



Bring Amazing Technology Home

# Instruction Manual

## Domestic RO Water Purifier, MAX4



# 1. IMPORTANT

Please read this manual carefully before using the product and store it for future reference.

If the user installs the water filter by themselves or does it by using the self-prepared installation materials, AOS Bath will not be liable for any adverse effects on the normal operation and service performance of the system.

The maintenance of this appliance requires the use of approved parts and the problems caused by the use of unauthorized parts (degradation of performance or property damage) are not covered by the manufacturer's limited warranty. If any components require a change, consumers should contact the local authorised dealer.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge.

**Warning:** Failure to follow these instructions may lead to risk of fire and could cause property damage and or personal injury or death



Do not disassemble or modify this system.



Do not cover the appliance with a cloth.



Do not expose the system to corrosive substances.



Do not place the machine close to a fire source.



Do not place heavy objects on the product.



Do not use a power supply that exceeds the specifications of the machine. Ensure the power cord and socket are in good condition.



Disconnect the system from power source during installation and troubleshooting. Do not touch power plug with wet hands.



The system must be connected to a socket with a reliable grounding.



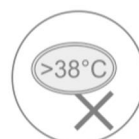
Do not place in an environment below 4°C.



Do not use without a proper drainage



Do not place system outdoors or under direct sunlight.



The water temperature of this product should not be higher than 38°C



Do not place in areas of high temperature and humidity

## 2. PRODUCT INFORMATION

### FEATURES

The water filter system is fully automated.

- Self cleaning internal flush function, activated each time system is powered on or reset.
- Automatically prompt users if a cartridge change is required.
- RFID anti-counterfeit cartridge with intelligent identification microchip.
- Flow protection: If water is released for 20 minutes consecutively, system assumes user has forgotten to turn off the faucet and will cut off power for 60 minutes. Switch off the tap and reset system to resume normal operation.

### SPECIFICATIONS

The Company reserves the right to modify these specifications at any time.

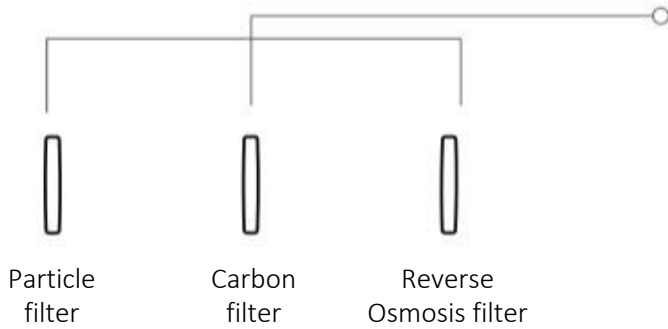
Model	Purified water flow rate	Rated total volume of purified water	Rated power	Health permit approval number
MAX4	1.8L/min	7500L	107W	(2019) 3200-0033

Rated voltage / frequency	220V / 50 Hz
Electric shock protection category	Type 1
Water inlet pressure	0.1 ~ 0.35 MPa
Work pressure	0.4 ~ 0.8 MPa
Inlet water temperature	5 ~ 38°C
Executive standard	Q/320124 AONJ 043-2018 A. O. Smith integrated reverse osmosis water purifier
Raw water source	Municipal tap water, compliant with GB5749-2006
Water quality compliance	Compliant with Sanitary Safety and Functional Evaluation Specification for Drinking Water RO Treatment Equipment (2001)
Net weight	15.5 kg
Dimensions (L x W x H)	445 x 140 x 43 mm

**Note:** The purified water flow is affected by the inlet water pressure and temperature. The above specifications are measured at inlet pressure 0.2MPa and inlet temperature of 25°C.

The rated total purified water volume is tested in accordance with the requirements of the Drinking Water Quality Hygiene Safety Specifications for Reverse Osmosis Treatment Devices (2001).

### 3. OPERATION GUIDE



#### INSTRUCTIONS

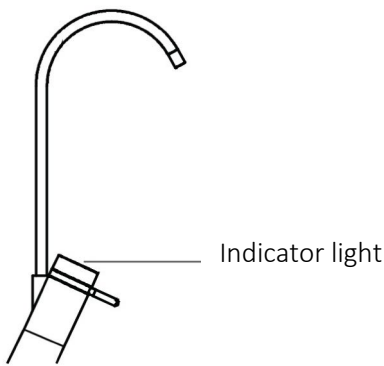
##### 1. System Display

The indicator lights correspond to the remaining service life of each filter.

**White:** Product and filter life is normal

**Orange:** The filter life is down to 5%, order replacement filters.

**Red:** The filter life is down to 0%, replace filter immediately.



##### 2. Faucet Display

When the system is powered on, the faucet icon will light up.

The indicator light colour on the faucet syncs to the indicator light on the system. If the display colour is orange or red, call the service hotline to request for product maintenance

### 4. INSTALLATION AND INITIAL SETUP

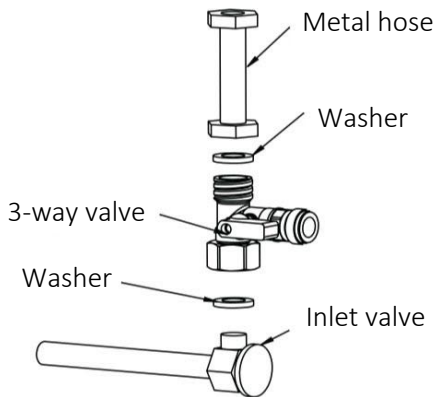
The system must be installed by an authorized personnel from AOS Bath as the system can only be activated with unique activation codes from the manufacturer

#### PREPARATION BEFORE INSTALLATION

- Determine installation location, dependent on the actual on-site environment
- Determine various tools required for installation (wrench, electric drill, hole opener, screwdriver, pipe cutter, needle-nose plier).
- Cut off water and electric supply before installation.
- Inventory check of all required installation accessories

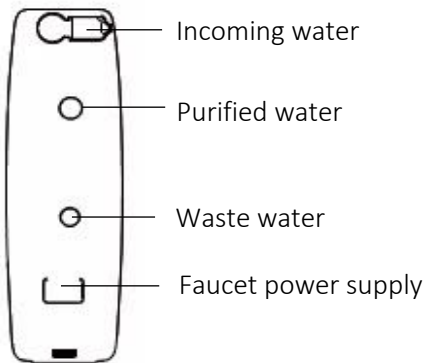
## INSTALLATION OF HOSE, 3-WAY VALVE, WATER INLET

### 1. Installation of metal hose and 3-way valve



1. Fix the water inlet valve at 'close' position and unscrew the metal hose.
2. Attach the base end of the three-way valve to the inlet valve.
3. Attach one end of the metal hose to the top of the three-way valve. The metal hose connects to the faucet.

### 2. Installation of water inlet pipe

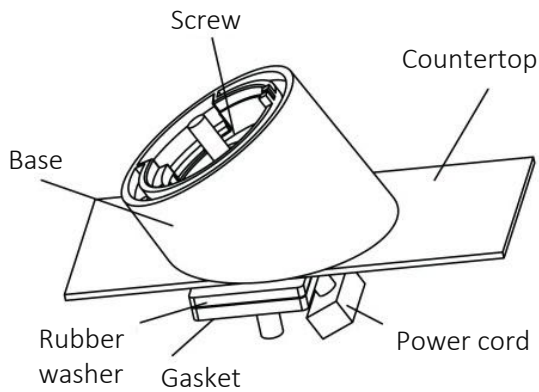


1. Remove water pipe from the accessory box and cut out an appropriate length with a pipe cutter.
2. Connect one end of the water pipe to the three-way valve inlet and the other end to the incoming water supply.
3. The water pipe and the quick-connect joint must be secure to prevent water leakage.

## INSTALLATION OF FAUCET

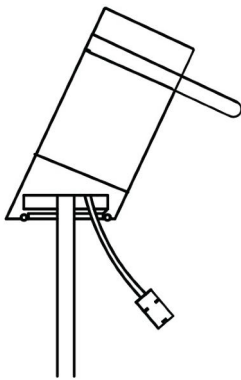
Drill a hole of 20-30mm in diameter to begin the installation.

### 1. Base installation



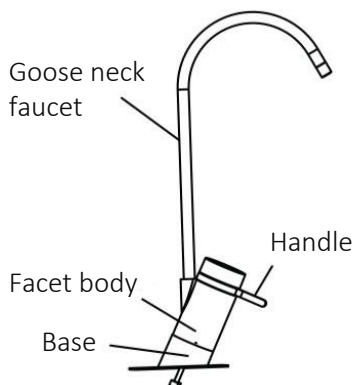
1. Insert the power cord through the rubber pad and gasket. The rubber washer and gasket are designed to have protrusions that should align well against each other and with the center hole.
2. Take out two M4 screws, and insert one screw into the washer and gasket through the base hole so that both can rotate flexibly.
3. Place the base above the table hole, ensure the washers are in place and drive the second screw into the table from the base hole.
4. When installing the water outlet, the base should face the corner of the sink.
5. Tighten the two screws.

### 2. Installation of faucet body



1. Cut a water pipe of appropriate length. Insert one end into the socket of the main body and the other end through the base, beneath the countertop.
2. Connect with the water outlet of the water purifier.
3. Insert the main faucet body into the base.

### 3. Installation of goose neck faucet



1. Ensure the three O-rings of the gooseneck faucet are all in the O-ring groove.
2. Immerse the end of the O-ring in water and insert it into the spout of the main body to complete installation of the faucet.

**Tip:** Before insertion of water pipe into the faucet body, draw a line 16mm away from the end of the water pipe as a guide. After the water pipe is inserted, the marking line should not be visible.

To prevent internal damage, do not force the main body while it rotates into the base.

**Note:** When cleaning the surface of the faucet, use a soft sponge. Avoid metal sponges to prevent scratches and damage. A faucet damaged in this manner will not be covered under the warranty.

## INSTALLATION OF WASTE WATER PIPE

Installers are advised to use the waste water clamp.

Use a 3mm drill bit to make a small hole in the existing drain pipe and fix the waste water clamp to the hole. Connect one end of a flexible water hose into the waste water clamp hole.

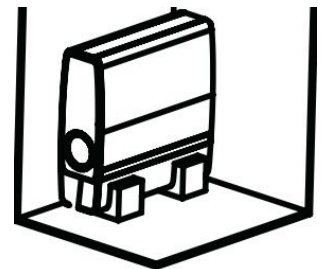
Align and fix the waste water clamp, connecting the 2-way waste water pipe with the small hole of the drain pipe. Ensure the inserted portion of the 2-way water pipe does not exceed 1.5 cm.

**Tip:** Before insertion, coat the connection of the 2-way pipe and the drain pipe with a little silica gel.

## FIXING THE SYSTEM

The reverse osmosis water purifier is not to be wall-mounted. It should be placed directly on the cabinet floor. Should the unit need to be fixed on the wall, the user must purchase a separate tripod and expansion screws for a secure wall-installation.

- Remove the foam from the packing box
- Place the foam on the bottom of the product, as shown in the figure.



## POWER CORD CONNECTION

Connect the power adapter to the system and insert the power plug into the electric socket.

## INSTALLATION PRECAUTIONS

- At the bottom of the system there is a water pump. The four screws at the base of the pump should be removed before the installation or an abnormal noise will sound.
- Use the provided pipe plugs to fix the water pipes. All screw caps should also be used.
- Use the new hose assembly provided with the appliance.
- If the system is installed correctly, you should be able to slot in and install the filters easily. If this is not so, do not use force the filters in. The use of force may cause permanent damage to the circuit board and filter microchip. This will not be covered by the warranty.

## INITIAL SETUP

Proceed to activate the system after checking that the pipe connections are secure and that the system is connected to a water source and power supply.

- Ensure the stop valve on the incoming water pipe is 'on'. Turn on the filter faucet and wait for the first flow of water. Allow some time for the water to pass through all filters. If there is no water flowing out of the faucet, check if the incoming water pressure is too low.
- When the filter faucet has been running for about 10 minutes, check the body of the filter for any visible leaks. Ensure all pipe and wire connections are secure.
- Close off the filter faucet and check to see if the flow of water at the waste water tube stops. The flow should stop within 30 seconds.

## INSTRUCTIONS BEFORE USE

- Before the water can be consumed, the system requires a thorough flush of the the Reverse Osmosis filter. You can do this by letting the filter faucet run for 20 minutes every 2 hours, repeated 7 times. Alternatively, let the faucet run for as long as possible on the first day of installation.
- Gas solubility increases as tap water passes through the high-pressure RO filtration process. As a result, users may notice tiny bubbles in the pure water, similar to that of bubbles of carbonated drinks. Because pure water has no impurities, it takes a long time for the bubbles to dissipate. This is a normal physical phenomenon and is harmless to the human body.
- Switch off the filter faucet when not in use.
- Used filters cannot be cleaned and recycled. They should be disposed off as solid domestic waste.
- If product has not been in use for a long time, reset the system, disconnect and reconnect the water source, and perform a thorough flush before you use resume use.
- Should any of the following situations occur, disconnect the water source immediately and power down the system:
  - Leak detected at any part of the main body or connecting pipes
  - Any part of the system is malfunctioning
- Should any part of the system be damaged, seek professional assistance from an authorised A. O. Smith retailer. The manufacturer is not responsible for any loss as a result of failure to operate the system in accordance with the instructions in this manual.



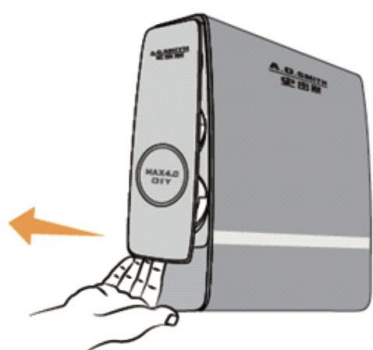
## 5. MAINTENANCE

### RECOMMENDED FILTER REPLACEMENT CYCLE

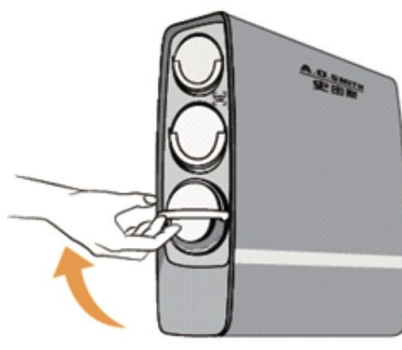
- The recommended filter replacement cycles of this water purifier are based on statistics of international average indicator.
- Local water quality and water consumption will affect the lifespan of each filter.
- If you notice a fault of blockage of the filter, please contact the authorised after-sales service department immediately.
- The filter lifespan is based on an estimation of ordinary household water consumption. The system is not designed to be installed in public places of high or commercial water consumption.

Filter	Particles removed	Estimated filter life	Model
Particle filter	Suspended solids, rust, sand, silt, organic matter, smells, prevents crystallization of calcium and magnesium ions in filtration system.	12 months	MT-4 Ø85mm
Carbon filter	Removes odors, chlorine, chloramine and improves taste.	12 months	CMF Ø85mm
Reverse Osmosis (RO) membrane filter	0.0001µm precision filtration, removes viruses, bacteria, trace metals, heavy metal ions and pesticide residue.	48 months	TW-303-700/Ø115mm

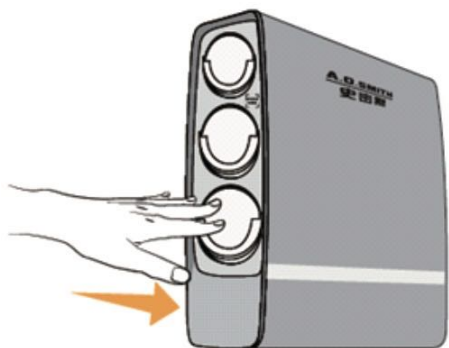
### REPLACING THE FILTER



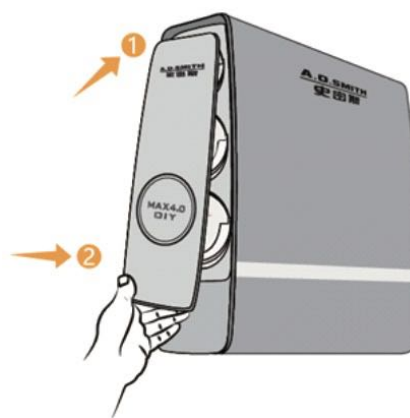
1. Do not disconnect power supply. Remove front cover and wait 1 minute for the system to depressurize. The light display will flash in this minute.



2. When the display stops flashing, raise the handle of the filter to a horizontal position. You will hear a click. Proceed to pull the filter out.



3. Remove packaging from the new filter and insert it into the slot until you hear a click.



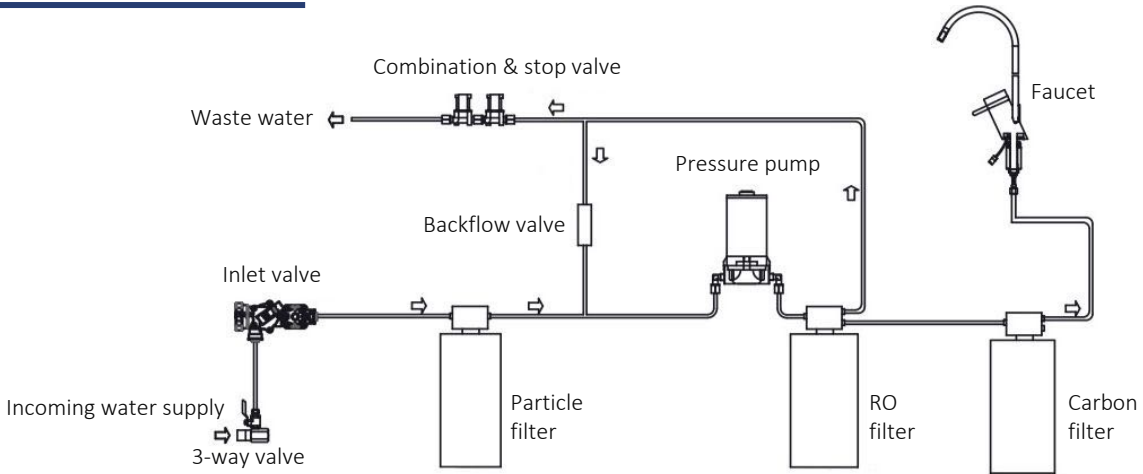
4. When successfully installed, the relevant filter indicator light display will turn white. Proceed to close the cover, aligning the magnets at the top first.

**NOTE:**

1. After replacing any of the filters, switch on the faucet and let the water run from the filter tap for 15 minutes before consuming the water.
1. If the filter indicator display does not light up in white, adjust the water purifier so that it is at least 2cm away from the sides of the housing cabinet. Then, remove the filter and reinstall it.
2. If the faucet stops dispensing water after any filter replacement, switch off the faucet and check that the filter is properly connected.

# 6. INSTALLATION DIAGRAMS

## WATERFLOW DIAGRAM

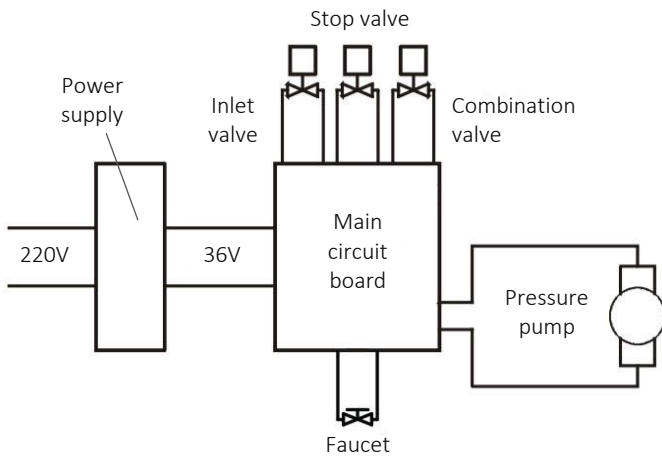


## ELECTRICAL COMPONENTS

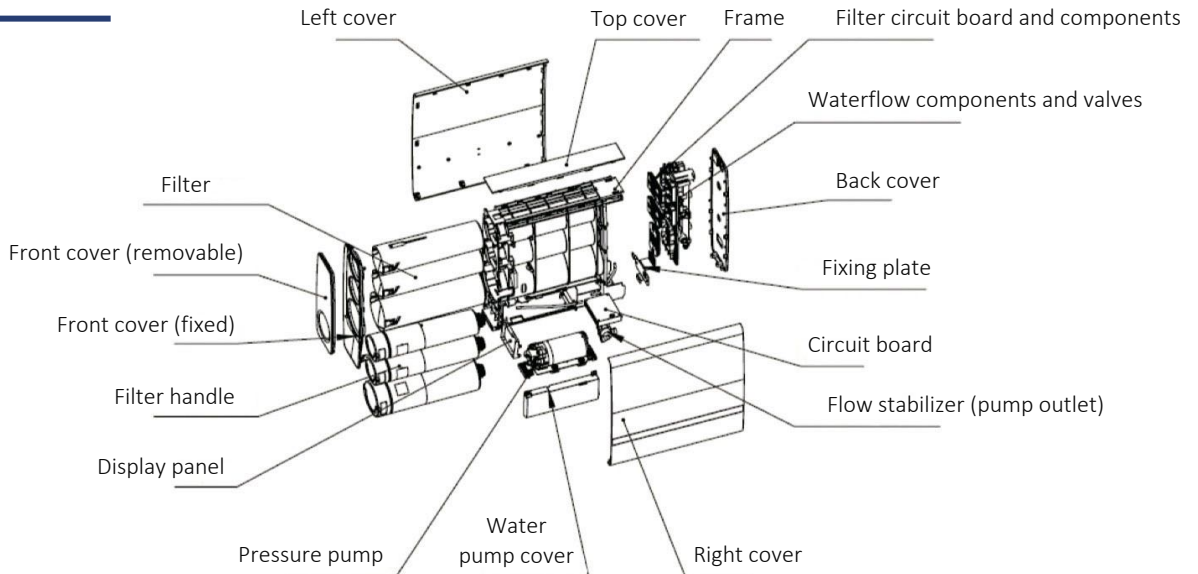
**Main circuit board**  
Controls the entire water filtration process

**Inlet valve**  
Controls the incoming flow of water

**Pressure pump**  
Regulates system pressure to create a stable environment for the RO membrane to filtration process.



## EXPLODED VIEW



## 7. TROUBLESHOOTING

Malfunction	Possible cause	Solution
Unable to switch on	Power is not connected	Check the power supply or power plug
	The water inlet is blocked, or power supply is disconnected	Check incoming water supply and water pressure
	Wires are damaged	Replace wires
	Circuit board faulty	Replace circuit board
	The front cover is not installed correctly.	Close the cover, taking care to align the magnets at the top first.
The faucet does not produce water	The pressure pump is faulty	Replace the pressure pump
	The water inlet is faulty	Replace the water inlet
	One of the filters is at 0% life	Replace the relevant filter
	Filters are not properly installed	Reinstall the filters
	The main circuit board cannot shut off the inlet valve	Check the inlet valve and replace if necessary
Waste water is released even when faucet is off	The inlet valve is malfunctioning	Replace the inlet valve
No or low flow of purified water	Filters are at 0% life	Replace the filters
	Filters are blocked	Reinstall the affected filters
	Inlet valve is preventing incoming water flow	Check if inlet valve is working, replace if necessary.
	Insufficient pressure in the system	If waste water flows normally, the fault lies with the inlet valve
	Water inlet is clogged	Clean or replace the water inlet
Faucet has no light display	Connection to main circuit board not secure	Check circuit board connection
	Faucet display faulty	Replace the faucet

## 8. WARRANTY AND PACKING LIST

### WARRANTY

AOS Bath Pte Ltd (the warrantor) will cover defects or manufacturing faults of the AOS water purifier with components or models of equivalent size and compatibility. The warranty covers all components and labour charges for replacement of faulty parts for 1 year from date of installation. The water purifier is designed for household use and the warranty will not apply should the system have been used for commercial purposes.

The warranty is valid only in Singapore.

This warranty shall apply only when the system

- Is owned by the original purchaser;
- Is properly maintained by the owner
- Is correctly installed in accordance to the AOS instruction manual;
- Has a serial number that is not altered or removed;
- Is installed indoors
- Is installed by a qualified installation team with no modifications to its design in any way
- Is accessible
- Is not subject to accidental damage or faults caused by negligence;
- Is not subject to damage from external sources such as transit, weather or power surges.

### SERVICE AND LABOUR

After the 1<sup>st</sup> year of warranty, the owner is responsible for all other costs. Such costs may include but are not limited to labour charges for service, removal or reinstallation of the system and delivery, handling and administrative charges.

### WARRANTY SERVICE PROCEDURE

Please register the product online within 7 days of installation. For assistance, please contact AOS Bath Pte Ltd at 68420030.

- Proof of purchase and installation date are required to support a warranty claim from the original owner. Please keep your purchase receipt in a safe place to ensure you have this information.
- In the event of a system malfunction, disconnect the water source, cut off the power immediately and contact customer service at 68420030.

### PACKING LIST

- Water purifier
- Particle filter MT-4 (1pc), carbon filter CMF (1pc), RO filter (1pc)
- Power adaptor
- Accessory kit
- Installation manual
- Faucet
- Several water pipes

## HAZARDOUS SUBSTANCES (CONTENTS)

Parts	Harmful Substance					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent Chromium (Cr(VI))	Polybrominated Biphenyls (PBB)	Polybrominated Diphenyl Ether (PBDE)
Filter components	o	o	o	o	o	o
Metallic parts	o	o	o	o	o	o
Plastic parts	o	o	o	o	o	o
Rubber parts	o	o	o	o	o	o
Electronic assembly (device)	x	o	x	o	o	o
Label printing materials	o	o	o	o	o	o

Marked 'o': The content of the hazardous substances in all materials of the part is below the limit requirement specified in GB/T 26572

Marked 'x': The content of the hazardous substances in at least one of the materials of the part exceeds the limit requirement of GB/T 26572. The "x" parts are not in contact with water and comply with EU ROHS requirements.

Remarks: Measured here are the mercury, lead, cadmium, and chromium (VI) precipitation of the water samples and samples of the whole system after being soaked in pure water for 24. They are in compliance with the Ministry of Health's "Drinking Water Quality Processor Hygienic Safety and Functional Evaluation Specification for Anti-permeation Treatment Devices" (2001) and the requirements in GB5749-2006.

AOS Bath Service Hotline  
68420030

For filter replacements  
68420030



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