January 2025

Installation Guide – OptiH2O with MultiFlo 4in1

(Pull Out 4in1 Tap Only)

wash water
where water has no limits

1x **A** Faucet

1x **B** Spray Head

1x **C** Screw Stem

1x **D** CounterWeight

1x **E** Triangle Cushion

1x **F** Rubber Washer

1x **G** Metal Washer

1x **H** Mounting Nut

1x **I** Wrench

1x **J** Three-way Connector

1x **K/4** Drinking Water Hose Outlet

1x **L/5** Boiling Water Supply Hose

1x **M** Three-way Quick Connector

1x **N** Wall Mount With Screw

1x **O/8** Outlet Hose

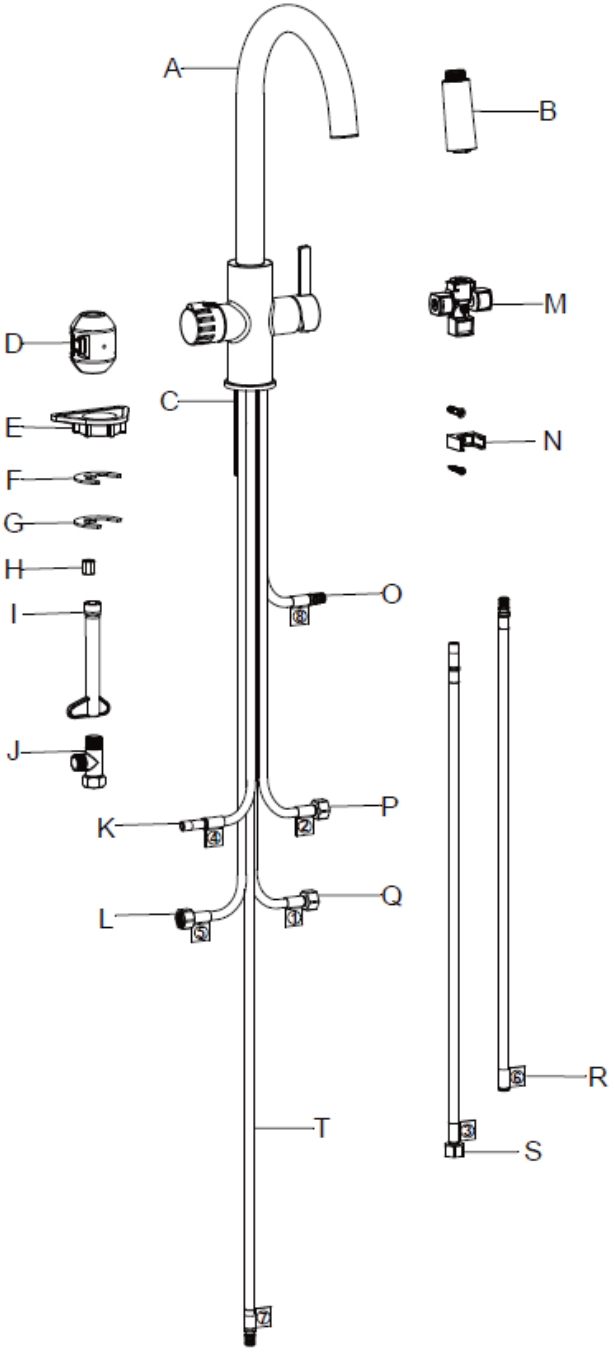
1x **P/2** Hot Supply Hose

1x **Q/1** Cold Supply Hose

1x **R/6** Boiling Water Outlet Hose

1x **S/3** Drinking Water Outlet Hose

1x **T/7** Pull-Down Hose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Users Guide

Users must strictly follow the installation and operation specifications as described in this installation guide. Users must operate the OptiH2O according to the instructions provided in this manual. Otherwise, Wash Water will not be held responsible for any economic or legal liabilities arising from the damages to the OptiH2O, tap or property loss incurred by improper installation or use, or even personal injury. Do not use this product under the following conditions:

- If the OptiH2O is found to be damaged
- If the plug or power cord is found to be damaged
- If the OptiH2O continuously leaks water

It is advised to regularly check the power supply, wiring and hoses to ensure they are not loose or damaged, to avoid electrical leakage and major accidents.

Before installation, please confirm that the voltage used by the OptiH2O matches the voltage available for the user.

The OptiH2O is designed to be rest on the floor/cabinet floor. Under no circumstances should the unit be hung or assembled with special brackets.

The OptiH2O is designed to household use only. For us in other places, please consult with Wash Water.

Do not disassemble or modify the OptiH2O yourself, it may cause malfunctions and water leakage, resulting in property damage. Any attempts to disassemble or modify the unit will result in your warranty being void.

Any malfunctions or issues caused by improper use will not be covered by the warranty.

When unplugging the power plug, do not pull the power cord directly, switch the socket off first, then remove the plug.

MOR 5in1 cartridge must be replaced every 12 months or upon exhaustion (whichever comes first). Failure to do so may invalidate your warranty.

Maintenance and replacement filters or other parts of the water purifier should be carried out using the replacement parts specified by Wash Water. The use of unauthorised parts or filters will void your warranty.

Safety Precautions

1. Warning

The water source for the OptiH2O should potable water. Do not use unknown water sources.

If daytime static water pressure exceeds 3.5bar (50psi) a 5bar (70psi) pressure limiter valve must be installed. Failure to do so will invalidate your warranty. 3.5bar (50psi) daytime pressure can easily reach 7bar (100psi) at night.

Do not plug or unplug the power plug with wet hands.

Children over 12 or those with learning difficulties should only operate this machine if they are given supervision or have been made aware of the hazards involved. Children under 12 should not use this machine.

Use a standard ground socket for electrical connections.

Do not remove the seals or modify the OptiH2O

Do not place heavy objects on top of the OptiH2O, damage may be caused if you do.

Only install the OptiH2O in an upright position.

The temperature of the hot water dispensed from the tap can reach up to 98°C and may cause burns. Please handle with care.

The boiling water tank is an open vented non-pressurised system and must be used with an 'open vent' faucet. Use of any other faucet will damage the heater and void the warranty.

Do not install the OptiH2O in direct sunlight or in places exposed to chemicals, or any place where it may be damaged by falling or impact.

Do not install the OptiH2O near any heat sources.

Cleaning the OPtiH2O and tap with clean water is sufficient. Do not clean the machine or tap directly with alcoholic products, and avoid using wire brushes, abrasive cleaners, or corrosive liquids (such as acetone).

When cleaning, do not introduce other liquids into the filter, this may damage the filter system.

Keep the water outlet of the filter element unobstructed to prevent damage to the filter and internal components of the OptiH2O.

If the drainage pipe is blocked, do not use the OptiH2O (please disconnect the power) to prevent wastewater from wetting the floor. Clear the blockage and restart the unit.

Only use Wash Water filter replacement cartridges.

The actual service life of the filter depends on the local water quality and daily usage. If the local water quality is lower or higher than the average, the actual lifespan on the filter element may differ from the recommended lifespan (Wash Water suggest replacing your filter upon exhaustion, or every 12 months, whichever comes first).

The OptiH2O is a matched system, therefore do not use this unit with any other faucet than the one supplied from Wash Water.

During the heating process, the system may produce certain noises, this is normal.

The temperature of the hot water dispensed from the tap can reach up to 98°C and may cause burns. Please handle with care.

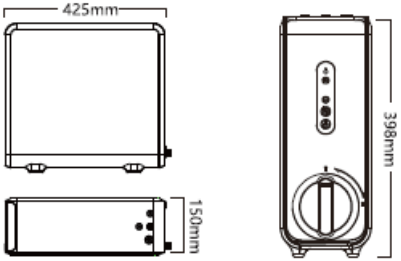
2. Routine Maintenance

If the OptiH2O unit is not used for a week:

- Run the cold purified water for 10 minutes
- Run the hot purified water for 3 full heats at 98°C i.e. run the boiling water until water runs cold. Allow to reheat to 98°C and repeat three times.

Product Specifications

1. Product Dimensions



2. Filter Cartridge Specifications

FILTER	FILTER PERFORMANCE
MOR 5in1 Cartridge	Removes discolouration, odour, residual chlorine, sediments, rust, floating particles, impurities, heavy metals, herbicide and pesticides, PFAS and scale in the water.
Recommended replacement – Upon exhaustion or every 12 months. Whichever comes first.	

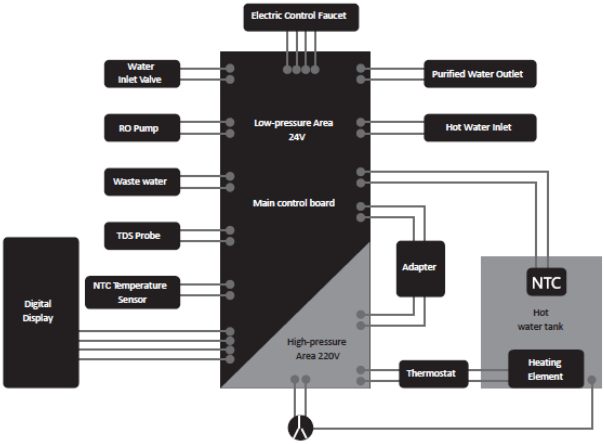
3. Specifications

Product Name: OptiH2O	Water Requirement: Main Water Supply
Product Model: OptiH2O-M	Operating Pressure: 60-85psi
Inlet Water Pressure: 15-60psi	Filtration Micron: 0.0001µm
Operating Voltage: 230v	Inlet Water Temperature: 5-38°C
Power Rating: 1500W	Environment Temperature: 5-45°C
Standby Power Usage: ≤0.05 kwh/24h	Water Flow Rate: 1.6-1.8lpm (site conditions)
Product Dimensions: 150*420*400mm	Hot Water Production Capacity: 15lph ≥90°C
Wash Number: +44 (0) 1379 873 070	Rating of Total Water Filter Capacity: 4.0m^3
Wash Website: www.wash-water.uk	Product Weight (approx.): 7.4kg
Notice: **1. To install and operate the product according to the instruction manual** **2. The change MOR 5in1 cartridge annually or upon exhaustion.**	

The rated total water flow rate refers to the flow of the OptiH2O system when connected to a water supply operating at a water temperature of 25°C.

The actual rated water flow may vary depend on the water quality, and specific environmental conditions in which the system is used.

Working Principle



Pre-Installation Preparation

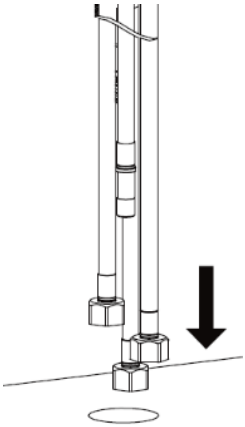
Confirm the intended installation location for the water purifier is near a drain and in a suitable location.

Ensure the installation location has a grounded power outlet that meets the standards.

Prepare the tools needed for installation:

- Teflon tape
- Screwdriver
- Adjustable wrench
- Pliers
- Flashlight
- Cloth
- Electric drill and drill bits
- Safety goggles

Installation Instructions



Installing the 4in1 MultiFlo Pull Out Tap

Screw the nozzle on to the hose coming from the end of the tap.

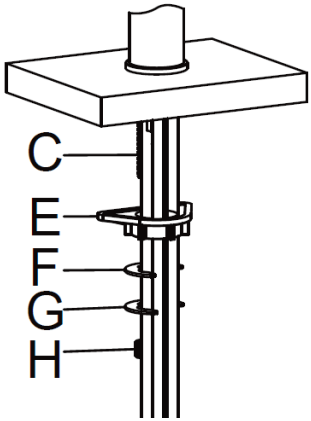
Choose a suitable installation location on the sink or countertop. Ensuring it is installed on a flat surface.

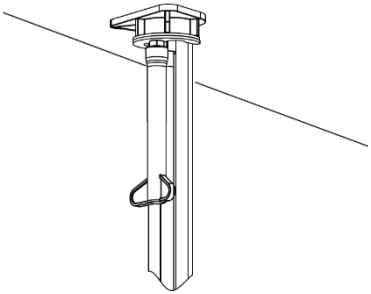
Drill a 35mm hole (if required) in your desired location.

Place all 6 hoses from the tap through the hole (ensure the washer is still in the bottom of the tap base) and put your tap in position.

Put the hoses through the triangle support (E) and slide rubber washer (F) on to the tap stem(C), followed by metal washer (G). Screw the mounting nut (H) on to the stem (C), tightening up all (E), (F) and (G).

Use the wrench (I) to tighten the mounting nut (ensure tap is still in correct position).





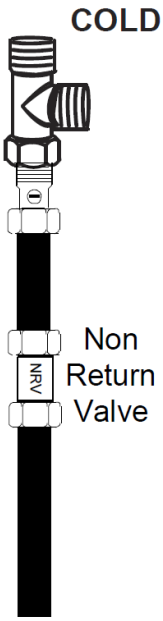
Installation of the cold-water three-way connector

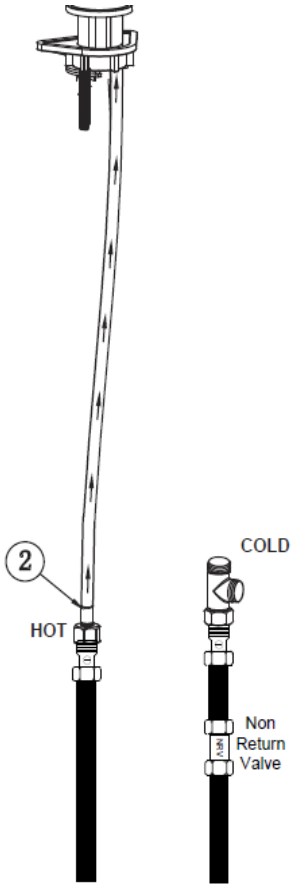
Ensure the cold-water supply is turned off.

Install the 15mm non-return valve to the 15mm copper pipe, tighten to seal. This is to go before the three-way connector.

Connect a small piece of 15mm copper pipe to the outlet of the non-return valve and install the 15mm x 1/2” fitting to the copper pipe. Tighten to seal.

Connect the three-way connector to the 1/2” connection (check the washer is in the connection) on the fitting you have just installed. Tighten to seal.





Installation of hot water connection

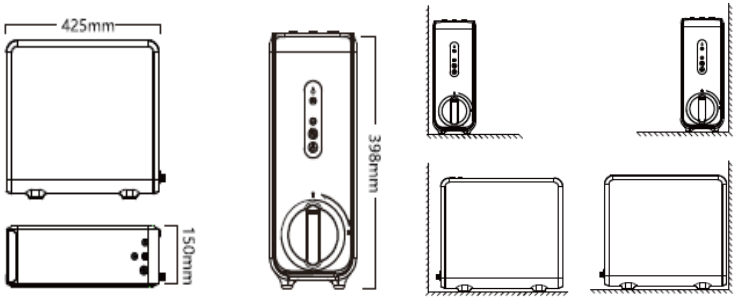
Ensure the hot water supply is turned off.

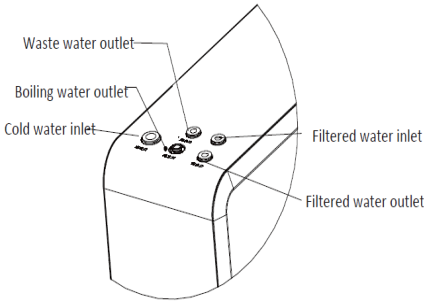
Connect the 15mm x 1/2” fitting to the copper pipe, tighten to seal.

Connect the hose P/2 (orange label) to the fitting. Tighten to seal.

Installation of the OptiH2O Machine

Choose an appropriate location for the machine and ensure that it is placed on a flat surface. The machine contains a water tank and should not be tilted or laid on its side during installation, this is to avoid affecting the normal operations of the machine.





Installation of cold water and filtered water

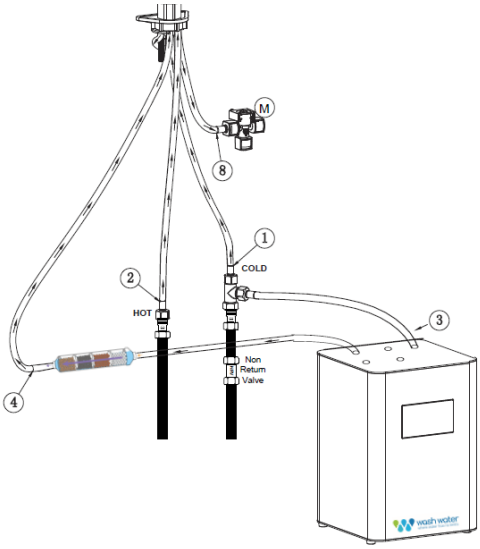
Connect hose S/3 (blue label) to the three-way connector on the pipework, tighten to seal. Grease the stem end of this hose and firmly insert this into the cold-water inlet on the OptiH2O machine. Secure with C Clip.

Find a suitable place for the remineralisation filter to be installed. Connect the two 1/4" Male x 1/4" speedfit fittings to the remineralisation filter, tighten to seal. Connect the 1/4" tubing from the filtered water outlet to the inlet of the remineralisation filter. Be sure to chamfer 1mm of the tubing with a sharp pencil sharpener and grease the connection.

Connect hose K/4 (green label) to the outlet on the remineralisation filter. Ensure the connection is greased. Secure with C clip.

Connect hose Q/1 (blue label) to the other end of the three-way connector. Tighten to seal.

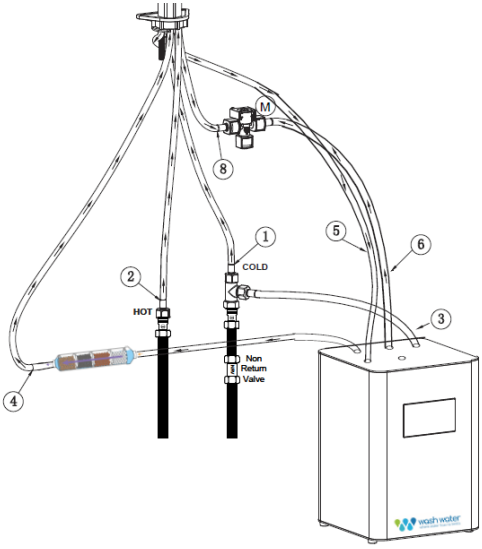
Connect hose O/8 (white label) to the three-way quick connector (M). Match the hose to correct fitting on the connector, pinch the clamp and insert the connector firmly. Release the clamp, check hose is in securely.



Boiling Water Connection

Connect the hose L/5 (green label) to the filtered water inlet on the OptiH2O, be sure to grease the connection first. Firmly press the tubing in (approx. 1.5cm) and ensure it is secure. Secure with C Clip.

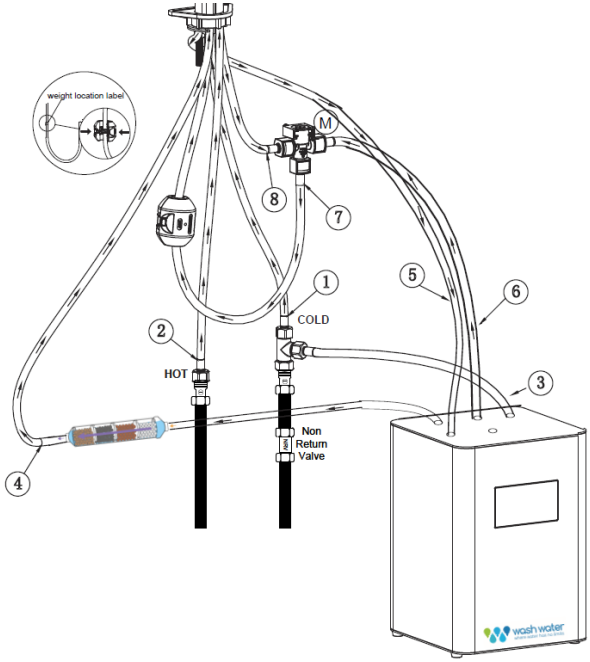
Connect the stem connection on hose R/6 (red label) to the boiling water outlet on the unit. Secure with C Clip. Connect the other end to the correct connection on the three-way quick connector (M).



Pull Out Hose Connection

Attach hose T/7 (white label) to the adapter at the bottom of the three-way quick connector (M).

Unclip the counterweight and attach this in your desired location on the hose T/7. The higher you attach the weight, the less the hose will extend from the tap. Also, ensure the weight does not rest on the cabinet floor, this will result in the hose not being in the correct position on the tap. There is a label on the hose for suggested positioning.



Waste water pipe installation

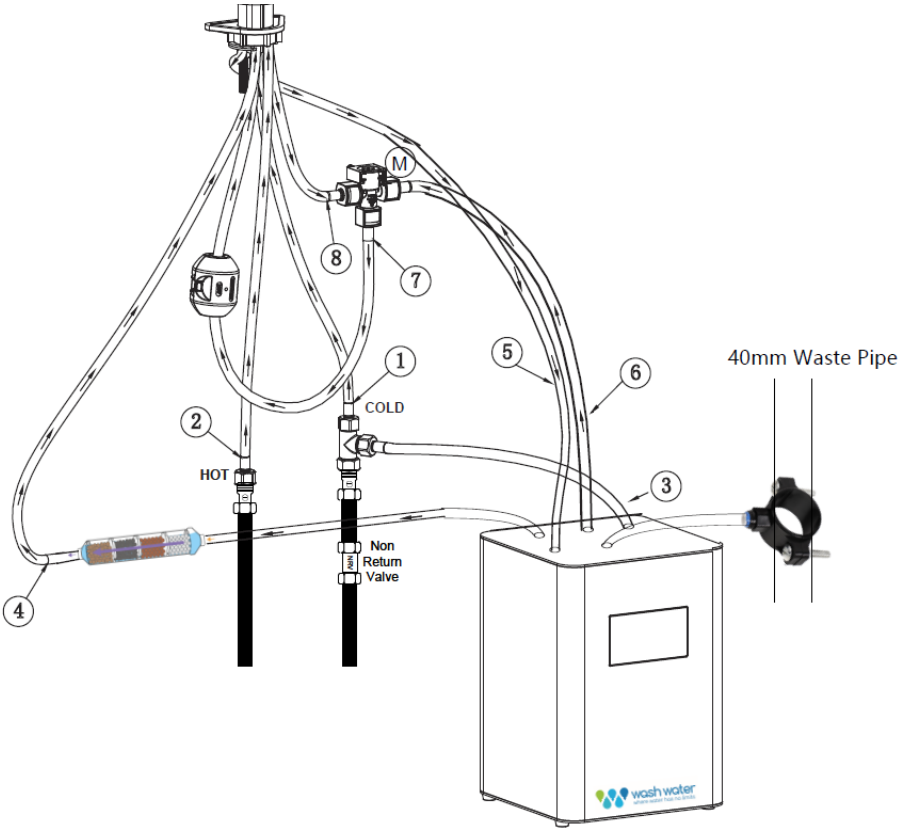
Connect the drain clamp to the waste pipe (40mm), ensure the speedfit connection is **NOT** at the bottom of any horizontal pipe.

Mark the pipe where the waste hole is to be drilled. Remove the clamp and drill the waste hole using a 6mm drill bit, making sure you do not go through both sides of the pipe.

Clear any debris and align the hole in the drain clamp with the hole you have drilled. Hold in position and tighten the drain clamp.

Chamfer and grease one end of the ¼" red tubing and insert this into the wastewater outlet on the OptiH2O unit.

Use a pipe cutter to cut a suitable length of the ¼” red tubing, chamfer and grease the end and insert into the connection (Approx 1.5cm) on the drain clamp.



Finally, tidy up all the hoses, so they don’t get tangled up. Please leave enough space for the pull-down hose with counterweight to move up and down without interference to ensure the pull-down function and return works. The three-way connector (M) can be attached to the wall. Screw clip (N) into the desired location and clip the three-way connector (M) to the clip.

OptiH2O Cartridge

DO NOT TURN THE UNIT ON!!

Check the cartridge in the OptiH2O has no defects and is free from packaging.

Insert the cartridge into the front of the OptiH2O unit, ensuring the handle of the cartridge is positioned with the MRO label on the left side. Align the cartridge and insert it in the

housing. Rotate the cartridge clockwise 90 degrees until MRO label on the cartridge handle aligns vertically. Check the cartridge is securely in place.

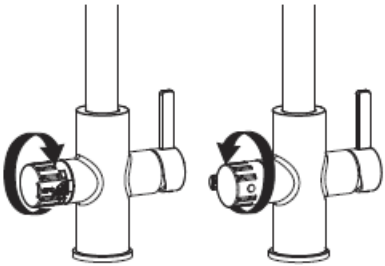
Test for leaks

Slowly turn the hot water valve on and open the hot water tap. Allow water to run, then shut tap off to pressurise the tap. Check for leaks.

Slowly open the cold-water valve, open the cold-water tap and let water run. Close tap to pressurise and check the installation for leaks.

Run the cold water on the tap, check for leaks. Run the hot water on the tap, check for leaks.

Run the purified water on the tap, slide the 'pik' out and turn the handle to the purified water side. Water may take a few seconds to come through the system as it needs to pass through the OptiH2O unit. Once running, turn tap off and check for leaks.



Run the boiling water side (the water will be cold at this point as the unit isn't plugged in). Slide the 'pik' out and turn the handle to the boiling side. It may take a little while for the water to come through the system. Once running, turn the tap off and check for leaks.

Setting up the OptiH2O Boiling Water Unit

Plug the unit into the plug socket and switch it on. **Do not** press any buttons yet.

Prior to initial use, the system needs to be flushed.

Press the MOR button on the front of the unit, it will initiate a 5-minute flush as indicated on the display. Let this countdown to 0.

Run the 'boiling water' (it won't be hot as this hasn't been turned on yet) from the tap for 15 minutes. This will give the hot water tank an initial flush.

Run the purified water on the machine for 5 minutes.

Run the cold water on the machine for 5 minutes

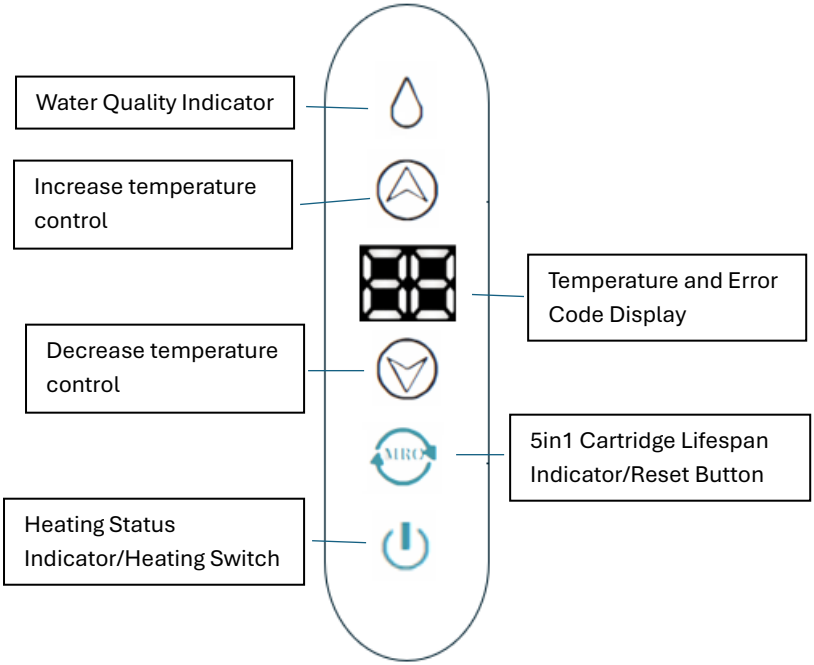
Run the hot water for 5 minutes.

Recheck for leaks.

On the front of the unit, press the ⏻ symbol, this should now turn red. Use the ⏶ arrow to increase the temperature on the unit. Set this to 98c. You might hear some noises from the unit, this is normal. The indicator on the front of the OptiH2O shows the current water temperature. What for the unit to get up to 98c and flush the boiling water tank by opening the boiling water on the tap (⚠ **WARNING – THIS WATER IS 98°C**). Allow the water to run cold. Repeat this process a further 2 times.

Once this hot water tank has been flushed with the boiling water the system is now ready to be programmed.

OptiH2O Programming



To set your desired water temperature (37°C to 98°C), use the up and down arrows on the unit until your temperature shows on the screen. Press the up and down arrows to increase/decrease by 1°C at a time. Or hold the buttons to change the temperature quickly. Once set, the unit will display the current temperature in the unit.

Display and Operation

1. **Purified cold water.**
   Press the button on the tap, at the same time turn the handle to the cold purified water side. To turn off, turn the handle back.
2. **Purified boiling water.**
   Press the button on the tap, at the same time turn the handle to the boiling purified water side. To turn off, turn the handle back.
3. **Adjusting the temperature control.**
   Press the up and down arrows on the OptiH2O unit to change the temperature by 1°C. Hold the up and down arrows down to change the temperature rapidly.
4. **Temperature and Error Code Display.**
   The display shows the current temperature of the boiling water.
   Error codes – E1to E8. A0 displayed means the unit is in energy saving mode. See point 9.
5. **MOR 5in1 Cartridge Lifespan.**
   Cartridge Lifespan – 12 months, or upon exhaustion.
6. **Heating Status.**
   The heating function is activated after the initial flush. When in heating mode, the power indicator is red, when the water temperature reaches the set temperature, the power indicator shows blue.
7. **Intelligent Flushing.**
   When the RO pump operates for 2 hours, it will perform an automatic 20second flush.
8. **Power Restart**
   When the machine is powered on, the system will perform an automatic 20 second flush.
9. **Energy saving and disinfection mode.**
   If no water is produced continuously for 48 hours, the water purifier's heating function will be turned off. Afterward, every 48 hours, the heating function will be activated to perform a disinfection of the tank, repeating this process 5 times. Run the boiling water function for 2 minutes to restart the heating function.
10. **MOR 5in1 Cartridge Reset and Flushing**
    Press and hold the MOR cartridge reset button on the front of the unit for 5 seconds. The unit will start an automatic flush for 5 minutes as shown on the screen. Once finished open the boiling water tap and flush this for 7 minutes.
11. **Draining the hot water tank.**
    Turn off the heating switch and open the boiling water faucet. This will lower the water temperature to room temperature. Then, place a container under the drain outlet on the rear of the unit (grey screw). Approx 2ltrs of water will be discharged.

Troubleshooting Guide

1. Error Codes

No.	Error Code	Type of Error	Principle	Recovery Method
1	E1	Timeout Protection	When the unit operates continuously for 30 minutes, the buzzer will sound intermittently (1sec on and 1 sec off). After 33 minutes, the timeout protection is activated, and the machine will stop working.	Press the power button on the control panel to restart
2	E3	Heating Timeout	If the heating time exceeds 20 minutes without water production, the system will exit the heating mode.	Restart the heating function
3	E4	Internal tank NTC malfunction	Internal tank NTC detected temperature is -30°C or above 105°C, or if there is a disconnection in the NTC circuit, the machine will exit heating mode, RO membrane will remain for normal water production.	Restart the heating function
4	E5	Low-Temperature Protection	If the water temperature detected by the TDS sensor is below 3°C, the low temperature protection is activated	Power on again
5	E6	Anti-dry burning protection	Each time the heating function is activated, the initial temperature of the internal container NTC is recorded. After 12 seconds of heating, the heating element will be turned off. If T1-TO is greater than 5°C, it indicates no water in the internal tank and will exit heating mode; or execute to ambient mode.	Switch water tap to fill up the internal tank. Press the heating button to restart the heating function.
6	E7	Correspondence abnormal	Power mode on status, the display board and control	Contact Wash Water

			board TX-RX are reversely connected or not connected;	
7	E8	NTC Malfunction (TDS)	Temperature exceeds 60°C or is below -30°C. This indicates an NTC malfunction. The machine continues to operate but limits the temperature to 25°C. No specific prompt is given.	Contact Wash Water.

2. OptiH2O Malfunction

Type of Malfunction	Possible Causes of Malfunction	Possible Solutions
Water Leak	Tubing is not inserted properly or not in place, the connection at the port is uneven.	Reinstall tubing properly
	Float valve not properly installed	Contact Wash Water
	Damaged components	Contact Wash Water.
	Filter cartridge not installed properly	Reinstall the filter cartridge properly
No Display on the Control Panel	Electrical connections not properly secured	Check the electrical outlet for power supply, ensure the proper connection of the power adapter
	Power adapter damaged or malfunctioned	Replace faulty power adapter
	Faulty display panel or improper connection of wiring	Contact Wash Water
Low Water Flow Rate	Filter cartridge lifespan is expired, filter cartridge is clogged	Replace clogged water filter
	Filter cartridge not installed properly	Reinstall the cartridge properly
	Bending of the water inlet or outlet pipe	Check for bends in inlet and outlet pipes
	Insufficient water pressure or low water level	Check the water pressure and flow to ensure they meet requirements
Machine not dispensing water	Water supply valve not open	Ensure water valve is open
	No water supply from the tap	Check the water source for proper supply
	Water outlet pipe is clogged	Check the water outlet pipe for clogging. Clear if needed.

WASH WATER OPTIH2O & MULTIFLO 4IN1 GUARANTEE

We offer a 5-year parts only exchange guarantee on all MultiFlo 4in1 taps and 2-year parts only exchange guarantee on the OptiH2O unit from the date of purchase, covering manufacturing and material defects when used as instructed, subject to registering your product within 30 days of purchase and replacing your filter on time. We will replace or repair defective components, but installation and on-site technician costs are not covered. Failure to register your product will result in a 12-month parts only warranty being provided for both the MultiFlo 4in1 tap and boiling water unit.

Area Covered – Great Britain (England, Scotland and Wales)

This warranty has the following conditions, and is not covered by the following:

- Damage caused by high water pressure. A 5bar pressure limiting valve is required on the inlet where daytime static pressure exceeds 3.5bar (50psi).
- The OptiH2O is only suitable for potable water.
- Callouts due to incorrect installation. If you have any questions when installing, please call Wash Water on +44 (0) 1379 873 070.
- The use of any other hoses/tubing than those supplied with the unit.
- Improper use that violates the instructions in this manual and causes damage.
- Damage or malfunction caused by using the product beyond its specified operating conditions.
- Intentional or unintentional damage caused by the user.
- Damage caused by force majeure events (such as natural disasters, flood etc).
- Leaks
- Machines that have been repaired by unauthorised professionals.
- The use of parts or filters from a supplier other than Wash Water.
- Filter cartridges are not covered under guarantee. – Cartridge plans are available.
- Any callouts within the warranty period that are due to external influences affecting the operation of the unit will incur a charge.

MOR 5IN1 CARTRIDGE MUST BE CHANGED EVERY 12 MONTHS OR UPON EXHAUSTION (WHICHEVER IS FIRST) TO MAINTAIN YOUR GUARANTEE

The above does not affect your statutory rights.

For Full Terms and Conditions visit our website – www.wash-water.uk/termsandconditions

No Scale Guarantee

Wash Water provide a 'No Scale Guarantee' on the boiling water tank in OptiH2O units. To maintain this guarantee, users must replace their **MOR 5in1** filter every 12 months or upon exhaustion (whichever comes first). Life span on the **MOR 5in1** filter will vary depending on local water conditions.

The 'No Scale Guarantee' only applies to the boiling water tank on the unit. All other parts are covered by the standard 2-year parts only warranty (subject to registration).

Failure to replace the filters within the required time will void the warranty. Filters can be purchased individually or via subscription on our website www.wash-water.uk or over the phone on 01379 873070

Cartridge Plans

Save time and money and never miss a filter change by signing up to one of our cartridge plans. Contact Wash Water on +44 (0) 1379 873 070 or visit our website www.wash-water.uk to see the cartridge plans we have available.

This symbol means that according to United Kingdom and European Union member countries laws and regulations your product and/or its battery shall be disposed of separately from household waste.

When this product reaches its end of life, take it to a collection point designated by local authorities. The separate collection and recycling of your product and/ or its battery at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.