

Smart Faucet RO  
Instant Hot Water Purifier

SRO-012



Online Warranty Registration



Please read these instructions and warranty information carefully  
before use and keep them handy for future reference.

USER MANUAL

請即進行保用登記！  
有關保用條款細則，請看說明書最後一頁。

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Please register your warranty information now !  
For Warranty Terms & Conditions,  
please refer to the last page of this user manual.

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# Warnings & Safety Precautions

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## **WARNING!**

Read all instructions carefully before using this product.

- This product is for domestic indoor use only. If this product is used for any commercial, industrial, rental or other purposes, product warranty will be VOIDED.
  - This product is not intended for use by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of this product by an adult responsible for their safety.
  - Mind your children and DO NOT let children play with this product.
  - Cleaning and user maintenance shall not be made by children without supervision.
  - Check the voltage indicated on the rating label before using this product.
  - If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid hazards.
  - Unplug this product from the power source before cleaning and maintenance.
  - Contact German Pool authorized service technician for repair or maintenance of this product.
- 
1. Please read this manual thoroughly before using this product, and keep this manual for future reference.
  2. To ensure the normal operation of this product, installation, adjustment, repair and maintenance must be carried out by authorized personnel from our company; if this product is unable to function properly due to installation, adjustment, repair or maintenance performed by unauthorized personnel, our company will not be held responsible.
  3. Maintenance, servicing and filter replacement of this product require specific parts from our company. Any issues arising from the use of unauthorized parts, (including but not limited to the product's inability to function properly, diminished performance, or causing financial losses, etc.) are not covered under our company's warranty.
  4. This product must be used with use genuine filter cartridges; non-genuine filter cartridges pose sanitation and safety risks (such as lack of material safety guarantees, low installation compatibility leading to water quality issues and leaks, potentially exposing you to safety hazards and financial losses).
  5. This product is suitable for household water use. If used for commercial purposes, this product's lifespan will be significantly shortened.
  6. After this product is installed and put into use, user should regularly inspect and perform necessary maintenance based on usage. If any abnormalities are detected, discontinue use immediately.
  7. The water source must be disconnected before performing maintenance on this product. Adjustment and repair must be carried out by professional service personnel authorized by our company.
  8. If this product is immersed in water, it must be inspected and repaired by professional service personnel before further use.
  9. DO NOT install this product outdoors.
  10. DO NOT place any items on the top of this product.

# Warnings & Safety Precautions

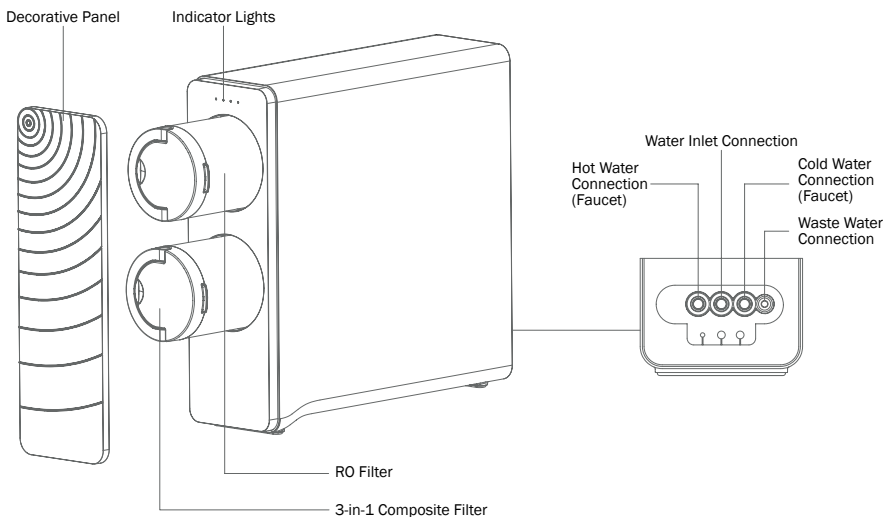
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## Safety Precautions

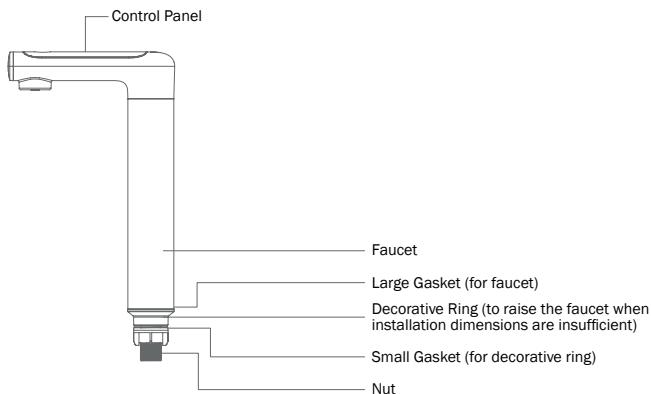
1. DO NOT dismantle or retrofit this product by yourself.
2. DO NOT use water from unknown sources. The water source for this product should be tap water that meets the local standards.
3. Handle with care to prevent dropping and causing damage or injury in case the product falls.
4. This product must be installed on a water supply pipeline with a water pressure lower than 0.4MPa. If the water pressure exceeds 0.4MPa, a pressure-reducing valve must be installed.
5. DO NOT use this product in an environment below 5 °C.
6. DO NOT cover this product or place heavy items on this product.
7. DO NOT place this product near heat sources.
8. DO NOT allow this product to come into contact with corrosive substances.
9. DO NOT allow small children to operate, touch, approach or climb on this product.
10. Should this product malfunction or operate abnormally, stop using it immediately, and shut off the water inlet valve.
11. DO NOT place this product outdoors or under direct sunlight.
12. DO NOT place this product in a high temperature or humid environment.
13. Inlet water temperature must not exceed 38 °C.
14. DO NOT use this product when the sewer is blocked.
15. DO NOT clean this product with steel scouring pad, detergents or corrosive liquids. Clean with water only.
16. DO NOT pour unknown liquids into the filter inlet to avoid damaging the filter filtration system.

# Product Structure

## Main Unit



## Smart Faucet



### Note:

- When installing the Smart Faucet, select a suitable location on the wash basin, sink or countertop, then drill a  $\varnothing 28\text{mm}$  hole (if there is already a pre-drilled hole, skip this step).
- Connect the faucet's white opaque 3/8" pipe (large pipe) to the main unit's cold water connection (blue hole).
- Connect the faucet's semi-transparent 1/4" pipe (small pipe) to the main unit's hot water connection (red hole).
- Installation must be carried out according to the diagrams in the "Installation Instructions" section. Incorrect connection of cold water, hot water, tap water and waste water are strictly prohibited.

# Installation Instructions

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## Before Installation

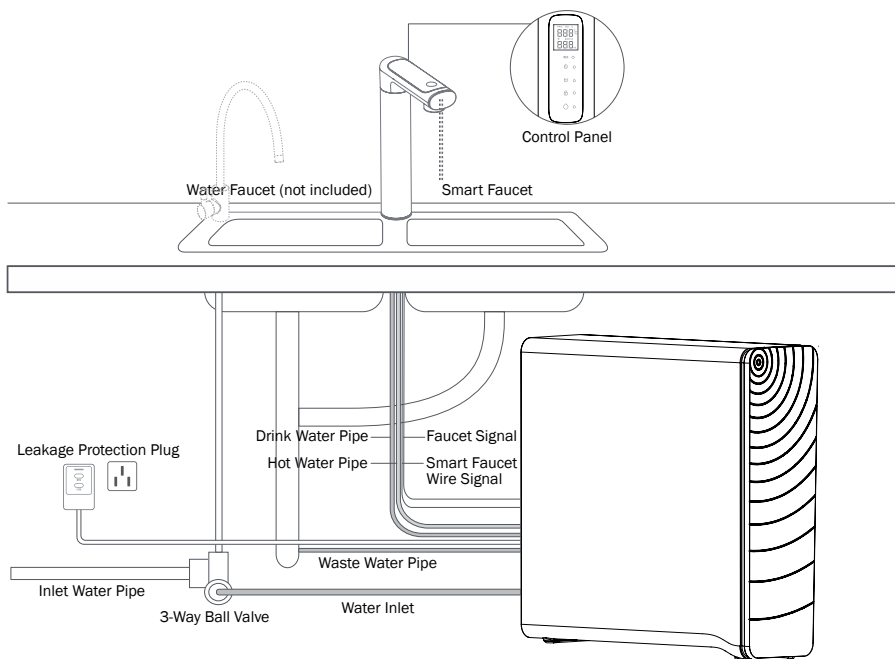
- 1. This product must be installed by authorized personnel from our company. Installation and adjustments must be made based on the actual on-site conditions before proper use.
- 2. This product must be installed on a water supply pipeline with a water pressure lower than 0.4MPa. If the water pressure exceeds 0.4MPa, a pressure-reducing valve must be installed.
- 3. Confirm the installation position of this product. Installation should be based on actual on-site conditions.
- 4. Make sure to prepare all the necessary tools for installation, including an impact drill, Phillips screwdriver, adjustable wrench and pipe cutter.
- 5. Make sure to check the installation accessories against the following packing list to ensure they are complete.

Main Unit*1	Water Inlet 3-Way Ball Valve *1	Manual*1	Smart Faucet*1	3/8" PE Pipe*3
1/4" PE Pipe*1	3/8" pipe clamp *4	1/4" pipe clamp*4	1/4" Straight Through Quick Coupling Connector*1	3/8" to 1/4" Straight Through Quick Coupling Connector *1

- 6. Disconnect the power and water supply before installation.

# Installation Instructions

## Installation Diagram



### Note:

- Water in waste water pipe is not suitable for drinking, please connect it to the sewer pipe.
- Leave amply space for installation. The product's dimensions are H450\*W147\*D452mm.



# Operation Instructions

## Using For The First Time

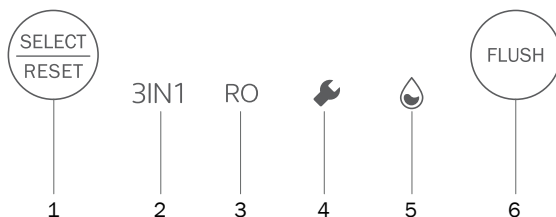
1. Turning on product for the first time: open the 3-way ball valve, connect the main unit's power source, and let the product auto flush for approx. 18 seconds.
2. Using the product for the first time: to ensure a smoother outlet water texture, after auto flush is completed, tap Dispense Key on the control panel (default water temperature is 25 °C) and let the water drain for about 5-10 minutes, then tap Water Temperature Key to select 45 °C, tap Water Volume Key to select 999ml, then tap Child Lock Key to unlock the child lock and tap Dispense Key and let it drain for another 5-10 minutes.

### Note:

- When RO Filter and 3-in-1 Composite Filter Indicator Lights both light up constant, the product will automatically purify water and auto flush.
- If product will not be used for a prolonged period of time, turn off the water source and the power source.
- If the power cord is damaged, to prevent danger, it must be replaced by professional technician from German Pool Customer Service & Repair Centre.
- This product must be used together with the new flexible pipes that come with the product. Old flexible pipes cannot be reused.

## Control Panel

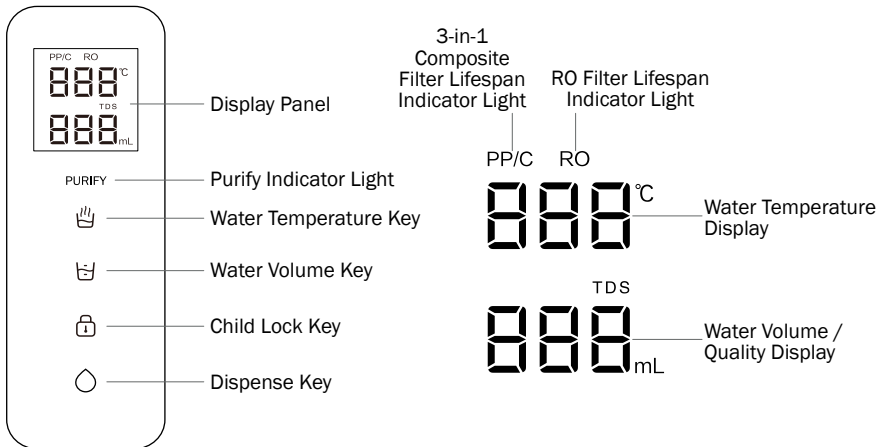
### Main Unit Control Panel



1. Filter Selection Key/Reset Key
2. 3-in-1 Composite Filter Indicator Light
3. Reverse Osmosis (RO) Filter Indicator Light
4. Malfunction Indicator Light
5. Pure Water Indicator Light
6. Filter Flush Key

# Operation Instructions

## Smart Faucet Control Panel



Icon		Description
PURIFY	Purify Indicator Light	When user taps Dispense Key to dispense water, this light lights up constant, indicating the product is purifying the tap water
	Water Temperature Key	Tap this key to cycle among the 5 water temperatures of 25 °C (ambient) / 45 °C / 65 °C / 85 °C / 100 °C
	Water Volume Key	<ul style="list-style-type: none"><li>In Continuous Dispense Mode, dispensing volume is 999ml</li><li>When selected water temperature is 25 °C (ambient), the default dispensing volume is 999ml</li><li>When selected water temperature is 45 °C or above, the default dispensing volume is 300ml, tap this key to select dispensing water volume; if Continuous Dispense Mode is selected, water will stop dispensing after 5L</li></ul>
	Child Lock Key	<ul style="list-style-type: none"><li>When selected water temperature is 45 °C or above, Child Lock will automatically activate, Child Lock Key lights up constant</li><li>When Child Lock is activated, tap this key to unlock, Child Lock Key goes dark, then tap Dispense Key to dispense water</li></ul>
	Dispense Key	<ul style="list-style-type: none"><li>Select desired water temperature and volume, then tap this key to dispense water</li><li>During water dispensing, if 25 °C (ambient) is selected, Dispense Key lights up constant in blue; if 45 °C or above is selected, Dispense Key lights up constant in red</li><li>During water dispensing, Water Volume/Quality Indicator will show the real-time TDS (total dissolved solids) value</li><li>In Continuous Dispense Mode, tap this key again to stop water from dispensing</li></ul>

### Note:

If this product does not receive any command in a certain period of time, the control panel will automatically enter sleep state. Tap any key to wake up the panel.

# Cleaning & Maintenance

## WARNING!

Turn off the product, unplug from the power source, and let the product cool down completely before cleaning and maintenance.

1. DO NOT use soap, detergent, gasoline, alcohol or other volatile solvents to clean this product to avoid causing cracks, scratches or discoloration.
2. DO NOT directly spray water on this product.

## Replacing The Filters

Filter	Name	Recommended Replacement Interval
3-in-1 Composite Filter	Folded polypropylene (PP) cotton prefilter with carbon rod composite filter	6-12 months
RO Filter	Reverse osmosis membrane filter	18-24 months

## Note:

The recommended replacement intervals are for reference only, and the value is an average obtained based on the general municipal tap water conditions. If the water quality of your municipal tap water is below average, the actual lifespan of the filter may differ from the recommended replacement interval. In cases where the filter gets clogged or fails prematurely, it should be replaced as soon as possible.

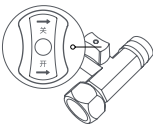
## Replacement Steps

1. Turn off the water inlet 3-way ball valve, turn off the incoming water source, open the Smart Faucet to drain off water inside. When water is all drained off, unplug the plug and disconnect the power source. (Diagram 1).

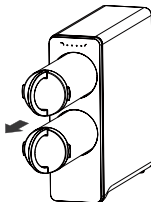
## WARNING!

DO NOT pull on the pipes and Smart Faucet wire by force, in order to avoid causing electrical malfunction or water leakage.

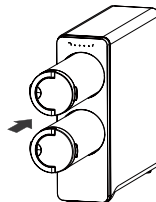
2. Lift the old water filter 's handle until it is perpendicular to the filter (90°), then pull out the filter (diagram 2).



(Diagram 1)



(Diagram 2)



(Diagram 3)

# Cleaning & Maintenance

3. Place the new filter into the main unit, and push the filter in until it is locked in place (diagram 3).
4. Tap Filter Selection/Reset Key to select the filter that needs resetting, the corresponding filter indicator light blinks. Tap and hold Reset Key for 5 seconds, the filter's lifespan record is reset to zero, and the filter's indicator light goes dark (diagram 4).

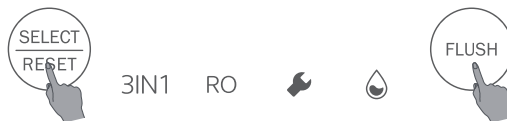
**Note:**

Every time a new filter is replaced, it must be reset before it can be used.

5. Open the 3-way ball valve, reconnect the power source and turn on the product. Flush the filter's ambient water circuit with 25 °C (ambient) water and hot water circuit with 100 °C water.

**Note:**

- Due to the nature of the reverse osmosis membrane, the membrane contains moisturizing components (mainly food-grade glycerin). On the first day after replacing the filter, it is recommended to use the product as much as possible. The water produced should not be consumed but can be used for cleaning. Alternatively, after replacing the filter, every 2 hours, run the faucet for 20 minutes at 25 °C (ambient) to purify water and drain it, repeating this process 12 times or more to improve the taste of the water.
- After installing a new filter, it is recommended to flush the filter and pipes by tapping the Filter Flush Key on the main unit. The water coming out may appear grayish or bubbly, which is a normal occurrence. Please repeat the flushing process until the water runs clear before using the product (diagram 4).



(Diagram 4)

# Troubleshooting

## ⚠ WARNING!

When a problem appears, please check against the following table to see if it can be resolved. If problem persists or for problems not listed in the table, please contact German Pool Customer Service & Repair Centre for assistance. DO NOT disassemble or repair this product on your own.

### Filter Replacement Indication

Indicator Light	Display Method & Reason	Solution
3IN1 RO	Indicator light blinks in red means the filter needs to be replaced soon	Purchase new filter and replace
	Indicator light lights up constant in red means the filter's lifespan has expired and needs to be replaced immediately	

### Other Issues

Problem	Possible Cause	Solution
Cannot produce purified water	Power cord not connected properly	Reconnect power cord properly
	3-way ball valve is closed	Make sure 3-way ball valve is open
	Filter is not properly installed	Reinstall filter properly
	User is not using German Pool original filters	Use German Pool original filters
	Filter's lifespan has expired	Replace filter
	Inlet water pressure too low	Install water pressure booster
	Pure water pipe or inlet water pipe is bent or damaged	Replace pure water pipe or inlet water pipe
	Smart faucet control panel shows error code	Refer to error codes and their solutions
Waste water pipe not draining	Pure water has been continuously produced for over 1 hour, and product has entered automatic protection mode	Turn off the faucet then reopen faucet
	Filter is clogged or has exceeded its lifespan	Clear blockage or replace filter
	Inlet water pressure or inlet water temperature too low	Install water pressure booster or increase inlet water temperature
	Product has become too hot due to prolonged operation, and has automatically entered overheat protection mode	Wait until the product cools down before reuse
Purified water's TDS value is relatively high	Tap water TDS value is high	This is a normal phenomenon
	Product has not been used in a long period of time	This is a normal phenomenon
	Filter has exceeded its lifespan	Replace filter
	Waste water pipe is bent or clogged	Replace waste water pipe
Smart faucet control panel doesn't work	Faucet top cover and control panel are dirty	Clean faucet top cover and control panel
Error Code E01	Water Leak Protection	Contact German Pool Customer Service & Repair Centre

# Troubleshooting

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Problem	Possible Cause	Solution
Error Code E02	Prolonged water purification protection	Restart product. If problem persists, check if the pipes have water in them, or whether they are bent, or if the filter has exceeded its lifespan
Error Code E04	Hot water circuit has no water	Restart product or contact German Pool Customer Service & Repair Centre
Error Code E05	Hot water circuit overheat protection	Stop using hot water, and wait until product cools down before reusing
Error Code E08	Voltage protection (input voltage lower than 160V or higher than 280V)	Product will automatically resume function when voltage returns to normal
Error Code E09	Inlet water temperature sensor malfunction	Contact German Pool Customer Service & Repair Centre
Error Code E10	Outlet water temperature sensor short circuit or open circuit	
Error Code E11	Communication error between the display board and the faucet board	
Error Code E12	Communication error between the motherboard and the display board	
Error Code E13	Short circuit or malfunction	

# Technical Specification

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<b>Model</b>	<b>SR0-012</b>
Voltage / Frequency	220 V / 50 Hz
Power	2200 W
Inlet Water Temperature Range	5-38 °C
Inlet Water Pressure	0.1-0.4 MPa
Product Dimensions (Main Unit)	(H) 450 (W) 147 (D) 452 mm
Product Dimensions (Smart Faucet)	(H) 369.5 (W) 57 (D) 199 mm
Net Weight	16.5 kg

- Specification is subject to change without prior notice.
- If there is any inconsistency or ambiguity between the English version and the Chinese version, the Chinese version shall prevail.
- Refer to [www.germanpool.com](http://www.germanpool.com) for the most update version of the user manual.

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# 警告及注意事項

## ⚠ 警告！

使用本產品前，請仔細閱讀所有說明。

- 本產品只限家居室內日常使用，如產品作任何商業、工業、出租或其他用途，保用證即告失效。
- 請勿讓兒童或身體有殘障、精神不健全及對本產品缺乏經驗或知識的人士單獨使用本產品；如需使用，必須要在負責任的成年人監管下方可使用。
- 應照顧好兒童，確保他們不會玩耍本產品。
- 無成年人監管下，勿讓兒童清潔及維護本產品。
- 使用前，請先檢查所有電壓是否與本產品標籤上的電壓相符。
- 如果電源線損壞，為免發生意外，電源線必須由廠方、廠方指定的維修中心或同等合格的技術人員進行更換。
- 清潔或檢查本產品前，必須先關機及拔掉插頭。
- 請聯繫德國寶授權的技術人員進行維修或保養本產品。

1. 使用本產品前必須仔細閱讀並妥善保管本說明書。
2. 為確保產品正常工作，必須由本公司授權人員對產品進行安裝調試、維修、保養等操作；由未授權人員安裝調試或維修保養所造成產品無法正常使用，本公司將不承擔責任。
3. 本產品的維修保養、濾芯更換，需使用本公司特定的部件；若因使用非授權部件所引發的問題（包括但不限於產品無法正常使用、產品性能降低或造成財產損失等）均不包括在本公司的保修範圍之內。
4. 必須使用原廠濾芯；非原廠濾芯存在衛生安全隱患（如原材料缺乏安全保證、安裝匹配密封性低等，可能會導致水質異常及漏水現象，為您帶來安全風險和財產損失）。
5. 本產品適用於家庭生活用水，若用於商業用途會致使本產品的使用壽命大幅縮短。
6. 本產品安裝使用後，用戶應根據使用情況對產品進行檢查和必要的維護，如發現異常，必須立即停止使用。
7. 本產品進行任何維修保養前，必須斷開水源，非本公司授權的專業服務人員不得調整和維修本產品。
8. 若本產品被水浸泡，必須由專業服務人員進行檢查和維修之後才可繼續使用。
9. 本產品嚴標安裝在室外。
10. 嚴禁在本產品上放置物品。

# 警告及注意事項

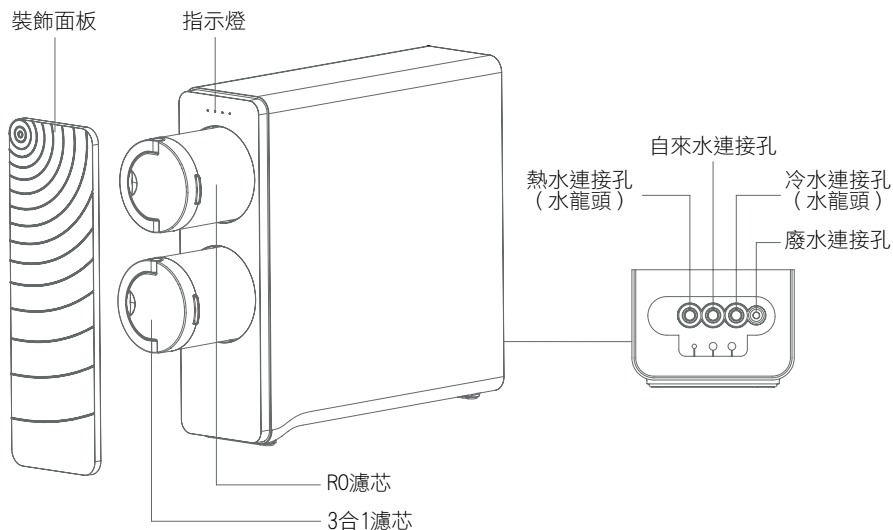
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## 注意事項

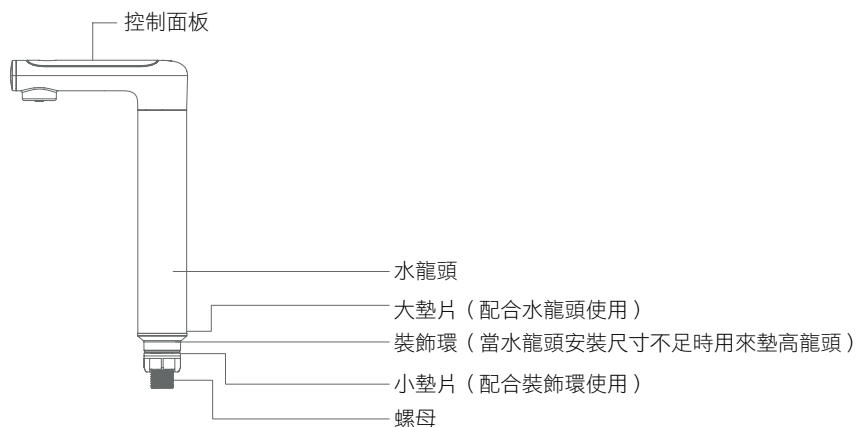
1. 嚴禁擅自拆開或改裝本產品。
2. 嚴禁使用不明水源，本產品進水水質為附品地區標準的自來水。
3. 必須注意輕拿輕放，以免本產品跌落造成砸傷。
4. 本產品必須安裝在水壓低於0.4MPa的供水管線上，水壓大於0.4MPa必須安裝減壓閥。
5. 嚴禁在溫度低於5℃的環境下使用本產品。
6. 嚴禁在本產品上覆蓋任何東西或放重物。
7. 本產品嚴禁靠近火源。
8. 本產品嚴禁接觸帶有腐蝕性的物質。
9. 嚴禁讓幼童操作、接觸、靠近和攀爬本產品。
10. 當本產品發生故障或異常時，必須立即停止使用，並關閉進水閥。
11. 嚴禁將本產品放置在室外或陽光直射處使用。
12. 嚴禁將本產品放置在高溫或濕度高的地方。
13. 本產品的進水水温不得高於38℃。
14. 當下水道堵塞時，嚴禁使用本產品。
15. 嚴禁使用鋼絲球、清潔劑或腐蝕性液體清洗本產品，使用清水即可。
16. 嚴禁將不明液體倒入濾芯入水口，以免損壞濾芯過濾系統。

# 產品結構

## 主機



## 智能加熱水龍頭



### 注意：

- 安裝智能加熱水龍頭時，在洗手盤、鋅盤或檯面上選擇合適的安裝位置，鑽一個直徑約為28mm的孔（如已有合適孔位，可跳過此步驟無需鑽孔）。
- 水龍頭的白色不透明3分管（粗管）連接主機冷水連接孔（藍色孔位）。
- 水龍頭的半透明2分管（細管）連接主機熱水連接孔（紅色孔位）。
- 必須按照安裝說明的圖示進行安裝，嚴禁錯誤連接冷水、熱水、自來水及廢水。

# 安裝說明

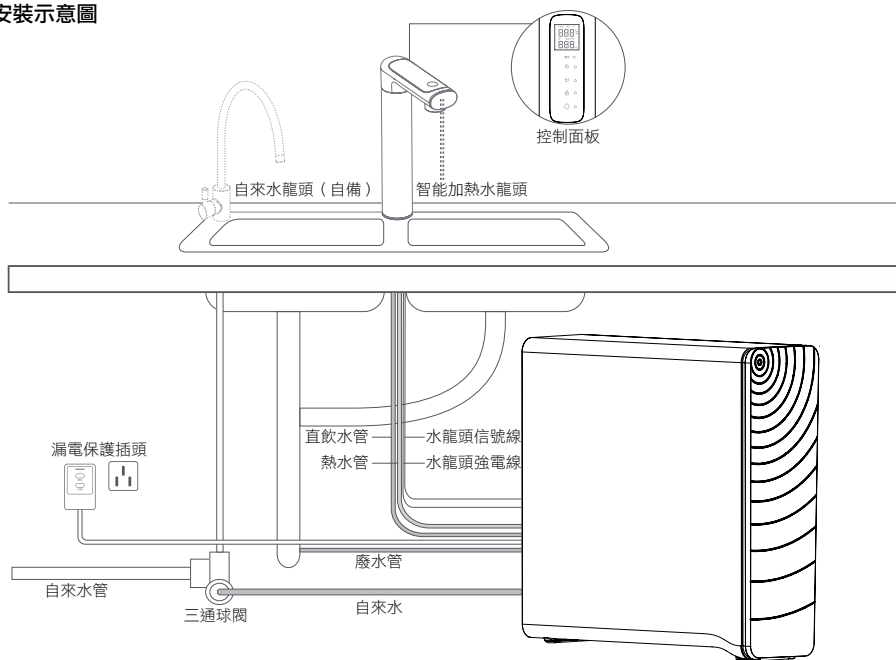
## 安裝前注意事項

1. 本產品必需由本公司授權人員為您安裝，並根據使用者現場實際情況安裝並調試後方可正常工作。
2. 本產品必須安裝在水壓低於0.4MPa的供水管線上，水壓大於0.4MPa必須安裝減壓閥。
3. 確認本產品的安裝位置，安裝時應視乎實際情況而定。
4. 確認準備好安裝所需的工具，包括衝擊鑽、十字螺絲批、活動扳手、管剪。
5. 必須按照以下裝箱清單核對安裝配件是否齊全。

主機*1	進水三通球閥*1	說明書*1	智能加熱水龍頭*1	3分PE管*3
2分PE管*1	3分管卡*4	2分管卡*4	2分直通快接*1	3轉2分直通快接*1

6. 安裝前必須斷開水電連接。

## 安裝示意圖



## 注意：

- 廢水管中不是飲用水，請排入下水道。
- 必須預留足夠安裝空間。產品尺寸為H450\*W147\*D452mm。

# 使用說明

## 首次使用注意事項

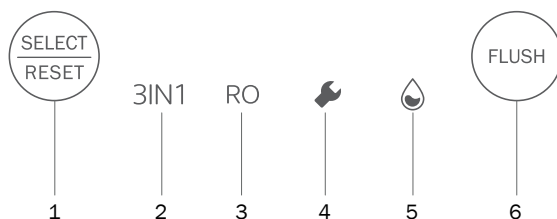
1. 首次開機：打開三通球閥，插上主機電源等待自動沖洗約18秒。
2. 首次使用：為保證出水口感更佳，沖洗完畢後，按控制面板上的「出水鍵」（預設出水溫度為25℃）排水約5-10分鐘，再按「水溫鍵」選擇45℃，按「水量鍵」選擇999ml，然後按「童鎖鍵」解除童鎖後再按「出水鍵」5-10分鐘排水。

## 注意：

- 指示燈正常狀態下（RO濾芯及3IN1濾芯指示燈常亮），本產品會自動製水及智能沖洗。
- 如長時間不使用本產品，必須斷開水源及電源。
- 如電源軟線損壞，為避免危險，必須由德國寶客戶服務及維修中心的專業人員更換。
- 本產品必須使用跟機附送的新軟管，舊的軟管不能重複使用。

## 控制面板

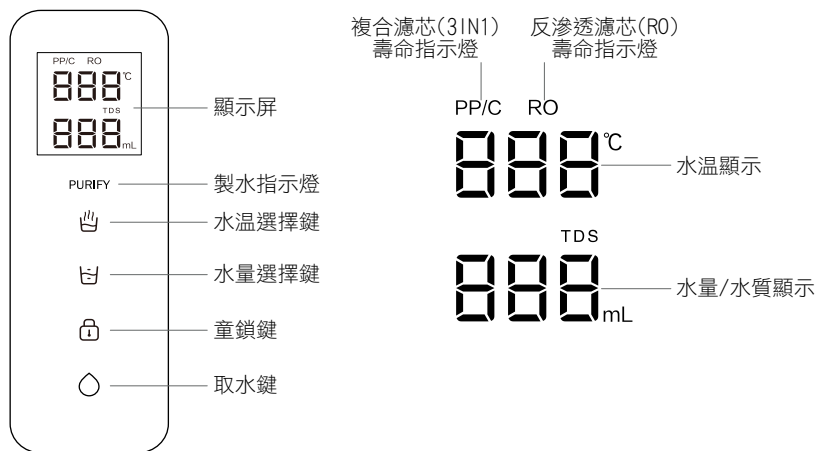
### 主機控制面板



1. 濾芯選擇鍵/復位鍵
2. 複合濾芯(3IN1)指示燈
3. 反滲透濾芯(RO)指示燈
4. 產品異常指示燈
5. 純水指示燈
6. 濾芯沖洗鍵

# 使用說明

## 水龍頭控制面板



圖標		說明
PURIFY	製水指示燈	按「取水鍵」取水時此指示燈常亮，代表產品正在過濾自來水
	水溫選擇鍵	按此鍵循環切換25°C（常溫）、45°C、65°C、85°C及100°C共5個水溫檔位
	水量選擇鍵	<ul style="list-style-type: none"><li>水量999ml為持續取水模式</li><li>當水溫檔位選擇25°C（常溫）時，水量預設為999ml</li><li>當水溫檔位選擇45°C或以上時，水量預設為300ml，按此鍵選擇水量；如水量選擇持續取水模式，當出水量達5L時會自動停止出水</li></ul>
	童鎖鍵	<ul style="list-style-type: none"><li>當水溫檔位選擇45°C或以上時，童鎖功能自動開啟，童鎖鍵常亮</li><li>在童鎖狀態下，須按此鍵進行解鎖，童鎖鍵熄滅，再按「取水鍵」取水</li></ul>
	取水鍵	<ul style="list-style-type: none"><li>選擇水溫和水量後，按此鍵取水</li><li>取水期間，如取25°C（常溫）水取水鍵以藍色常亮，如取45°C或以上的水，取水鍵以紅色常亮</li><li>取水期間，顯示屏上的「水量/水質顯示」會顯示實時溶解性固體總量TDS數值</li><li>在持續取水模式下，再按一次此鍵可停止出水</li></ul>

### 注意：

如一段時間未有操作，控制面板將自動進入休眠狀態，此時按任何鍵可喚醒屏幕。

# 維修及保養

## ⚠ 警告！

維修與保養產品前必須先關機並拔除電源插頭，待產品冷卻後再進行清潔。

1. 清潔保養本產品時，嚴禁使用肥皂、洗滌劑、汽油、酒精等強揮發性溶劑，可能會造成裂紋、划傷和變色等。
2. 嚴禁直接灑水清潔本產品。

## 更換濾芯

濾芯	名稱	建議更換周期
3IN1複合濾芯	前置折疊聚丙烯棉棒後置炭棒複合濾芯	6-12個月
RO濾芯	反滲透膜濾芯	18-24個月

## 注意：

建議更換周期僅供參考，該數值根據各地自來水情況所得出的平均數值。若所在地的水質情況低於平均指標，濾芯的實際壽命可能會與建議的更換周期有所差異。如濾芯過早堵塞、失效，此時應盡快更換新濾芯。

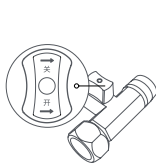
## 更換步驟

1. 關閉進水三通球閥，切斷自來水，打開龍頭排水，待水排空後，拔出電源線插頭切斷電源（圖1）。

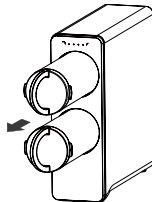
## ⚠ 警告！

嚴禁用力拉扯水管和淨水龍頭引線，以免造成通電故障或漏水。

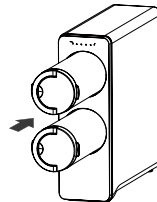
2. 將需要更換的濾芯把手從卡扣中取出，把手與主機垂直90°後拉出（圖2）。
3. 將新濾芯的卡扣與主機的卡扣對準，並將濾芯推入主機直到卡緊（圖3）。



（圖1）



（圖2）



（圖3）

4. 按「濾芯選擇/復位鍵」鍵選擇需要復位的濾芯，相應濾芯指示燈閃爍，長按復位鍵5秒，濾芯的壽命記錄清零，濾芯指示燈熄滅（圖4）。

## 注意：

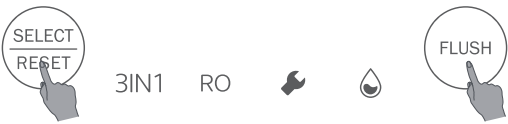
每次更換新濾芯後，必須對新濾芯進行復位後方可使用。

# 維修及保養

5. 打開三通球閥及接通電源後開機，分別以25℃（常溫）及100℃對濾芯常溫水水路和熱水水路進行沖洗。

**注意：**

- 由於反滲透膜的特性，膜內含有保濕成份（主要成分為食品級甘油），更換濾芯後的第一天應盡可能多使用本產品，而所出的水不建議飲用，可用於廚房清洗；或於更換濾芯後每隔2小時打開水龍頭使用25℃（常溫）製水20分鐘並排走，循環12次或以上以提高水的口感。
- 安裝新濾芯後沖建議按主機上的「濾芯沖洗鍵」清洗濾芯和管路，出水可能呈灰黑色或氣泡狀，屬於正常現象，請重複沖洗至水清澈狀態後再使用（圖4）。



（圖4）

# 故障檢修

**⚠ 警告！**

每當本產品出現問題時，請檢查是否可以按照下表解決問題。如果問題仍然存在，請聯繫德國寶客戶服務及維修中心，嚴禁私自拆卸維修。

**更換濾芯提示**

指示燈	顯示方法及原因	解決方法
3IN1 RO	指示燈以紅色閃爍代表濾芯即將到期	購買新濾芯並更換
	指示燈以紅色常亮代表濾芯到期，需即時更換	



# 故障檢修

## 其他故障問題

故障類型	確認事項	解決方法
無法製純淨水	電源線未連接到位	重新正確連接電源線
	三通球閥未打開	確保三通球閥已打開
	濾芯未有正確安裝	重新正確安裝濾芯
	使用非本公司原廠配置濾芯	使用本公司原廠配置濾芯
	濾芯已到達更換周期	更換新濾芯
	自來水水壓過低	安裝加壓器
	純淨水管與自來水管折彎或破損	更換純淨水管或自來水管
	水龍頭上的控制面板顯示異常代碼	參閱故障代碼及解決方法
	連續製水超過1小時，產品自動進入保護程序	關閉水龍頭後再重新打開
廢水管不排水	濾芯堵塞或已超出使用周期	清除濾芯上的堵塞物或更換新濾芯
	自來水水壓過低或自來水溫度過低	安裝加壓器或提高自來水溫度
	因長時間運作導致過熱，產品自動進入過熱保護程序	待產品冷卻後再使用
純水TDS值較高	自來水TDS值較高	屬於正常現象
	長時間沒有使用本產品	屬於正常現象
	濾芯已達到更換周期	更換新濾芯
	廢水管彎折或堵塞	更換廢水管
水龍頭上的控制面板按鈕失靈	水龍頭頂蓋及控制面板髒污	擦乾淨水龍頭頂蓋及控制面板
顯示故障代碼「E01」	漏水保護	聯絡德國寶客戶服務及維修中心
顯示故障代碼「E02」	長時間製水保護	重新啟動本產品，如故障持續，檢查水路是否有水、折彎或濾芯是否已超出使用周期
顯示故障代碼「E04」	熱水水路缺水	重新啟動本產品或聯絡德國寶客戶服務及維修中心
顯示故障代碼「E05」	熱水水路超高溫保護	停止使用熱水，待本產品自然冷卻後再使用
顯示故障代碼「E08」	電壓保護（輸入電壓低於160V或高於280V）	待電壓正常後自動恢復
顯示故障代碼「E09」	進水溫度傳感器異常	聯絡德國寶客戶服務及維修中心
顯示故障代碼「E10」	出水溫度傳感短路或開路	
顯示故障代碼「E11」	顯示板和水龍頭板通訊異常	
顯示故障代碼「E12」	主板與顯示板通訊故障	
顯示故障代碼「E13」	短路或故障	

# 技術規格

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<b>型號</b>	<b>SRO-012</b>
電壓/頻率	220 V / 50 Hz
功率	2200 W
適用來水溫度	5-38 °C
來水壓力	0.1-0.4 MPa
產品尺寸(主機)	(H) 450 (W) 147 (D) 452 mm
產品尺寸(智能水龍頭)	(H) 369.5 (W) 57 (D) 199 mm
淨重	16.5 kg

- 產品規格及設計如有變更，恕不另行通知。
- 中英文版本如有出入，一概以中文版為準。
- 本產品使用說明書以[www.germanpool.com](http://www.germanpool.com)網上版為最新版本。

# 保用條款

# Warranty Terms & Conditions

此保用提供德國寶產品之機件在正常使用下壹年保用(自購買日起計算)。

Under normal operations, the product will guarantee a 1-year full warranty provided by German Pool (effective from the date of purchase).

\*貴戶須在購機十天內，以下列其中一種方式向本公司登記資料，保用手續方正式生效：

1) 填妥德國寶VIP手機應用程式  
保用登記表 (掃描右方二維碼)

2) 填妥本公司網頁保用登記表  
[www.germanpool.com/warranty](http://www.germanpool.com/warranty)

3) 填妥保用卡郵寄至本公司



\* This warranty is not valid until customer registration information is received by our Service Centre within 10 days of purchase via one of the following means:

1) Visit our VIP App and register online:  
(Scan the QR Code on the right)

2) Visit our website and register online:  
[www.germanpool.com/warranty](http://www.germanpool.com/warranty)

3) Complete the attached Warranty Card and mail it back to our Customer Service Centre.



另請填妥以下表格並與正本發票一併保存，以便維修時核對資料。用戶提供之所有資料必須正確無誤，否則免費保用將會無效。  
Please fill out the form below. This information and the original purchase invoice will be required for any repairs. Warranty will be invalidated if information provided is found to be inaccurate.

型號 Model No. : SRO-012

機身號碼 Serial No. : \_\_\_\_\_

購買商號 Purchased From : \_\_\_\_\_

發票號碼 Invoice No. : \_\_\_\_\_

購買日期 Purchase Date : \_\_\_\_\_

1. 未能出示購買發票正本者，將不獲免費維修服務。
2. 用戶應依照說明書的指示操作。本保用並不包括：
  - 上門安裝、檢驗、維修或更換零件之人工以及一切運輸費用；
  - 因天然與人為意外造成的損壞 (包括運輸及其他)；
  - 電源接合不當、不依說明書而錯誤或疏忽使用本機所引致之損壞。
3. 於下列情況下，用戶之保用資格將被取消：
  - 購買發票有任何非認可之刪改；
  - 產品被用作商業或工業用途；
  - 產品經非認可之技術人員改裝或加裝任何配件；
  - 機身編號被擅自塗改、破壞或刪除。
4. 總代理有權選擇維修或更換配件或其損壞部份。
5. 產品一經被轉讓，其保用即被視作無效。

1. Customer who fails to present original purchase invoice will not be eligible for free warranty service.
2. Customer should always follow the operating instructions. This warranty does not apply to:
  - labour costs for on-site installation, check-up, repair, replacement of parts and other transportation costs;
  - damages caused by accidents of any kind (including material transfer and others);
  - operating failures resulting from applying incorrect voltage, improper usage, and unauthorized installations or repairs.
3. This warranty is invalid if:
  - the purchase invoice is modified by an unauthorized party;
  - the product is used for any commercial or industrial purposes;
  - the product is repaired or modified by unauthorized personnel, or unauthorized parts are installed;
  - the serial number is modified, damaged or removed from the product.
4. German Pool will, at its discretion, repair or replace any defective part.
5. This warranty will be void if there is any transfer of ownership from the original purchaser.

## 客戶服務及維修中心

香港

九龍大業街59號

三湘九龍灣貨運中心地下B室

電話：+852 2773 2888

傳真：+852 2356 9798

電郵：[repairs@germanpool.com](mailto:repairs@germanpool.com)

澳門

澳門青洲大馬路(青洲新路)

515號美居廣場第二期1樓A座

電話：+853 2875 2699

傳真：+853 2875 2661

## Customer Service & Repair Centre

Hong Kong

Unit B, G/F, Sunshine Kowloon Bay

Cargo Centre, 59 Tai Yip Street,

Kowloon, Hong Kong

Tel: +852 2773 2888

Fax: +852 2356 9798

Email: [repairs@germanpool.com](mailto:repairs@germanpool.com)

Macau

A, 1 Andar, Mei Kui Kuong

Cheong Faze 2, No.515 Avenida

Do Conselheiro Borja Macau

Tel: +853 2875 2699

Fax: +853 2875 2661

此保用只適用於香港及澳門

This warranty is valid only in Hong Kong and Macau

## German Pool (Hong Kong) Limited



香港《S MARK》  
安全認證



中國電器/家電行業  
十大影響力品牌



CEO非凡品牌大賞



香港優質商號



香港工商業獎



2007  
最具潛質  
創建品牌企業獎



香港中小企業  
最佳拍檔大獎



香港消費者推崇品牌



香港《O-Mark》  
優質服務證書



香港名牌十年成就獎  
HONG KONG TOP BRAND TEN YEAR  
ACHIEVEMENT AWARD

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