



# OCEAN



## NESH MARKETING SDN BHD

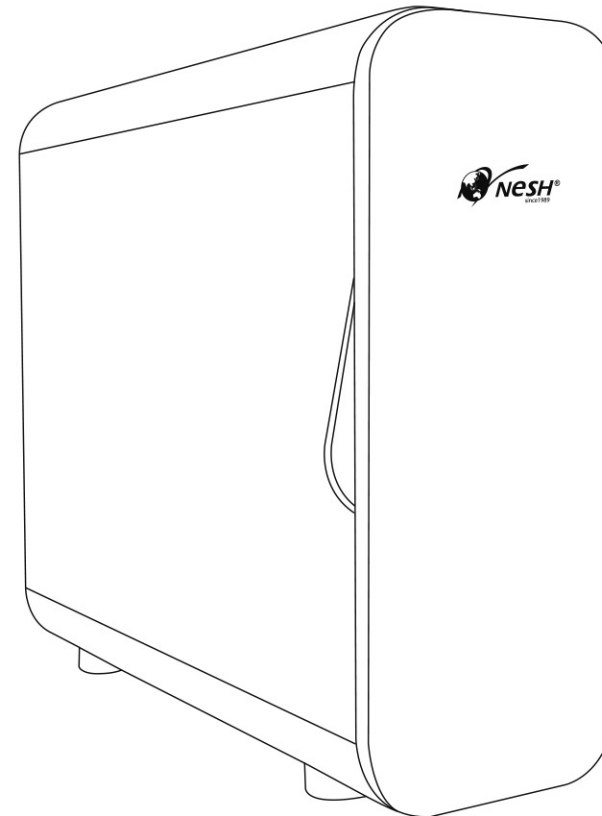
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## User Manual

Model: EM2024

Please read this manual carefully before usage. Kindly retain for future reference.

## Contents

Dear NESH Valued Customer,

Thank you for choosing NESH Ocean. Please read this user manual carefully for safe and effective use of the product. NESH Ocean is a versatile indoor water filtration system that can be installed on the tabletop or under the sink, as you prefer. It's designed with five unique features to meet your drinking and using water needs in your desired kitchen design, and improve the quality of life.

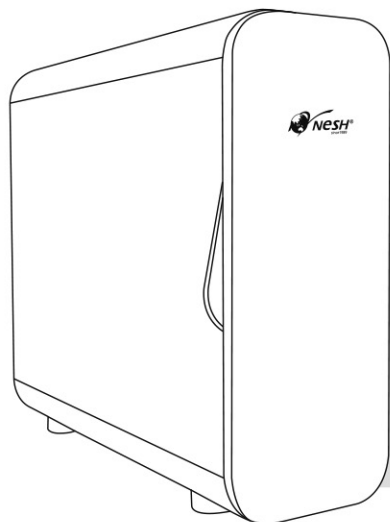
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## Product Features

- O** Options for installation
- C** Convenience: Change filter easily
- E** Efficient space-saving design
- A** Anti-bacterial sterilisation
- N** NESH Life Water with minerals

### Disclaimer:

The contents of this user manual have been carefully checked. The company reserves the right to explain for any mistake and/or omission in print or misunderstanding of the contents. In addition, any technical improvement will be updated in the revised version without prior notice. With a view to constantly improving our products, we reserve the right to make any changes in their technical, program or aesthetic features connected with their technical evolution.



### Product Specification

Model	: EM2024
Weight	: 5kg
Dimension	: 337(L) x 126(W) x 302(H) mm
Power Consumption	: 5.6W (Max)
Voltage	: DC12V
Water Pressure Required	: 1.5 - 4 Bars

## Safety Precautions

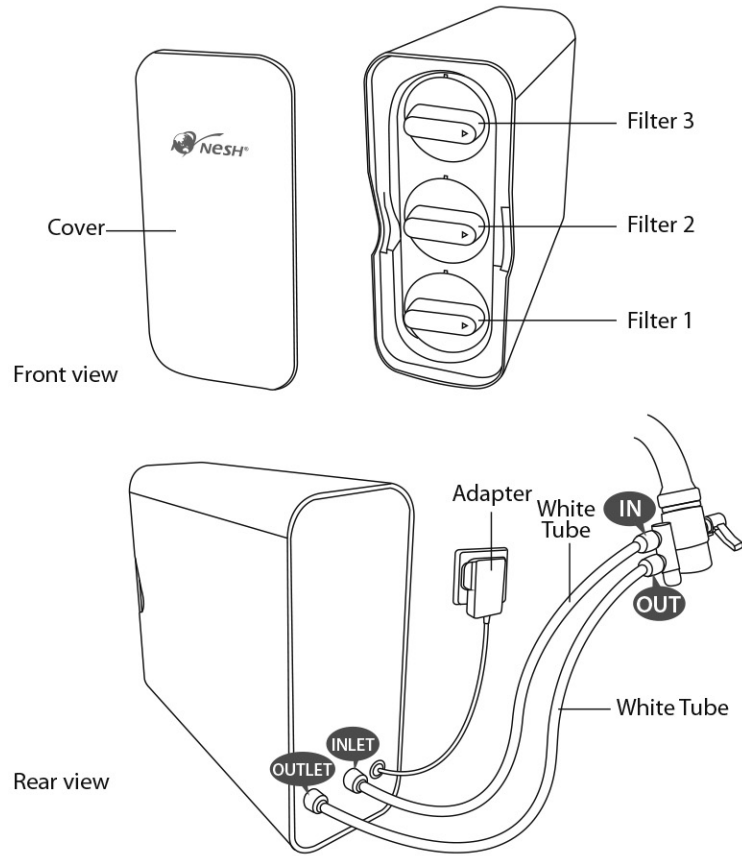
To safely use the product and avoid unnecessary electric shocks and hazards, please observe the following:

1. Power outlet must be proper grounded 3 pin plug. The outlet current should be greater than 10A. If the product is found not proper during operation, turn off the power immediately and contact NESH CARE Team for assistance.
2. This product must be installed in a dry cool place, avoid direct sunlight and flammable materials. Do not place foam, cardboard or similar materials underneath the product, this is to avoid electric leakage as a result of water accumulation. This product is not suitable for outdoor use or water splashing area.
3. Hold on to the 3 pin plug instead of the power cord to unplug. Do not extend the power cord to avoid fire hazard.
4. Do not pull the power cord when moving this product. Do not coil the power cord around the product during operation.
5. Do not place or use the product on heating surface or in high temperature area.
6. Do not immerse the power cord or product into any liquid.
7. Make sure the power outlet has sufficient voltage capacity as to avoid short circuit. Also make sure the voltage of the power supply match the product's specification.
8. Place the product on firm sturdy surface and out of reach of children. Do not place the product on other electrical products.
9. Use only genuine parts for maintenance.

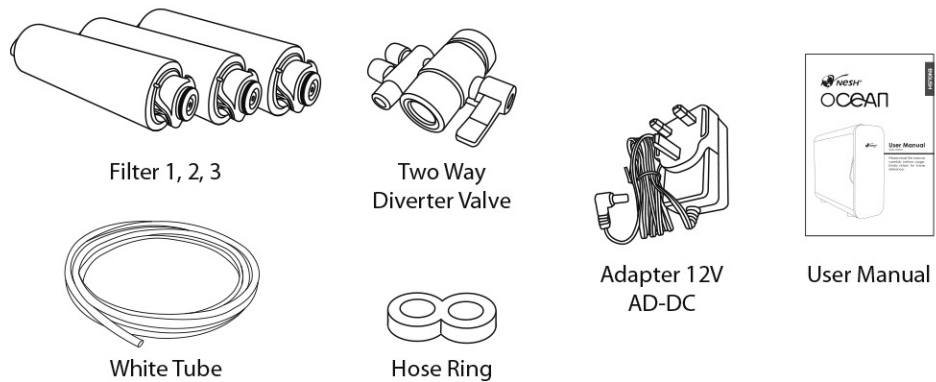
### Product Care

1. For first use or use again after keeping the product for a long period, you must first let the water flow for 10 minutes.
2. Use only soft cotton damp cloth to clean the product. Do not use cleaning agents to clean the product as to avoid discoloration. Do not rinse or immerse the product in water.
3. Unplug the power outlet when not in use or during cleaning of the product.
4. Turn off and unplug the power outlet when there is water or electric leakage. Contact NESH CARE Team for assistance. Do not attempt to repair.

## Product Structure

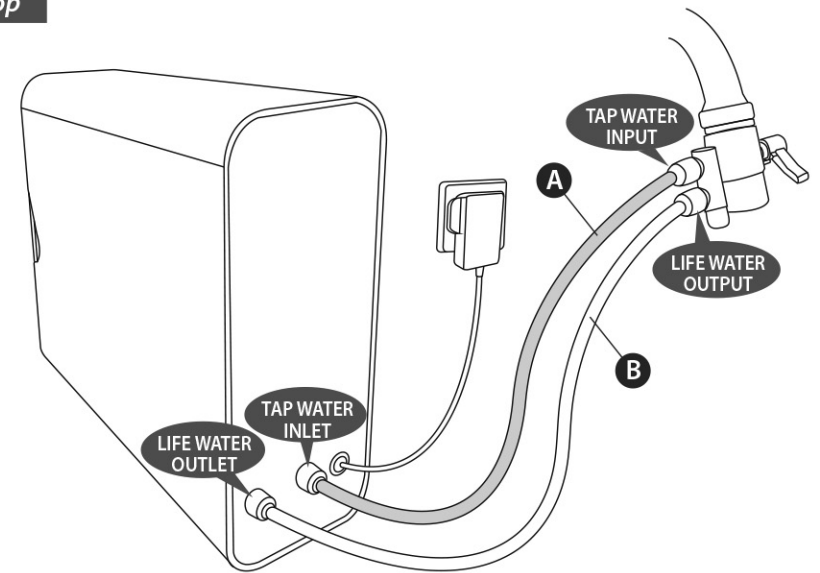


## Parts & Accessories

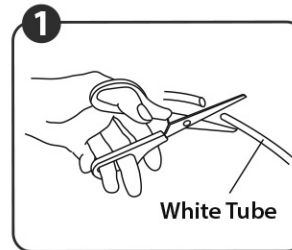


## Installation

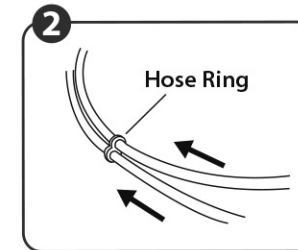
### Tabletop



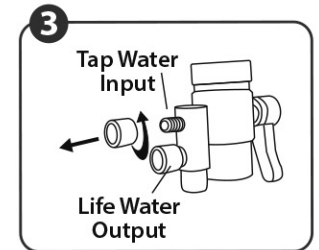
### Tap Water Input Connection "A"



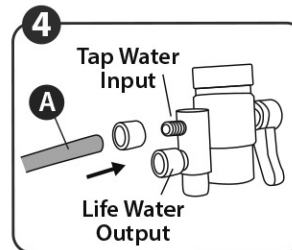
Cut the white tube into half



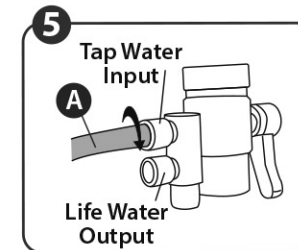
Put the white tubes through the hose ring



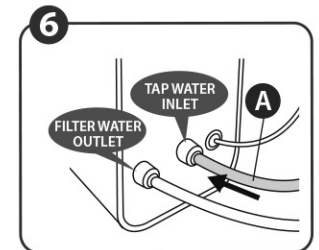
Loosen the nut



Insert white tube A on top

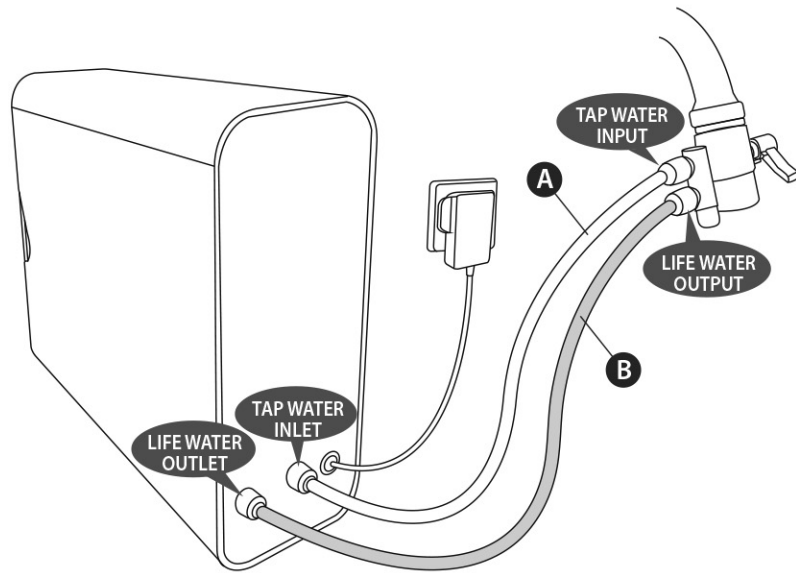


Tighten the nut

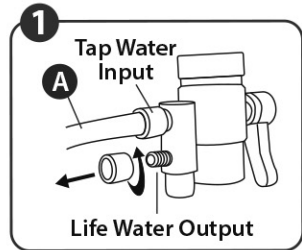


Insert white tube A to the right

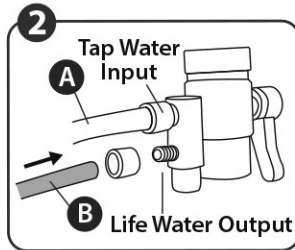
## Installation



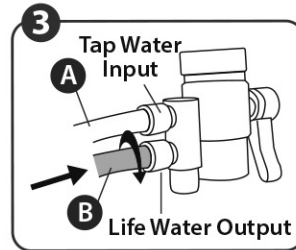
### Life Water Output Connection "B"



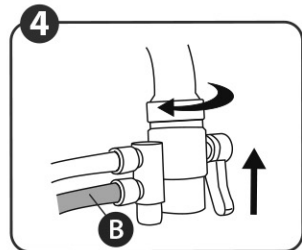
Loosen the nut



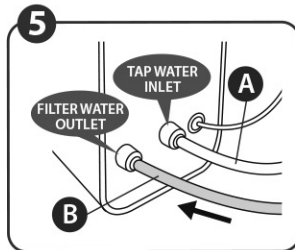
Insert white tube B below white tube A



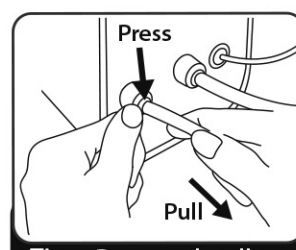
Tighten the nut



Once all tubes are fixed, attach the diverter valve to the tap & tighten



Insert white tube B to the left



**Tips:** Press and pull to remove the white tube

## Care & Maintenance

NESH Ocean Indoor Water Filtration System is a product of superior quality and design, and must therefore be treated with care.

### When to Replace Your Filter

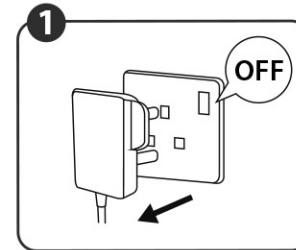
The lifespan of the filter may vary depending on the maintenance, water quality, usage frequency and capacity. The recommended timeframe for filter replacement is as follows:

**Filter 1** Every 6-12 months (2 weeks warranty)

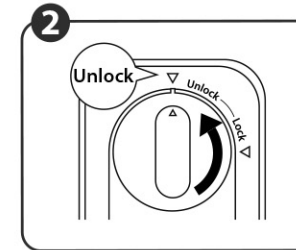
**Filter 2** Every 1 year (1 year warranty)

**Filter 3** Every 3 years (1 year warranty)

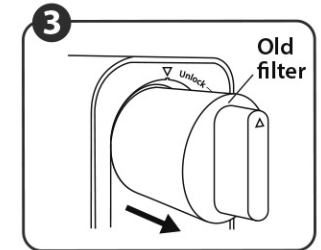
### Filter Replacement



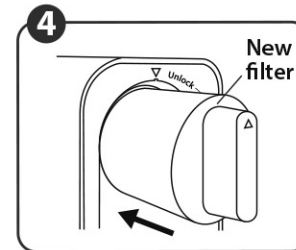
Turn OFF the switch, unplug and turn off the water tap



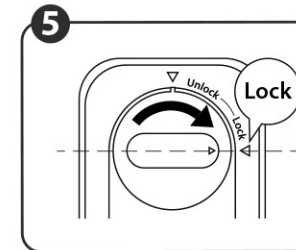
Unlock the filter anti-clockwise



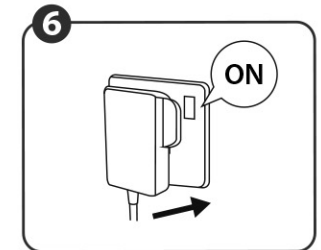
Pull out the old filter



Insert the new filter



Lock the filter clockwise (Make sure the handle is Horizontal)

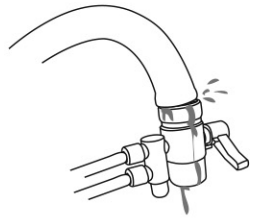


Plug in and turn on the switch

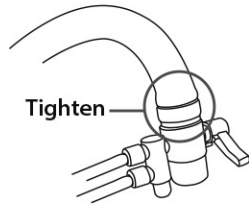
# Troubleshooting

## Problems

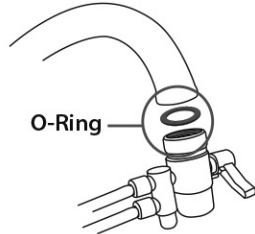
## Solutions



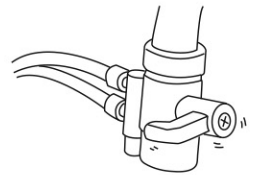
**When the diverter valve cannot be fixed or is very loose on the tap**



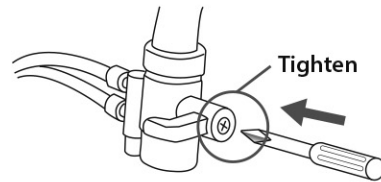
**Tighten**  
Change a new tap as the existing threads is unable to fit the threads of the diverter valve



**O-Ring**  
Change to a thinner O-Ring for the diverter valve



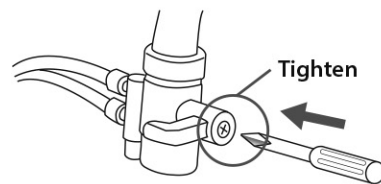
**When the diverter valve loosens with time and usage**



**Tighten**  
Tighten the screw located at the right side of the diverter valve.

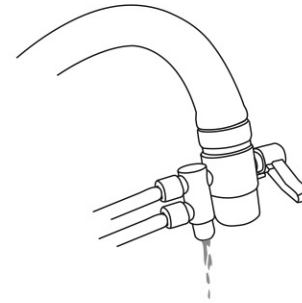


**When water flows out from both water outlets at the same time**



**Tighten**  
Tighten the screw located at the right side of the diverter valve.

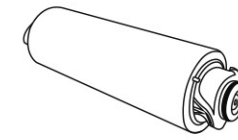
# Troubleshooting



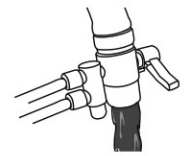
**When the Life Water flow is slow**

- Check whether the water pressure is too low (below 1.5 bars). Water from the water tank has lower pressure
- Check for any damages or bends on the white tubes
- Ensure that the filter has been regularly replaced

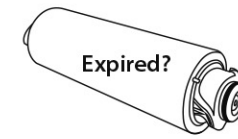
## When blockage occurs



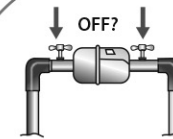
Ensure that your filters are genuine NESH parts / accessories



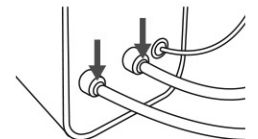
Ensure that your residential area is not experiencing any extreme water pollution



**Expired?**  
Check your filter expiration



Check your main water supply. Is it turned off?



Check the insertion of the white tubes are in the correct outlets

Should you need further assistance:



Scan the QR code for more guidance.



Alternatively, contact our NESH CARE Team  
**03-8060 3668**

## Limited Warranty

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1. NESH Marketing Sdn. Bhd. warrants that this NESH product and/or its genuine NESH part/accessory is free from defects in material and workmanship at the time of its original purchase by a consumer.
2. If during the warranty period, this product fails to operate under normal use and service due to defects in design, materials and workmanship, NESH authorised distributors or service partners will at their option, either repair or replace the product in accordance with the terms and conditions stipulated herein.
3. NESH and its service partners reserve the right to charge a handling fee if a returned product is found not to be under warranty according to the conditions below.

## Terms & Conditions

1. This warranty is valid for the original proof of purchase issued to the original purchaser for this product by a NESH Authorised dealer. NESH reserves the right to refuse warranty service if this information has been removed or changed after the original purchase of the product from the dealer.
2. This warranty does not cover any failure of the product due to normal wear and tear, or due to misuse, including but not limited to use in other than the normal and customary manner, in accordance with the NESH instructions for use and maintenance of the product, nor does this warranty cover any failure of the product due to accident, hardware modification or adjustment, acts of God or damage resulting from shock and impact.
3. This warranty does not cover product failures caused by installations, modifications, repair or opening of the product performed by non-NESH Authorised personnel.
4. This warranty does not cover product failures which have been caused by use of accessories or other peripheral devices which are not NESH or NESH branded original accessories intended for use with the product.
5. There are no expressed warranties, whether in written or oral, other than this printed limited warranty.