

MOEN® 摩恩

双出水净水机

安装使用说明书

Double Outlet Water Purifier

INSTALLATION INSTRUCTIONS

如需安装支持，配件丢失等，请联系MOEN。
(中国) 400-630-8866
www.moen.cn

PLEASE CONTACT MOEN FIRST
For Installation Help, Missing or Replacement
Parts
[China] 400-630-8866
www.moen.cn

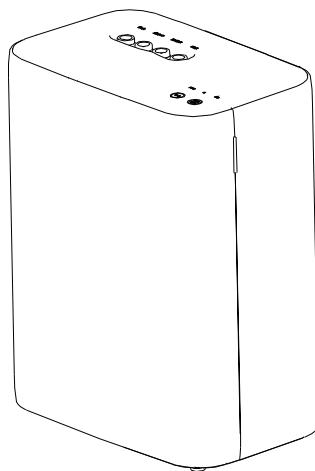
推荐工具

为了安全和让安装和替换变得容易，Moen建议您使用以下工具：

HELPFUL TOOLS

For safety and ease of replacement, Moen recommends the use of these helpful tools.

			
手电筒 Flashlight	活动扳手 Adjustable Wrench	一字螺丝刀 Flathead Screwdriver	压力表 Pressure Gauge
			
管剪 Pipe Cutter	生料带 Teflon Tape	抹布 Rag	TDS测试笔 TDS Test Pen



R63030

图片仅供参考
(款式因型号而异)

Image is for reference only
(Style varies by model)

记录购买的型号：
(保存安装说明书以备将来参考)

Record Purchased Model Number:
(Save instruction sheet for future reference)

使用注意事项

- 为了保证本净水机的安全及正常使用，我公司在此郑重告知用户：产品必须由我公司授权的、安装、维护服务商进行安装、维修，否则对因为安装、维修而导致的事故，我公司概不承担任何责任！
- 本净水机为家庭用户设计，在其它场所使用请咨询服务热线或授权服务商。
- 本净水机的维护、滤芯更换请联系授权售后服务人员或咨询服务热线。
- 在对本净水机进行任何操作前，请仔细阅读和理解使用说明书。
- 净水机在运输、安装和使用中严禁倾斜。
- 使用前请确认净水机适用的电压与用户实际使用的电压是否一致，净水机只能使用原装电源适配器(220VAC)，切勿用其它装置为净水机供电。
- 切勿将净水机安装在阳光直射、雨淋或含有有害化学品的地方，或有掉落、被撞击等可能使本净水机受到损害的任何地方。
- 请确保本机远离热源，不可将其接入热水管路上，不要将本机反向、倒置安装。
- 严禁将本净水机安装在可能受到冰冻的地方。净水机温度使用范围为：5℃-38℃，当水温或环境温度低于5℃时，请关闭本净水机的供水管线(同时关闭快接三通阀)，并排出净水机内的存水。如果供水管线或净水机冻结，可能造成供水管线或外壳的损坏，甚至破裂，影响使用。
- 进水压力：0.1~0.4MPa，使用过程中应保证进水压力不小于0.1MPa，若进水水压超过0.4MPa，必须加装减压阀(需另行购买)。
- 本净水机为落地/台面安装使用，不得将产品挂装或组装后挂起。
- 若超过3天不使用本净水机，再次使用前，需进行冲洗，冲洗过程中请勿取水饮用。
- 为保证出水水质，应根据滤芯寿命指示灯的提醒及时更换滤芯。
- 定期检查净水机及水管配件看是否漏水，避免漏水给家中财物造成损失。
- 本净水机要求使用符合GB5749的市政自来水。

Important Consideration

- To ensure the safety and normal use of this water purifier, our company solemnly informs users: this product must be installed and repaired by an authorized Moen installation and maintenance service provider to avoid accidents due to installation and maintenance. Don't take any responsibility!
- This water purifier is designed for home users. Please consult the service hotline or authorized service provider for use in other places.
- Please contact authorized after-sales service personnel or consulting service hotline for maintenance of this water purifier and replacement of filter element.
- Before performing any operation on this water purifier, please read and understand the instruction manual carefully.
- The water purifier is strictly prohibited to tilt during transportation, installation, and use.
- Before use, please confirm whether the voltage applicable to the water purifier is consistent with the voltage used by the user. The water purifier can only use the original power adapter (220VAC). Do not use other devices to power the water purifier.
- Do not install the water purifier in a place exposed to direct sunlight, rain or containing harmful chemicals, or any place where it may be damaged by falling or being hit.
- Please make sure that the machine is far away from heat sources. Do not connect it to the hot water pipe, and do not install the machine upside down.
- It is strictly forbidden to install the water purifier in a place where it may be subject to freezing. The temperature range of the water purifier is 5℃-38℃. When the water temperature or the ambient temperature is lower than 5℃, please close the water supply pipeline of the water purifier (close the three-way valve at the same time) and remove it from the water purifier. If the water supply pipeline or water purifier freezes, it may cause damage to the water supply pipeline or the shell, or even rupture, affecting the use.
- Water inlet pressure: 0.1~0.4MPa. During use, ensure that the inlet water pressure is not less than 0.1MPa. If the inlet water pressure exceeds 0.4MPa, a pressure reducing valve must be installed (purchased separately).
- This water purifier is for floor/table installation, and the product must not be hung up after assembly.
- If the water purifier is not used for more than 3 days, it needs to be rinsed before using it again. Do not take water for drinking during the rinse process.
- To ensure the quality of the effluent, the filter element should be replaced in time according to the reminder of the filter element life indicator.
- Regularly check the water purifier and water pipe fittings to see if there is water leakage to avoid water damage to the property in the home.
- This water purifier requires the use of municipal tap water that meets GB5749.

- 以下情况请勿使用此产品，应立即联系售后服务人员进行测试、维修、调整：

- 1)发现净水机已有损坏
- 2)发现电源插头或电源线有破损
- 3)发现供水管线或净水机漏水

- 不得擅自拆开或改装净水机，否则可能导致故障或漏水，造成财产损失；任何因不当使用所造成的故障，将不在保修范围内。
- 切勿用湿手接触电源线路及插头！否则可能导致触电事故。
- 请用清水或中性的清洁剂清洁产品表面，然后用柔软的毛巾抹干，请勿直接洒水清洁机器，切勿使用钢丝球、研磨性清洁剂或腐蚀性液体（例如汽油或丙酮）清洁净水机。清洁时，请勿将其它液体倒入滤芯，以免滤芯过滤系统损坏。
- 保持废水管出水通畅，以免造成净水机滤芯或者内部元器件损坏。排污管道堵塞时，请勿使用净水机（请断电处理），以免净水机产生的废水浸湿地板。
- 儿童及无行为能力的人请在监护人监督下使用本产品。
- 倘若发生故障，应立即拔掉电源插头，关闭机器的进水球阀，切勿将有故障的产品放置于工作状态。
- 反渗透RO膜的过滤产水流量会受水质、水压和水温的影响，当水质不符合标准，水压过低，水温小于25℃时，其产水流量将小于标准值。

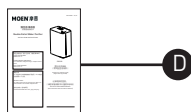
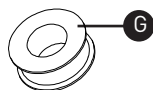
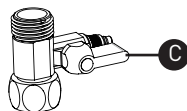
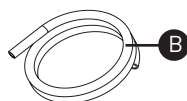
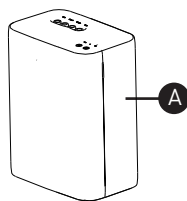
- Please do not use this product in the following situations and you should immediately contact the after-sales service personnel for testing, maintenance, and adjustment:

- 1) Found that the water purifier has been damaged
- 2) It is found that the power plug or power cord is damaged
- 3) It is found that the water supply pipeline or water purifier is leaking

- Do not disassemble or modify the water purifier without authorization, which may cause malfunction or water leakage, resulting in property damage. Any malfunction caused by improper use will not be covered by the warranty.
- Do not touch the power line and plug with wet hands! This could result in electric shock.
- Please clean the surface of the product with water or a neutral detergent, and then dry it with a soft towel. Do not directly spray water to clean the machine. Do not use steel wire, abrasive cleaners, or corrosive liquids (such as gasoline or acetone) to clean the product. When cleaning, do not pour other liquids into the filter element to avoid damage to the filter element filtering system.
- Keep the wastewater pipe unobstructed to avoid damage to the filter element or internal components of the water purifier. When the sewage pipe is blocked, do not use the water purifier (please cut off the power) to prevent the wastewater from the water purifier from soaking the floor.
- Children and incapacitated persons should use this product under the supervision of their guardians.
- In the event of a malfunction, immediately unplug the power plug, close the water inlet valve of the machine, and do not leave the malfunctioning product in working condition.
- The flow of filtered water produced by Reverse Osmosis (RO) Membranes will be affected by water quality, water pressure and water temperature. When the water quality does not meet the standard, the water pressure is too low, and the water temperature is less than 25°C, the produced water flow will be less than the standard value.

技术参数 Technical Specification

技术参数 Technical Specification	值 Value
额定电压 Rated voltage	220 V ~
额定频率 Rated frequency	50 Hz
额定功率 Rated power	100W
适用水温 Applicable water temperature	5-38 °C
环境温度 Ambient temperature	4-40 °C
环境湿度 Environment humidity	≤90% RH
工作压力 Work pressure	0.4-0.8MPa
进水压力 Water inlet pressure	0.1-0.4MPa
纯水流量 Pure water flow	1.58L/min
纯水额定总净水量 Rated total purified water volume	3500L
净水流量 Purified water flow	2.0L/min
净水额定总净水量 Rated total net water volume	3500L
防触电保护类型 Type of protection against electric shock	II类 Type II
适用水源 Applicable water source	市政自来水 Municipal tap water
整机尺寸 Overall size	314x203x400mm
卫生许可批准文号 Health permit approval number	粤卫水字[2020]-05-第S0051号 Yuewei Water [2020]-05-No.S0051
出水水质 Water quality	符合《生活饮用水水质处理器卫生安全与功能评价规范——一般水质处理器》（2001）的要求 Comply with the "Sanitary Safety and Functional Evaluation Specification for Drinking Water Quality Processors"--Requirements of General Water Quality Processor (2001) 符合《生活饮用水水质处理器卫生安全与功能评价规范——反渗透处理装置》（2001）的要求 Comply with the "Sanitary Safety and Functional Evaluation Specification for Drinking Water Quality Processors"--Reverse Osmosis Treatment Device" (2001) requirements
执行标准 Executive standard	GB 4706.1-2005 《家用和类似用途电器的安全第1部分：通用要求》 GB/T 30307-2013 《家用和类似用途饮水处理装置》 GB 4706.1-2005 《Safety of Household and Similar Electrical Appliances Part 1: General Requirements》 GB/T 30307-2013 《Drinking water treatment equipment for household and similar purposes》



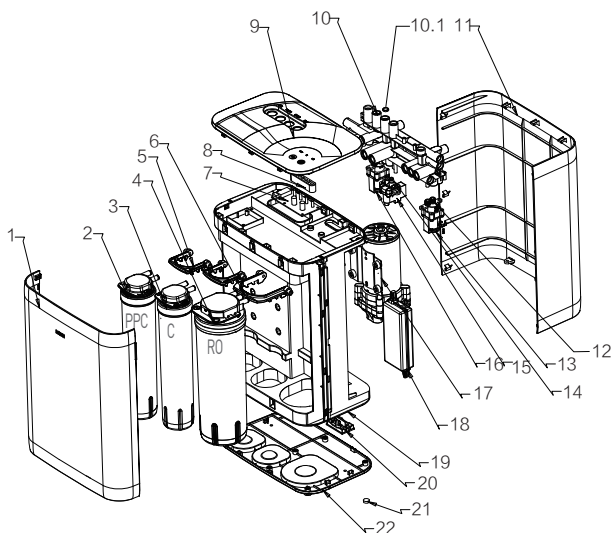
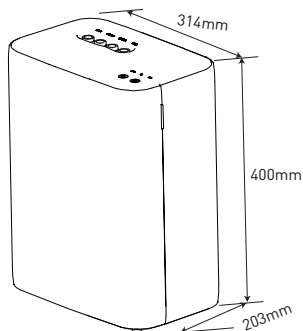
装箱清单

- A. 主机 (含三支原装滤芯) (x1)
- B. PE水管 (x1)
- C. 进水三通球阀 (x1)
- D. 说明书 (x1)
- E. 2分直通接头 (x2)
- F. 2分管卡 (x8)
- G. 生塑带 (x1)

Packing List

- A. Host (including three original filter elements) (x1)
- B. PE water pipe (x1)
- C. Water inlet three-way ball valve (x1)
- D. Manual (x1)
- E. 2-point straight connector (x2)
- F. 2 in charge of the card (x8)
- G. Plastic tape (x1)

产品外观及尺寸 Product Outline and Specification

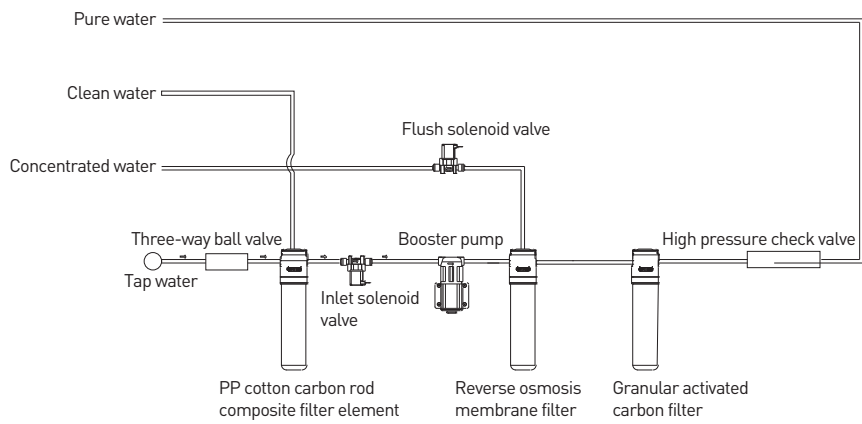
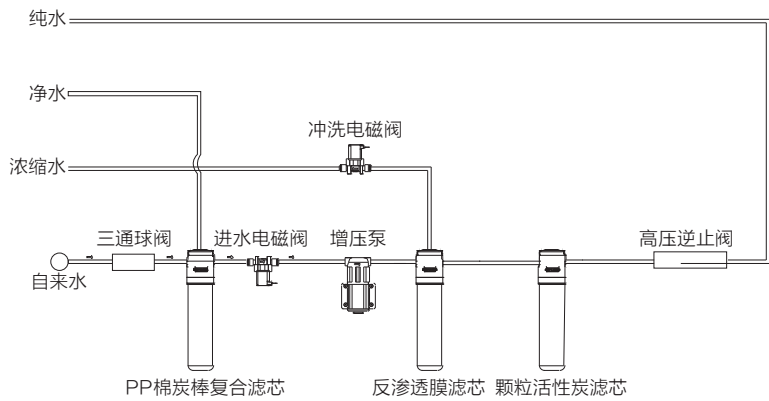


1. 前壳
2. PP棉炭棒复合滤芯
3. 颗粒活性炭滤芯
4. 反渗透膜滤芯
5. 小通量滤芯提手
6. 大通量滤芯提手
7. 电控板
8. 挡光硅胶
9. 顶盖
10. 水路板组件
- 10.1. 水路板密封圈
11. 后壳
12. 废水电磁阀密封圈
13. 废水电磁阀
14. 高压一体阀密封圈
15. 高压一体阀
16. 进水电磁阀
17. 增压泵
18. 电源适配器
19. 主支架
20. 漏水架组件
21. 脚垫
22. 底盖

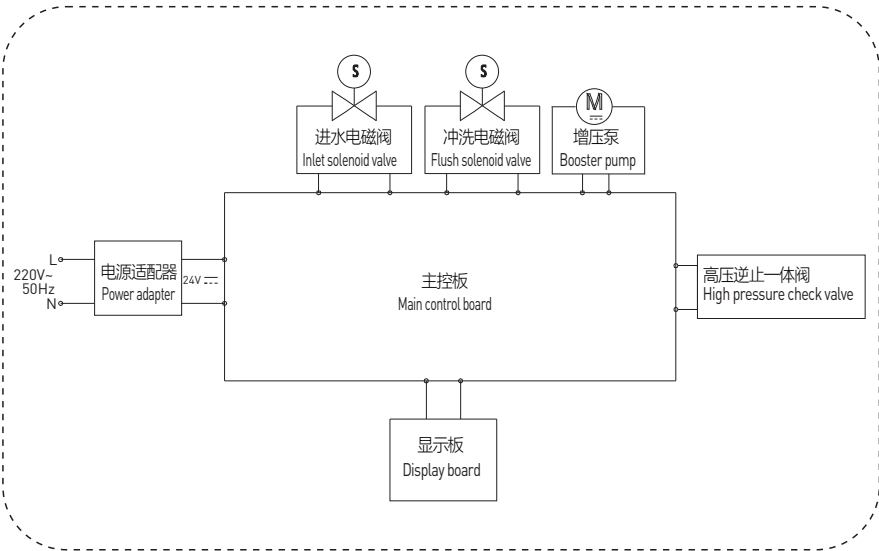
1. Front shell
2. PP cotton carbon rod composite filter element
3. Granular activated carbon filter element
4. Reverse osmosis membrane filter element
5. Small flux filter element handle
6. Large flux filter element handle
7. Electric control board
8. Light blocking silicone
9. Top cover
10. Waterway board components
- 10.1. Waterway plate sealing ring
11. Rear shell
12. Waste water solenoid valve sealing ring
13. Waste water solenoid valve
14. High pressure integrated valve sealing ring
15. High pressure integrated valve
16. Water inlet solenoid valve
17. Booster pump
18. Power adapter
19. Main bracket
20. Leaking rack assembly
21. Foot pads
22. Bottom cover

产品功能 Product Functions

一.工作原理 Working Principle



二. 电气原理 Electrical Principle



三. 产品功能 Product Characteristics

产品功能 Function	描述 Description
复位键功能 Reset button function	<ul style="list-style-type: none">• 单独长按3S，进入滤芯寿命设置模式。• 在滤芯寿命设置模式下长按3S，复位滤芯寿命。• Press and hold for 3 seconds to enter the filter life setting mode.• In the filter element life setting mode, press and hold for 3 seconds to reset the filter element life.
冲洗键功能 Flush key function	<ul style="list-style-type: none">• 正常模式下，按冲洗键进行手动冲洗。• 冲洗情况下，按冲洗键结束冲洗。• In normal mode, press the flush button to manually flush.• In the case of flushing, press the flush button to end flushing.
选择键功能 Select key function	<ul style="list-style-type: none">• 滤芯设置模式下，短按选择键可在三个滤芯之间切换选择。• In the filter element setting mode, press the selection key to switch between the three filter elements.

安装说明 Installation Instructions

一. 安装准备

- 专业安装人员备齐安装工具和必要的计量合格的检验仪器，见封面的“推荐工具”。
- 检查净水机是否完好，随机文件和附件是否齐全。
- 仔细阅读《使用说明书》，了解待装净水机的功能、安装要求和安装方法。
- 进水水质符合GB5749市政自来水要求。
- 用压力表检查水管自来水的水压，进水压力要求在0.1~0.4MPa范围内，低于或高于此范围时需安装增压装置或减压阀。
- 协助用户选定净水机的安装位置：
 - 避开易燃气体可能发生泄漏的地方或有强烈腐蚀性气体的环境。
 - 避免阳光直射、冰冻，高温或雨淋的地方。
 - 尽量避开易产生振动的位置。
 - 日后便于维修、保养及更换滤芯，净水机的安装位置必须留出一定的空间。
 - 安装面的承载能力应不低于净水机注满水后总质量的4倍。
 - 机器1.5米范围内需要有一个220V~的固定式电源插座，确保电源插座位于室内干燥处，以防潮湿对产品的影响。
- 安装前请关闭入户水阀。

Installation Preparation

- The professional installer prepares the installation tools and the necessary measuring and qualified inspection instruments, see the 'HELPFUL TOOLS' of the cover.
- Check whether the water purifier is in good condition and whether the accompanying documents and attachments are complete.
- Read the "Instruction Manual" carefully to understand the functions, installation requirements and installation methods of the water purifier to be installed.
- Influent water quality meets GB5749 municipal tap water requirements.
- Use a pressure gauge to check the water pressure of the tap water in the water pipe. The inlet water pressure is required to be within the range of 0.1~0.4MPa. When it is lower or higher than this range, a booster or pressure reducing valve must be installed.
- Assist the user to select the installation location of the water purifier:
 - Avoid the place where flammable gas may leak or an environment with strong corrosive gas.
 - Avoid places exposed to direct sunlight, freezing, high temperature or rain.
 - Try to avoid locations prone to vibration.
 - It is easy to repair, maintain and replace the filter element in the future, and a certain space must be reserved for the installation position of the water purifier.
 - The bearing capacity of the installation surface should not be less than 4 times the total mass of the water purifier after it is filled with water.
 - A 220V~ fixed power socket is required within 1.5 meters of the machine. Ensure that the power socket is in a dry place indoors to prevent moisture from affecting the product.
- Please close the water inlet valve before installation.

二. 安装操作

1. 安装水路，见下面示意图。

注意：图表仅供示意，可能与实物存在差异，具体以实物为准。

2. 安装主要物品与设备。

(1) 主机 (2) 净水龙头 (3) 三通球阀 (4) 下水道

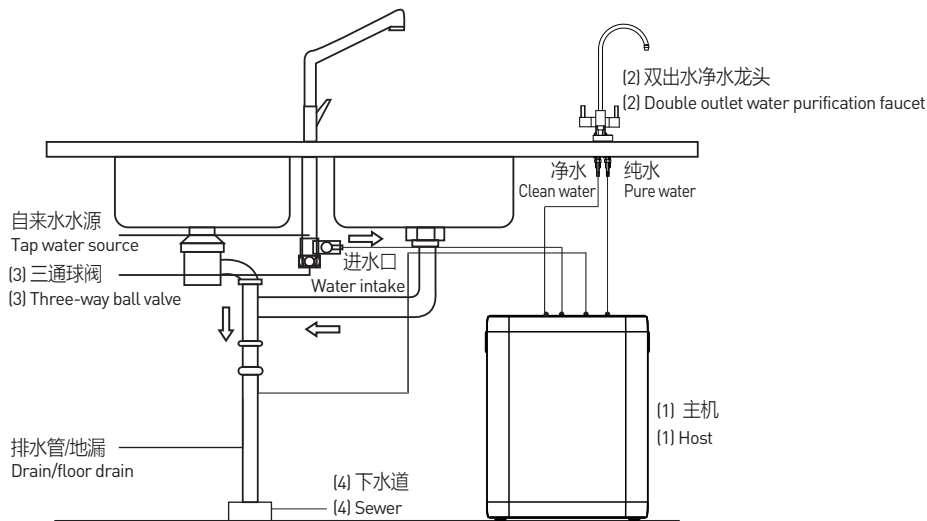
Installation Operation

1. Install the waterway, see the schematic diagram below.

Note: The chart is for illustration only and may be different from the actual product. The actual product shall prevail.

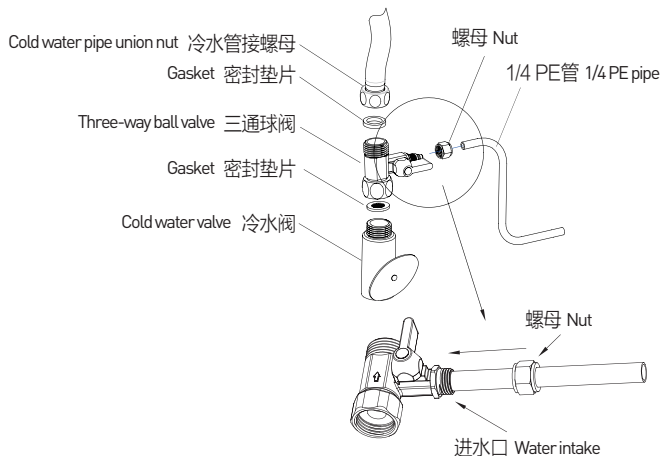
2. Install the main items and equipments:

(1) Main unit (2) Clean water tap (3) Three-way ball valve (4) Sewer



3. 安装快接三通阀。

3. Install the quick-connect three-way valve.



温馨提示：本产品采用快速接口连接设计，产品的进、出水口都有快速接头端口。

4. Carry out pipeline connection and faucet installation according to the waterway installation diagram.

Warm reminder: This product adopts a quick interface connection design, and both the inlet and outlet of the product have quick connector ports.

Quick connector is a connector port that can realize quick and firm connection without tools. First, pull out the U-shaped fixed snap ring at the port. Then, press the movable plastic ring on the surface to the port ensuring it sticks to the port. Now easily pull out the PE tube. Insert the PE tube into the connector port to the end, and then gently pull it outwards to leave a gap between the movable plastic ring on the surface of the port and the port. Insert the U-shaped fixed snap ring into the gap.



- 保证PE管插入深度15~17mm，安装前测量PE管，并在PE管上打点标记后再插入到机器内，插入深度要达到标点的位置。
- 在连接水管前先截取适当长度的PE管，并确保PE管的切面光滑整齐以防漏水。

- 纯水连接：将2分直通连接到水龙头底部接杆上，将2分PE管一端连接在快接的一端，另一端连接在机身顶部刻有“纯水”表示的连接口。
- 净水连接：将2分直通连接到水龙头底部接杆上，将2分PE管一端连接在快接的一端，另一端连接在机身顶部刻有“净水”表示的连接口。
- 进水连接：将2分PE管一端连接在自来水进水球阀上，另一端连接在机身顶部刻有“进水口”标识的连接口。
- 排水连接：将2分PE管一端插入并固定在排水管上，另一端连接在机身顶部刻有“浓缩水”标识的连接口（注意：排水管不可单独放置在没有滴水保护措施容器中，防止容器中水满导致地板浸泡）。

Note:

- Ensure that the insertion depth of the PE pipe is 15-17mm. Before installation, measure the PE pipe and mark the PE pipe before inserting it into the machine. The insertion depth must reach the proper position.
- Before connecting the water pipe, cut the appropriate length of the PE pipe, and ensure that the cut surface of the PE pipe is smooth and tidy to prevent water leakage.

- **Pure water connection:** Place the 2-point PE pipe straight through to the post on the bottom of the faucet. Connect one end of the 2-point PE pipe to the end of the quick connect, and the other end to the connection port engraved with "pure water" on the top of the fuselage.
- **Water purification connection:** Connect the 2-point straight through to the post on the bottom of the faucet, connect one end of the 2-point PE pipe to the end of the quick connect, and the other end to the connection port engraved with "clean water" on the top of the fuselage.
- **Water inlet connection:** Connect one end of the 2-point PE pipe to the tap water inlet ball valve, and the other end to the connection port marked with "water inlet" on the top of the fuselage.
- **Drainage connection:** Insert one end of the 2-part PE pipe to fix it on the drainage pipe and connect the other end to the connection port marked with "concentrated water" on the top of the fuselage. (Note: The drainage pipe cannot be placed alone without full water protection. In the container, prevent the floor from being soaked due to full water in the container.)

三. 冲洗与调试

1. 机器安装完毕后，通水前，请检查各连接头已经锁紧、密封。
2. 打开纯水端，插上电源，增压泵运转，正常制水2小时。
3. 关闭水龙头，增压泵运行几秒后停止。整机静置24小时，检查机器各接头有无漏水现象。
4. 如有漏水情形发生，请关闭机器的电源及进水球阀，检修好漏水处。
5. 打开水龙头，正常制水2小时后，产水可直接饮用。

注意：

- 24小时以上不使用净水机，请关闭机器的水源和电源。
- 72小时以上不使用净水机，需要冲洗5分钟。
- 净水机的纯水端出水可直饮。

Flushing and Debugging

1. After the machine is installed, check that the connectors are locked and sealed before the water is supplied.
2. Turn on the pure water end, plug in the power source. The booster pump should run and make water normally for 2 hours.
3. Turn off the faucet, and the booster pump will stop after running for a few seconds. Let the whole machine stand for 24 hours, and check the leaks in the joints.
4. If there is a water leak, please turn off the machine's power supply and the water inlet ball valve and repair the leak.
5. Turn on the faucet, and after 2 hours of normal water production, the produced water can be consumed directly.

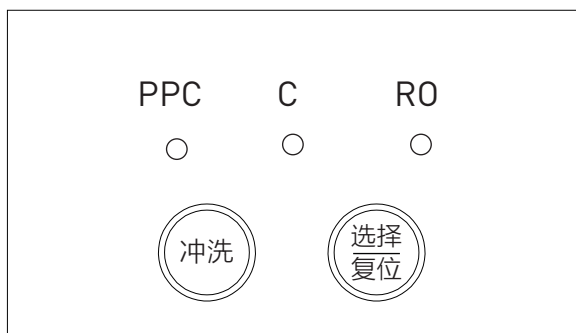
Note:

- If you do not use the water purifier for more than 24 hours, please turn off the water source and power supply of the machine.
- If the water purifier is not used for more than 72 hours, it needs to be rinsed for 5 minutes.
- The pure water from the water purifier can be drunk directly.

使用方法 Use Instructions

下图是显示与操作界面。

The figure below is the display and operation interface.



一. 整机显示介绍 Whole Machine Display Introduction

显示 Display	描述 Description
PPC显示 PPC display	PPC为整机第一级滤芯寿命显示，平时PPC灯亮（白色）。当滤芯寿命达到定值时PPC灯亮（红色）。 PPC is the life indicator of the first-stage filter element for the machine. The PPC light is on (white) at ordinary times. When the life of the filter element reaches a fixed value, the PPC light will display red.
RO显示 RO display	RO为整机第二级滤芯寿命显示，平时RO灯亮（白色）。当滤芯寿命达到定值时RO灯亮（红色）。 RO is the life indicator of the second-stage filter element for the machine. The RO light is on (white) at ordinary times. When the life of the filter element reaches a fixed value, the RO light will display red.
C显示 C display	C为整机第三级滤芯寿命显示，平时C灯亮（白色）；当滤芯寿命达到定值时C灯亮（红色）。 C is the life indicator of the third-stage filter element for the machine. The C light is on (white) at ordinary times. When the life of the filter element reaches a fixed value, the C light will display red.
制水显示 Water system display	当整机处于制水模式时，滤芯灯亮（白色）缓慢闪烁，当整机制水结束时，进入待机模式，此处常亮。 When the machine is in the water production mode, the filter element light is on (white) and flashes slowly. When the machine is finished, it enters the standby mode, and the light remains on.
冲洗显示 Flush display	当整机进入冲洗模式时，滤芯灯亮（白色）快速闪烁，当冲洗模式结束时，进入待机模式，此处常亮。 When the machine enters the flushing mode, the filter element light is on (white) and flashes quickly. When the flushing mode is finished, it enters the standby mode, and the light remains on.
检修显示 Maintenance display	当整机无法按正常程序运转时，滤芯灯亮（红色）闪烁，待故障消除时，此灯常亮，并转入相应的工作状态显示。 When the machine cannot operate according to the normal procedure, the filter element light is on (red) and flashes. When the fault is eliminated, the light is always on, and the corresponding working status display is shown.
选择/复位键 Select/reset key	滤芯设置模式下，按选择/复位键可在三个滤芯之间切换选择。 冲洗键：按冲洗键，启动冲洗。 In the filter element setting mode, press the select/reset key to switch between the three filter elements. Flushing button: press the flushing button to start flushing

二. 滤芯复位

更换滤芯后，单独长按“复位”按键3秒，发出“嘀”的响声进入滤芯寿命设置模式。进入滤芯设置模式后按一下“选择”按键，往下一个滤芯切换，选中的滤芯指示灯呈闪烁状态，如此从左到右循环进行。当选中对应滤芯后，长按“复位”按键3秒，可复位所选中的滤芯寿命，滤芯指示灯恢复常亮，可再次按选择键切换到下一级滤芯，若选择滤芯后10秒内无按键操作，则自动退出滤芯寿命设置模式。

三. 恢复出厂设置

恢复出厂设置：

机器在滤芯寿命选择模式中同时长按“复位”和“冲洗”键3S，恢复出厂设置。（恢复为出厂设置是指恢复所有的滤芯寿命，重新开始计时）

Reset Filter

After replacing the filter element, press and hold the "reset" button for 3 seconds, and it will make a beep to enter the filter element life setting mode. After entering the filter element setting mode, press the "select" button to switch to the next filter element. The indicator light of the selected filter element will flash, and the cycle proceeds from left to right. When the corresponding filter element is selected, press and hold the "reset" button for 3 seconds to reset the life of the selected filter element. The indicator light of the filter element returns to steady on. You can press the "select" button again to switch to the next level of filter element. If there is no filter element chosen within 10 seconds, press the button to automatically exit the filter element life setting mode.

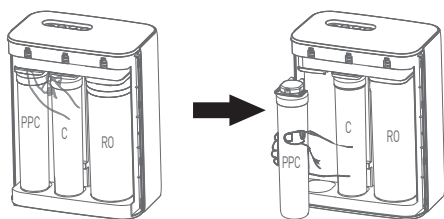
Reset the Machine

Restore factory settings:

In the filter element life selection mode, press the "Reset" and "Flush" keys at same time for 3 seconds. (Reset means restoring the life of all filters and restarting timing).

3. 清洗更换的滤芯：机器通电通水，打开纯水水龙头，让机器运行15分钟且直至出水澄清后产品方可使用。
4. 安装好滤芯后，将机器还原在原来的安装位置上，再打开进水球阀，接通电源，按照机器操作要求，对新更换的滤芯寿命进行复位操作。
5. 滤芯复位：参照“使用说明”中的步骤对更换的滤芯进行寿命复位。

注意：更换滤芯时请注意滤芯的顺序及滤芯是否安装到位，确保滤芯不漏水。



3. Clean and replace the filter element: Power on the machine and the pure water tap. Let the machine run for 15 minutes and the product can be used until the water is clear.
4. After installing the filter element, restore the machine to the original installation position, then open the water inlet valve, turn on the power supply, and reset the life of the newly replaced filter element according to the machine's operating requirements.
5. Filter element reset: refer to the steps on page 21 to reset the life of the replaced filter element.

Note: When replacing the filter, please pay attention to the order of filters and ensure all filters are installed properly and have no leaks.

常见故障处理 Troubleshooting

如您所用的净水机有异常情况时，请按下面的故障处理方法进行逐项检查处理。若仍未解决，请不要擅自处理。请您联系购买门店或拨打MOEN全国售后服务热线寻求帮助。

If there is any problem while you are using the machine, please follow the troubleshooting instructions below. If it is still not resolved, do not deal with it without authorization. Please contact the purchase store or call the MOEN after-sales service hotline for help.

常见现象 Symptoms	可能的原因 Possible Reasons	解决方法 Solutions
漏水 Leaking	<ul style="list-style-type: none"> • 滤瓶焊接不牢 • 水压过大 • 管路或滤芯堵塞 • 管路老化破裂 • 滤瓶的O型垫圈老化 • The filter bottle is not welded firmly • Excessive water pressure • The pipeline or filter element is blocked • The piping is aging and cracked • The O-ring of the filter bottle is aging 	<ul style="list-style-type: none"> • 更换新滤瓶 • 安装减压装置调整进水压力 • 更换管路、更换滤芯 • 更换管路 • 更换O型垫圈 • Replace with a new filter bottle • Install a pressure reducing device to adjust the inlet water pressure • Replace the pipeline, replace the filter element • Replace the pipeline • Replace the O-ring washer

常见现象 Symptoms	可能的原因 Possible Reasons	解决方法 Solutions
增压泵运转 但不出水 The booster pump runs but no water	<ul style="list-style-type: none"> 管路或滤芯堵塞 增压泵头磨损或失压 高压开关故障 The pipeline or filter element is blocked The booster pump head wears out or loses pressure High voltage switch failure 	<ul style="list-style-type: none"> 检查堵塞原因并加以清除或更换 检修或更换, 请通知售后人员 检修或更换, 请通知售后人员 Check the cause of the blockage and remove or replace it For maintenance or replacement, please notify the after-sales personnel For maintenance or replacement, please notify the after-sales personnel
增压泵不工作 Booster pump does not work	<ul style="list-style-type: none"> 电源未接通 高压开关故障 增压泵故障 The power is not turned on High voltage switch failure Booster pump failure 	<ul style="list-style-type: none"> 接通电源 更换, 请通知售后人员 更换, 请通知售后人员 Turn on the power For replacement, please notify the after-sales personnel For replacement, please notify the after-sales personnel
增压泵一直 工作 The booster pump keeps working	<ul style="list-style-type: none"> 单向阀损坏泄压 Damaged check valve to relieve pressure 	<ul style="list-style-type: none"> 更换, 请通知售后人员 For replacement, please notify the after-sales personnel
无纯水流出或 流量小 No pure water outflow or small flow	<ul style="list-style-type: none"> 水龙头故障 RO膜堵塞 Faucet failure RO membrane is blocked 	<ul style="list-style-type: none"> 检修或更换, 请通知售后人员 更换, 请通知售后人员 For maintenance or replacement, please notify the after-sales personnel For replacement, please notify the after-sales personnel
水有异味 Peculiar smell in water	<ul style="list-style-type: none"> 滤芯过期失效 反渗透膜过期破损失效 The filter element expires and becomes invalid Reverse osmosis membrane expires and loses efficiency 	<ul style="list-style-type: none"> 定期更换, 请通知售后人员 定期更换, 请通知售后人员 Regular replacement, please notify the after-sales staff Regular replacement, please notify the after-sales staff

有害物质名称及含量

中国有害物质声明

为满足中国电子电气产品有害物质限制相关的法律法规和其它要求，我司经过内部详细排查后，按部件分类，声明如下：

Harmful Substances and Content

China Hazardous Substances Declaration

In order to meet the laws, regulations and other requirements related to the restriction of hazardous substances in electrical and electronic products in China, our company declares as follows:

部件 Component	有害物质 Hazardous Substances					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
塑料件 Plastic parts	○	○	○	○	○	○
水路板组件 Waterway board components	○	○	○	○	○	○
滤瓶组件 Filter bottle assembly	○	○	○	○	○	○
水泵 Water pump	○	○	○	○	○	○
电池阀 Battery valve	○	○	○	○	○	○
电控板组件 Electronic control board assembly	×	○	○	○	○	○
高压开关 High voltage switch	×	○	○	○	○	○
电源适配器 Power Adapter	×	○	○	○	○	○
三通球阀 Three-way ball valve	×	○	○	○	○	○

本表格依据SJ/T 11364的规定编制。某些型号的产品可能不包含表中的部分部件,电控板组件包含元器件、PCB、接线端子等。

备注:

O: 表示该有害物质在该部件所有均质材料中的含量均在GB/T 26572规定的限量要求以下。

X: 表示该有害物质至少在该部件的某一均质材料中的含量超出GB/T 26572规定的限量要求。标记“X”的部件,皆因行业技术发展水平限制而无法实现有害物质的替代。

This form is compiled in accordance with the provisions of SJ/T 11364. Some models of products may not contain some parts in the table, and the electric control board assembly includes components, PCB, terminal blocks, etc.

Remarks:

O: Indicates that the content of the hazardous substance in all homogeneous materials of the part is below the limit requirement specified in GB/T 26572.

X: Indicates that the content of the hazardous substance in at least one of the homogeneous materials of the part exceeds the limit requirement of GB/T 26572. The parts marked with "X" cannot be replaced by hazardous substances due to the limitation of the technological development level of the industry.



在中华人民共和国境内销售的电子信息产品必须标识此标志。

圆圈内的数字表示正常使用状态下产品的环保使用期限。



Electronic information products sold within the territory of the People's Republic of China must be marked with this mark.

The number in the circle indicates the environmental protection use period of the product under normal use.

产品售后保修条款

摩恩产品是在质量标准及生产工艺下制造的，摩恩承诺为消费者购买的洁具产品提供有期限免费保修及终身维修服务。

净水机本体整机（除滤芯）免费保修期为1年，均自消费者购买日（以摩恩产品分销商开具的发票或收据上载明日期为准）起计。

免费保修范围为产品及产品配件由于材质及工艺原因而造成的故障或损坏。免费保修期内，我们将无偿为您提供修理服务及更换发生故障的产品或产品配件。摩恩的售后服务责任仅限于对故障产品的修理，而不延及您因产品故障而发生的其他损失，法律另有规定的除外。

您需了解：产品外观碰伤、刻划痕迹，以及滥用及不正当保养所导致的故障或损坏，均不属于免费保修范围。即使在免费保修期内，属下列（1）-（5）情况之一的，需酌情收取修理费用：

1. 不能出示相符的保修卡和有效购买凭证情况的，
2. 未按使用说明书告知的使用方法和注意事项造成的故障，
3. 自行拆卸、维修、改装所造成的故障和损坏，
4. 由于不可抗力等外部原因引起的故障和损坏，
5. 由于运输、搬运、挤压等造成的损坏。

对于保修期外或不在保修范围内的产品，如需维修，摩恩将酌情收取上门费、人工费及材料费。

本保修条款仅对原始消费者和酒店行业的购买者有效，并不适用于本产品在工业，商业，贸易和非酒店行业的使用。

如对本保修条款内容有任何疑问，请拨打400 630 8866咨询热线，或向当地分销商咨询。

MOEN LIMITED WARRANTY

We offer limited warranty and lifetime maintenance for Moen products, which are all manufactured with high standards of workmanship.

The period of warranty shall start from the date of purchase of the product (according to the invoice or receipt issued by Moen distributors) and shall cover a period of the following: the warranty period for water filtration machine (exclude filter) is 1 year.

This warranty is your coverage against material and workmanship malfunction or defects in Moen products or components. During the warranty period, we offer free maintenance and changing of malfunctioned products or product components. Moen's after sales service liability is limited to the maintenance of faulty items and does not cover your other losses caused by product malfunction, except for otherwise stipulated by law.

Cosmetic damages (scratches, dents, etc.) and malfunction or defects caused by abuse or improper maintenance is not covered by this warranty.

Although the warranty period remains valid, in case of the following conditions (1) - (5), the maintenance cost (material cost and labor cost) shall still be charged as the case may be:

1. Corresponding warranty card and valid invoice cannot be presented;
2. Faults were caused by the incompliance with the instructions and precautions provided in the user's manual;
3. Damages and faults were caused by self-actuated dismantling, repair and refit;
4. Faults and damages were caused by external factors such as force majeure;
5. Damages were caused by transportation, unloading and extrusion, etc.

This warranty is valid for the original consumers only (including hotel use), and excludes industrial and commercial use of the product (except for hotel use). This card is only responsible for product maintenance rather than any other liabilities.

In the event that the product requires maintenance but exceeds the warranty period, or that the product is not covered by this warranty, labor cost and material cost shall be charged as the case may be.

Please call 400-630-8866 or contact local dealer for any question.

MOEN® 摩恩

合格证
Compliance Certification

产品名称 双出水净饮水机
Product Name Double Outlet Water Purifier

检验员
Inspector _____

生产日期
Date of Production _____

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邮编：200131

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