

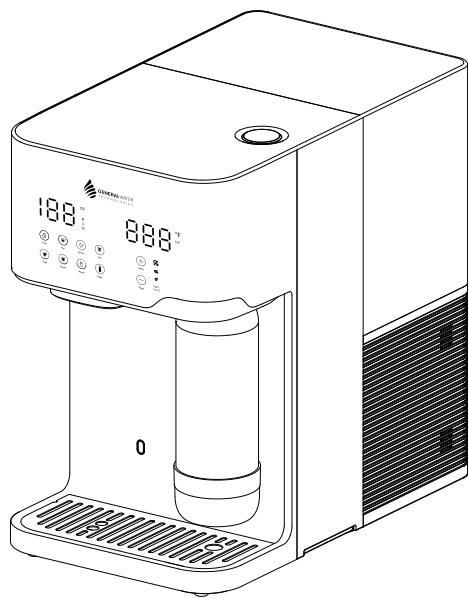
Please read this manual carefully before installation and use.



Countertop RO Purifier Product Instruction Manual

Applicable Models: N01CTS10RB, N01CTS10RW

Countertop RO Purifier



General Water Technologies

Letter to Customers

Dear Customers,

Thank you for choosing our products!

Before you use this product, please be sure to read the instruction manual in detail and follow the instructions for proper use and maintenance.

If you need service, please contact a professional local service provider (see contact information below).

The replacement filter for this product requires parts approved by General Water Technologies and the use of non-authorized parts could damage the unit and will void the manufacturer's warranty.

Thank you for trusting us with your water purification needs. We look forward to providing you and your family with years of healthy, enjoyable water.

General Water Technologies
Official Website: www.genwatertech.com
Email Address: info@genwatertech.com

Contents

1. WARNING	01
2. Product Packing List	03
3. Product Introduction	04
4. Installation Instructions	08
5. Instructions for Use	11
6. Maintenance	15
7. Filter Replacement	16
8. Troubleshooting	18
9. Warranty Provisions	20

1. WARNING

 Remember, this device is an electrical appliance. Please read this user instructions carefully before use and take the necessary precautions to reduce the risk of fire, electric shock or injury.

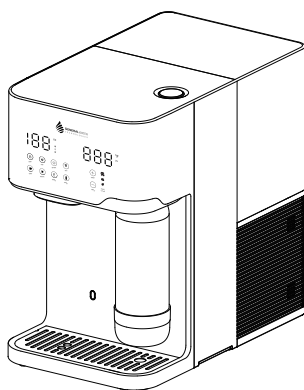
 The warranty applies only if the unit is used according to these instructions, and unauthorized modification and disassembly are strictly prohibited.

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children should be supervised to ensure that they do not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- Always disconnect the appliance from the power supply before maintenance.
- Do not alter the power plug in any way and do not attempt to open or service the appliance yourself.
- Ensure that the power cable and the power plug are not at risk of getting damaged. To avoid hazard, a damaged power cable must always be replaced by the manufacturer, service agent or similarly qualified person.
- If the appliance is damaged or malfunctions, turn it off, disconnect it from the power supply and contact us.
- The power plug must be firmly inserted in the power socket.
- When disconnecting the unit from the power supply, do not pull on the power cord, pull on the power plug.
- Use the grounded power cable provided with your appliance to plug directly and firmly into an appropriate, grounded electrical outlet. Refer to the rating label on your appliance.

- Do not use an extension cord or a power strip. Refer to the rating label on your appliance.
- Do not sit on, stand, climb onto or hang from the appliance.
- Keep ventilation, do not place any objects on top of or directly against the appliance or within the built-in structure.
- Keep the appliance, including the power cable, at a safe distance from heated surfaces and open fire.
- Keep the appliance and power plug away from water and other liquids.
- Keep the appliance and power plug away from chemicals such as pesticides and deodorants.
- Do not use the appliance outdoors under the direct sunlight or in wet and may cause pollution environments such as restrooms, bathrooms or laundry rooms.
- The appliance is appropriate for municipal tap water only, and not intended for use of water that is microbiologically unsafe or of unknown quality.
- Do not remove or damage the connector of each part in the device purification system.
- When the device has not been used or left unattended for more than one week, the water and power supply shall be cut off to better protect the device. It is recommended to drain the direct drinking water in the first few minutes when reusing, otherwise it may affect the taste.
- The feed water pressure is no less than 0 PSI(0MPa) and no longer than 60 PSI(0.4MPa), and water temperature is no less than 41°F (5°C) and no higher than 100°F(38°C).
- Service must be done by the manufacturer, service agent or similarly qualified person using only original GE spare parts, such as electrical parts, filters, etc.
- When the device is producing hot water, please mind the hot surface and beware of scalding.

2. Product Packing List

List of accessories illustrated below



1 Unit



Manual x1



0.5L Water Bottle x1



Reverse Osmosis
Composite Filter x1



Water Tray x1



Dust Cover x1



0.6L Carbon
Dioxide Cylinder
(not included in package)

! To use sparkling function, a 0.6L carbon dioxide cylinder is a must.

CO2 Capacity	0.6L
Sparkling Water Production Capacity	45-60L*
Gas Cylinder Type	Screw-in

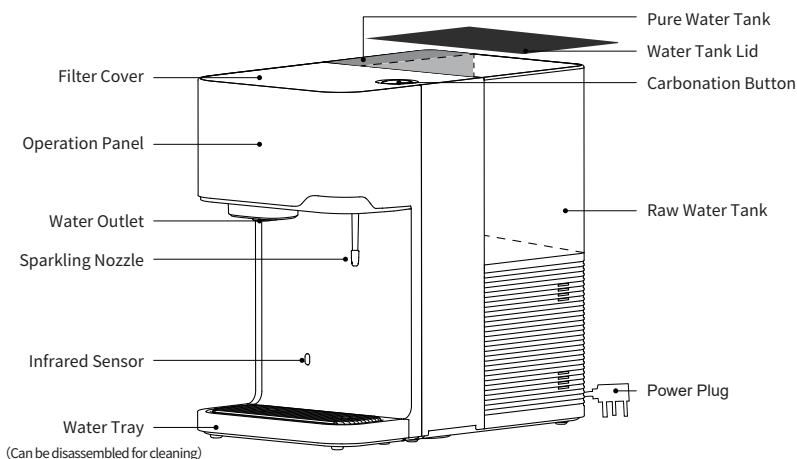
* The sparkling water production capacity depends on the water temperature and the carbonation level per use.

3. Product Introduction

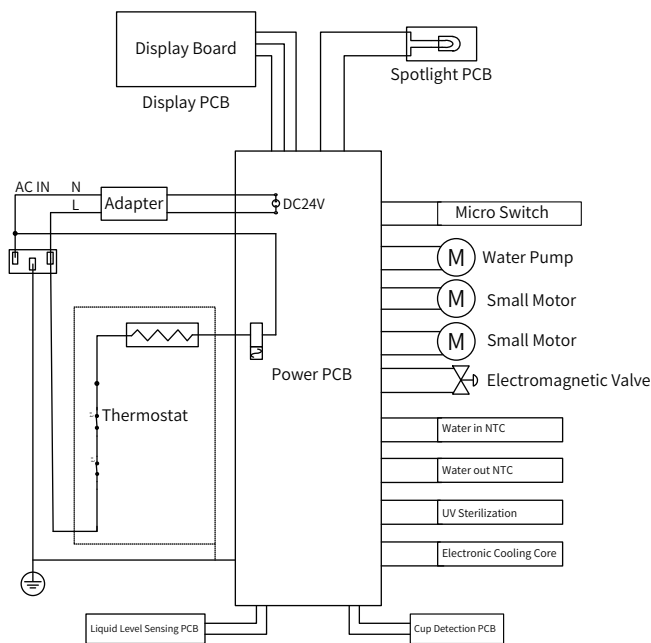
(1) Introduction to Product Features

- 1) Cooling/Heating/Purifying/Sparkling function in one appliance to meet your family's complete drinking water needs
- 2) Instant heating technology: only requires 3 seconds of heating
- 3) Detachable built-in pure water tank: take it at any time you need a larger quantity of pure water
- 4) Dual flow-through UV sterilization technology for the safety of your drinking water
- 5) The integrated nanofiltration/reverse osmosis membrane is used as the main filter of multi-stage filtration system
- 6) Intelligent screen display: intelligent reminder for filter change, worry-free use

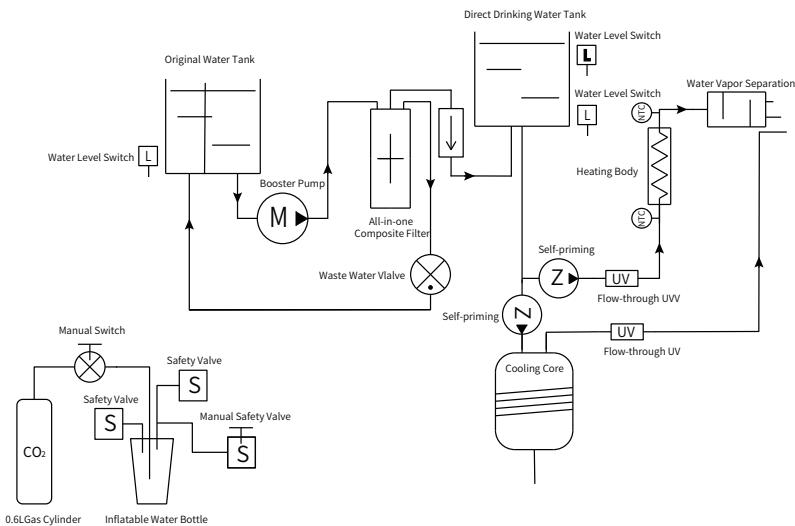
(2) Schematic Diagram of the Structure



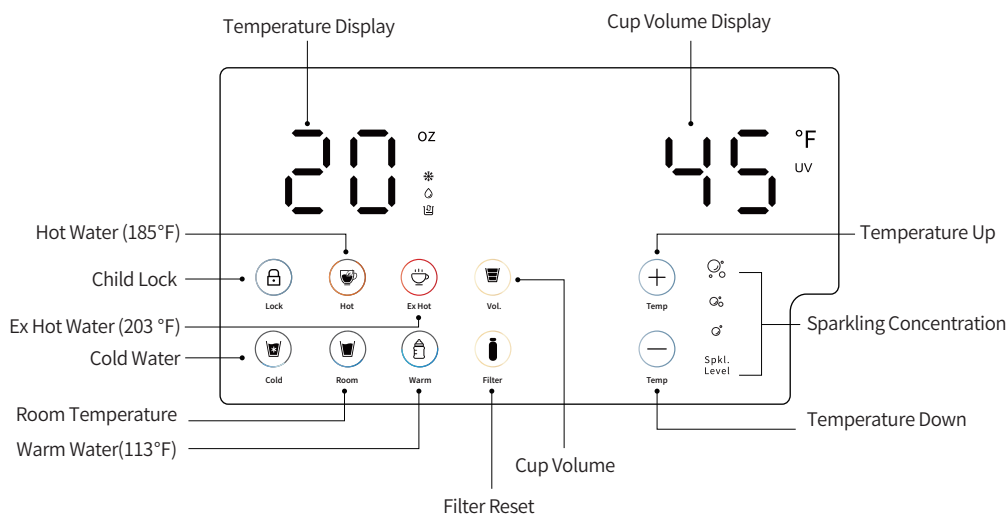
(3) Electrical Schematic



(4) Diagram of Water Production Process



(5) Operation and Display Interface



Indicator	Display Status	Description
*	Flashing	The cold-water tank is in cooling progress
	Solid On	The cold-water tank is in insulation mode
	Off	The appliance is in standby mode / Cooling function is turned off
💧	Red Flashing	The pure water tank is not properly positioned
	White Flashing	The appliance is producing purified water
	Solid Red	The pure water tank is at low water level
	Off	The appliance is in standby mode / Water production is complete
🗑️	Solid On	The raw water tank is at low water level. Please empty the concentrated wastewater and then refill the raw water tank*
	Flashing	The raw water tank is not properly positioned
	Off	The appliance is in standby mode / Raw water tank has sufficient water
UV	Solid On	During dispensing, the UV indicator remains on, indicating the UV lamp is proper functioning
	Off	When not dispensing, the UV indicator is off

* The filtered concentrate water will flow back into the wastewater compartment of the raw water tank. When the water level in the tank reaches a low level, the remaining concentrate water should be emptied before refilling the tank. Do not add water directly to the tank, as this helps extend the service life of the filter.

(6) Technical Parameters

Product Name	Countertop RO Purifier	Product Model	N01CTS10RB, N01CTS10RW
Rated Voltage/Frequency	120V~ 60Hz	Purified Water Flow Rate	0.07gal/min
Rated Power	1700W	Inlet Water Pressure	0psi-58psi
Heating Power	1600W	Working Pressure	58psi-131psi
Hot Water Capacity	5.81gal/h, $\geq 194^{\circ}\text{F}$	Water Tank Capacity	5L
Cooling Power	60W	Cylinder Capacity	0.6L
Cold Water Capacity	0.13gal/h, $\leq 59^{\circ}\text{F}$	Applicable Water Source	Tap Water
Applicable Water Temperature	41°F - 100°F	Net Weight	15.2kg
Ambient Temperature	39°F - 104°F	Product Dimensions	$450 \times 270 \times 440\text{mm}$ (L $\times$ W $\times$ H)

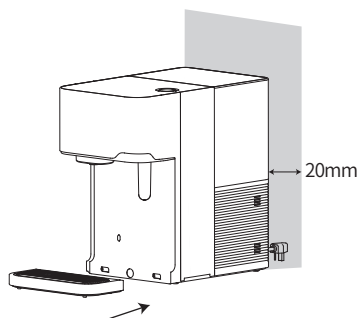
4. Installation Instructions

(1) Installation

1) Set up

Open the packing box, take out the machine, and place it on the countertop. Remove the water box from the package and insert the water box into the card slot at the bottom of the machine.

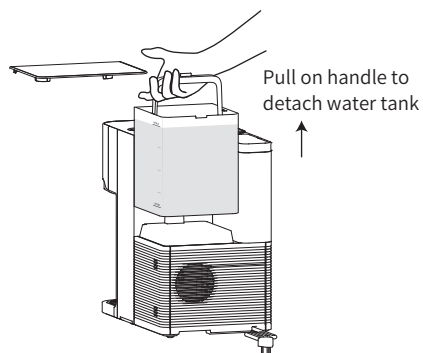
Note: Back of machine must be at least 20mm from wall.



2) Adding water to tank

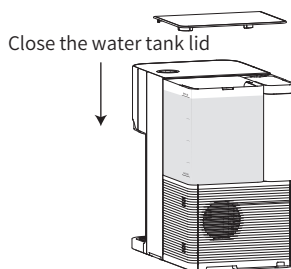
Open the upper cover of the larger removable water tank and lift water tank.

After flushing the water tank, add water into the water tank (Below the "MAX" and above the "MIN").

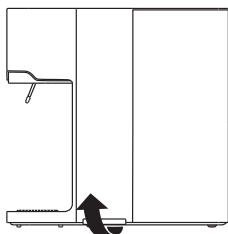


3) Install water tank back

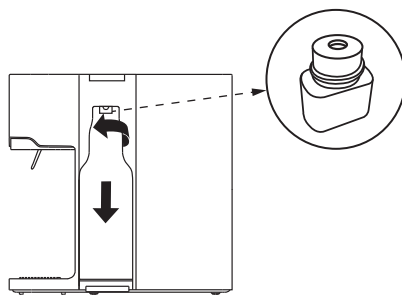
Put the water tank back onto the machine and close the water tank lid.



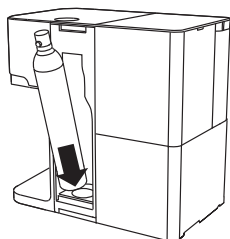
(2) Installing Gas Cylinder



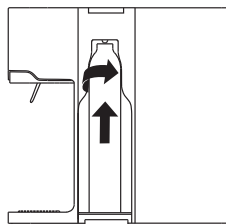
1) Remove side cover.



2) Rotate and remove the protective cover of the gas inlet.



3) Remove the protective cap from the gas cylinder, tilt the bottom of the cylinder downward, press it into the machine, and align it with the machine's air inlet.

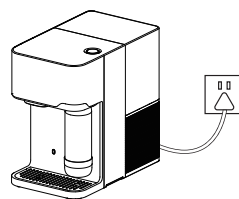


4) Rotate the bottle counterclockwise until it is completely tightened, and then close the side cover.

Note: When gas cylinder is not tightened, the bottle may overflow, if this occurs, please tighten the cylinder and try again.

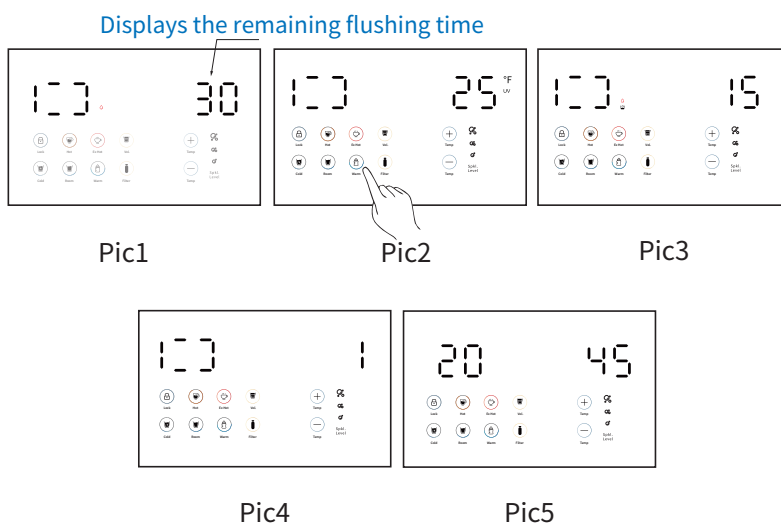
(3) First Time Use

1) After the first power-on, all indicators are fully lit for 3 seconds, and then the machine will enter the flushing state. Please prepare a 2L container for water and wait for the machine to fully rinse.



2) Instructions for the first rinse.

- ① The water temperature display area is displayed in rotating, and the cup volume is displayed with the number 30, indicating countdown of the remaining rinsing time.
- ② The "Room" key is highlighted, and the other buttons are kept slightly bright, at this time, '  ' is always red and the appliance will start to produce purified water. (as shown in Pic1)
- ③ Wait for 5 minutes to complete the water production, '  ' will turn off. Press any button and the appliance will start draining. (as shown in Pic 2)
- ④ If '  ' is red and '  ' is always on and the appliance stops making water, you need to pour out the waste water from the raw water tank, then fill it with water and place it back into the appliance, and wait for 3 minutes, after which the appliance will automatically produce water. (as shown in Pic 3)
- ⑤ Repeat the procedure ④ until the cup volume shows the number 1, indicating that the machine is fully flushed. (as shown in Pic 4)
- ⑥ After the flushing is completed, the appliance enters the normal display state. (as shown in Pic 5)



During the first use of water production, the water in the original water tank may become white and turbid, which is caused by the tiny bubbles generated by the air in the filter after passing through the high-precision filter, which is normal. New filters contain a protective fluid that is normal for white particles to occur during flushing.

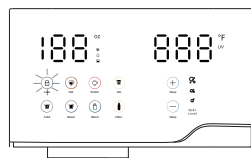
5. Instructions for Use

(1) Child Safety Lock

When temperature of water $\leq 113^{\circ}\text{F}$, users do not need to unlock the machine.

When temperature of water $> 113^{\circ}\text{F}$, users need to be manually unlock the machine first.

Touch the '🔒' key, the '🔒' will go out, and the unlocking will be complete.



(2) Water Options

- 1) Choose the cup size, this product has 11 cup sizes to choose from (2oz-4oz-6oz-8oz-10oz-12oz-14oz-16oz-18oz-20oz-999oz, 999oz indicates MAX)
- 2) Select the water temperature, this product has 5 water temperature options (Cold/Room/Warm/Hot/Ex Hot)
- 3) When you choose the temperature of Cold, Room, or Warm you don't need to unlock the child lock, and you can directly dispense the water by touching the button.

When selecting the temperature of Hot and Ex Hot, press the '🔒' button to unlock it first, and then touch the button to dispense water.

Press any button during the water dispensing process to interrupt the water flow.



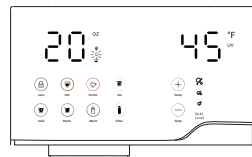
(3) Temperatures

Press '+' or '-' button to enter the temperature selection mode, the '🔒' key flashes the prompt, the temperature is $113^{\circ}\text{F}/120^{\circ}\text{F}/130^{\circ}\text{F}/140^{\circ}\text{F}/150^{\circ}\text{F}/160^{\circ}\text{F}/170^{\circ}\text{F}/180^{\circ}\text{F}/185^{\circ}\text{F}/190^{\circ}\text{F}/200^{\circ}\text{F}/203^{\circ}\text{F}$ cycle adjustment, select the desired temperature, press the '🔒' button to directly take water.



(4) Dispense Water

- 1) When the appliance detects that the pure water tank is below the minimum water level, the solid red indicator '  ' turns on to signal insufficient water, and the appliance stops producing water.
- 2) When the appliance is producing water, '  ' flashes white until the water level in the pure water tank reaches the max water level, the appliance stops producing water, and the indicator light turns off.
- 3) '  ' flashes red, indicating that the pure water tank is not placed correctly. Adjust the location of tank and try dispensing again.



(5) Water Change

- 1) When the water level in the raw water tank is detected to be below the minimum level, '  ' turns on to show insufficient water, and the appliance stops producing water. Please lift the raw water tank, pour out the remaining water, clean it thoroughly, and refill it before placing it back onto the appliance. The water in the raw water tank is not suitable for direct consumption.
- 2) '  ' flashes white, indicating that the raw water tank is not placed correctly. Adjust the location of the tank and check if the '  ' still flash, the location of the raw water tank must be confirmed.



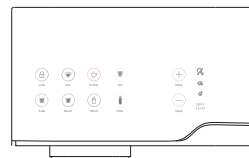
(6) Sterilization Mode

Every time the machine discharges water, the sterilization function will be automatically turned on, and the indicator light will be displayed continuously. When the water dispensing is complete, the UV lamp will go out.



(7) Hibernate Mode

In standby mode, after no operation for 30 seconds, the machine enters sleep mode, and all buttons are slightly bright.



(8) Cooling Function

*The cooling function is enabled by default on the new machine. If the machine will not be used for an extended period, it is recommended to turn off and then turn on the cooling function again following the steps below.

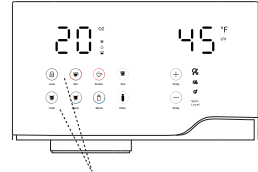
- 1) Turn off the cooling function

Press and hold the '☑' + '🔒' button for 3 seconds.

The buzzer will beep 3 times, and the cooling function will turn off.

- 2) Turn on the cooling function

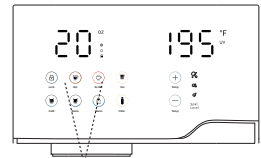
Place a large-capacity cup under the water outlet and press and hold the '☑' + '🔒' button for 3 seconds. The buzzer will beep 3 times, and the appliance will start dispensing water (about 1L). During cooling, the cooling indicator '❄' flashes blue. Please wait for about 30 minutes. When the indicator '❄' turns solid blue, the cooling process is complete.



Press and hold both keys at the same time for 3 seconds.

(9) Maximum Temperature Adjustment

- 1) Long press '☑' + '🔒' 3S, to enter maximum temperature adjustment mode.
- 2) Use '⊕' + '⊖' key to adjust the boiling point temperature, each key to adjust 1°F. The boiling point can be adjusted from 189°F to 207°F.
- 3) After the temperature is adjusted, press another buttons or no operation for 10S, the machine will automatically exit the adjustment mode, and save the set value.

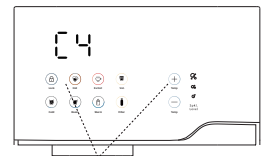


Press and hold both keys at the same time for 3 seconds.

 Note: When adjusting boiling temperature, do not exceed local boiling point, otherwise overboiling spray will occur.

(10) One-click Draining Function

Long press '🔒' + '⊕' for 5s, the buzzer beeps twice, and the display shows C4 at the same time, and the machine enters the one-key emptying mode.



Press and hold both keys at the same time for 5 seconds.

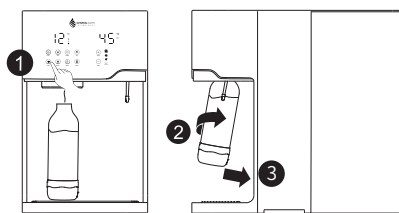
(11) Factory Reset

Long Press ‘’ + ‘’ for 5s, restore factory settings, buzzer beep once, while the display shows SC. If the setting is successful, all data will be restored to the default value, and the normal interface will be restored after 2s.

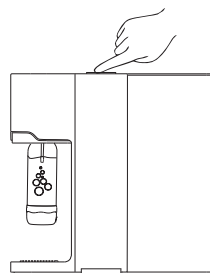


Press and hold both keys at the same time for 5 seconds.

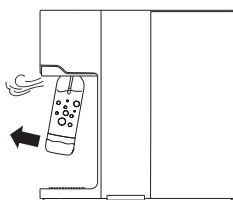
(12) Making Sparkling Water



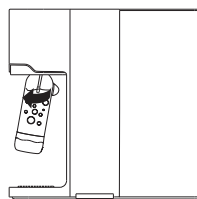
- 1) Make sure the cylinder is in place.
- 2) Press the cold water button and fill the bottle to the 350mL water mark. Attach the inflator nozzle by turning it counterclockwise until it is tightened, then push it down until it is in a vertical position.



- 3) Press the carbonation button on the top of the machine, the gas cylinder will carbonate the water, release the pump button to stop carbonating.



- 4) Wait for the sparkling level light on the display panel to go out, then open the water cup and wait for a few seconds until the airflow sound disappears.



- 5) Rotate to remove the finished sparkling water.

Note:

- 1) In order to prevent water from spilling out of the water bottle during the sparkling water making process, the water in the cup should not exceed the maximum direct drinking water line.
- 2) Do not directly touch the carbon dioxide cylinder inside the machine to prevent frostbite.
- 3) In order to ensure a better soda taste, please use cold water of 45°F~50°F to make sparkling water.
- 4) This product can only be pumped into direct drinking water, and after the pumping is completed, add syrup to drink.

6. Maintenance

(1) Surface Maintenance

- 1) Please wipe with a soft cloth.
- 2) For stubborn stains or dust, please wipe with a soft cloth with warm water.
- 3) Do not use volatile liquids such as alcohol, gasoline, paint thinner, polishing powder and other materials to wipe which may damage the surface of the machine.
- 4) Do not spray the outside and inside of the product with water, as rinsing the inside with water can cause internal water accumulation.

(2) Long-term Storage (> 7 Days without Use)

- 1) Manually pour out the water in the original water tank.
- 2) Press and hold 'Ⓜ' + '⊕' for 5 seconds, the digital tube displays , drain the remaining water in the machine and the water channel, disconnect the power supply and seal the filter, and store it in the refrigerator fresh-keeping room (36°F-41°F, do not put it in the freezer).

(3) Setting Up for Use Again

- 1) Clean the original water tank, fill the original water tank with water, load the filter, plug in the power supply, and wait for the machine to produce water.
- 2) Press and hold 'Ⓜ' + '⊕' for 5 seconds at the same time, the digital tube will display , and clean the machine and waterway.
- 3) The machine can be used normally after cleaning.

(4) Washing Water Bottle

- 1) Do not put the water bottle in the dishwasher for cleaning, only clean it directly with water.
- 2) Please use clean water at room temperature (not higher than 95°F) to clean.
- 3) Do not use dish soap, hard cloth and hard bristle brush to clean the bottle to avoid damage.
- 4) Do not put the water bottle into the sterilizer or dryer or other machine to dry.

(5) Replacing the Carbonation Cylinder

- 1) If you find that the concentration of sparkling water is low or there is no CO2 gas, it means that the gas cylinder is empty. Please replace with a new gas cylinder.
- 2) Please refer to the first gas cylinder installation steps for the replacement method of new gas cylinders. Purchase approved cylinders from retail outlets to maintain the unit warranty service of the unit.

7. Filter Replacement

(1) Filter Replacement Intervals

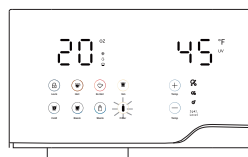
Replace filter according to filter life display or recommended cycles.

Filter Name	Recommended Replacement Cycle
CFRC	12~24 months

Note: Due to the varying water quality in each region and the different water consumption of users, the replacement time of filter may be different.

(2) Filter Reminders

When this '  ' is solid red, filter has expired, please replace filter immediately.



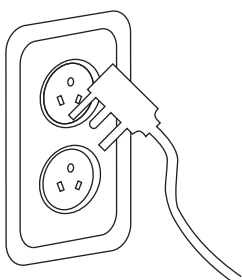
Percentage Remaining	Buzzer Reminder	Icon Status	Remarks
T>5%	N/A	White icon	Filter is normal
T≤5%	3 beeps each time water is dispensed	Flashing red light	Filter is nearing end of its life
T=0%	Continuous beeps every time water is taken	Solid red	End of filter life, needs replacement immediately

(3) Reset Filter

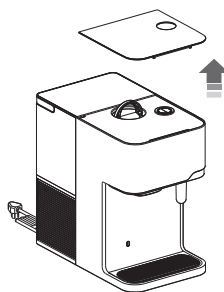
Press and hold the '  ' button for 3s, the buzzer will beep once, and '  ' will flash 3 times and then return to white and solid, and the filter reset will be completed.



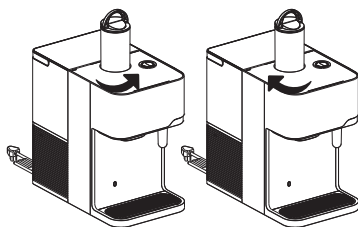
(4) Filter Replacement Procedure



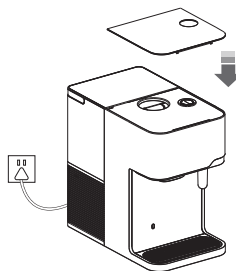
1) Before replacing the filter, please unplug the power plug of the water purifier.



2) Open the filter cover and lift the handle of the filter.



3) Twist out the filter counterclockwise and pull the old filter upward. Insert the new filter and tighten clockwise.



4) Cover the filter cap and plug in the power plug.

5) Filter timer reset: press and hold '  ' for 3 seconds to reset, the buzzer rings, and '  ' returns to white after the icon flashes 3 times, indicating that the filter is successfully reset.

6) Rinse the filter following instructions in the initial setup (page 08).

8. Troubleshooting

Observation	Possible Causes for Fault	Troubleshooting
Water does not dispense	Not powered on	Check if socket is plugged in
	Temperature of water tank is below 32°F	Increase the temperature of the water tank by more than 41°F
	Filter not installed or installed incorrectly	Install the filter correctly
Low Flow Rate	Filter is clogged	Check whether the filter is clogged
	Filter life indication light is solid red	Replace the Filter
Does not dispense room temperature water	The machine is not powered on	Check whether the power adapter connection is normal
	The button is pressed incorrectly	Wipe the button and try again
Cannot dispense hot water	Lack of water in direct water tank	Wait for the machine to make water
	The machine is in "dry burn alarm" state	Dispense normal temperature water several times, and then dispense water at other temperatures
Machine does not make water	Low level original water tank	Extract original water tank and add water to it
	The original water tank is not installed in place	Check whether the original water tank is sufficiently in place
Abnormal sound during water production	The water level of water tank is lower than dotted line of tank	Please remove the original water tank for water change and observe whether the machine is making water or abnormal sound
	Blockage in water system	Lift and put down the original water tank several
	The water quality is hard and poor, and filter is clogged	Replace Filter
Machine Leakage	Water tray is full	Empty the water tray
	The seal at the bottom of original water tank is stuck with a foreign object	Use a small object or finger to remove the foreign body
	Water seepage into machine	Turn off power supply and remove water tank and contact after-sales service
There is odor in the water	New machine first use	The first 5-6 tanks of purified water need to be flushed
	Machine has not been used for a long time	The first 3-5 tanks of purified water need to be flushed
	The filter was not replaced in time	Replace the filter
Leakage and inductive current on	Poor grounding of machine	A three-pronged plug must be used
	Power cord damaged	Please contact after-sales service

Observation	Possible Causes for Fault	Troubleshooting
The display panel is unresponsive	Hardware damaged	Please contact after-sales service
	System Crash	Unplug the power for 1-2 minutes, then reconnect
Screen Displays (E1)	Abnormal water inlet NTC	The inlet water temperature probe fails or the installation is not in place. Check that the installation is correct, and then power on the device again. If the fault status is not cleared, please contact the customer service center for support
Screen Displays (E2)	Abnormal water production	Reconnect the power supply to remove the fault state, observe the working condition of the machine. If the machine still enters the fault state of "abnormal water production", please contact the customer service center for support
Screen Displays (E3)	Dry burn alarm	Cooling by coming out of room temperature water. If you find that the fault state cannot be cleared after repeated use of "Room", please contact the customer service center for support
Screen Displays (E4)	Abnormal runoff water NTC	Please contact the customer service center for support
Screen Displays (E5)	Heating timed out	The effluent NTC (heating element) fails or the installation is not in place, check that the installation is correct. After the machine is re-energized, if the fault state is not removed, please contact the customer service center for support
Screen Displays (E6)	Communication Failure	Please contact the customer service center for support
Screen Displays (E7)	Abnormal cold water NTC	The cold water NTC fails or the installation is not in place, check that the installation is correct, and after the device is powered on again, if the fault status is not resolved, please contact the customer service center for support
Screen Displays (E8)	Water level of pure water tank is abnormal	The high or low water level signal of the pure water tank is abnormal or the float is not installed in place. After checking the installation, if the fault state has not been lifted, please contact the customer service center for support

If the water purifier is not working properly, please check it against the table above. If the fault persists after you have completed the above operations, please contact after-sales service.

9. Warranty Provisions

- (1) The warranty period of the main machine is 12 months, which is calculated from the date of the invoice or legal certificate obtained by the user when purchasing the machine.
- (2) During the warranty period, the quality problems caused by the machine itself shall be repaired or replaced free of charge by the manufacturer.
- (3) Regardless of whether it is within the warranty period or not, the following parts are not covered by the warranty:
 - 1) Filter material, ultraviolet germicidal lamp
 - 2) Wearing parts such as sealing rings
 - 3) Decorative shell and appearance coating
 - 4) Electronic components such as power adapters
- (4) Regardless of whether it is within the warranty period or not, the failure or loss caused by the following reasons is not covered by the warranty:
 - 1) The installation, use and storage of the machine are not carried out in accordance with the requirements or methods of the instruction manual
 - 2) Dismantling or modification of the machine without the authorization of the manufacturer
 - 3) Use accessories or filter materials not provided by the manufacturer
 - 4) The external force and water pressure exceed the upper limit of the equipment
 - 5) Force majeure factors such as war and natural disasters
 - 6) Other failures caused by the user
- (5) Please retain this warranty certificate and original receipt as these are required to submit a claim for warranty repair.
- (6) The company does not make other express or implied warranties or guarantees. The company shall not be liable for consequential damages caused by defective machine.

