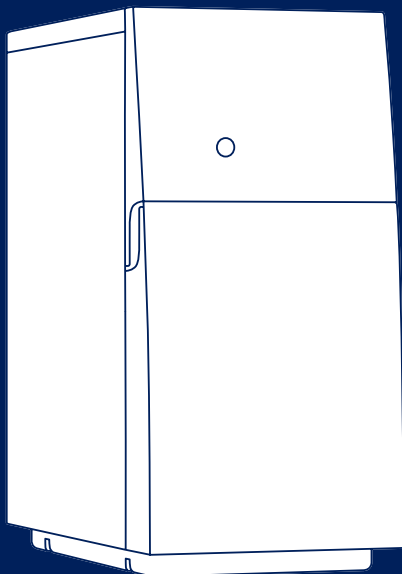


Applies only to products with serial number earlier than 1845-01001

## COMPLETE USER MANUAL



# BLUEWATER PRO

## WATER PURIFIER



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# INTRODUCTION

## About this manual

This manual contains complete user instructions for the Pro. It gives you the necessary instructions to safely install, operate, do maintenance and do troubleshooting on the device.

### Original language

The original language of this instruction is English.

### Printing options

This manual is made to be printed as a double sided A4 or A5 booklet.

## Limited warranty

Refer to [www.bluewatergroup.com/warranty](http://www.bluewatergroup.com/warranty) for more information on Limited warranty.

## Environment information



80% of the the water purifier components and its packaging have a label to help you recycle and discard it correctly.  
The water purifier is more efficient when it cleans water for longer periods. Example: do not fill a glass with water. Fill a jug instead.

## Disposal

At the end of the water purifier's life, disconnect the plug from the electrical supply and cut the cable at the point where it enters the appliance. Make sure that children do not play with the left-over cable. Contact your local authority for information about where the water purifier can be left, or contact your dealer.



Appliances bearing this symbol must be deposited at the designated local reception point for the disposal of electrical and electronic equipment. This product may not be disposed of using the normal household refuse collection processes.

## Safety instructions

Before you install or operate the device, you must read the safety information. Obey the instructions in this manual to prevent injuries or damage to the equipment. This manual contains CAUTIONS and NOTES that are applicable for the safe operation of the device.



A CAUTION identifies conditions that can cause injury or, damage to the equipment. Obey the instructions and do not continue until all conditions are accepted and engaged.



A Note identifies important information for a trouble free and optimal use of the water purifier.

## Safety information



Install the water purifier in accordance with local regulations. If you are not sure, contact a Bluewater dealer for aid. Bluewater has no responsibility for installation of the water purifier.



Only use the cleaned water when the lights “Purification level II and/or III” on the control panel are on.



This appliance can be used by children who are more than 8 years old. It can also be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge, if they have been given supervision or instruction about the use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.



Do not repair or modify parts of the water purifier. This can make it operate incorrectly, and lead to injury and damage not covered by warranty.



Pro is a reverse osmosis system. It contains a replaceable membrane that is very important for effective reduction of total dissolved solids (TDS). Replace this membrane regularly. Test the cleaned water periodically, at least one time every year, to make sure that Pro performs correctly.



Only approved Bluewater staff can do servicing and repairs on the water purifier. Only use original replacement cartridges and parts from Bluewater. For the spare parts catalogue and contact information for purchases, see [www.bluewatergroup.com](http://www.bluewatergroup.com).



The water to be cleaned must obey the requirements in “Technical information”. Check the cleaned water when the water purifier is installed if the water does not obey these requirements. Test the water at least one time every year. If the water is not clean, tastes, or smells bad, do not drink it.



Installation must comply with applicable local plumbing codes and regulations.



Connect the water purifier to an earthed electrical supply. Use a plug that is easy to access after installation. Only an approved electrician must do permanent wiring on the system. A safety switch must be installed on the system. Incorrect installation can lead to damage, or make the water purifier dangerous to use.



Do not use the power cord if there are visible signs of damage on it. If the power cord is damaged, a qualified electrician must replace it in order to prevent danger.



Do not use Pro without a filter. To do so can cause damage. When Pro is cleaned or put in storage, the filter can be removed.



If the water purifier is disconnected from water and electricity for >5 days, store it as described in Complete User manual “Put into storage” on page 23.

# PRODUCT OVERVIEW

## Models

Model	Capable of handling higher TDS, including brackish inlet water	Suitable for commercial use without an automatic shutoff	Clean water rinse valve suitable for environments where extra high water quality is required
Pro 400B-HR	✓		
Pro 400C-HF		✓	
Pro 400C-HR		✓	
Pro 400BC-HR	✓	✓	
Pro 400CV-HR		✓	✓
Pro 400BCV-HR	✓	✓	✓
Pro 600C-HF		✓	
Pro 600CV-HR		✓	✓

## Pro outside

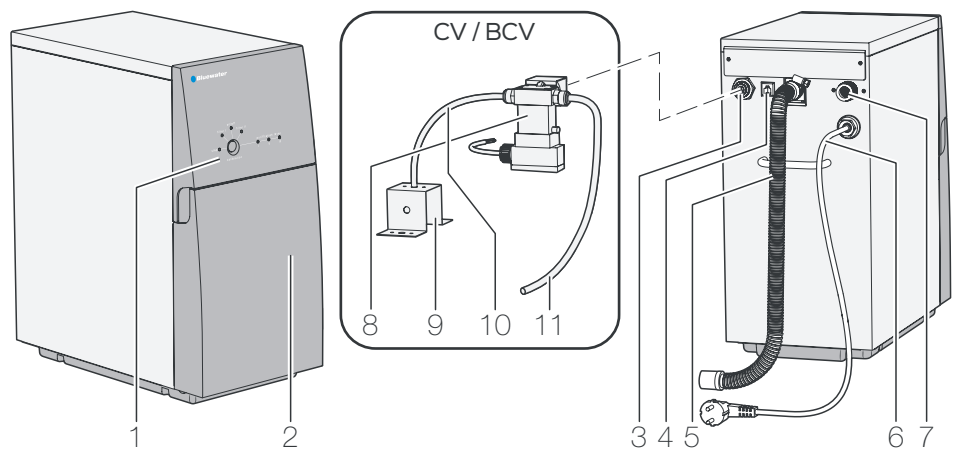


Figure 1. Pro outside

Pos	Description	Pos	Description
1	Control panel	7	Feed water connection with grid filter
2	Front cover	8	Clean water rinse valve (CV-models)
3	Clean water connection	9	Air gap bracket
4	Electrical connection for faucet (optional)	10	Rinse water tube
5	Drain water hose	11	Pure water tube
6	Power cord		

## Control panel



For information about combinations of lights that flashes/are on, see “Troubleshooting” on page 12.

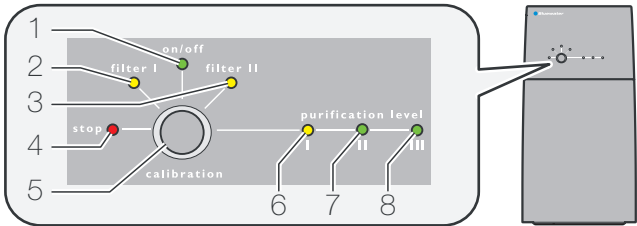


Figure 2. Control panel

Pos	Light/button	Description
1	on/off	On: The water purifier is connected to power Off: The water purifier is not connected to power
2	filter I	On: The filter must be replaced. Pro 600: Replace both Combi filters.
3	filter II	On: The filter must be replaced. Pro 600: Replace both Combi filters.
4	stop	Flashes/On: Something is wrong, see “Troubleshooting” on page 12.
5	calibration	calibration button, various functions see “Calibration” on page 16.
6	purification level I	On: Purification level I-III indicates clean water purification level. Low level I to high level III
7	purification level II	
8	purification level III	

## Data plate

The data plate is located on the rear side of the water purifier.

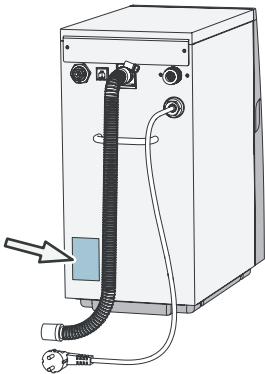


Figure 3. Data plate

# Pro inside and replacement components

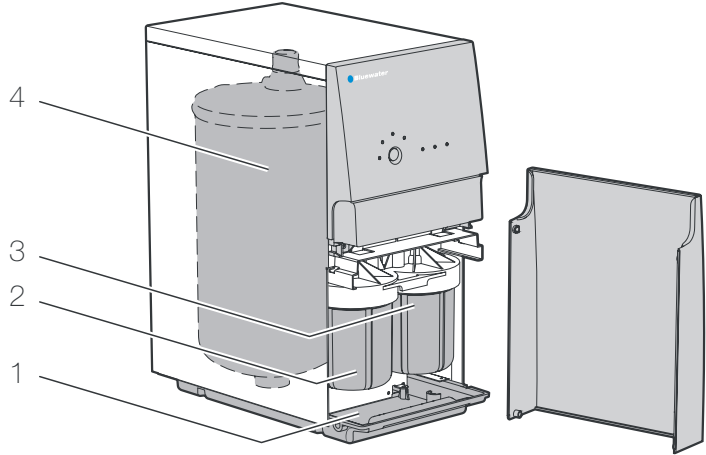





Figure 4. Pro inside

Pos	Description	art no	Pos	Description	Art. no
1	Base plate		3	Prefilter II, Pro 600: Combi Carbon block	919240005
				Prefilter II, Pro 400: Carbon filter, granulated	919240003
2	Prefilter I, Pro 600: Combi Carbon block	919240005	4	Reverse osmosis membrane	(HR) 150718900-SP
	Prefilter I, Pro 400: Sediment filter	919240002			(HF) 150718901-SP

## Move the water purifier

-  Always transport the water purifier upright. Install according to “Installation” on page 11.
-  Only calibrate the water purifier if the quality of the feed water has changed, or if the membrane was replaced.
-  Put the water purifier into storage if it will not be used for 4 months or more, or if it is to be disconnected from the water and electricity for >5 days, see “Put into storage” on page 23.

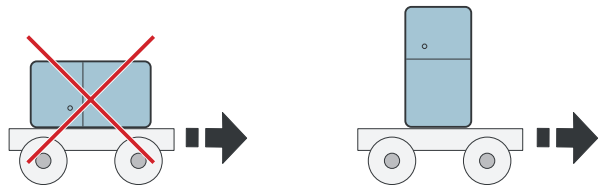


Figure 5. Move the water purifier

# SYSTEM OVERVIEW

## System description

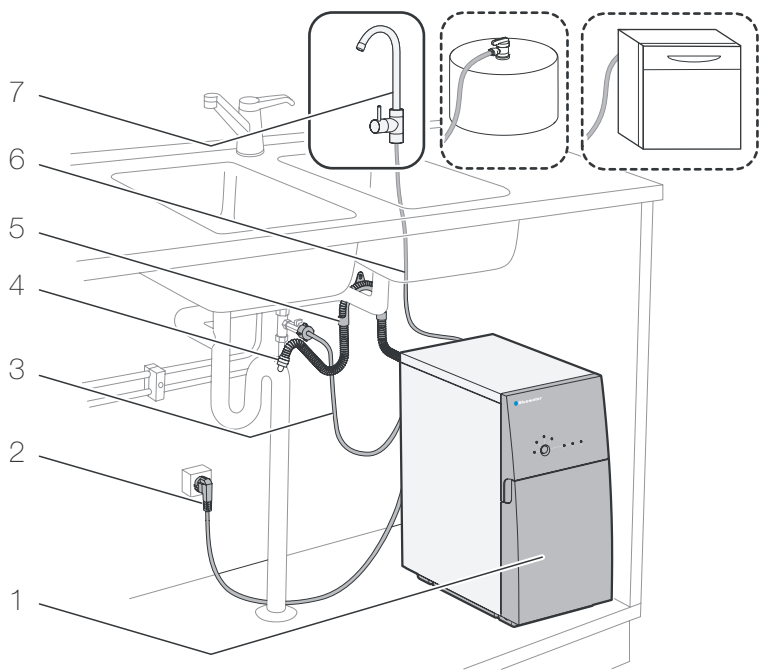


Figure 6. System overview, an example of Pro installation

Pos	Description	Pos	Description
1	Water purifier	5	Bracket for drain water hose
2	Power cord	6	Clean water hose
3	Feed water hose	7	Clean water faucet (optional Pro 400 series)
4	Drain water hose, installed with an air-gap		

# Leak protection system

A sensor at the bottom of the water purifier senses water leaks. If there is a leak, the feed water supply is stopped. The water purifier cannot be started again until the leak has been repaired.

## Low pressure protection



If Pro stops because of low pressure, the cause of the low pressure must be removed. If not, the pump can be permanently damaged.

### Low pressure restart function

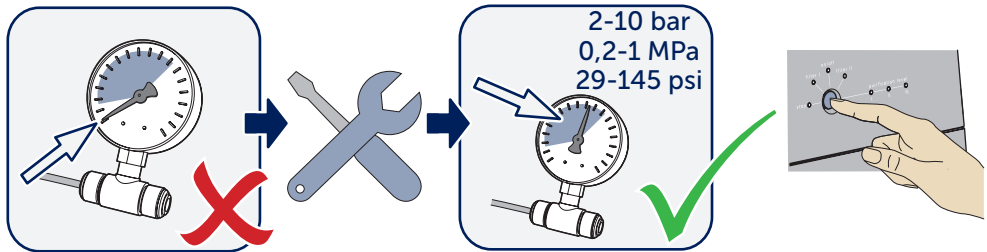




Figure 7. Manual restart after low pressure cause has been removed

# Water production

- 

Only use the cleaned water when the lights “Purification level II and III” on the control panel are on. It can take up to 60 seconds before the water purifier indicates good water quality.
- 

For models suitable for commercial use the faucet could be replaced by for example a valve or a tank.

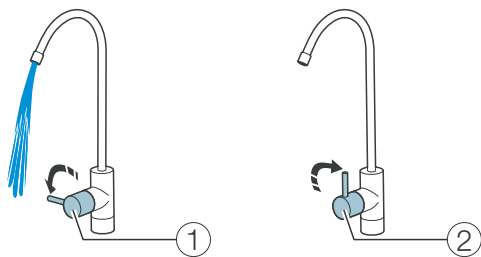



Figure 8. Water production on/off

## Automatic flush

- 

The length of the flush process varies between 5-120 seconds, depending on how long the previous drawing of water lasted.

An automatic flush will be performed if one of the conditions below are fulfilled:

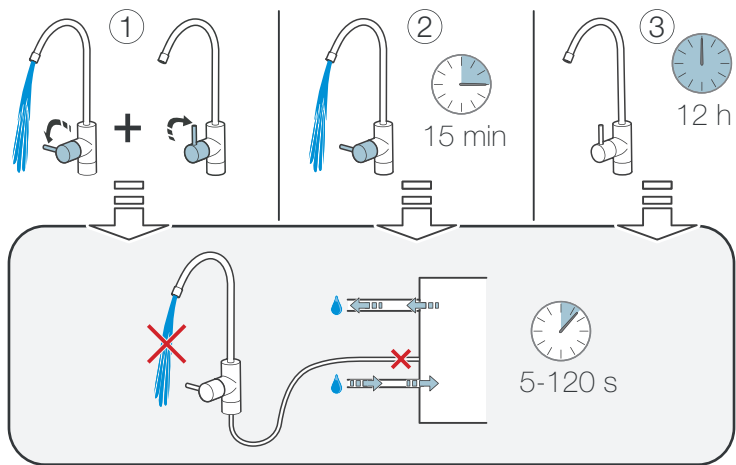


Figure 9. Automatic flush

Pos	Description
1	Flush after drawing water. Every time after drawing water.
2	Flush when drawing water. After maximum operation time 15 minutes. (Pro 400B must be manually restarted)
3	Water purifier in standby mode. Pro is connected to water and power. Flush is performed every 12 hours, regardless of when clean water was last produced.

# INSTALLATION



Install the water purifier in accordance with local regulations. If you are not sure, contact a Bluewater dealer for aid. Bluewater has no responsibility for installation of the water purifier.



Install the water purifier in a vertical position on a horizontal surface. Make sure that hose and cables can move freely when the water purifier is installed.



Plumbing must be done by an approved plumber. Obey local rules for plumbing and sanitation if you do work yourself.



Installation must comply with applicable local plumbing codes and regulations.



Only connect the water purifier to the cold water supply. The water must be of sufficient quality and fulfil the requirements on feed water.



Use the hose set that is supplied with the water purifier. Do not use used hose sets again.

## Before installation

### Unpack pro



Warning! Discard the packing material. It can cause injury to children if they play with it.



Make sure that Pro shows no signs of damage, and that no accessories are missing. Tell the Bluewater dealer about missing parts, damage and other problems. Tell the transport company immediately if Pro is damaged during transport.

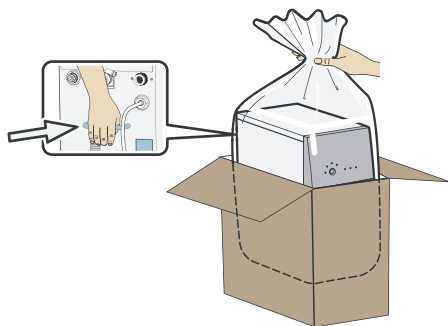


Figure 10. Unpack Pro

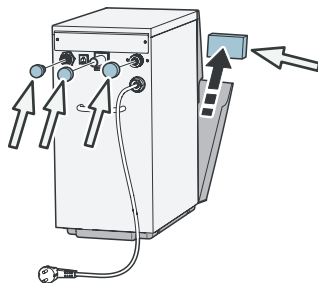


Figure 11. Remove the plugs

# Position Pro



Put Pro in a vertical position on a horizontal surface below the kitchen sink. Make sure that the surface can support Pro

Position Pro near the cold water supply, the drain and an earthed electrical supply.

- Make sure that it is easy to see the control panel.
- Make sure that the front cover can be opened to get access to the prefilters.
- Hoses and cables can go in all directions from the connection point. Make sure that nothing can crush them or cause damage to them.

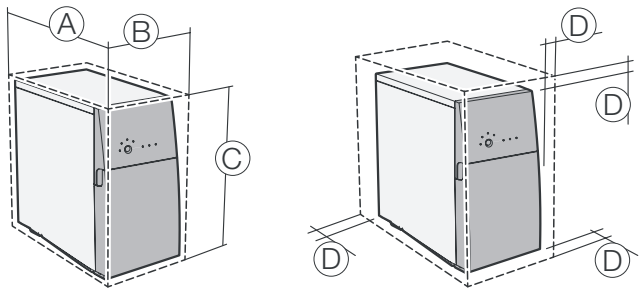


Figure 12. Position Pro

Pos	Description	Pos	Description
A	Product length: 460 mm (18")	C	Product height: 466 mm (18.3")
B	Product width: 225 mm (8.9")	D	Free space around product: min. 20 mm (1")

## Affix information decal

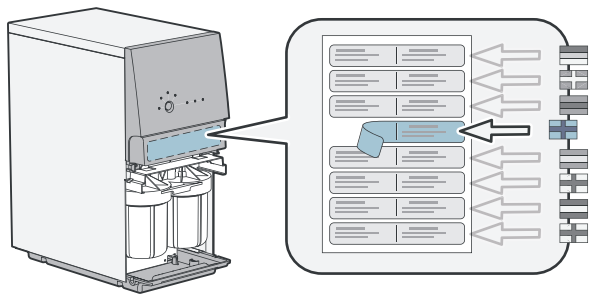



Figure 13. Affix information decal

# Install clean water faucet



Measure the clean water faucet for measure A.

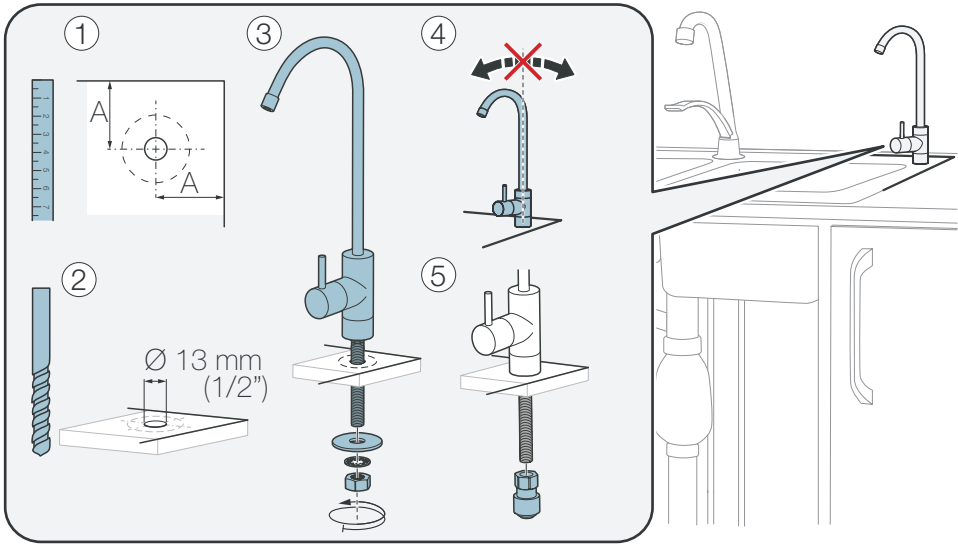



Figure 14. Install clean water faucet

# Install feed water connection



Only connect the water purifier to the cold water supply. The water must be of sufficient quality and fulfil the requirements on feed water.

The water purifier is connected to cold water via the feed water hose. See "Requirements on feed water to water purifier" on page 27.

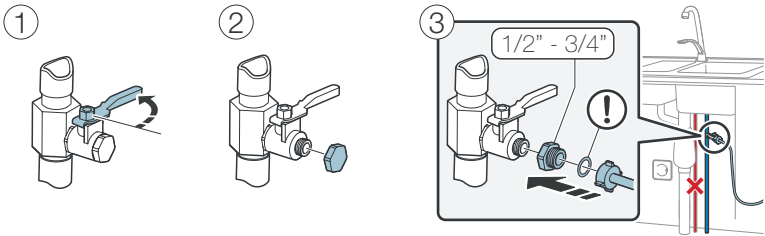




Figure 15. Install feed water connection

# Install drain water connection

- 

Install the drain water hose with an air-gap.
- 

The flushed water goes through the drain water hose to the drain water outlet. This hose can be a maximum of four meters long. The minimum internal diameter is 13 mm.

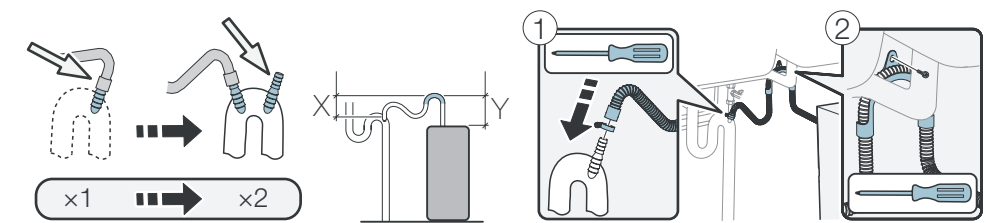



Figure 16. Install drain water connection

	Minimum	Maximum
X	50 mm (2")	500 mm (20")
Y	50 mm (2")	500 mm (20")

# Connect water purifier

- 

Do not connect the clean water hose to other drinking water equipment before Pro has been flushed.

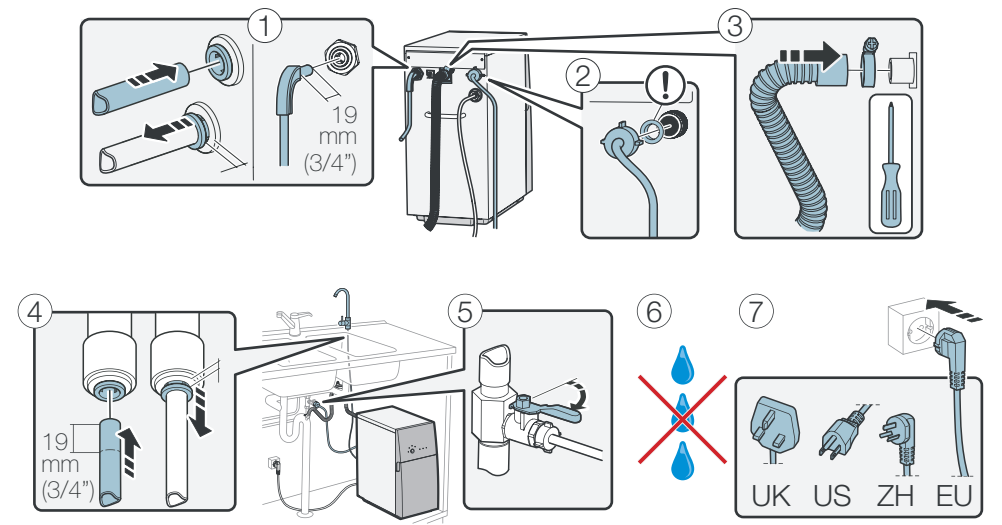


Figure 17. Connect water purifier

# After installation



When Pro is installed, and after each maintenance, the following procedures must be performed before operation.

## Flush Pro



Do not drink the water when the water purifier flushes. It is not safe to use.

The water purifier should always be flushed:

- when it is new and has not been used,
- when it is installed again after storage/freeze protection
- when it has been cleaned
- when the membrane has been replaced.

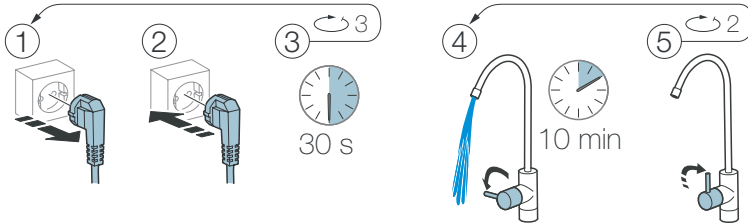


Figure 18. Flush Pro

## Do a check for leaks



The hose connections must be tight!

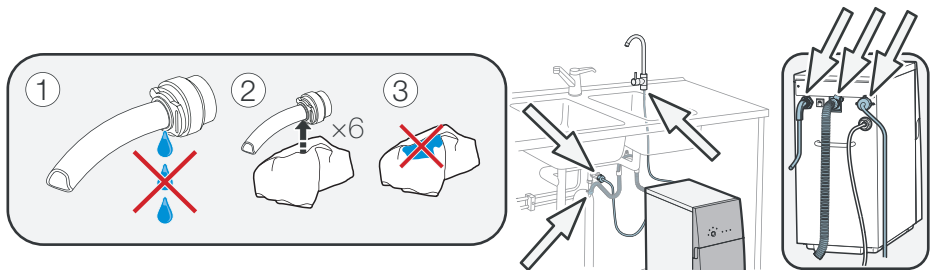


Figure 19. Check for leaks

# Calibration



Do not drink the water that is produced when the water purifier is calibrated. It is not safe to use.



If any of the purification level lights I-III does not go out, go through the checkpoints under Flushing and restart the calibration.



If the purification level lights I-III do a wandering flashing light, restart the calibration.

Calibrate (reset) the water purifier, to achieve a starting position for the degree of purification based specifically on your water. Only calibrate the water purifier if:

- it is new and has not been used before.
- the feed water quality changed (for example when the water purifier has been moved).
- the membrane was replaced.

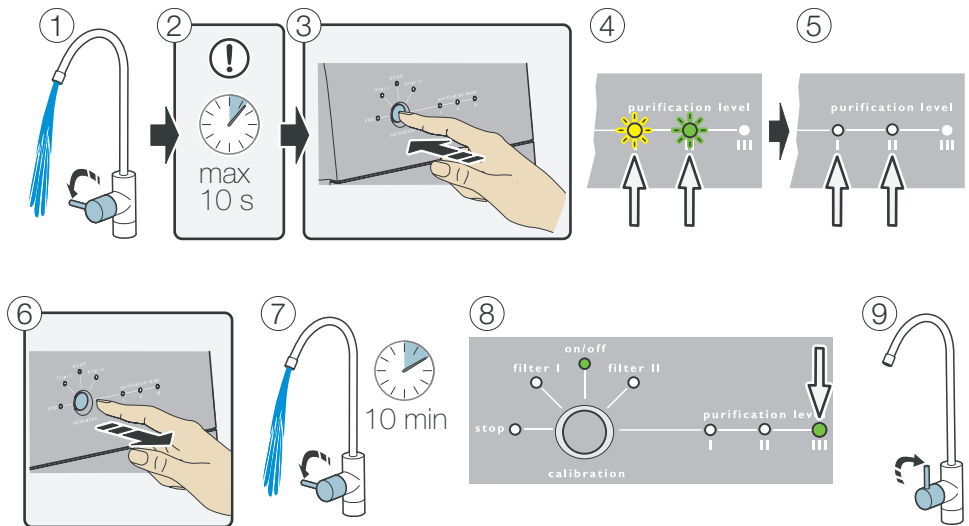


Figure 20. Calibration

# MAINTENANCE



After each maintenance, all procedures in “After installation” on page 15, must be performed before operation.



Regular maintenance is important for correct function and long term operation. Only educated and approved personnel can do the maintenance.



The water quality controls the maintenance frequency. If the feed water is of low quality, do maintenance more frequently.

## Each month

Do a check for leaks



The hose connections must be tight!

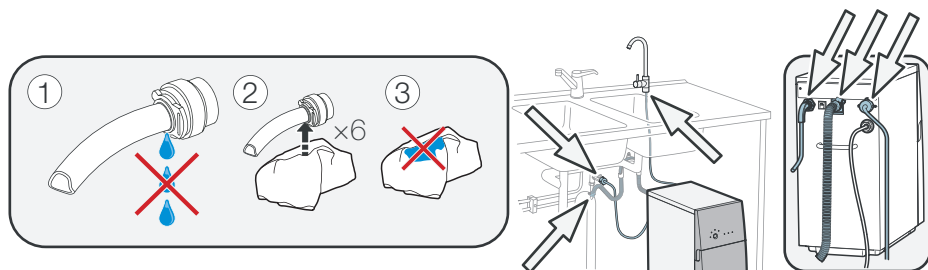


Figure 21. Check for leaks

Repair leaks

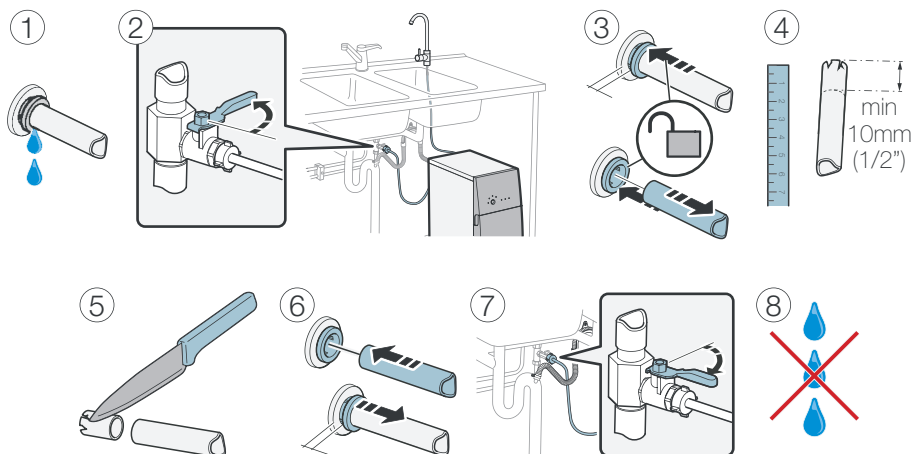


Figure 22. Repair leaks

Wipe off condensation from base plate

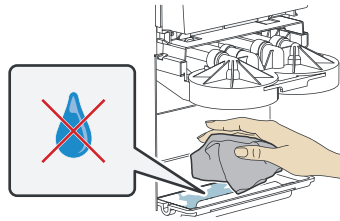


Figure 23. Wipe off condensation from base plate

Each 4-6 months

Descal



The descaling product is harmful. Keep it where children cannot get it. Clean your hands when you have used it.



Frequency depends on water quality and usage!

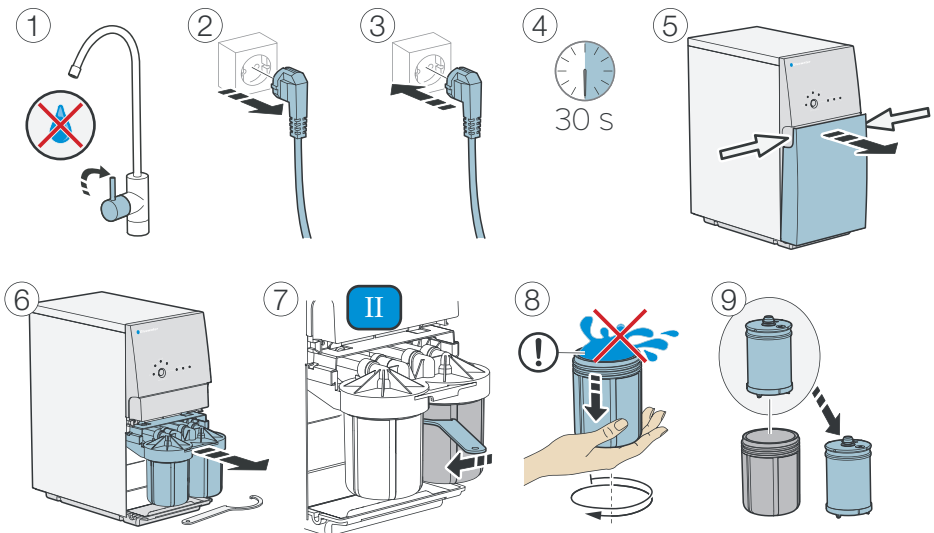
To extend the water purifier lifetime: Descal Pro with 6 month intervals or when the flow is decreased.



If Pro has been descaled and the filters have been replaced, but the water flow cannot be restored, contact your Bluewater dealer.



The descale takes approximately 10 hours. Do not use the water purifier during this time. Order the descaling product from Bluewater



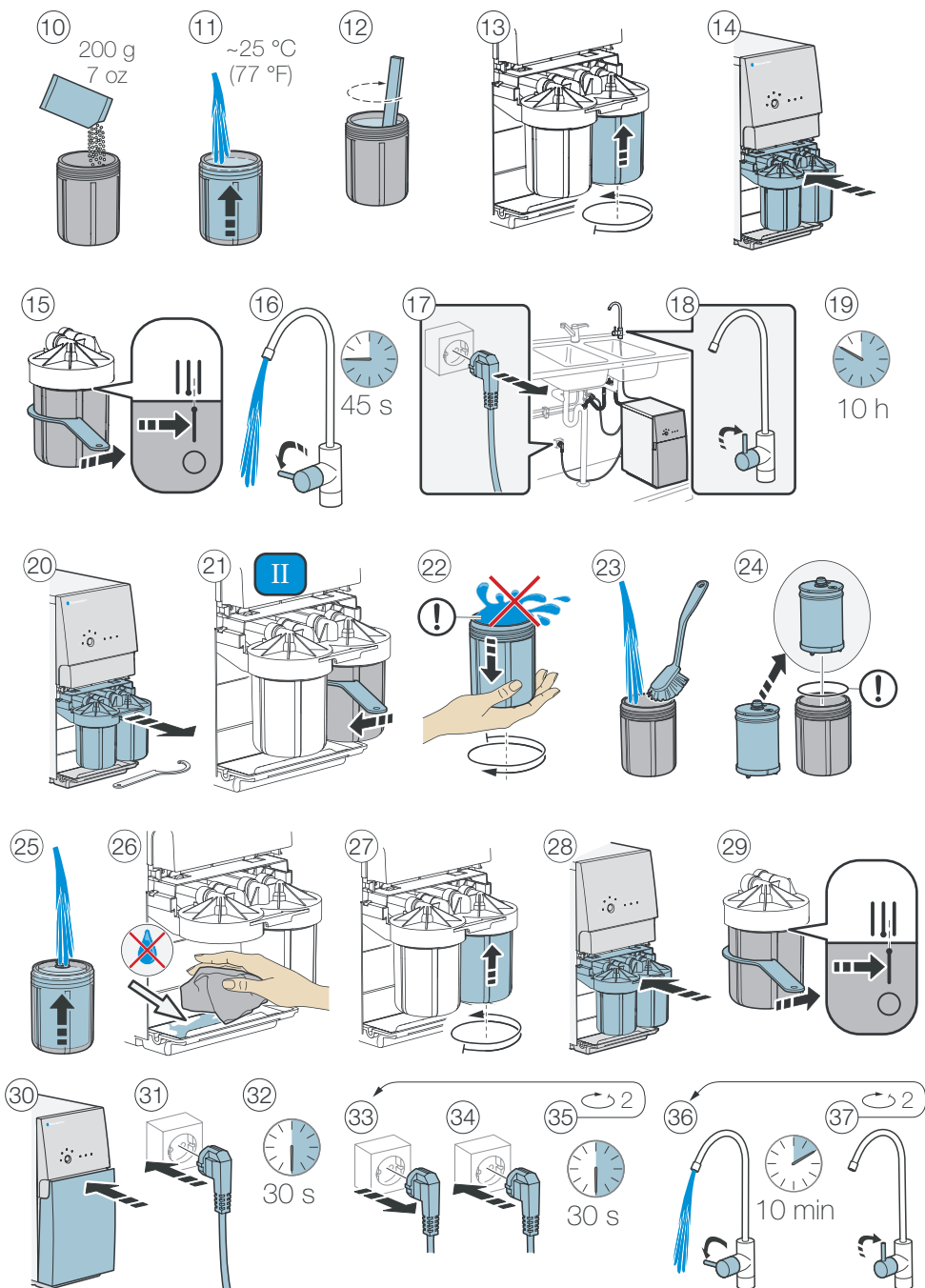


Figure 24. Descal

## Replace prefilter



Replace the filters after what comes first of 4-6 months or 37 850 l (10 000 gal) of purified water.



Pro 600: change both filters when filter light I or II lights up.



If filter II is replaced before the filter II light shows that it is necessary, reset Pro as given in steps 18-20. The filter light will go on and then go out when Pro is started.

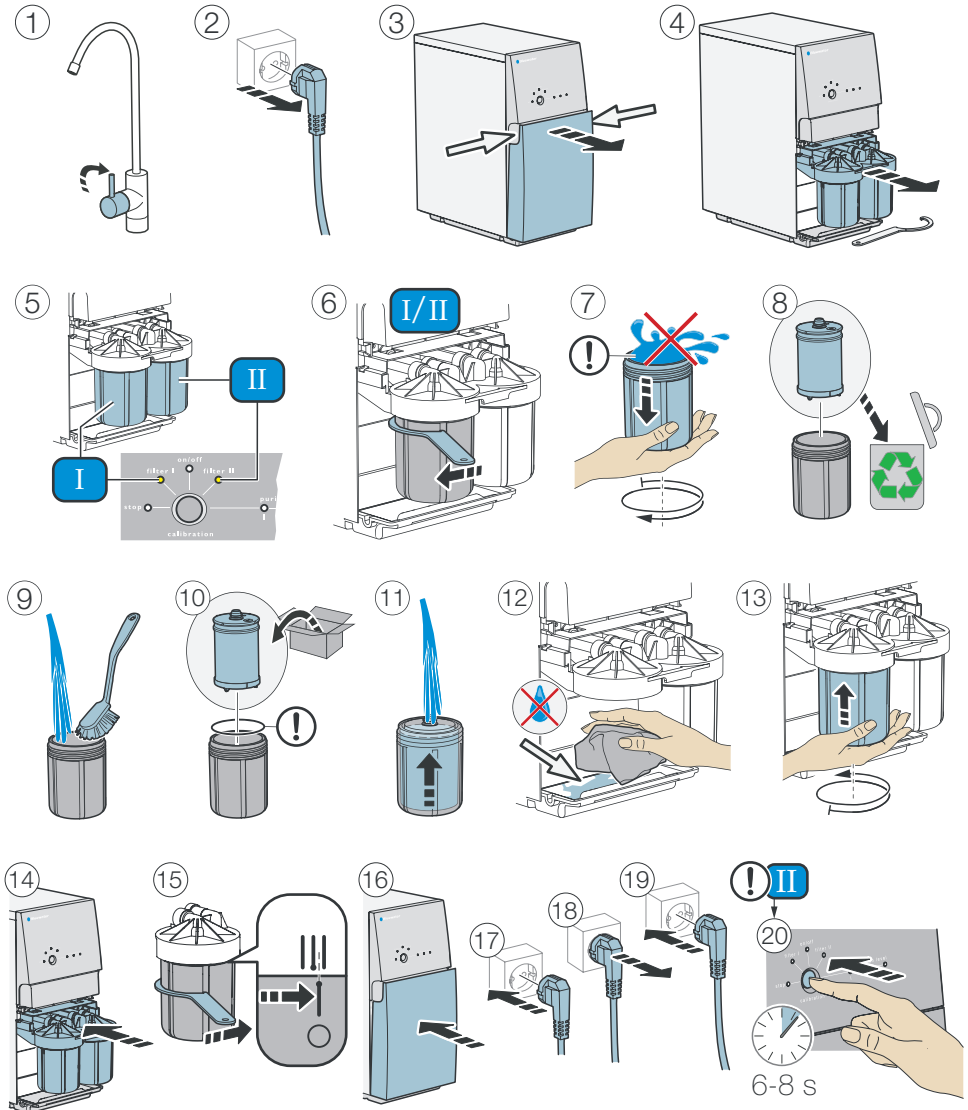


Figure 25. Replace prefilter

## Each year

### Test the water



An approved lab must do a test of the water that is cleaned by Pro at least one time every year, if the feed water has been classed as unfit.

### Other

#### Clean the grid filter



The grid filter in the feed water connection catches larger particles. If the flow is decreased or if Pro makes a noise, the grid filter can be blocked.

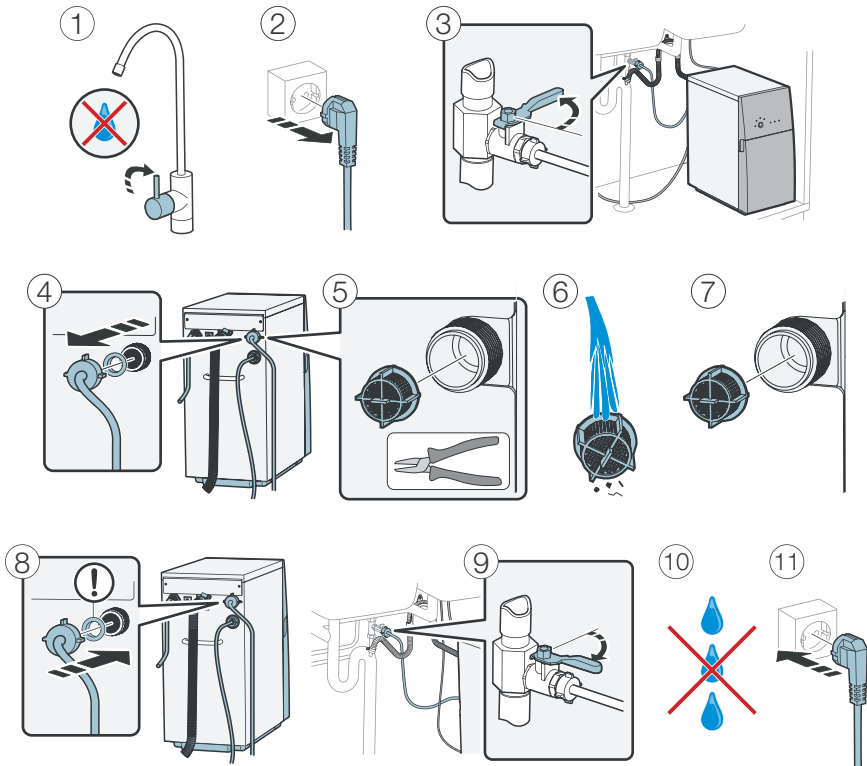
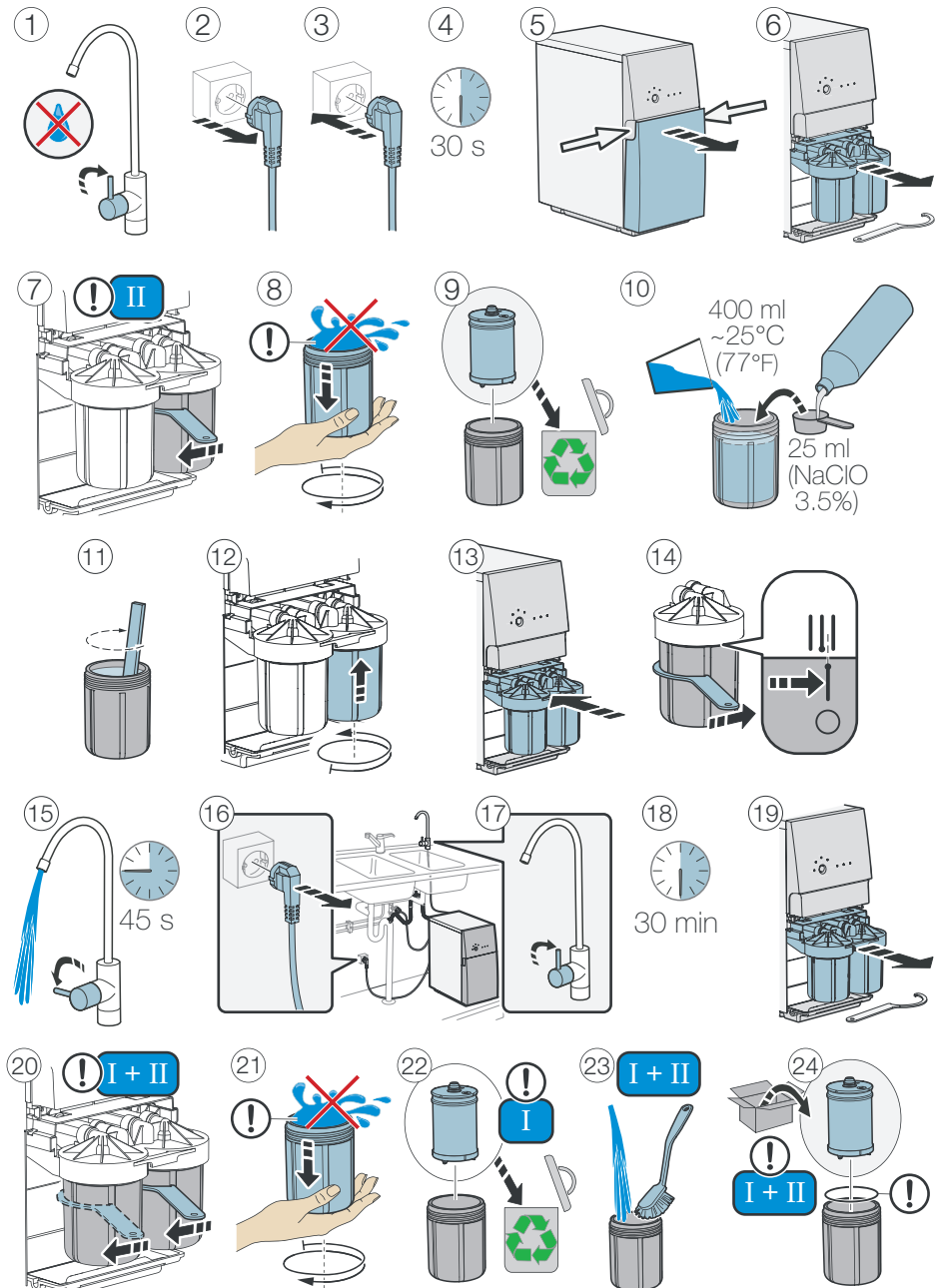


Figure 26. Clean the grid filter

Use disinfectant to clean the system



Disinfectant is harmful! Keep it where children cannot get it. Clean your hands when you have used it.



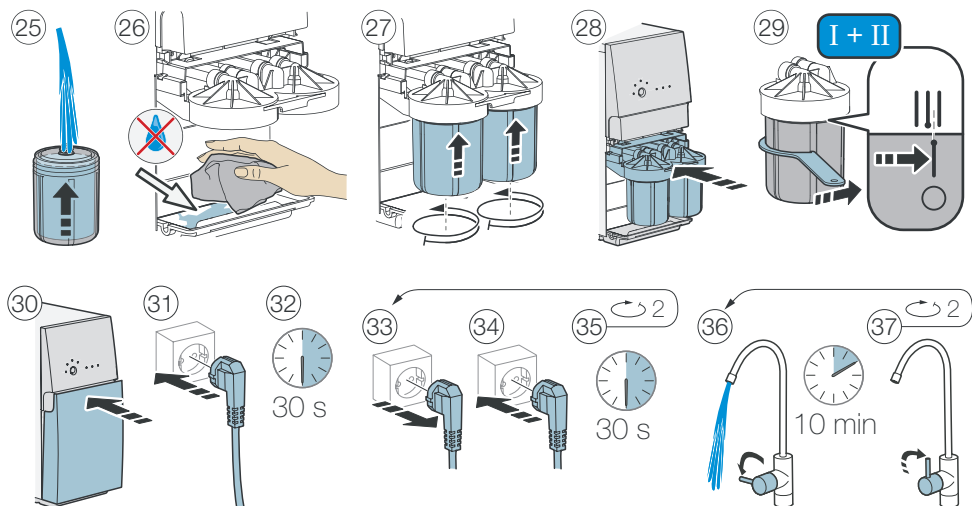


Figure 27. Use desinfectant to clean the system

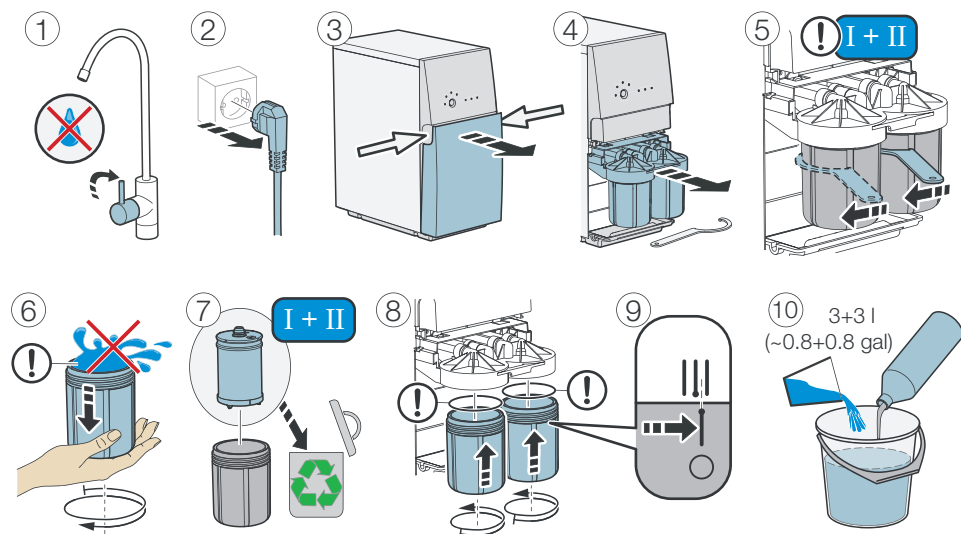
## Put into storage



Preserving agent is harmful! Keep it where children cannot get it. Clean your hands when you have used it.



Put the water purifier into storage if it will not be used for 4 months or more, or if it is to be disconnected from the water and electricity for >5 days.



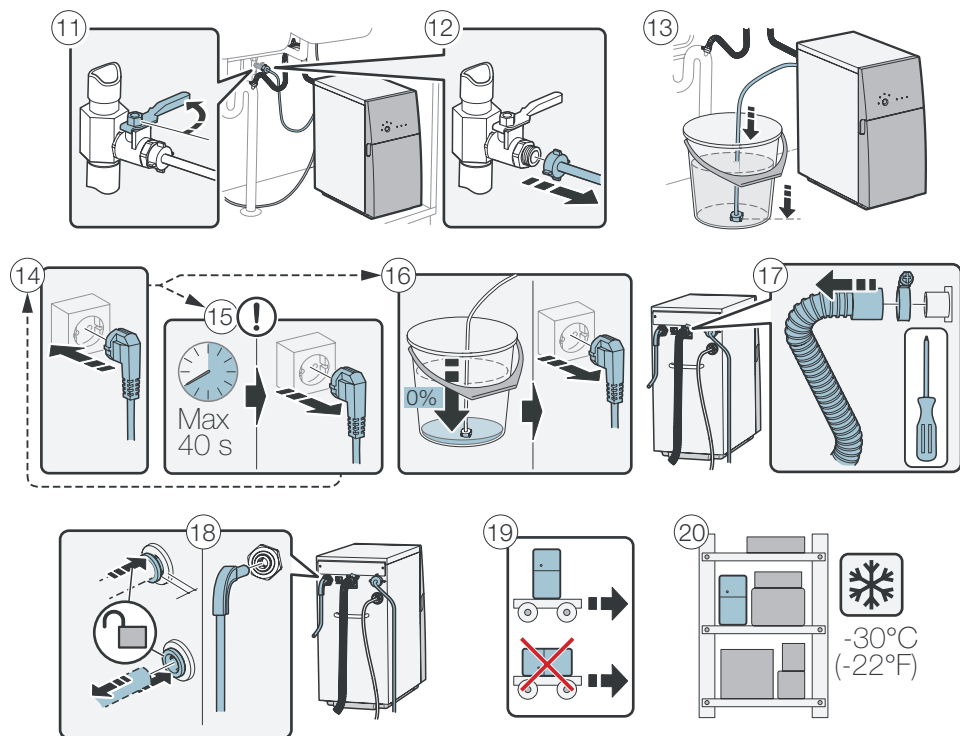


Figure 28. Put into storage

Reinstall after storage

**!** Preserving agent is harmful! Keep it where children cannot get it. Clean your hands when you have used it. Always flush the water purifier after storage. See “Flush Pro” on page 15.

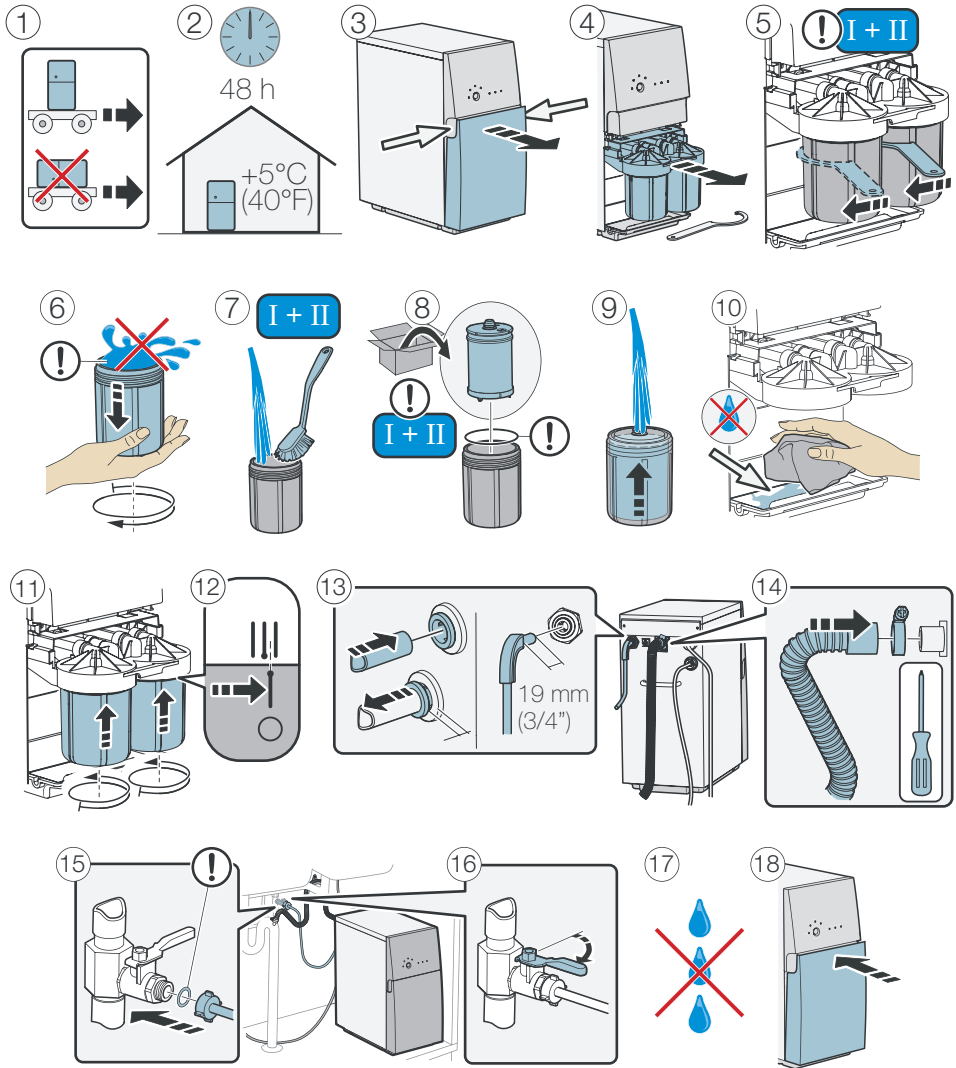


Figure 29. Reinstall after storage

# TECHNICAL INFORMATION

## Technical data

		Size WxHxD	Weight	Power supply earthed	Power	Purified water flow rate	Sound level
Pro 400B-HR	230V	225x466x460 mm	29 kg	230V, 50-60 Hz	530 W	1825 gallon/day	< 60 dB(A)
	120V	8.9x18.3x18.1"	64 lbs	120V, 60 Hz	6 Amps		
Pro 400C-HF	230V	225x466x460 mm	29 kg	230V, 50-60 Hz	530 W	1825 gallon/day	< 60 dB(A)
	120V	8.9x18.3x18.1"	64 lbs	120V, 60 Hz	6 Amps		
Pro 400C-HR	230V	225x466x460 mm	29 kg	230V, 50-60 Hz	530 W	1825 gallon/day	< 60 dB(A)
	120V	8.9x18.3x18.1"	64 lbs	120V, 60 Hz	6 Amps		
Pro 400BC-HR	230V	225x466x460 mm	29 kg	230V, 50-60 Hz	530 W	1825 gallon/day	< 60 dB(A)
	120V	8.9x18.3x18.1"	64 lbs	120V, 60 Hz	6 Amps		
Pro 400CV-HR	230V	225x466x470 mm	29 kg	230V, 50-60 Hz	530 W	1825 gallon/day	< 60 dB(A)
	120V	8.9x18.3x18.5"	64 lbs	120V, 60 Hz	6 Amps		
Pro 400BCV-HR	230V	225x466x470 mm	29 kg	230V, 50-60 Hz	530 W	1825 gallon/day	< 60 dB(A)
	120V	8.9x18.3x18.5"	64 lbs	120V, 60 Hz	6 Amps		
Pro 600C-HF	230V	225x466x460 mm	29 kg	230V 50-60 Hz	720 W	1825 gallon/day	< 60 dB(A)
Pro 600CV-HR	230V	225x466x470 mm	29 kg	230V 50-60 Hz	720 W	1825 gallon/day	< 60 dB(A)

	On/Off [bar (psi)]	Membrane 6310C	Prefilter	Operation sequence (production/flush) [minutes]
Pro 400B-HR	0.5/2 (7.3/29)	High rejection	Particle Granulated carbon	Max 15
Pro 400C-HF	3/4.5 (44/65)	High flow	Particle Granulated carbon	15/2
Pro 400C-HR	3/4.5 (44/65)	High rejection	Particle Granulated carbon	15/2
Pro 400BC-HR	0.5/2 (7/29)	High rejection	Particle Granulated carbon	15/2
Pro 400CV-HR	3/4.5 (44/65)	High rejection	Particle Granulated carbon	15/2
Pro 400BCV-HR	0.5/2 (7/29)	High rejection	Particle Granulated carbon	15/2
Pro 600C-HF	3/4.5 (44/65)	High flow	Carbon block	15/2
Pro 600CV-HR	3/4.5 (44/65)	High rejection	Carbon block	15/2

# Requirements on feed water to water purifier



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



Only connect to the cold water supply. The temperature limits are in the table “Product performance” on page 27.

	Pro 400B-HR Pro 400BC-HR Pro 400BCV-HR		Pro 400C-HF Pro 400C-HR Pro 400CV-HR		Pro 600C-HF Pro 600CV-HR
	230V	120V	230V	120V	230V
Temperature	2-30 °C	36-86 °F	2-35 °C	36-95 °F	2-35 °C
Feed water flowing pressure	2-10 bar	29-145 psi	2-10 bar	29-145 psi	2.5-10 bar
TDS (Total Dissolved Solids)	< 7500 ppm		< 1500 ppm		< 1500 ppm
Water flow	> 10 l/min	> 2.6 gal/min	> 10 l/min	> 2.6 gal/min	> 10 l/min
Conductivity [µS/cm, 25 °C (77 °F)]	< 13 000		< 2000		< 2000
Hardness	< 20 °dH	<20.9 grains/gal	< 20 °dH	<20.9 grains/gal	< 20 °dH
pH	4-10		4-10		4-10
Turbidity [FNU]	< 0.5		< 0.5		< 0.5
Iron Fe <sup>II</sup> /Fe <sup>III</sup>	<1.5 / <0.3 mg/l	<1.5 / <0.3 ppm	<1.5 / <0.3 mg/l	<1.5 / <0.3 ppm	<1.0 / <0.3 mg/l
Manganese Mn	<0.3 mg/l	<0.3 ppm	<0.3 mg/l	<0.3 ppm	<0.3 mg/l
Chlorine Cl <sub>2</sub>	<1.0 mg/l	<1.0 ppm	<1.0 mg/l	<1.0 ppm	<1.0 mg/l

## Product performance



The WQA Gold Seal proves that the Bluewater water purifier has been independantly tested and certified against NSF/ANSI 58 and CSA Standard B483.1. WQA certifies product performance, and reviews the manufacturing facility and procedures to assure product consistency and integrity.

The Bluewater Pro water purifier has been tested according to NSF/ANSI 58 for reduction of the substances listed below:

- TDS
- Chromium(+3)
- Lead
- Arsenic(+5) (also known as pentavalent arsenic, As(+5), As(V) or arsenate).

The concentration of the indicated substances in water entering the system was reduced to a concentration less than or equal to the permissible limit for the water leaving the system, as specified in NSF/ANSI 58.

See performance data sheet on [www.bluewatergroup.com](http://www.bluewatergroup.com) for more details.

In the arsenic fact sheet, also found on [www.bluewatergroup.com](http://www.bluewatergroup.com), you will find information about the conditions that is related to reduction efficiency of arsenic(+5), and why other forms of arsenic may not be removed to the same extent.


# TROUBLESHOOTING

## How to solve simple problems



If Pro stops because of an emergency, disconnect it from power and connect it again, or press calibration button to reset the emergency stop.

Symptom	Cause	Solution
	Filter I must be replaced.	See "Replace prefilter" on page 20.
	The grid filter is blocked.	See "Clean the grid filter" on page 21.
	The feed water pressure is too low.	Make sure that the feed water pressure is sufficient. If necessary, increase the pressure.
	The leak protection has been activated.	Find the leaks. Repair them.
	Filter II must be replaced.	See "Replace prefilter" on page 20. Replace prefilter II. In PRO 600, replace both prefilters.
	The feed water pressure is too low. The water purifier has stopped. It waits and must be started again.	The water purifier will try to start automatically. Make sure that the feed water pressure is sufficient. If necessary, replace the filters. See "Replace prefilter" on page 20.
		Push the calibration button to start the water purifier. Release the button when the filter I light and the stop light go out.
	filter I or filter II are blocked.	Make sure that nothing in the filter makes the water not flow. If necessary, replace filter I or filter II. See "Replace prefilter" on page 20.
	The grid filter is blocked.	See "Clean the grid filter" on page 21.
	There is a water leakage or condensation on the base plate.	Make sure that all connections are water tight. Tilt the water purifier forward, and dry the base plate with a cloth.
	The feed water pressure is too low.	Install a pump with increased pressure for the feed water.  Do a check of the parts that have an effect on the feed water pressure (the water line, the coarse filter, the extra pre-filter).
	The water purifier has stopped. The clean water quality has become too low.	Disconnect the water purifier from power. Connect it again to start the automatic flush. Do this 2 or 3 times.  If the problem is repeated, contact your service dealer.
	Calibration not carried out correctly	Calibrate again. See "Calibration" on page 16 for instructions.
	Water quality meter does not work correctly.	Disconnect the water purifier from power. Connect it again to start the automatic flush. Do not use the water purifier for 2 hours. If the problem is repeated, contact your service dealer.

Symptom	Cause	Solution
	The tap has been on for more than 15 minutes. The water purifier has stopped. (Pro 400B)	<p>Turn off the tap and wait at least 30 minutes.</p> <p>Disconnect the water purifier from power. Connect it again to start the automatic flush. Restart the water purifier.</p>
	The clean water hose is tensioned or jammed.	Make sure that the clean water hose can move freely.
	The water purifier needs to be descaled.	See "Descalc" on page 18.
The flow rate from the clean water faucet is low.	The pump is worn out.	Contact your Bluewater dealer.
	The water pressure between the water purifier and the faucet/valve/tank is below the starting pressure level.	Examine the connections.
		Make sure that the ends of the water hose are circular and have no burrs.
The water purifier starts and stops again (short starts).	The water pressure between the water purifier and the faucet/valve/tank is below the starting pressure level.	Make sure that the faucets and the valves are water tight when they are closed. If no leak can be detected, contact your service dealer.
The water smells bad	Microbial growth in the water because the water purifier has not been used for a week or longer.	Flush the water purifier, see "Flush Pro" on page 15.
		Clean the water purifier, see "Use disinfectant to clean the system" on page 22.

Bluewater is a world leading water purification company. Headquartered in Stockholm, Sweden, the company helps people and businesses globally enjoy the health and wellbeing benefits of cleaner, healthier tap water. Bluewater innovates, makes and sells compact water purifiers that harness the company's patented reverse osmosis technology to remove virtually all pollutants from tap water, including lead, bacteria, pesticides, medical residues, chlorine and lime-scale.

Please visit us at [www.bluewatergroup.com](http://www.bluewatergroup.com)



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