

# ICECADE

## 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.

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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.

Unbox your Icecade 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  
"refill".

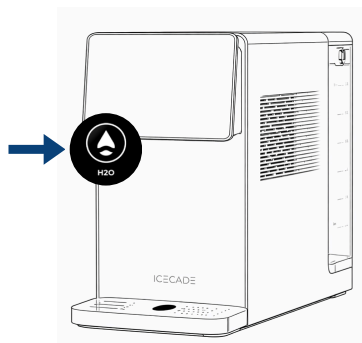


Remove the back tank, empty the waste water. Refill the  
back tank again with tap water.



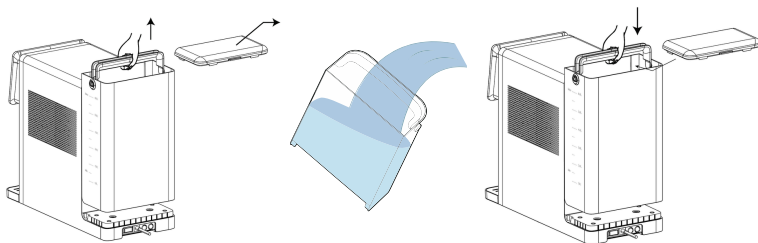
***Your machine is now ready for provide pure drinking water!***

## First Use Helpful Tips



### To activate your filters:

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



### Refill / waste water [important]

When the machine indicates  , 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 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.

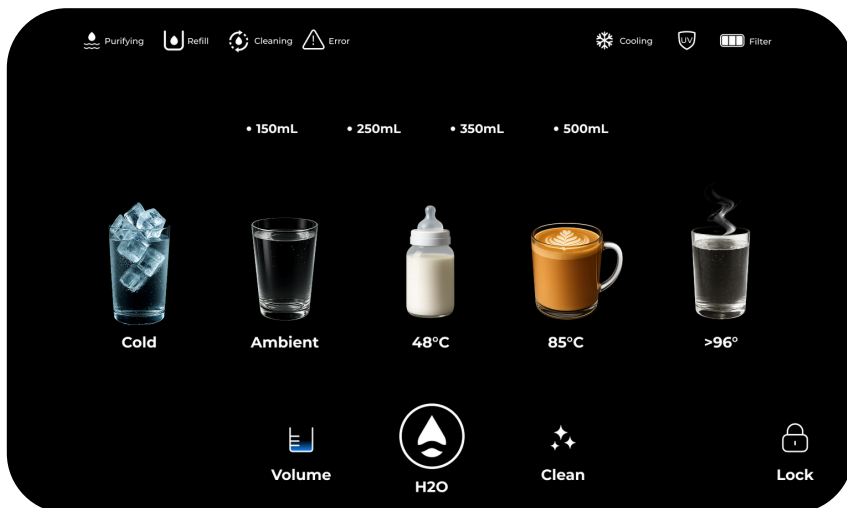
## Product specifications

|                                 |                    |            |
|---------------------------------|--------------------|------------|
| <b>Product Name</b>             | Icecade by H2O     |            |
| <b>Model</b>                    | Icecade AU         | Icecade US |
| <b>Voltage</b>                  | 230V               | 110V       |
| <b>Power rating</b>             | 2300W              | 1500W      |
| <b>Cooling Capacity</b>         | 4 L/h              |            |
| <b>Pump Flow rate</b>           | 30L/h              |            |
| <b>Product dimensions</b>       | 220 × 470 × 400 mm |            |
| <b>Water source</b>             | Tap water          |            |
| <b>Water tank capacity</b>      | 6L                 |            |
| <b>Cool water tank</b>          | 1L                 |            |
| <b>Pure water tank capacity</b> | 0.8L               |            |

## 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 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)

#### Important:

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



## Clean system

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

To enable Smart Clean: press and hold 'Clean' 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 'Clean' button to perform a 10-second quick clean as desired.



## 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 ~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 2 x 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 45 to 48°C.



## For coffee

Water temperature 85 °C.



## Hot

Water temperature ~96°C.



## mL

Displays water volume in millilitres.



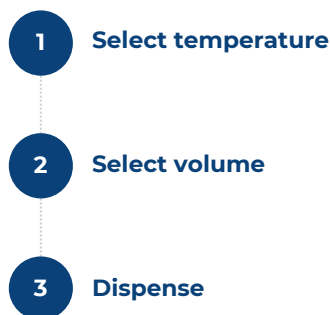
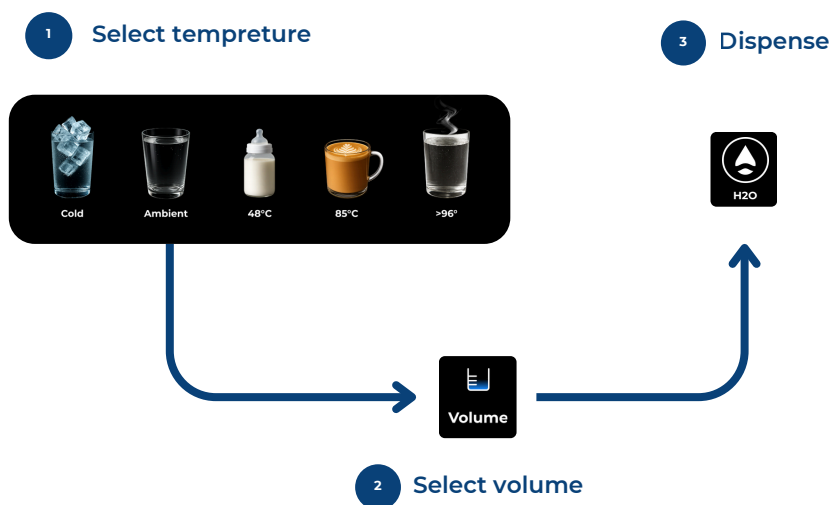
## Error

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.



## Filter information



**UltraPure (4 in 1) Filter**  
**Pre-installed**  
 Capacity 2000L

**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 2000L

**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



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.



Run approximately one full tank of  
water  
(2L at ambient and 2L at  
96°C temperature) 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.

## 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 extre 3L of ambient water. |
| 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                                                                                                                                                         |                                                                             |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Error      | <b>Overheating warning</b><br>The back water tank contains water which is too hot.<br>Remove the tank and allow water to cool.<br>Hot water must not be used.    |                                                                             |
|            | <b>Water filtration taking too long</b><br>Restart the system.<br>Check all filters are correctly installed and engaged.<br>Contact support if problem persists. |                                                                             |
|            | Outlet NTC sensor                                                                                                                                                | Contact<br><a href="mailto:support@h2ostores.com">support@h2ostores.com</a> |
|            | Heating unit failure                                                                                                                                             |                                                                             |
|            | Inlet NTC sensor                                                                                                                                                 |                                                                             |
|            | Pump failure                                                                                                                                                     |                                                                             |
|            | 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.



Enjoy your pure  
water

