H2O AUSTRALIA

STREAM

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
Stream machine + water tank	1 machine
Pre-installed filters	1
Drip tray	1
User manual	1

Introduction

Thank you for choosing Stream by 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

Contact

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

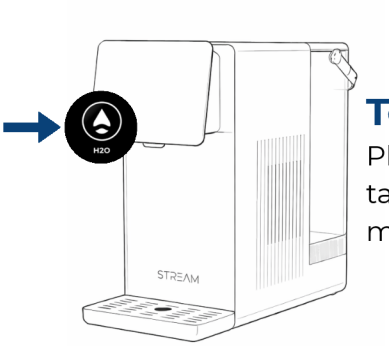
First Use Checklist

Follow these helpful tips on using for the first time.

- [x] Unbox your Stream by H2O
- [x] Read your user manual
- [ ] 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.
- [ ] 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.

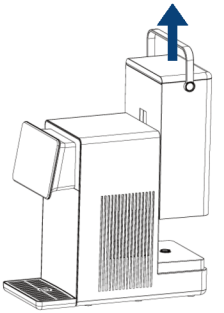
Your machine is now ready for provide pure drinking water!

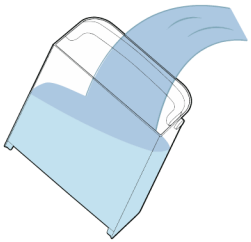
First Use Helpful Tips

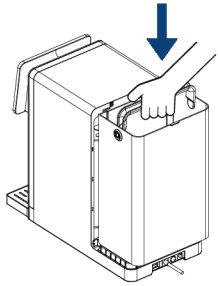


To activate your filters:

Please run approximately one full tank of water through the machine before first use.







Refilling / waste water

When the machine indicates Refill, you must discard the remaining waste water.
After discarding, refill with tap water, and place the tank back properly.

SOME USEFUL INFORMATION

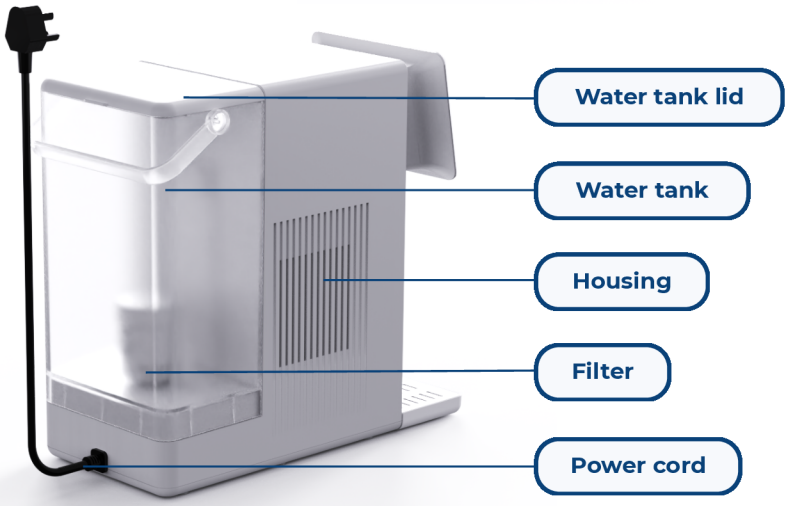
- When the machine says“refill”, you **must** remove the back tank completely. Empty the waste water and refill every time.
- If unused for over 3 days, drain all water and refill before use. Refer to page 7 for instructions.
- Empty completely before moving the machine.
- Do not wash the machine's body 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

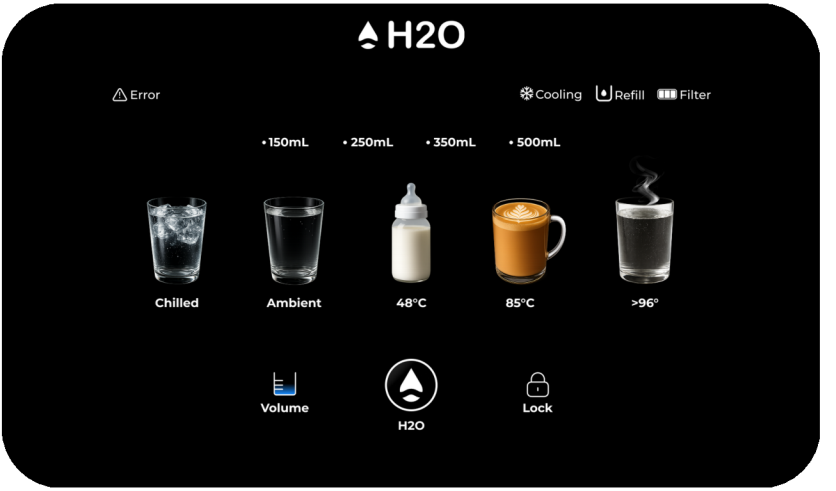
Product Name	Stream by H2O	
Model	Stream	Stream C
Voltage	230V	
Frequency	50Hz	
Power rating	2000W	2060W
Pump Flow rate	20L/h	
Net weight	3.65kg	3.28kg
Gross weight	4.57kg	4.20kg
Product dimensions	350 × 160 × 325mm	
Water source	Tap water	
Water tank capacity	3L	

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.



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.
White light: normal
Flashing white: filter life complete, replace immediately.



Error

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



Chilled

Dispenses water at 8 - 12°C.
Note: Cooling mode is off by default.
Press and hold “Chilled” for 3 seconds to enable cooling.



Normal

Dispenses water at ambient (room temperature).



48°C formula

Dispenses water between 45 to 48°C.



85°C coffee

Water temperature 85 °C.



96°C hot

Water temperature >96°C.

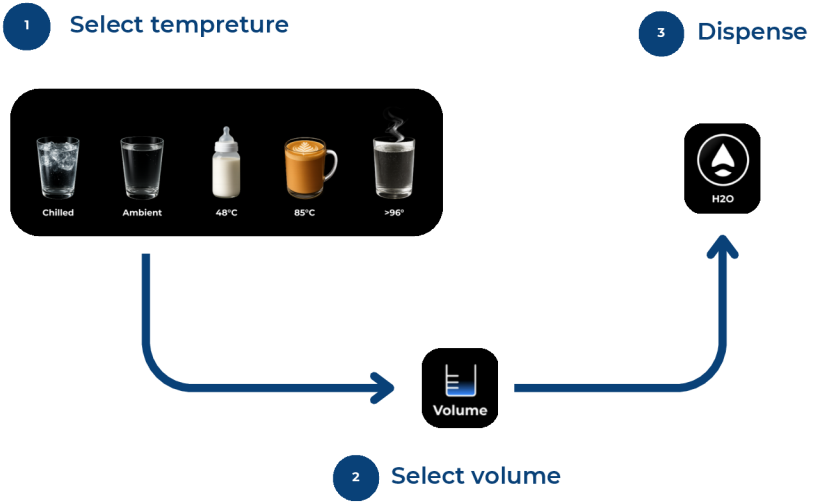


mL

Displays water volume in millilitres.

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**

Filter information

StreamGuard
500L
(Up to 1 month)

StreamGuard Composite Filter

Enjoy softer, crisp, and pure-tasting water with advanced MicronFlow™ filtration. Enhanced ion exchange resins help reduce hardness while effectively reducing chlorine, limescale, heavy metals, microplastics, PFOA and PFOS.



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

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Filter replacement guide

1

Filter If the filter indicator **flashes**, replace the filter.

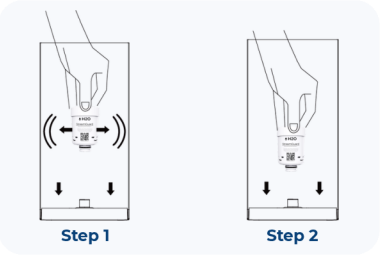
2

Open the water tank lid.
Pull the filter straight up.



3

Submerge the replacement filter in water and gently shake it for 10 seconds. Insert the new filter and **press** down firmly to secure it in place.





4

Lock

1. Turn the machine on
2. unlock the panel.
3. **Press and hold "LOCK"** to reset the filter.

H2O

Run two tanks 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.

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 3L of ambient water to flush the internal pipelines.
Electricity	Check if the machine is grounded properly.
Does not heat	Check connection to power supply. Unplug, wait 5 minutes and re-plug in.
	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

<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 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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