WATER
PURIFIER

USER MANUAL

CP-AEN501HW

CUCKOO



CUCKOO INTERNATIONAL (MAL) SDN BHD
Registration No. 201401026804 (1102884-H)
www.cuckoo.com.my

CUCKOO International (B) Sdn. Bhd
CUCKOO International (S) Pte. Ltd.

Dear customers!

Thank you for purchasing CUCKOO Water Purifier.
Please retain this manual (including the Warranty) for future reference.
This manual will be of great help when you have any question or when the functions do not work properly.



Product Benefits

6-Stage Filtration System

The 6-Stage Filtration system provides clean and healthy water.

Antibacterial Stainless-Steel Water Tank

Antibacterial Stainless-Steel Water Tank keep the water from contaminated and deliver the purest, safest drinking water.

Economical and Eco-Friendly Water Filtration System

We have applied a very economical and eco-friendly water filtration system where water will not be wasted during Filtering process by using the Nano Positive Filter.

Status Indicator Lights

Show you the current operating status of the product.

Safety Button

We have applied a separate hot water safety button to prevent children from suffering burns.

Stylish design

Its slim and stylish design matches any living space.

Separate power switches for hot water and cold water.

The product is economical in enabling the hot water power and the cold water power to be turned on and off separately.

Room/Cold Switching Valve

With turning the Switching Valve to Room(⌂), Cold(✳), you can enjoy your choice of water.

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Warnings for Safe Use

- Please comply with the 'Warnings for Safe Use' to ensure safe and proper use of the product and prevent accidents and dangerous situations.
- The 'Warnings for Safe Use' section consists of 'Warning' and 'Caution' items, which are defined as follows:

⚠ Warning	Potentially dangerous situation that can cause serious injuries or death if not avoided.
⚠ Caution	Potentially dangerous situation that can cause minor injuries if not avoided.

⚠ · This symbol indicates a potentially dangerous situation under special circumstances.
· Please read the details carefully and follow the instructions to avoid dangerous situations.

🚫 · This symbol is used to indicate actions that are 'prohibited'.

❗ · This symbol is used to indicate 'instructed' actions.

About Power Supply

⚠ Warning 🚫 Prohibited

Please use the product only with a Power Outlet exclusively for 220-240V~, 50Hz with at least a rating of 10A and ground connection. Do not plug multiple devices into the same Power Outlet simultaneously.



- When multiple devices are plugged into the same Power Outlet or if the product's Power Plug is used for other devices, it may cause heat, fire, or electric shock. Please check the status of the Power Outlet frequently.
- If there is a foreign substance or moisture on the Power Plug, wipe it out clean before use.
- Use an extension cord rated at least 10A.

Stop the use if the power cord or plug is damaged or the power outlet is not sturdy and take Customer Service.



- If the sheath of the Power Cord is peeled off or chopped during use due to negligence, it may cause fire or electric shock. Thus, please check the state of the Power Cord, Power Plug and Power Outlet frequently.
- To prevent dangerous situations arising from the damage of the Power Cord or the Power Plug, please contact the manufacturer, distributor or certified technician (service center) for replacement.
- We strongly recommend that the damaged parts be repaired at an authorized service provider.
- It may cause an electric shock or injury.

Do not bend, tie or pull the Power Cord by force.



- This may cause electric shock or fire due to a short circuit. Please check the Power Cord frequently.

Wipe off any foreign substance on the Power Plug with a dry cloth.



- It may cause electric shock or fire. Please check the power plug frequently.

About Power Supply

Warning | Prohibited

When unplugging the product, make sure to hold the plug and not the cable.



- Applying force to the Power Cord may cause electric shock or fire. Please check the Power Plug and the Power Cord frequently.

Use only one for the alternating current voltage of 220-240V~,50Hz.



- This may cause electric shock or fire.
- The product will not operate properly.
- Please check the state of the Power Cord and plug frequently.

In case of water leakage or cleaning, please unplug the device first.



- There is a risk of electric stock or malfunction. Please check the Power Plug and the Power Cord frequently.

Supply when putting in or pulling out the Power Plug, first remove moisture on your hands and then put in or pull out the Power Plug by holding the Power Plug.



- Pulling out the Power Plug with wet hands can cause electric shock.
- Pulling out the power cord by excessive force can damage the Power Cord, causing a short circuit or electric shock. Please check the Power Plug and the Power Cord frequently.

Make sure the power cord is not under a heavy object or near sharp objects. Take special caution to ensure that it is not damaged by your pet.



- If you do not do so, it may cause a damage to the Cord, leading to electric shock or fire. Please check the Power Cord frequently.

If water enters the power supply area, unplug the product and dry it completely before use.



- It may cause electric shock or fire. Please check the Power Plug and the Power Cord frequently.

Please make sure to press the power button to turn it off. Please also unplug the product before inspection, repair or replacement of its parts.



- There is a risk of malfunction or electric shock. Please check the Power Plug and the Power Cord frequently.

When you do not use the product for a long time, please make sure to close the water supply valve and drain the Tank completely.



- It may cause electric shock or fire. Please check the Power Plug and the Power Cord frequently.
- When reusing it, please refer to "Details To Check before Use."

Warnings for Safe Use

About Installation

⚠ Warning ⃠ Prohibited

Do not install the product where it may be exposed to moisture, excessive dust, and splashing water.

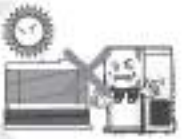
- It may cause electic shock or fire.



Do not install the product near the bathroom.

Do not place it in an area with potential for gas leak or near a heating product.

- This may cause fire or explosion.



Do not place it in a bumpy or inclined area. Please avoid placing it on a rug, cushion or laminated floor.

- It may cause malfunction, unwanted noise or injury. Please check the product regularly if it is working properly.
- The Purifier is a fixed product, so please use it fixed.



Make sure to supply the tap water and install the water supply valve towards the cold water pipe.

- Do not use other water sources than tap water, such as ground water.
- Filter change cycle can vary according to the region and capacity of water use.
- Connecting the water supply valve to the hot water pipe may cause damage to the filter or breakdown of the device.



Avoid direct sunlight and high temperature.

- It may cause color changes or discoloration.
- Please check the Power Cord frequently.



Do not place the product in an area that falls below 0°C

- It may cause the filter or any other components to freeze, causing malfunction.



Make sure the distance of the tap water supply tube connecting the device to the tap water supply valve is less than 5m.

- This may cause reduced performance of the product.



This Product is not intended for use by people (including children) who lack physical or mental abilities, or lack experience and knowledge to be able to use the product safely without supervision or instruction.

- Do not let children play with the device.
- It may cause electic shock or injury.



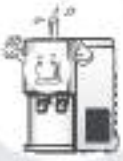
If the surrounding temperature falls below 0°C, it may cause the water inside the filter and / or tubing to freeze, causing breakdown of the device. Therefore, please ensure that the surrounding temperature does not fall below 0°C.

- In the event that the water source is frozen and cannot be supplied to the device because the surrounding temperature has fallen below 0°C, please turn off the hot water supply for safety.

Warnings for Safe Use

⚠ Warning ⃠ Prohibited

Do not place any heating device, such as a microwave oven, electric oven or toaster, or inflammables such as candles, gas containers, and lighters on top of the water purifier.



- There is a risk of fire, electric shock or accidents.

Do not place chemicals, water bottles or small metal materials on top of the product.



- They could fall into the product and potentially cause fire or damage the product.

Do not pull the power cord or hose, nor grab the faucet when moving the product.



- It may cause a damage to the product. Please check the Power Cord frequently.

In order to prevent accidents and injury, make sure that your hands or other parts of the body do not touch the condenser (radiator) at the back of the device when it's turned on.

- It may cause burns or accidents.

Do not disassemble or remodel the product.



- It may cause fire or electric shock.•Do not allow anyone other than authorized service providers to disassemble or repair the product.•Contact Customer Service center for repair and AS service.

Do not press the "Cold" and "Hot" switches with the tank empty.

- Failure to follow these instructions will result in damage to the unit, and CUCKOO will not be responsible for any related damages.
- Please check the water supply, especially the water supply valve on a regular basis. Do not press the "Cold" and "Hot" switches with the tank empty. Fill up the tank first and then press the "Cold" and "Hot" switches.
- Pressing the "Hot" switch with the tank empty will make the Child Lock activated and the water won't heat up.

⚠ Warning ❗ Instruction

If you find that it is leaking or there is a pool of water around the product, close the water supply valve first, and then unplug the product. After that, please contact our Customer Service Center.



- There is a risk of electric shock.

If you smell burning or see smoke arising from the device, unplug it immediately and close the tap water supply valve. After that please contact our Customer Service.



- There is a risk of fire.

Please be careful when dispensing the hot water.



- Do not allow hot water to come in contact with the hands, and supervision is required when the appliance is used by children or the elderly and infirm.

This appliance is not intended for use by person (including childen) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

- The product should be installed and removed by an authorized parson from Customer Service.

Cautions for Safe Use

⚠ Warning ⃠ Prohibited

Make sure the tank cover inside the device and the top cover are completely closed before use.

- Foreign substances may go into the product.



Replace the filter according to the replacement cycle.

- If you do not do so, it may cause poor filter performance or bad odor.
- Refer to Page 23 for the filter replacement cycle



After left idle for a long time, please drain the remaining water completely. After that, fill up the tank and drain the water again before use.



- Please turn the Room/Cold Switching Valve towards the Cold position to drain the cold water. Then, about 1.2L of water will be dispensed.
- Drain the hot water. As the Hot Water Tank is drained, about 1.4L of water runs out.

Use only the genuine CUCKOO Filters.

- If not, it may cause poor filter performance, a strange flavor in the water, water leak, and a malfunction of the product.

This appliance is intended to be used in household and similar living spaces such as.

- Staff kitchen areas in shops, offices and other working environments;
- Farm houses and by clients in hotels, motels and other residential type environments;
- Bed and breakfast type environments;
- Catering and similar non-retail applications.

⚠ Warning ⃠ Prohibited

Do not clean the product using benzene or thinner.

- It may cause a damage to the product.



Do not move the product during operation.

- Do not move or shake the product with the power supply ON. It may cause the connecting tube to be separated, leading to a malfunction of the product and water leak.



While using the product, do not pull off the tube at the back.

- It may cause water leak and malfunction of the product.



If you have not used the External Faucet for more than a day, it can be polluted.
When reusing it, it will start dispensing after draining remaining water for about one to two minutes.

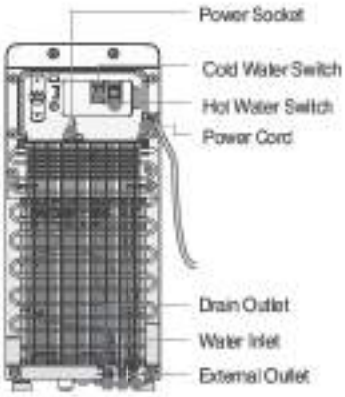
Please avoid using the dispensed water for filling a fish bowl or an aquarium.

Parts

< Front >



<Back>



Accessories



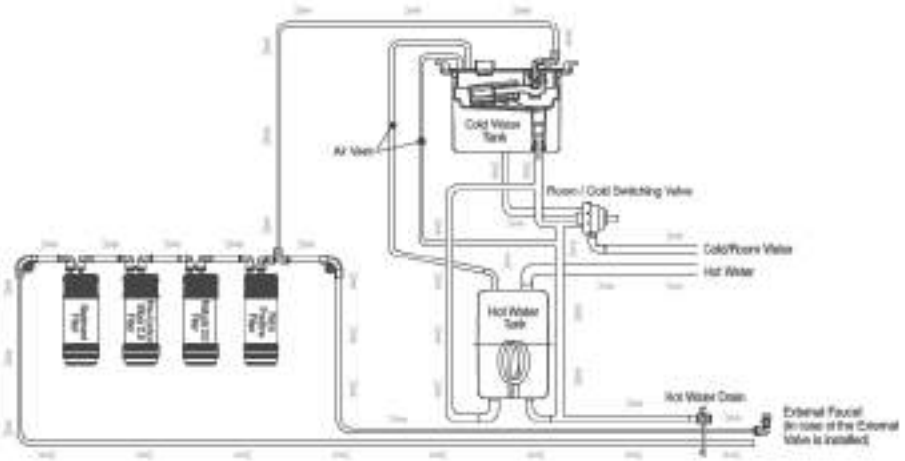
User Manual



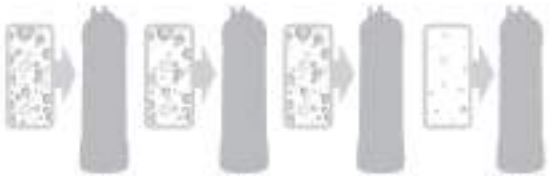
Service Card

Filtration Circuit / Filtration System

Filtration Circuit



Filtration System



Steps	Filter Name	Filter Function
Step 1	Sediment Filter	Removes rust and floating matter.
Step 2	Pre-Carbon Block 2.0 Filter	Removes residual chlorine and organic substances.
Step 3	Natural 2.0 Filter	Contains minerals, anti-bacterial properties and removes odors and organic substances.
Step 4	Nano Positive Filter	Removes germs, viruses(Norovirus), particles, heavy metals including iron, aluminum.

* Installing a non-genuine filter or using a genuine filter for too long may deteriorate the performance of the filter.

Details to Check before Installation

⚠ Cautions when installing the Product

1. Do not place the product in direct sunlight or near a heating products.
   ▶ They may cause fire or discoloration of the product.



2. Allow installation space.
   ▶ Make sure it's at least 20 cm apart from the wall and the length of water supply tube doesn't exceed 5m from the water supply valve.



3. Do not install where it may be exposed to moisture, excessive dust, and splashing water.
   ▶ They may cause a disorder of the product.



4. Avoid surfaces that are sloped or not sturdy enough
   ▶ They may cause fire or a damage to the product.



5. Avoid places where the temperature goes down below 0°C.
   ▶ The product is intended to be used indoors. Installing it in a place where the temperature goes down below 0 °C may lead to serious damage to the product including water leaks and frozen filters.



⚠ Cautions when installing the Product

- Please be careful when moving the product.
  ▶ Please do not tilt it more than 45 degrees when moving it. Please also make sure to plug it in at least about 30 minutes after filling the tank.



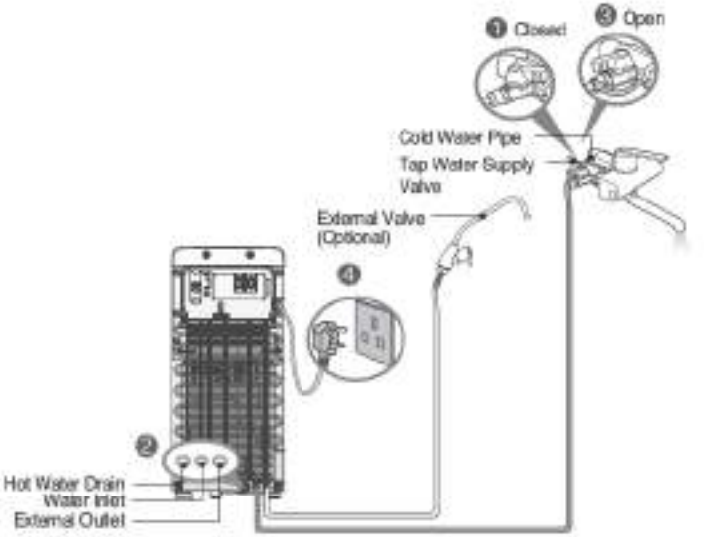
⚠ Cautions on Moving the Product Caution on Connecting Pipes

- Make sure to connect the water supply valve to the Cold Water Pipe.
  ▶ Connecting it to the HOT pipe may cause a damage to the filter and a malfunction of the product.
  ▶ Please refer to page 12 on how to connect the tubes.



※ When the Half type is installed on the sink, the vibration caused by operating the Compressor will be transmitted to it, leading to raise degrees of noise. Avoid installing near vibration.

How to Install the Product



❶ Connect the water supply valve to the cold water pipe.

※ Caution

- Please make sure that the valve is closed before connecting it.
- Please make sure to connect the valve to the cold water pipe. Connecting the valve to the hot water pipe may cause damage to the filter or breakdown of the product.

❷ Insert the water supply tube into "IN (water inlet)" at the back.

※ Caution

- Please make sure that the tube is properly connected to the inlet. (Push it firmly until you hear a clicking sound. If not, it may cause a water leak)
- Connect the external tube when you install the external valve (Optional).

❸ Open the water supply valve.

❹ Plug in the purifier.

※After the installation has completed, please check if any of the following item leaks:

- Tap Water Supply Valve (Tube)
- Water Inlet, Hot Water Drain, External Outlet
- External Valve (External Tube)
- Filter Connecting Tube

※Please make sure that you fill the tank with tap water. Do not use other water sources, such as ground water.

※ When installing the product, do not reuse the Tap Water Supply Valve and the tubes that were used before.

Details to Check before Use

Caution

Do not turn on the "Cold" and "Hot" switches with the tank empty.
(It may cause a malfunction of the product.)

- Fill up the tank first and then press the "Cold" and "Hot" switches.
- Pressing the "Hot" switch with the tank empty will make the Child Lock activated and the water won't heat up. In this case, please contact our Customer Service.
- Please check the water supply, especially the water supply valve on a regular basis. Do not press the "Cold" and "Hot" switches with the tank empty.

Details to Check before Use

1 Open the Tap Water Supply Valve.

▶ Turn the tap on first to check if the water is properly supplied. After that, open the water supply valve.



2 Plug in the device.

▶ This product is exclusively for 220-240V~, 50Hz. Please make sure to plug it into a proper outlet.

▶ Check for water disconnection before plug-in.

▶ Before you turn it on, please make sure that the "Cold" and "Hot" switches are OFF.

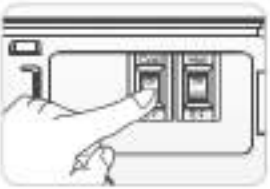


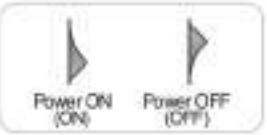
3 Press the "Hot" and "Cold" switches to turn them on.

▶ Press the "Hot" switch if you want to dispense hot water, and press the "Cold" for cold one. Check that the "Hot" or "Cold" indicator is lit up.

Model	HOT	COLD
CP-AEN501HW	Red	Blue

▶ If you do not press the switches, the water will be dispensed at room temperature.





4 If it has been left idle for a long time or is newly installed, please drain the remaining water completely. After that, fill up the tank and then drain the water at least once again before use.



Details to Check before Use

5 Empty the tray on a regular basis.



6 Please clean and replace the Filters on a regular basis.

- ▶ Please clean and replace the filters regularly so that you could always enjoy pure and clean water.
- ▶ Refer to page 23 for the filter replacement cycle.



How to Use

1 Turn on the "Hot" switch. Please note that it takes about 30 minutes before the heater gets fully warmed up.

- ▶ Please make sure that you have proper drinking water supply available and the water supply valve is open before turning it on.



2 Push the Hot Water Lever slightly, and then press the Safety button.

Do not push the Hot Water Lever while pressing the Safety button. It is to prevent burns from splashing hot water.



3 Lift the Lever 90 degrees upward and it will keep dispensing hot water without pause.

Then lower the Lever slowly. (Swinging the Lever may splash the water to cause burns.)



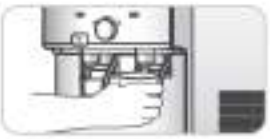
The first cup of water may feel a bit lukewarm. It's because of the remaining cold water inside the pipe. After that it will start dispensing normal, hot water.

How to Dispense Purified water at Room Temp

1. Please turn the Room/Cold Switching Valve towards the Room position.
   - ▶ Please make sure that you have proper drinking water supply available and the water supply valve is open in advance.



2. Lift the lever 90 degrees upward and it will keep dispensing purified water at room temp. without pause.



3. Make sure that you turn the switching valve completely until it indicates the "Room" symbol precisely. As you turn the valve clockwise, the temperature changes in the following order: Room (○)-Slightly Cold-Cold (✳)



※Room temperature water is mixture of Hot water & Cold water. so please be cautious that if Hot water or Cold water switch turned off, than temperature of room water could be become a bit hot or a bit cold.

How to Dispense Cold Water

1. Turn on the "Cold" switch. It takes about 60 minutes before the compressor gets fully warmed up and starts to operate.
   - ▶ Please make sure that you have proper drinking water supply available and the water supply valve is open before turning it on.

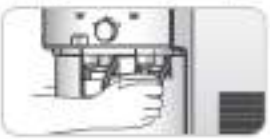




2. Please turn the Room/Cold Switching Valve towards the Cold position.
   - ▶ Please make sure that you have proper drinking water supply available and the water supply valve is open in advance.



3. Push the Room/Cold Lever slightly.
4. Lift the lever 90 degrees upward and it will keep dispensing cold water without pause.



Make sure that you turn the switching valve completely until it indicates the "Room" symbol precisely. As you turn the valve clockwise, the temperature changes in the following order: Room (○)-Slightly Cold-Cold (✳)

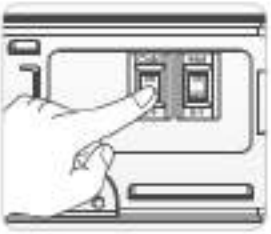
How to Clean the Cold Water Tank

How to Clean the Cold Water Tank

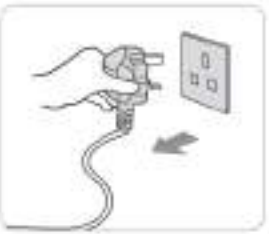
1. First, close the Tap Water Supply Valve.



2. Press the Cold and Hot switches to turn them off.



3. Pull out the Power Plug for safety.



4. Drain the Cold Water Tank completely through the Cold Water Faucet.
   - ▶ Before draining, turn the Room/Cold Switching Valve to Cold.
   - ▶ Place the drained water that will be used to clean up the Tank into a new container.
   - ▶ Prepare the container large enough to house about 1.2L.



How to Clean the Cold Water Tank

5 Connect the hot water tube to the hot water faucet/drain respectively and drain the water inside the hot water tank completely.

- ▶ Please be careful with the hot water.
- ▶ Prepare the container large enough to house about 1L.
- ▶ After completing the drain, make sure to lock the cap of the Drain Valve.



6 Please remove the top cover.

- ▶ Please use a Philips screwdriver.





7 After detaching the cover of the Cold Water Tank, separate the Separator from the Tank by pulling it.

- ▶ To keep the inside of the Tank clean, use plastic gloves to wipe it out.



8 Wipe out the inside of the tank with a clean, soft cloth.

- ▶ Ensure that all areas of the Tank inside are reached.

Fur may form inside the Tank due to minerals saturated in the water. Thus, if you do not use the appliance often, drain the water through the Cold and Hot Water Faucet once every two to three days to prevent fur from forming. (Try to use the filtered water in a short time.)



9 Rinse the Tank using the water drained from the Cold Water Tank. (see Step 4)

- ▶ Drain all the water from inside the Tank through the Cold Water Faucet.
- ▶ Open the cap of the Hot Drain Valve to drain the Hot Water Tank completely. Make sure to put the Cap back in.



How to Clean the Cold Water Tank

10 **Place the Separator back to the Cold Water Tank.**

- ▶ Press down on the Separator to prevent it from separating.

Noise occurs when the Separator is not firmly inserted, leading to lengthen the operating time of the Compressor. Make sure the Separator is firmly placed.



11 **Place the cover of the Tank back in.**

- ▶ Completely close the Tank in order to keep insects and foreign material away.



12 **Put the top cover on and screw firmly. Then open the Tap Water Supply Valve to check if the water runs through the Cold and Hot Faucet.**

- ▶ Fasten the screws with a Phillips screwdriver.
- ▶ Turn the Room/Cold Switching Valve to Room or Cold to see if the chosen water is dispensed.



13 **Plug it in and then press the "Cold" and "Hot" switches to turn them on.**

- ▶ Please check if water comes out of the "Hot" faucet before switching it on.

※ Please clean the water tank regularly so that you could always enjoy clean and healthy water.



How to Clean Tray / How to Clean Faucet

How to Clean Tray

1 Remove the Tray

▶ Hold and uplift the Tray to separate it from the product.



2 Remove the Tray Grille

▶ Then detach the Tray Grille from the Tray by taking hold of and uplift the hole at the Grille.



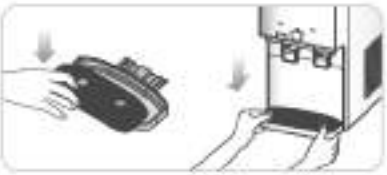
3 Clean the Tray

▶ Dispose of the stagnant water, and completely wipe it out with a soft cloth.



4 Reassemble the Tray

▶ After cleaning the Tray, place the Tray back in reserve order.



How to Clean the Faucet

① Turn the faucet cover counterclockwise and remove it.
② Turn the faucet outlet counterclockwise to remove it.
③ Clean the cover and outlet with running water.

▶ Use plastic gloves to enhance cleanliness.







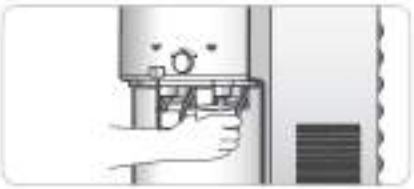
How to Replace the Filter

How to Replace the Filters (Must use Genuine CUCKOO Water Purifier Filters only)

1. Close the water supply valve.



2. Remove the residual pressure in the pipe.
   - ▶ Drain three to four cups of water (500cc) through the Cold Water Faucet.



3. Turn off the "Cold" and "Hot" switches and unplug the purifier.



4. Remove the top cover.
   - ▶ Please use a Phillips screwdriver.
   - ▶ Make sure to remove the tray in advance.



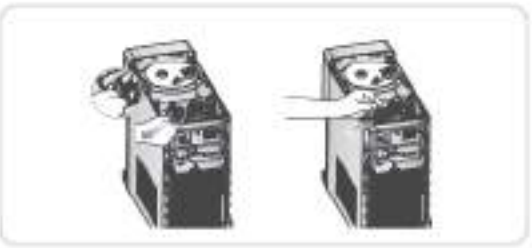
5. Make sure the water tank is completely drained.



How to Replace the Filters (Must use Genuine CUCKOO Water Purifier Filters only)

6 In order to replace the filter, separate the connecting tube at the upper part from the Fitting.

- ▶ Please make sure to use a proper tool (Fitting Separator) when removing the connecting tube from the fittings. If the Fitting or the connecting tube is damaged, it may leak.

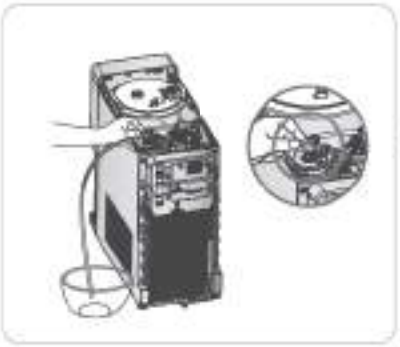


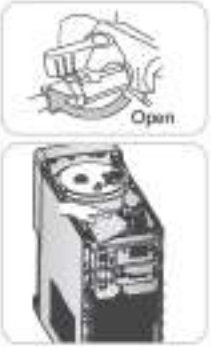


7 Connect the inlet of replaced filter to the faucet of previous filter, and connect a separate tube to the faucet of new filter. After that, open the water supply valve and make it flow in the following manner:

- ▶ Especially for the Sediment Filter, allow water to pass through for about 5 minutes.
- ▶ Connect the Pre-Carbon Block 2.0 Filter and Natural 2.0 Filter to the previous filters, and allow water to pass through for about 7 minutes.
- ▶ Connect the Nano Positive Filter to the previous filters, and allow water to pass through for about 10 minutes.
- ▶ Make sure for water being passed through for more than the recommended time to ensure the desired wate quality.
- ▶ Then supply filters with water, and check for any water leaks by using a dry cloth.







How to Replace the Filters (Must use Genuine CUCKOO Water Purifier Filters only)

8 Place the top cover back in and screw firmly.

► Please use a Phillips screwdriver.





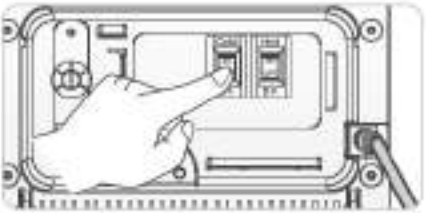
9 Open the Tap Water Supply Valve to fill up the Tank to the Full Water level. Repeat twice.





10 Fill the tank to maximum capacity and plug it in before turning on the "Hot" and "Cold" switches.





Filter Replacement Cycle

▶ The filter replacement cycle is set based on the amount of water filtered at home (10L per day), and the status of water supply may affect the cycle.

Models	Filter Name	Replacement Cycle
CP-AEN501HW	Sediment Filter	4 months
	Pre-Carbon Block 2.0 Filter	8 months
	Natural 2.0 Filter	12 months
	Nano Positive Filter	12 months

Recommendations

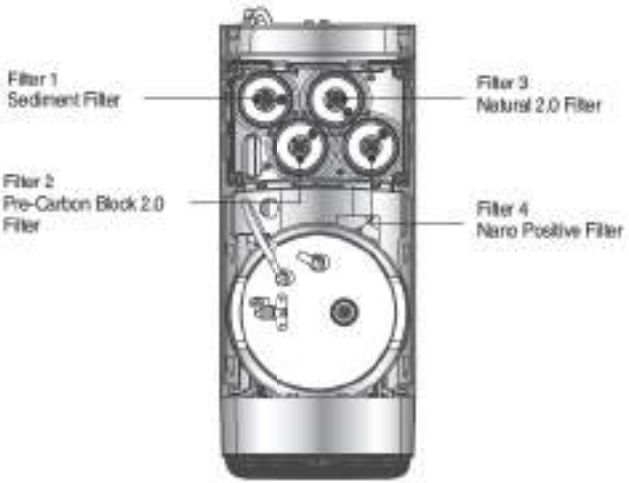
▶ Filtration Capacity

Filtration capacity is the amount of filtration by the rate of removal of chloroform etc.
This is to get the life span of filtration systems in the purifier.

▶ Filter Replacement Cycle

The filter replacement cycle means the cycle (period) that the filters can perform properly.
The filter replacement cycle may be reduced due to its high usage as its standard of cycle has been set under condition that the supply water is tap water with about 10L (drinking water (for four people)) used per day.

Filter Arrangement



Please check before asking for support.

▼ When the Water Purifier is not used properly in compliance with the User Manual, the product may operate abnormally even if it is not broken down. In such case, please take the following instructions accordingly.
If you cannot solve the problem, please contact Customer Service center.

Problem	Checklist	Recommendation
The water has an unpleasant taste or odor.	• Have you not used the Water Purifier for a long time?	• Drain the water from the hot/cold water tanks and clean the cold water tank.
	• Isn't it time to replace the filter(s)?	• Replace the filter (with a genuine filter of CUCKOO).
	• Have you not used hot water for a long time?	•Drain the water from the hot water tank through the hot water drain tube from the back. Discharge hot water through the hot water faucet frequently.
There is no water coming out.	• Is the tap water supplied smoothly?	• Open the tap water supplying valve. • Check if the feed tube is bent. • Check if the water supply is cut off.
		• Attaching External Pump (Optional) / Contact Customer Service.
	• Is your household water pressure low?	• Push the hot water lever as you press the Child Lock button.
	• Are you getting cold water but not hot water?	• Check whether the hot water indicator is on.
		• Check if the power is on. ※If you still don't get any hot water after checking the above, please contact our Customer Service.
	•Do you think there is a problem with the hot/cold water lever?	• Contact Customer Service.
The hot water temperature is too low.	• Is the hot water indicator on?	• Turn the "Hot" button "ON" and make sure the hot water indicator is on.
	• Did you already extract a lot of hot water?	• If you extracted all of the hot water from the hot water tank, you need to wait 30 minutes to re-heat the water.
	• Is the temperature of purified water at room temperature?	• Turn the "Hot" button "OFF" and contact Customer Service.

Please check before asking for support.

▼ When the Water Purifier is not used properly in compliance with the User Manual, the product may operate abnormally even if it is not broken down. In such case, please take the following instructions accordingly. If you cannot solve the problem, please contact Customer Service center.

Problem	Checklist	Recommendation
The cold water temperature is too high.	• Is the cold water indicator on?	• Turn the "Cold" button "ON" and make sure the cold water indicator is on.
	• Did you already use a lot of cold water?	• If you used all the cold water in the cold water tank, you need to wait approximately 1 hour to re-cool the water.
	• Is the back of the product properly ventilated?	• Check if the radiator at the back of the product is blocked. Remove any objects blocking the radiator.
		• Move the product to a well-ventilated area. (contact customer service before moving and re-installing the product)
There is a sudden decrease in the amount of purified water.	• Did you close the tap water supplying valve?	• Open the tap water supplying valve.
	• Is it time to replace the filter?	• Replace the filter with CUCKOO Filter (genuine).
There is a loud noise coming from the purifier.	• Did you place the product on a flat area?	• Place the product on an even and sturdy area.
	• Is it in contact with other products/products?	• Make sure the product is not in contact with other product.
	• Does it get noisy after you extract water from the faucet?	• Because the water purifier is directly connected to tap water, the water is immediately flow in when water is extracted through the faucet. The noise is caused by the water flow in, which is normal.
	• Does it get noisy after the pump operation?	• It is a sound of the pump working in order to supply purified water to the tank, which is a normal operation after water extraction.
There are floating substances in the water.	• Is it time to replace the filter?	• Replace the filter with CUCKOO Filter (genuine).
Water is leaking from the purifier.	• Is the assembled (connecting) part defective?	• After closing the tap water supplying valve, unplugging the product and contact Customer Service.
	• Is your home or external environment humid?	• When moisture in the air comes in contact with the cold part of the purifier, it'll condense on the purifier like dew. A similar phenomenon can be seen with water droplets forming on glass.

Product Specifications

Product Name		CUCKOO Water Purifier			
Model		CP-AEN501HW			
Rated Voltage		Single Phase, 220-240V~ / 50Hz			
Power Consumption		400W(COLD:0.6A, HOT:300W)			
Filtration Method		Nano Positive Filtration System			
Filters		Sediment Filter	Pre-Carbon Block 2.0 Filter	Natural 2.0 Filter	Nano Positive Filter
Replacement Cycle		4 months	8 months	12 months	12 months
Capacity	Cold	1.0L			
	Hot	1.0L			
	Room	0.3L (continuous dispensing available)			
	Total Capacity	2.3L			
Refrigerant type		R-134a			
Climate Class		T (Temperate)			
Installation Area		For indoors			
Product	Weight	13.6 kg			
	Dimension (WxDxH)	220 x 512 x 490 mm			
Rated Working Pressure		0.05MPa-0.39MPa (0.5bar-3.9bar)			

* The information (exterior, design and specifications) provided in this User Manual is subject to change without prior notice to improve the quality of the product.



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