

# echo<sup>®</sup>

hydrogen enriched **2** water



The Premier **H<sub>2</sub>** Enriched Water Purification System

# Safety Precautions

If a break down occurs, do not make a repair yourself. Contact our customer service center, 1-800-337-7017.

If your machine becomes submerged in water, unplug the power cord from the wall BEFORE removing your machine from the water. Failure to do so may cause electric SHOCK!



NEVER attempt to repair or service the unit yourself. Contact customer service 1-800-337-7017. Attempting to do so will VOID your valuable warranty!

Do Not use your machine at voltages other than specified.  
Do Not plug in your machine where it will exceed the rating of outlet or electric wiring.  
Failure to do so can result in fire, injury and / or damage to yourself, or wiring or machine!



NEVER touch the power cord or plug with wet hands – this may result in electric SHOCK!



Ensure the power plug is firmly and properly inserted into the outlet – Failure to do so may result in electric SHOCK or fire!

Do Not run hot water through your machine.

Do Not clean by pouring water over or spraying the machine.



Protect your machine from freezing temperatures and direct sunlight.



Unplug your machine if you plan Not to use it for an extended period of time or turn off the master power switch on the back of the unit. Filter replacement may be necessary



Do Not attempt to repair or service the machine yourself! DO NOT OPEN OR DISASSEMBLE your machine. Contact customer service. 1-800-337-7017  
Attempting to do so will VOID your warranty!  
Make sure to use your machine only with potable water suitable for human consumption.



If the appliance makes strange or unusual noises. If burning smells are detected, unplug the power cord immediately and contact customer service, to arrange service for your machine at 1-800-337-7017.



Do Not close, bend, pinch, press or otherwise obstruct output ports or hoses.



## pH Reagent Liquid Precautions

Do not expose the pH measuring reagent to extreme heat, flames or fire. It is Combustible.

- Do Not drink the pH reagent liquid, nor put it in the eyes or apply to the body.
- If the liquid is ingested, induce vomiting immediately and call a doctor.
  - If the liquid gets in the eyes, flush immediately and thoroughly with cool water; call a doctor.
  - If spilled or dropped on your body, wash it off immediately.



Make sure to keep the pH reagent liquid tightly closed and out of the reach of children.



## Some Helpful Tips

- For storing your alkaline water, glass or ceramic is best. Always try and keep your stored water cool and away from direct sunlight. Glass is preferable, but you can use plastic. We recommend only high quality plastics. It is always best fresh out of the machine and ideal if consumed on a day-to-day basis.
- Do Not store alkaline water in stainless steel, bronze or aluminum containers.
- Save the box and styrofoam your machine came packed in. This will help if your machine needs to be transported at a later date.
- If you are using your machine downstream of a reverse osmosis system or running reverse osmosis water in your home, remineralization of the water will be needed.

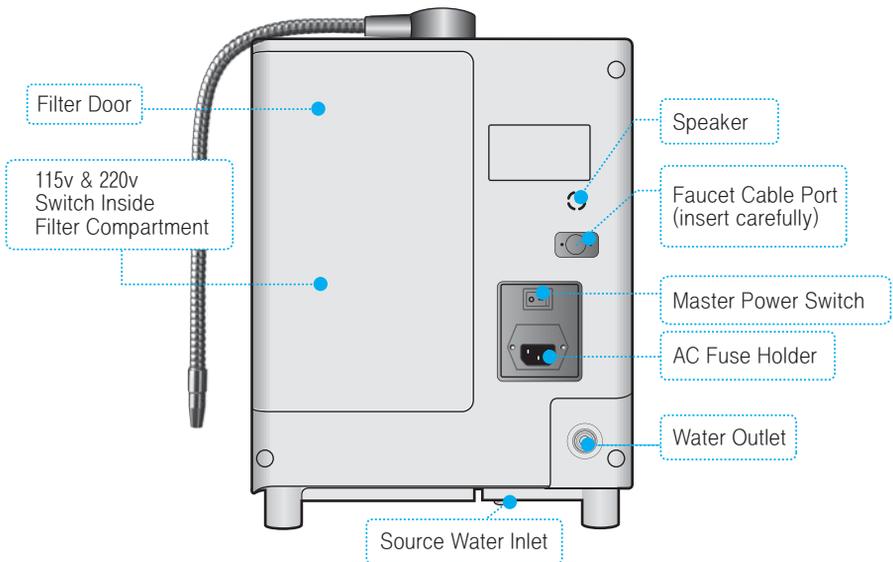


# Names And Functions

## ■ Front Side



## ■ Back Side

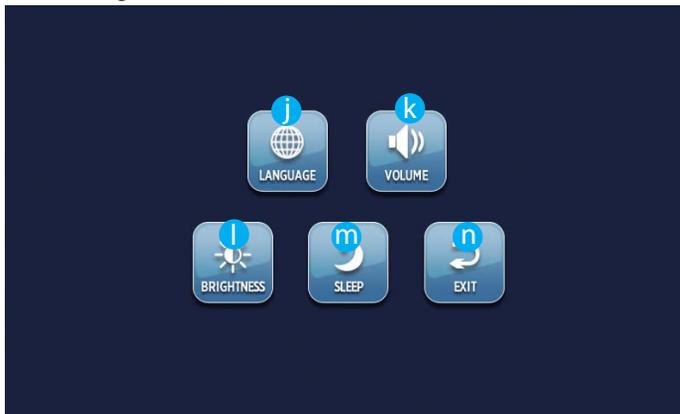


## ■ Indicators / Controls



- a Selection indicator
- b On /Off button
- c Setting button
- d Hydrogen water button
- e Alkaline water button
- f Acidic water button
- g Filter check button
- h Flow indicator
- i Filter life indicator

## ■ Setting Indicators / controls

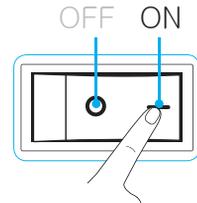


- j Language selection button
- k Volume selection button
- l Brightness selection button
- m Sleep selection button
- n Exit button

## Initial operation

### 1 Power up your Hydrogen Water Machine.

- Turn power on with master power switch on back of machine.
- The machine will go into power saver mode, automatically. Touch the screen to wake up machine out of "sleep mode".



Start screen



Stand-by mode status

### 2 Start water flow through your machine

- Press the desired water type: Hydrogen (H<sub>2</sub>) Water, Alkaline Water, or Acidic Water (hypochlorous).
- If you choose Hydrogen Water first, you will hear water entering the machine's water chambers. This is normal. If you choose Alkaline Water First, the machine startup may be quieter.



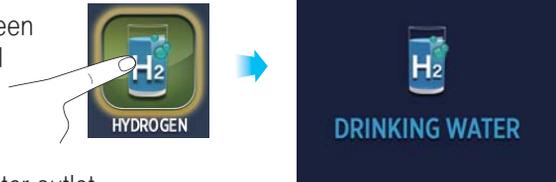
#### Note

The water may initially come out discolored (light to charcoal gray) due to carbon particles in the new filter. This is not harmful and is typical of all carbon filters. Allow the water to flow for 2-3 minutes in the "H<sub>2</sub> water" mode and this will flush out all the carbon dust.

# Hydrogen Water

## When drinking hydrogen water

Press the "HYDROGEN" button to begin flow of Hydrogen Water. You will hear a voice confirmation that "Echo Hydrogen Water" has been selected, and the display panel will show a green symbol. The Echo Hydrogen Water comes out of the top spout. Nothing comes out of the lower water outlet.



## What would I use the Hydrogen Water for?



The pH of Hydrogen water is neither raised nor lowered and would be the same as your source water. You can use it as both drinking water as well as taking medications.

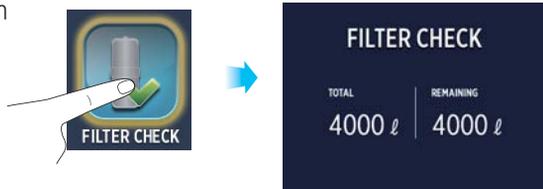
## How to shut off the water flow from your machine

When finished using the machine, press the **Red** power button. The water will stop, the machine will drain water out of the water cell. After a short time, the display panel will go dark, indicating that the machine is in "sleep mode".



## How To Check The Filter

Press the "FILTER CHECK" button and the display panel will show a digital filter life.

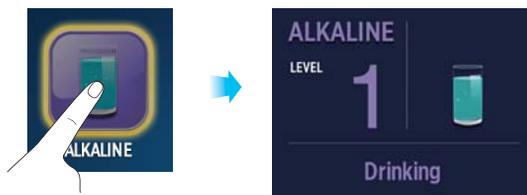


# Alkaline Water

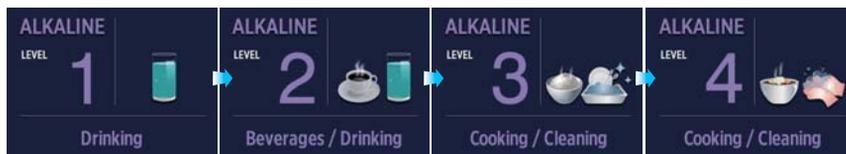
## When drinking alkaline water

※Higher than 10pH water is not recommended for drinking for long periods of time.

- 1 Press the "ALKALINE" button to select the desired setting from levels 1 – 4. You will hear a voice confirmation that "Alkaline Water" has been selected, and the display panel will show a **Blue** symbol and purple number corresponding to the level selected.



- 2 Whenever you press alkaline water selection button repeatedly, it changes level of alkaline water.



### NOTE

Your machine will always "remember" the last setting used. If the previous selection was Alkaline Level 2, when you select Alkaline Water again, it will automatically produce water at Alkaline Level 2.

## Some uses for the different levels of Alkaline Water

Alkaline water levels Note: pH levels will always vary with different source water (tap water).

### Level 1 **Weak Alkaline water**

This level is used for initial consumption period (4–7 days). Let your body adjust slowly to this increase in pH.



### Level 2 **Weak to Medium Alkaline water**

Move up to this level after the initial adjustment period. Adjust to this level for 3–4 days. Most people will drink at level 2 or 3.



### Level 3 **Medium to Strong Alkaline water**

This is the most common level of alkalinity for drinking purposes. Some people may start to detect a strong taste.



### Level 4 **Strong Alkaline water**

Generally, most people find this very strong tasting and may have powerful detoxifying effects. Not recommended to drink water at a10pH or higher, all the time.



# Acid Water

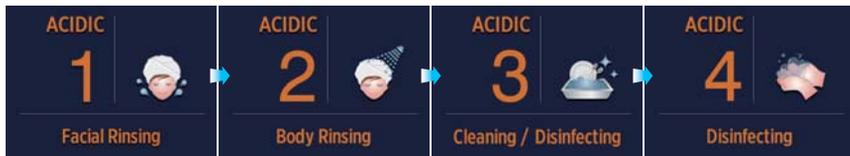
## When using acidic water

※Acidic water has many uses including washing the face, brushing the teeth, used as a mouthwash, or washing the body. Also recommended for cleaning surfaces or creating a natural household cleaner. Irrigate plants and flowers (level 1 acid).

- 1 Press the "ACIDIC" button to select the desired acid levels, from 1 – 4. You will hear a voice confirmation that "Acidic Water" has been selected, and the display panel will show an **Orange** symbol and an orange number corresponding to the level selected.



- 2 Whenever you press acidic water selection button repeatedly, it changes the number of acidic level.



 ※Acidic water is not drinking water. Be careful not to drink acidic water, confusing it with alkaline water or hydrogen water.

### NOTE

Your machine will always "remember" the last setting used. If the previous selection was Acid Level 2, when you select Acid Water again, it will automatically produce water at Acid Level 2

## Some uses for the different levels of Acidic Water

Descriptions of Acidic water levels. Note: pH levels will vary, based on your tap water.

**Level 1 Weak Acidic water.**  
Facial cleansing. Used for oral hygiene, mouth wash, irrigating flowers and plants, etc.



**Level 3 Medium to Strong Acidic water.**  
For cleaning in the kitchen.



**Level 2 Weak to Medium Acidic water.**  
For skin care, as an astringent and oral hygiene, gargling, washing your hair, etc.



**Level 4 Strong Acidic water.**  
For sterilization purposes. Washing Produce, meat, fish, poultry.



## How to Change Settings

Press the "SETTING" button.  
When the SETTING screen appears on the display panel, press the desired button for selection.



### LANGUAGE SETTING

Press the "LANGUAGE" button.  
When the LANGUAGE screen appears on the display panel, press the appropriate button for desired language.



### VOLUME SETTING

Press the "VOLUME" button.  
When the VOLUME screen appears on the display panel, press the + button to increase the volume, press the - button to decrease the volume.



## BRIGHTNESS SETTING

Press the "BRIGHTNESS" button.  
When the BRIGHTNESS screen appears on the display panel, press the appropriate button for the desired selection.



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## SLEEP SETTING

Press the "SLEEP" button.  
When the SLEEP screen appears on the display panel, press the appropriate button for the desired selection.



# Replacing Your Echo® Filter

## How to replace the filter

**! IMPORTANT!** Stop water flow prior to filter replacement.

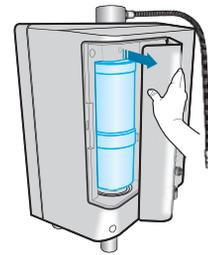
**1** Stop water flow supply by turning power switch on back side of product to OFF position.

- When the digital filter life indicator display **0000**, or you see the flickering filter symbol, it is time to replace your filter.



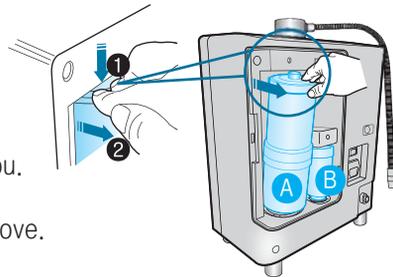
**2** Open the filter housing cover.

- Slide the cover to remove it.



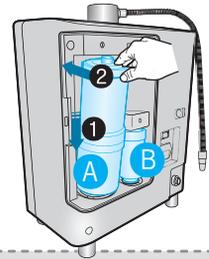
**3** Remove the expired filter.

- Take hold of the **A** filter securely with your hand, press the top of filter firmly down against the spring loaded mechanism (figure 1) to disengage the top of the filter and then pull it toward you (figure 2) and up to remove it.
- The upper part of the filter is separated from housing by pressing firmly down. Once you have engaged the spring loaded mechanism, you can then easily remove the filter from the main body by pulling it toward you.
- Remove **B** filter with the same as method above.



#### 4 Insert the new filter into the compartment.

- Remove the plastic caps covering both ends of the new **A** filter.
- Set the large opening (on the bottom of the filter cartridge) onto the base in the center of the filter cushion.
- Push the filter down and into the housing compartment ensuring the opening at the top of the filter is seated properly into the fitting, at the top of the housing.
- Change **B** filter with the same as method above.



- A** Echo® 9 Ultra Replacement Filter
- B** H<sub>2</sub> Water Replacement Filter

#### 5 Once new filter is installed, rotate the filter until the arrow on the filter is aligned with the arrow on the machine.

Your Echo® filter is equipped with a genomic chip. This chip communicates with the machine how much water has flowed through the filter.



Make sure the arrow on filter lines up with the arrow on the machine!

#### 6 The filter life indicator will automatically reset once the machine detects a new filter present.

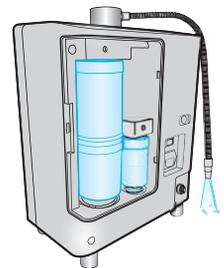
-  Check for leakage by running water through your machine before replacing the housing cover.



#### 7 Flush out the carbon dust.

The water flowing through will initially come out discolored (light to charcoal gray) due to carbon particulates in the new filter. It is not harmful.

Allow the water to flow for 2–3 minutes in the "H<sub>2</sub>" mode and this will flush all the carbon dust.



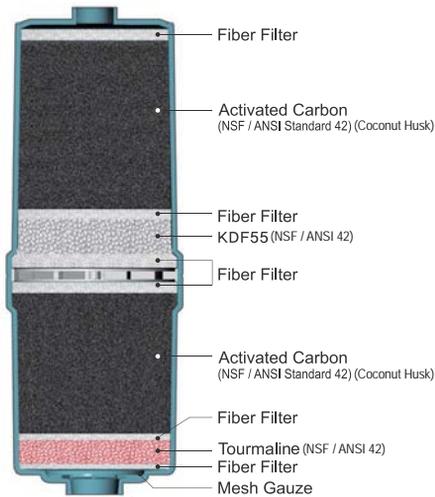
#### 8 Replace the filter housing cover.

# Composition Of Filter

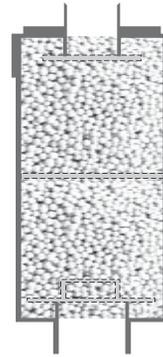
## Composition of filter

- High Performance Carbon Filter

### Echo® 9 Ultra Replacement Filter



### Hydrogen Water Filter



## Recommended period for changing filter

Effective period of filter use may differ greatly depending on season, usage, and environment. (I.E. water pressure, quality, and amount of use)

**! Please replace filter when prompted by machine or if any one of the below occurs:**

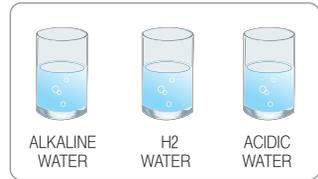
- Please replace filter when the water no longer tastes clean.
- Filter replacement may be needed , if you haven't used your machine in a long period of time.

# Measuring The pH of Water

## How to measure pH

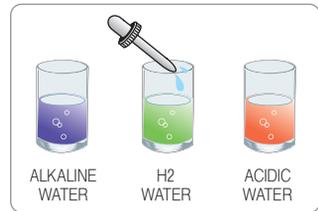
※**Important Note:** Water quality and mineral content vary greatly in different locations and will directly impact machine performance with respect to pH and hydrogen production.

- 1 Fill the three test containers provided about 1/2 full with alkaline, acidic, and H<sub>2</sub> water each.

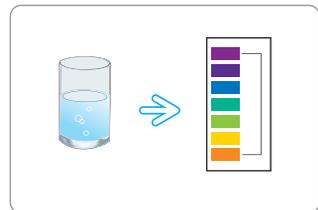


- 2 Add 2 or 3 drops of the pH reagent into the container and stir if needed.

If the reagent and water are not mixed well, the correct result may not occur, mix well.



- 3 The pH value is determined by matching the color on the pH color chart provided. A digital pH meter is more accurate than reagent.

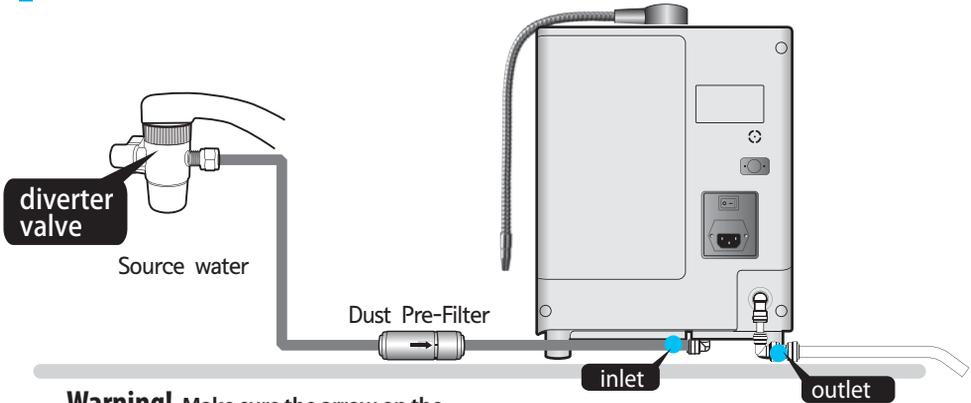


Caution

- **DO NOT** consume water containing pH reagent.
- Keep the pH reagent liquid and color chart away from **OPEN FLAMES!**
- If contact with eyes, flush liberally with fresh water, and seek medical help.
- If ingested, induce vomiting, and seek medical help.

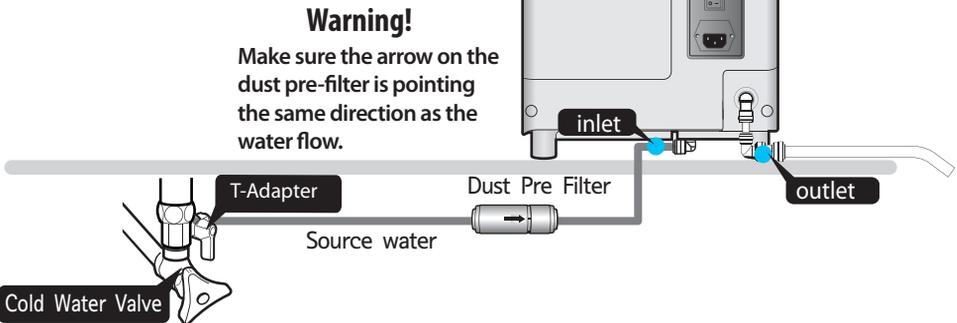
# Counter Top Installation Instructions

## Connecting to a Standard Faucet



**Warning!** Make sure the arrow on the dust pre-filter is pointing the same direction as the water flow.

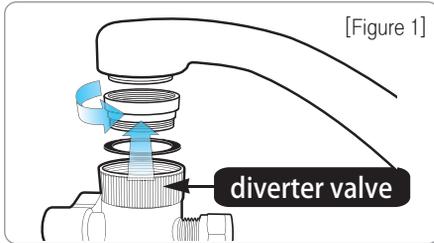
## Connecting to a Cold Water Valve



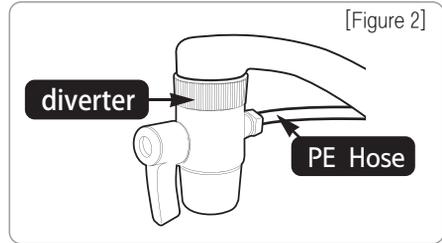
## Installation: Diverter Valve



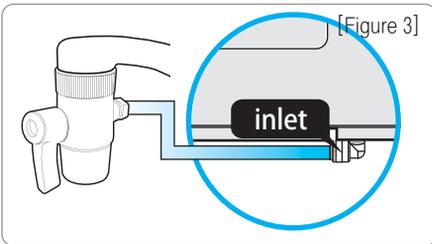
Before installing, shut off water supply.



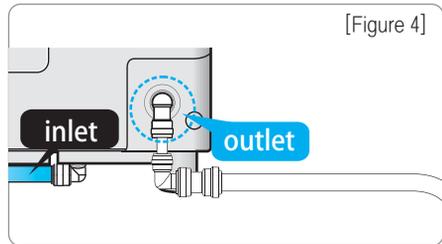
- 1 Remove aerator from faucet. Attach diverter valve. Use sizing rings and grommet if needed.



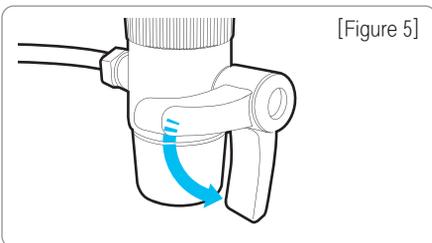
- 2 Connect 1/4 in. (PE) hose to the diverter in "Figure 2". Shown above.



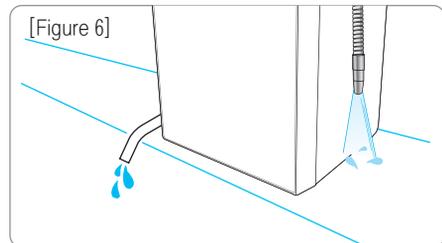
- 3 Push the 1/4 in. (PE) hose all the way in the water inlet at the bottom of the machine.



- 4 Connect stainless steel acid line to the acidic outlet and allow it to drain into your sink.



- 5 After finishing the connection of "Figure 4" open the water supply valve and adjust the water pressure.

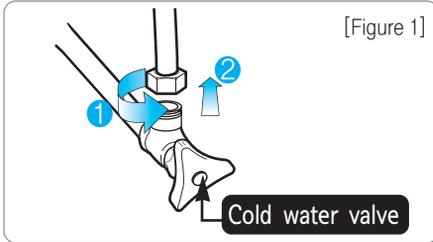


- 6 Check for leaks on all connections after installation is completed.

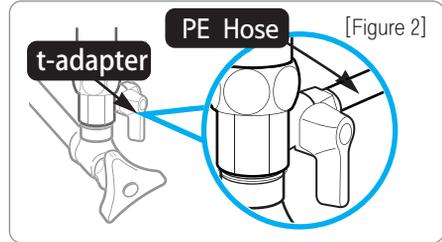
## Installation Procedure 2



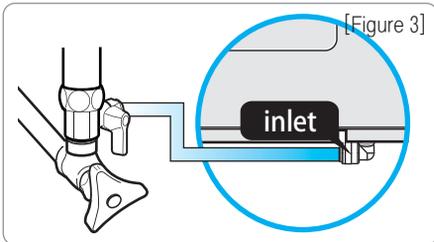
Before installing, shut off water supply.



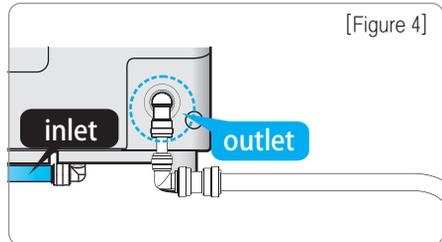
- 1 Loosen the nut of the cold water valve.



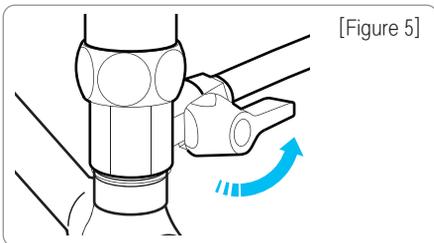
- 2 Connect 1/4 in.(PE) hose to the t-adapter in "Figure 2"



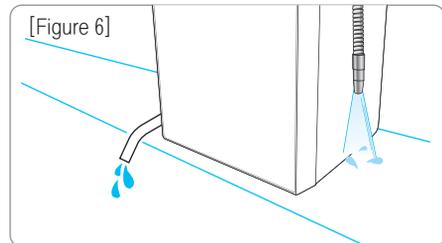
- 3 Push the 1/4in.(PE) hose all the way in the water inlet at the bottom of the machine.



- 4 Connect stainless steel acid line to the acidic outlet and allow it to drain into your sink.



- 5 After finishing the connection of "Figure 4" open the water supply valve and adjust the water pressure.



- 6 Check for leaks on all connections after installation completed.

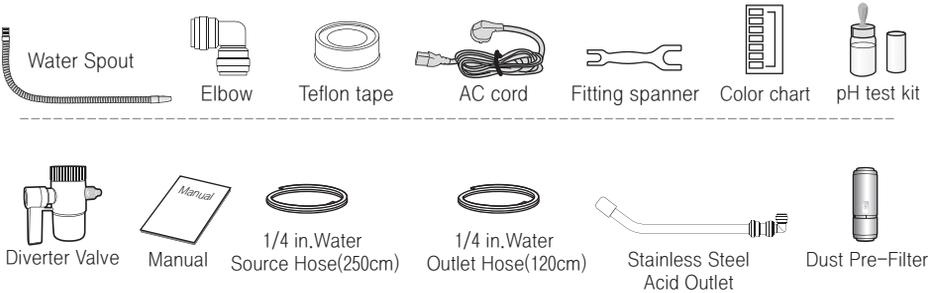
# Installation Precautions



## Caution

- When using a Reverse Osmosis filter prior to the machine, you will need to verify the R.O. storage tank pressure is 11–13psi. You will also need to remineralize the water to have at least 100TDS in the water for optimum performance. You can purchase a TDS meter inexpensively.

## Accessories



# Product Specifications

Product Manufacture Permission Number	No. 610 by KFDA (Korea Food & Drug Administration)
Feature	Hydrogen/Ion Water Generator
Model	ECHO 9 Ultra H <sub>2</sub>
INPUT Voltage	AC 120V or 240V, 50Hz~60Hz
Power Supply	SMPS
Power Consumption	Max 1100W
Overall Dimension	10.4 x13.7 x 6.9 (WxHxD)in.(264.16x347.9x175.26) cm
Applicable Water Inflow Pressure	10~71psi / .7 ~ 5Kgf/cm <sup>2</sup>
Applicable Water Temperature	41~86°F / 5°C~ 29°C
Unit Operation Type	One Touch Automated Start
Electrolysis Method	Continuous Electrolysis
Electrode	9 Electrodes (5 Layers of Platinum over Titanium)
Electrolysis Capacity	DARC system (3.5L/min. at 49.8psi)
Electrolysis Setting	H <sub>2</sub> Water / Alkaline (4 levels) / Acidic (4 levels)
Automatic Cleaning	Patented Anti Scaling Technology
pH Value	pH 4.0(±0.5)~11.5(±0.5)
Filter Replacement	Easy Replaceable Cartridge
Filter Composition	Silver Activated Carbon, KDF55, Tourmaline
Filter Life	1056gal./4000L
Filter Life Indicator	LCD Graphic Display, Voice Prompt

Protection type and class against electric shock : Class II device, Type B applied part

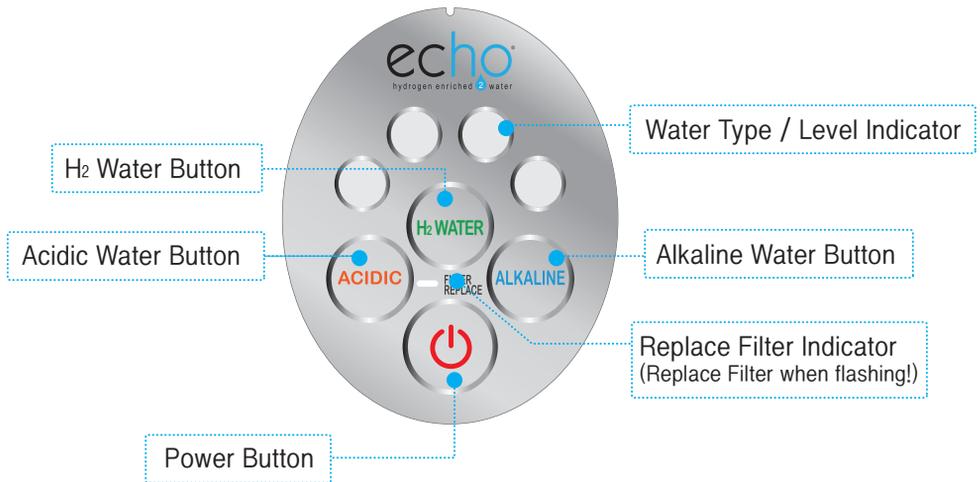
# Echo® Digital Faucet: Names And Functions

## ■ Echo® Faucet



# Functions: Echo® Digital Faucet

## ■ Echo® Faucet Display



- **Power Button**  
Start and stop water flow into your machine.
- **Water Type / Level Indicator**  
LEDs change color (Green indicates H<sub>2</sub>, Blue indicates Alkaline, Orange indicates Acidic) correspond to the water type choose and indicate which level (1~4) you are using.
- **Alkaline Select Button**  
Use to select alkaline water and the desired level (1~4).
- **Acidic Select Button**  
Use to select acidic water and the desired level (1~4).
- **H<sub>2</sub> Water select Button**  
Use to select H<sub>2</sub> Water.
- **Replace Filter Indicator**  
When the **Orange** Replace Filter Light is flashing, it is time to replace your filter.

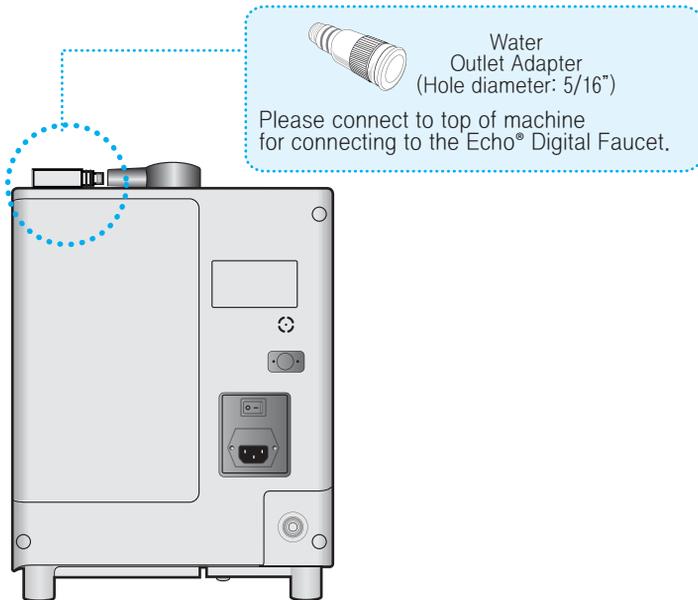
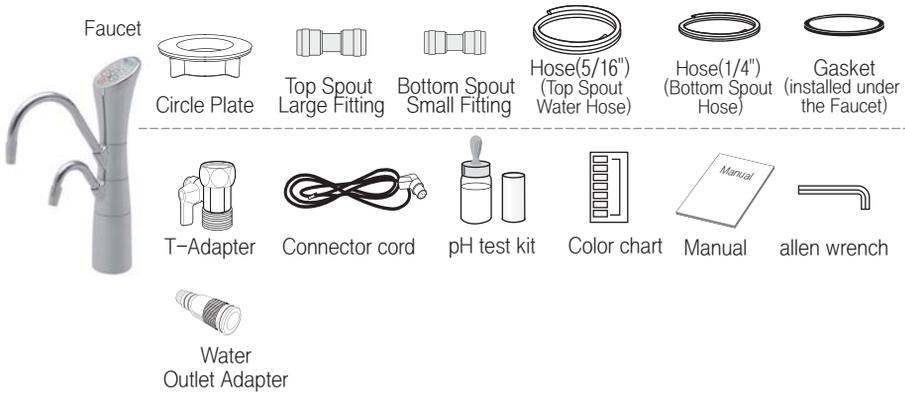
# Accessories (Needed for faucet installation)

## Caution

### Product Requirement :

Water pressure should be maintained at a constant rate. When the water pressure is too low, water cannot flow through the unit.

## ■ Accessories



# How To Connect Water Faucet

## To connect the faucet

All the fittings are push in style fittings. To attach the hoses to any fitting, firmly insert the end of the hose into the fitting. Pull firmly to check the connection – you should not be able to pull the hose out. To release the hose from the fitting, you must push the spring loaded ring protruding from the end of the fitting while pulling the hose out.

**WARNING:** Incorrect installation could **VOID** your valuable warranty.  
Professional installation is recommended.

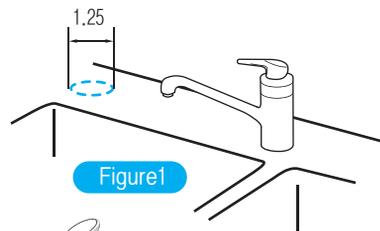


Figure1

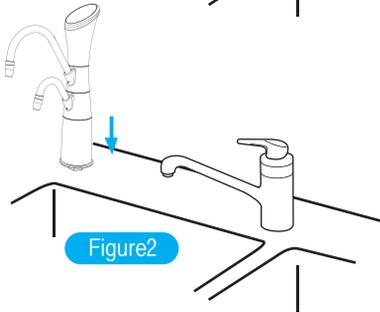


Figure2

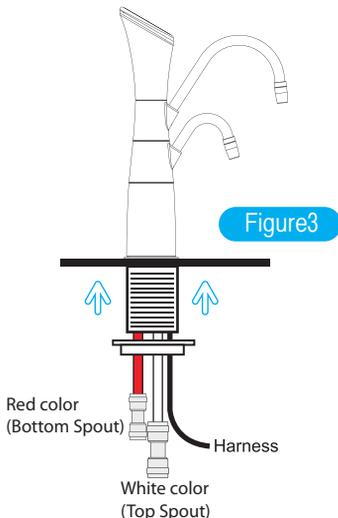


Figure3

Red color  
(Bottom Spout)

Harness

White color  
(Top Spout)

- 1 Use appropriate tools to make 1.25 in. diameter hole in the location where faucet will permanently set. Make sure the faucet location will allow both spouts on the digital faucet to reach the sink. The center of the hole for the faucet should NOT be more than 2.5 in. from the edge of the sink.
- 2 Center the faucet in the hole properly over the gasket.
- 3 Once centered secure the faucet to the counter by tightening the circle nut under counter until the faucet is secure and sufficiently tight.
- 4 After the faucet is fixed, connect it to fitting with 5/16" hose (for Alkaline) like figure 4. Check the hose whether it is inserted properly or not. Also, connect it with 1/4" hose (for Acidic) like figure 4 and connect the faucet to the body with connector cord.

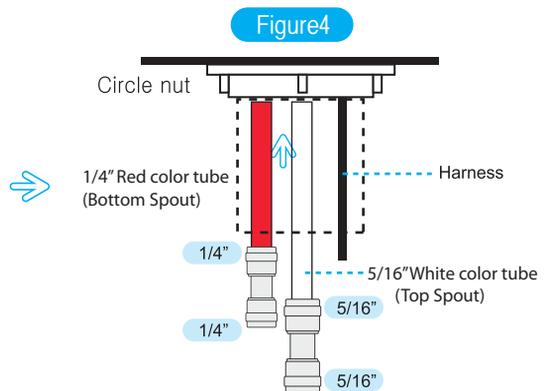


Figure4

Circle nut

1/4" Red color tube  
(Bottom Spout)

Harness

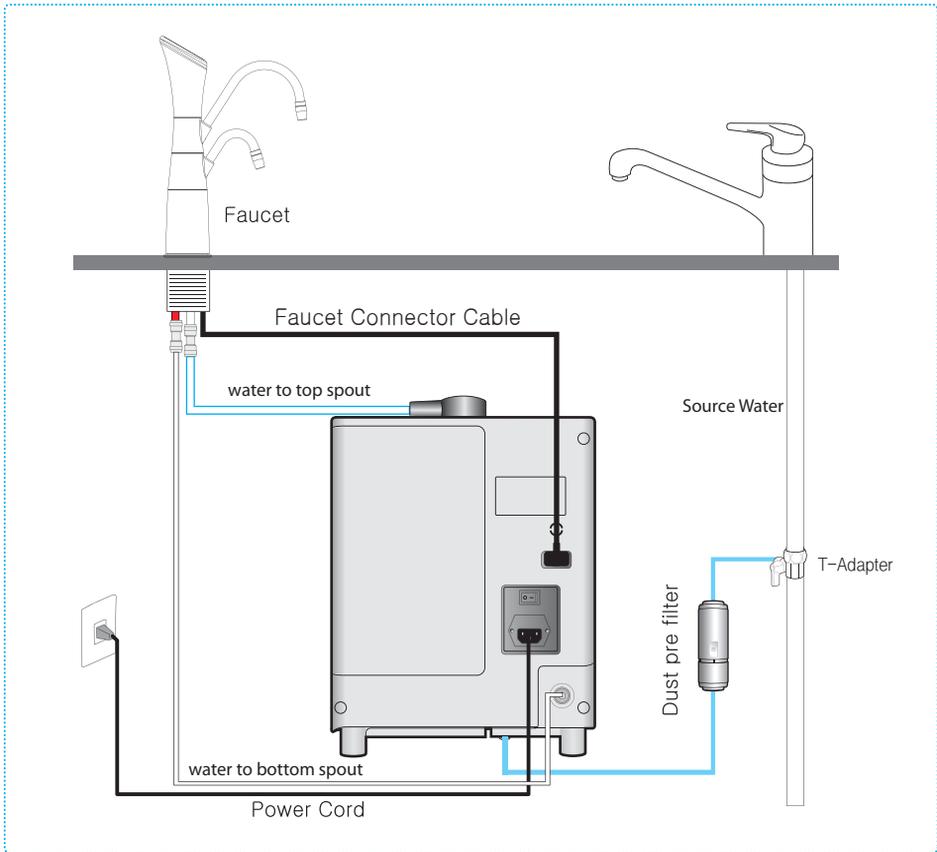
1/4"

5/16" White color tube  
(Top Spout)

5/16"

1/4"

5/16"



- 5** Place the machine in an appropriate place under your sink.
- 6** Connect the 1/4 in. water hose to the small fitting on the red hose extending from the faucet to the water outlet on the back of the machine. Make sure to push the hose into the fitting so that leaking does not occur. You should not be able to pull the hose out.
- 7** Connect 5/16 in. water hose attached to the fitting of the faucet to the Top Water spout on the machine. Push firmly to check so that leaking does not occur – you should not be able to pull the hose out.
- 8** Connect the T-adapter to the cold water valve under the sink.
- 9** Install the dust pre-filter in the middle of 1/4 inch hose with the arrow pointed towards the machine. Connect the 1/4 inch hose with dust pre-filter to water source inlet on the bottom of the machine. Push firmly to check so that leaking does not occur – you should NOT be able to pull the hose out.

- 10 Carefully plug in the faucet connector cable to the back of the machine. The connection should be easy to push in. There is only one way to push it in. Do Not force it, or it will be damaged.
- 11 Connect the power cord into an appropriate outlet under the sink.
- 12 Make sure the outlet always has power. Power to the machine must always be on.

## Initial Operation

- 1 Plug in your machine and turn the master power switch on at the back of your machine.
- 2 Turn on the water supply to the machine  
Supply water by opening the water supply valve.
- 3 Start water flow through your machine and check for leaks!



- Press the **"POWER"** button on the top of your faucet to start the water flow then touch the "H<sub>2</sub> Water" Button on faucet.

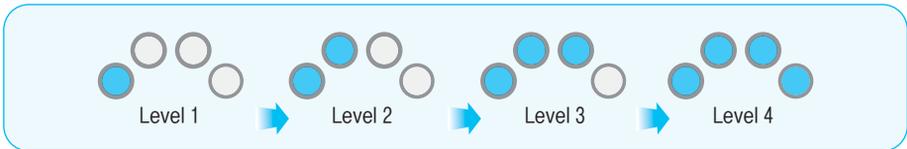
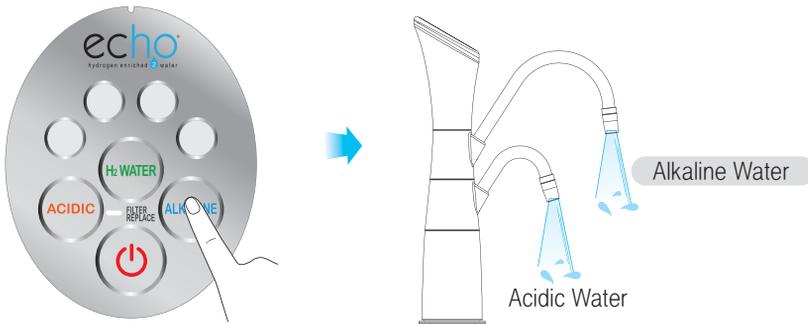
**NOTE:** The water may initially come out discolored (light to charcoal gray) due to carbon particulates in the new filter. This is not harmful and is typical of all carbon filters. Allow water to flow for 2–3 minutes in the "H<sub>2</sub> water" mode and this will flush out all the carbon dust.

- Press Power Button on faucet to turn the machine off and stop the water flow.

# How To Use Alkaline Water

## To select Alkaline water

- 1 Press the Power Button on the faucet to turn the machine on.
- 2 Press the "ALKALINE" button to select the desired setting from levels 1 – 4. The alkaline water will come out from the top spout of the faucet. The display panel will show **Blue** LEDs corresponding to the level selected.
- 3 **NOTE :** Your machine will always "remember" the last setting used. If the previous selection was Alkaline Level 2, it will automatically flow Alkaline Level 2 water through the machine.
- 4 To select a different level, press the "ALKALINE" button to move to next level until the desired level is achieved. The **Blue** lights will change accordingly.

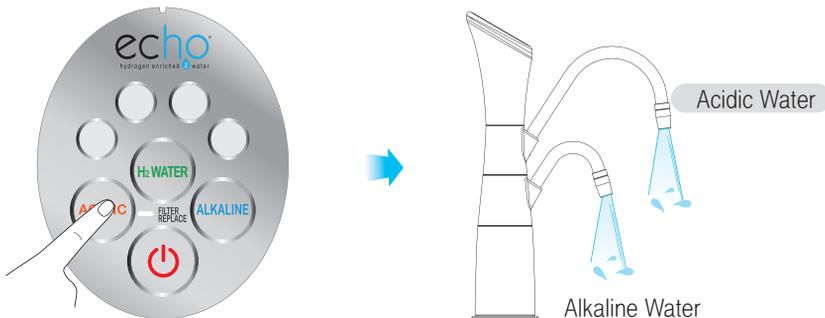


# How to Use Acidic Water

## To select Acidic water

**NOTE :** Acidic water is used for cleaning and sterilization.  
Drink in small amounts (1 to 2 ounces) case of food poisoning or severe abdominal cramps

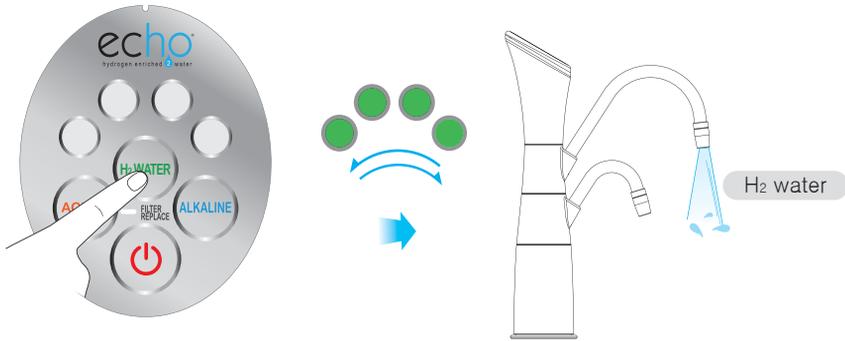
- 1 Press the power button on the faucet to turn the machine on.
- 2 Press the "ACIDIC" button to select the desired setting.  
The display panel will show an **Orange** LEDs corresponding to the level selected.  
The Acidic water will now come out from the top spout.
- 3 **NOTE :** Your machine will always "remember" the last setting used.  
If the previous selection was Acidic Level 2, when you start flow through the machine, it will automatically produce Acidic Level 2.
- 4 To select a different level, press the "ACIDIC" button to move to the next level until the desired setting level is achieved. The **Orange** LEDs will change accordingly.



# How to Use H<sub>2</sub> Water

## To select H<sub>2</sub> Water

- 1 Press the power button.
- 2 Press the H<sub>2</sub> Water button.
- 3 The LEDs on the faucet will turn Green.
- 4 The H<sub>2</sub> Water will come out of the top spout. Water will not come out the bottom spout.



## How to turn off the machine with the faucet

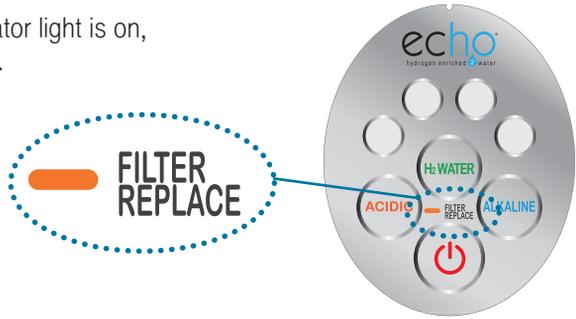
With the water running through your faucet press the power button. The water will stop and the display panel will go dark indicating the machine is in standby or "sleep" mode.



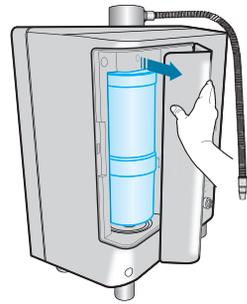
# How To Replace The Filter

**IMPORTANT!** Stop water flow prior to filter replacement!

- 1 When the LED filter life indicator light is on, it is time to replace your filter.

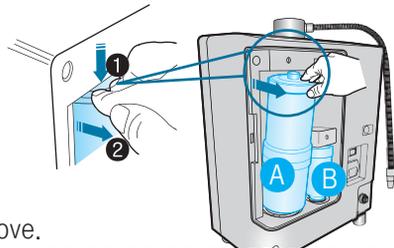


- 2 Open the filter housing cover. slide the cover to the left and remove it.



- 3 Remove the expired filter.

- Take hold of the **A** filter securely with your hand, press the top of filter firmly down against the spring loaded mechanism (figure 1) to disengage the top of the filter then pull it toward you (figure 2) and up to remove it.
- Once the upper part of the filter is separated from housing by pressing firmly down, and you have engaged the spring loaded mechanism, You can easily remove the filter from the main body by pulling it toward you.
- Remove **B** filter with the same as method above.

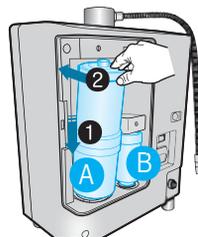


**A** Echo® 9 Ultra Replacement Filter

**B** H<sub>2</sub> Water Replacement Filter

#### 4 Insert the new filter into the compartment.

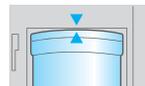
- Remove the plastic caps covering both ends of the new **A** filter.
- Set the large opening (on the bottom of the filter cartridge) onto the base in the center of the filter cushion.
- Push the filter down and into the housing compartment ensuring the opening at the top of the filter is seated properly into the fitting, at the top of the housing.
- Change **B** filter with the same as method above.



- A** Echo® 9 Ultra Replacement Filter
- B** H<sub>2</sub> Water Replacement Filter

#### 5 Once new filter is installed, rotate the filter until the arrow on the filter is aligned with the arrow on the machine.

Your Echo® filter is equipped with a genomic chip. This chip communicates with the machine how much water has flowed through the filter.



★ Make sure the arrow on filter lines up with the arrow on the machine!

#### 6 Once new filter is installed, the filter replace light is no longer flashing.



- ⚠ Check for leakage by running water through your machine **BEFORE** replacing the housing cover.

#### 7 Flush out the carbon dust.

-The water will initially come out discolored (light to charcoal gray) due to carbon particulates in the new filter. This is not harmful.

Allow the water to flow for 2-3 minutes in the "H<sub>2</sub> Water" mode and this will flush all the carbon dust.



#### 8 Replace the filter housing cover.

# Trouble Shooting Guide

Abnormal condition	Cause(s)	Resolution
The Function Display Panel does not come on.	A power plug is not properly inserted, or it is inserted into a faulty outlet.	Properly insert power plug into a correctly functioning power outlet
	The fuse is blown. The fuse is not inserted properly.	Replace the fuse. A spare fuse is located in the rear-panel fuse holder. (8A / 250V fuse)
pH test shows alkaline water color as neutral (7) while acidic water color gets yellow (6). This is normal if initial pH is 6.5	Faulty or evaporated reagent: alkaline / acidity are always produced in inverse proportion. Therefore, showing an acidic color means inversely that alkaline water has to be generated from the unit. Lack of alkaline color can result from a chemical reaction where carbonic acid in water evaporates some test reagent elements.	Test pH value on level 3 or 4 water; replace reagent.
Power supply is suddenly cut off while operating the unit.	Elevated level of salt in the water or high TDS; extended operation at high pH; sudden change in electrical current. In these cases your machine will shut down automatically to protect the electrodes and circuitry.	Wait – the unit will become operational again after about one hour. Your Machine has a safety mechanism built-in to protect the electrodes and circuitry. This mechanism will shut the Machine down automatically. This mechanism protects the unit from overuse or excessive electric current.
Low output of alkaline water from the unit.	Filter is clogged. Premature clogging may be caused by sudden drop in water quality and an influx of sediment or other contaminants, which stress the filter.	Replace your filter or clean dust-pre filter. There may be calcium build up in the top spout. Clean the machine with commercial (30%) vinegar. Call Customer Support to order new filter.
	Low pressure in your household plumbing.	Ensure water supply valves are fully open. The water pressure in house may be too low.
	The input hose is bent, kinked or otherwise restricted.	Straighten the bent hose.

Abnormal condition	Cause(s)	Resolution
The Function Display Panel / display indicators do not come on even after turning the tap on.	Faulty PCB (Printed Circuit Board)	Immediately unplug the unit and contact Customer Svc. arrange service.
Strange smell from Alkaline water.	Expired filter from ordinary use or premature clogging due to contaminants in water quality.	Replace your filter.
	Sudden change in water quality with elevated level of Sulfur (not Chlorine). Elevated Sulfur levels are observed in some areas during summer months. These levels fall within safe drinking water standards, yet will cause a reaction with ionized water causing a unique smell.	Select lower pH level (1-2). If still present, filter replacement may be necessary.
Water appears murky; white snow like particles in the bottom of your glass.	You have high hardness (calcium primarily) in your water. The white is extracted $\text{CaCO}_3$ (Calcium carbonate). After $\text{CO}_2$ in water is bonded with Ca where elevated levels of $\text{CO}_3$ exist in your water. In water where elevated levels of $\text{CO}_3$ exist, what you see after ionization is $\text{CO}_2$ in the water bonded with Ca.	This is calcium and is harmless. You can lower the alkaline setting to 1 or 2. Lower the voltage to the electrodes. Typically this only occurs in extremely hard water. You can also add a softening pre-filter.
At first no smell, but then smell from the alkaline water about one hour after.	Your water bottle needs cleaning. Expired filter. Dish washer detergent is embedding itself in the bottle's materials.	Clean your bottle or container. Select lower pH level (1~2). Replace your filter. Change dishwasher detergent brand
Water leakage from the filter cartridge housing.	Filter not installed correctly into filter housing.	Remove your filter and reinstall it properly following the filter replacement instructions. Increase the quantity of source water inflow.
No acid water flow from the acidic output port.	Acidic output hose is bent, kinked or otherwise restricted.	Straighten the bent hose; increase water flow from supply.





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