

Instant Hot Water Dispenser

B32CE / B32CB / B32CA / B32CU

B28DE / B28DB / B28DA / B28DU



Installation and Operating Guide

Be sure to store this instruction manual in a secure location once your unit is set up. You might need to refer to it for general guidance or future maintenance.

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Thank You for Choosing !

We truly appreciate your trust in our Under Counter Sparkling Chilled Water Dispenser, It's our pleasure to bring convenience and quality to your daily routine. If you have any questions or feedback, we're always here to help.

For the best experience, please follow the step-by-step instructions in the manual—we're confident you'll love the convenience of purified, chilled, sparkling water!

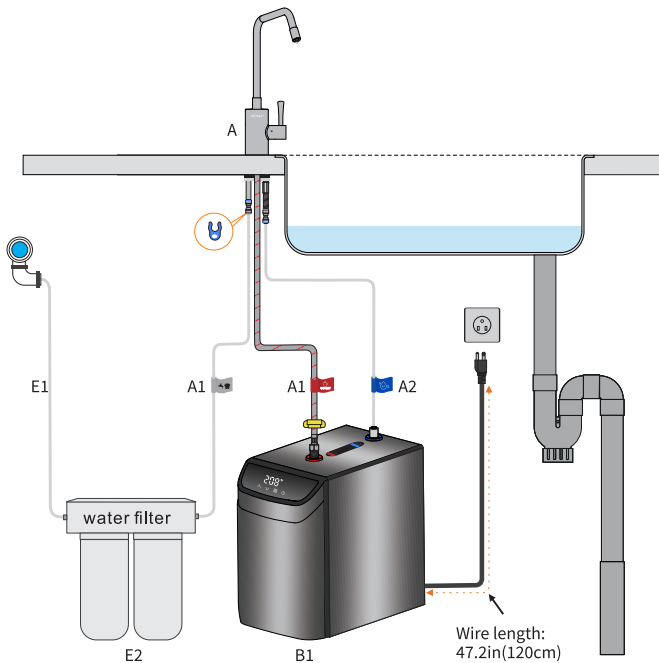
Warnings

1. Risk of Scalding: Dispensed water is extremely hot (boiling). Keep away from children and void direct contact with skin.
2. Electrical Safety: Must be properly grounded for safe operation.
3. Unplug Before Servicing: Always unplug the unit from the power outlet before cleaning or maintenance.
4. Proper Installation Required: To prevent leaks or damage, follow installation instructions carefully. If unsure, consult a professional.
5. Use Only with Cold Water Supply: Connecting to a hot water line may damage the unit.
6. Do Not Block Vent/Steam Outlet: Ensure proper airflow to avoid overheating or malfunction.
7. Outlet Restriction Warning: Do not install any closed valves or shut-off devices on the dispenser outlet.
8. Not for Flammable Liquids: Never dispense anything other than water.
9. Compliance Requirements: Ensure all electrical and plumbing connections meet local codes and standards.
10. Water Quality Recommendation: For longer product life and better-tasting water, use filtered water as the supply source.
11. Normal Operation Sounds: Gentle boiling noises during heating are normal and indicate proper function.
12. The applicable water pressure range for this product is: 0.15 Mpa - 0.6 Mpa.
13. For household use only.

Complete Assembly View

For SKU FHA system

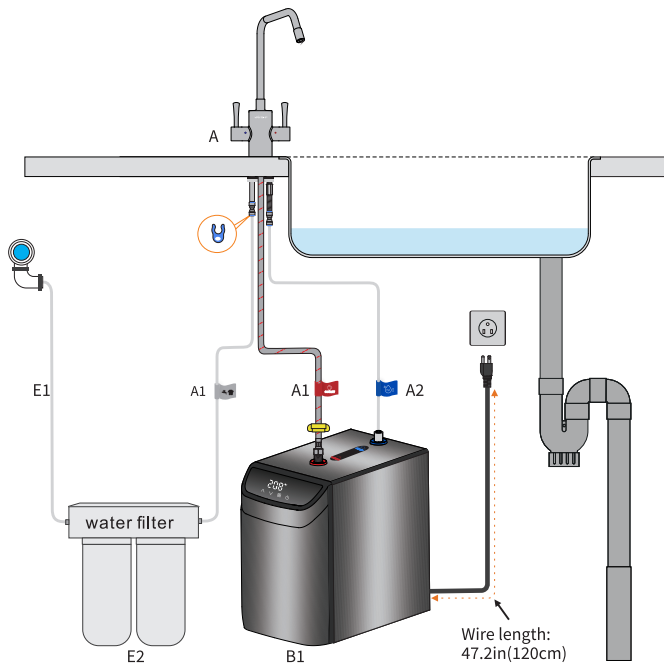
No	Parts Name & Quantity
A	A1: Hot Water Dispenser Faucet x1 (with 1 white PE tube + 1 SUS braided A2: white PE water inlet tube (with 1/4-inch straight quick-connect fitting) hose)
B	B1: Hot Water Dispenser Unit x1
C	C1: User Manual Book x1
D	D1: Rubber Gasket x1 D2: Stainless Steel Washer x1 D3: Hex Nut x1 D4: Wrench x1 D5: Blue Locking Clip x4



Contents of Packages

For SKU FHCA system

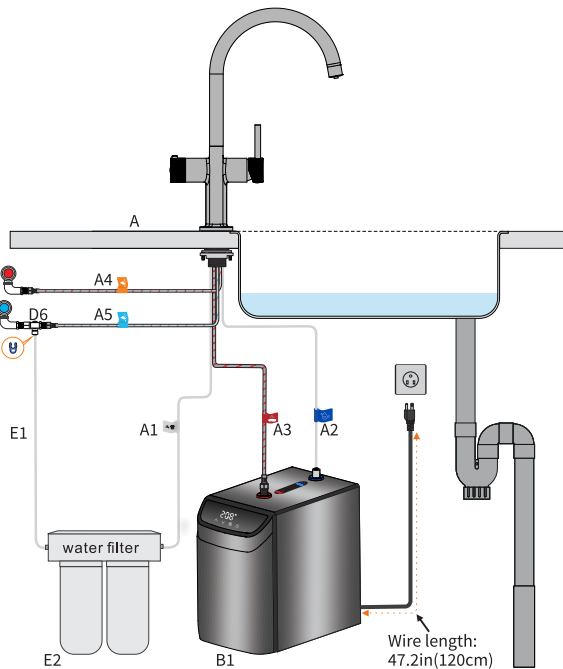
No	Parts Name & Quantity
A	A1: Hot Water Dispenser Faucet x1 (with 1 white PE tube + 1 SUS braided hose) A2: white PE water inlet tube (with 1/4-inch straight quick-connect fitting)
B	B1: Hot Water Dispenser Unit x1
C	C1: User Manual Book x1
D	D1: Rubber Gasket x1 D2: Stainless Steel Washer x1 D3: Hex Nut x1 D4: Wrench x1 D5: Blue Locking Clip x4



Contents of Packages

For SKU TB31MA system

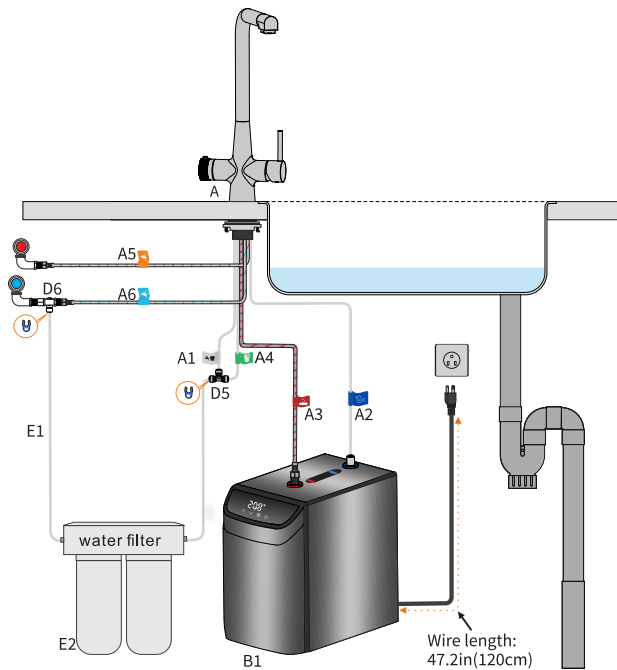
No	Parts Name & Quantity
A	A1: Activate Water pipe for Boiling Water x1 A2: Inlet Pipe for Boiling Water Machine x1 A3: Boiling Water Pipe x1 A4: Domestic Hot Water Pipe x1 A5: Domestic Cold Water Pipe x1
B	B1: Hot Water Dispenser Unit x1
C	C1: User Manual Book x1
D	D1: Rubber Gasket x1 D2: Stainless Steel Washer x1 D3: Fixing Nut x1 D4: (M6*18) Round Head Phillips Screw x 2 D5: Plastic Three-way Ball Valve x1 D6: Blue Locking Clip x1



Contents of Packages

For SKU TB41MA system

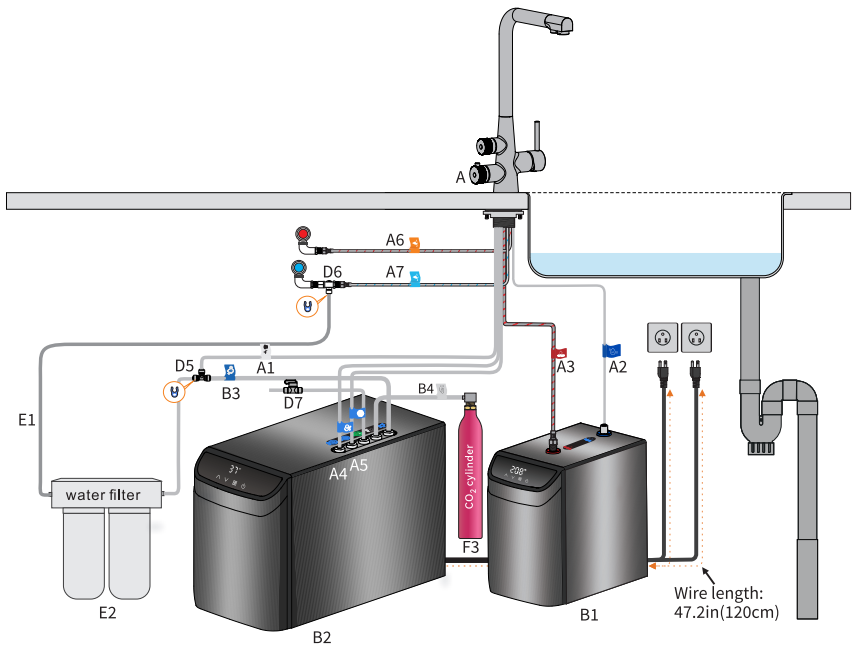
No	Parts Name & Quantity
A	A1: Activate Water pipe for Boiling Water x1 A2: Inlet Pipe for Boiling Water Machine x1 A3: Boiling Water Pipe x1 A4: Purified Water Pipe x1 A5: Domestic Hot Water Pipe x1 A6: Domestic Cold Water Pipe x1
B	B1: Hot Water Dispenser Unit x1
C	C1: User Manual Book x1
D	D1: Rubber Gasket x1 D2: Stainless Steel Washer x1 D3: Fixing Nut x1 D4: (M6*18) Round Head Phillips Screw x 2 D5: Plastic Three-way Valve X1 D6: Plastic Three-way Ball Valve X1 D7: Blue Locking Clip x4



Contents of Packages

For SKU T51MA system









No	Parts Name & Quantity
A	A1: Activate Water pipe for Boiling Water x1 A2: Inlet Pipe for Boiling Water Machine x1 A3: Boiling Water Pipe x1 A4: Sparkling Water Pipe x1 A5: Chilled Water Pipe x1 A6: Demestic Hot Water Pipe x1 A7: Demestic Cold Water Pipe x1
B	B1: Hot Water Dispenser Unit x1 B2: Sparkling Chilled Water Dispenser Unit x1 B3: 1/4" White Tube for source of purified water x1 B4: 1/4" White PE Tube for CO x1
C	C1: User Manual Book x2
D	D1: Rubber Gasket x1 D2: Stainless Steel Washer x1 D3: Fixing Nut x1 D4: (M6*18) Round Head Phillips Screw x 2 D5: Plastic Three-way Valve X1 D6: Plastic Three-way Ball Valve X1 D7: Plastic Three-way Ball Valve X1 D8: Blue Locking Clip x4



Technical Specifications

Products Name	Hot Water Dispenser Unit	
Model No.	B32CE / B32CB / B32CA / B28DE B28DB / B28DA	B32CU / B28DU
Voltage	220V-240V~ 50/60Hz	110V-127V~ 50/60Hz
Wattage	1500W	1300W
Temp. Setting	113°F(45°C) - 208°F(98°C)	
Working Temp.	50°F(10°C) - 110°F(43°C)	
Capacity	3.2L/0.85gal (Model C), 2.8L/0.74gal (Model D)	
First Heating Time	Approx.10 minutes	
Max. Water Flow	6.34gal / Hour; 24L / Hour	
Pressure	0psi / 0MPa	
Water Pressure	21.76-87psi / 0.15-0.6MPa	
Water Flow	0.53GPM / 2LPM	
Water Proof	IP22	
Tank Material	SUS304	

Icon Description Guide

Icon	Name	Function Description
	ON/OFF	Turns the dispenser on or off.
	Switch Button	Switches temperature display between °C and °F.
	Up Button	Increases the set temperature.
	Down Button	Decreases the set temperature.
	WiFi Indicator	Solid light = connected. Flashing = pairing. Hidden = no WiFi connection.
	Temp. Display	Shows real-time water temperature. In setting mode, shows the target temperature.
	Child Lock	Child lock is on: all buttons are disabled. Turn it off to use functions again.
	Heating Light	Illuminates while the unit is heating.

Function & Operation Guide



Functional Description

Filling the Dispenser Tank: After installing the unit, turn on the hot water faucet. (Since the inner tank is empty, no water will flow out at this point.) After approximately 2 minutes, water will start flowing from the faucet, indicating that the tank is full. At this point, turn off the faucet. The dispenser can now be plugged in and powered on.

Low Water Protection (Error E0): The unit detects water level. If the tank is empty or very low, the display will show "E0" and the unit will not operate. Once the water level returns to normal, "E0" will disappear and the unit will resume normal function.

Screen Sleep Mode: If you don't use the control panel for a while, the display will automatically dim to enter a screen-saver mode.

Settings Memory After Power Loss: If the power goes out and comes back on, the unit will remember your previous settings (like temperature) automatically.


Heating Operation: When you turn the unit on, it starts heating. The Heating Indicator  will light up. Once the water reaches your set temperature, heating stops and the Heating Indicator  turns off. If the water temperature drops 41°F(5°C) below your set point, the unit will automatically start heating again to reach the set temperature.


Remote Control (for App-Enabled Models): Use the mobile app to turn the unit on or off, set the water temperature, and switch the temperature display between Celsius (°C) and Fahrenheit (°F).
Note: The unit must be connected to Wi-Fi to enable remote control features.

The faucet head is 360-degree swiveling.


Operation Instructions


1. Power ON/OFF:


To Turn On: While the unit is OFF, press the Power Button  once.

To Turn Off: While the unit is ON, press the Power Button  once.




2. Temperature Setting (While Unit is ON): Increase Temperature:





Press the Up Button  once. The set temperature will increase step-by-step through these settings: 113°F, 122°F, 131F,...203°F, 205°F, 207F, 208°F(45°C, 50°C, 55°C, ...95°C, 96°C, 97°C, 98°C).

Decrease Temperature: Press the Down Button  once. The set temperature will decrease step-by-step through these settings: 208F, 207F, 205F, 203F,...131F, 122F, 113°F. (98°C, 97°C, 96°C, 95°C, ...55°C, 50°C, 45°C).

3. Temperature Unit Switch (While Unit is ON): Press and hold the Switch Button  to switch the display between Celsius(°C) and Fahrenheit(°F).

4. Child Lock:

To Lock Controls: While the unit is either ON or OFF, press and hold the Up Button  and the Down Button  simultaneously. The Child Lock Icon  will light up, and all panel buttons will be locked (non-functional).




To Unlock Controls: While the Child Lock Icon  is lit, press and hold the Up Button  and the Down Button  simultaneously again. The Child Lock Icon  will turn off, and the buttons will function normally.

5. Wi-Fi Setup & Control (for Models with Wi-Fi Module):

The unit can connect to your Wi-Fi network and be controlled/monitored remotely using the Tuya or Smart app on your phone. Functions include Power ON/OFF, Temperature Setting, °C/°F Switch, and checking the unit's status. (Requires an active internet connection for Wi-Fi features.)



(Scan the QR code to download the app)

6. To Connect to Wi-Fi: While powered off, press and hold the  for 5 seconds to enter WiFi setup mode. If the connection is successful, the  will stay solidly lit. When no network is available or if setup fails, the  will keep flashing. If no connection is established after 2 minutes, the flashing light will turn off.

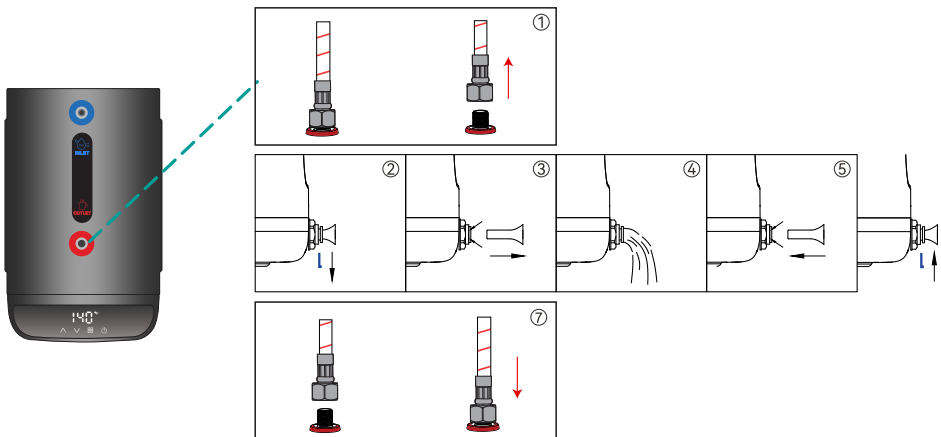
Maintenance

Cleaning the Exterior: Regularly wipe the outer surface with a soft, damp cloth. Do not use corrosive cleaners or abrasive brushes, as they may damage the finish.

Preparing for Extended Non-Use (Draining the Unit): If the unit will not be used for a long period, follow these steps to shut off power, disconnect water, and drain all stored water:

- ① Turn Off & Cool Down: Disconnect the power and shut off the water supply valve. Wait for the water inside the unit to cool down completely. Use the wrench to unscrew the red braided hose's hex socket fitting.
- ② Remove the locking clip from the drain outlet at the rear.
- ③ Press the top of the drain fitting (arrow direction) and remove the flare plug.
- ④ Drain the Water: Press the top part of the drain outlet connector as indicated by the arrow, and pull out the flared plug. Place a container under the drain port to catch the water (or attach a 1/4" PE tube to drain water directly into a sink). Wait until water stops flowing from the drain port.
- ⑤ Reinsert the flare plug into the drain fitting.
- ⑥ Secure with the blue locking clip.
- ⑦ Use the wrench to tighten the braided hose back onto the hot water dispenser's outlet.

NOTE: Draining the inner tank takes approximately 2 to 3 minutes.



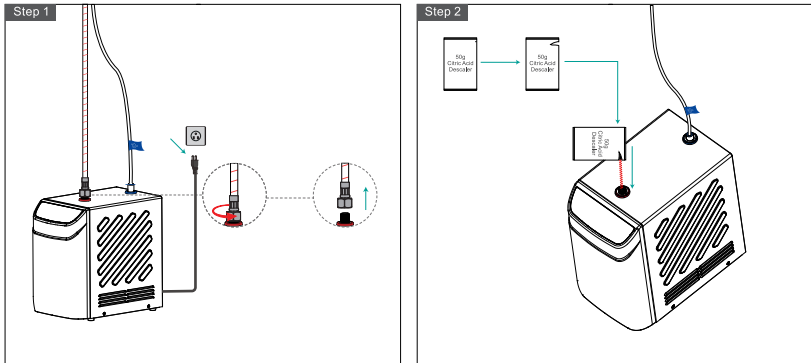
To extend the product's lifespan and enhance its performance, we recommend cleaning the inner tank regularly (every 6-12 months) for the following reasons:

1. Removes scale buildup, improving heating efficiency and saving electricity.
2. Ensures drinking water hygiene.
3. Extends the appliance's service life.

Step 1: With the hot water dispenser's power disconnected, use the yellow plastic wrench to unscrew the red braided hose's hex socket fitting.

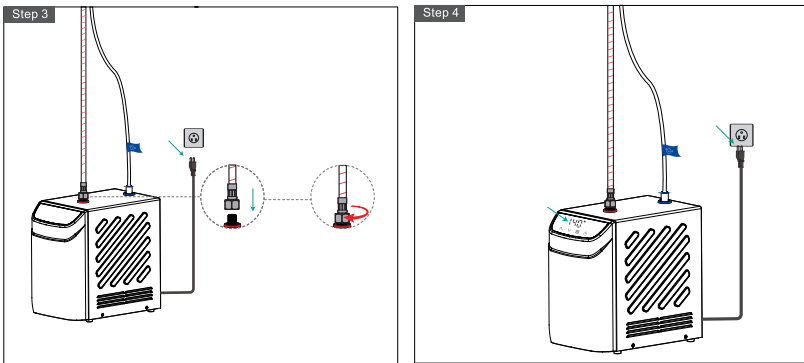
Important: Do not disconnect the hose immediately after heating, when the tank is hot. You must disconnect it only when the water temperature is low to avoid scalding.

Step 2: Prepare 50g of Citric Acid Descaler in advance. then pour it into the hot water dispenser's hot water outlet.



Step 3: After pouring in the citric acid descaler, use the yellow plastic wrench to tighten the braided hose back onto the hot water dispenser's outlet.

Step 4: Plug in the hot water dispenser and fill it completely with water. Turn on the unit and set the temperature between 140°F(60°C) and 158°F(70°C). Allow the hot water dispenser to gradually heat up to the preset temperature until it automatically stops heating. Let it sit for about one hour to allow the citric acid to work inside the tank.

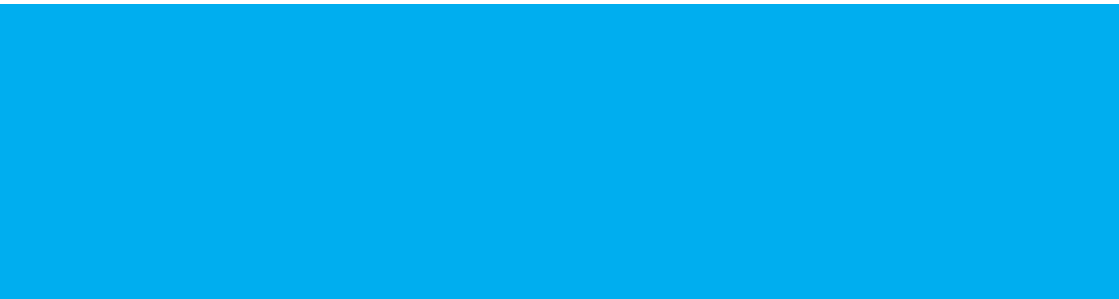


Step 5: Turn off the power, then drain the tank completely by following the Maintenance-Drain the Water in page 10 to remove the hot water containing citric acid.

Important: After draining the tank, refill the hot water dispenser with clean water. (Refer to the Functional Description –Filling the Dispenser Tank in page 12 for detailed steps.)Keep the faucet fully open during refilling, allowing water to flow continuously for 5-6 minutes to flush out any remaining residue. Then close the faucet and resume normal heating operation.

Troubleshooting Guide

Fault	Possible Cause	What To Do
The screen is off.	The power supply is not connected.	Verify that the power cord is securely plugged in.
	The adapter has no power output.	Check or replace the power adapter.
	The display or PCB board is damaged.	Replace the display panel or PCB board.
E0	Water supply is not connected.	Make sure the water source is properly connected.
	Water heater may show E0 fault after 2-3 months to half a year (depending on local water quality).	Clear E0 by removing scale with citric acid soaking (see page 12 for details).
E3	Middle temperature sensor short circuit or open circuit.	Inspect the middle temperature sensor wiring.
		Replace the middle temperature sensor if necessary.
E4	Top temperature sensor short circuit or open circuit.	Check the top temperature sensor connection.
		Replace the top temperature sensor if faulty.
EU	Flat Flexible Cable is Not Properly Connected or Communication Failure.	Securely reconnect the FFC (Flat Flexible Cable) or replace the FFC.



OPERATION & INSTALLATION INSTRUCTIONS

Product colour and image shown may vary from the actual product.