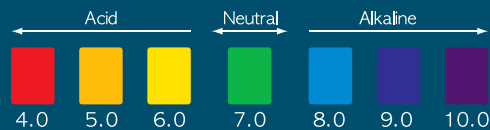




- The user is responsible for improper use of the products such as use in any manner for which the product was not originally intended and any damage that may occur from such improper use.
- This product is subject to changes that enhance its performance without prior notification.

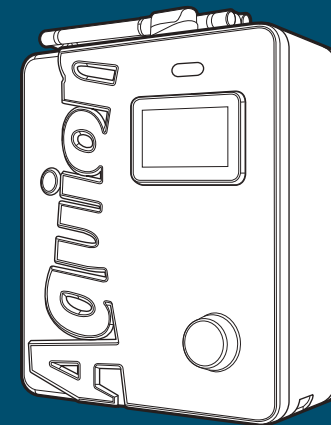
pH Chart



How to Measure: Place 10-15 mL of test water in a container and add 2-3 drops of reagent. Then mix well and check the color of the water with the pH chart above. (The color depends on water quality and reagent.)

- If the power cord is damaged, it must be replaced by the manufacturer, or a similarly qualified Tyent repair person in order to avoid a hazard.
- This appliance is not intended for use by persons (including children) with reduced physical sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.

MADE IN KOREA



User Manual

H₂water

- This product is intended for domestic use only.
- Keep this User Manual handy for easy reference.
- Carefully read this User Manual, particularly “all safety warnings.”

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning 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.

To Our Valued Customers

Thank you for purchasing the **Primus PRO PLUS, TY12-ACE H water ionizer**. Please read all safety warnings and this User Manual carefully before using this product to ensure proper product usage. (Keep the manual handy for easy reference.)

- We are not responsible for any accidents and/or malfunctions due to the improper use of this machine
- Please keep the manual and warranty card in a safe place, so that it's easily accessible when you need it
- Please refer to this manual often when you have questions when using or when troubleshooting this unit
- This device can be operated in at least one Member State without infringing applicable requirements on the use of radio spectrum.

Intended Use

This device creates **functional alkaline ionized and molecular Hydrogen enriched water**. It changes the properties of regular tap water through the use of electrolysis. Following are the changes normal tap water undergoes via this process:

- An increase or decrease in pH level
- Creation of negatively charged hydrogen ions (antioxidants)
- Purification through filtration
- An increase in molecular hydrogen

Table of Contents

To Our Valued Customers 1

Table of Contents 2

Before Usage 3

Safety Precautions and Warnings 5

Unit Overview 9

Package Contents 10

How to Install the Unit 11

Water Hose Installation 13

Operation of the Touch Screen 15

Directions for Product Use 19

How to use the Quick setting 21

System Setup Method 23

Customer Serviceable Parts 29

How to Change the Filters 30

How to Reset the Filters 31

TURBO Function 32

pH level adjustment 33

Unit Specifications 34

Troubleshooting 35

Product Warranty 37

Before Usage

Safety precautions are provided for the safe and proper use of this unit and can prevent danger, bodily harm and/or possible damage due to misuse. Please make sure you are familiar with all the safety precautions and warnings associated with this unit.



DANGER (Red Warning Sign) indicates an imminent hazard that could result in serious injury or death. If you see this sign, stop using this unit immediately.



WARNING (Orange Warning Sign) indicates a potential hazard that could result in significant bodily harm or damage to the unit. If you see this sign, stop the use of this unit.



ATTENTION (Yellow Warning Sign) indicates a potential hazard that could result in minor bodily harm or damage to the unit.

- ① Do not drink functional water with medication. When taking medication, use "clean H₂O" filtered water thirty minutes prior to taking medication as well as with medication. You may resume drinking functional water thirty minutes after taking medication.
- ② Always consult your primary care physician before drinking functional water. Only drink a small amount near a neutral pH level for the first week. This will give the body time to adjust to functional water during the detoxification period. See Welcome Guide for full details on getting started.
- ③ If you notice any negative effects from drinking functional water, stop drinking the functional water immediately and consult your primary care physician about changes in your body's pH level.
- ④ If you are currently under the care of a primary care physician for an existing condition, consult your primary care physician about how changes in pH and other characteristics of functional water could affect your medical condition.
- ⑤ If you suffer from gastric anacidity, kidney failure or potassium excretion, you should not drink functional water.

- ⑥ Verify the pH levels of the functional water dispensed from this unit on a monthly basis to ensure proper function. This can be done with the supplied reagent drops and a pH color chart.
- ⑦ When switching from one pH to another, it is good practice to let the water run for several seconds before using.
- ⑧ It is common to drink half your body weight in ounces. For example, if you weigh 180 pounds, it may be wise to drink 90 ounces every day of water per day. This especially applies after you have given your body some time to adjust to the new pH level.
- ⑨ The recommended drinking level for functional water is 9.5 pH (+/-0.3). It is not recommended to drink functional water above a pH of 10.
- ⑩ If you wish to store functional water, use a glass or other non-leaching material with an airtight lid and store it in the refrigerator. Functional water will begin to weaken immediately and will lose most of its benefits after 3 days.
- ⑪ Never run hot water through this unit.
- ⑫ Never drink acidic or turbo water.



Use only source water approved as drinking water by an authorized organization (i.e. tap water).

- If using groundwater, make sure the water meets drinking water compliance standards before installation. If not, a pre-filter may be required. (source water quality greatly affects pH values and filter performance)
- **DO NOT** use excessively hard water or saltwater. (may cause malfunctions and/or shorten the product life)
- **DO NOT** use extremely high hardness water, or water contain with lots of sediment, or TDS levels without any consulting your dealer as a source water(inflow water) to water ionizer.

Safety Precautions and Warnings

Regarding the Power Supply

-  Do not use if the power cord is damaged or in a loose power outlet.
-  Do not pull the power cord. Never touch the power cord or the power outlet with wet hands.
-  Do not forcibly bend, squeeze, damage or crush the power cord under heavy objects.
-  Unplug the power cord during general maintenance, repair and inspection and while replacing parts.
-  Do not use power surge protectors with this unit. Use unit with its own dedicated power source.
-  Only use the unit with the correct voltage.
-  This appliance incorporates an earth connection for functional purposes only.
-  To reduce the risk of electric shock, do not remove the cover; there are no user-serviceable parts inside. Refer servicing to qualified service personnel. Removing the cover will void the warranty.

Installation

-  Do not place this unit near heat sources.
-  When connecting the appliance to the water mains using detachable hose-sets, only the new hose-sets supplied with the appliance shall be used. Old hose-sets should not be reused.

-  Do not use unfit raw water in accordance with the standards of the water service act.
-  Do not use in areas of high humidity and/or high temperature.
-  Do not place this unit on an uneven surface. Do not drop or use excessive force on this unit.
-  Do not connect the water line to a hot water supply. Please use a new hose to connect with water line. (Do not reuse old hose as it can cause leakage.)
-  Install the drain faucet with suction cup near your sink and adjust the position of the drain faucet's metal spout to drain into the sink.
-  Make sure the drain faucet is positioned lower than the unit.
-  If the unit is not used for a few days, let the water run for 1-2 minutes before drinking functional water.
-  Do not run the water for longer than 30 minutes.

Usage

-  If the unit won't be used for a long time, shut off the valve and unplug the power cord.
-  If you hear strange noises, smell a burning odor or see smoke, unplug the power cord immediately and call qualified personnel for service.

 Replace filters every 6 months to optimize the purification performance of this unit even if the replacement indicator light isn't turned on service.

 Do not place any objects on top of this unit no matter how small they are.

 If water leaks out of the unit (other than the hoses) or if the unit is standing in a puddle of water, shut off the water supply, unplug the power cord and contact qualified service personnel for service.

 Do not use or store pH reagents near flame. (There is a risk of fire)

 Do not poke or scratch the touch pad or LCD display with sharp objects.

 It is beneficial for the maintenance of the machine to run a strong acidic level for 5minute cycles twice weekly. This will help to maintain a clean chamber.
When you use Water ionizer in areas with high hardness water, please out flow Acidic level 2 for a minute every day.

 In areas of hard water (calcium scaling present on faucets), notify your service provider and install a cell safe anti-scale prefilter to protect the ionizer from scaling.

 Do not use alkaline or acidic water in fish bowls or aquariums. The sudden change in pH could be harmful or fatal to some marine life.

 It is normal for condensation to be present on the unit during humid summer months. If condensation persists despite weather conditions, unplug the power cord and refer servicing to qualified service personnel.

Cleaning

 Do not store the unit near chemicals, food, metals or medication

 Do not spray water on the main unit. Do not clean the unit with benzene or other chemicals, which may leak into the unit. If using a damp cloth, be very careful not to get electronic display wet.

 Please clean inside and outside of the outlet pipe with a soft brush. (If do not clean it regularly, scale, such as lime components (Calcium and Magnesium) may occur.)

 In areas with high TDS of water, calcium can remain the tip of the outlet pipe. Please keep it clean.

Storage

 Remove the filters and turn them upside down to remove excess water before storing.

 If the original packaging is not available, cover the unit in plastic to avoid scratching.

 Store the unit in its original packaging in a cool, dry place when not in use.

 Carefully remove this unit from its packaging. Keep the original packaging for future storage and unit transportation.

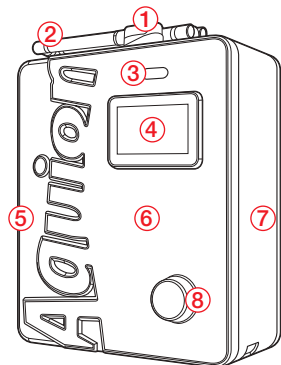
Safety Functions

The outflow of functional water stops automatically when raw water is not supplied, preventing the electrolytic cell and power supply unit from being damaged due to current overflow, water from being wasted and accidental water leaks. This function also allows you to set pH and ORP levels according to the amount of water inflow, to distinguish pH from backlight colors and set the auto cleaning function.

Unit Overview

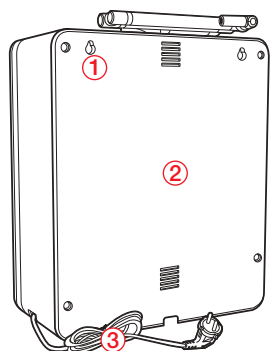
Make sure you are familiar with the parts and features of this unit, and carefully read the user manual and other important information

Front View



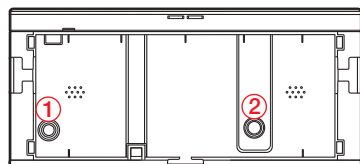
- ① Water Outlet Unit
- ② Water Outlet Pipe
- ③ Proximity Sensor
- ④ LCD Display
- ⑤ Door Case
- ⑥ Front Cover
- ⑦ Front Case
- ⑧ Jog Dial

Rear View



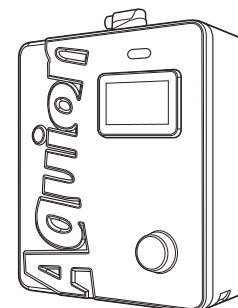
- ① Hanging Groove
- ② Rear Case
- ③ Power Cord

Bottom View

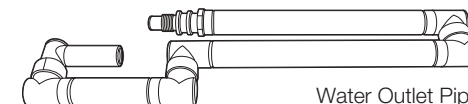
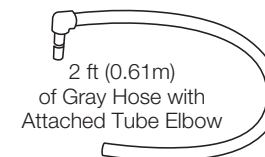
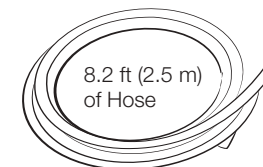


- ① Water Inflow
- ② Water Outflow

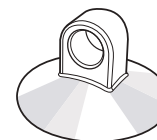
Package Contents



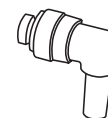
Water Ionizer



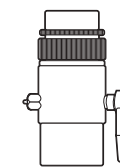
Water Outlet Pipe



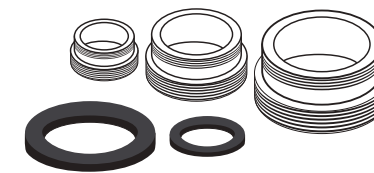
Tube Suction Cup



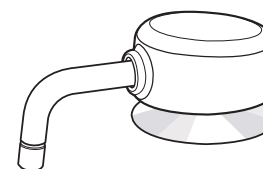
Stem Elbow



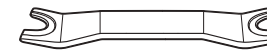
Faucet Diverter



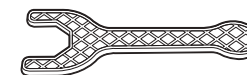
Assortment of Connectors and Rubber Washers



Drain Faucet and Tube Suction Cup



Wrench



Wrench (use outlet pipe)



pH Testing Solution Bottle

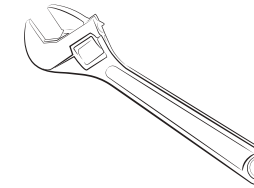


User Manual

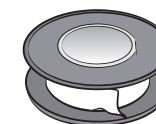
Tools You Will Need



Utility Scissors



Adjustable Wrench



Plumber's Tape

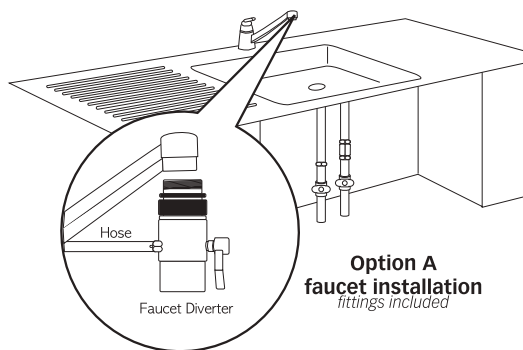
How to Install the Unit

Determine whether you will connect the unit directly to the cold water supply line (under sink) or to the faucet (see image).

- **Option A | Faucet:** A faucet connection requires a faucet diverter (included).
- **Option B | Under-Sink:** An under sink connection requires an under-sink adapter kit (not included) or a compatible t-valve (available from most hardware stores). For more information see Welcome Guide or call support.

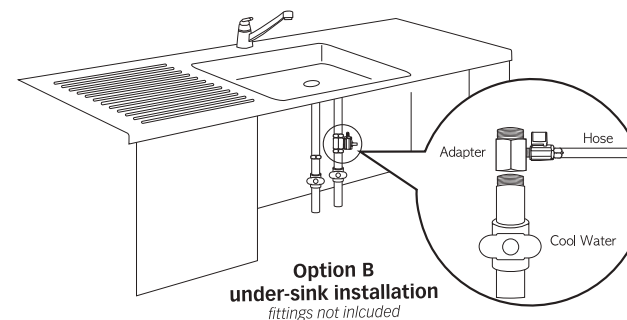
Option A – Faucet Installation

Many faucets vary in design, and your faucet may require different setup instructions than those featured in this manual. Please consult a qualified service professional if you are unable to correctly complete the installation.



- ① Shut off both the hot and cold water main supply at the pipe under the sink.
- ② If your faucet features a screw-on style aerator, remove it by unscrewing it from the tip of the faucet.
- ③ If the included faucet diverter does not fit directly to the tip of the faucet, select an appropriate size connector and rubber washer (included).
- ④ When connecting the diverter or adapter to the faucet, be sure to use plumbing pipe thread seal tape also known as plumber's tape or teflon tape (not included) to prevent leaks.
- ⑤ If necessary, connect the faucet diverter with the appropriate connector to the faucet.
- ⑥ Be sure all connections are secure but do not overtighten them.

Option B – Under-Sink Installation

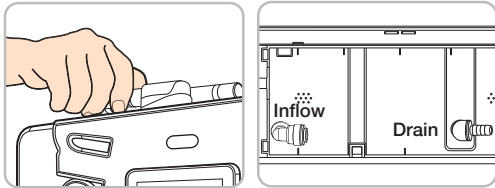


- ① Purchase either an under-sink installation kit (not included) or purchase a T-connection (with shut-off valve) from a hardware or plumbing supply store.
- ② Shut off both the hot and the cold water main supply at the pipe under the sink.
- ③ Locate the cold water supply line valve.
- ④ Disconnect the faucet cold water supply line from the main cold water pipe. Use a towel to catch the small amount of water that may come from the faucet supply line.
- ⑤ When connecting the T-connection to the cold water pipe, be sure to use plumber's tape or teflon tape (not included) to prevent leaks.
- ⑥ Reconnect the faucet's cold water supply line to the T-connection (now secured to the main cold water pipe).
- ⑦ Be sure all connections are secure but do not overtighten them.

Both Options

Do not turn on the main water supply until all hoses are properly installed to the unit. The unit and components are subject to change without prior notification in order to enhance performance.

Water Hose Installation



- ① Place the unit on the planned installation location and screw the water outlet pipe clockwise into the water outlet hole positioned at the top of the unit.
- ② Press the stem elbows into the water inflow and outflow holes on the bottom of the unit until you hear a click and feel the hose sit firmly in place.

How to Install the Water Outlet Pipe

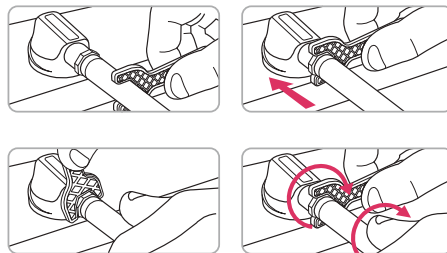


- ① Spread the outlet pipe in a from that is convenient to install.
- ② Assemble the outlet pipe and outlet unit, and turn clockwise direction.

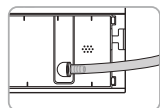
- ③ Use a wrench to make the joint part to be fixed tightly to the end.

For placing a wrench: it is easy to move a wrench and fix to joint area when you place a wrench on 3/2 part of a pipe at the beginning.

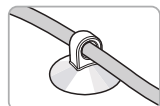
For using a wrench: tighten up by rotating a pipe and a wrench clockwise direction together at the same time.



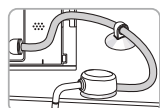
How to Install the Drain Faucet



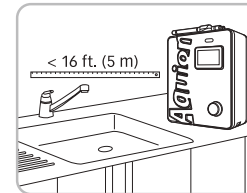
- ① Connect the drain hose tube elbow to the outflow hole located at the bottom of the unit.



- ② Connect the drain hose to the tube suction cup and secure it so that it does not move.

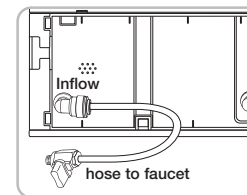


- ③ Connect the drain hose to the faucet and secure it to the proper position on the sink.



- ③ Measure between the unit's location (on the counter) and the water faucet (or under-sink T-connection) where the diverter (or T-connection) will be installed. Cut enough hose to allow an easy connection from the rear of the unit to the water supply (either using the faucet diverter or the under-sink T-connection).

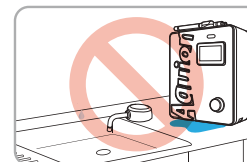
Note: Keep the length from the unit to the faucet under 16 feet (5 meters). You may need a pressure pump or a larger size hose if the pressure is too low. Be sure to leave a few extra inches (centimeters) of length so the faucet can still be rotated.



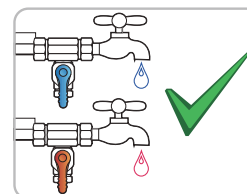
- ④ Connect the hose from the inflow hole to the cold water supply either at the faucet diverter using Option A, or the under-sink T-connection using Option B.

Option A: Remove the nut from the diverter, slide the nut onto the hose, then firmly seat the hose on the faucet diverter and screw the nut over the hose and back onto the faucet diverter.

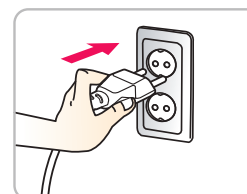
Option B: Route the hose through the countertop to the T-connection, then firmly seat the hose on the T-connection and make sure the connection is sealed completely.



- ⑤ Make sure all hose connections are firmly seated in the correct holes, both on the unit and at the water supply



- ⑥ Turn on both the cold and hot water supply. Make sure there are no leaks at any of the connections. Make sure the faucet is working with both hot and cold water. Make sure there are no leaks from the hose connections on the bottom of the unit. Make sure the hoses are firmly seated in the unit holes.

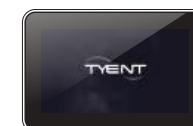


- ⑦ Plug in the power cord. You should hear a series of tones when you power up the unit.

※ INTRO Screen appears when initial power is supplied.



Primus JOY plus



TY12-ACE H

Operation of the Touch Screen



Screen: Main display

	Proximity sensor		Alkaline level 1	Descale	Descale indicate
	System Setup		Alkaline level 2	Filter	Filter usage indicate
	Voice on		Alkaline level 3	AM 10:25	Current time indicate
	Voice off		Purified water	QTY.C 0.25	QTY.C indicate
	Eco mode on		Hydro water		Fixed qty discharge(QTY.C)
	Eco mode off		Acidic level 1		Timer
	RFID ok		Acidic level 2		Proximity sensor select
	RFID error		Turbo water		

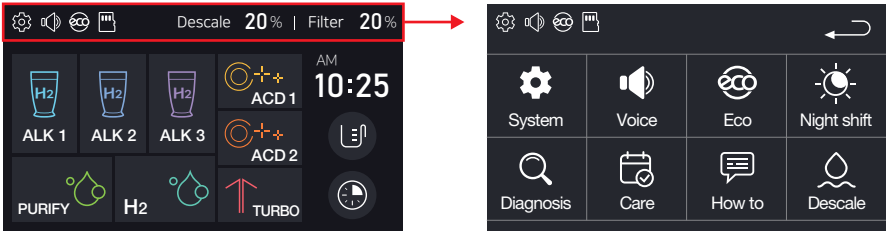
Screen: Timer

Execute it by pressing the Timer button on the main display. You can set an end time and use it for cooking or other time reminder functions.



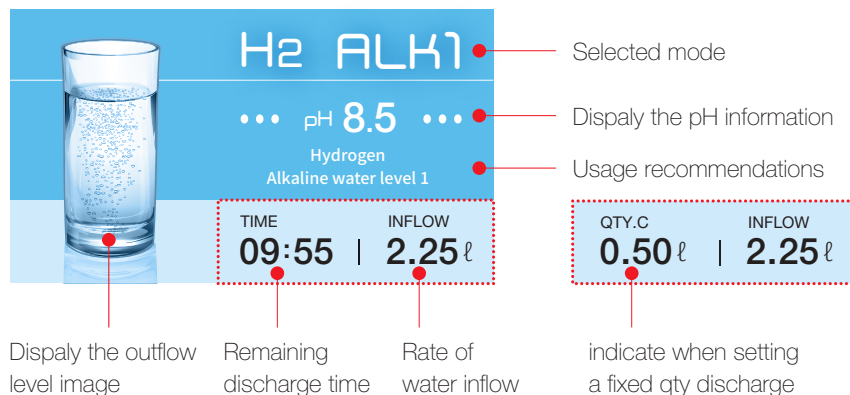
- Standby:** Press the hour/min/sec numbers on the screen and set the required end time using the increase/decrease buttons on the right. When you press the Start button, the timer runs.
- Execute:** The timer runs at the set time. When the timer display reaches 00:00:00, the timer ends with a sound. (You can cancel/stop by pressing the button during execution)
- Complete:** After completion, press the OK button to return to the Timer standby screen. RestartWhen you press the button, the timer restarts at the previously set time. Press the Home/Return button at the top to return to the main display.

Screen: Quick setting



Move by pressing the upper part of the main display.Press each menu button to proceed with simple On/Off settings or move to action.

Screen: Outflow display



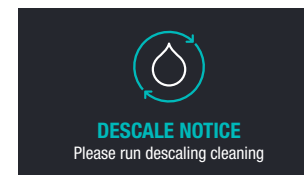
DISPLAY CHANGES

LCD display will match the pH level color according to water pH level being used after icon is pressed.



※Errors may occur between actual output water according to raw water condition such as water quality, amount of water and temperature.

Screen: Message display

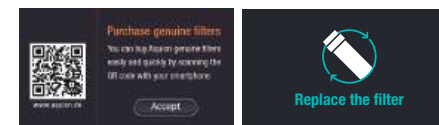


Descal Notice

Displayed when a descale cycle is imminent. Manage scale in the Descal menu of Quick settings.

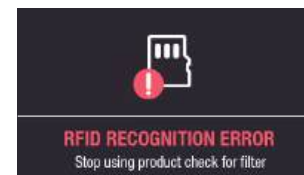
Primus JOY plus

TY12-ACE H



Replace the filter

Displayed when the filter replacement cycle is imminent. Purchase and replace the original filter.



RFID ERROR

Displayed when the filter is not recognized properly. Please check the combination status or be sure to use the original filter.



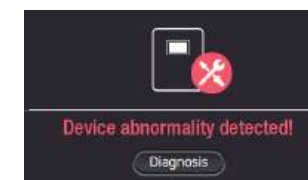
Lack of inflow water

Displayed when an error occurs in raw water supply. The device cannot be used. Check the status of raw water inflow.



Proximity sensor error

Displayed when a proximity sensor operation error occurs. Contact the service center.



Device abnormality detected

Displayed when other device abnormalities occur. You can go to Diagnosis to check for abnormal areas. After checking the defective parts, contact the service center.

Directions for Product Use

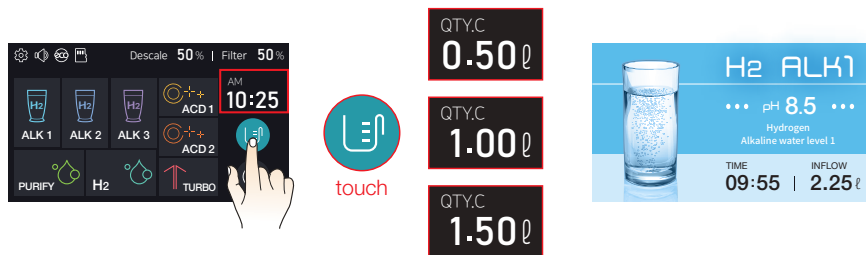
When using the Touch Screen



- ① Press the desired icon on the LCD screen.
- ② Water outflow starts. Screen will display the rate of water inflow and stop time.
- ③ Press the screen to stop the flow of water.
- ④ After stopping the water discharge, it returns to the main display. The last used water extraction button is displayed.

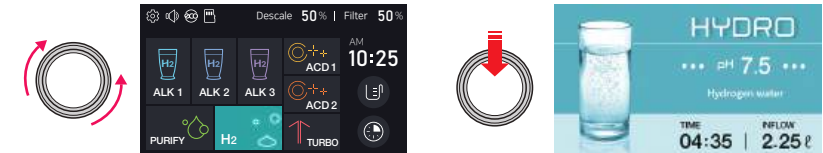
When using fixed quantity discharge function

When using the Touch Screen



- ① Touch the QTY.C icon and choice the fixed amount of water. (0.5l, 1.0l,1.5l)
※One-touch quantitative setting can be reset according to life time (see p24, Setting the Personal QTY.C)
- ② Select a desired water mode. Water outflow starts.
- ③ Automatic stop after discharging the fixed amount of water that you selected.
※Discharge of water will stop if you touch the screen during water discharge.
- ④ After the water discharge completes, the fixed quantity function is released.
- ⑤ After stopping the water discharge, it returns to the main display. The last used water extraction button is displayed.

When using the Jog dial



- ① Turn the dial either direction to select function. The white outline means it's selected.
- ② Push the Dial to start the water outflow. Screen will display the rate of water inflow and stop time.
- ③ Press the Jog dial to stop the flow of water.
- ④ After stopping the water discharge, it returns to the main display. The last used water extraction button is displayed.

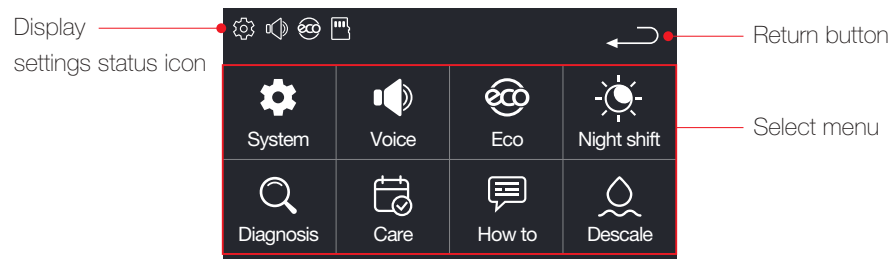
When using fixed quantity discharge function

When using the Jog dial



- ① Touch the QTY.C button.
- ② Select the fixed amount of water that you need by turning the jog dial.
- Clockwise: Increasing by 100ml (Max.5L)
- Counterclockwise: Decreasing by 100ml (Min.200ml)
- ③ Select a desired water mode. Water outflow starts.
- ④ Automatic stop after discharging the fixed amount of water that you selected.
※Discharge of water will stop if you press the button during water discharge.
- ⑤ After the water discharge completes, the fixed quantity function is released.
- ⑥ After stopping the water discharge, it returns to the main display. The last used water extraction button is displayed.

How to use the Quick setting



System

System

Go to the system settings menu.
(organized in How to set up the system)



Voice



Voice

Voice On/Off

Turn on/off voice output. Operates with one touch.



Eco



Eco

Sleep mode On/Off

Turn on/off sleep mode. Operates with one touch.



Night shift



Night shift

Night shift On/Off

Turn on/off night shift mode. Operates with one touch.



Diagnosis

Smart self Diagnosis

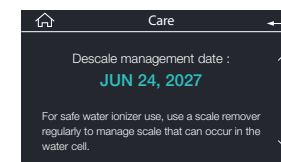
Diagnose device status. When the Device abnormality detected screen appears, click Diagnosis to diagnose the device status and check for errors.



Care

Care management information

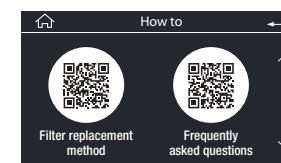
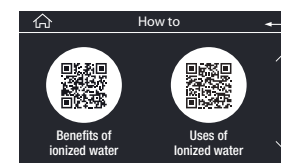
You can check your care management status. The last filter replacement date and scale maintenance date are displayed. Maintenance at appropriate intervals helps ensure stable use of the product.



How to

Usage guide

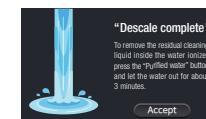
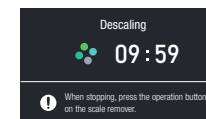
You can check information about using the product. Open the QR code reader on your smartphone and scan the QR code displayed on the screen, and you will be automatically linked to each usage guide.



Descal

Descaling guide

When the Descal Notice screen appears, click Descal to proceed with scale management. Proceed with descaling by following the on screen instructions.



When using the Jog dial

Each Select menu can be moved / selected by using the jog dial.



Dial move



Dial select

System Setup Method



ALKALI pH Level Adjustment

Adjust the alkaline pH setting value (ALK1, ALK2, ALK3).

After selecting the water extraction level to be set, Adjust the setting value by operating the right increase/decrease button or the jog dial. ※When using the Jog dial (Clockwise: Increasing / Counterclockwise: Decreasing)

After setting, press the Home or Return button to apply the changed settings.

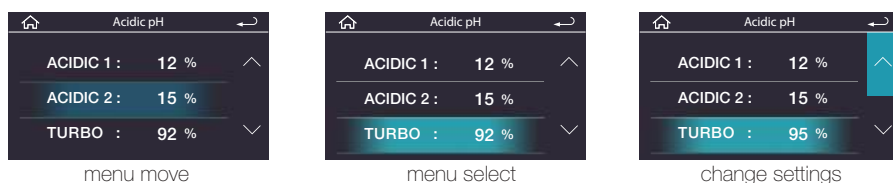


ACIDIC pH Level Adjustment

Adjust the acidic pH setting value (ACD1, ACD2, TURBO).

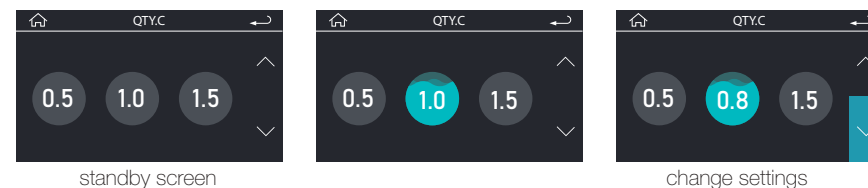
After selecting the water extraction level to be set, Adjust the setting value by operating the right increase/decrease button or the jog dial. ※When using the Jog dial (Clockwise: Increasing / Counterclockwise: Decreasing)

After setting, press the Home or Return button to apply the changed settings.



Setting the Personal QTY.C

You can customize the amount of water dispensed according to the frequency of use.



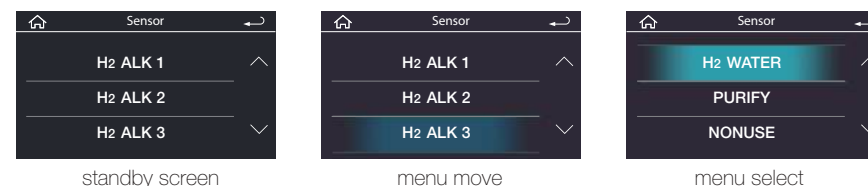
- At initial entry, it is set to the default quantity. (0.5L / 1.0L / 1.5L)
- Press the QTY.C button you want to setting. A wave effect is displayed on the selection button.
- Use the right increase/decrease button or the jog dial to adjust the setting value.
※When using the Jog dial (Clockwise: Increasing / Counterclockwise: Decreasing)



- Set the water extraction quantity for other menus in the same way.
- After setting, press the Home or Return button to apply the changed settings.
- When you press the quantity button on the main display, the set quantity is displayed.

Setting the Proximity Sensor

Setting the proximity sensor output. Proximity sensors can only be set up for drinking water. Select the water discharge level to set the proximity sensor water discharge and press the Home or Return button to apply the setting.



If the settings are applied properly, the settings icon will be displayed on the water discharge button where the proximity sensor is set. If you touch the proximity sensor at the top of the product, you can start/stop the water without using a button.

Setting the Descale notification cycle

Setting the Descale notification cycle. After cumulative discharge of the selected capacity, a Descale Notice notification window will be displayed. You can cancel this function, but we recommend that you use it for effective management.

You can set the descale cycle yourself. After selecting descale cycle, Adjust the setting value by operating the right increase/decrease button or the jog dial. ※When using the Jog dial (Clockwise: Increasing / Counterclockwise: Decreasing) After setting, press the Home or Return button to apply the changed settings.



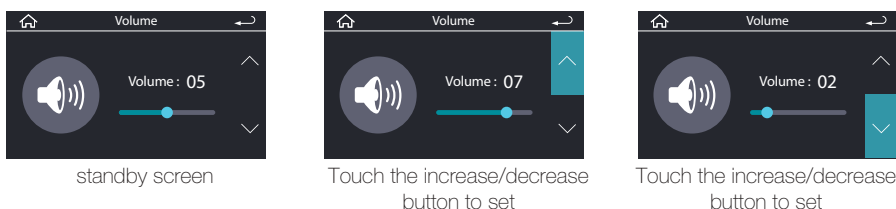
The Descale display rises to match the cumulative setting. When the accumulated amount reaches 100%, the Descale Notice screen is displayed.



VOLUME Level Adjustment

Setting the volume level. You can set the volume level with the slide bar and increase/decrease buttons.

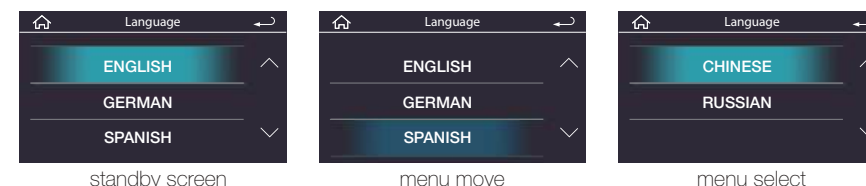
※When using the Jog dial (Clockwise: Increasing / Counterclockwise: Decreasing) After setting, press the Home or Return button to apply the settings.



※ You can check the current volume setting by touching the volume icon.

Setting the Language

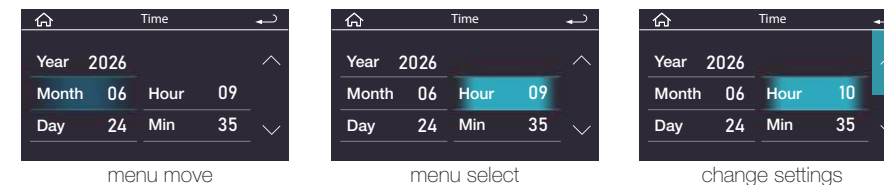
Setting the language for voice playback. After selecting the language, press the Home or Return button to apply the settings. If the settings are applied properly, voice in the selected language will be played.



Setting the Time

Set Current time indicate on main display. Press each menu (Setting menu: Year, Month, Day, Hour, Minute) and operate the increase/decrease button or dial on the right to change the display value.

※When using the Jog dial (Clockwise: Increasing / Counterclockwise: Decreasing) After changing, press the Home or Return button to apply the changed time setting.

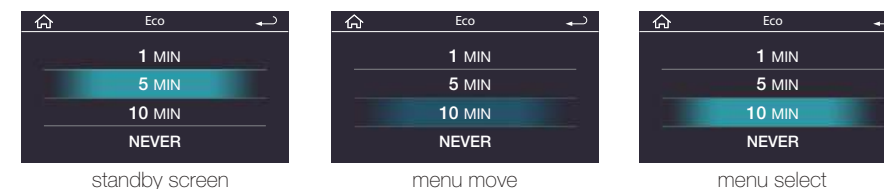


※ Time is set here using a 24 hour clock (military time). Outside of this menu the time is displayed with a standard 12 hour clock.

Setting the ECO mode

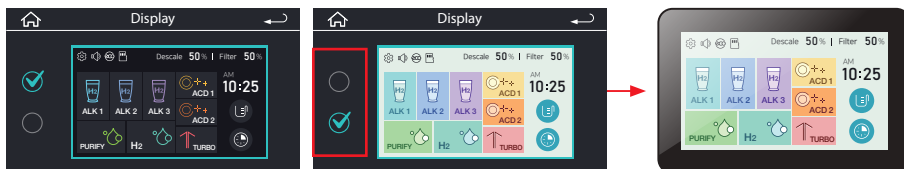
Set the sleep mode activation time. If the device is not used for a set period of time, it automatically enters sleep mode and reduces power consumption. After selecting the power saving transition time, press the Home or Return button to apply the setting.

※ Power saving mode can also be turned on/off by pressing the Eco button in Quick settings.



Setting the Main Display screen

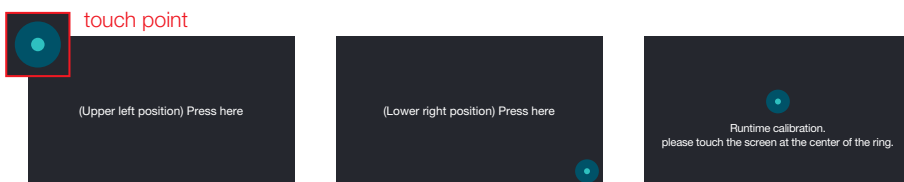
Change the Main Display screen. Select the desired screen among Dark mode (Display1) or Light mode (Display2) and press the Home or Return button to apply the settings. When you return to Main Display after setting, the change screen will be displayed.



Touch calibration

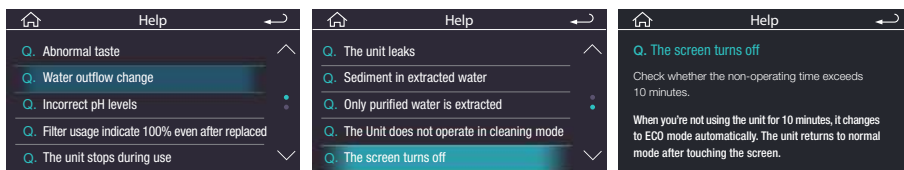
This is the Touch correction function. Each time a touch point appears on the screen, touch the center of it with your finger to complete calibration. Once calibration is complete, the display will move to the system setting mode automatically.

※When calibrating touch, do not press with a sharp or pointed object.



Guide to troubleshooting

You can access the troubleshooting guide. Check the cause of the issue and solutions.



ECO Mode

This function switches the device to sleep mode if it is not used for a certain period of time. Sleep mode when activated, simple illustrations tailored to the current time and season are displayed. The sleep mode screen remains on for 30 minutes, and if the device is not used for more than 30 minutes, the screen turns off completely.

※Power saving transition time can be set in System setup or Quick setting menu.

Sleep mode image display



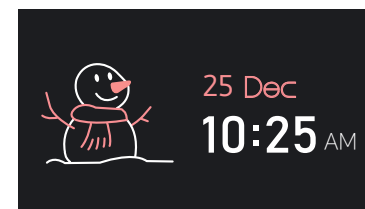
March - May



June - August



September - November



December - February

Automatic Flow Switching cleaning function

This feature helps to provide you a healthier and more effective functional water by keeping the water cell clean at all times. Not only does it provide more effective functional water, it also proactively prevents scale in the water cell and extends the life of the water cell.

※Automatic Flow Switching cleaning function is executed every time water discharge ends.

Customer Serviceable Parts

ATTENTION: The consumer accepts any and all responsibility and/or liability if replacement filters and/or purchased parts are not manufacturer specific. This unit contains high-performance purifying filters and an advanced control system.



If you do not use TYENT original filters, the following problems will occur.

- Cannot provide product warranty.
- The life of the product is shortened.
- It may cause product malfunction.
- It may cause product leakage.
- Filter performance is significantly reduced.

Primary Filter

Recommended filter replacement cycle:

951.0 gallons (3,600 L) / Every 6 months

Removes harmful chemicals like chlorine, compounds such as agrichemicals and detergents, large suspended matters like rust and sediments as well as other volatile organic compounds through an efficient, an activated absorption method. It also eliminates bad smells and any remaining dissolved chlorine.

Secondary Filter

Recommended filter replacement cycle:

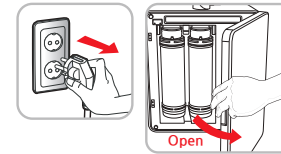
951.0 gallons (3,600 L) / Every 6 months

Fine artificial film filters contaminated materials including ordinary bacteria while maintaining essential minerals in the water.

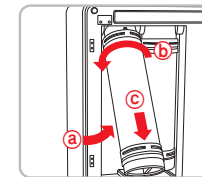


The life of the filter can vary greatly due to use, water pressure, water quality and the changing of the seasons. Filters may need to be replaced sooner than the scheduled time due to these reasons, you may notice reduced water quality or declining water taste.

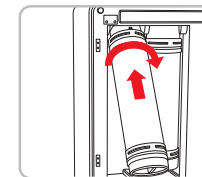
How to Change the Filters



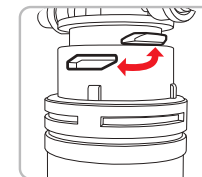
- ① Shut off the water supply to the unit and unplug the power cord. Open the door in front of the product.



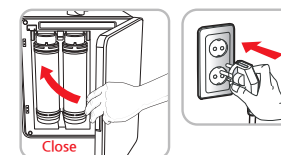
- ② Remove old filter:
 - Ⓐ Lift the filter that needs to be replaced.
 - Ⓑ Turn the filter counterclockwise until it loosens.
 - Ⓒ Pull the filter down and remove it.



- ③ Put the new filter into the right position by turning it clockwise.



- ④ When installing the filter, the connection bump of the head and the connection groove on the top of the filter should be completely combined.



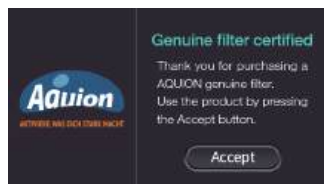
- ⑤ Close the door, plug the power cord back in and reengage the water supply.



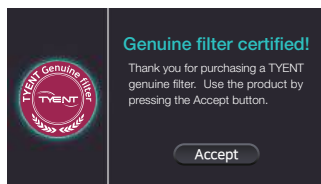
After replacing the filter, wipe off the flowed water. make sure wipe the water thoroughly around the bottom edge of the unit and the electrical cord.

How to Reset the Filters

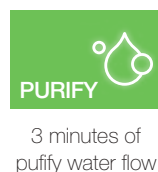
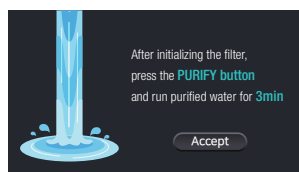
Primus PRO plus



TY12-ACE H



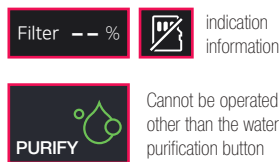
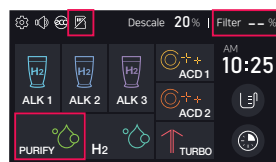
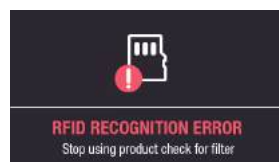
When the filter is replaced, the filter information on the RFID chip is scanned and initialization is automatically performed.



When you press the Accept button on the genuine filter authentication screen, a 3-minute water purification guide will be displayed. Pressing the Accept button on the 3-minute pass screen returns to the main display. Filter usage is reset to 00% and the Purify button is selected.

※ Before using the product, press the Purify button and run water for 3 minutes to ensure stable properties.

Genuine filter not recognized



If the genuine filter information cannot be recognized, an RFID ERROR window will be displayed. Normal initialization will not proceed and use of the product will be restricted. ※ Only the water purification button can be used, other water discharge buttons cannot be used.

Be sure to use a genuine filter. If the RFID ERROR window appears even after replacing the genuine filter, recheck the filter connection status or contact the service center.

Turbo Function

The TURBO function allows you to create strong alkaline and strong acidic water. These types of water are ONLY to be used for non-drinking purposes such as cleaning. **NEVER DRINK THESE TYPES OF WATER.**



pH 2.5
~ pH 3.8



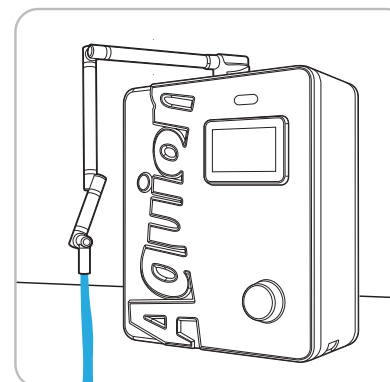
Strong
acidic water



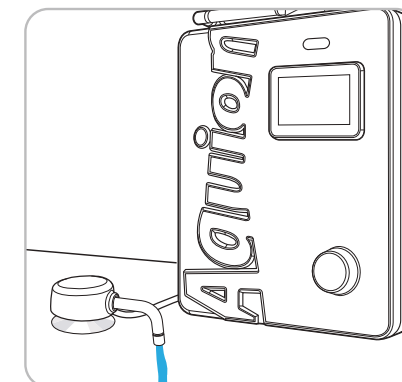
pH 10.0
~ pH 11.8



Strong
acidic water



Alkaline Turbo Water Outflow



Acidic Turbo Water Outflow

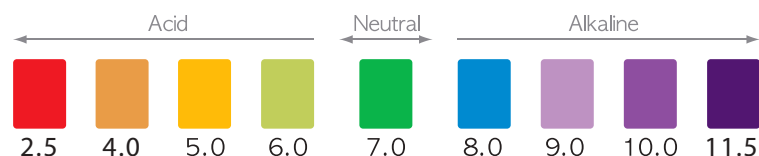
- The waters produced in **TURBO** mode are not intended for drinking. **DO NOT DRINK** these types of waters.



- **DO NOT** Use the **TURBO** function in a manner other than directed.
- While operating the TURBO function, the machine will automatically stop dispensing water after 5 minutes. This feature prevents accidental overflow or flooding.

pH Level Adjustment

pH Chart



When testing the pH, be sure to allow the unit to run for 1 minute (60 seconds) before taking a sample of the water. If you have to adjust the percentage, after adjusting, run an additional 1 minute before taking a new sample. When testing pH values, we like to use 2 tablespoons (30mL) of the water being produced and 4 drops of the reagent in a clear glass. The minimum and maximum Turbo waters produced will depend on the water source quality. Set Turbo at 99% for maximum pH levels. These levels can range normally as follows:

Color of pH testing of each level:

Alkaline Turbo (dark purple)
 Acidic Turbo (red)
 Alkaline Level 1 Approx. 8.0-8.5 pH (light blue)
 Alkaline Level 2 Approx. 9.0 pH (light purple)
 Alkaline Level 3 Approx. 9.5 pH (purple)
 Hydrogen = Approx. 7.5 pH (bluish green) Hydrogen water
 H₂O = Approx. 7.0 pH (green) Purified Water
 Acid Level 1 Approx. 6.5~5.5 pH (light greenish yellow)
 Acid Level 2 Approx. 5.5~4.0 pH (light orange)

※The pH value indicated for each level is based on standardized test results which have used average tap water.

Unit specifications

Model Number	Primus PRO PLUS	TY12-ACE H
Electrolytic Cell Quantity of Plates	Alkaline Electrolyzer cell 1set, Hydrogen Electrolyzer cell 1set	
Power Consumption	Max 270W	
TURBO Function	○	
Product Name	Water Ionizer	
Rated Voltage	100 - 240V, 50Hz, 60Hz	
Operating frequency	13.56 MHz	
Maximum Field strength	42 dBuA/m @ 10m	
Available Temperature	4 -35°C (39 -95°F)	
Operating Pressure Range	0.1- 0.5 MPa	
pH Levels	1-3 Hydrogen-Alkaline, 1 Neutral, 1-2 Acidic, 1 Hydrogen, Turbo Alkaline and Turbo Acid	
Adjustable pH	User adjustable pH levels control	
Filter Configuration	Dual .01 Micron Filtration System	
Filter Life Display	LCD filter replacement and announcement	
Water Cell Plate Materials	Platinum and Titanium	
Product Size	W300 x D135 x H355 mm (11.8 x 5.3 x 13.9 inches)	
Product Weight	approx 5.8kg (12.8 Lbs)	

※To make the best functionality, there may be some change without notices.

Troubleshooting

Before requesting service, please make sure to check the following :

Q. Abnormal taste

1. Check the period of use.
•Run the unit for one minute, draining stagnant water.
2. Check the filter for replacement time.
•Replace the filter.

Q. Water outflow change

1. Check if the valve on the water supply is closed.
•Open Valve.
2. Check if the hose is bent or folded.
•Stretch out the hose.
3. Check if the flow rates are low. (less than 1 ℓ/ min)
•You'll need to install a water pump. Please consult with a Tyent technician.
4. Check if your water supply is cut off or if the water supply line is frozen.
•Wait until the water comes out of the water supply pipe.
5. Check your filters for a clog.
•Change the filters.

Q. Incorrect pH levels

1. Check the hardness of your source water (inflow water).
•Water quality varies by region.
2. Check flow rates for higher levels.
•Reduce the amount of raw water.
3. Check whether the amount of drained water is small.
•Please contact a Tyent technician.
Request after-sales service.

Q. The unit stops during use

- Check whether the operating time exceeds 5 minutes.
•The unit stops automatically after 5 minutes.

Q. The unit leaks

1. Check the filter for proper mounting.
2. Check the faucet and water ionizer body are properly connected.
•Unplug the unit and then contact a Tyent technician.

Q. Sediment in extracted water

- Check for excessive calcium in your source water (inflow water).
•Contact Tyent for replacements filters.

Q. Only purified water is extracted

- Check whether the flow rate is high.(5kgf/cm² or faster)
•Contact a Tyent technician to install a pressure reducing valve.

Q. The screen turns off

- Check whether the non-operating time exceeds 10 minutes.
•When you're not using the unit for 10 minutes, it changes to ECO mode automatically. The unit returns to normal mode after touching the screen.

Q. Filter usage icon remains 100% even after the filter has been replaced

- Check whether the filter usage has been reset.
•Reset the filter usage.

FCCID: 2BRMJ-ProPLUS

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

WARNING (FCC Part15.21)

Changes or modifications not expressly approved by the manufacturer (or party responsible) for compliance could void the user's authority to operate the equipment

RF exposure statement

This equipment should be installed and operated with minimum 20 cm between the radiator and your body.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

IC: 34443-ProPLUS

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

This device may not cause interference.

This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

L'appareil ne doit pas produire de brouillage;

L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

RF exposure statement

This equipment should be installed and operated with minimum 20 cm between the radiator and your body.

Cet appareil doit être installé et utilisé avec un minimum de 20 cm entre le radiateur et votre corps.



Product Warranty

1. This product is warranted for Two years. Any manufacturing defects or spontaneous failures that may occur during the warranty period will be repaired or replaced at no charge.
2. If any failure occurs, please call for service.
3. Repair of failures caused by follows may not be covered under the warranty. the customer shall pay repair or replacement costs.
 - Problem caused by using the water ionizer in a way other than "User Manual"
 - Trouble resulting from improper usage or failure to perform regular maintenance
 - Damage due to the use of source water other than municipal drinking water
 - Trouble caused by sediment or lime scale deposits
 - In the case where a failure due to natural disasters (fires, salt damage, damage from natural gas, earthquakes, floods, lightning, and etc.)
 - Damage due to carelessness such as dropping
 - Malfunction caused by tamper or alter
 - Malfunction or damage caused by use of improper voltage
 - In the case where repairs or modifications are performed by non-authorized representatives.
 - Do not use non-genuine spare parts or consumables parts.
 - In the case of absence of the product warranty or no information is provided in the warranty.
 - Usage other than domestic use.
4. We shall charge the customer for repairs and replacement costs against failures after the warranty period expires.(two years after the date of purchase).
5. Our customers are asked to show their warranty to us when requesting after-sales service.
6. This warranty will not be reissued. Make sure to keep it in a safe place.

Product Name	Water Ionizer		Warranty Period
Product Model ☒	☐ Primus PRO PLUS ☐ TY12-ACE H		One Yeas from the Date of Purchase [12months]
Date of Purchase		Customer's Phone	
Customer's Name		Customer's Address	
Installation Engineer Name			



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 908, Unsang-daero, Yangsan-si,
 Gyeongsangnam-do, Korea
 TEL 82.55.363.6670 FAX 82.55.363.6674
 www.tyentgroup.com

※ We cannot accept any responsibility or liability for errors and/or problems rising from the customer's use of parts that aren't manufactured by our company.