

CASCADE

User Manual



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.

Table Of Contents

Packing List	1
Introduction	1
Servicing	1
FIRST USE CHECKLIST	2
First Use Helpful Tips	3
SOME USEFUL INFORMATION	4
Product Specifications	5
Product Schematic Diagram	6
Control Panel Guide	7
Daily Use Operations	10
Filter Replacement Guide	12
Filter Information	13
Fault Diagnosis	14
Error Management	15

Packing List

The complete package includes the following components:

Component	Quantity
Cascade machine + water tank	1 machine
Pre-installed filters	1 of each installed
Water tray	1
User Manual	1

Introduction

Thank you for choosing the Cascade, the remineralised reverse osmosis water purifier from H2O.

Please pay attention to this user manual before starting to use the machine, as incorrect use will invalidate the warranty, and may have an impact on health.

Happy drinking,

The H2O team

Servicing

To book a service, click here: <https://h2ostores.com/pages/support> or email support@h2ostores.com

FIRST USE CHECKLIST

Follow these helpful tips on using for the first time.

Unbox your Cascade by H2O



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
"add water".

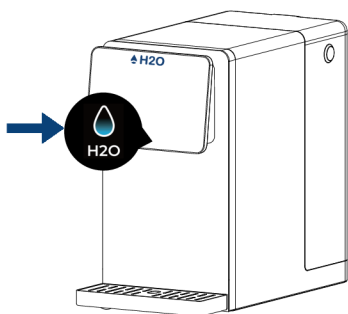


Remove the back tank, empty the waste water. Refill the
back tank again with tap water.



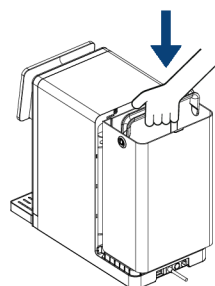
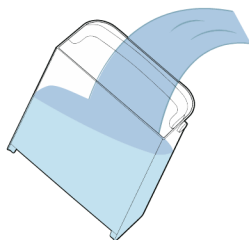
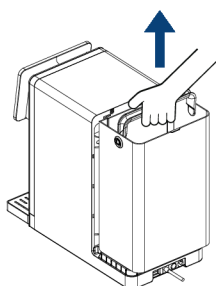
Your machine is now ready for provide pure drinking water!

First Use Helpful Tips



To activate your filters:

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



Add water:

When the machine indicates “add water”, you must discard the waste water, refill with tap water, and place the tank back properly.

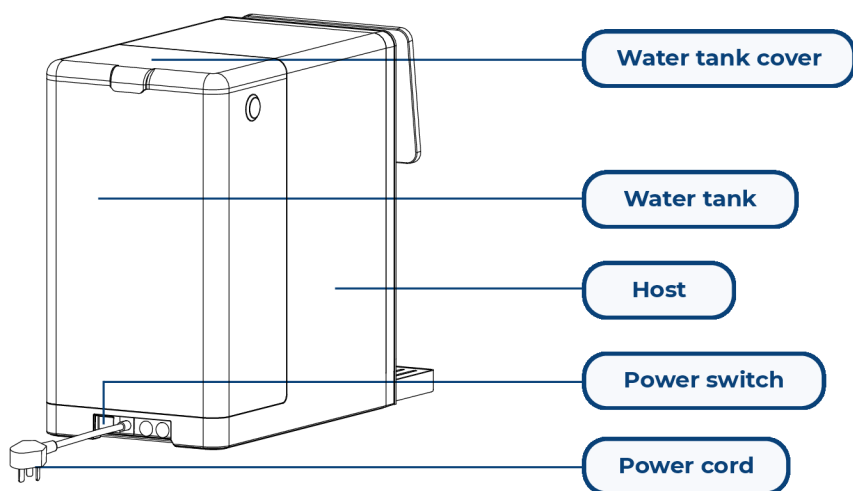
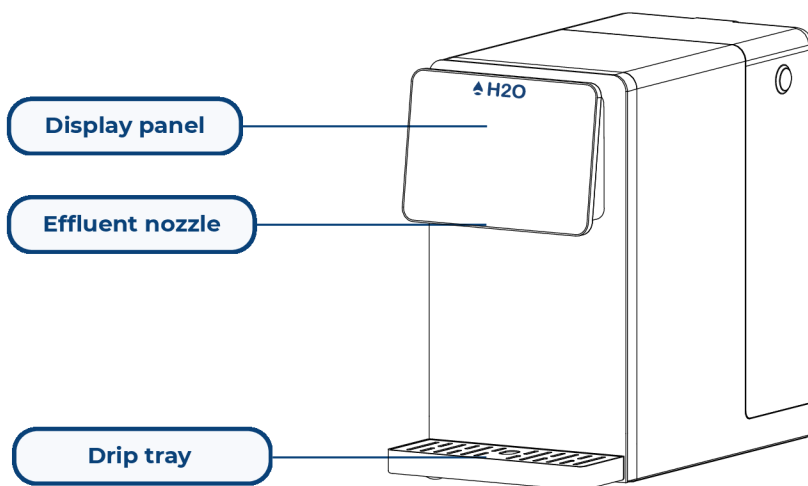
SOME USEFUL INFORMATION

- When the machine says “add water”, 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 5°C or above 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.

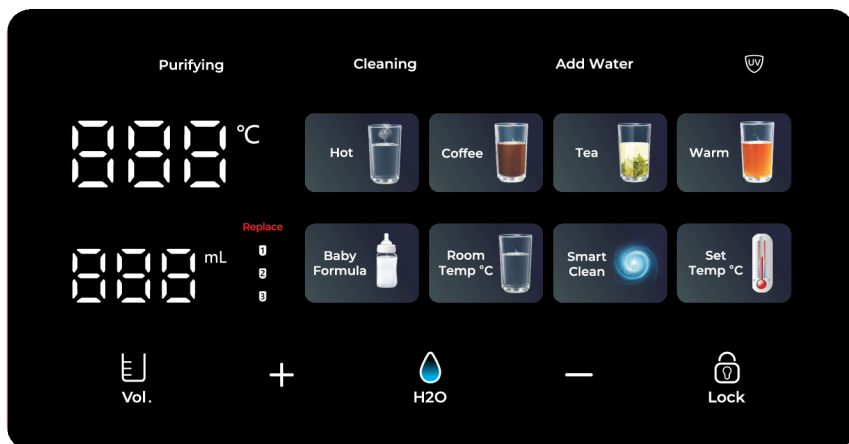
Product specifications

Product Name	H2O Cascade	
Model	Cascade AU	Cascade US
Voltage	220V	110V
Frequency	50Hz	60Hz
Power rating	2400W	1450W
Flow rate	0.3L/min - 0.6L/min (Depends on temperature)	
Net weight	8.3kg	
Gross weight	9.5kg	
Product dimensions	220 × 447 × 400 mm	
Water source	Tap water	
Water tank capacity	7L	

Product schematic diagram



Control panel guide



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 1 minute 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

Purifying

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

Cleaning

Cleaning

Light is on

System cleaning in progress.

Light is flashing

Automatic smart clean in progress (every 24H)



SMART CLEAN system

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

To enable Smart Clean: press and hold SMART CLEANING for 3 seconds.

1 beep – smart clean is ON.

2 beeps – smart clean is OFF.

Smart Clean occurs once every 24 hours.

Short-press the SMART CLEAN button to perform a 10-second quick clean as desired.

Add Water

Add water

When the Add water 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.

White light: normal

Flashing red: filter life complete, replace immediately.



UV light is on

Built-in UV sterilization function, it automatically starts and shuts off according to the water environment every day.



Normal

Dispenses water at ambient (room temperature).



For formula

Dispenses water between 45 to 48°C.



Warm

Water temperature 60°C.



For tea

Water temperature 75 °C.



For coffee

Water temperature 85 °C.



Hot

Water temperature >96°C.



Set temperature

Choose a personalised water temperature.



°C °F

Water temperature in degrees celsius.

Water temperature in degrees fahrenheit (USA)



mL / OZ

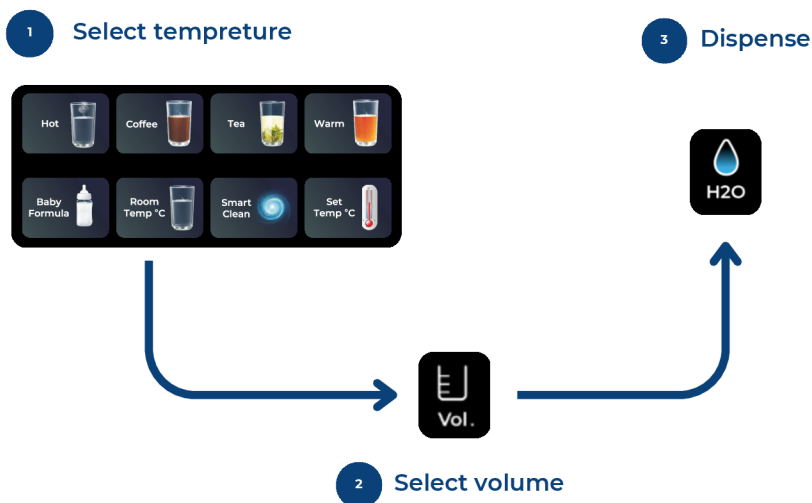
Displays water volume in millilitres.

Displays water volume in ounces (USA).

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: Choose the desired water temperature (Room Temperature, Baby Formula, Coffee, Tea, Warm, Hot, set temperature).

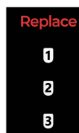
2 Select volume: Choose 500ml, 350ml, 250ml or 150ml.

3 Dispense: After set up your temperature press Dispense.

Filter replacement guide

1

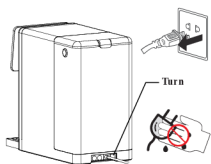
Before You Start



Identify the filter that needs to be replaced
The corresponding light will turn red:

Example: If **1** light is red → PAC needs replacing

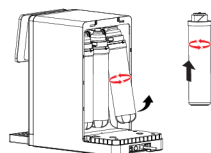
2



Unplug the Cascade and **remove the water tank**.

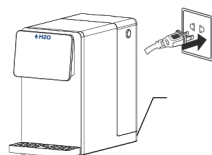
*DO NOT touch or hold the plug with wet hands.

3



Remove : Lift the filter element from the bottom. Rotate the used filter counterclockwise to until it stops, then pull it out.

Install : Put a new filter into the corresponding slot and rotate clockwise to until it stops.



4



Turn the machine on and unlock the panel.
Press and hold "LOCK" to enter the reset mode (note: the lock button will not be illuminated)
Touch "LOCK" to **select a filter**
the selected one will flash
Hold "LOCK" for 3s to confirm.
Repeat for multiple filters if needed.



Run about 3L of water to activate the new 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.

Filter information



PAC

9-12 months

**PP Cotton Carbon Rod
Composite
Filter**

Removes impurities such as silt, rust, sand, and suspended solids. Also removes residual chlorine and absorbs unpleasant tastes and odors.



RO

12-24 months

**Reverse Osmosis
Filter**

Filter precision of 0.0001 microns, removal of bacteria, heavy metals, and other substances in water.



AM

9-12 months

**Alkaline
Remineralisation
Filter**

Infused with naturally sourced minerals, Calcium, magnesium, potassium, sodium, and zinc dissolve gently to create a soft, crisp taste with a naturally weak-alkaline pH of 7.5+.

Note:

The filter lifespan may vary depending on local water quality and daily usage.

Fault diagnosis

Fault	Possible reason
No water	Check whether the water tank has tap water.
	Check for blockage in filter element caused by dirt.
Limited water flow	Check filter element.
Water taste	Check filter element status.
	Run SMART CLEAN or replace filters.
	Check any parts of the machine have been damaged and whether all parts are screwed tightly.
Electricity	Check if the machine is grounded properly.
Does not heat	Check connection to power supply.
	Overheating protection: dispense 2L of 96°C hot water to resume operation.
Water leakage	Check water tank is properly engaged. Remove and place it back correctly.

Error management

Fault code	Solution	
E6	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.	
EA	Water filtration taking too long Restart the system. Check all filters are correctly installed and engaged. Contact support if problem persists.	
E1	Outlet NTC sensor	Contact support@h2ostores.com
E5	Heating unit failure	
F1	Inlet NTC sensor	
E8	Pump failure	
H8	Liquid level float issue	



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.



CASCADE

**Enjoy your pure
water**

