ORA 1200

USER MANUAL

Undersink Tankless Reverse Osmosis System

CONTENTS

INSTALLATION INSTRUCTION

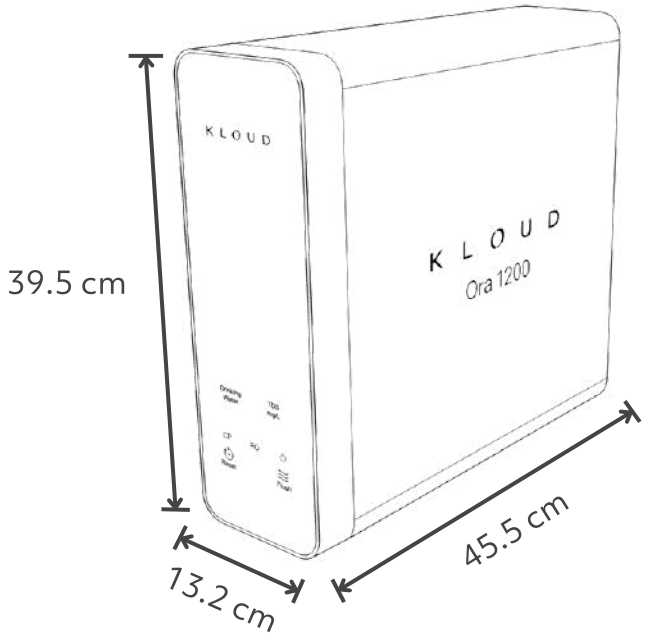
Before Installation

INSPECT THE BOX: Open the box and take out the system and all the components. Inspect them carefully according to "Product Introduction" and make sure nothing is missing or damaged during shipping. If any parts are cracked or broken, please do not proceed with the installation and contact us for an exchange or diagnosis.

Technical Parameters

Model	ORA 1200	**Operating Temp**	Min. 4°C, Max 40°C
Rated Frequency	50-60 HZ	**Rated Power**	120 W
Flow Rate	2.6 L/m	**Rated Voltage**	220-240 VAC
Working Pressure	Min.20psi Max. 80psi	**Daily Production Rate**	1200 gallons
Applicable Water Source	Do not use with water that is of unknown quality or micro-biologically unsafe.		

PRODUCT DIMENSION



PACKING LIST

System Housing
x1 Set

RO Faucet
x1 Set

Power Adapter
x1

White 1/4″ Tubing
x1

White 3/8″ Tubing
x1

Red 1/4″ Tubing
x1

Blade
x1

Plumber Tape
x1

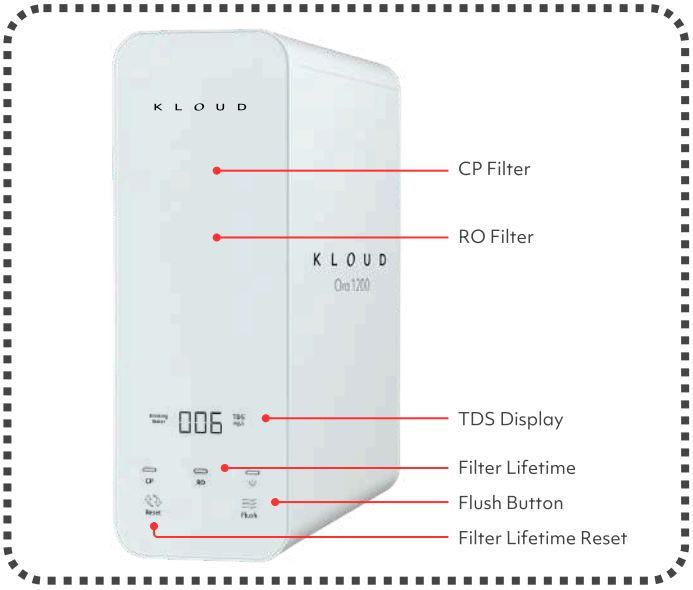
1/4″ Quick Water Fitting
x2

Drain Saddle
x1

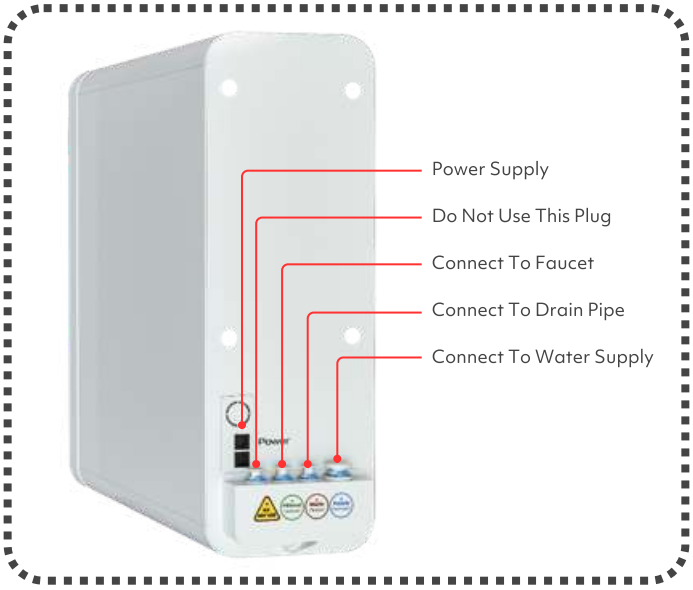
Feed Water Valve
x1

PRODUCT INTRODUCTION

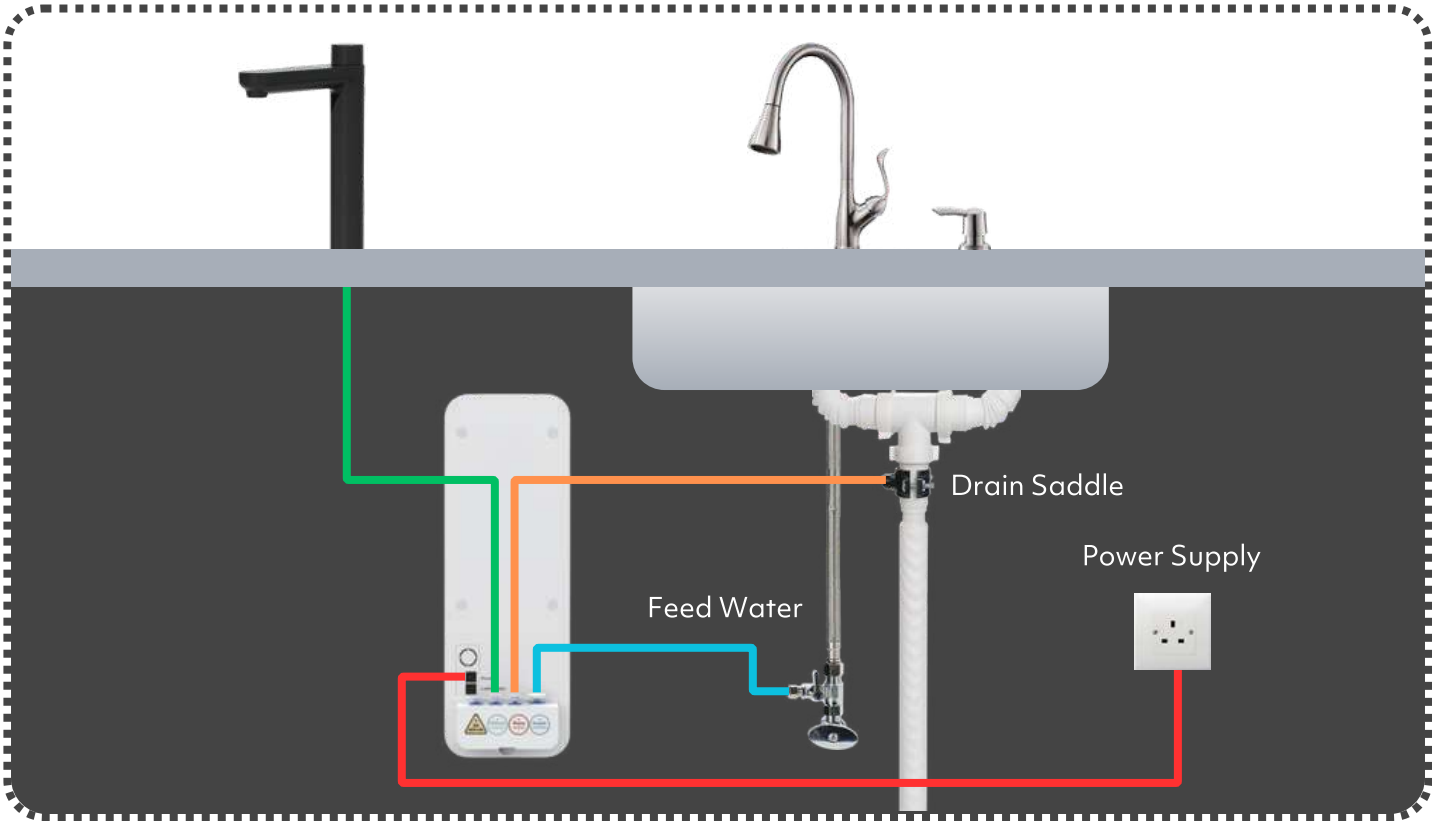
Front



Back



SAMPLE CONNECTION



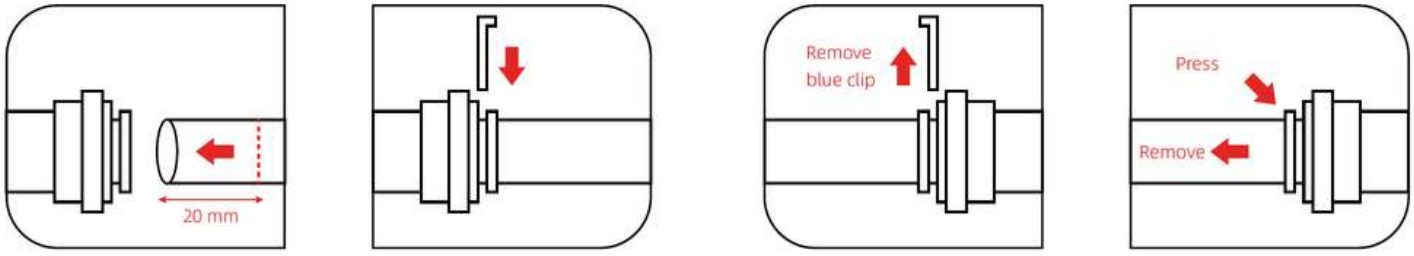
INSTALLATION TIPS

How to connect/disconnect the tubing?

TO CONNECT: Please push the tubing into the fitting and make sure it is fully inserted. Then put the blue lock clip on the fitting, it will lock the tubing in place.

TO DISCONNECT: Please remove the blue lock clip from the fitting, push in the lock sleeve, and then pull out the tube from the fitting.

NOTE: If the tubing is not fully inserted, water leakage may occur. Pulling out the tubing directly will damage the fitting, which may also cause water leakage.



How to drill a hole on the sink or counter top (Optional)

NOTE: Please remember to wear safety glasses to protect your eyes before proceeding.

Use a drill bit according to the countertop or sink material with a diameter of 12 mm.

INSTALLATION STEPS PRECAUTIONS

- Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection.
- Testing was performed under standard laboratory conditions, actual performance may vary.
- For cold water use only.
- This filter must be protected from freezing, which can cause cracking of the filter and water leakage.
- Do not allow children under 3 years of age to have access to small parts during installation.
- The installation must comply with all applicable state and local regulations.

Step 1: Unpack the system and insert the 2 filters (CP and RO)

- Insert the CP and RO filters (Fig.1)
- Push and twist the cartriges clockwise into the machine (Fig.2)
- Cartridges installation complete (Fig.3)

Fig.1

Fig. 2

Fig. 3

Step 2: Cut and Soften the 3/8" tubing

Please cut the 3/8" tubing in proper length, make sure to cut it squarely and cleanly. (Fig.4)

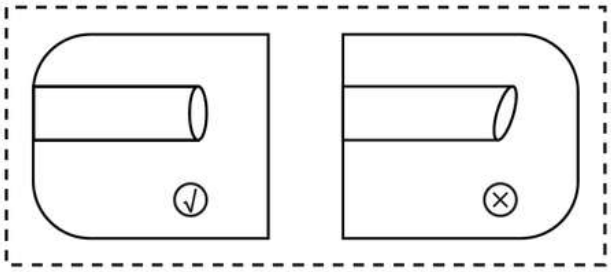


Fig. 4

Fig. 5

Step 3: Connect three-way feed water valve (3/8" or 1/2")

- Load the 3/8" tubing through the nut. (Fig.6)
- Connect the end of 3/8" tubing that has been softened into the 3-way feed water valve. Make sure to push and squeeze the tubing to the very end. (Fig.7)
- Use a wrench to tighten the nut, please do not over tighten. (Fig.8)

NOTE: If the cold water pipe is 1/2", please connect one part of the converter to the angle valve and connect the another part of the converter to the pipe before proceeding to the next step. (see Fig.9)

Fig. 6

Fig. 7

Fig. 8

Fig. 9

Step 4: Connect the water supply (COLD WATER ONLY)

- Shut off the water supply. (Fig.10) Disconnect the cold water pipe from the angle valve.
- Connect the feed water valve with the angle valve and make sure the O-ring is loaded. (Fig.11)
- Connect the cold water pipe with the feed water valve. (Fig.12) Valve installation complete.

Fig. 10

Fig. 11

Fig. 12

Step 5: Connect the "SUPPLY" water tubing

- Remove the plugs by pressing the fitting sleeves (Fig.13)
- Connect the other end of the 3/8" tubing into the "Supply" port on the back of the system, make sure to insert the tubing about 20 mm to the end of the fitting. (Fig.14)
- Put the lock clip on the fitting to secure the connection. (Fig.15)

Fig. 13

Fig. 14

Fig. 15

Step 6: Install the drain saddle

- Disassemble the drain saddle, and peal off the black sticker and stick it to the saddle valve. (Fig.16)
- Choose a spot on the drain pipe that is convenient for installing the drain saddle. It is recommended to install the drain saddle on the vertical drain pipe. (Fig.17)
- Drill a 6 mm hole in the drain pipe. Make sure not to penetrate the opposite side of the pipe. (Fig.18)
- Mount the drain saddle and tighten the screws with a screw driver. (Fig.19)
- Insert the 1/4" tubing to the drain saddle about 20 mm, and lock the fitting with a blue clip. (Fig.20)

Fig. 16

Fig. 17

Fig. 18

Fig. 19

Fig. 20

Step 7: Connect the "WASTE" water tubing

Insert the other end of the 1/4" tubing into the "Waste" port. (Fig.21, Fig.22)

Fig. 21

Fig. 22

Step 8: Connect the "FILTERED" water tubing

Cut another 1/4" tubing in proper length. Insert one end into the "Filtered" port on the back of the system (Fig.23)

Fig. 23

NOTE: Please make sure the tubings are fully inserted, otherwise may result in water leakage.

Step 9: Install the drinking faucet

NOTE: If your counter top or granite does not have an existing hole, please drill one (2cm < Ø < 4cm) before proceeding.

- Follow the steps below and mount the faucet onto the sink top. (Fig.24, Fig.25, Fig.26)
- Mount the rubber and fasten the hand fixture underneath. (Fig.27, Fig.28, Fig.29)
- Connect the other end of the 1/4" tubing from the "FILTERED" port on the back of the system into 1/4" quick fitting. (Fig.30, Fig.31, Fig.32)

Fig. 24

Fig. 25

Fig. 26

Fig. 27

Fig. 28

Fig. 29

Fig. 30

Fig. 31

Fig. 32

Step 10: Connect the power cord

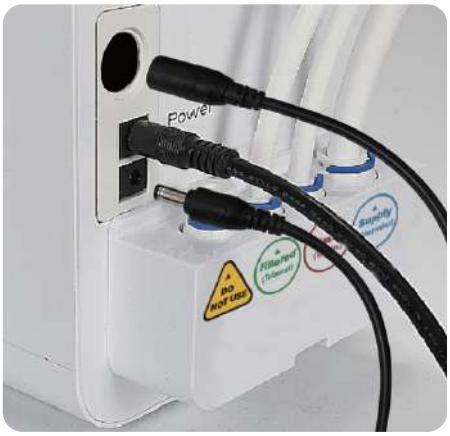
- Turn on the angle valve and the 3-way feed water valve. Check for leaks. (Fig.33)
- Insert the DC head of the power adapter into the "POWER" port. (Fig.34)
- Connect the samrt faucet power cord to the system. (Fig.35)

NOTE: It is important to turn on the water supply first then connect the power supply!

Fig. 33

Fig. 34

Fig. 35



FIRST TIME USAGE

The system will automatically flush for 30 seconds after the power supply is plugged in.

NOTE: When the system keeps producing water continuously for 30 minutes, the system will enter into protection status and all the components stop working. The indicators will flash in red. In this condition, please unplug the power for 10 seconds and then power it on again.

NOTE: Please fully open the drinking faucet when dispensing water. Otherwise, it may cause the system to malfunction (Fig.36, Fig.37)

Fig. 36

Fig. 37

USER INTERFACE

Power-On

When the system is powered on, you will hear a beep. All indicators will be on for 3 seconds, and then the system will automatically flush for 30seconds. After flushing, if there is no water production, it will turn into standby status.

Power Indicator

When the system is producing water, the power indicator will flash in blue.

NOTE: If the filter is expired, the buzzer will keep beeping when producing water to remind users of replacing the filters. Filter life may vary depending on source water quality and water usage.

Filter Life Indicator

Different colors suggest different remaining lifespan:

A. Indicator constant lit in blue: the filter is normally working

B. Indicator flashed in red: the filter lifetime is about to be expired (remaining lifespan <5%)

C. Indicator constant lit in red: the filter is expired

Long-Time Operation Reminder

When the system keeps producing water continuously for 30 minutes, the system will enter into protection status and all the components stop working. The indicators will flash in red. In this condition, please unplug the power for 10 seconds then power it on again.

Automatic Flushing

Different colors suggest different remaining lifespan:

A. Flushing when powered on: when powered on, the system will be automatically flushed for 30 seconds.

B. Flushing when cumulative water production reaches 10 minutes: If the cumulative water production reaches 10 minutes, after returning into standby status, it will be automatically flushed for 10 seconds.

C. Flushing when the system in standby for 6 hours: if the system in standby for 6 hours, it will be automatically flushed for 18 seconds.

D. Continuous water production for 10 minutes: If continuous water production reaches 10
minutes，it will be automatically flushed for 15 seconds.

NOTE: When the system is being flushed, the indicator will flash in blue.

Reset Button

A. Select filter: when the system is powered on, press "Reset" for 3 seconds, the buzzer will beep and you can start to select the filter you want to change. Press the "Reset" button to change between the filters and the selected filter lifetime indicator will flash.

B. Reset: after selecting the filter, press the "Reset" button for 3 seconds. You will hear a beep. The selected filter's indicator will return to a blue light, which means the filter is successfully reset. If you do not operate within 10 seconds, it will automatically exit this mode and resume normal display.

REPLACEMENT OF FILTER CARTRIDGE

- The replacement of filter cartridges are: CP (PP+CB 2-in-1) filter, RO membrane.
- Please replace the filter cartridges regularly according to the recommended replacement period shown below.

Position	Filter	Model Number	Recommended Replacement Period
1st Stage	CP Filter	ORA-1200-CP	Once in 6 months or cumulative water production for 50 hrs (5000L)
2nd Stage	RO Membrane	ORA-1200-RO	Once in 18 months or cumulative water production 100 hrs (10000L)

NOTE: All the service life of the filter cartridge listed are based on actual laboratory tests and the provided water. The actual service life of the filter cartridge depends on the source water quality and daily water usage.

FILTER REPLACEMENT INSTRUCTION

Step 1: Cut off the power and turn on the water faucet to release water pressure

If you are going to replace the 1st or 2nd stage of filter:

- Cut off the water supply and power, open the faucet before replacing the filter. (Fig.38, Fig.39/a)
- Remove the front cover (Fig.40)
- Twist the cartridge counterclockwise to-remove it (Fig. 41). Twist the new, cartridge clockwise until it is securely tightened.

Fig. 38

Fig. 39

Fig. 39a

Fig. 40

Fig. 41

Step 2: Flush the filter

Turn on the faucet to discharge the filtered water. If you replace the RO membrane, please do not use the water in the first 20 minutes. If you replace other cartridges, please do not use the water in the first 10 minutes.

MAINTENANCE

Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection.

If you don't use the system for a long time:

A. If the system has not been used for more than 2 days, please turn on the faucet and discharge the filtered water at least 5 minutes before usage.

B. If the system will not be used for more than 1 week, please seal the filter cartridges and store them in the refrigerator but do not put them in the freezer. Discharge filtered water for at least 10 minutes before next time usage.

C. If the system will be not used for a long time, please cut off the water supply, cut off the power and turn on the handle of the faucet to release the internal pressure and avoid damage to the system.

- Please replace the filter cartridges regularly according to the filter life indicator.
- The testing was performed under standard laboratory conditions, actual performance may vary depending on the source water quality and water usage. In case of premature blockage and failure of the filters, it is recommended to replace the filter in accordance with actual usage.
- Clean the system with clear water. Do not spray the water directly. Do not use steel wool, abrasive cleaner or corrosive liquid into the filter to avoid damage to the filter system.

- Keep the waste water pipe unobstructed to avoid damage to the filter or internal components.
- When the drain pipe is blocked, do not use the system (please turn off the power) to avoid the waste water from soaking the floor.
- Check the system and water pipe fittings regularly for water leakage to avoid any property damage.
- Regularly check whether the power supply and wires are damaged or loose to avoid major accidents caused by electric leakage.

TROUBLE SHOOTING

Fault	Possible Cause	Solution
No water out of faucet	The system is not connected to the power adapter or the connection is loose.	Please check if the adapter is connected properly.
	Cold water valve, 3-way feed water valve or the faucet is off.	Please open the valves.
	Lifetime of the filter cartridge is expired.	Please replace the filter cartridge or contact customer service team.
	Connection of pipeline is incorrect.	Please check the pipelines and make sure the connection is correct.
Low water flow	Filter is blocked.	Please replace the filter according to the instruction.
	Water pressure is low, or water supply is insufficient.	Please contact customer service team.
	PE pipes are bent.	Please check PE pipes.

Fault	Possible Cause	Solution
Filtered water in poor quality	Lifetime of the filter cartridge is expired.	Please replace the filter according to the instruction.
	The system has been off work for more than 2 days.	Please discharge water for 5 minutes before usage.
	Quality of feed water is too bad.	Please ensure the water source is municipally treated water or has been properly disinfected prior use.
Water leakage	Pipes or filters are not installed properly.	Please reinstall the system according to the instruction or contact customer service team.
	The O rings are missed.	Please contact customer service team.
	Other components are damaged.	Please contact customer service team.
Unchanged filter lifetime indicator	Electronic controller or display panel is damaged.	Please contact customer service team.
System is unstoppable for a long time after turning off the faucet faucet	The system may be at risk of water leakage.	Check the system, water pipe fittings and connections, or contact customer service team.
	Filter is blocked.	Please replace the filter according to the instruction.
	Feed water is cut off.	Please disconnect the power and wait for water supply recovery.
Examination indicator lights flashing in red, or the beeper keeps beeping	Leakage detection system is abnormal.	Please contact customer service team.
	System is leaking.	Check the system, water pipe fittings and connections, or contact customer service team.

Fault	Possible Cause	Solution
Button failure	The button is misoperated.	Please operate the button according to the instruction.
	The button is damaged.	Please contact customer service team.
Indicators on user interface disappear	The system is not connected to the power adapter or the connection is loose.	Please check if the adapter is connected properly.
	The panel is damaged or it's cable is loose.	Please contact customer service team.

LIMITED WARRANTY

Model: Undersink Water Filter System

Warrantor: Kloudfilter

One Year Warranty

Octopus First General Trading LLC (referred herein as "Kloudfilter") provides a one-year limited warranty from the purchase date as per the sales invoice or receipt issued by Kloudfilter. Kloudfilter reserves the right to either replace defective products and/or parts with new ones or repair defective products or parts at its sole discretion. Repair or replacement of defective products is determined after inspection of the product. However, Kloudfilter will always attempt to repair defective products before replacing them with new ones. All products and parts that are replaced become the property of Kloudfilter. Repair or replacement of defective products under this warranty does not extend or renew the warranty period; the original purchase date will still be considered for future warranty claims. Kloudfilter reserves the right to charge a service fee for any warranty repair/service, and this warranty applies only to defects in material, design, and workmanship.

This warranty does not cover:

1. Periodic checks, maintenance, no-fault-found cases, and repair or replacement of parts due to normal wear and tear.
2. Abuse or misuse, including but not limited to failure to use the product for its intended purposes or in accordance with Kloudfilter product instructions on usage and maintenance.
3. Defects resulting from the use of the product with accessories not approved by Kloudfilter.
4. Failure of the product arising from incorrect use not consistent with the instructions and technical safety standards prescribed in the product user manual.
5. Accidents, Acts of God, lightning, water, fire, public disturbances, improper ventilation, voltage fluctuations, or any cause beyond the control of Kloudfilter ("Force Majeure").
6. Unauthorized modifications carried out to the product to comply with local or international technical standards in countries for which this Kloudfilter product was not originally designed.
7. Cases where the serial number on the product has been altered, deleted, removed, or made illegible.
8. Consumables (components expected to require periodic replacement during the lifetime of the product, such as non-rechargeable batteries, replacement filters, etc.).
9. Neglect.

Limitations and Exclusions:

If any exclusion is not permitted by applicable law, Kloudfilter limits its warranty only to the maximum extent permitted by law. Any warranty that cannot be fully excluded will be limited to the duration of this warranty.

Kloudfilter obligation under this warranty is limited to repair or replacement of products subject to these warranty terms and conditions. Kloudfilter shall not be liable for any loss or damage relating to products or services covered by this warranty, including economic or intangible losses—the price paid for the product—loss of profits, revenue, data, enjoyment, or use of the product, and indirect, incidental, or consequential loss or damage.

This warranty is not transferable. It represents the purchaser's sole and exclusive remedy, and Kloudfilter shall not be liable for any incidental or consequential damages for breach of any express or implied warranty of this product.

FREQUENTLY ASKED QUESTIONS

Why are there many white bubbles in the water?

Normally for the first use of the RO system, the water seems to have white bubbles in it, which is normal and totally drinkable. Due to the compression of the water by the internal booster pump, the air, which is in the system gets compressed with the water at the same time. When you turn on the tap to get a cup of water, the pressure of the air is released. So you will see a huge number of bubbles in the water. It looks cloudy and white, but they are just bubbles. After you leave the water in the glass for a while, all bubbles will be gone.

Why is the TDS higher at the beginning, but back to normal range after about one minute?

Osmosis is a natural phenomenon, which happens in all RO systems, no matter if you have a conventional RO system or tankless RO system. When the RO system starts to work, pressure from the pump overcomes natural osmotic pressure, forcing feed water through the RO membrane that removes the impurities. When the RO system stops working, the pump stops offering pressure. At that time, because of the different concentration, a small fraction of ions will enter into pure water and cause the TDS to rise by a small amount. However, even if the TDS reading is a little high at the beginning, the quality water is still unbeatable by any other filtration methods including, KDF, ceramic, UF, UV, etc.. The water is totally good for drinking and you don't have to wait for about 1 minute to enjoy the water. The TDS removal rate for the OsmoFlow is about 94-95%, if your incoming TDS is very high, the outlet TDS will be higher too.

If I don't want to use the Mineral+ post filter, how should I disconnect it?

You don’t have to disconnect the tubing and the fitting on the Mineral+. You only need to unscrew the Mineral+ filter and the water still can go through.

My granite is thicker than 4cm and the faucet stem is not long enough, what should I do?

Please feel free to contact us to claim your longer thread stem. Simply email us your order ID, full name, shipping address and contact phone number for delivery. We will arrange the shipment for you asap.

Why does the system not work after connecting the power cord?

Maybe you have plugged the power cord into the socket specially designed for garbage disposal, please change to another socket.

KLOUD

Ora 1200

KLOUD™ | DESIGNED IN UAE

www.kloudfilter.com

Water, The Way It *Should* Be