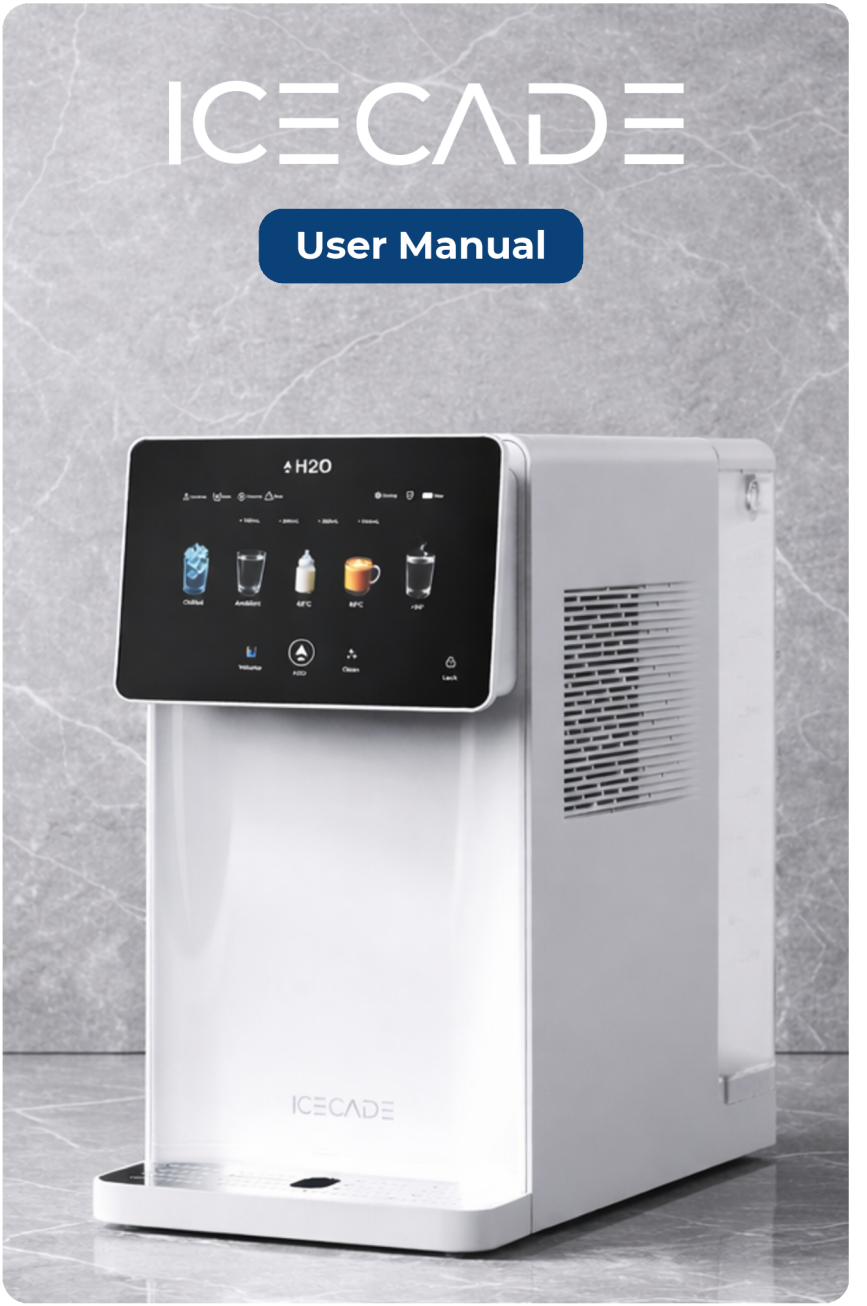
H2O AUSTRALIA

ICECADE

User Manual



H2O AUSTRALIA

PLEASE READ

INSTRUCTION MANUAL

Always follow the instruction manual when using the machine.

Important information about standing water

If the machine is not used frequently, it must be emptied of any standing water. Follow the steps in this guide on how to completely empty the water.

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Packing List

The complete package includes the following components:

Component	Quantity
Icecade machine + water tank	1 machine
Pre-installed filters	1
Water tray	1
User manual	1

Introduction

Thank you for choosing Icecade, the remineralised reverse osmosis water purifier with a built-in cooling compressor from H2O.

Please read this user manual carefully before operating the machine. Incorrect use may invalidate the warranty and could potentially affect your health.

Happy drinking,
The H2O Team

Contact

Visit https://h2ostores.com/pages/support

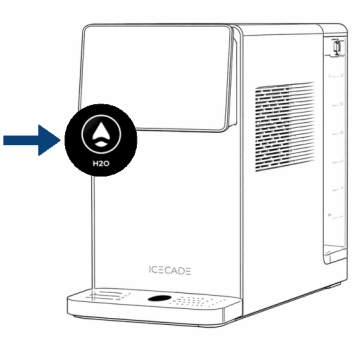
First Use Checklist

Follow these helpful tips on using for the first time.

- [x] Unbox your Icecade by H2O
- [x] Read your user manual
- [ ] Watch the first-use video. QR code below
- [ ] Place the machine on a flat surface, avoiding direct sunlight. Turn machine on.
- [ ] Fill the back tank (tap water) to the top.
- [ ] Place tank on machine. Wait 5 minutes for purification process to complete.
- [ ] To activate filters, dispense water until the panel says “refill”.
- [ ] Remove the back tank, empty the waste water. Refill the back tank again with tap water.

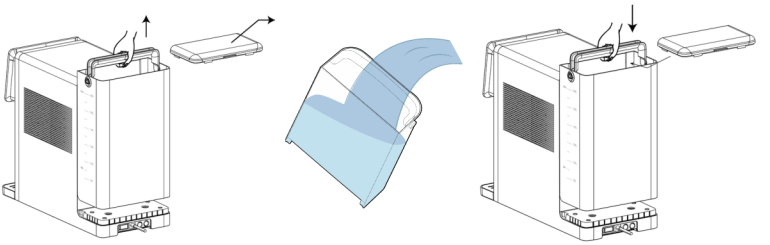
Your machine is now ready for provide pure drinking water!

First Use Helpful Tips



To activate your filters:

Please run approximately one full tank of water (about 68 oz/2 L at ambient and 68 oz/2 L at 205°F (96°C) temperature) through the machine before first use.



Refill / waste water [important]

When the machine indicates Refill , you must **discard** the waste water, refill with tap water, and place the tank back properly. This must be done each time “refill” appears.

SOME USEFUL INFORMATION

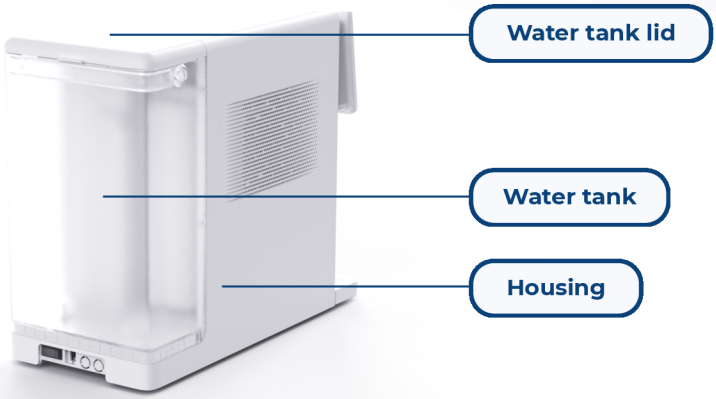
- When the machine says “refill”, you **must** remove the back tank completely. Empty the waste water and refill.
- If unused for over 3 days, drain all water and refill before use. Refer to page 7 for instructions.
- Continuous addition of water without emptying waste water is strictly prohibited.
- Empty completely before moving the machine.
- Do not wash the machine's body with water; wipe the machine with a damp cloth. Do not use detergent inside the machine.
- Avoid using universal sockets and other electrical appliances simultaneously. Use plugs rated for at least 10 amps.
- The machine should be placed on a stable, level surface, such as a table.
- Do not add turbid tap water, ice cubes, or mixed liquids (such as milk or fruit juice) to the water tank.
- Do not block the nozzle of the machine.
- The machine can be used by children aged 8 and above, as well as by individuals with mobility limitations, provided they are supervised or guided on its safe use, and understand the associated risks.
- Children should not clean the machine without supervision.
- If the power cord is damaged, it must be replaced by the manufacturer, a service agent, or a qualified professional to avoid danger.
- Stop using the machine if the intake water temperature or the surrounding environment temperature is below 41°F(5°C) or above 100°F(38°C).
- When switching from high-temperature water to low-temperature water, be cautious as the fresh water may still be hot and could cause burns.
- If the tap water does not meet municipal tap water standards (e.g., high silt content or excessive TDS), the filter element's lifespan may be reduced.

Product specifications

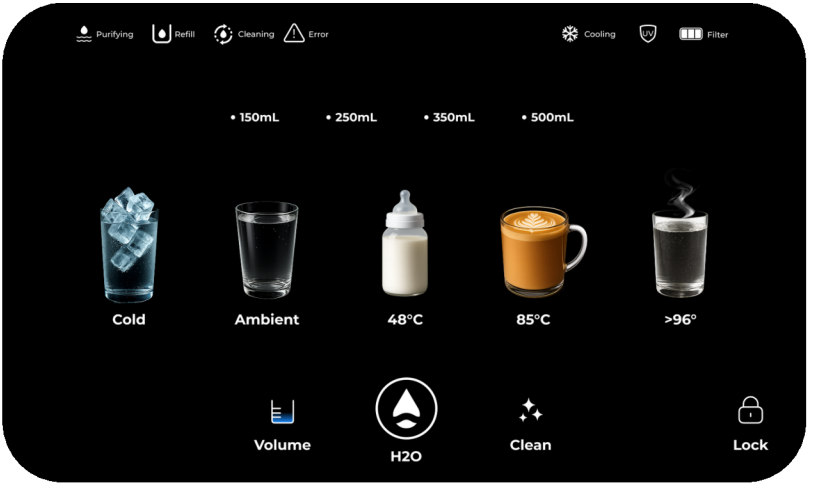
Product Name	Icecade by H2O	
Model	Icecade AU	Icecade US
Voltage	230V	110V
Power rating	2300W	1500W
Cooling Capacity	135 oz/h (4 L/h)	
Pump Flow rate	1014 oz/h (30 L/h)	
Product dimensions	8.7 × 18.5 × 15.7 in (220 × 470 × 400 mm)	
Water source	Tap water	
Water tank capacity	203 oz (6 L)	
Cool water tank	34 oz (1 L)	
Pure water tank capacity	27 oz (0.8 L)	

Product schematic diagram





Control panel guide



* The US variant features a display panel with ounces (oz) and degrees Fahrenheit (°F).



Lock

In stand by mode, press the lock button to unlock the touchscreen.
After use, press lock to lock the screen and prevent accidental touches by children. (Auto-locks after 2 minutes of inactivity.)



H2O

Water flow begins / stops.
To completely drain the water:
Press and hold the H2O button for 3 seconds. Water will begin draining from the front dispensing spout.



Volume + / -

Adjusts dispensing amount.

Important information about standing water

H2O purifiers are designed for daily use

If the machine is not used frequently, it must be emptied of any standing water. Follow the steps in this guide on how to completely empty the water.



Purifying

The system is filtering tap water from the tank and preparing for dispensing.



Cleaning

Light is on
System cleaning in progress.

Light is flashing
Automatic smart clean in progress (every 24H)



Clean system

The Icecade system has a Smart Clean system. The machine will automatically clean itself every 24 hours.

To perform a quick manual clean - press and hold 'Clean' for 3 seconds.

Important:
Do not run manual Clean when the back tank is full. Cleaning may drain water from the internal tank and filter to the back tank, causing overflow. Empty the back tank first.



Refill

When the 'Refill' indicator lights up, it means the tap water tank is low.
Remove the tank. Empty waste water. Refill.



Filter Status

Indication of the life of the filter element.
Lights on: normal
Flashing: filter life complete, replace immediately.



UV light is on

Built-in UV sterilization function. This automatically starts and shuts off according to the water environment each day.



Cooling

Cooling off — “Cooling” light is off
Cooling in progress — “Cooling” light flashes
Cooling completed — “Cooling” light stays on.



Cold

Dispenses water at ~ 41°F (5°C).
Long press 3 seconds to activate cooling.
First use note: Before enabling cooling, wait until water production is complete or the tank is at least half full, then dispense about 2 x 16 oz (500 ml) of cold water. Some noise may occur as air is released from the tank.



Ambient

Dispenses water at ambient (room) temperature.



For formula

Dispenses water between 113 to 118°F (45 to 48°C).



For coffee

Water temperature 185°F (85 °C).



Hot

Water temperature ~205°F (96°C).



mL / OZ

Displays water volume in millilitres.
Displays water volume in ounces (USA).

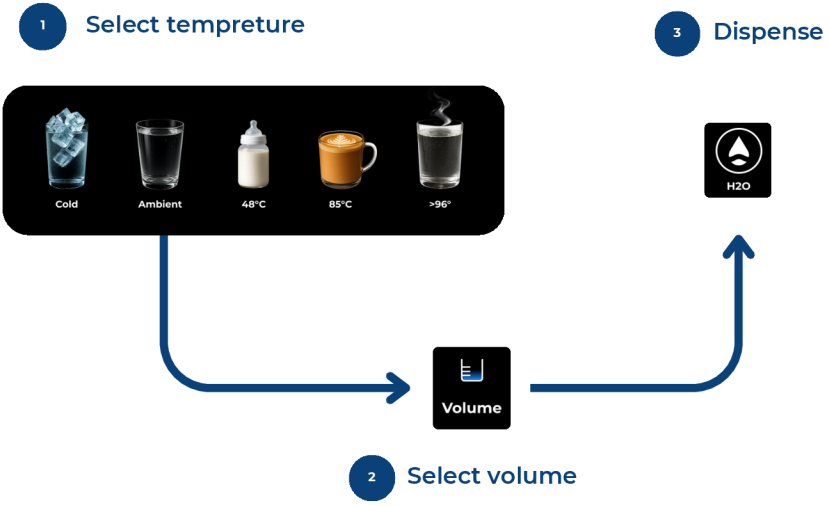


Error

Lights on: Device sensor error. Please power off the unit for 5 minutes and restart. If the issue persists,Please contact H2O support.

Daily use operations

Remember:
The machine is designed for daily use. You must perform a full empty process in the event the machine has not been used for more than 3 days.



1. **Select temperature**
2. **Select volume**
3. **Dispense**

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Filter information

1

UltraPure (4 in 1) Filter

Pre-installed

Capacity 528 gal (2000 L)

NanoFlow™
4-in-1



A 4-in-1 integrated filtration system combining folded PP pre-filtration, high-density carbon, a 0.0001-micron NanoFlow™ RO membrane, and coconut shell carbon polishing.

It removes particles, chlorine, VOCs, bacteria, heavy metals, PFAS, and microplastics - then refines the taste for a clean, crisp, and naturally refreshing finish, delivering pure, vibrant, exceptionally fresh water without compromise.

Note:
Replace every **6 months** under normal use. Lifespan may vary depending on local water quality and daily usage.

Filter information

2

UltraPure+ (5 in 1) Filter

Optional upgrade

Capacity 528 gal (2000 L)

NanoFlow™ 5-in-1



A multi-stage purification system combining folded PP pre-filtration, high-density carbon filtration, a 0.0001-micron NanoFlow™ RO membrane, coconut shell carbon polishing, and natural mineral stones for gentle remineralisation.

It removes particles, chlorine, VOCs, bacteria, heavy metals, PFAS, and microplastics, then restores natural minerals including calcium, magnesium, potassium, sodium, and zinc—creating clean, crisp water with a naturally balanced taste.

Note:
Replace every **6 months** under normal use. Lifespan may vary depending on local water quality and daily usage.

Filter replacement guide

1. Filter

If the filter indicator **flashes**, replace the filter.
Turn off the machine power.



2. Open the tank lid, then lift the water tank upward.

3. Press down the filter cartridge clips and pull the old cartridge out horizontally. Insert the new cartridge into the slot horizontally, ensure it is fully seated, then push the clips upward to lock it in place.



4. Fill the water tank with water, place it back on the base, and close it with the tank lid.

5. Reset filter life tracking
Hold the Lock button for 3 seconds until a beep.



H2O

Run approximately one full tank of water
(about 68 oz/2 L at ambient and 68 oz/2 L at 205°F/96°C) to activate the filter.

Note:

1. Original (manufacturer approved) filter elements must be used for replacement so as to ensure the safety of drinking water.
2. For any abnormal situation during the replacement of filter element, please contact the customer service in time.

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Fault diagnosis

Fault	Possible reason
“Refill” light stays on	Check whether the water tank contains tap water and is placed properly.
	Check whether the filter element requires replacement due to possible blockage.
Limited water flow	Check filter element.
Water taste	Check filter element status.
	Run ‘Clean’ or replace filters.
	Long press the 'H2O' to drain the internal water and run an extra 101 oz (3 L) of ambient water.
Electricity	Check if the machine is grounded properly.
Does not heat	Check connection to power supply.
	Overheating protection: dispense about 68 oz (2 L) of hot water to resume operation.
Water leakage	Check water tank is properly engaged. Remove and place it back correctly.

Error management

<table>
<tr><th>Fault code</th><th colspan="2">Solution</th></tr>
<tr><td rowspan="7">Error</td><td colspan="2">Overheating warning
The back water tank contains water which is too hot.
Remove the tank and allow water to cool.
Hot water must not be used.</td></tr>
<tr><td colspan="2">Water filtration taking too long
Restart the system.
Check all filters are correctly installed and engaged.
Contact support if problem persists.</td></tr>
<tr><td>Outlet NTC sensor</td><td rowspan="5">Contact
support@h2ostores.com</td></tr>
<tr><td>Heating unit failure</td></tr>
<tr><td>Inlet NTC sensor</td></tr>
<tr><td>Pump failure</td></tr>
<tr><td>Liquid level float issue</td></tr>
</table>

Important information

After the fault occurs, please note the code first before turning off the power.

If the power cord is damaged, it must be replaced by a professional from the manufacturer, maintenance department, or a qualified service provider to ensure safety. Avoid pinching, folding, knotting, or otherwise damaging the power cord.

The installation must be performed by a qualified professional. Disassembling the product yourself may result in damage or electric shock. Additionally, moving or handling the machine without proper knowledge can lead to improper operation and potential damage.

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