

A few simple steps to ensure
perfect water, every time.



We're Here to Help

Email Us:

support@avalonh2o.com
sales@avalonh2o.com

Availability:

Monday-Friday: 9 a.m.-5 p.m.

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@avalon_h2o



Avalon Water Coolers



Avalonh2o

www.avalonh2o.com

Use and Care Guide

MODEL: A60-RO

Registration

Please visit the website below to register your new water cooler within the first 30 days of purchase. Registration within the first 30 days will activate your one year warranty.

www.avalonh2o.com/register-my-avalon-cooler

Please keep your model number, order number and purchase date for future support. You can reach us at support@avalonh2o.com.

Model Number _____

Order Number _____

Purchase Date _____

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About Your Product

Meet Your Avalon Product



Filter Indicator Light



4 Water Volumes



Glass Carafe



Digital Display



FCC Certified



4L Water Tank



4 Stage Reverse
Osmosis Filtration

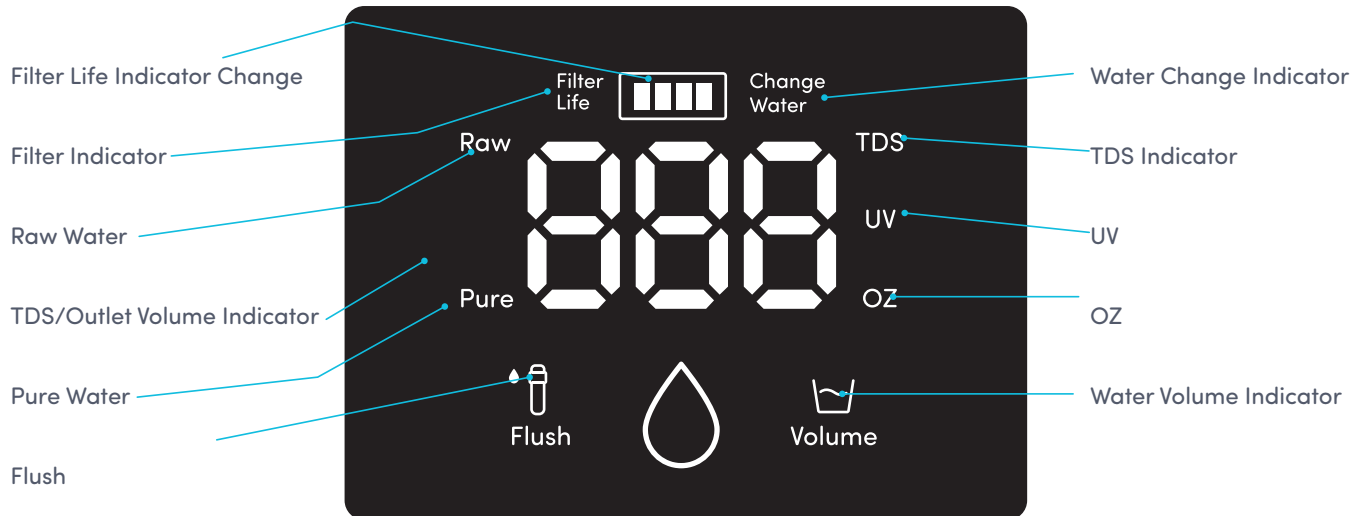


UV Self-
Cleaning

Caution & Notices Before Installation

- Avoid installing under direct sunlight and outdoor places. Do not expose to an environment below 32°F. Do not store flammable items near the machine.
- When the machine breaks down, please cut off the water and power supply quickly. Keep out of reach of children. Please do not let children operate the machine. Do not disassemble the machine by yourself.
- Please make sure the temperature of water source is 41–100°F.
- When the machine will be inactive for more than 24 hours, please shut down its water source and turn off its power supply. In order to run the machine smoothly, please use accessories and filter cartridges.

Control Panel



Water Volume Button: allows you to select the desired dispensing volume. Short press the button to choose the corresponding water volume, and the display will show the selected amount.

Manual Flush Button: is used to flush the filters. Short press the button to initiate a 30-second flush cycle, and press it again to stop flushing. During flushing, the indicator light will remain on.

Dispense Button: controls water output. Short press the button to begin dispensing water, and press it again to stop. While water is being dispensed, the display will show the TDS value of the purified water.

Change Water Indicator: will flash red to indicate that it is time to replace the water in the tank.

Filter Change Indicator: shows the remaining filter life. The four bars will gradually decrease as the filter life diminishes. Under normal conditions, the indicator appears white. When the filters are nearing the end of their lifespan, the indicator will blink red and the unit will beep 10 times. Once the filters have reached the end of their life, the indicator will remain solid red, and the machine will stop dispensing water.

Tech Specs

Rated Voltage	AC 100-240V 50/60Hz
Rated Power	42W
Pure Water Rate	100GPD or 0.25 L/min
Feed Water Pressure	14.5-58PSI/0.1-0.4MPa
Feed Water Requirement	Municipal Tap Water
Feed Water Temperature	41-100°F
Ambient Temperature	39.2-104°F
Filter Life	6 Months / 1500 Gallons
Water Tank	4L
Product Dimensions	360 x 230 x 357.5mm
Stage 1 Filter	Multi-Layer Sediment
Stage 2 Filter	Pre-Carbon
Stage 3 Filter	Reverse Osmosis
Stage 4 Filter	Post-Carbon

Note

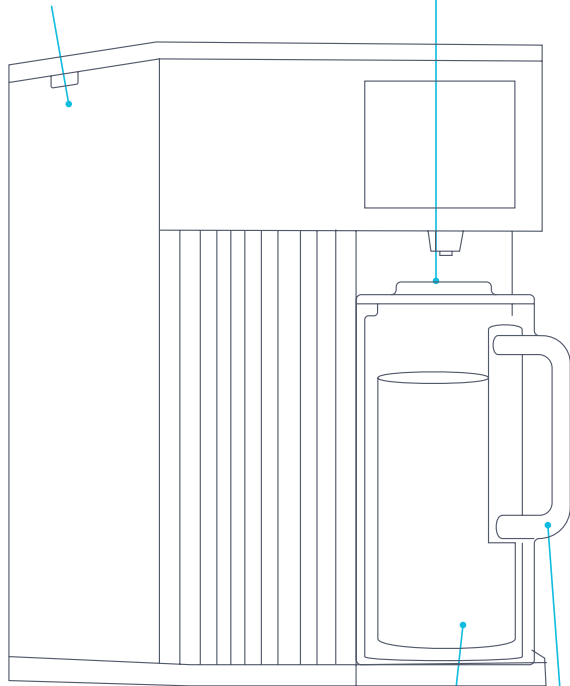
- It is not recommended to use water with extremely high raw water value TDS (more than 500ppm) as raw water for filtration, which will affect the service life of the filters.
- The filtration rate is affected by water quality, water pressure and water temperature. When the water quality does not meet the standard, the water pressure is too low, or the water temperature is lower than 77°F, the filtration rate will be lower than the standard value.

Part Names

Reverse Osmosis
Filtration

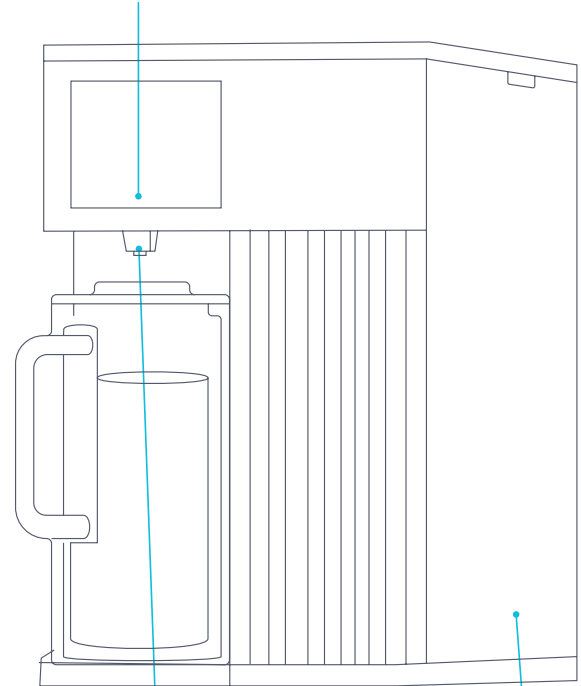
Cap

Display Screen



Glass Carafe

Handle



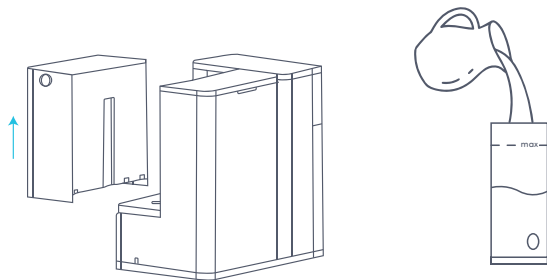
Water Spout

Water Tank

Getting Started

Before Installation

1. Place the machine on a flat and stable surface, and make sure there are available power outlets nearby. Plug the power cord into an outlet.
2. Lift the feed water tank and fill it with tap water up to the MAX fill line.



3. Make sure both the feed water tank and a container (to hold the water that is drained from the water outlet after the machine's flushing, about 40oz) are stably placed.
4. Press the  button to define the water capacity.
5. Press the  button and the machine starts making water (this process takes about 3 minutes)
6. Pour out the water in the water cup and the feed water tank, and clean the water cup and the feed water tank.
7. Repeat steps 3 to steps 7 eight times to allow for most accurate TDS reading of the filtered water. Be aware that the water is NOT at its lowest TDS level during the process and is advisable not to drink until completed.

Note:

- When changing water, press the tank until there is no gap between it and the base to avoid leakage.
- During the process, it is normal for the pure water made to turn black or gray due to the activated carbon particles as the filters are flushed clean.
- It takes about 30 minutes to complete 4 cycles.
- If you have just replaced the filter, you also need to complete 4 cycles according to the above steps to make the system reach a state that can be used normally.
- When using for the first time, it is normal that there will be a large number of small bubbles in the filtered water and a short delay in water output.

Before Installation

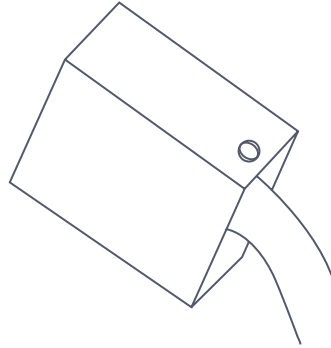
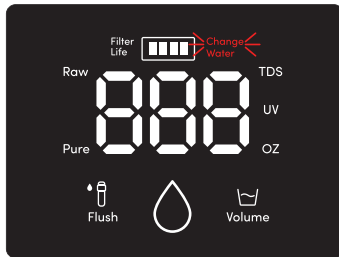
1. **Fill With Tap Water:** Lift the water tank off of the unit and fill it with tap water up to the MAX fill line.
2. **Continuous Dispensing:** The machine will default to continuous dispensing. You may press  for continuous dispensing. Press  again to stop the continuous dispensing.
3. **Selecting Volume:** Short press  to choose the water dispensing volume of 10oz, 20oz, 30oz, or 40oz and the machine will dispense that amount and stop automatically. Press  a fifth time for the machine to go back to continuous dispensing.
4. The machine may make a sizzling sound after the completion of the water, which is the air accidentally entering the machine.
5. If the water tank filled with water is put back on the machine for 3 seconds, but  is still flashing, it means that the water tank is not properly placed. Please lift the water tank and place it again.
6. The waste water can be used for secondary use such as watering flowers, mopping the floor, cleaning toilets etc.

Note:

- The machine may make a sizzling sound after the completion of the water, which is the air accidentally entering the machine
- If the water tank filled with water is put back on the machine for 3 seconds, but  is still flashing, it means that the water tank is not properly placed. Please lift the water tank and place it again.
- The waste water can be used for secondary use such as watering flowers, mopping the floor, cleaning toilets etc.

Change Water Reminder

1. Pouring Out Waste Water: When ^{Change Water} flashes, in order to ensure the best water and the service life of the filter, please pour out the remaining water in the water tank and refill with new tap water.



The machine may make a sizzling sound after the completion of the water, which is the air accidentally entering the machine.

2. If the water tank filled with water is put back on the machine for 3 seconds, but ^{Change Water} is still flashing, it means that the water tank is not properly placed. Please lift the water tank and place it again.
3. The waste water can be used for secondary use such as watering flowers, mopping the floor, cleaning toilets etc.
4. When the cumulative water production exceeds 6L of pure water, the system detects that the water has not been changed and ^{Change Water} flashes red and water cannot be dispensed. The water tank needs to be lifted and the sensor reactivated to restore normal operation.

NOTE: When ^{Change Water} flashes, please lift the water tank to change water instead of pouring water directly to the water tank without lifting the water tank, otherwise the change water reminder indicator will not turn off.

Standby Mode

When the machine is not working and there is no button operation, it will automatically enter standby mode after 1 minute to save energy. In standby mode, all indicator lights will turn off, except for the water dispensing button.

Maintenance

Flushing

1. Automatic Flushing

After powering on, the machine automatically flushes for 60 seconds; after 60 seconds, it enters standby mode.

2. Water Change Flushing

When the water tank is detected to have been removed and then replaced, and the tank contains water, the machine flushes for 18 seconds.

3. Manual Flushing

To manually begin flushing, short press  button to flush the RO membrane for 30 seconds. Press it again to stop flushing. Please ensure there is enough water in the tank for flushing.

4. Flushing After Water Dispensing

After each water dispensing, the machine flushes for 8 seconds.

4. 48-Hour Standby Flushing

If no water is produced for 48 hours, the machine automatically flushes for 30 seconds.

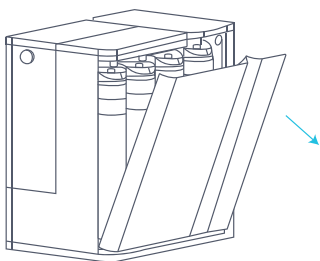
Note:

RO Membrane flushing is internal flushing, the water after flushing will return to the water tank for circulation, and this will not affect the quality of purified water after filtering. Also, no water will flow out of the water outlet during this process.

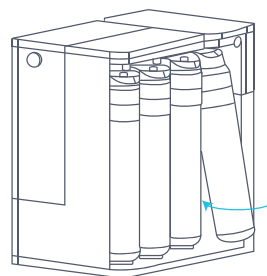
The water dispenser is equipped with an automatic flushing function, which can meet the daily maintenance and flushing of the equipment. Manual flushing is a non-compulsory operation and the flushing function can be performed according to customer needs.

Filter Replacement

1. Remove the filter cover



2. Remove the expired filters by rotating them counter-clockwise

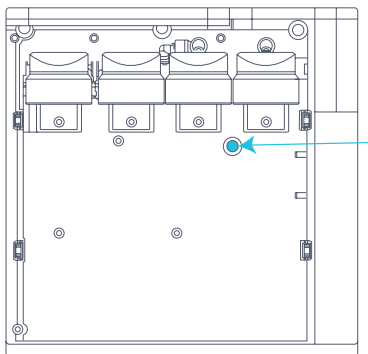


Note:

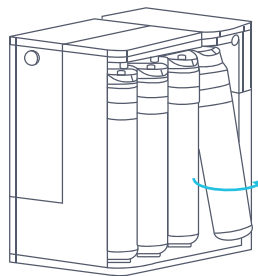
1. Actual lifetime of the filters may differ depending on the input water quality, volume of water filtered, season and the real running time of product. The figures above are evaluated on a general basis, please replace the filters according to the alert of the filter indicator.
2. If the filters expire, please replace the filter as soon as possible. Otherwise, the filtration efficiency will be greatly reduced and affect performance. Be sure to reset the filter life indicator every time you replace your filter.

Filter Replacement

3. Press the "Filter Reset" button located between the 3rd and 4th filter for 5 seconds. The unit will make 1 long beep and the filter icon will flash. The filter timer is now reset. The filter life indicator light will be white, and the 4 bars of the filter life will be full, indicating that the filter reset is done.

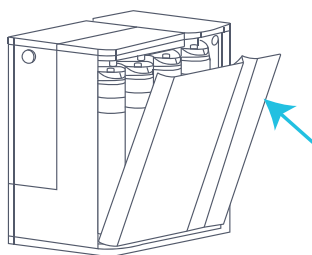


4. Insert the new filters by rotating them clockwise.

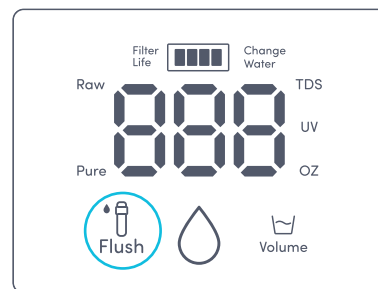


Filter Replacement

5. Install the filter cover



6. Flush the new filters: Please follow the user manual's instructions to fill the water tank 8 times to fully flush the filters and get an accurate TDS reading.



Note:

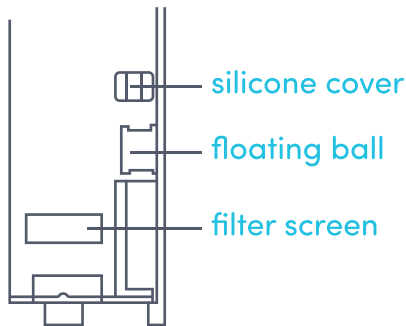
- Do not remove the filters during flushing or water dispensing in order to avoid water leakage.
- When removing the top cover, you can hold the water tank cover with one hand, and pull out the top cover with the other hand.
- During the replacement process, some residual water may flow out of the filters, please transfer the product to an area that is not affected by the residual water for replacement.
- In the filter reset mode, if the machine is powered off or there is no button operation within 10 seconds, the filter reset mode will automatically exit.
- When the filter is reset successfully and the filter reset mode exits, the machine will automatically switch to the state that the new filter needs to be flushed.

Cleaning

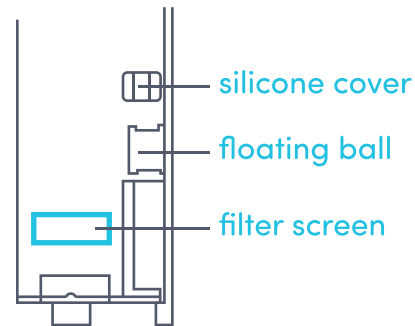
Cleaning

In order to ensure the smooth flow of water and prolong the service life of the filters, it is recommended to clean the feed water tank manually once a week. Clean the floating ball, floating ball silicone cover, and filter screen in the water tank.

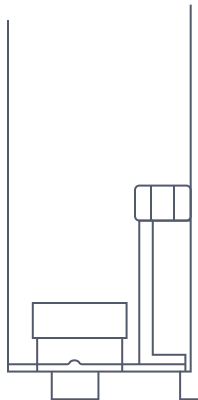
1. Pull out the silicone cover of the floating ball and then take out the floating ball.



2. Pull out the filter screen.



1. After cleaning, insert the floating ball into the groove. Then put on the floating ball silicone cover and filter screen tightly.



Troubleshooting

Troubleshooting

Error	Possible Causes	Solution
Error Display E1	The system is continuously in the water-making state for 30 minutes without stopping	Press any button or turn off the machine
The machine doesn't produce filtered water	Change Water Flicker Change Water Red display The water tank is not installed in place	The raw water tank is short of water, please replace the raw water tank water When the water production exceeds 6L of pure water, the system detects that the water tank has not been changed, the icon flashes red, and cannot dispense water. The water tank needs to be lifted and the sensor reactivated to restore normal operation.
The machine doesn't produce water	The machine is not powered on The button is not pressed in place	Check that the feed water tank is properly installed Check that the power plug is properly inserted Press the button again to get water
Cannot dispense water	The hardware is damaged	Please contact us

Troubleshooting

Error	Possible Causes	Solution
The sound of making water is abnormal	The feed water tank is short of water The water-making system is blocked by air The water quality is hard and poor, and the filter is blocked in advance	Please fill the feed water tank to change the water, and then observe whether there is any abnormal sound when the water is making Press to flush the machine 1–3 times to remove the air blockage
The machine is leaking	The feed water tank is not installed in place The sealing assembly of the feed water tank is stuck by foreign objects The inlet and outlet valves of the feed water tank are stuck by foreign objects The inside of the machine is leaky	Replace the filter and re-observe Check that the feed water tank is properly installed Use a small thimble to adjust the sealing assembly to its original position Use a small thimble or your finger against the inlet and outlet valves to remove foreign objects Please turn off the power and contact us
There is a smell or bubbles in the water	Just started using the new machine The machine has been unused for a long time The filter is not replaced in time	For details, see FIRST TIME USE OF WATER DISPENSER section Take 1 tank of raw water and filter it normally and discharge it before use Replace filter Turn off the power for 1–2 minutes and then reconnect the power
The button/display does not respond	The system crashed The hardware is damaged	Please contact us

Warranty

Warranty

Models included are:

A1TLWATERCOOLER, A2TLWATERCOOLER, A3BLOZONETRCLR, A3BLK, A23, A23BLK, A3F, A3F, A4BLWTRCLR, A24, A5BOTTLELESS, A5BLK, A5-RO, A25, A25BLK, A6BLWTRCLRWH, A6BLWTRCLRBLK, A6SC-WHT, A6SC-BLK, A7BOTTLELESS, A7BOTTLELESSBLK, A1CTWTRCLRWH, A1CTWTRCLRBLK, A8CTBOTTLELESSWHT, B8WHT, A8CTBOTTLELESSBLK, B8BLK, A9-2, A9-1, A10, A10BLK, A11, A11BLK, A12, A12BLK, A13, A13BLK, A13CT, A13CT-S, A13-S, A14, A14BLK, A20-N, A21-N, A20-B, A20-N, A23P, A51, A50-SB, A50-S, A50-G, A50-W, A50-B, A50-CC, A50-GRILL, A52-C, A52, A51-NF, A51-OFNC, A40-CCF, A30, A31, A5-RO, A60-RO, A61-RO, A62-RO, A-ICE, A-ICE2.

Products listed above are covered by the terms of this Limited Warranty. For purposes of this Limited Warranty, the term "product" means any water cooler bottled or bottleless manufactured for Avalon. Avalon warrants that it will, at Avalon's option, replace or repair the Purchaser's Avalon product sold in the U.S. or Canada by an authorized retailer if that product is defective due to faulty workmanship or materials, subject to the limitations described in this Limited Warranty. Avalon undertakes no responsibility for the quality of the goods except as otherwise provided in this warranty. There are no warranties that extend beyond the description on the face hereof. This Limited Warranty is valid only in connection with the original purchase of new products from authorized retailers and extends from the original purchase date of the original product purchased. This warranty extends only to the original purchaser of the product and lasts for one (1) year from the date of the original purchase or until the original purchaser of the product sells or transfers the product, whichever first occurs. An "original purchaser," for the purposes of this Limited Warranty, is an individual or entity who purchases the product directly from Avalon or an authorized retailer of Avalon with the intent to use the product for personal consumer use and commercial or industrial use and not with the intent to resell the product. An "authorized retailer," for purposes of this Limited Warranty, is an individual or entity authorized by Avalon to sell the product directly to original purchasers. An individual or entity that purchases the product from whatever source with the intent to resell the product is an unauthorized reseller ("unauthorized reseller"). For the purpose of this Limited Warranty a "Third Party" would be considered any plumber, maintenance company, or individual hired by the Purchaser.

This Limited Warranty does not apply to used, refurbished, renewed, floor model or "demo" products, or to products sold by unauthorized resellers, including without limitation, unauthorized resellers on third party websites, including, without limitation, Craigslist, eBay, Amazon, etc. Unauthorized resellers are not "original purchasers" for the purpose of this Limited Warranty. If the purchaser is not the original purchaser of this product, the purchaser takes the product "AS IS," "with all faults" and without warranty. Avalon reserves the right to require a valid serial number located on your product to submit a valid claim under this Limited Warranty. Products where the serial number has been removed or evidence showing the removal or attempted removal of the serial number label will not be eligible to make a claim under this Limited Warranty. IF THE PURCHASE OF THIS PRODUCT WAS NOT DIRECTLY FROM AVALON, PROOF OF PURCHASE WILL BE REQUIRED TO DEMONSTRATE THAT PURCHASER IS THE ORIGINAL PURCHASER AND THE PRODUCT WAS PURCHASED FROM AN AUTHORIZED RETAILER, AND ELIGIBLE TO MAKE A VALID CLAIM UNDER THIS LIMITED WARRANTY.

Your purchase date is established from the date of your sales receipt. Avalon may require the purchaser to provide proof of the quality and condition of the water cooler if the purchaser makes a claim under this Limited Warranty. Avalon reserves the right to invalidate this Limited Warranty if the water cooler is determined, in Avalon's reasonable discretion, to be inadequate or if the water cooler is found to be in an unsanitary condition. This warranty does not apply if the product was damaged or failed because of accident, improper handling or operation, relocation, abuse, misuse, unauthorized repairs made or attempted, or improper installation or maintenance. Under this Limited Warranty, products are required to be plugged directly into a grounded wall outlet. Plugging a product into an extension cord or surge protector will be considered misuse and will void this Limited Warranty. If damage to the product has occurred during shipping, the damage must be reported to Avalon within the first 30 days from the original purchase date to be eligible to make a claim under the Limited Warranty. Shipping damage reported to Avalon outside of the first 30 days from the original purchase date will not be eligible for a valid claim under this Limited Warranty. This warranty does not cover shipping costs for the return of products to Avalon for repair or replacement.

To submit a valid claim under this Limited Warranty, troubleshooting the product with an Avalon Customer Success Expert is required. If troubleshooting the product is refused by the Purchaser, Avalon reserves the right to deny the Limited Warranty Claim. In the event a part is necessary to correct the problem with a Product, Avalon will provide the part at no cost to the original purchaser under this Limited Warranty. Replacing parts or attempting to correct an issue with the Product is required prior to submitting a claim for a replacement product under this Limited Warranty. Instructions for troubleshooting a Product or replacing a part will be provided by Avalon. Troubleshooting, repairs, part replacement, installation, and proper maintenance are the responsibility of the Purchaser. Instructions for proper installation and maintenance will be provided in the user manual.

Installation, maintenance, or repairs of the Product is the responsibility of the Purchaser. The Purchaser reserves the right to use a Third Party for installation, maintenance, and repair at their own risk. Avalon is not responsible for any additional cost incurred for installation, maintenance, or repair of the Product including but not limited to additional material needed for installation or the cost of a Third Party. Damage or failure of the Product due to improper installation, maintenance, or repair caused by a Third Party or the Purchaser is not the responsibility of Avalon and will not be covered under this Limited Warranty. Instructions for proper installation and maintenance will be provided in the user manual.

ANY AND ALL WARRANTIES, EXPRESSED OR IMPLIED (INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY), LAST ONE YEAR FROM THE DATE OF ORIGINAL PURCHASE OR UNTIL THE ORIGINAL PURCHASER OF THE PRODUCT SELLS OR TRANSFERS THE PRODUCT, WHICHEVER FIRST OCCURS. IN NO EVENT SHALL AVALON'S LIABILITY UNDER ANY EXPRESS OR IMPLIED WARRANTY INCLUDE (I) INCIDENTAL OR CONSEQUENTIAL DAMAGES FROM ANY CAUSE WHATSOEVER, INCLUDING BUT NOT LIMITED TO ELECTRICAL OR WATER DAMAGE, OR (II) REPLACEMENT OR REPAIR OF ANY HOUSE FUSES, CIRCUIT BREAKERS OR RECEPTACLES. NOTWITHSTANDING ANYTHING TO THE CONTRARY, IN NO EVENT SHALL AVALON'S LIABILITY UNDER ANY EXPRESS OR IMPLIED WARRANTY EXCEED THE PURCHASE PRICE OF THE PRODUCT AND ANY SUCH LIABILITY SHALL TERMINATE UPON THE EXPIRATION OF THE WARRANTY PERIOD.

Except as otherwise provided, Avalon will not charge Original Purchaser to repair or replace the purchaser's Product if it is deemed defective during the length of this Limited Warranty, but any transportation costs associated with repairs or replacements are Purchaser's responsibility. No new warranty is provided with a replacement product. The warranty for the replacement product runs from the date of the original purchase of the original product. In the event that repair is necessary, such repair will be at no charge to the Purchaser except for transportation costs associated with such repair or replacement of a product in compliance with the terms of this Limited Warranty.

In the event, a warranty claim is filed and a warranty replacement is deemed necessary, the purchaser will be required to surrender the original product to Avalon at the time of replacement.

Some states and provinces do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so these exclusions or limitations may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state to state and province to province.

perfect water, every time