

HomePure viva

USER MANUAL

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FEATURES

9-PLATE PREMIUM WATER IONISER

The high-quality solid-type 9-plate water ioniser raises the pH level of drinking water providing a wide range of pH settings from 11.3 to 2.7, without the need of any booster agent.

PLATINUM COATED TITANIUM ELECTRODES

The 9-plate titanium electrodes are coated with platinum for a stable and safe performance. The electrolytic cells consist of solid-type electrodes for better function and expanded lifetime.

LARGE TFT (THIN-FILM TRANSISTOR) FULL-COLOUR LCD (LIQUID CRYSTAL DISPLAY) TOUCH SCREEN

The 7-inch high-quality LCD touch screen with a user-friendly interface and adequate sensitivity, provides a clearer and wider view for a better operating experience.

AUTOMATIC SELF-CLEANING SYSTEM

HomePure Viva has a built-in self-cleaning system that automatically cleans unwanted built-up of sediments for longevity and optimum functionality of the water ioniser.



AUDIO USAGE GUIDE IN 8 LANGUAGES

The audio guide facilitates a user-friendly experience. The HomePure Viva audio guide is available in English, Arabic, French, Spanish, Russian, Hindi, Chinese and Vietnamese.

5-STAGE FILTRATION IN 2 ENCAPSULATED CARTRIDGES

The high-quality filter in the encapsulated cartridge allows for extraordinary clean and safe water filtering performance.

SMART FILTER TECHNOLOGY

With a real-time filter cartridge lifespan display, the indicator and reminder message will urge you to change the filters on time.

FLEXIBLE OUTLET PIPE

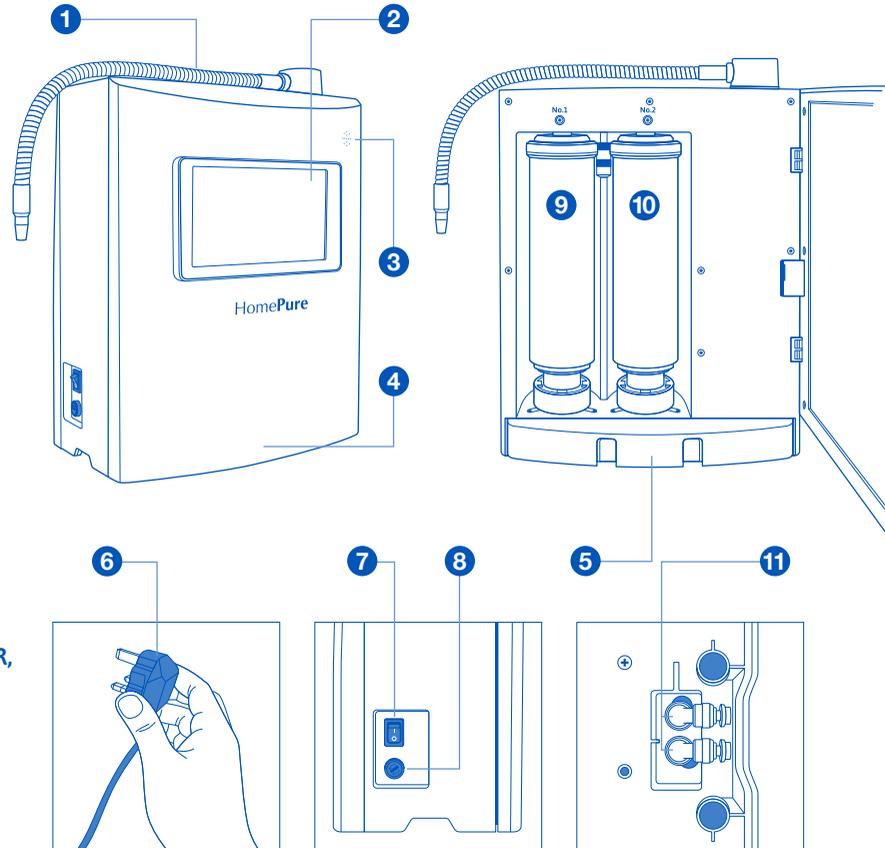
The outlet pipe rotates 360° to maximise convenience and save space on your counter.

SWITCHED-MODE POWER SUPPLY (SMPS) METHOD

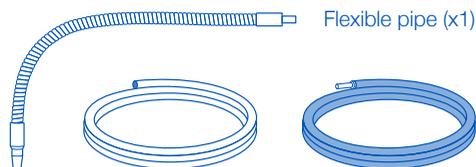
The SMPS controls the operating pH/ORP level precisely and consistently by a stable power supply through a Central Processing Unit (CPU) chip.

COMPONENT PARTS

- 1 FLEXIBLE PIPE FOR WATER OUTLET (x1)
- 2 7-INCH LCD SCREEN
- 3 SPEAKER
- 4 FRONT DOOR
- 5 BASE HOUSING
- 6 ELECTRICAL WIRE AND G-TYPE PLUG
- 7 ON/OFF POWER SWITCH
- 8 FUSE (3.15A)
- 9 CARTRIDGE 1 (SEDIMENT AND ACTIVATED CARBON BLOCK CARTRIDGE)
- 10 CARTRIDGE 2 (GRANULAR CARBON POWDER, ANTIBACTERIAL CARBON BALLS, AND ULTRAFILTRATION CARTRIDGE)
- 11 ELBOW FITTINGS (x2)



ACCESSORIES AND OPERATING INSTRUCTIONS



Flexible pipe (x1)

1/4 Inlet tube
(1.5 m x 1)Drain silicone tube
(grey colour)

Manual (x1)



Diverter valve with O-ring (x1)



Adapter (x3), O-ring (x3)



pH Testing Kit (x1) includes:

- pH indicator (x1)
- pH tube (x1)
- pH range table (x1)



Dust filter (x1)



Spare fuse (3.15A)

Model	2210002004
Trade Name	HomePure Viva
Installation Type	Countertop
Filter Cartridge	5-stage filtration in 2 encapsulated cartridges
Housing Material	ABS Thermoplastic Polymer
Max. Operation Pressure	4 bars
Min. Operation Pressure	1 bar
Max. Operation Temperature	35°C
Min. Operation Temperature	4°C
Rated Voltage	220 – 240 V ~ , 50/60 Hz
Electrical Consumption	Max. 480 W
Power Protector	Fuse 3.15A
Cleaning System	Automatic self-cleaning
Gross Weight	8 kgs
Rated Service Flow*	1.7 litres per minute at 2 bars (29 psi) of water pressure with a new filter.
Rated Service Life**	3,600L or 12 months

* Actual flow rate will depend on water pressure and the time that the filter has been in service.

**The lifetime will depend on the water quality. It is based on the daily consumption of 10 litres per day.

Note: The product is designed for home use only.

FILTER FUNCTIONS



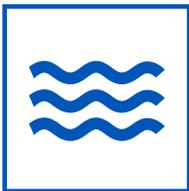
CARTRIDGE 1

Filter Step	Function
Step 1 Sediment filter	Polypropylene (PP) material of non-woven fabric effectively reduces suspended solids such as rust, mud and sand larger than 5 microns.
Step 2 High-performance activated carbon block filter	This filter reduces chlorine, turbidity, heavy metals, trihalomethanes, volatile organic compounds (VOCs), and bad taste and odour.

CARTRIDGE 2

Filter Step	Function
Step 3 Granular activated carbon powder	A section of carbon powder to refine the water taste and reduce chlorine, odour and other inorganic chemicals.
Step 4 Antibacterial carbon balls	Reduces the growth of bacteria and other microorganisms inside the filter cartridge.
Step 5 Ultrafiltration filter	The membrane with a pore size of 0.01 - 0.1 micron reduces bacteria and other microorganisms for microbiologically safe and clean drinking water.

PRECAUTIONS



HomePure Viva can only be used with pre-filtered water from a water supply facility, such as metropolitan tap water. The filter cannot be used with water from unsafe water sources such as rivers, wells, bores and any kind of groundwater.

High hardness water can affect the process of generating good alkaline/acidic water. If the tap water has a high hardness level (over 500 ppm), a prefilter to reduce hardness should be used.



HomePure Viva should only be installed inside the house.



For an optimum and satisfactory filtration result, HomePure Viva should only be installed in houses with a pipe pressure between 1 to 4 bars.



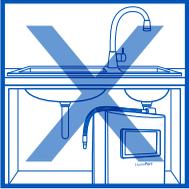
HomePure Viva can only be installed with a cold water supply at temperatures ranging between 4°C and 35°C.



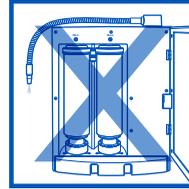
HomePure Viva must be installed far away from flammable materials and heating sources to avoid deformation.



Do not clean the filter cartridge, doing so may contaminate the filter unit.



HomePure Viva can only be installed as a countertop unit using a diverter valve. It cannot be used under the sink.



Do not open the front door during water flow.



HomePure Viva should not be exposed to force or shock.



User should turn the diverter valve to the OFF position when the filter is resting.



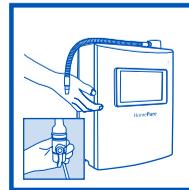
HomePure Viva must be kept away or protected from direct light (e.g., sunlight).



To clean, wipe the surface regularly with a damp cloth. Do not use harsh cleaners, bleach or benzene-based solvents.



Do not spill water on the filter.



Close the diverter valve before moving the unit.

PRECAUTIONS

CAUTION

- Do not use alkaline water in fish tanks or bowls.
- Keep away from children, ensure that they do not play with the appliance.
- Children should not do cleaning and maintenance of the unit.
- Install on a flat and stable surface. Always level the device horizontally.
- Do not place anything on the machine. Doing so might damage the machine.

DISCLAIMER

- To continuously improve quality, specifications of the unit might be changed without prior notice.

SAFETY SUGGESTIONS FOR DRINKING ALKALINE WATER

DISCLAIMER

- Please ensure correct usage of this product and read the instructions thoroughly.
- Please consult your healthcare professional if you experience any adverse effects or pain after drinking alkaline water.
If you experience any discomfort or change in your health condition, please consult your physician or pharmacist. If you are under the care of a physician, please consult with them before drinking alkaline water.

CAUTION

- Start drinking alkaline water at a low pH level. **Alkaline 1** – Slowly and gradually drink it until your body gets accustomed to alkaline water. Slowly move to a higher pH level – **Alkaline 2**, and continue drinking water with this pH level every day.
- Acidic water **IS NOT FOR DRINKING**. It must only be used for suitable non-drinking purposes.

ELECTRICAL SAFETY CAUTION



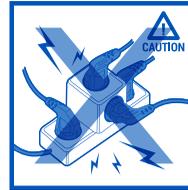
Do not use if the electric cord or plug is damaged or if the outlet is loose, it might cause an electric shock, short circuit and/or cause a fire.



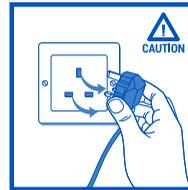
Do not modify, damage, bench, pull or twist the electric cord, it might cause an electric shock, short circuit and/or cause fire.



Do not connect or disconnect the power plug with wet hands, it might cause an electric shock.



Do not use extension cables to connect more than one device to a single outlet, it might cause fire.



For repair/maintenance or changing parts, always turn the power switch OFF and disconnect the power plug first or it might cause an electric shock.



Never disassemble or modify the device, it might cause an electric shock or fire.



Do not use the machine in humid places such as in bathrooms and never spray water on the device or clean it with water, it might cause an electric shock or leak.

USAGE GUIDELINES

- Installation and use must comply with all state and local laws and regulations.
- Follow the instructions in the manual.
- Install indoors in a dry place. Do not use where the temperature goes below 0°C.
- Use only with unheated tap water (4°C to 35°C).
- Use with optimal water pressure (1 – 4 bars); pressure higher than 4 bars may cause the unit to overflow or cause damage to the filter cartridge and water filter unit.
- Use with a treated metropolitan water supply only.
- Use only with a water supply having a Total Dissolved Solids (TDS) range of 200 - 500 ppm. Recommended water hardness (Calcium hardness – CaCO₃) level in normal working conditions is around 50 - 120 ppm.
- Do not use with salt water (water with more than 0.2 ppt salt).
- For low-quality water, use with HomePure Prefilter to protect the lifetime of the HomePure Viva Cartridges.
- Turn off the tap water inlet valve when the water filter is not being used for a long time to avoid bacterial contamination.
- For hygienic purposes, change the water inlet installation tube every two years.
- In case of leakage, close the tap water inlet valve and contact HomePure Global Support.
- The estimated lifetime of the filter cartridge is 3,600 litres* or 12 months (depending on water quality).
- Replace the filter cartridges when the display indicates it.
- It is recommended to turn off the ON/OFF switch on the left side of HomePure Viva at the end of the day, or if the unit has been in rest mode for over 12 hours.



* The lifetime will depend on the water quality. It is based on the daily calculation of 10 litres.

INDICATOR AND CONTROL DISPLAY

HomePure MODE

ALKALINE 2
DRINKING - EVERY DAY

Target pH 9.0 ORP -120 mV

H₂ 55 ppb FLOW 1.8 L/min

FILTER
1 : 3600 L 2 : 3600 L

ALKALINE PURIFIED ACIDIC

START | STOP

ALKALINE water **PURIFIED water** **ACIDIC water**

Display target pH, hydrogen and ORP

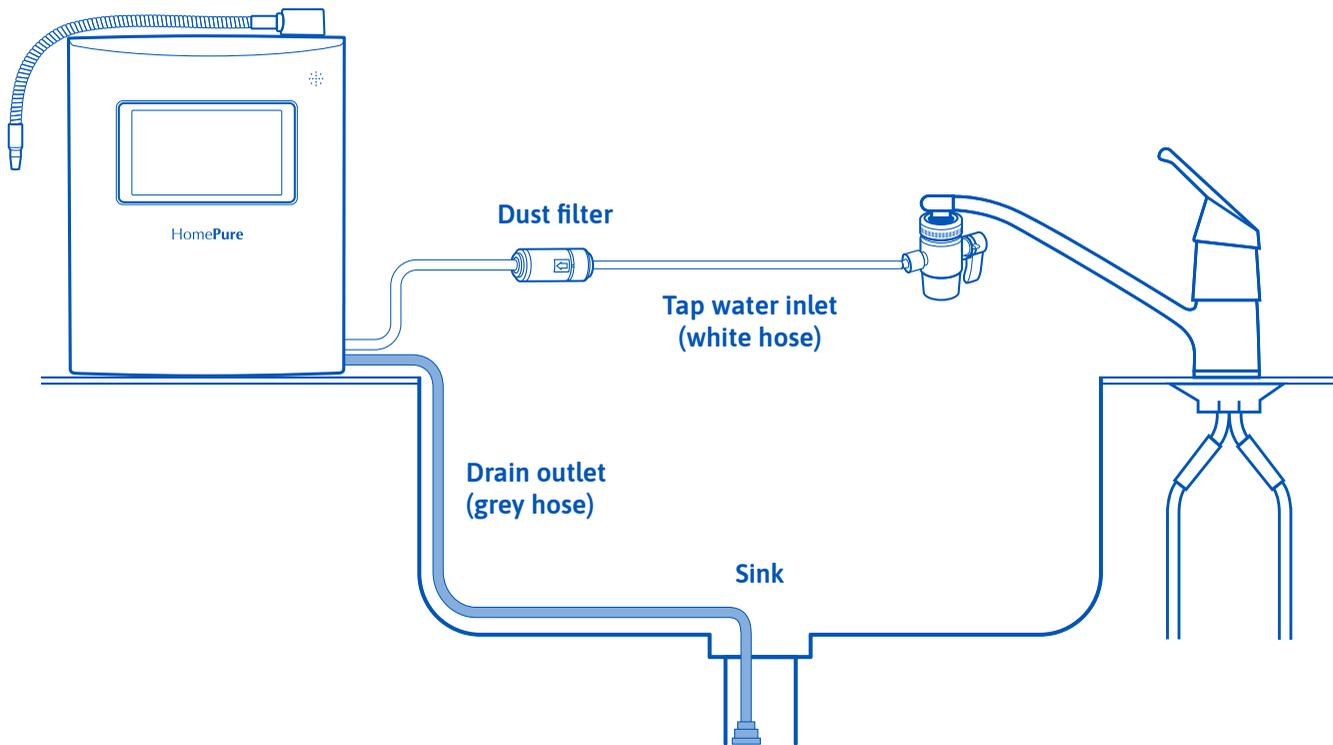
pH level selection and start
When this number is touched as confirmation, pH level 2 is selected and water flows out.

START/STOP button
When this button is touched, selected water starts or stops flowing.

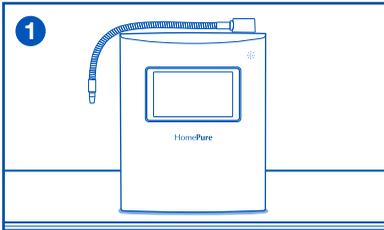
Disclaimer:

- Variations in Hydrogen and ORP values are a by-product of the ioniser's process when generating Alkaline water. ORP is a very sensitive value and vary according to several factors. Hydrogen values significantly depend on the water source and flow rate.
- pH measurements may vary according to the water quality (water hardness, salt, particles, etc.) in each location, and the measurement device.
- In case you wish to use a pH test kit to evaluate the pH range of the water dispensed, there is a HomePure pH test kit that comes with the set which provides reliable pH range matching with automatic pH modes. Using other pH test kits available in the market may cause variations in the pH range.
- In case you use digital measuring device to evaluate pH and ORP of the water dispensed, please ensure that the device is verified and calibrated periodically according to professional standards for a precise measurement.

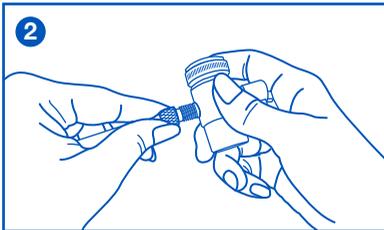
INSTALLATION GUIDELINES



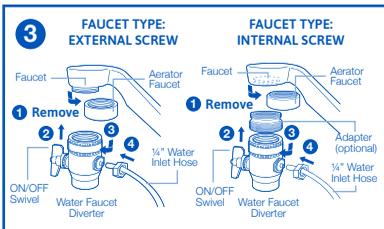
INSTALLATION GUIDELINES



Choose a safe, clean, dry and stable area to set up the HomePure Viva for installation.



Connect the inlet plastic tube to the diverter valve and tighten the cap.*

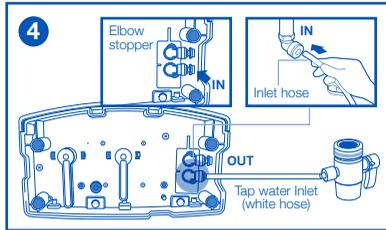


Connect the diverter valve to the faucet. If needed, use one of the three faucet adapters.**

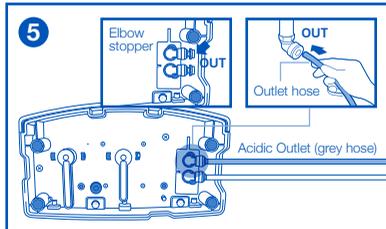
* Push the plastic tube firmly and completely over the valve before locking it in with the ring.

** In case no adapter fits your faucet, you will need to purchase an additional adapter that will do so.

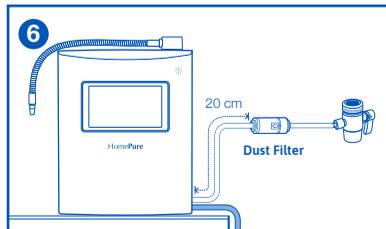
INSTALLATION GUIDELINES



At the bottom of HomePure Viva, identify the “IN” position. Then, remove the elbow stopper by pushing down the ring and pulling the stopper out. Insert the other end of the water inlet tube into the inlet elbow until it is properly locked.



At the bottom of HomePure Viva, identify the “OUT” position. Then, remove the elbow stopper by pushing down the ring and pulling the stopper out. Insert the vacuum silicone of the silicone tube (grey colour) to connect with the outlet elbow until it is tightly fit. Place the outlet of the drain tube properly into the sink (at least 10 cm below the sink) so that drain water can flow into the drain hole of the sink.

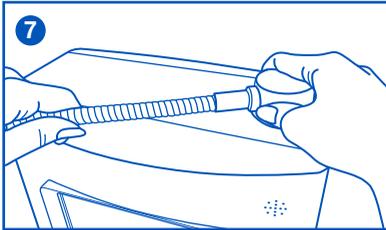


At about 20 cm from the water inlet connection of HomePure Viva, cut the plastic inlet tube and insert the “Dust Filter” into the inlet line. Note that the arrow on the Dust filter will point to the unit’s direction. Then, insert the other piece of the inlet tube with the other side of the Dust Filter. Now the Dust Filter is in the middle between Diverter Valve and HomePure Viva.

Note:

- Please ensure to install the dust filter. If a dust filter is not used when installing HomePure Viva, the unit may malfunction due to build up of foreign matter.
- If the dust filter becomes blocked, disassemble the filter and wash thoroughly in water and re-assemble.

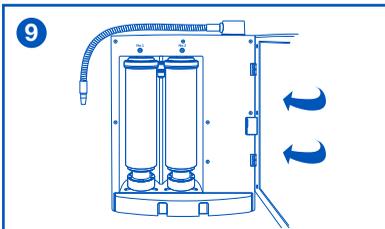
INSTALLATION GUIDELINES



Connect the flexible pipe to the nozzle, twist clockwise tightly.

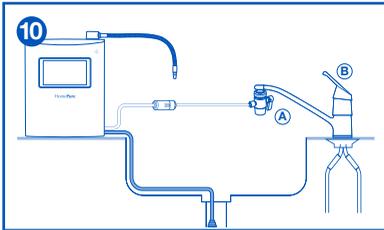


Make sure to keep the electrical cord at the bottom of the unit dry and do not let the machine press on the power cord. Guide the power cord through the bottom gap.

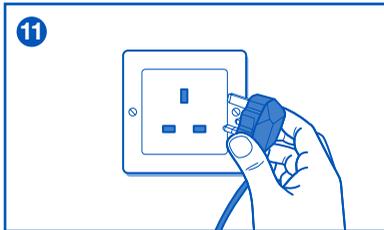


Open the front door of the HomePure Viva. Double-check if the cartridges are well inserted into the HomePure Viva. Close the front door.

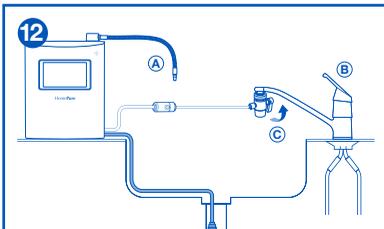
INSTALLATION GUIDELINES



Move the machine near the sink. Open the cold-water supply to check all connections (diverter valve, dust filter, and inlet connection to the HomePure Viva) to verify any leakage by turning on the (A) Diverter valve first, then turning on the (B) Faucet valve. After checking all connections properly, turn off the (A) Diverter valve, then turn off the (B) Faucet valve. Always hold the HomePure Viva from the bottom as the upper part is not secured enough, and the loose parts may come off easily.



Plug in the power supply. Turn on the ON/OFF switch. The HomePure Viva is now ready to operate.



Adjust the Flexible pipe so that the water can be directed into the sink. Open the (B) Faucet valve, and open the (C) Diverter valve***

*** The diverter valve must be turned off when the HomePure Viva is not used.

INSTALLATION GUIDELINES



Flush the cartridges before using the filtered water as drinking water; let the water flow for at least 10 minutes.

How to flush:

1. Touch the finger symbol on the display screen to enter operating mode.
2. Touch the “PURIFIED” mode on the display.
3. Then, touch “START/STOP” on the bottom right corner to start flushing the cartridges. The green colour on the “START/STOP” shows that the water is coming out from the HomePure Viva.
4. Touch the “START/STOP” one more time after 10 minutes to stop the water flow. The green colour on the “START/STOP” will now turn red. The flush process is now complete, and the HomePure Viva is ready to use.

Remark:

The flushed water is clean and recommended for watering plants, washing tableware, etc.



Reset filter cartridge before starting use.

Touch on “MODE”, “Filter Reset”, then choose “YES” to reset the filter lifetime. After “YES” is selected, the HomePure Viva will start memorising the filter lifetime from the beginning.

ADMINISTRATION SETTINGS

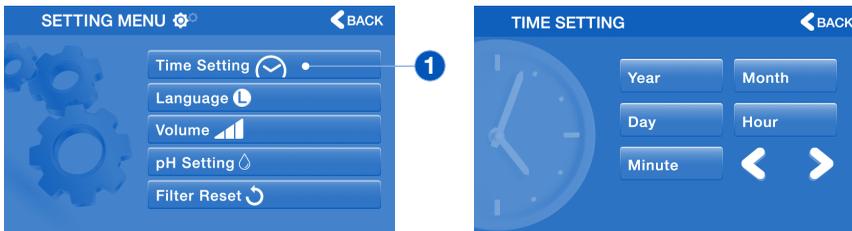
A. INITIAL SETTING

1. Touch the finger symbol on the display screen.
2. The screen will display a new window (showing Alkaline 2). On the top right of the display screen, select "MODE" to open the initial settings of the HomePure Viva.



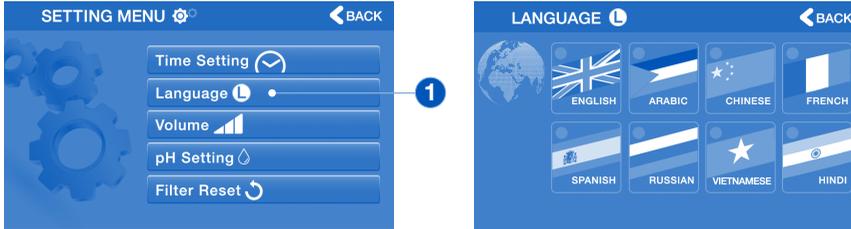
TIME SETTING

1. Select "Time Setting".
2. Please set "Year", "Month", "Day", "Hour" (24-hour clock) and "Minute" by touching on the "<" or ">" arrows.
3. Touch on "BACK" to save the Time Setting automatically.



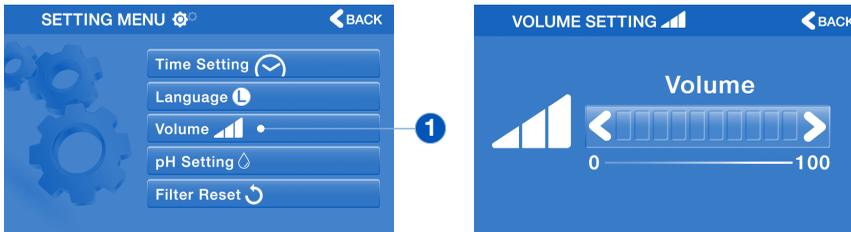
LANGUAGE SELECTION

1. Touch on “Language” selection, language options will appear in English with flag symbols.
2. Select your preferred language.
3. Touch “BACK” to save the Language setting automatically.



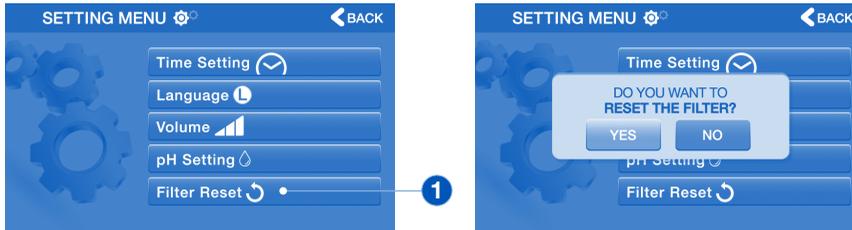
VOLUME SETTING

1. Touch on “Volume”. Touch “<” or “>” to reduce or increase the volume of the HomePure Viva.
2. Touch on “BACK” to save the Volume setting automatically.



B. FILTER RESET SETTING

After changing filter cartridges, touch on “Filter Reset”, then choose “YES” to reset the filter lifetime. After “YES” is selected, the HomePure Viva will start memorising the filter lifetime from the beginning. Filter reset done.



Caution:

Do not modify pH Setting unless a significant pH variance of the outcome water is found. Please contact HomePure Global Support for more details of standard pH setting guidelines.

C. MODES AND FUNCTIONS

FOR COOKING

ALKALINE 5
COOKING/FOOD PREPARATION

pH 10.5-11.3

ALKALINE 4
TEA OR COFFEE

pH 9.8-10

FOR DRINKING

ALKALINE 3
GASTROINTESTINAL SYMPTOMS*

pH 9.5

ALKALINE 2
DRINKING - EVERY DAY

pH 9

ALKALINE 1
DRINKING - BEGINNER

pH 8.5

PURIFIED
BABY AND MEDICATION

pH 7.5

HomePure viva

FOR CLEANING

DO NOT DRINK

ACIDIC 1
VEGETABLES/FRUITS/RAW MEAT

pH 6.5

ACIDIC 2
BRUSHING TEETH/MOUTH RINSING

pH 6

ACIDIC 3
FACE CLEANSING AND TONING

pH 5.5

ACIDIC 4
CLEANING KITCHEN UTENSILS

pH 5

ACIDIC 5
DISINFECTING

pH 2.7-3.5

***Disclaimer:**

Based on research conducted on the medical device ioniser, results may vary from one consumer to another. If irritation occurs, discontinue consumption of Alkaline water and seek medical attention if necessary.

INSTRUCTIONS FOR USE

Notes before using the HomePure Viva

- Do not use metallic containers to store Alkaline Hydrogen-rich drinking water.
- It is recommended to use glass or food-grade plastic containers.
- Always discard the initial dispensed water (for 20 seconds) as a precaution. This will ensure the integrity of desired pH level selected.

How to generate “ALKALINE” water

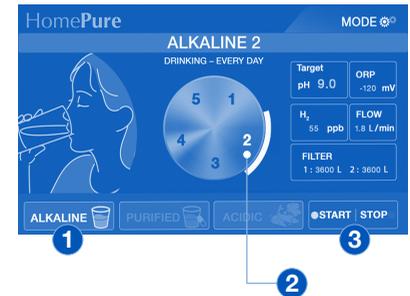
- Touch “ALKALINE” on the LCD screen to select the “ALKALINE” level.
There are 5 alkaline levels. Touch on the dial’s numbers 1 to 5 to select the desired alkaline level. Touch “START/STOP” to get drinking water. Touch “START/STOP” once more to stop the water flow (the green colour will now turn red).
In each selection step, there will be an audio message to present the operating status of the selected instruction.

Note:

Automatic Cleaning function will appear after Alkaline mode is used continuously for 10 minutes. Press Start button to start the cleaning process.

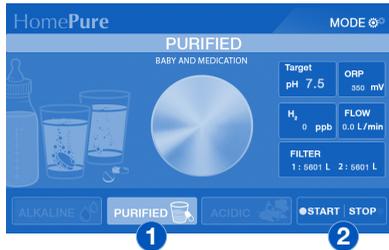
Cautions:

- Start drinking alkaline water at a low pH level - Alkaline 1. Slowly and gradually drink it until your body gets accustomed to alkaline water. Slowly move to a higher pH level - Alkaline 2, and continue drinking water with this pH level every day.
- When alkaline water is generated, drain water will flow out from the drain hose to the sink simultaneously. This drain water is NOT allowed for drinking or refilling a fish tank but is safe for cleaning the sink and floor.
- Do not take any medication with alkaline water to prevent compromising the integrity of the prescribed medicine. Take your medicines with “Purified” water instead.
- Do not use alkaline water for babies and infants, do NOT mix with milk powder. Use “Purified” water instead.



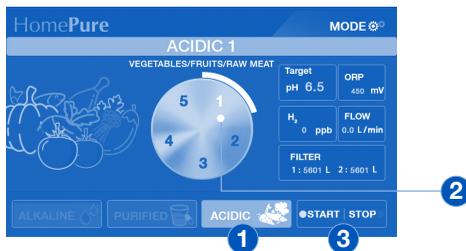
How to generate “PURIFIED” water

- Touch “PURIFIED” on the LCD screen and then touch “START/STOP” to get purified drinking water. Touch “START/STOP” to stop the water flow (the green colour will now turn red). There will be an audio message to announce the operating status of the selected instruction.
- Always discard the initial dispensed water (for 20 seconds) as a precaution. This will ensure the integrity of desired pH level selected.



How to generate “ACIDIC” water

- Touch “ACIDIC” on the LCD screen to select the “ACIDIC” level. There are 5 acidic levels. Touch on each number 1 to 5 on the dial to select the desired acidic level. Touch “START/STOP” to get acidic water. Touch “START/STOP” to stop the water flow (the green colour will now turn red). On each selection step, there will be an audio message to announce the operating status of the selected instruction.



Note:

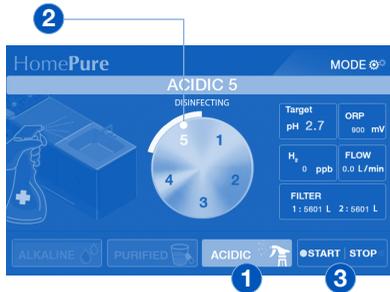
ALKALINE 5 and ACIDIC 5 will only run for 3 minutes before it will turn off automatically. It requires a 10-minute rest period before it can be used again.

Caution:

- Acidic water is NOT allowed for drinking purposes. Please use Acidic water according to the recommendation per “Modes and Functions” on page 24.

How to clean the electrolysis cells

- Clean the electrolysis cells by generating acidic water to extend the lifetime of the platinum electrode.
- If acidic water is not used for a long time, it is recommended to operate ACIDIC 5 for about 10 minutes at least twice a month.
- After the HomePure Viva generates alkaline water for 10 minutes it will activate the self-cleaning process of the electrolysis plate. Press the START button to start the cleansing process.



Caution:

There will be a strong acidic smell when the HomePure Viva performs the Automatic self-cleaning. Please wait until the process is completed before using the HomePure Viva. Discard the initial dispensed water (for 20 seconds) as a precaution before using the water.

How to maintain and store the unit after use

- Turn off the power when not in use for a long time or at the end of the day. The ON/OFF switch is on the left side of the unit next to the FUSE.
- The HomePure Viva must always be dry when cleaning; do not pour water on the HomePure Viva and do not store it in a humid place.
- Unplug the HomePure Viva if it is not used for a long time.
- Do not let the outlet tube and drain tube get twisted or pressed on.

HOW TO REPLACE THE FUSE:

When the FUSE has tripped, please use the spare fuse (included in the package) to replace it.
The fuse is located on the lower side part the body.



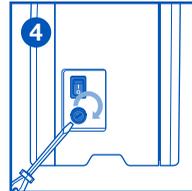
1 Use a screwdriver by pushing a bit and rotating counterclockwise to remove the fuse.



2 Please remove the fuse with your fingers.



3 Insert the new fuse (240V 3.15A).



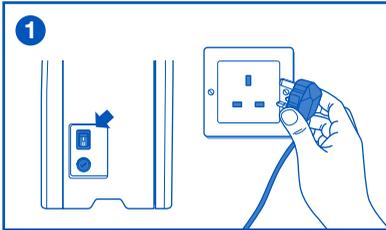
4 Tighten the fuse with a screwdriver by pushing a bit and rotating it clockwise.

Note:

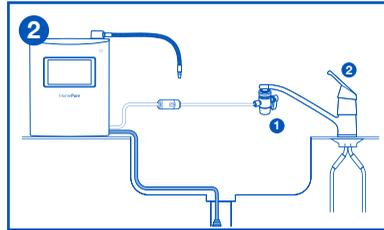
When changing the fuse, please unplug the power cord first. Not doing so may cause electric shock.

FILTER CARTRIDGES REPLACEMENT

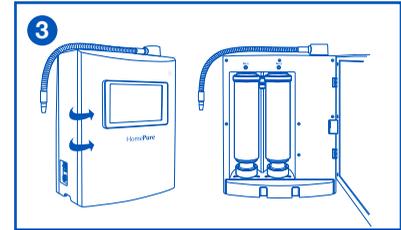
Once Filter 1 and Filter 2 reach 3500 L, the HomePure Viva will start showing an alert for filter cartridges replacement. The filter cartridges must be changed immediately once reaching 3600 L.



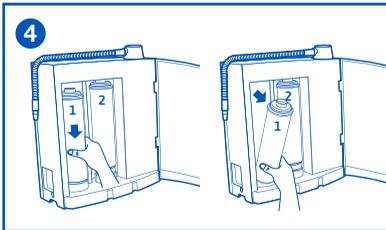
Turn off the ON/OFF switch. Unplug the power cord from the power supply.



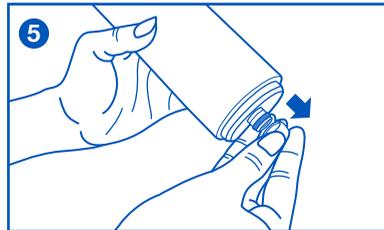
Turn off the diverter valve, then turn off the faucet valve.



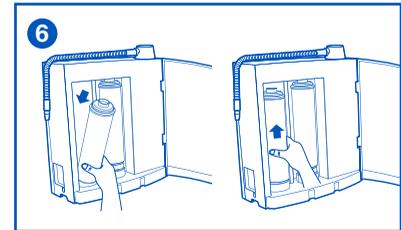
Open the front door cover.



Press the top part of Filter 1 down and pull the cartridge out of its slot from the side. Repeat the same for Filter 2.

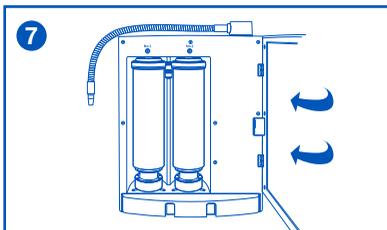


Remove the silicone covers at the top and bottom sides of the new filter cartridges.

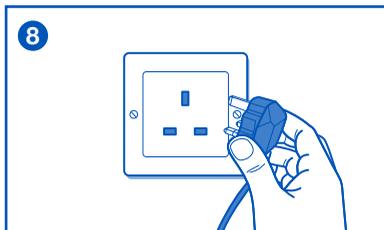


Insert a new filter into the base hole, press it down, and push it into its position. Ensure that each filter is installed correctly in its location. Filter 1 and Filter 2 will be mounted in the same way.

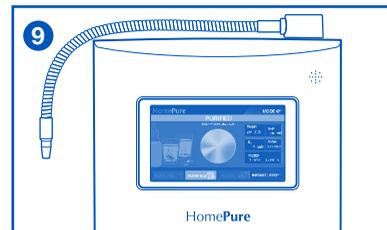
FILTER CARTRIDGES REPLACEMENT



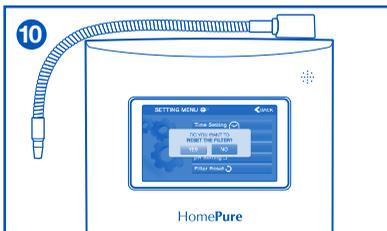
Close the front door.



Plug the power cord into the power supply, turn on the ON/OFF switch.



Flush the cartridge following the instruction to clean the cartridge for **at least 10 minutes before use**.



Reset the cartridge by touching "MODE", "Filter Reset", then choose "YES" to reset the filter lifetime. After "YES" is selected, the HomePure Viva will start memorising the filter lifetime from the beginning.



Please dispose of used filter cartridges according to local regulations.

How to flush:

1. Touch the finger symbol on the display screen to enter operating mode.
2. Touch the "PURIFIED" mode on the display.
3. Then, touch "START/STOP" on the bottom right corner to start flushing the cartridges. The green colour on the "START/STOP" shows that the water is flowing out from the HomePure Viva.
4. Touch the "START/STOP" one more time after 10 minutes to stop the water flow. The green colour on the "START/STOP" will now turn red. The flush process is now complete, and the HomePure Viva is ready to use.

Remark:

The flushed water is clean and recommended for watering plants, washing tableware, etc.

Note:

Please ensure that each filter is installed correctly in its location. Failing to do so may cause water leakage and could damage the HomePure Viva unit.

HOW TO MEASURE pH LEVEL

1. Dispense 10 mL of the testing water (ALKALINE 4) into the measuring cup.

Note:

Always discard the initial dispensed water (for 20 seconds) as a precaution. This will ensure the integrity of desired pH level selected.

2. Drop about three (3) drops of pH reagent into the water.

3. Shake 2-3 times to mix the testing water with pH reagent.

4. Compare the colour of the water to pH colour chart to verify the pH level.

CAUTION IN MEASURING pH

1. Do not drink pH reagent.

2. If eyes or skin comes in contact with the pH reagent, flush with clean water immediately.

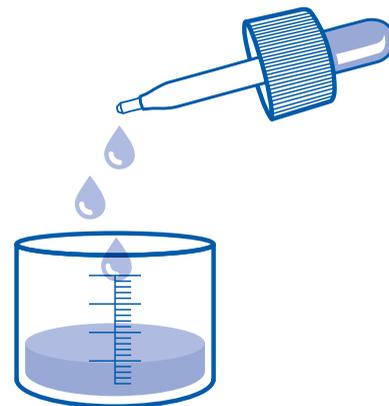
HOW TO KEEP pH INDICATOR

1. Keep the pH indicator away from children.

2. Keep the pH indicator in dry, cool, and dark conditions.

3. Do not keep the pH indicator in sunlight, near fire, or anything flammable.

4. Keep the cap of the pH reagent bottle closed tightly.



Disclaimer:

- pH measurements may vary according to the water quality (water hardness, salt, particles, etc.) in each location, and the measurement device.
- In case there is a significant pH variance of the water dispensed, the pH setting in standard pH setting mode/menu may be adjusted. Please contact HomePure Global Support for more details for the standard pH setting guidelines.
- In case you wish to use a pH test kit to evaluate the pH range of the water dispensed, there is a HomePure pH test kit that comes with the set which provides reliable pH range matching with automatic pH modes. Using other pH test kits available in the market may cause variations in the pH range.
- In case you use digital measuring device to evaluate pH and ORP of the water dispensed, please ensure that the device is verified and calibrated periodically according to professional standards for a precise measurement.

TROUBLESHOOTING

PROBLEMS	POSSIBLE CAUSE(S)	SOLUTION
The unit has no power, or the LCD screen does not function after touching the ON/OFF button.	Is the power cord and plug properly connected?	Plug in properly and switch on the power to the unit.
	If the power cord is connected properly, check the internal fuse if the LCD screen does not function after touching the ON/OFF button.	If the fuse has blown, then replace the fuse. Refer to “How to replace the fuse” for further action.
The unit has power, the ON/OFF button switch is on, but there is sporadic or no water generation.	Is the water supply valve open?	Open the water supply valve.
	Check all water supply connections.	Connect all pipes properly.
	Is the water supply hose bent or folded?	Ensure that the water hose is free from constrictions.
	Low water pressure? (less than 1 bar)	The unit cannot be used in the area of low water pressure. Contact your local municipal house or waterworks authority to increase the water pressure in the area to at least 1 bar.
	NO feed water supply or frozen?	Wait until the water supply resumes.
	Filters blocked?	Replace filter cartridges.
	The dust filter is getting clogged.	Disassemble the filter, and wash thoroughly in water and re-assemble.
NO Alkalinity	Check if any alert or error appears on the screen.	Take photos of the screen and contact HomePure Global Support Center.

PROBLEMS	POSSIBLE CAUSE(S)	SOLUTION
LOW Alkalinity?	Do you reside in an area of low-water hardness?	Alkalinity will vary depending on the water hardness area and feed water quality. Recommended hardness level (Calcium hardness-CaCO ₃) in normal working conditions is around 50-120 ppm. HomePure Viva is not recommended to install with a Reverse Osmosis water supply. Water hardness (CaCO ₃) below 30 ppm is considered low alkalinity.
	Oversupply of water?	Reduce the feed water supply flow (normal 2-3 bars of 5).
	Not enough drainage?	Ensure the drainage silicone tube (grey hose) is not bent, folded or sunk in a fully loaded container.
Stops in the middle of operation	Has continuous operation time of 10 minutes passed in the purified, alkaline or acidic mode?	The unit automatically stops after 10 minutes of continuous operation. Please wait for the START button on the screen to illuminate in green. The unit will then be ready to use.
Leakage from filter cartridges	Is it installed properly?	Switch off the HomePure Viva, unplug the power cord. Then, re-install the filter cartridges correctly, but do not RESET. If the problem persists, stop the operation and immediately contact HomePure Global Support Center.
	Any leakage in the main body?	
There is a strange odour, or the water tastes different.	Unused for a long time?	Flush water for more than 3-5 minutes. If the problem persists, change the filter cartridges.
	Excess Alkalinity?	Increase the water supply by opening the supply valve for higher water flow.
	The cartridge is not removing chlorine and other contaminants from the water. The end of the cartridge's lifetime has been reached.	Replace the filter cartridges.
Black particles in the water	The filter cartridge contains carbon powder. After installation, small particles can appear in the water.	After installation or filter cartridge change, please ensure the flushing process is properly done for at least 10 minutes to remove possible small residual articles of carbon.



WARRANTY CARD

The HomePure Viva is designed, produced and shipped free from defects and will function reliably when installed properly, used correctly, and treated in accordance with the HomePure installation and operating instructions in the manual.

LIMITED WARRANTY

The Company* warrants that the HomePure Viva is free from defects in materials and workmanship and will perform as advertised for a period of five (5) years for the water filtration housing and one (1) year for the accessories, electronic parts and all other parts.

CLAIMS

To make a claim under this Limited Warranty, call HomePure Global Support. If any HomePure Viva is found to be defective during the warranty period, The Company* will, at its option, either repair or replace the defective item.

EXEMPTIONS

This Limited Warranty does not cover products with a missing, seriously defected or damaged Warranty Card; or failure caused by improper handling, repair, or operation; using non-HomePure Viva spare parts (including cartridges); or used with an improper water source (TDS level must not be over 500 ppm. The best TDS level for this unit is 200 ppm and salt not over than 0.2 ppt).

LIMITATIONS

No person may modify this warranty, waive any of its conditions and limitations, or make any different or additional warranties for the HomePure Viva. To the maximum extent permitted by law, in no event shall the Company be responsible or liable for any personal injury and/or death or direct, indirect, punitive, incidental, special or consequential damages, however it arises. Nor shall the Company be responsible or liable for any damages arising out of, or connected with, the use or misuse of this product and from any action or decision taken as a result of using the product.

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Made in South Korea