

be.pure
ENYA 2.0



INSTRUCTION MANUAL

ENYA 2.0

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1 Introduction

1.1 Congratulations

Dear customer, thank you for choosing a be.pure product.

Congratulations on your new high-end be.pure ENYA 2.0 osmosis system. We would like to thank you for your trust and hope you enjoy your new product. With ENYA 2.0 made by Walutec GmbH for be.pure, you have chosen a high-quality and unique osmosis system manufacturer that not only offers you the best water filters, but also excellent service.

All our products are manufactured to high quality standards to ensure easy adaptation to all types of operating conditions. By purchasing an ENYA series osmosis system, you have chosen a product that uses the most advanced technology currently available in the field of water treatment.

1.2 Unpacking

Remove all packaging material and check that all parts listed in the scope of delivery are present. Then make sure that the device has no external damage.

1.3 Preparation



Cordless screwdriver with Phillips bit
6.5–7 mm drill bit (metal)



Open-end wrenches: 17, 19, 20, 21 (depending on installation); alternatively, a pipe wrench

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2 Scope of delivery

2.1 Overview of the components

ENYA 2.0 contains the following:



1x BackSafety



2x plugs 5/16



1x BackSafety head



1x 5m 5/16 hose



1x power supply



2x corner connectors 3/8 x 5/16



1x cold water adapter



1x 1/4 x 5/16 connector



1x filter wrench



1x Y connector 5/16



1x 2m 1/4 hose



1x 5/16 check valve



1x drain clamp 1/4



2x reducing piece 3/8 x 5/16



1x 5/16 shut-off valve



1x plug 1/4



1x hose cutter



1x disinfectant



4x safety clips 3/8 – 15x clips 5/16 – 4x clips 1/4

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3 Installation

3.1 General information on installation

The installation and/or inspection of water installations and live electrical equipment may only be carried out by qualified personnel. The following instructions are examples and do not entitle the user to carry out the work themselves under any circumstances.

All installations, calibrations and adjustments must be carried out by qualified be.pure personnel. Changes to pipes or fittings must be carried out by authorised plumbing specialists.



These devices are only suitable for treating water from public drinking water networks that meet the requirements of the applicable drinking water regulations. If you use the system for water from other sources, e.g. well water, or for other purposes, such as supplying an aquarium, no liability is accepted for any consequences and no guarantee is given for the proper functioning of the system.

During the final inspection and release phase of production, the device is disinfected with a special preservative and antibacterial agent that protects the reverse osmosis membrane and prevents bacterial colonisation during transport and storage.

Therefore, during installation and before using the water for drinking or cooking, the appliance must be emptied and then rinsed for 15 minutes. To do this, leave the appliance switched on and let the water run for about 15 minutes without drinking or using it. This is necessary to remove any disinfectant residues and to eliminate odours and unpleasant tastes.



Before installing the device, check its compatibility with the electrical system (earthing and mains voltage). The power supply is 230 volts, 50 Hz. Voltage changes of more than +/-5% of the nominal value can cause damage to the electrical and electronic parts.



This device is designed for a water pressure between 1.5 and max. 5 bar. If the line pressure exceeds 5 bar, a pressure reducer must be installed upstream of the appliance to prevent damage to the hydraulic parts and/or malfunctions.

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The plastic hoses supplied for connecting the cold water supply (SOURCE), the drain (DRAIN) and the tap (CLEAN) must be slightly longer than necessary (approx. 0.5 m) so that the system can be moved during proper maintenance and replacement of the filter cartridges.

All connections that can be used for the hydraulic connection of the device and the various additional materials must be made of plastic that is suitable for contact with drinking water.

Always cut plastic hoses with the hose cutter supplied. If you cut them with a knife or pliers, the end surface will not be flat and the hose will no longer be round. This creates a risk of leaks.

All connections must be disinfected with the disinfectant spray supplied.

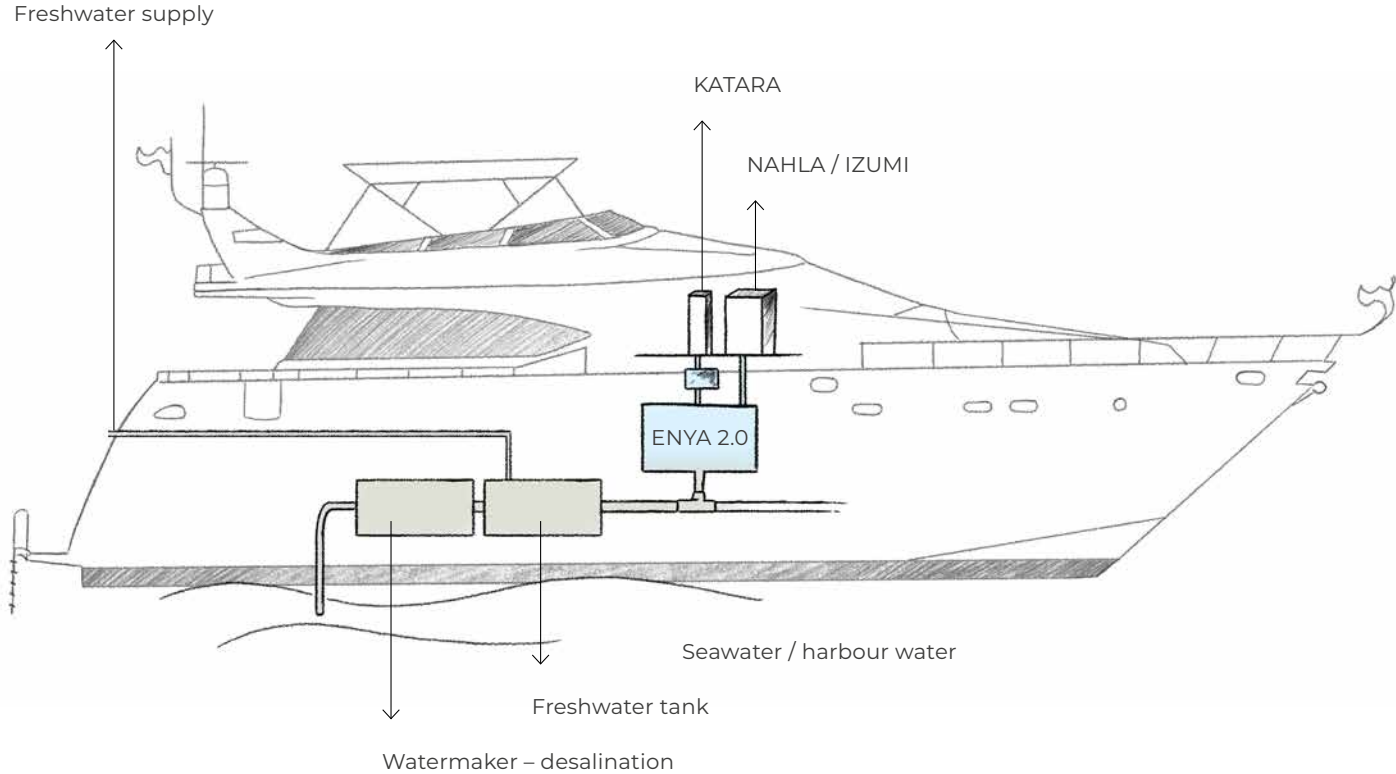
3.2 Electrical connection

The installation and inspection of electrical devices may only be carried out by personnel who are qualified to install electrical systems. The following instructions are examples and do not entitle the user to install the device themselves under any circumstances.

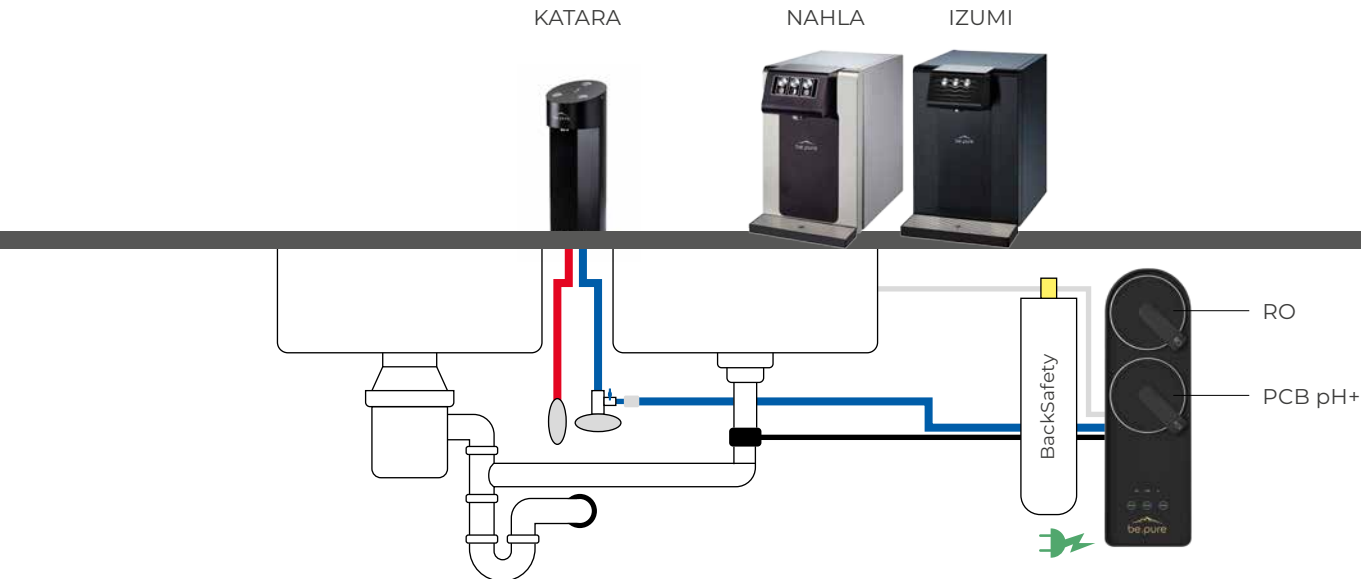
1. Check the intended socket to ensure that it is suitable for use in damp rooms and is earthed, that the residual current device trips in the event of a residual current, and that there is a fuse that switches off in the event of an overload. Check the socket housing for cracks or damage and whether the sockets are compatible with the device plug. If necessary, contact a specialist for repairs.
2. Check that the mains voltage of the socket meets the requirements for proper operation of the device (230 V, 50 Hz).
3. Connect the system to the tested and secured socket.
4. Ensure that the plug is properly inserted into the socket and protected from water jets, impacts or accidental contact.
5. To disconnect the device from the mains, always pull on the plug and not on the cable.
6. The use of non-standard multiple sockets, adapters and extension cables is strictly prohibited.

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3.3 Connection illustration

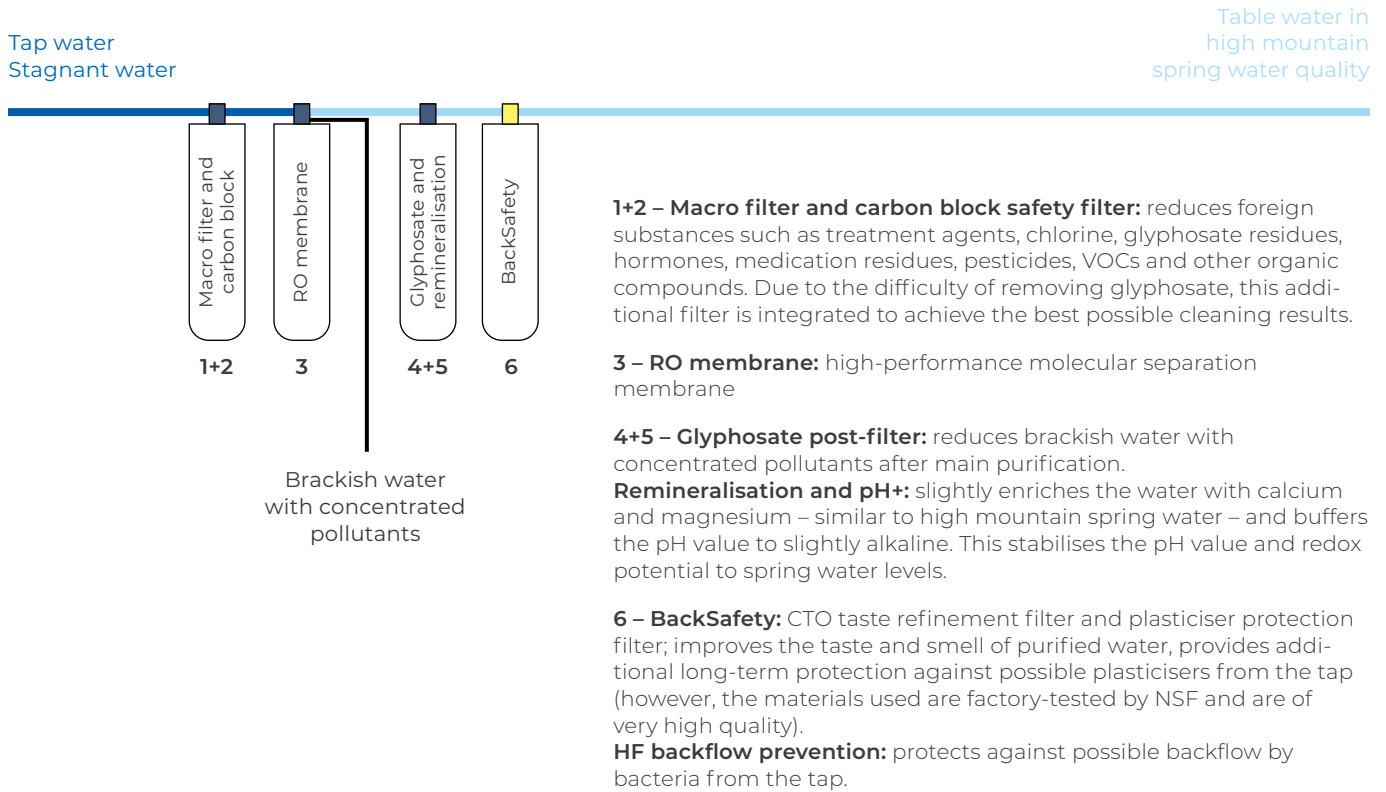


3.4 Connection illustration Tiny House / Motorhome

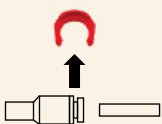


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3.5 Filter illustration

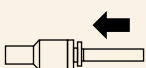


How the plug connections work

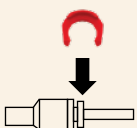


Connecting the hose

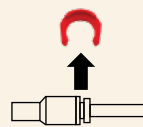
Pull the red safety clip upwards.



Insert the hose into the connector beyond the first resistor.



Replace the red safety clip.

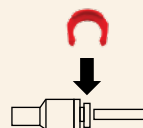


Remove the hose

Pull the red retaining clip upwards.



Press the white ring inwards with your thumb and index finger (or the connector key) (as shown on the left in the picture) and pull the hose out at the same time.



Reattach the red safety clip so that it does not get lost.

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3.6 Connection to the water supply

1. Remove all plugs from the rear of the ENYA 2.0.
2. First turn off the water supply and then remove the original hose using a 19 mm open-end spanner (flexible cold water hose). **Tip:** Some water may still drip from the water connection. It is best to have a container and a cloth ready to catch the water.
3. Turn off the water supply and connect the T-piece (cold water adapter) to the water supply.
4. Screw the previously removed flexible hose onto the upper part of the water connection (cold water adapter).
Note: Ensure that the connections are tightened by hand to ensure that they are leak-proof. If leaks still occur, we recommend using 6-8 layers of thread seal tape.
5. Adjust the length of the white hose: Measure the length from the cold water adapter to the ENYA 2.0.
6. Take the white hose and insert it into the cold water adapter. Ensure that the hose is inserted as far as it will go. You can use the cutter to adjust the hose to the required length.
7. Tighten the nut on the cold water adapter by hand and secure it with a 5/16 locking clip.
8. Insert the other end of the hose beyond the first resistance into the inlet on the rear of the ENYA 2.0 "Inlet Water" and secure the connection with one of the red clips. The water connection should remain closed for the time being. The water supply will only be opened in one of the final steps.
Note: Ensure that the hoses are laid without kinks. All hoses should be long enough so that they are not under tension.



3.7 Mounting the bracket for BackSafety

1. Have the bracket and screws ready.
2. Clear everything away as far as possible to make some space for installation.
3. Hold the filter head at the installation height to test it and turn the filter into the filter head to ensure that it can be screwed in after installation.
4. Now screw the bracket to the wall using the screws provided. The fourth screw is intended as a spare.
5. Hang the filter head in the bracket.
6. Turn the filter into the filter head.



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3.8 Connecting the BackSafety

1. Adjust the length of the white hose: Measure the length from ENYA 2.0 to BackSafety and then the length from BackSafety to KATARA, NAHLA or IZUMI.
2. Now cut the hose to these lengths.
3. Take the first part of the white hose and insert it into ENYA 2.0 at the label marked "Pure Water" and secure it with the red clip.
4. Connect the other end to the BackSafety on the left in the direction of flow.
5. Now insert the remaining white hose into the BackSafety on the right.
6. Additional components must be integrated into the line between BackSafety and NAHLA / IZUMI / KATARA:

Cut the white hose approx. 20 cm after the corner connector (right side of BackSafety) and insert the shut-off valve between the two ends of the hose, pushing them in beyond the resistance and securing them with red safety clips.

Cut the white hose approx. 20 cm after the shut-off valve and insert the non-return valve between them by pressing both ends of the hose beyond the resistance and securing them with red retaining clips.

Caution: Arrows are shown or visible on the non-return valve. These must be in flow direction to NAHLA / IZUMI / KATARA.

Now connect the other end of the hose to NAHLA / IZUMI / KATARA.

Please note: For the HOT model, you will need to install a Y connector.

To connect the HOT connection to ENYA 2.0, you will find a suitable connector (Y-piece 5/16) in the scope of delivery. To do this, use the hose cutter to cut two equal pieces (approx. 20 cm) from the white hose. Connect these to the Y-piece (double outlet) and secure them with red retaining clips. Connect the other two ends to NAHLA / IZUMI HOT and H2O IN on the rear and secure them with red retaining clips.

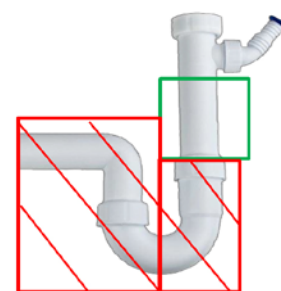
6. Ensure that all hoses are securely installed and fastened with the red clips.



HOT Model

3.9 Installing the waste water clamp

1. Determine the installation location for the waste water clamp. It must be positioned above the siphon bend. This area is marked in green on the right-hand side of the image.
2. Drill a hole in the siphon using a 6.5–7 mm drill bit.
3. Glue the foam seal around the drilled hole.
4. Measure the connection length of the red hose to the ENYA 2.0.
5. Now cut it to the desired length.
6. Insert one end firmly into the clamp so that it protrudes approx. 5 mm inwards. Secure it with a red clip.
7. Now connect the other end to the ENYA 2.0 at "Waste Water" and secure it with the red clip.
8. Fasten the clamp (tighten both screws evenly).



Tip: During installation, ensure that the protruding hose matches the hole you drilled earlier.

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4 Initial commissioning

4.1 Initial commissioning and special features in the first days

The technician installs, flushes and checks the system in accordance with the regulations:

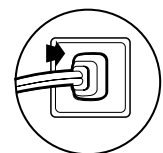
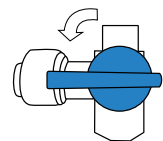
Installation of the system → Flush for 15 minutes with the tap open →
Leak test → Taste test → Instruction by the technician

Important note after reinstallation

In the first few days, milky bubbles may form in the glass. This is harmless and is caused by air still present in the device. After approx. 2–5 days, there will be hardly any bubbles in the glass and the water will have stabilised to pure water quality in terms of taste.

4.2 Normal commissioning (it is essential to follow the sequence)

1. Please always open the additional shut-off valve on the angle valve first (valve points towards the hose to the system) to ensure the water supply.
2. Then open the clean water tap at the top of the sink. This is only necessary for a 3-way tap. This is not necessary for NAHLA / IZUMI / KATARA.
3. Only then connect the device to the power supply. ENYA 2.0 first flushes internally (Wash) for approx. 1 minute and then goes into production mode. Flush for approx. 15 minutes with the tap open and then close the tap. The device is now ready for production again.

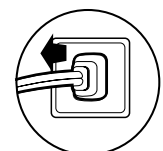
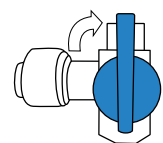


4.3 Holiday mode (or for prolonged periods of non-use)

First, close the additional shut-off valve in the hose to the system at the angle valve (turn the lever 90°). Only then should you pull the mains plug.

After your return, repeat the steps for “normal start-up” (see above).

If you leave the system in normal operation, it will automatically flush the membrane every 24 hours for approx. 19 seconds (auto-flushing).



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5 General operation of the system

5.1 Starting the drinking water refinement system

As soon as you open the tap, the ENYA 2.0 begins filtering and treating the water. There may be a short start-up delay of 1-2 seconds (with a slight drop in pressure) before water comes out, as the working pressure first has to build up. For hygienic reasons, we recommend letting the water run for a few seconds when drawing water from the tap in order to flush away dirt and any bacteria that may have accumulated in the air around the tap outlet. After approx. 1.5 litres (40 seconds), the system is operating optimally. With direct flow systems, it is advisable to draw larger quantities at once, but it is also possible to draw one glass at a time without damaging the system.

5.2 Automatic membrane flushing (Wash / Auto-Flushing)

If no water has been drawn for approx. 10 minutes, the automatic membrane flushing starts once for approx. 60 seconds to flush the membrane surface. Every 24 hours, the system also flushes itself briefly (for approx. 19 seconds). This extends the life of the RO membrane and means it needs to be replaced less often.

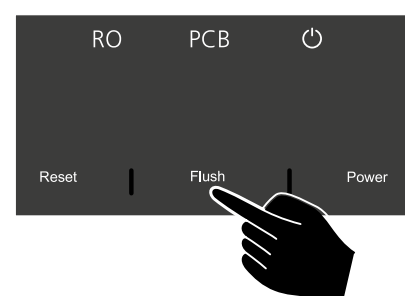
5.3 Flood protection function (safety shut-off)

If water is drawn continuously for longer than 2 hours or if there is an internal malfunction of the electronics, the device will switch to safety shutdown mode. The display on the front of the device (RO and PCB) flashes alternately and the device stops producing water. To restart the device, disconnect it from the power supply until the display goes out. After reconnecting to the power supply, the device will function normally again.

5.4 Manual backwashing

You can also flush the filter manually by pressing the WASH button. The LEDs will flash alternately and the flushing process will end after approx. 60 seconds.

If you press the WASH button again within 60 seconds, the rinse cycle will be terminated. If you press the WASH button while the appliance is performing an automatic rinse cycle, this will be considered an invalid input and the appliance will continue rinsing.

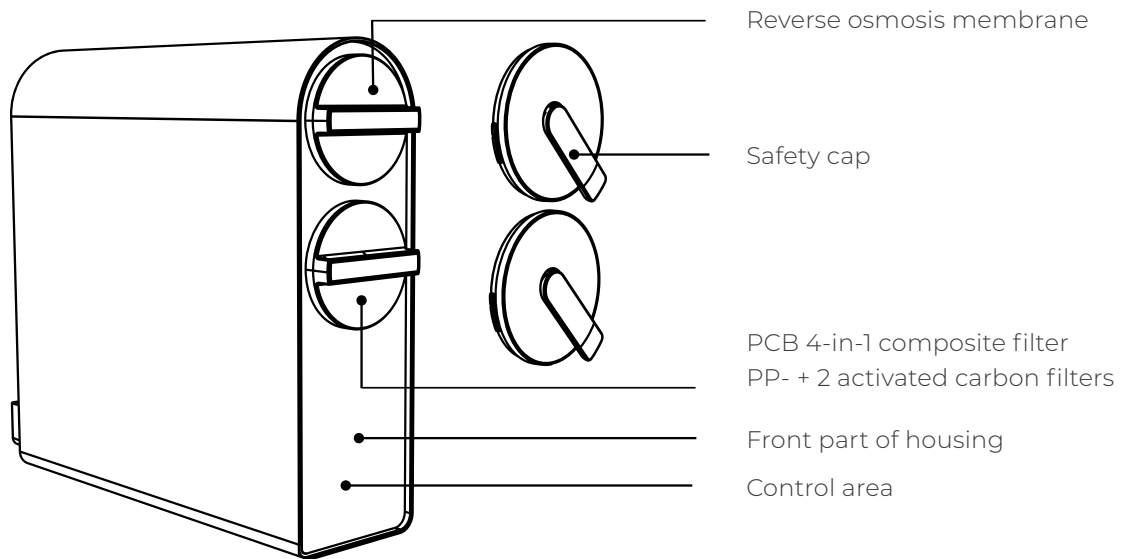


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5.5 Important safety notice

If the water pressure drops or the angle valve has been turned off, please unplug the appliance or switch it off by pressing the POWER button to prevent it from running dry.

Please do the same if you can hear the pump running but no water is being produced when drawing water. Once the water supply has been restored, you can operate the device as normal (for troubleshooting, see page 22).



Controls and filters be.pure ENYA 2.0

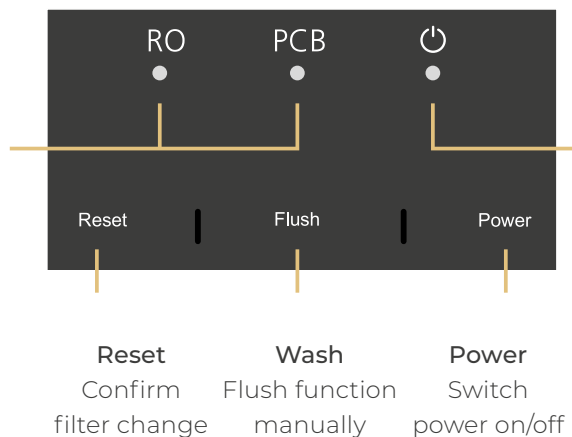
Filter change indicator or fault

If the PCB LED (or PCB and RO together) flashes continuously, the filter must be replaced as follows:

PCB: PCB 4-in-1 filter
RO: RO membrane

If the two LEDs flash alternately and the pump noise can be heard, the system is automatically flushing (WASH).

If the LEDs flash alternately and no more water comes out, the system is in safety shutdown mode (see section 9 Malfunctions and troubleshooting).



Operating indicator

The LED lights up during start-up and during production.

The LEDs go out again in standby mode.

If all 3 LEDs flash, the system is in default mode. Please check and follow the steps under 9 Malfunctions and troubleshooting. If the error persists, please contact the service department.

Overview of the control element on the front panel

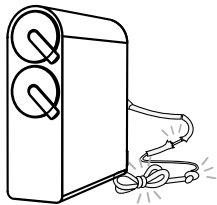
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5.6 General safety instructions

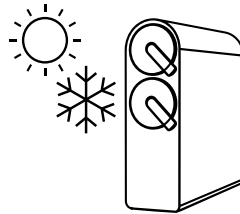


Please observe the following safety instructions for safe handling of the device and to avoid personal injury and damage to property for yourself and others. Improper handling can lead to accidents.

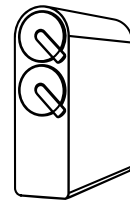
If the power cable is damaged, it must be replaced by the manufacturer or a technician from an authorised repair service. Do not kink, weigh down, knot or otherwise damage the power cable.



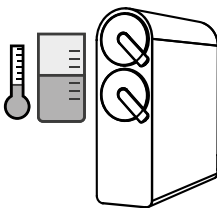
Do not expose the device to direct sunlight, as this could accelerate the ageing of the components. Protect the device from frost and temperatures below 0°C or above 45°C.



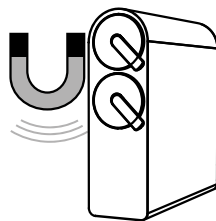
The ideal operating pressure for the device is between 0.5 and 4 bar. Please install an appropriate pressure regulator if the water pressure exceeds 4 bar.



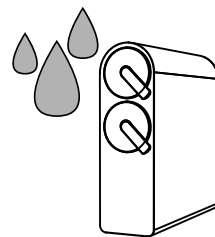
The production speed decreases when the water temperature drops (below 15°C). This is a technical feature of all reverse osmosis membranes.



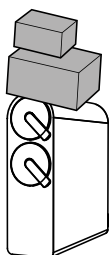
A strong magnetic field near the device may cause malfunctions or damage to the device or its circuits.



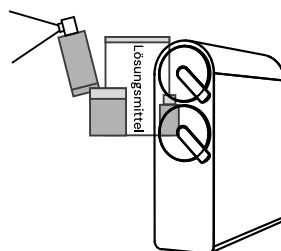
A permanently damp or very dusty environment may cause damage to the device.



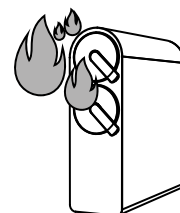
Please do not place any objects on the device.



Do not store or use fuels or solvents near the device.

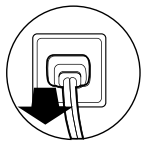


Do not expose the device to heat sources or open flames.

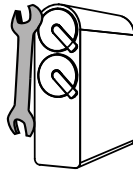


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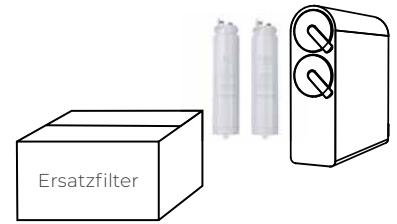
If the water supply is interrupted, disconnect the appliance from the power supply and close the shut-off valve. After restoring the water supply, please first open other taps to flush out any possible contamination from sand or sludge before reopening the shut-off valve, otherwise the sand may clog the filter.



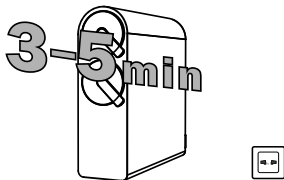
The device can be installed by an authorised technician or with video support. Any warranty or guarantee will be void if the device is not installed correctly or used improperly.



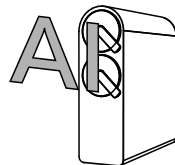
Only accessories and replacement filters provided by be.pure should be used.



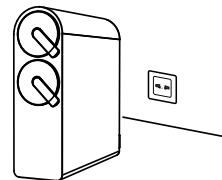
If the appliance is not used for a long period of time, close the shut-off valve and disconnect the appliance from the power supply. When restarting, run water through the system for approx. 5 minutes before using the system as usual.



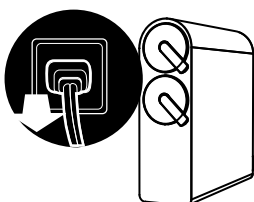
The product is equipped with a fully automatic FLUSH function. 10 minutes after the last water withdrawal or during longer periods of inactivity, the flush function starts automatically for approx. 1 minute and flushes the system.



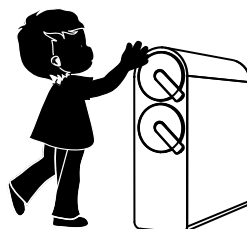
To connect the device, a power socket (100–240 V) is required within a radius of approx. 1 m. The power socket and adapter must be located indoors to protect the device from wet weather.



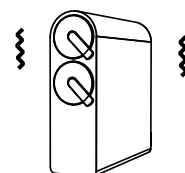
In the event of malfunctions, disconnect the device from the power and water supply immediately and contact be.pure customer service.



The device must be kept out of the reach of children. Children and people with mental disabilities may only use the device under supervision.



Slight vibrations and a quiet humming noise from the device during water treatment are normal. The high-performance pressure booster pump produces the required amount of water in real time.



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6 Filter overview

6.1 PCB 4-in-1 high-performance compact filter – Post carbon fibre – pH+

PRE- AND POST-FILTRATION

Macro filter and carbon block safety filter: reduces foreign substances such as treatment substances, chlorine, glyphosate residues, hormones, drug residues, pesticides, VOCs and other organic compounds.

- Due to the difficulty of removing glyphosate, this additional filter is integrated to achieve the best possible cleaning results.

Glyphosate afterfilter: reduces possible residual contaminants such as glyphosate, hormones, drug residues, PFAS and other organic compounds after the main cleaning process.

Remineralisation and pH+: slightly enriches the water with calcium and magnesium, similar to high mountain spring water, and buffers the pH value to slightly alkaline.

- This stabilises the pH value and redox potential to spring water levels.



6.2 RO membrane

REVERSE OSMOSIS MEMBRANE

High-performance molecular separation membrane: removes foreign substances and particles larger than 0.0001 µm remaining in the water, such as aluminium, glyphosate, hormones, lime, medicines, nanoparticles, nitrate, PFAS, X-ray contrast agents, salts, heavy metals, uranium and other organic and inorganic contaminants.

- To prevent these pollutants from accumulating in the filter system, they are separated and flushed into the drainage system.



6.3 BackSafety triple post-filter with germ barrier

CTO taste refinement filter and plasticiser protection filter: improves the taste and smell of the purified water and provides additional long-term protection against possible plasticisers (however, the materials used are factory-tested by NSF and are of very high quality).

HF backflow prevention: protects against possible backflow contamination from bacteria in the tap and secures the system and the hose to the tap in both directions.

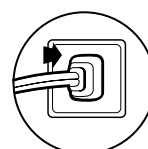
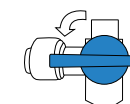
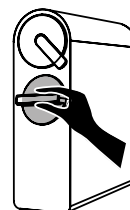
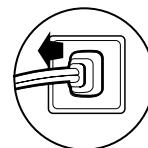
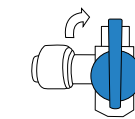
- This ensures that everything remains hygienically protected.



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6.4 PCB filter change every 6–12 months

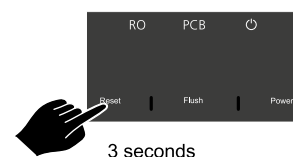
1. Close the shut-off tap on the angle valve. Then open the clean water tap (on the sink). When no more water comes out, pull the mains plug. Now be sure to close the clean water tap again!
2. Have the replacement PCB filter to be changed and a disinfectant spray ready.
3. Then open the handle of the screw cover of the lower filter with one finger. Turn the cover counterclockwise and pull it out.
4. Slowly and carefully turn the filter handle counterclockwise with the filter wrench and pull out the filter. For hygiene reasons, please carry out step 5 as quickly as possible.
5. If necessary, spray the new filter at the rear of the filter connection with the disinfectant spray. While the spray is taking effect for a few seconds, you can use kitchen paper to absorb any water that may have leaked into the tube of the removed filter.
6. Now insert the new filter into the filter holder and tighten it up to the mark (dot on the filter and dot on the housing), screw on the filter cover and fold in the cover handle.
7. **Important:**
 - First open the shut-off valve on the cold water connection.
 - Then open the clean water tap on the sink.
 - Plug the system's power cord back into the socket.
 - Now let the system (tap, KATARA, NAHLA, IZUMI) run for at least 10–15 minutes without interruption to allow the air to escape.
 - Finally, press and hold the RESET button for 3 seconds until the filter change indicator stops flashing.



6.5 BackSafety filter change

Once you have changed the filter, replace the BackSafety (every 6 to 12 months, always at the same time as changing the PCB filter):

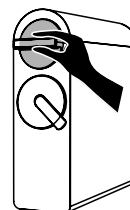
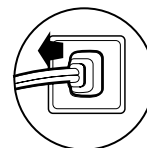
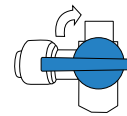
1. Place a cloth under the BackSafety filter and turn it to the left to remove it.
2. Spray the new filter on the top of the filter head and the filter holder from below with the disinfectant spray. During the application time of a few seconds, you can use the cloth to absorb any water that may have leaked out.
3. Then screw the new filter into the filter holder by turning it to the right so that the safety label is facing forwards and the arrows are aligned.



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6.6 RO membrane change every 12–24 months

1. Close the shut-off valve on the angle valve. Then open the clean water tap (sink). When no more water comes out, pull the mains plug. Then be sure to close the clean water tap again! This step is not necessary for NAHLA / IZUMI / KATARA.
2. Have the replacement RO membrane and a disinfectant spray ready.
3. Then open the handle of the screw cover of the upper filter with one finger. Turn the cover counterclockwise and pull it out.
4. Slowly and carefully turn the filter handle counterclockwise with the filter wrench and pull out the filter. For hygiene reasons, please carry out step 5 as quickly as possible.
5. If necessary, spray the new filter at the rear of the filter connection with the disinfectant spray. While the spray is taking effect for a few seconds, you can use kitchen paper to absorb any water that may have leaked into the tube of the removed filter.
6. Now insert the new filter into the filter holder and tighten it up to the mark (dot on the filter and dot on the housing), screw on the filter cover and fold in the cover handle.
7. **Important:**
 - First open the shut-off valve on the cold water connection.
 - Then open the clean water tap on the sink (not necessary for NAHLA / IZUMI / KATARA).
 - Plug the system's power cord back into the socket.
 - Now let the system (tap, KATARA, NAHLA, IZUMI) run continuously for at least 10–15 minutes to allow the air to escape.
 - Finally, press and hold the RESET button for 3 seconds until the filter change indicator stops flashing.



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7 Filter service life and parameters

7.1 Special notes on filter life

1. The recommended service life of the filters may vary and does not correspond to the quality assurance period. The recommended service life is the ideal filter replacement interval for an average water consumption of approx. 10 litres per day, provided that the tap water complies with national drinking water standards.
2. The service life of the filter is an estimated period; the actual replacement interval depends (according to the support team's instructions) on the area of application, water quality, usage and the season. Regular filter replacement ensures pure water production.

7.2 Technical parameters

In order to improve the technical performance of the device, the following parameters are subject to change without prior notice. Please refer to the device's type plate.

The flow rate for the treated water was tested at an ambient temperature of $25\pm 2^{\circ}\text{C}$, a water temperature of $25\pm 1^{\circ}\text{C}$ and a water pressure of 2.4 ± 0.02 bar.

Further technical parameters can be found on the safety label on the back of the system.

Measured total amount of treated water	RO membrane capacity	max. 7,000l
	Capacity of the PCB composition filter	max. 4,500l
Nominal voltage / frequency		100–240 V~ / 50–60 Hz
Total output		up to 4,500l
Total flow rate for treated water through reverse osmosis		up to 2.2l/min
Operating pressure reverse osmosis membrane filter		0.4–0.8 MPa
Water pressure		0.05–0.4 MPa
Operating pressure		0.1–0.4 MPa
Suitable water quality		Tap water (national standard)

8 General maintenance and care instructions

8.1 Regular maintenance and care

Regular maintenance and care are crucial for a long service life and reliable operation. Improper maintenance and care can lead to damage or a shortened service life of the system and impair the quality of the drinking water. be.pure accepts no liability in such cases.

1. All necessary filters in the system must be replaced regularly in accordance with the service schedule, and the current steps in the filter replacement recommendation must be observed.
2. Never use soap, cleaning agents or highly volatile solvents such as thinners, petrol or alcohol to clean the device, as this may cause cracks, scratches or discolouration.
3. Do not spray the device directly with water for cleaning.
4. Check the water connection for leaks.
5. Check that the waste water pipe and waste water clamp on the siphon are securely fastened.
6. If you will be away for an extended period of time, disconnect the appliance from the electricity and water supply (detailed description on page 12).
7. The appliance must not be tilted or placed on its front or back.
8. If the temperature of the incoming water falls below 0°C, close the water supply and drain the water from the water treatment system to prevent cracks caused by ice.
9. Always use original be.pure filters, as these are specially designed for this system.
10. Do not expose the device or the hoses to direct sunlight.
11. Clean and disinfect the tap regularly to prevent biofilm formation (bacteria from the ambient air or kitchen cloths).

9 Malfunctions and troubleshooting

9.1 Troubleshooting

The following table lists the most common faults. If these faults cannot be rectified using the measures described, please contact our customer service team on the be.pure website. To avoid damage to the water treatment system or other hazards, the device should only be dismantled in accordance with the instructions and guidelines and repaired by a specialist.

1. The pressure pump makes noise during water treatment or filtration; this is nothing to worry about. Air in the system may initially amplify the effect.
2. However, if a fault does occur, please rectify it by following the steps below. If this does not resolve the fault, please contact support@bepure-water.com

Malfunction	Possible causes	Solutions
The volume of treated water dispensed is decreasing rapidly.	The filter is clogged.	Flush or replace the filter.
	The filter was not replaced in time and has exceeded its service life.	Replace the filter.
	The ball valve or tap is not fully open.	Check that the shut-off tap or extraction tap is fully open.
Poor water quality.	The filter is defective.	Please contact your customer service department and replace it as soon as possible.
	The device has not been used for a long period of time (more than 3 days).	Open the tap (filtered water) and let the system flush for approx. 5 minutes.
	Poor quality of tap water.	Ensure that your system is supplied with municipal tap water.
Water is leaking.	A component is damaged.	Disconnect the appliance from the water and electricity supply (customer service).
No water is coming out of the tap. or: The pump is running, but no water is coming out.	Safety shut-off, service A + B flash alternately. or: Fault in the control system	Unplug the power cord and plug it back in after approx. 1 minute. If necessary, call customer service.
After the water has been turned back on, no treated water is dispensed.	Air in the device.	Open the shut-off valve and then open the tap (pure water), reconnect the device to the power supply to flush the system for approx. 15 minutes. If this does not resolve the problem, please contact customer service.



be.pure

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