



Smart Tap



NESH MARKETING SDN BHD

(199301002028)

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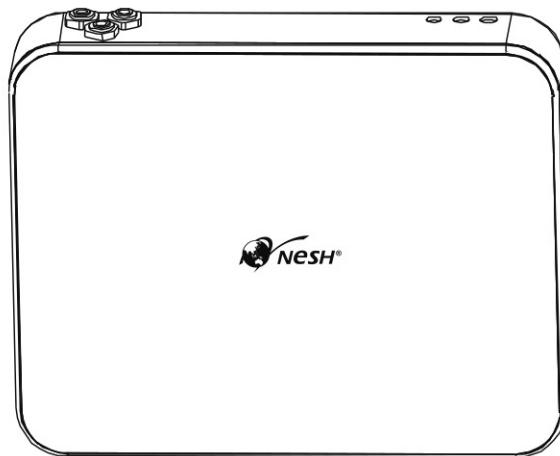
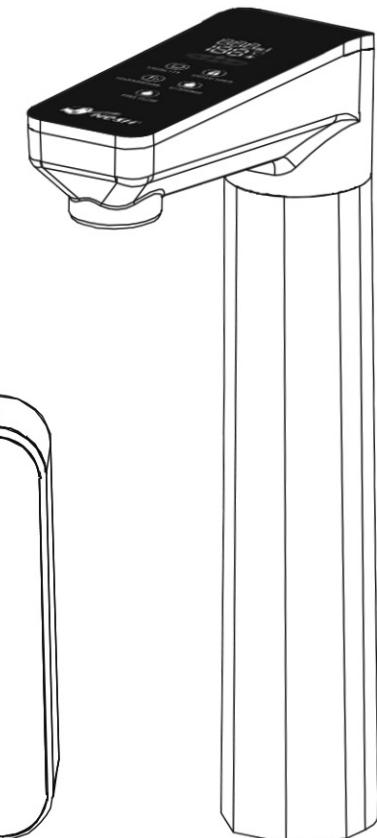
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User Manual

Model: TP2024

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

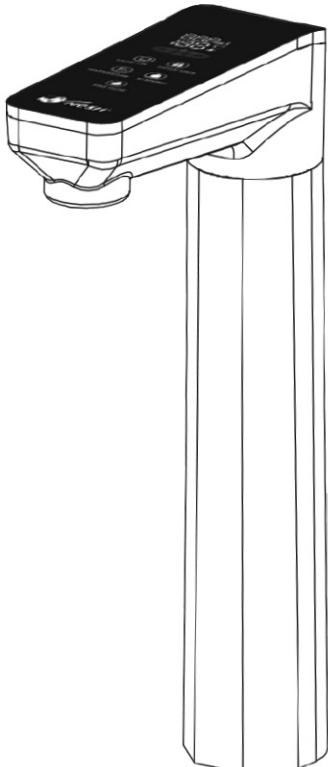


Contents

Dear NESH Valued Customer:

Thank you for choosing our product. Please read this user manual carefully for safe and effective use of the product. NESH Smart Tap is a smart drinking water product that is healthy and safe. At the same time, the product can dispense hot water at different temperatures to meet the optimal brewing requirements for a variety of drinks and improve the quality of life.

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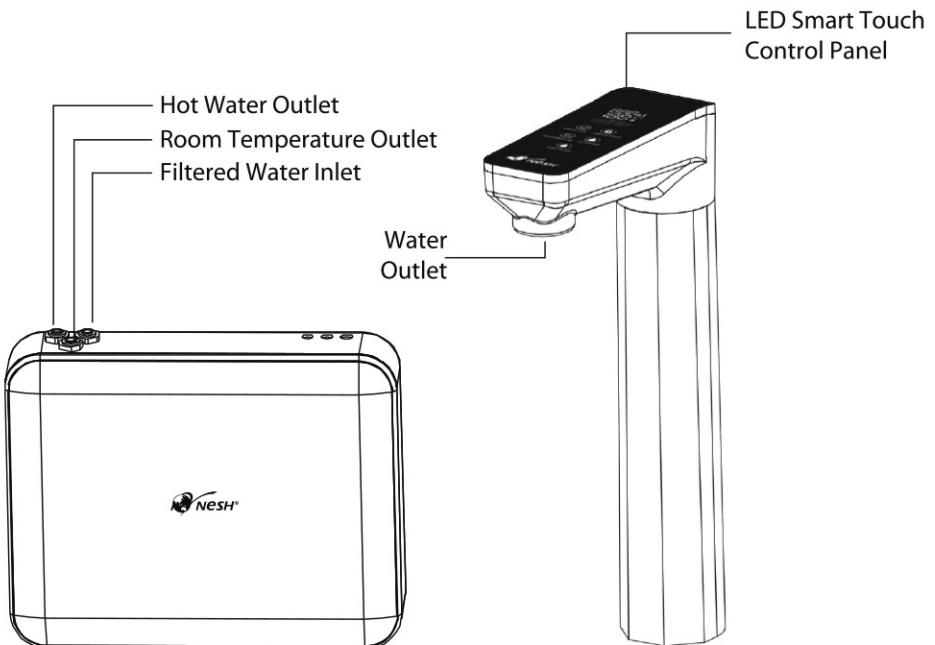
Disclaimer:

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	: TP2024
Rated Voltage	: 220-240V~50/60Hz
Rated Power	: 2000W-2400W
Dimension	: 162 x 54.5 x 300 mm (Smart Tap) 321 x 77 x 256 mm (Housing)

Product Structure



Product Features

- **Fast** : It only takes 3-5 seconds to dispense hot water, ready to drink instantly without the need for pre-heating or insulation.
- **Energy-Saving** : It heats up only when dispense, heating the exact amount of water needed to avoid waste, saving energy and promoting environmental protection.
- **Safe** : Keep human contact away from electrified components, ensuring safe operation.
- **Quality** : Smart selectable temperature setting, designed to meet different needs such as brewing coffee, tea, honey or making baby milk. 95°C is for Puer tea, 85°C for coffee or green tea, 75°C for lemon water, 45°C for making baby milk, and 25°C is room temperature.
- **User-Friendly** : Smart selectable capacity to dispense water, for convenience and avoid wastage.

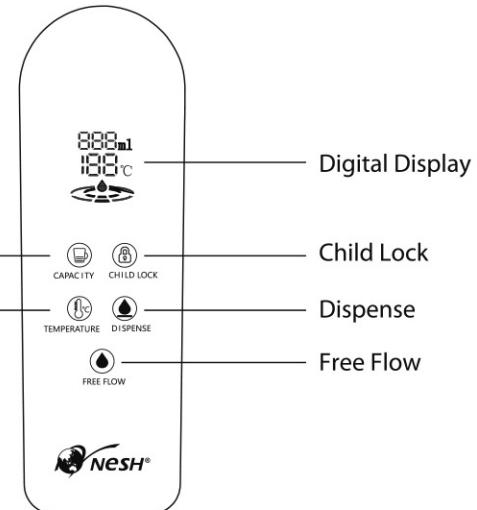
Safety Precautions

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

- Do not continue using this product if the power cord, socket, or any other electrical components are damaged, or if any malfunction occurs. Contact the NESH CARE Team immediately.
- The smart faucet must be installed on a flat tabletop or sink surface. Do not place the main unit upside down or tilt it more than 15 degrees (there is an inner tank).
- Keep the power cord plug and connection port away from water and do not immerse this product in water or any other liquid to prevent electric shock.
- This product is not for outdoor use.
- Do not use any accessories not approved by the manufacturer to prevent accidents.
- Children or persons with disabilities should not operate this product without guidance or supervision.
- Do not place this product near high-temperature gas or electric stoves to prevent accidents.
- Do not insert metal sheets or other conductive materials into the product to prevent fire or short circuit.
- In case of water or electrical leakage, immediately turn off the power, unplug the power cord, and contact the NESH CARE Team for assistance. Do not attempt to repair it yourself.
- The power cord of this product is a Y-type connection and should only be replaced by professionals. Do not attempt to replace it yourself.
- The interconnecting soft wire of this product is a non-detachable component. To avoid danger, do not attempt to replace it yourself.
- When this product requires repair due to malfunction, do not use any accessories not approved by the manufacturer.

Product Usage

LED Smart Touch Control Panel



How to Use

POWER ON

After connecting to the power source, all lights will turn on for 1 second and then enter standby mode. The default setting for temperature is 25°C, for capacity is 250ml without display, and all 5 buttons will be light on.

CAPACITY

Touch the "Capacity" button to select the preferred water volume: 250ml, 500ml or 999ml. Repeat to cycle through the options.

TEMPERATURE

Touch the "Temperature" button to select the preferred temperature: 25°C, 45°C, 75°C, 85°C or 95°C. Repeat to cycle through the options.

CHILD LOCK

Touch "Child Lock" button to dispense water for 25°C, 45°C, 75°C, 85°C or 95°C. After 10 seconds of inactivity, the product will enter Child Lock mode for safety purposes.

DISPENSE

Touch the "Dispense" button to dispense water. Touch again to stop dispensing.

FREE FLOW

"Free Flow" is only for 25°C. Touch the "Child Lock" button, then touch the "Free Flow" button to dispense continuously, up to 7 - 8 minutes. Touch again to stop dispensing.

STANDBY MODE

The product enters Standby Mode after 2 minutes of inactivity. The Child Lock light remains on constantly, while all other lights turn off. Press any button to activate the operation.

WATER SHORTAGE PROTECTION

After each power disconnection, the first dispensing of hot water will begin with 10 seconds of room temperature water, followed by hot water.

Product Usage

Safety Instructions

- When using this product for the first time, it is necessary to make a cup of water at 25°C to allow the product to adjust to the inlet water temperature.
- This product can only heat up water that is connected to the Smart Tap.
- Do not connect this product to any liquid other than regular drinking water.
- The power plug used for this product must be properly grounded, with a current $\geq 10A$. Failure to do so may result in overheating of the power cord and potential fire hazards.
- In the event of a fire, immediately cut off the power to this product and take appropriate fire extinguishing measures.
- The water output temperature of 25°C corresponds to the temperature of normal tap water and the inlet water. As the inlet water temperature rises or falls, the water output temperature of 25°C will also rise or fall accordingly.
- Do not turn on the product if it is not properly placed.
- If the product is not in use for an extended period, please turn off the power and unplug the power cord. Before the next use, dispense a cup of 250ml water to clean the piping.

The following occurrences are normal during use, please use at ease:

- There may be sound of the water pump during the heating process.
- The dry-boil protection device will automatically alert in the event of dry boiling.

Cleaning & Maintenance

Cleaning Instructions

- Before cleaning, please turn off the power and unplug the power cord.
- Use a soft damp cotton cloth for wiping.
- Do not immerse this product in water for cleaning.
- Avoid using organic solvents such as gasoline to wipe this product to prevent surface discoloration.
- Do not rinse this product with water or clean it with splashing water.
- Avoid tapping or rubbing the surface or edges of this product with abrasive cloth to prevent damage.

Troubleshooting

Conditions	Possible Causes	Possible Solutions
Product does not operate	The power plug is not plugged in properly	Plug in the power plug properly
	Product is in Child Lock mode	Release Child Lock mode
Smart Tap does not display	Signal cable not properly connected	Check if the signal cable between the Smart Tap and the main unit is properly connected
No water comes out when pressing the dispensing button after powering on	Shortage of water	Check if the water filter is functioning properly and ensure that the filtered water outlet is dispensing water normally
The hot water is not heating up	Heating wire is not properly connected	Check if the heating power cord between the Smart Tap and the main unit is properly connected
	Piping is not cleaned	Clean the waterway or change the water source
Unusual taste	Strong odour in the environment	Do not use the product in environment with strong odours, and do not use water of poor quality or water with odours

Should you need further assistance:



Scan the QR code for more guidance.



Alternatively, contact our NESH CARE Team
03-8060 3668

Limited Warranty

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.

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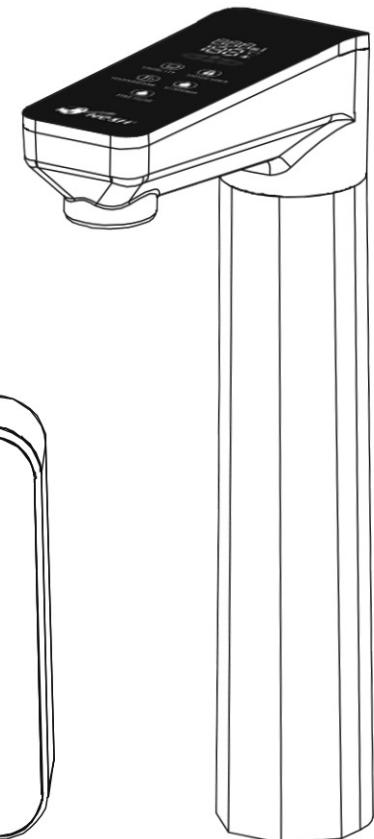
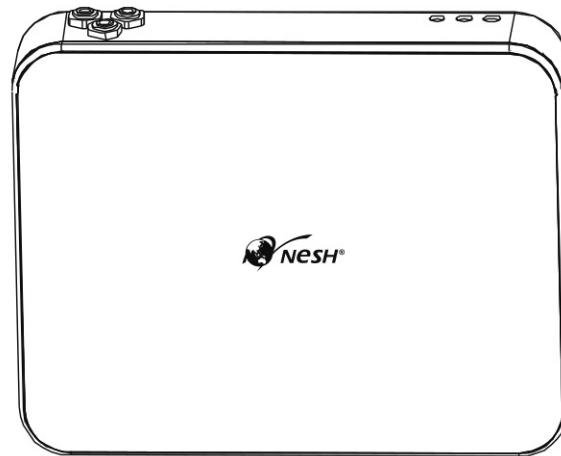


Smart Tap

使用说明书

Model: TP2024

使用之前, 请仔细参阅此使用说明书以完全了解正确的使用方法。请保留此说明书以供日后参考。

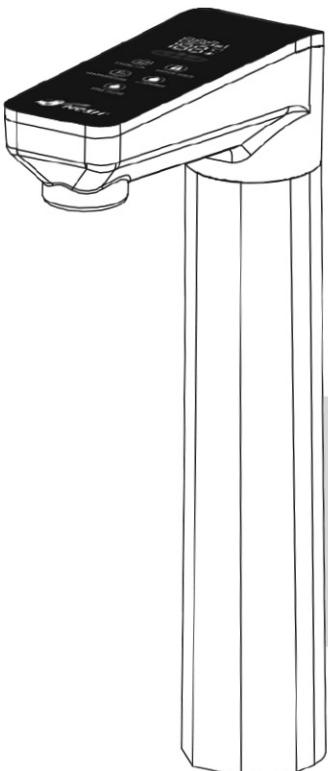


目录

敬爱的NESH用户：

感谢您选择我们的产品。请仔细阅读此使用说明书，以安全有效地使用此产品。
NESH Smart Tap智能水龙头为智能型饮水产品，健康安全；同时产品可以烧制不同温度的热水，满足多种饮品最佳冲泡要求，提升生活品质。

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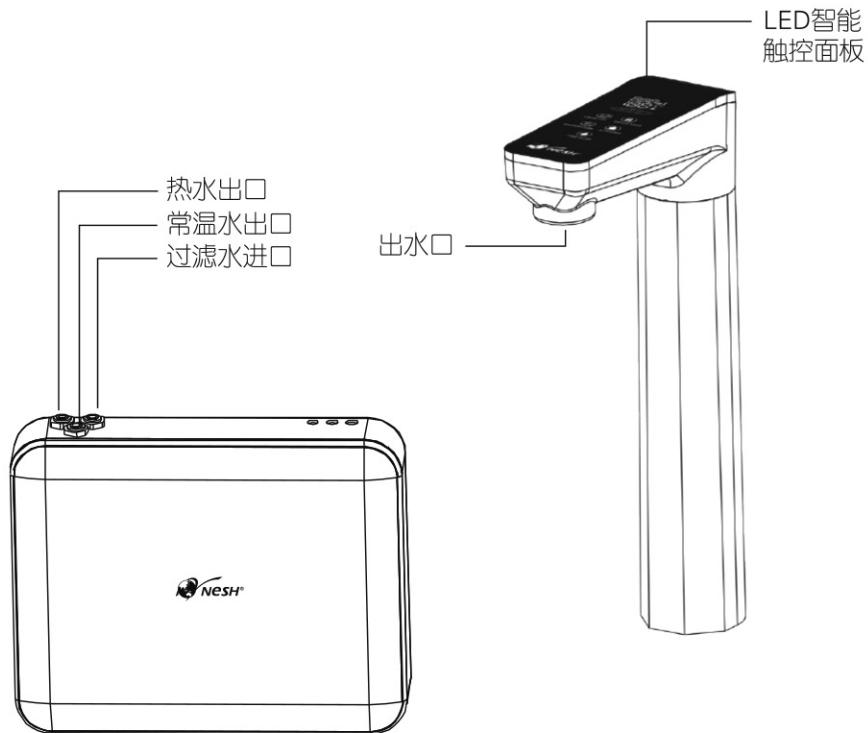
特别声明

这份资料的所有内容都经过认真核对。如有印刷上、解读上的任何错误和遗漏，本公司将保留解释的权利。此外，任何技术改进将在修订本里通知。为了不断改进产品，我们保留对其做技术、程序以及外观改进的权利。

产品规格

型号	：TP2024
额定电压	：220~240V~50/60Hz
额定功率	：2000W~2400W
规格	：162 x 54.5 x 300 mm (智能水龙头) ：321 x 77 x 256 mm (主机)

产品结构



产品特点

- 快速：**出热水只需要3~5秒，即开即饮，无须事先烧好保温。
- 节能：**加热时才工作，喝多少水加热多少，避免了多煮少喝，节省能源绿色环保。
- 安全：**人体远离带电部件，保证操作安全。
- 品质：**智能化可调式加热温度，实现煮茶、咖啡、冲蜂蜜、泡奶粉等不同水温的加热需求。95℃适合泡普洱茶等，85℃适合冲咖啡泡绿茶等，75℃适合冲柠檬水，45℃适合泡奶粉，25℃代表常温水。
- 人性：**智能化可调式出水，实现不同水量出水，避免多烧水造成浪费。

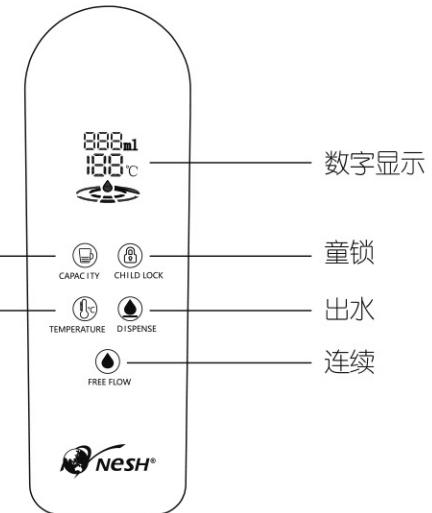
安全须知

为了安全使用此产品，避免不必要的危险，请务必遵守以下事项：

- 当电源线或插座受到损坏，或者其它任何电器部件出现故障时，不可继续使用此产品，请立刻联系NESH客服团队。
- 智能水龙头必需安装在水平的桌面或水槽平面上，不可将主机倒立放置，或者倾斜15度以上放置（内部有水箱）。
- 电源线插头和连接口不能淋水，不能将此产品浸入水或者其它液体中，以防触电。
- 此产品不可在户外使用。
- 任何未经本公司核准的附件不可使用，以免发生意外。
- 在未经过任何指导或者监护情况下，切勿让儿童或残弱人士操作。
- 此产品不可放置于高温的燃气或电热火炉旁边使用，以免发生意外。
- 禁止将金属薄片或者其它导电材料插入机内，以防止火灾或短路现象。
- 此产品一旦出现漏水或者漏电情况，请立即关闭电源，拔下电源插头，并联系NESH客服团队，请勿自行维修。
- 此产品电源线链接为Y型连接，只能由NESH专业技术员更换电源线，请勿自行更换。
- 此产品互联软线连接为不可拆卸部件，为了避免危险，请勿自行更换。
- 当此产品出现故障需要维修时，请勿使用非本公司的配件。

使用说明

LED智能触控面板



如何操作

开机

接上电源，所有灯亮1秒后，进入待机状态，屏幕默认常温25°C、杯量默认250ml不显示、五个按键灯亮。

水量

按水量键选择水量：250ml、500ml、999ml，循环选择。

水温

按水温键选择25°C、45°C、75°C、85°C或95°C，循环选择。

童锁

当选择水温25°C、45°C、75°C、85°C或95°C时，轻触童锁键解锁，即可出水。停止操作10秒后，自动进入童锁状态。

出水

按出水键，即可出水。再按出水键停止出水。

连续

只有25°C可以连续出水。先按童锁键解锁，再按连续键，可连续出水7-8分钟。再按连续键停止出水。

休眠

待机状态下，2分钟内无操作自动进入休眠状态，童锁灯常亮，其它所有灯熄灭。按任何一键，即可唤醒休眠。

缺水保护

每次断电后，第一次出热水时，先出10秒常温水，再出热水。

使用说明

注意事项

- 此产品在第一次使用时，需要先制一杯25℃水，以便本产品适应进水温度。
- 此产品只能对接入智能水龙头中的水进行加热。
- 此产品不可接入除正常饮用水以外的其它液体。
- 此产品使用的电源插头必须可靠接地，并且电流 $\geq 10A$ ，否则可能导致电源线过热而产生着火等灾害。
- 一旦有火灾事故发生，立即切断本产品电源并采取灭火措施。
- 此产品所出25℃为常温水和管路进水的水温相同，当进水水温上升或降低时，25℃出水温度也会相应的上升或降低。
- 产品没正确放置时，不可接电启动。
- 此产品长期停用，请关闭电源，拔出电源插头。下次使用时，必须先制一杯250ml的水清洗管路。

使用过程中出现以下情况属于正常现象，请安心使用：

- 在加热过程中会有水泵抽水的声音。
- 当无水干烧时，防干烧装置会自动提示。

清洁与保养

注意事项

- 清洁前，请关闭电源，拔出电源插头。
- 请使用柔软的棉布蘸适量的净水擦拭。
- 请勿将此产品浸入水中清洗。
- 请勿用汽油等有机溶液擦拭此产品，避免表面褪色。
- 禁止用水冲洗或用喷溅水清洗此产品。
- 禁止敲打和用摩擦性抹布擦此产品的表面或边缘，以免损坏。

故障处理

故障现象	可能产生的原因	解决方法
无法启动	电源插头没插好	插好电源
	产品处于童锁状态	解除童锁
智能水龙头面板不显示	信号线连接不到位	检查智能水龙头与主机的信号线是否连接好
上电后按出水键时不出水	产品缺水	检查净水器是否正常工作，确认净水器过滤水出口正常出水
出温水时不加热	加热线连接不到位	检查智能水龙头与主机的加热电源线是否连接好
味道异常	管路未清洁	清洁水路或更换水源
	环境气味过重	不可在气味过重的环境中使用，并且不可使用水质很差的水或有气味的水

如果您需要进一步的帮助：



请扫描以上的二维码
查看更多资讯



欢迎联系我们的
NESH CARE 客服团队
03-8060 3668

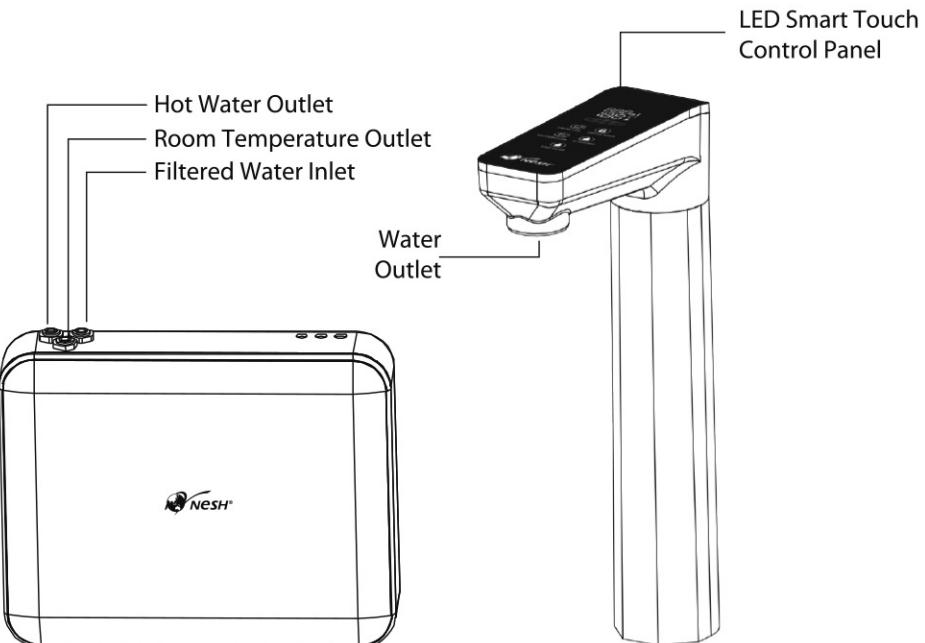
保用声明

1. NESH Marketing Sdn. Bhd. 保证顾客所购买的产品/配件/零件品质皆完好无缺。
2. 如本产品于保用期内因品质问题而无法操作，NESH授权经销商或服务伙伴将根据以下条例，选择维修或更换产品。
3. 如产品不符合以下条例，NESH授权经销商或服务伙伴将有权征收服务费。

条例

1. 此产品保证是由NESH授权经销商提供并有效于原购者。NESH有权保留 / 拒绝提供保用服务，如购买者无法出示购买证明。
2. 根据NESH产品的说明书，此保用并不包括人为，误用，意外，修改，天灾等所造成的损坏。
3. 此项保用并不包括非授权人士因安装，修改，维修或处理产品时所造成之损坏。
4. 此项保用并不包括因使用非NESH品牌配件或零件所造成的损坏。
5. 除有效保证印本，其他货品质量保证，无论书写或口述皆无效。

Product Structure



Product Features

- **Fast** : It only takes 3-5 seconds to dispense hot water, ready to drink instantly without the need for pre-heating or insulation.
- **Energy-Saving** : It heats up only when dispense, heating the exact amount of water needed to avoid waste, saving energy and promoting environmental protection.
- **Safe** : Keep human contact away from electrified components, ensuring safe operation.
- **Quality** : Smart selectable temperature setting, designed to meet different needs such as brewing coffee, tea, honey or making baby milk. 95°C is for Puer tea, 85°C for coffee or green tea, 75°C for lemon water, 45°C for making baby milk, and 25°C is room temperature.
- **User-Friendly** : Smart selectable capacity to dispense water, for convenience and avoid wastage.