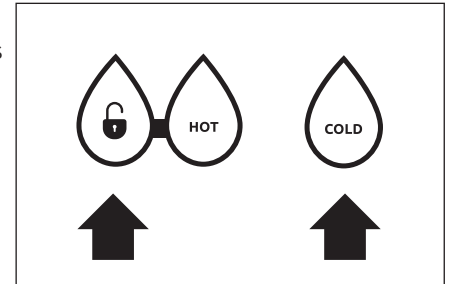
Filter Replacement Instructions

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



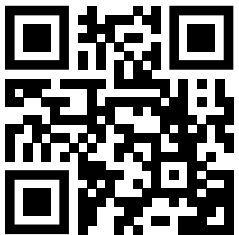
Early Filter Reset Mode:

- If you have replaced a filter before the filter replacement light has turned on follow the below steps to reset the filter life counter.
 - Press and hold the **UNLOCK** button and the **COLD** button for 10 seconds. (Figure 1)
 - The Pre-Carbon Light will then start blinking once per second. Press the **COLD** button to switch between the Pre-Carbon, RO, and VOC Carbon Filters.
 - 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.

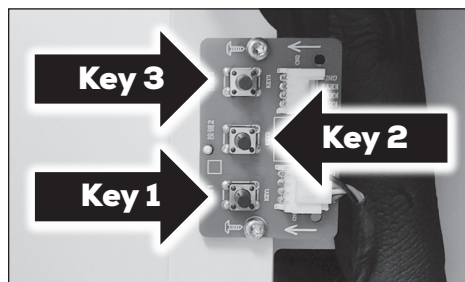
Note that only Nitrite/Nitrate is affected by these use conditions; all other contamination tested under NSF 58 will maintain its efficiency even if Nitrate/Nitrite does not.

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 CHANGE ANY OF THESE SETTINGS, FIRST UNPLUG AND THEN PLUG IN THE UNIT



SETTING	HOW TO ENTER EDIT MODE
Water Dispensing Timeout	Press and Hold Key 3 for 10 seconds. The system will beep twice. The display will show 40S on the bottle counter display. To change the dispenser timeout press Key 3. The setting will rotate between 40s, 60s, 20s, and then back to 40s. Once you have made your choice press and hold Key 3 for 5 seconds to confirm the selection. The system will beep to let you know you were successful.
Heating On/Off	Press and hold Key 1 for 10 seconds. The system will beep twice. By default the heater is on and the system will display H ON on the bottle counter. To Toggle the heater on and off press Key 3 one time. To confirm the selection press and hold Key 3 for 5 seconds to confirm the selection. The system will beep three times to let you know the change was successful.
Cold Water Temperature	Within 1 hour after power-on, and without any other setting modes activated, press and hold the "HOT Button" for 10 seconds. The buzzer will beep twice, and the device will enter the cooling gear setting mode. At this time, the display screen will show the current cooling gear, e.g., 36. Briefly press the "COLD Button" to switch the cooling gear. Each press of the button switches the displayed content once. The 4 gears cycle in the order of 34°F > 36°F > 43°F > 45°F > 34°F > ... During the setting process, the display screen will show the preset temperature in the center, e.g., displaying "43°F". After selecting the gear, you need to press and hold the "COLD Button" for 5 seconds within 5 seconds. The buzzer will beep three times, saving the settings and exiting the setting mode.
Hot Water Temperature	Within 1 hour of plugging the unit in Press the Left "Unlock Button" BY ITSELF for 10 seconds. You will hear 2 beeps and the system will display the current hot water settings on the bottle counter display. To prevent boiling at higher altitude the Default Setting is 185 °F. To cycle between the available settings press the cold water button. The system offers three settings; 185°F, 188°F, and 194°F. Once you have made your selection press and hold the Cold button for 10 seconds. The system will beep to confirm that the change has been made.

Troubleshooting and Error Codes

ERROR CODE	ERROR NAME	TROUBLE SHOOTING
E00	Water Level or Water Supply Error	1. Unplug the Model 1 Water Cooler 2. Make Sure that the water supply into the machine is open 3. Make sure that the RO Waste line is free of any kinks 4. Make sure that the water supply and RO waste line are connected in the proper places on the back of the Model 1 5. Plug the unit back in. If the problem persists please reach out to our customer service team.
E01	Heating Failure	1. Make sure you are using a 120V 60hz Ground Fault Interrupt Outlet outlet that can supply at least 10A to the unit. 2. Make sure you are not using a surge protector. 3. Unplug the Model 1. 4. Wait 10 seconds. 5. Plug the unit back in. If the problem persists contact customer service for additional trouble shooting steps and possible service or exchange.
E02	Leaking Detected	1. Check the drip tray of the unit - if it is full empty it - if this tray is not regularly emptied, water can drip down into the unit and trigger the leak alarm. a. Remove the front cover and dry up any water you find in the black tray at the bottom using a rag or paper towel. b. Unplug the unit, wait 10 seconds and plug the unit back in. 2. If the drip tray isn't full, unplug the unit and remove the front cover by pressing down and then pulling it out. 3. Inspect the leak detector (The small black box secured to the base of the unit with 2 screws directly below the filters). 4. 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. 5. If the tray is full of water inspect the machine to any active leaks. Pay particular attention to the area behind the drain ports. 6. If you don't see any active leaks plug the unit back in and dispense some water from the machine so that it starts filtering. 7. Check again for active leaks - this time paying close attention to the filters and the filter manifold. a. Leaks on the manifold can be caused by a filter not being installed all the way or a connection on the back of the manifold being loose. Remove and reinstall all filters to ensure proper installation. b. Check the back of the manifold for any leaks, sometime the tubes that connect the manifold the to the rest of the units water system come loose during shipping - Push any loose tubes firmly into the push connect fitting. If the leak is large or the problem persists, keep the unit unplugged and the water supply turned off and contact customer service.
E03	Dispensing Error	Your device is not dispensing water or not accurately tracking the number of dispensed bottles. Unplug the device. Wait 10 seconds and plug it back in. If the problem persists please contact customer service.
E04	Hot Water Temperature Sensor Error	Unplug the device. Wait 10 seconds and plug it back in. If the problem persists please contact customer service.
E05	Cold Water Temperature Sensor Error	Unplug the device. Wait 10 seconds and plug it back in. If the problem persists please contact customer service.
E06	Refrigeration error or unit not chilling	1. Make sure that the unit is full of water (the filtering lights have stopped cycling). 2. Unplug the Model 1. 3. Plug the unit in and wait 3 minutes. 4. After 3 minutes CAREFULLY feel the black tubing on the back of the unit. IT MAY BE HOT. 5. If the tubing is hot the refrigeration system may be struggling to reach the set. temperature due to insufficient airflow, high ambient temperatures, or high water inlet temperatures. a. Make sure the unit is at least 4 inches away from a wall. b. If ambient temperatures or water inlet temperatures are high, increase the refrigeration set temperature using the steps on page 18. 6. If the tubing is cool to the touch- contact customer service for maintenance or replacement.

Warranty Information

One-Year Limited Warranty for AquaTru Freestanding Model 1

Your AquaTru Freestanding Model 1 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 1.

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

AQUATru®
by IDEAL LIVING

AquaTruPro.com

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Arbitration Agreement

ALTHOUGH DISPUTES WITH OUR VALUED CUSTOMERS ARE RARE, IN THE UNLIKELY EVENT OF A DISPUTE, WE HAVE ESTABLISHED THIS 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 COMPANY WITHIN THIRTY (30) DAYS OF RECEIPT FOR A FULL REFUND.

THIS ARBITRATION AGREEMENT ("AGREEMENT") AFFECTS YOUR LEGAL RIGHTS AND REMEDIES BY PROVIDING THAT DISPUTES BETWEEN YOU AND THE MANUFACTURER, DISTRIBUTOR AND/OR SELLER OF THIS PRODUCT (COLLECTIVELY, "COMPANY"), MUST BE RESOLVED THROUGH BINDING ARBITRATION OR IN SMALL CLAIMS COURT (IF THE DISPUTE QUALIFIES), BUT NOT OTHER COURTS. 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 the Company (or any of the Company's subsidiaries or affiliates) arising out of or relating in any way to the Product or this Agreement shall be resolved through (a) final, binding arbitration, or (b) adjudication in small claims court in Los Angeles County. If you choose 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 the Company specifically acknowledge and agree that, if you choose arbitration, 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 800.221.2515, 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 web site 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, if the dispute arose outside of California, you have the option to conduct the arbitration in the jurisdiction where the dispute arose. For claims of \$10,000 or less, you may choose whether the arbitration proceeds in person, by telephone, or based only on submissions.
- d.** Judgment of the court shall be entered on the award rendered by the arbitrator in any court having jurisdiction.
- e.** 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, and any applicable filing fees.

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.

Transform Water, Transform Lives

We believe good health starts with clean, pure water.

That's why we're passionate about delivering best-in-class water purifiers wherever people drink water.

We're committed to caring for our environment by reducing single-use plastic bottles.

Let's create waves of impact together!

Visit the link or scan the QR code below to see the stories and communities you're supporting.



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aquatru.com/impact

Show us how you AquaTru!

Tag and follow us @aquatru

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