

# OASIS

## 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.

#### Cool tank

If the cool tank is not used for more than 7 day, please dispense 500ml before accessing water.

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## Packing List

The complete package includes the following components:

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

## Introduction

Thank you for choosing the Oasis, the hydrogen-rich reverse osmosis purifier water filter system 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

We recommend a service every year.

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

## FIRST USE CHECKLIST

Follow these helpful tips on using Oasis for the first time.

Unbox your Oasis 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.



Locate the white plug inside the back tank partition.  
Remove this if you want "eco-friendly mode".  
Learn about eco-friendly mode in our video.



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".

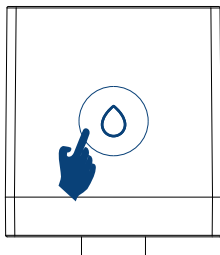


Remove the back tank, empty the waste water.. Refill the back tank again with tap water.



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

## First Use Helpful Tips

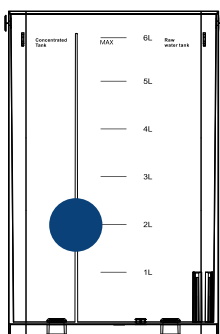
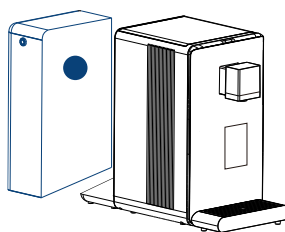


### To activate your filters:

Run about 3L of water before first use.

### Add water:

Discard the waste water, refill with tap water, and place the tank back properly.



### Oasis eco mode:

Remove the plug in water tank to recycle waste water. This reduces refilling frequency.

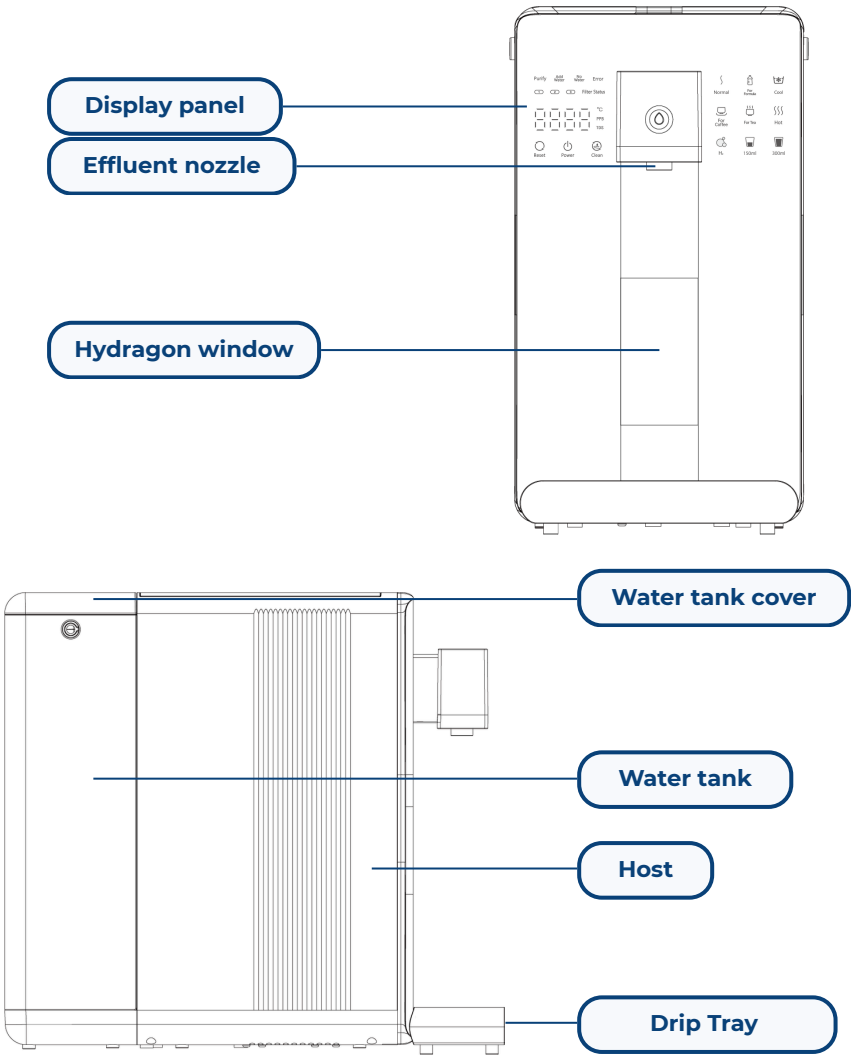
## SOME USEFUL INFORMATION

- When the machine says “add water”, you **must** remove the back tank completely. Empty the waste water and refill.
- If the machine is not used for more than 3 days, completely empty the water and refill (details below).
- 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.

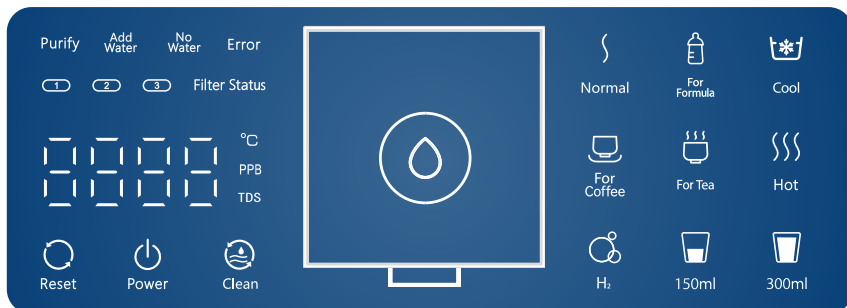
## Product Specifications

|                               |                                     |
|-------------------------------|-------------------------------------|
| Product Name                  | H2O Oasis                           |
| Model                         | Oasis One                           |
| Voltage                       | 220V~                               |
| Frequency                     | 50Hz                                |
| Power Rating                  | 2200W                               |
| Heating Power                 | 2100W                               |
| Cooling Power (if applicable) | 68W                                 |
| Energy Consumption            | 0.1kWh/24h                          |
| Heating Capacity              | 18L/h ( $\geq 90^{\circ}\text{C}$ ) |
| Water Flow Rate               | 30L/h                               |
| Operating Pressure            | 0.4 ~ 0.6MPa                        |
| Water Source                  | Tap Water                           |
| Water Temperature Range       | 5 ~ 38°C                            |
| Water Tank Capacity           | 6L / 2.5L                           |
| Net Weight                    | 11kg                                |
| Dimensions                    | 475 x 240 x 430 mm                  |

**Product Schematic Diagram**



## Control Panel Guide



Power

### Power

Used to power the water purifier on and off.

To switch on: long press the key for 2 seconds.

To switch to standby mode: long press the key for 2 seconds.



Clean

### Clean

Used to clean the internal pipes, waterways and tanks.

Recommended use when: (i) using for first time, (ii) filters have been replaced (iii) machine has been idle for over 3 days.

Long press this key to initiate the "Intelligent Clean" cycle, which should take 6 minutes.

**Ensure water is captured from the front nozzle by a receptacle.**



### Full empty

To empty the central tanks of the machine completely, complete press CLEAN+RESET simultaneously. This will drain all water from the tank.



### 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.

Purify

## Purify

To indicate the status of the water purification system.

Light on: purification in progress.

Flashing light: filter element in cleaning process.

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.

No  
Water

## No water

The built-in pure water tank is empty. Remove tank, empty waste, refill.



## H2

Turn hydrogen rich mode on and off



150ml

## 150ml

Press this button, followed by desired water temperature to dispense 150ml.



300ml

## 300ml

Press this button followed by desired water temperature to dispense 300ml.



Reset

## Reset

This will reset/restart counting the status of the new filter element. Long press the reset key for 3 seconds when the machine is in power-on mode.

Press the reset key to choose the filter element which needs to be reset. Long press the reset key again to complete the action.

1

2

3

Filter Status

## Filter Status

Indication of the life of the filter element. White light: normal Orange: only 20% of filter remains. Red: filter life complete, replace immediately.



Normal

### Normal

Dispenses water at ambient (room temperature).



For  
Formula

### For Formula

Dispenses water between 45 to 48°C.



For  
Coffee

### For Coffee

Water temperature 82 to 86°C.



For Tea

### For Tea

Water temperature 88 to 92°C.



Hot

### Hot

Boiling hot water.



Cool

### Cool

Dispenses water cooler than room temperature, typically 8 to 12°C.

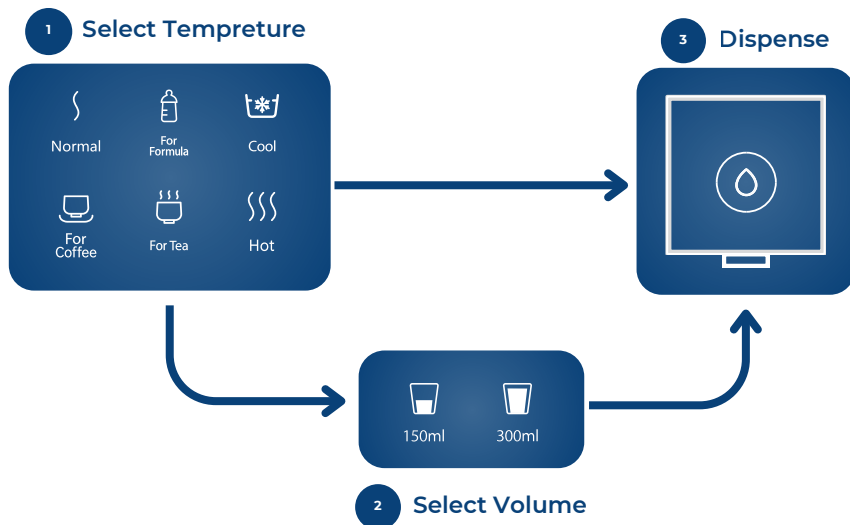


### Important

The cool water tank is a standalone internal tank, so if you haven't used the cool water function for more than 2 weeks, please dispense about 500ml before drinking to ensure the purest experience.

## 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 (Normal, For Formula, Cool, For Coffee, For Tea, or Hot).
- 2 Select volume (optional):** Choose 150ml or 300ml.
- 3 Dispense:** If you want continuous flow (up to 1L), simply skip the volume step and press Dispense.

## Boiling Point Setting

Long-press "HOT" for 3 seconds to enter boiling point setting mode. The display shows 95°C by default. Press 150ML to decrease the temperature by 1°C or 300ML to increase it by 1°C, with an adjustable range of 85–95°C. The setting will be saved automatically after 5 seconds of inactivity.

### Note:

1. You only need to change this setting when you are at an altitude above 1,500 meters.
2. The temperature panel may still display 100°C, but the actual water temperature will follow your selected setting.

## Cooling Function Dispenser

During the dispenser's working progress, you can press the cold water key for 5 seconds to turn off the cooling function. To press the cooling function for 5 seconds again, you can turn on the cooling function.

### Note:

1. First-time requires approximately 30 minutes for water to cool
2. The dispenser is set for a maximum of 1000 ml to be dispensed at any time.
3. Always exercise caution when dispensing hot water, and ensure children stay at least 1 meter away from the machine.
4. To prevent dry burning, please dispense some normal temperature water after hot water dispensing.
5. When the hydrogen-rich transparent window water tank is used for the first time, the pipeline will be blocked due to the air inside, which will not fill the transparent window water tank. Please press the normal temperature water outlet button to release the water once and empty the air inside.

## Filter Replacement Guide

1

### Before you start

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



**PAC RO CF**

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

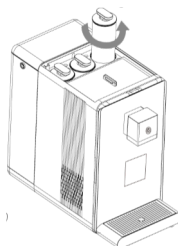
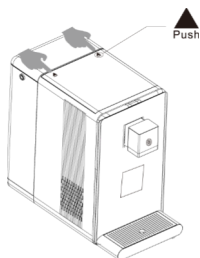
2

### Press the PUSH

to open the top cover.

**Remove** : Rotate counterclockwise.

**Install** : Rotate clockwise.



3



**Press and hold "RESET"** to enter reset mode.

Touch "RESET" to **select a filter**

You can toggle between filters by pressing "RESET"



**PAC RO CF**

**Hold "RESET"** for 3s to confirm.

Repeat for multiple filters if needed.

4



**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 center in time.

## Filter Information



**PAC**

9-12 month

**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 month

**Reverse Osmosis  
Filter**

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



**CF**

9-12 month

**PP Cotton Carbon Rod  
Composite  
Filter**

Further improves taste and absorbs unpleasant tastes and odors.

**Note:**

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

## Fault Diagnosis

| Fault                        | Possible reason                                                                                     |
|------------------------------|-----------------------------------------------------------------------------------------------------|
| <b>No water</b>              | Check whether the water tank has tap water.                                                         |
|                              | Check for blockage in filter element caused by dirt.                                                |
| <b>Limited water flow</b>    | Check filter element.                                                                               |
| <b>Water taste</b>           | Check filter element status.                                                                        |
|                              | Check any parts of the machine have been damaged and whether all parts are screwed tightly.         |
|                              | Check the silicone seal ring for signs of age or damage.                                            |
| <b>Electricity</b>           | Check if the machine is grounded properly.                                                          |
| <b>Machine does not heat</b> | Check connection to power supply.                                                                   |
|                              | The temperature-controlled protector on the heating barrel has not been reset.                      |
| <b>Machine not cooling</b>   | Check connection to power supply.                                                                   |
|                              | Has the cooling function been disabled?                                                             |
| <b>No visible hydrogen</b>   | Whether hydrogen production has been completed or transparent water tanks have no bubbles.          |
|                              | Is there any water in the small water tank?                                                         |
|                              | The large module needs to be cleaned, and disconnect the power supply of the module while cleaning. |

## Error Management

| Fault code   | Solution                                                                                                                                                  |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>E1</b>    | Water filtration taking too long<br>Restart the system.<br>Check all filters are correctly installed and engaged.<br>Contact support if problem persists. |
| <b>E2/E3</b> | Please contact support.                                                                                                                                   |
| <b>E4</b>    | Use water above 5°C                                                                                                                                       |
| <b>E6</b>    | Please contact support.                                                                                                                                   |
| <b>E7</b>    | Overheating, wait for the system to cool down.                                                                                                            |



### 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.



# OASIS

Happy Drinking  
Thank You !  
:)

