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2025 V2.0



## Commercial Water Dispenser (2 in 1) INSTRUCTION MANUAL



Applicable Models: G12DS-19

ONE-STOP SOLUTION PROVIDER OF COMMERCIAL WATER DISPENSER

# CATALOG

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### Dispenser Tap Operation Instructions

#### 1. Dispensing Ambient Water:

- ❶ Rotate knob to ambient water mode.
- ❷ Press center of the knob to start dispensing.
- ❸ Display dispensing countdown.



#### 2. Dispensing Hot Water:

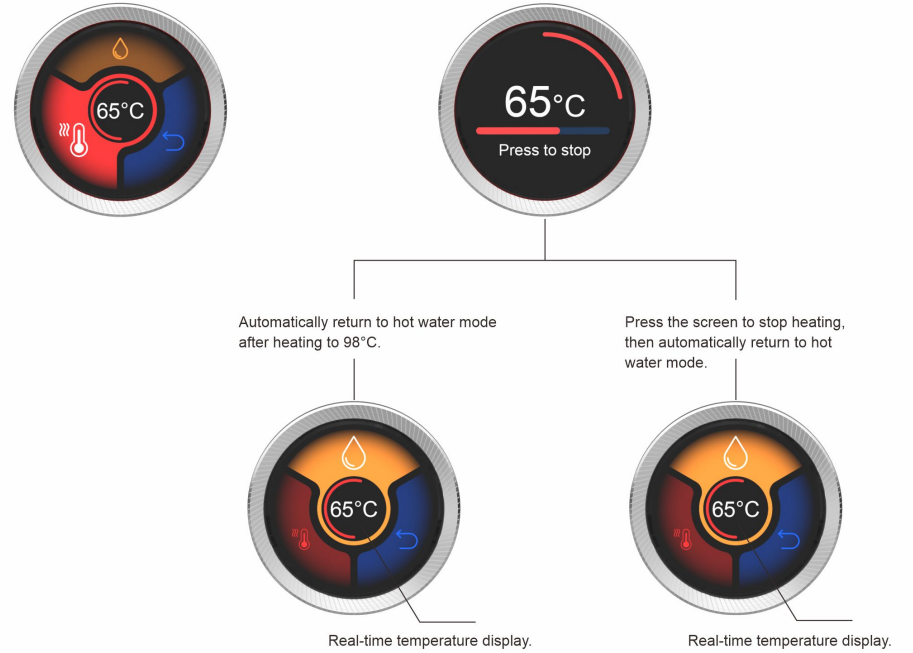
##### 2.1 Heating Function:

- ❶ Rotate knob to hot water mode.
- ❷ Press the screen to enter the hot water mode.
- ❸ Rotate knob to heating mode.



#### ❹ Press the screen to start heating.

#### ❺ Real-time heating interface.

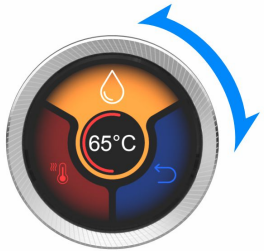


#### 2.2 Dispensing Function:

- ❶ Rotate knob to hot water mode.
- ❷ Press the screen to enter the hot water mode.
- ❸ Rotate knob to dispensing mode.



4 Press the screen to start dispensing.



5 Display dispensing countdown.



2.3 Back Function:

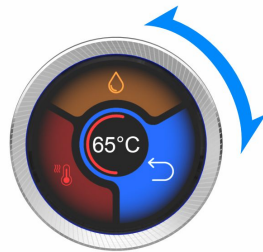
1 Rotate knob to hot water mode.



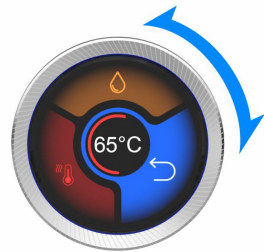
2 Press the screen to enter the hot water mode.



3 Rotate knob to back mode.



4 Press the screen.



5 Back to main menu.

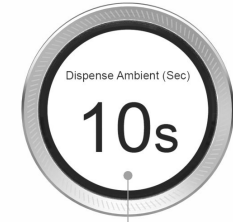


Setting Dispensing Time on the Dispenser Tap

1. On the selected mode, press and hold the center of the screen for 5 seconds to enter the time setting. (Each mode has its own independent time setting with power-off memory. The following example uses ambient water mode.)

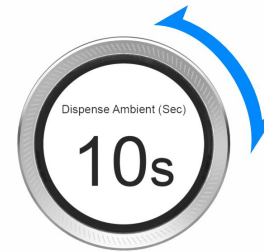


Press and hold for 5 seconds to enter time setting screen

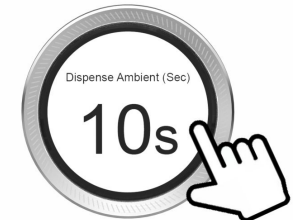


Time setting

2. Rotate knob to set desired time (1-60 seconds).



3. Press the screen again to confirm.



### Heating Unit Operation Instructions



#### 1. Heating Unit Control Panel Operation.

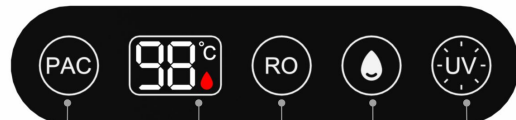
Indicator Status:

Solid red drop: Heating complete

Flashing red drop: Heating in progress

Solid white drop and UV lights: Normal operation

Solid PAC/RO indicator lights: Normal filter operation



Flashing light with audible feedback indicates PAC filter replacement is required

Red drop solid indicates heating complete

Red drop flashes indicates heating in progress

Flashes during ambient water dispensing, indicating UV light operation  
Flashes with audible alert, indicating UV light replacement required

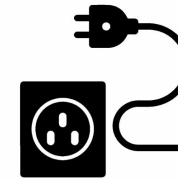
Flashes when refilling water

Flashing light with audible feedback indicates RO filter replacement is required

### Usage Precautions

#### 1. Heating Unit Precautions:

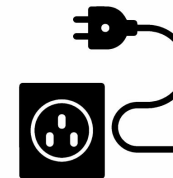
- 1 Ensure that the electricity meter and wire gauge meet the rated current of the heating unit. Consult a qualified electrician if needed.



- 2 Keep the power plug dry when connecting to power. Never plug or unplug with wet hands.



- 3 After installation, verify that all wiring and tubing connections are correct before powering on.



### Error Codes and Troubleshooting



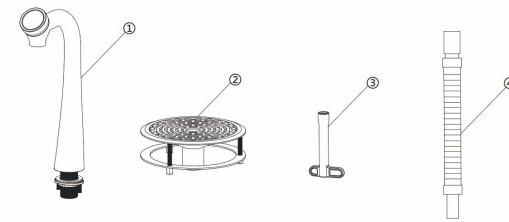
Error Code Display

Error Code	Error Name	Symptoms	Possible Causes	Solution	Image
E0	Water Leakage Protection	All loads shut down, water dispensing disabled (E0 has the highest priority)	Loose internal piping in heating unit causing leakage	Remove side panel to check and re-secure any loose pipes	/
			Water accumulation in leakage protector	Remove left side panel to clean accumulated water in leakage protector	
			Water tank leakage	Contact after-sales service	/
E7	Heating Tank Refill Error	Heating tank not refilled within 20 minutes	No water supply to heating tank	Check if water supply is normal	/

Note: Contact after-sales service if above solutions don't resolve the issue

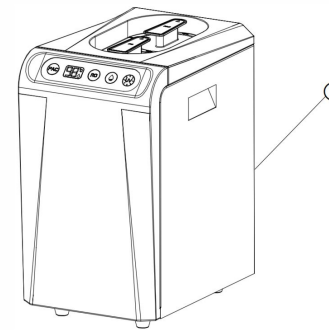
### Equipment Assembly Components Overview

#### 1. Dispenser Tap Assembly Components

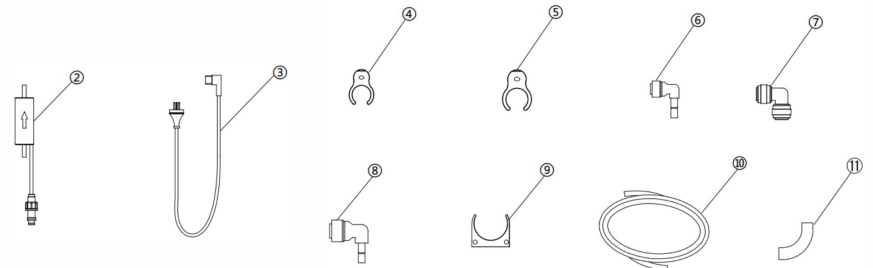


- ① Dispenser tap
- ② Drip tray
- ③ Mounting sleeve
- ④ Telescopic drain hose

#### 2. Heating Unit Assembly Components

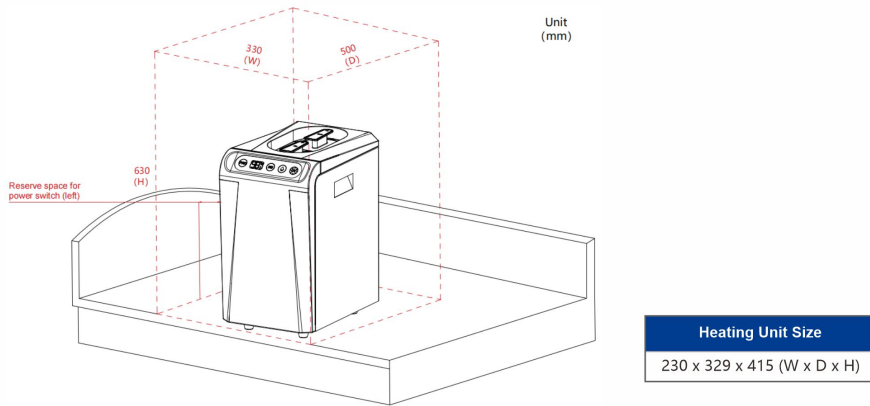


- ① Heating unit
- ② UV sterilization module
- ③ Power cord
- ④ 1/4" PE tube clip × 8
- ⑤ 3/8" PE tube clip
- ⑥ 1/4" L-type quick connector
- ⑦ 1/4" L-type elbow
- ⑧ 3/8" L-shaped quick connector (3/8" to 1/4")
- ⑨ UV mounting bracket
- ⑩ 1/4" PTFE tube
- ⑪ 1/4" PE elbow connector × 3

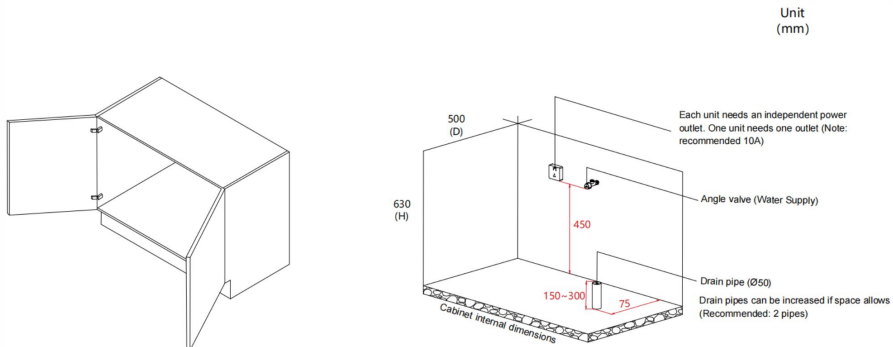


**Required Space and Placement Requirements**

1. Minimum Clearance for Heating Unit

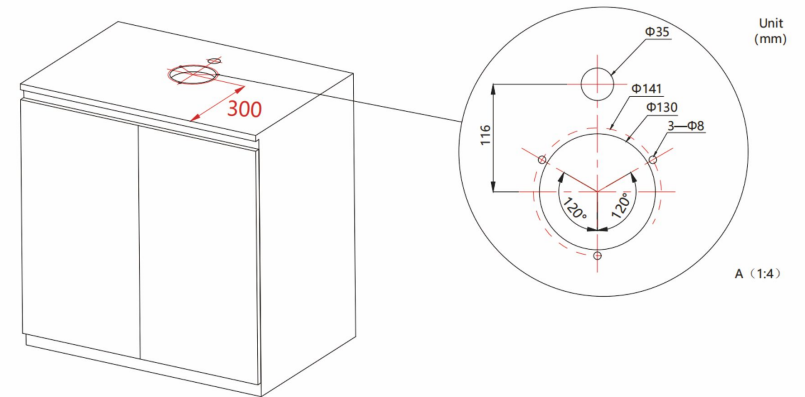


**Water and Electrical Positioning Requirements**



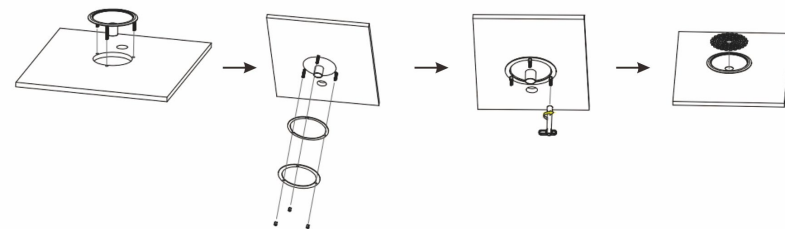
**Countertop Cut-out Size**

Before installing the dispenser tap, the countertop must be prepared with the required cut-out according to specifications.

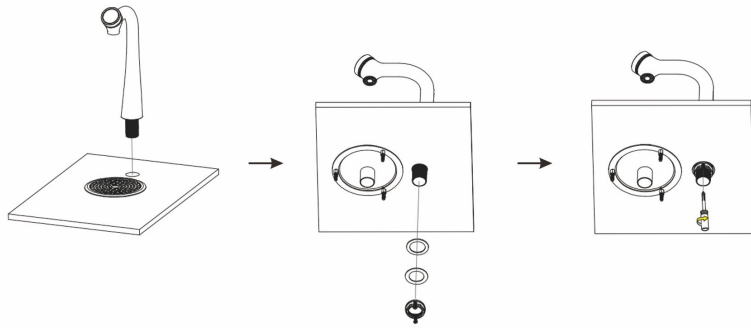


**Dispenser Tap Installation Steps**

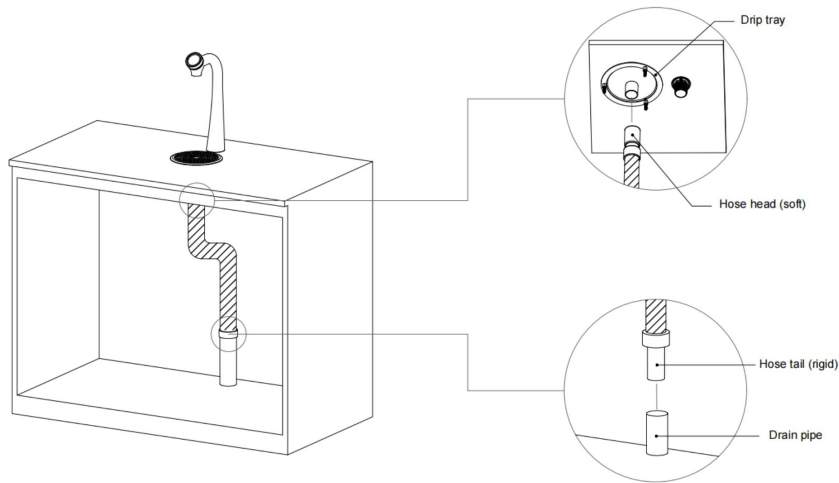
1. Secure Drip Tray: Install the drip tray on the countertop. Secure the nut underneath the countertop first, then tighten it further using the mounting sleeve. (Maximum countertop thickness for drip tray installation: 36mm)



2. Secure Dispenser Tap: Install dispenser tap on countertop. First, fasten mounting nut underneath countertop, then tighten using Phillips screwdriver. (Maximum countertop thickness for dispenser tap installation: 40mm)

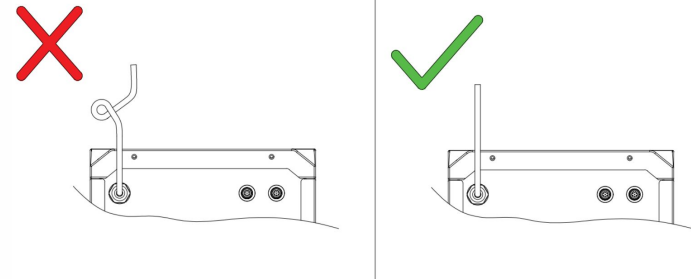


3. Install Telescopic Drain Hose: Connect the drip tray and the drain pipe using the telescopic drain hose.

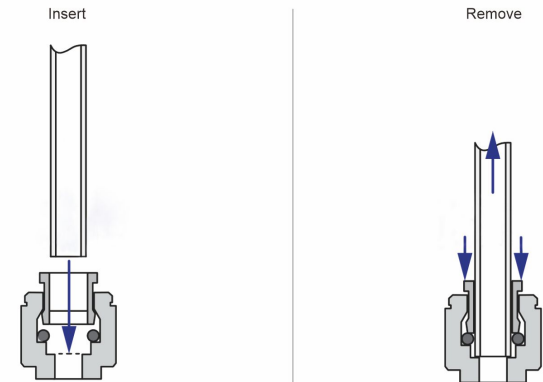


**Tubing Connection Precautions**

1. Take care to install correctly. No kinks, sags, pinches or loops.
2. The tubes and pipes must not be under tension when installed.
3. PE tubes must be trimmed to avoid loops and kinks. Take care when positioning before cutting and make a clean cut straight across the hose, using a sharp blade.



4. Follow the diagram and steps for proper PE tube handling.

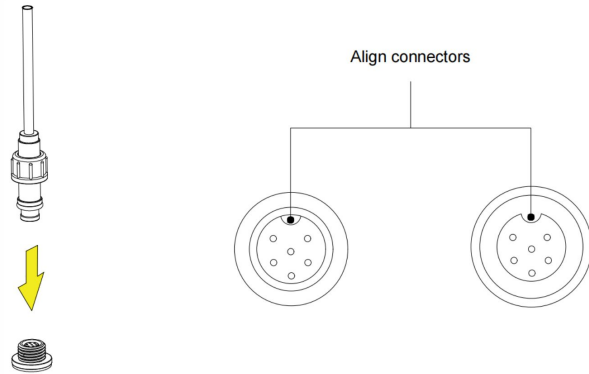


1. Cut tube clean and square. Drain pipe
2. Push tube firmly to end stop.

1. Press collet down.
2. Pull tube out.

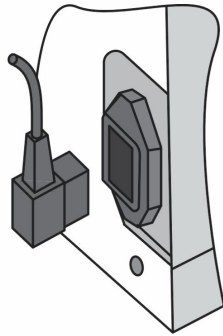
### Communication Cable Connection Precautions

1. When connecting the communication cable, make sure the connectors are properly aligned.



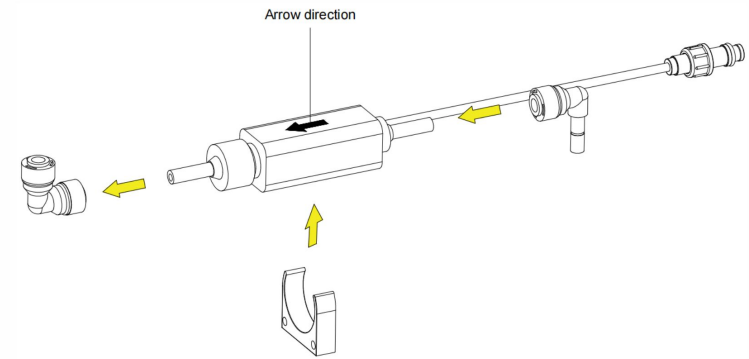
### Power-on Precautions

1. Do not connect the power supply before installation is complete to prevent unit malfunction.

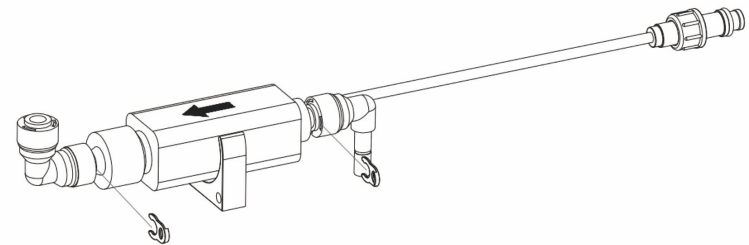


### UV Sterilization Module Precautions

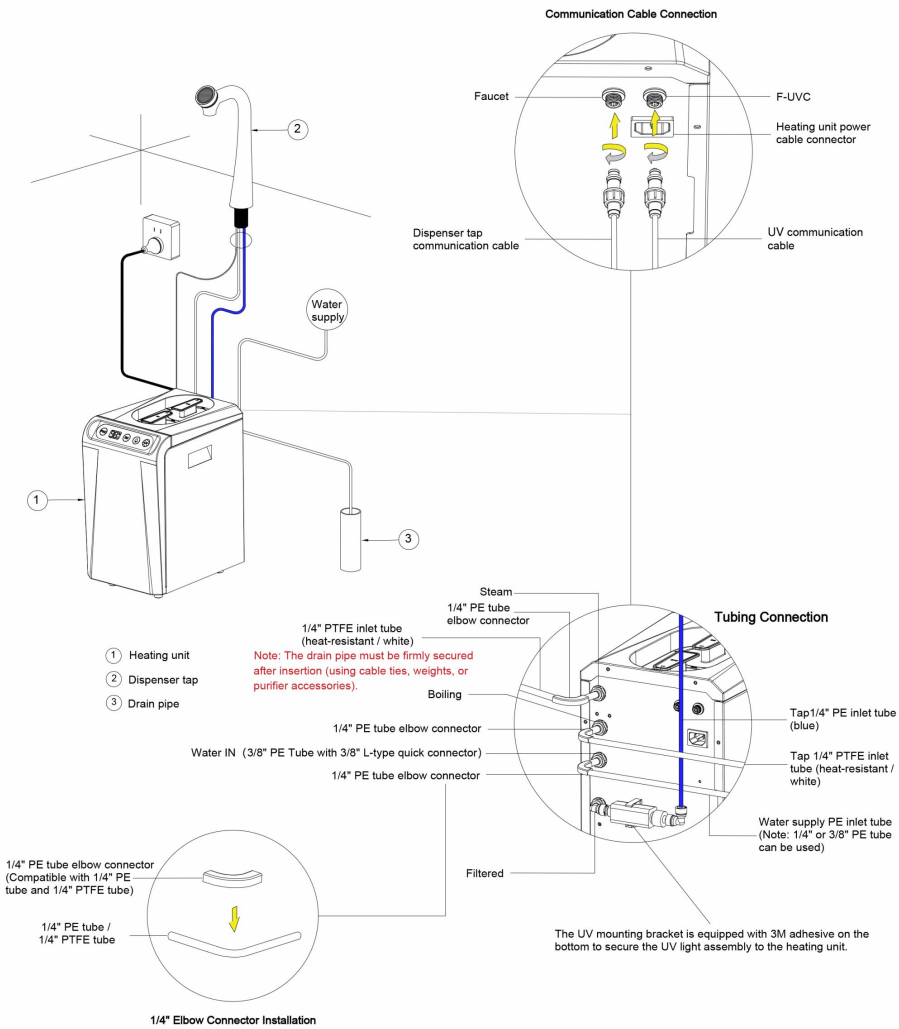
1. Pay attention to the arrow direction on the UV sterilization module during assembly.



2. After assembling the UV sterilization module, secure it with the tube clip.

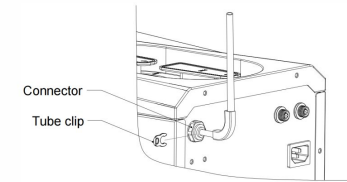


Connection Diagram



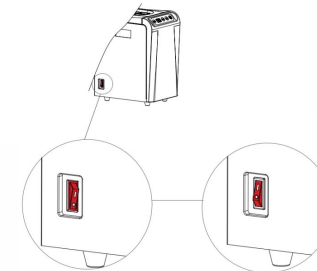
Post-installation Precautions

1. Check that all communication cables, water lines, and PE tubes are correctly connected. After confirming everything is secure, make sure all tube-to-fitting connections are locked in place with tube clips.



Pre-startup Precautions

1. Ensure Water Supply Is Connected.
2. Power On Unit: After confirming there are no leaks in the piping, turn on the power switch.



Filter Replacement Procedure

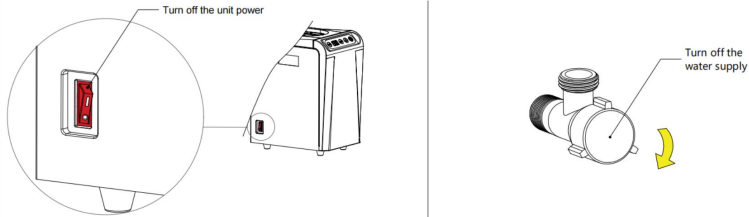
1. When the filter life expires, the corresponding filter icon on the heating unit control panel flashes with an audible alert, indicating replacement is required.



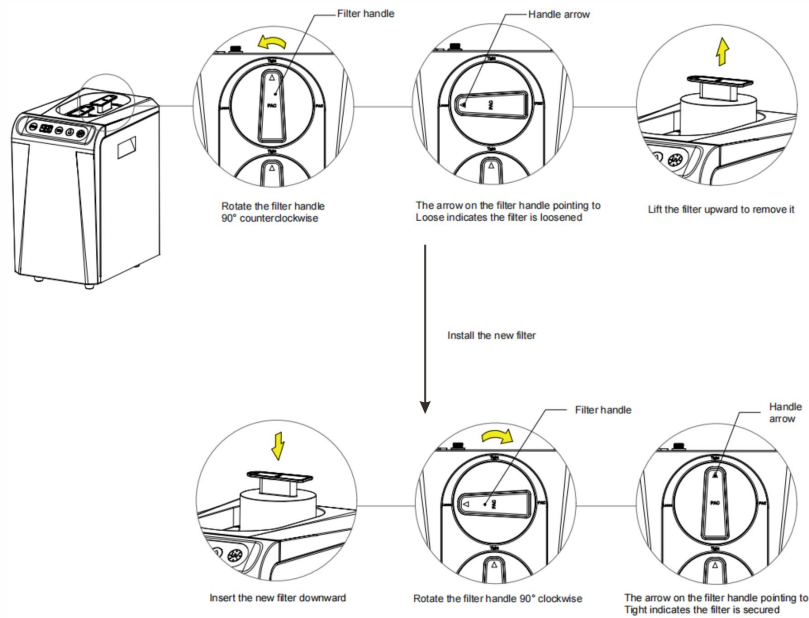
Flashing light with audible feedback indicates PAC filter replacement is required

Flashing light with audible feedback indicates RO filter replacement is required

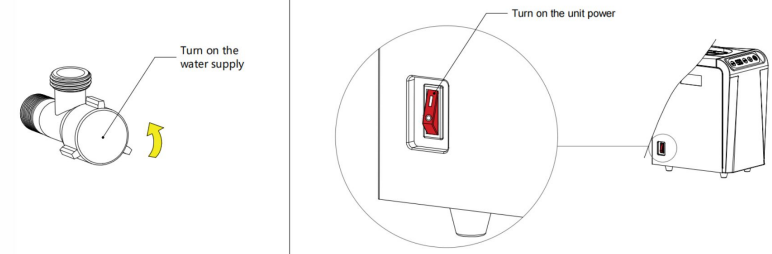
2. The heating unit power and water supply must be turned off before replacing the filter.



3. Replace the filter.



4. Turn on the water supply and power to the heating unit after replacing the filter.



5. Filter Reset Function: After the unit is powered on and water supply is connected, press and hold the corresponding filter icon for 5 seconds. The operation panel of the heating unit will stop the flashing and audible alert of the selected filter icon and reset the filter life counter (take the PAC filter as an example).



Press and hold for 5 seconds

## Warranty & Disclaimer

### ● Warranty

Coverage: Full Unit Warranty (applicable only to the original purchaser — B2B customers only; non-transferable)

Scope: Dispenser Tap, Heating Unit (Filters are consumables and not covered by warranty. Replacement costs are at user's expense.)

Period: 18 months from the date of purchase

### ● Important Notice: This product is intended for filtering and purifying municipal tap water

The following conditions are not covered under warranty:

- ① Water quality exceeding the design limits of the unit (e.g., extremely high hardness, heavy metal contamination, seawater), causing rapid filter blockage or RO membrane damage.
- ② Malfunction or abnormal operation caused by clogging from impurities in the water supply.
- ③ Connection to untreated water sources, such as well water or river water, instead of municipal tap water.
- ④ Secondary contamination, reduced water flow, abnormal machine pressure, or damage to pumps or solenoid valves caused by failure to replace filters in a timely manner.
- ⑤ Any issues caused by the use of non-original or counterfeit filters.

### ● Filter Precautions

No.	Filter Name	Service Life	Function
1	PAC Composite Filter	1 years or 2000 L	Removes sediment, rust, suspended solids, residual chlorine, odors, discoloration, and some organic compounds (chloroform, carbon tetrachloride).
2	RO Filter 600G	2 years or 4000 L	Theoretical filtration accuracy is 0.0001–0.001 μm. Removes organic compounds (chloroform, carbon tetrachloride) and heavy metals (arsenic, lead, chromium, etc.).

Note: Filter service life may vary with local water quality and differ from stated values.

### ● Disclaimer

#### 1. Damage caused by human error or misuse:

- ① Physical damage from collisions, drops, or crushing during transportation or installation
- ② Malfunctions due to unauthorized modifications or the use of non-original parts
- ③ Improper installation or use not in accordance with the instruction manual
- ④ Damage caused by abnormal voltage (e.g., voltage instability) or improper power supply (e.g., no grounding)
- ⑤ Malfunctions due to unsuitable environmental conditions (e.g., excessively high/low temperatures, high humidity, direct sunlight exposure, poor ventilation)
- ⑥ Clogging or damage caused by poor water quality
- ⑦ Malfunctions caused by liquid or foreign objects entering non-designated internal areas of the product
- ⑧ Damage caused by insects, rodents, or pets
- ⑨ Corrosion, discoloration, or deformation caused by improper cleaning (e.g., using strong acids or alkalis)

#### 2. Force Majeure Events:

- ① Natural disasters such as fire, flooding (including water damage from burst pipes), earthquakes, lightning strikes, typhoons, etc.
- ② Accidental events such as damage caused by transportation, war, riots, theft, or government actions
- ③ Interruptions or abnormalities in public utilities, including power, water, and gas supply, resulting in indirect loss or equipment malfunction

### 3. Damage to Appearance Components or Normal Wear and Tear:

- ① Natural aging of plastic parts or worn labels that do not affect the product's functionality are generally not covered under warranty
- ② Minor scratches, dents, or discoloration occurring during transportation or use that do not affect functionality are typically not covered
- ③ Reasonable performance changes over time—such as slight decreases in cooling efficiency or slight increases in operating noise—are considered normal wear and are not covered by the warranty as long as they remain within acceptable limits

### 4. Expired Warranty Period:

Warranty services are only provided within the specified valid period

### 5. Failure to Provide Valid Proof of Purchase:

- ① Inability to present a valid purchase invoice, receipt, or record to confirm the date of purchase
- ② The product serial number label is torn, altered, or illegible (this is generally considered grounds for disqualification from warranty coverage)

### 6. Unauthorized Repairs:

During the warranty period, any repair conducted by an unauthorized party or performed without official approval from the brand may void the warranty

### ● Warranty Service Procedure

#### 1. How to Request Service:

- ① Customer Service Hotline: +86 750 3108801 (Weekdays, 8:30-17:30)
- ② after-sales@bestware-stainless.com
- ③ Contact your sales representative

#### 2. Required Documentation:

Please provide a valid original purchase invoice, electronic order, purchase record, or purchase contract

### ● Special Notes

- ① Out-of-Warranty Repairs: A fee will be charged, including the cost of parts and a service fee (Standard rate: \_\_\_\_ CNY/visit)
- ② Extended Warranty: Additional warranty coverage of \_\_\_\_ years is available for purchase (please consult your sales representative for details)
- ③ Policy Updates: Brand policies are subject to change. Please refer to the latest official announcements on our website

### ⚠ Important Recommendations:

- ① Please review the warranty disclaimers carefully before purchase, and read the user manual thoroughly to ensure proper product usage
- ② Keep your proof of purchase safely during the warranty period

### ● Right of Interpretation:

The company reserves the final right of interpretation for the warranty terms and disclaimer scope