



NESH MARKETING SDN BHD

(199301002028)

12, Jalan Puteri 4/2, Bandar Puteri, 47100 Puchong, Selangor, Malaysia.

Tel: 03-8060 3668

E-mail: info@nesh.com.my Website: www.nesh.com.my

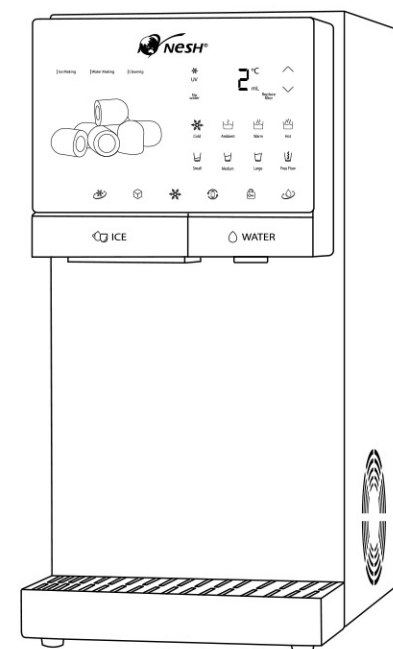
Facebook: NESH Malaysia Instagram: neshmalaysia



Glacier

User Manual Model: EM2026

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



Contents

Dear NESH Valued Customer:

Thank you for choosing our product. Kindly read this user manual carefully for safe and effective use of the product. Please keep this manual at safe place for future reference. Remember to include this user manual should you send this product to your friend as a gift. We hope you like our product.

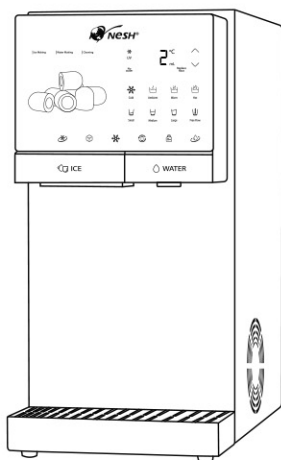
Product Overview

NESH Glacier is a smart drinking water product that seamlessly integrates advanced filtration with intelligent cooling and thermal technology. Designed for ultimate convenience, this all-in-one system dispenses refreshing cold water, warm water, and instant hot water, while producing freshly crafted bullet ice cubes on demand to satisfy all your daily hydration needs.

Product Specification	01
Safety Precautions	02
Product Structure	05
User Interface Introduction	05
Product Usage and Maintenance	06
Filter Replacement	15
Troubleshooting	18
Limited Warranty	21
Terms & Conditions	21

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	EM2026
Rated Voltage	220V-240V
Rated Frequency	50Hz
Rated Power	2300W
Rated Heating Power	2200W
Cooling Current	0.6A
Climate Type	SN/N/ST/T
Refrigerant Type	R600a
Infusion Volume	27g
Weight	14.7kg
Insulation Blowing Gas	CYCLOPENTANE
Dimension (mm)	455 x 226 x 425mm

Safety Precautions

Thank you for choosing and using this product. For your convenience, please read the manual carefully before the first use, and keep this manual properly for future use. The manual is an important part of this product. If the product is transferred to others, please attach with this manual. Due to the continuous upgrading of this product, the obtained product may not be completely consistent with the contents of the specification.

⚠ The following are the [Attention] matters

- To avoid danger, please place them on a flat, clean heat-resistant surface.
- Take them lightly during handling to avoid scratch or damage to the products.
- Handling process and proper storage to prevent damage by rain or snow.
- This product only supports treated water source from the government. When the raw water does not meet the municipal tap water standards (including large sediment content in the water, excessive residual chlorine, etc.), the life of the filter cartridge will be sharply reduced.
- When removing the water tank, please ensure that the machine is appropriately placed on flat, clean heat resistant surface to prevent any damage on the appliance.
- The appliance is not advisable to be used 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.
- Children are to refrain from playing with this appliance to prevent any injury caused by unforeseen circumstances.
- Clean and replace the filter cartridge regularly. Before first use, the product's internal system must be flushed and cleaned.
- When the water temperature is low, it is a normal phenomenon where the water production time will be extended.
- The product has heating function, and the top cover may be slightly hot during use, which is a normal phenomenon.
- After dispensing hot water, the next cold water dispensed may still be hot. Please be caution to prevent scalding.
- This product is only suitable for safe use in areas below 1500 meters and when the water inlet temperature or ambient temperature is less than 38°C.
- After the first use or after long periods of inactivity, the water outlet may be delayed, which is a normal phenomenon.
- The hot water outlet is subject to residual heat after use.
- Please use the new PE tubes provided with the machine. Old PE tubes should not be reused.

⚠ The following are the [Warning] matters

- Keep appliance's ventilation unobstructed around or in the embedded structure.
- Not to use mechanical equipment or other methods except as recommended by NESH.
- Do not damage the refrigeration circuit.
- Do not use appliances in a confined area except for the type recommended by NESH.
- Disconnect the power supply before service or maintenance.
- The product is intended for indoor household use only. Using it outside of specified conditions may pose a risk.

Safety Precautions

⊘ The following are the [Prohibited] contents



Do not expose
to direct sunlight



Do not approach
inflammable items



Do not use in
wet areas



Touch with
wet hands

- Do not rinse the exterior of the product with water.
- Do not place the drip tray on an uneven surface.
- Do not wipe the product with alcohol, as it may damage the surface and create a risk of flammable vapours.
- Do not place the cup directly under the water nozzle, as hot steam may accumulate and block the nozzle.
- Do not move or relocate the product during operation.

ⓘ The following are the [Mandatory] contents



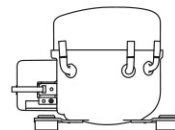
Need to ground

- If the power cord is damaged, it must be replaced by the manufacturer to avoid any danger. Do not squeeze, fold, knot, or damage the power cord.
- Do not place other items at the bottom or around the edges of the product.
- The applicable temperature of the filtered water in the water tank is 2 - 38°C.
- The socket connected to the power cord of the product must be connected with a reliable grounding device.
- When the ambient temperature is below 0°C, the water in the product may freeze. Please make sure to empty the water from the product when not in use to avoid freezing.

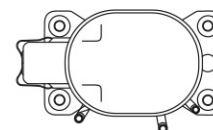
Safety Precautions

⊘ The following is the content of [Compressor safety warning]

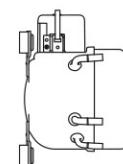
For compressed appliances using combustible refrigerant, the instructions shall include information on how the appliance is installed:



Direction 1:
Forward



Direction 2:
The three tubes facing up



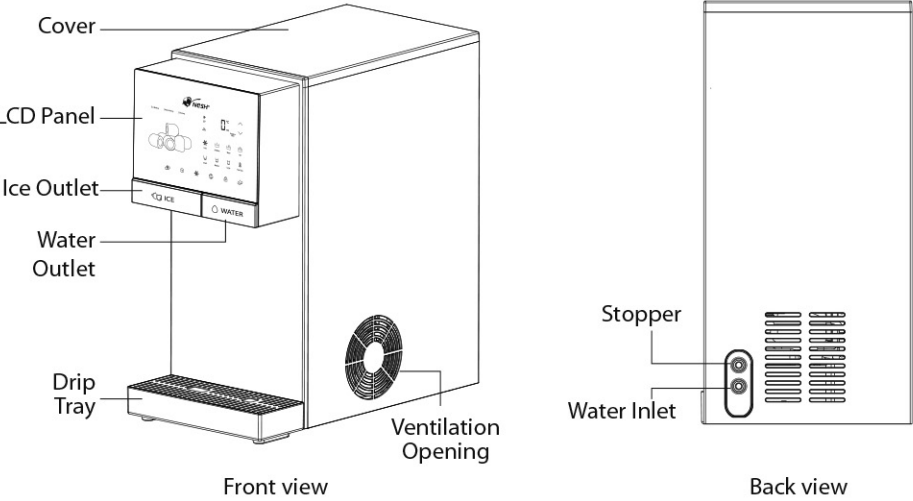
Direction 3:
The terminal post facing up

- The design of the refrigeration system should fully consider the overall system requirements.
- A broken compressor should not be used.
- After the compressor is installed on the box body, it must always be kept vertically during the transportation process, as shown in "Direction 1". In the process of loading and unloading, "Direction 1" is preferred.
- In special circumstances, it is recommended to use "Direction 2" first and "Direction 3" second. Our company shall not be liable for any issues, damage, or losses resulting from the mishandling of the compressor.

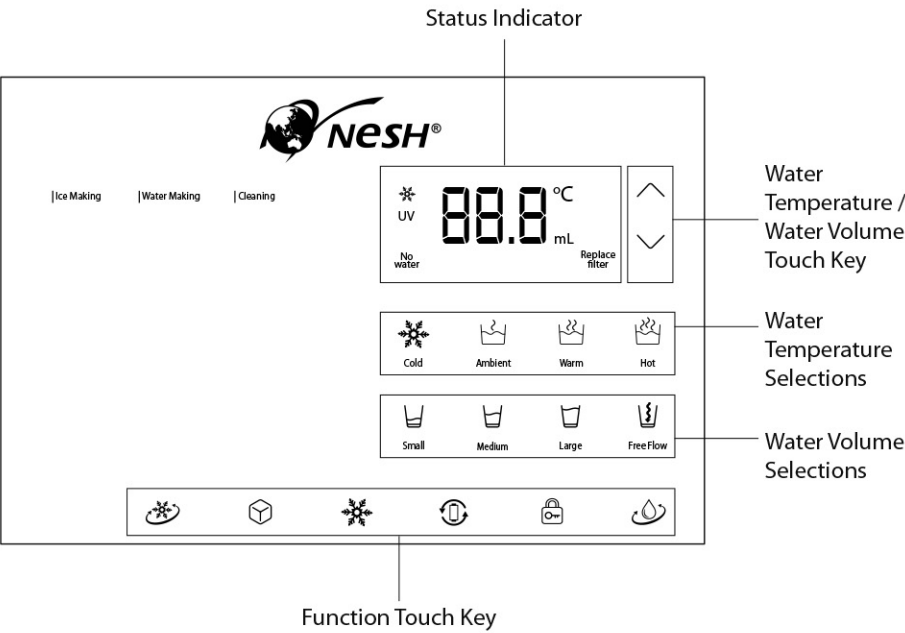
Installation notice

- Vacuum level (compressor): 0.025 MPa.
- Non-condensable gases shall not exceed to: 1%.
- Maximum system opening time: 10 minutes.
- The compressor cannot withstand high voltage and must not be operated under vacuum conditions. Also, the compressor must not be used to evacuate the system.
- The tilt angle of the compressor during operation and transportation shall not exceed 5°.
- The use of unspecified refrigeration oil is prohibited.
- To ensure that water does not backflow into the compressor.
(If stored for more than 6 months, please check the dry air level inside the compressor and replenish it if necessary.)

Product Structure



User Interface Introduction



Product Usage and Maintenance

Touch Key Functions and Indications

Icon	Icon Name	Instruction
	Filter Cleaning	1. Long press and hold the icon for 3 seconds to enter the filter cleaning mode. During filter cleaning, short press the icon to stop or restart cleaning. 2. Please note that there is no automatic reminder for this function; it must be performed manually by the user.
	Child Lock	1. For safety compliance, the child lock icon is permanently active for warm and hot water dispensing options. 2. To dispense warm or hot water, you must first press and hold the icon for 1 second to unlock.
	Filter Reset	1. Press and hold the icon for 3 seconds to reset the selected filter service life to 100%. 2. After a successful reset, the buzzer will sound, and the appliance will enter into filter cleaning mode.
	Cold Water Making	1. This function is turned on by default. 2. Touch and hold the icon for 3 seconds to turn the cooling function on or off. 3. When the cooling function is activated, the cooling icon will flash during operation. Once cooling is completed, the indicator remains fully lit. 4. When the cooling function is turned off, the indicator is dimly lit.
	Ice Making	1. The ice-making function is turned on by default. 2. Touch and hold the icon for 3 seconds to turn the ice-making function on or off. 3. When the ice-making function is activated, the icon is fully lit. The word "ice-making" flashes. 4. When the ice-making function is turned off, the icon is dimly lit.
	Cold Water Tank Cleaning	1. Dispenses approximately 2L of water in about 5 minutes. 2. Press and hold the icon for 3 seconds to turn this mode on or off. 3. The default cold water tank cleaning reminder is 1 month. When is due for cleaning, the icon will flash.

Product Usage and Maintenance

Icon	Icon Name	Instruction
 Cold	Cold Water	1. Cold water can go down to 2°C depending on the tank's water temperature. 2. After the cooling function is activated, and when the cold water is ready to be used, this indicator will be fully lit. Touch  briefly to select cold water. 3. When cold water is not selected, the icon dims. 4. When cooling is off, the icon turns off.
 Ambient	Ambient Water	1. Ambient water is selected by default when the product is powered on for the first time. 2. When selected, the icon is fully lit. 3. When another temperature is selected, the icon is dimly lit. 4. Default temperature: 25 °C.
 Warm	Warm Water	1. When warm water is selected, the icon is fully lit. 2. When another water temperature is selected, the icon is dimly lit. 3. Default temperature: 45°C, adjustable between 40 - 85°C, the temperature will retrain after power off. 4. The default temperature can be adjusted by touching the up or down keys. After adjusting, touch the corresponding icon again to confirm the setting.
 Hot	Hot Water	1. When hot water is selected, the icon is fully lit. 2. When another water temperature is selected, the icon is dimly lit. 3. Default temperature: 95°C, adjustable between 86 - 95°C, the hot water setting will retain after power off. 4. The default temperature can be adjusted by pressing the up or down keys. After adjusting, touch the corresponding icon again to confirm the setting.
 Small	Small Cup	1. The default small cup volume is 200 ml. Adjustable between: 100 ml - 250 ml. 2. The default water volume can be adjusted by touching the up or down keys. After adjusting to the desire water level, touch the corresponding icon again to confirm the setting. 3. When the small cup is selected, the touch is fully lit. When it's not selected, the button is dimly lit.

Product Usage and Maintenance

Icon	Icon Name	Instruction
 Medium	Medium Cup	1. The default medium cup volume is 400 ml. Adjustable between: 300 ml - 450 ml. 2. The default water volume can be adjusted by touching the up or down keys. After adjusting, touch the corresponding icon again to confirm the setting. 3. When the medium cup is selected, the icon is fully lit. When it's not selected, the icon is dimly lit.
 Large	Large Cup	1. The default large cup volume is 700 ml. Adjustable between: 500 ml - 800 ml. 2. The default water volume can be adjusted by touching the up or down keys. After adjusting, touch the corresponding icon again to confirm the setting. 3. When the large cup is selected, the icon is fully lit. When it's not selected, the icon is dimly lit.
 Free Flow	Free Flow	1. Free flow is selected by default when the product is used for the first time. 2. When this mode is selected, water will flow continuously and can be stopped manually, or it will stop automatically if water shortage is detected. 3. During cold water dispensing, it will stop if the cold water tank runs out of water. 4. Water dispensing will automatically shut off after 5 minutes of continuous flow. 5. When this mode is selected, the icon is fully lit. When it's not selected, the icon is dimly lit.
 Up / Down Touch Key	Up / Down Touch Key	1. Press the Up / Down icon to adjust the water temperature in 1°C increments. Select the small / medium / large cup icon, then touch and hold for 3 seconds to enter rapid adjustment of water temperature and water volume. 2. When the icon is selected, the indicator is fully lit; when it is not selected, the indicator is dimly lit. 3. If it is selected before dispensing, the indicator is dimly lit; otherwise, water is dispensed normally.
 Cooling Indicator	Cooling Indicator	1. When the cooling function is on, the indicator flashes white during cooling. Once cooling is completed, the indicator stays fully lit. 2. When the cooling function is off, the cooling indicator will dimly lit.

Product Usage and Maintenance

Icon	Icon Name	Instruction
UV	UV Indicator	1. When the UV function is operating, the indicator is fully lit. 2. If the indicator fails to light up during operation, the UV function may be malfunctioning, please contact NESH Customer Service for repair.
Ice Making	Ice Making Indicator	1. Upon powering on, the cooling and ice-making functions are enabled by default and will remain continuously active unless turned off manually. 2. When the ice-making mode is turned on and the ice water is cooling down, the indicator flashes. 3. When the ice water reaches the required temperature, and the product is in the ice-making process, the indicator is fully lit. 4. When the ice-making mode is turned off, the indicator is off. 5. When the ice-making mode is turned on, but the ice tank is full or there is a water shortage during the ice-making process, the indicator will turn off after the compressor stops.
Water Making	Water Making Indicator	1. When the product is producing filtered water, the indicator is lit. When water production stops, the indicator turns off.
Cleaning	Cleaning Indicator	1. During cleaning, the indicator is fully lit. 2. When the product is not in cleaning mode, the indicator is off.
	Ice Cube Display	1. When ice is dispensing, the ice cube light display image flashes.
No water	No Water Indicator	1. When there is water shortage, the indicator stays solid red.
Replace filter	Replace filter indicator	1. When the filter cartridge is due for replacement, the indicator turns solid red. 2. The product will beep every time when dispensing water as a reminder to replace filter cartridge. 3. Please contact NESH Customer Service for filter replacement arrangement or purchase filter cartridge from NESH Online Official Store to replace the filter cartridge.

Product Usage and Maintenance

Icon	Icon Name	Instruction
	Temperature / Volume Display	1. When the digital display shows the water temperature, the °C white indicator light turns on. 2. When the digital display shows the water volume, the ml white indicator light turns on.
	Ice Dispense Button	1. Short press to start or stop ice dispensing.
	Water Dispense Button	1. Short press to start or stop water dispensing.

Product Usage and Maintenance

First time use of the machine

1. Packaging Removal

Open the packaging, take out the built-in accessories, product, and unpack the drip tray.

Note:

The compressor in the product contains refrigerant. If the machine is inverted, please let the product stand upright for 12 hours before turning on the refrigeration or ice-making function.

2. Packing List

No.	Name	Quantity
1	NESH Glacier Water Dispenser	1
2	User Manual	1
3	Drip Tray	1
4	Inlet Three-Way Valve	1
5	PE Pipe	1
6	Backflow Preventer	1

Product Usage and Maintenance

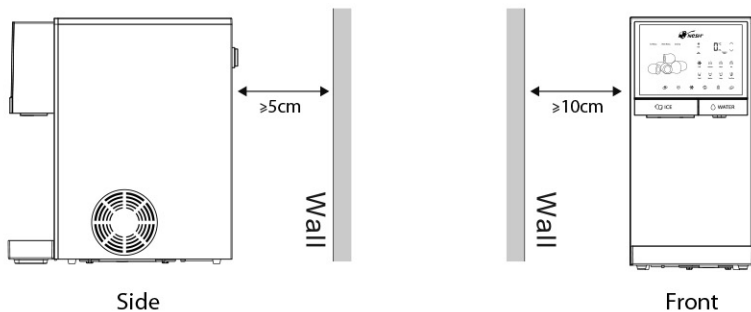
3. Installation Activation Guide

First, place the product on a counter-top or inside a cabinet. Then, place the drip tray under the product's water dispensing outlet.

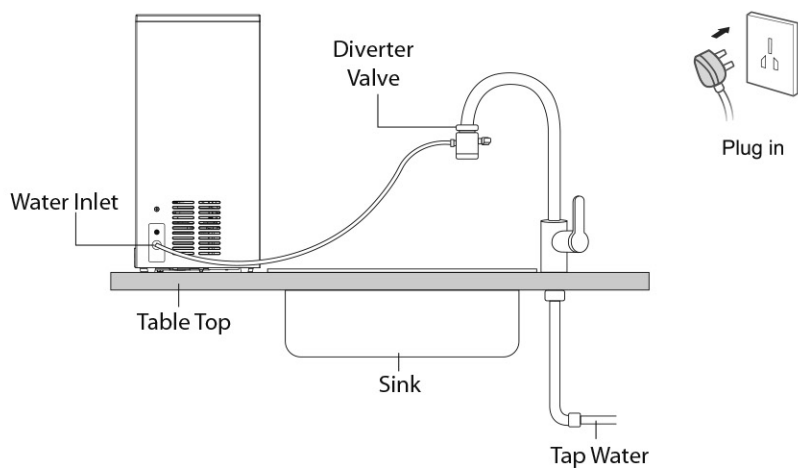
4. Product Placement Instructions

If the product is placed against a wall, maintain adequate clearance as follows:

- Leave at least 5 cm at the back and 10 cm on each side.
- Ensure that no objects obstruct the ventilation openings to allow proper heat dissipation.

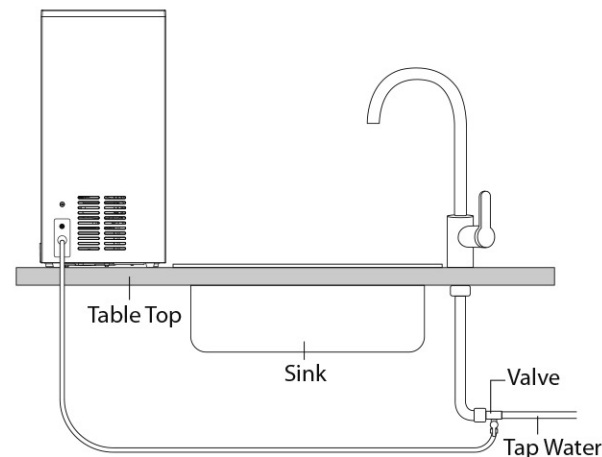


Tabletop Installation



Product Usage and Maintenance

Under Sink Installation



First Power On Flushing

- 1 Take out the inlet three-way diverter valve and PE water tube, and then connect them to the product as shown in the diagram. After confirming that all connections are correct and secure, open the water inlet three-way valve to allow water to flow. Then connect the power supply (220–240 V~, 50 Hz).
- 2 Place a big container at the water outlet for flushing.



Product Usage and Maintenance

- Press  to start the 2-stage flushing process.

Stage 1:

The product will automatically start a 10 minutes filter flushing cycle. Water will dispense from the water outlet (dispensing approx. 6L).

Stage 2:

The product will then automatically flush the cold water tank for about 5 minutes. Water will dispense from the water outlet (dispensing approx. 2L).

Note:

- If the product detects an insufficient water supply during flushing, the "No Water" indicator will flash red. Please promptly check if the water supply pipeline is properly connected and has sufficient water.
- During the entire flushing process, control panel operations are disabled. Normal operation will automatically resume once the cleaning cycle is complete.



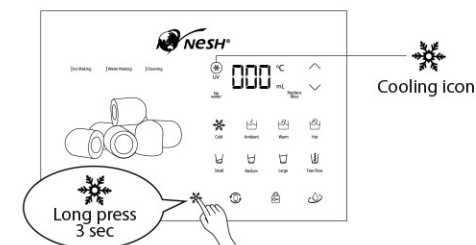
-  will light up and flashes every month to remind you to clean the cold water tank. The monthly cleaning process will also dispense a total of approximately 6L of water. (Monthly cold water tank cleaning is optional. You may choose to clean when needed to maintain good water taste.)

Product Usage and Maintenance

Initial Cooling Operation

Upon powering on, the cooling and ice-making functions are enabled by default and will remain continuously active unless turned off manually.

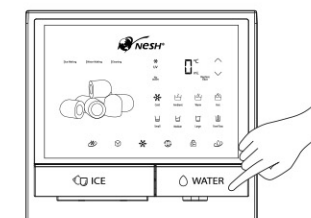
- After the initial flushing process is complete, the cooling function will begin. The  cooling icon will flash during cooling, and the  indicator will remain on. Long press  for 3 seconds if the cooling function did not turn on automatically.



- Once cooling is completed, the  icon will stop flashing and remain steadily lit. Press the  button to select cold water, then press the  WATER button to dispense water.



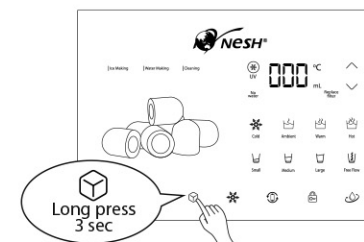
Cold



Initial Ice Making Operation

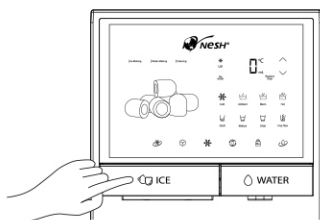
- After the product completes the initial flushing mode, the ice making function will begin. The |Ice Making indicator on the display will start flashing.

Press  and hold the icon for 3 seconds if the ice making function did not activate automatically.



Product Usage and Maintenance

- For first-time use, it takes approximately 2 hours to complete the initial ice-making cycle. Subsequent ice making cycles will take about 30 minutes each, after which a new cycle is produced automatically until the ice tank is full.
- When the ice tank is full, the  indicator will remain on, and the |Ice Making indicator light on the display will turn off. Press the  icon again to start a new ice making cycle when needed.



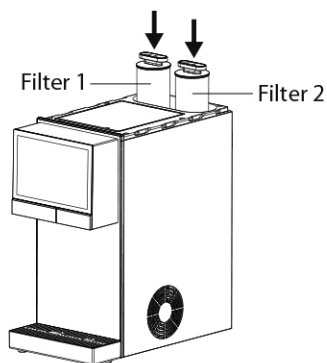
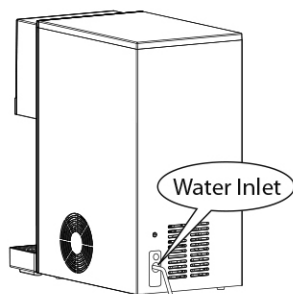
Filter Replacement

Reset Filter 1 & 2

When the display shows "Replace filter" means that the filters have reached the end of its service life. Please replace the filter accordingly. After installing the new filter and completing the reset, please carry out the flushing process to clean the internal waterways and ensure water quality.

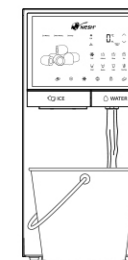
Replacement procedures:

- Ensure that the water inlet is connected and there is water supply.
- Replace with a new Filter 1 & Filter 2.



Filter Replacement

- After replacing the filter, long press  for 3 seconds to reset the filter life. Upon successful reset, "beep" sound will be heard.
- Place a big container at the water outlet and start the Flushing Procedure. (Please refer to Page 12)



Notes:

- The entire flushing process takes approximately 15 minutes.
- After filter replacement, the water may appear slightly dark during flushing, and this phenomenon is normal. If there is no improvement, press and hold  for 3 seconds again to repeat the cleaning process.
- Always use NESH original replacement filters to ensure drinking water safety. If any abnormal condition occurs during filter replacement, please contact NESH Customer Service promptly.

Regular Cleaning of Product

- If the product has not been used for a long time, kindly perform the filter cleaning cycle before reuse. In addition, to maintain good water taste and performance, it is recommended to perform cold water tank cleaning once a month.
- Cold water tank cleaning indicator will light up every month to remind you to clean the water tank. The monthly cleaning process will also dispense a total of approximately 6L of water. (Monthly cold water tank cleaning is optional. You may perform cleaning when needed to maintain good water taste.)

Filter Replacement

Replacing the Filter Cartridge

The filter does not need to be replaced at first use. When a filter reaches 6 months service life, replace it with a new one.

Also, the product features a power-off memory function. If it is disconnected from power supply, it will retain its water usage memory and continue accumulating the water usage from the previous usage time once power supply resumes.

Cartridge	Replacement Cycle
Filter 1	6 Months
Filter 2	6 Months

Filter Expiry Alert

As a reminder, when the filter expires, the 'Replace Filter' wordings will turn red, and a "Beep Beep" sound will produce every time when the product dispenses water.

Moving the Product

Before moving the machine, drain all water to prevent damage caused by water leakage during transportation.

1. Long press the combination keys  +  for 3 seconds to drain the water from the ice tank and internal water circuit.
2. After draining, put the product into the original packaging box to move the product.

Troubleshooting

If a malfunction occurs, please refer to the troubleshooting information in the table below. If the problem cannot be resolved, please contact the NESH Customer Service.

Fault Code	Fault Description	Fault Triggering Conditions	Load Status	Handling Method
E01	Inlet water temperature sensor fault	Open circuit or short circuit of the inlet water temperature sensor	All loads are closed	If the fault cannot be eliminated, please contact NESH Customer Service for repair
E03	Water outlet temperature sensor fault	Open circuit or short circuit of the outlet water temperature sensor	All loads are closed	If the fault cannot be eliminated, please contact NESH Customer Service for repair
E04	Instant dry heating	The outlet water temperature exceeds 103°C for more than 3 seconds	All loads are closed	The power outages start and the normal temperature water starts for 10 seconds. If the fault cannot be eliminated, please contact NESH Customer Service
E05	Communication error	No data received in any direction between the power board and the control board for 5 consecutive seconds; No data received in any direction between the control board and the display board for 5 consecutive seconds	All loads are closed	If the fault cannot be eliminated, please contact NESH Customer Service for repair

Toubleshooting

Fault Code	Fault Description	Fault Triggering Conditions	Load Status	Handling Method
E08	Zero-crossing detection fault	No zero-crossing signal detected for 5 seconds	All loads are closed	If the fault persists, contact NESH Customer Service
E09	Ambient temperature NTC fault	Open or short circuit of the temperature sensor	All loads are closed	If the fault persists, contact NESH Customer Service
E10	Ice-water NTC fault	Open or short circuit of the temperature sensor	All loads are closed	If the fault persists, contact NESH Customer Service
E11	Ice jamming	After the iceblocking logic is triggered twice consecutively, the tipping bucket rotation limit switch is not detected	All loads are closed	If powered off and the fault cannot be cleared, keep the power off for 4 hours and then restart the machine. Alternatively, open the ice storage cover and pour warm water to melt the ice. If the fault persists, contact NESH Customer Service
E12	Abnormal ice tank water level	The upper float detects water while the lower float does not	All loads are closed	If the fault persists, contact NESH Customer Service

Toubleshooting

Fault Code	Fault Description	Fault Triggering Conditions	Load Status	Handling Method
E13	Insufficient refrigeration cooling	During the cooling and ice-making process, if the temperature decreases by less than 10°C after 140 minutes of continuous water infusion, the system may indicate an abnormal condition.	All loads are closed	If the fault persists, contact NESH Customer Service
E14	Tipping bucket limit sensors triggered together	Both flip limit switches are detected at the same time	All loads are closed	If the fault persists, contact NESH Customer Service
E15	Water protection	The machine continues to produce water for a long time but still fails to fill up	All loads are closed	1. Check whether the filter is installed correctly. 2. Restart the machine. 3. Check for tap water shortage. 4. If the fault persists, contact NESH Customer Service

1. If the power cord is damaged, it must be replaced by NESH technicians to avoid hazards. Do not squeeze, bend, knot, or damage the power cord.
2. Installation must be performed by qualified personnel. Improper handling of internal components may cause product damage or electric shock. Also, improper moving or handling may also result in product damage.

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.

**NESH MARKETING SDN BHD**

(199301002028)

12, Jalan Puteri 4/2, Bandar Puteri, 47100 Puchong, Selangor, Malaysia.

Tel: 03-8060 3668

E-mail: info@nesh.com.my Website: www.nesh.com.my

Facebook: NESH Malaysia Instagram: neshmalaysia

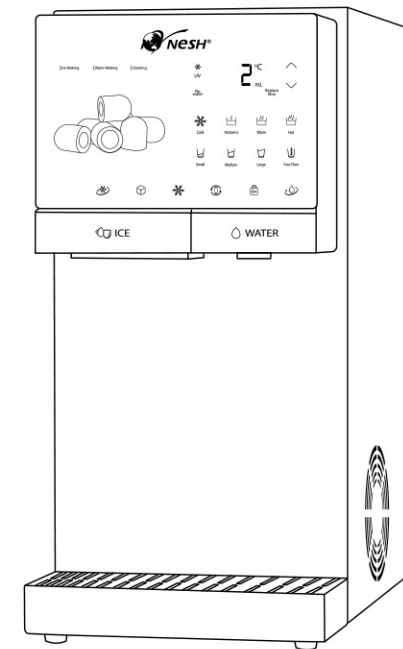


Glacier

使用说明书

Model: EM2026

使用之前，请仔细阅读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。请在操作和使用之前仔细阅读这本手册，以安全有效地使用此产品。
请把使用说明书妥善保存以供日后参考；如果要把本机送给他人，请附上说明书。愿您喜欢我们的产品。

产品简介

NESH Glacier是一款智能水机，它是先进的过滤技术与智能冷热冰技术的完美结合。专为极致便利而设计，这款一体化系统可提供清爽的冷水、温水和即时热水，还能根据需求制作新鲜的冰块，满足您日常所有的饮水需求。

产品规格01

安全须知02

产品结构05

用户界面简介05

产品使用与维护06

滤芯更换说明14

故障处理17

保用声明20

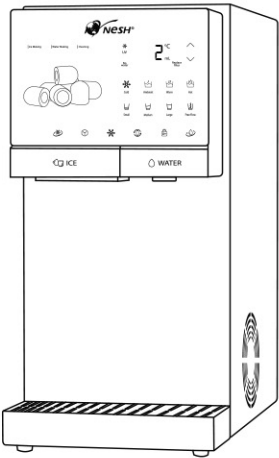
条例20

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	EM2026
额定电压	220V-240V
额定频率	50Hz
额定功率	2300W
额定加热功率	2200W
制冷电流	0.6A
气候类型	SN/N/ST/T
制冷剂类型	R600a
注水量	27g
重量	14.7kg
保温发泡气体	CYCLOPENTANE
产品尺寸	455 x 226 x 425mm



安全须知

为保障您的安全，请遵循本手册中的安全提示，以降低发生意外的风险。在未阅读和理解本手册之前，请勿操作本产品，否则可能导致事故或产品故障。

⚠ 以下为【注意】事项

- 为避免危险，请将产品放置在平整、干净且耐热的桌面上。
- 在搬运过程中请轻拿轻放，以避免刮花或损坏产品。
- 在运输及存放过程中，应注意防止雨水及雪水造成损坏。
- 这款产品只支持过滤来自政府/市政局已处理过的水源供应，当原水不符合市政自来水标准时（包括水中含有大量沉淀物、余氯过高等情况），滤芯寿命将会明显缩短。
- 在取出水箱时，请确保机器处于稳定状态，以防机器倾倒。
- 本电器不适用于身体、感官或精神能力较弱者（包括儿童），或缺乏经验和知识者使用，除非在有人监督或指导的情况下使用。
- 应确保儿童受到监督，不得玩耍本设备。
- 请定期清洁及更换滤芯。在首次使用前，必须对产品内部系统进行冲洗和清洁。
- 当水温较低时，制水时间会延长，属于正常现象。
- 本产品具有加热功能，使用过程中顶部盖板可能会略微发热，属于正常现象。
- 在取用高温水后立即再取低温水时，出水温度可能会相对较高，请注意防烫伤。
- 本产品仅适用于海拔1500米以下地区使用，且进水温度或环境温度应在38℃以下。
- 首次使用或长时间未使用后，出水可能会延迟，这是正常现象。
- 热水出水口在使用后会有余热，请注意避免烫伤。
- 随设备提供的新软管组件必须使用，旧软管组件不得重复使用。

⚠ 以下为【警告事项】

- 请保持周围或嵌入式结构的通风畅通。
- 本公司建议的方法外，请勿使用机械设备或其他方式进行操作。
- 请勿损坏制冷电路。
- 本公司的建议以外，请勿在封闭式的存放区操作此产品。
- 在进行维护前，请先断开电源。
- 本产品仅适用于室内家庭使用。在规定条件以外使用可能存在风险。

安全须知

⊘ 以下为【禁止事项】



请勿置于阳光直射处



请勿靠近易燃物品



请勿在潮湿区域使用



请勿以湿手操作

- 请勿用水冲洗产品外部。
- 请勿将接水盘放置在不平整的表面上。
- 请勿使用酒精擦拭产品表面，以免损坏表面或产生易燃蒸气风险。
- 取水时，请勿将出水口直接插入杯中，以免高温水造成堵塞或风险。
- 产品运行过程中请勿移动或搬动。

❗ 以下为【必须事项】



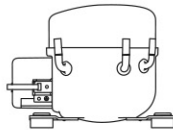
必须进行接地处理

- 如果电源线损坏，必须由本公司进行更换，以避免危险。请勿挤压、折叠、打结或以其他方式损坏电源线。
- 请勿在产品底部或周围边缘放置其他物品。
- 水箱内纯净水的适用温度为2 - 38°C。
- 产品电源线所连接的插座必须链接地线。
- 当环境温度低于0°C时，产品内的水可能会结冰。请在不使用时确保排空产品内的水，以避免结冰。

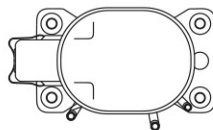
安全须知

⊘ 以下为【压缩机安全警告事项】

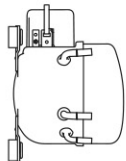
对于使用可燃制冷剂的压缩式电器，其说明书应包含以下安装相关信息：



方向1：向前



方向2：三根管朝上



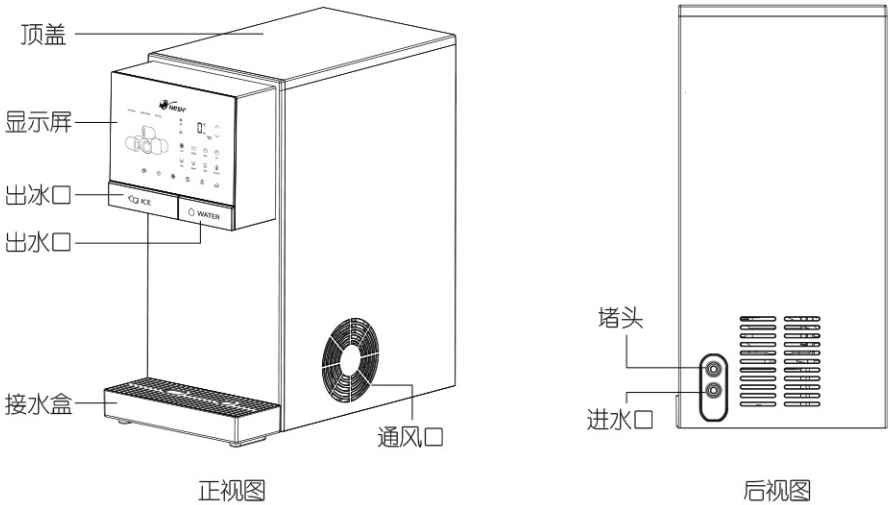
方向3：接线端子朝上

- 制冷系统的设计应充分考虑整体系统的要求。
- 损坏的压缩机不得使用。
- 压缩机安装到箱体后，在运输过程中必须始终保持竖直状态，如“方向1”所示。在装卸过程中，应优先采用“方向1”。
- 在特殊情况下，建议优先采用“方向2”，其次为“方向3”。因采用其他方向搬运所造成的任何损坏，均与压缩机本身无关，本公司对此类情况不承担任何责任。

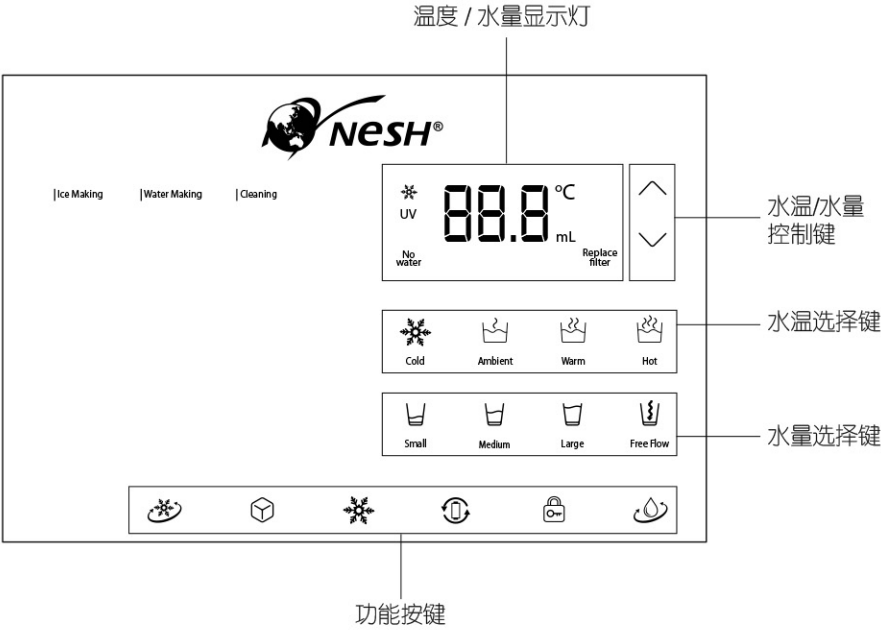
安装须知

- 真空度（压缩机）：0.025 MPa。
- 不可凝性气体含量不得超过1%。
- 系统最大开启时间：10分钟。
- 压缩机不能承受高电压，且不得在真空状态下运行。同时，严禁使用压缩机对系统进行抽真空操作。
- 压缩机在运行及运输过程中倾斜角度不得超过5°。
- 禁止使用未指定型号的冷冻油。
- 禁止液体回流进入压缩机。
(若存放超过6个月，请检查压缩机内部干燥空气状态，必要时进行补充。)

产品结构



用户界面简介



产品使用与维护

按键操控

图标	名称	操作说明
	滤芯清洁	1. 长按 按键 3 秒可进入清洗模式；清洗过程中，短按 按键可停止清洗。 2. 请注意，此功能没有自动提醒，必须由用户手动执行。
	童锁	1. 为符合安全规范，儿童锁键 会在温水和热水模式下将保持默认开启状态。 2. 如需取用温水和热水，必须先长按 按钮1秒进行解锁。
	滤芯复位	1. 长按 按键 3 秒，将滤芯的使用寿命复位至 100%。 2. 复位成功后，蜂鸣器会发出提示音，水机会自动进入滤芯清洗模式。
	制冷开关	1. 此功能默认开启。 2. 长按 按键 3 秒可开启或关闭制冷功能。 3. 当制冷功能激活时，制冷按键在工作期间会闪烁；制冷完成后，指示灯将保持全亮。 4. 当制冷功能关闭时，指示灯则处于微亮状态。
	制冰开关	1. 制冰功能默认开启。 2. 长按 按键 3 秒可开启或关闭制冰功能。 3. 当制冰功能激活时，按键处于全亮状态。 4. 当制冰功能关闭时，按键则处于微亮状态。
	冷水箱清洁	1. 在约 5 分钟内排出约2升水。请注意，此功能没有自动提醒，必须由用户手动执行。 2. 长按 按键 3 秒可开启或关闭此模式。 3. 系统默认每个月会提醒做冷水箱清洁一次，到期时图标会闪烁。
	冷水键	1. 冷水温度可降至最低 2°C（取决于水箱内的水温）。 2. 制冷功能激活后，当冷水箱已完成备用冷水功能，指示灯将保持全亮。短按 按键即可选择冷水。 3. 未选中冷水时，按键变暗（微亮）。 4. 当制冷功能关闭时，按键熄灭。

产品使用与维护

图标	名称	操作说明
 Ambient	常温水键	1. 产品首次上电（开机）时，默认选中常温水。 2. 选中时，按键处于全亮状态。 3. 当选择其他温度时，按键处于微亮状态。 4. 默认温度：25℃。
 Warm	温水键	1. 选中温水时，按键处于全亮状态。 2. 当选择其他水温时，按键处于微亮状态。 3. 默认温度：45℃（可在 40 – 85℃ 之间调节，具断电记忆功能）。 4. 可通过按下“上”或“下”键来调节默认温度。调节完成后，再次按下相应的图标以确认设置。
 Hot	热水键	1. 选中热水时，按键处于全亮状态。 2. 当选择其他水温时，按键处于微亮状态。 3. 默认温度：95℃（可在 86 – 95℃ 之间调节）。 4. 可通过按下“上”或“下”键来调节默认温度。调节完成后，再次按下相应的图标以确认设置。 5. 热水设定在断电后仍可保留（具断电记忆功能）。
 Small	小杯键	1. 默认小杯水量为 200 毫升。可调水量范围：100 毫升 – 250 毫升。 2. 可通过按下“上”或“下”键来调节默认水量。调节完成后，再次按下相应的图标以确认设置。 3. 选中“小杯”时，按键处于全亮状态；未选中时，按键则处于微亮状态。
 Medium	中杯键	1. 默认中杯水量为 400 毫升。可调水量范围：300 毫升 – 450 毫升。 2. 可通过按下“上”或“下”键来调节默认水量。调节完成后，再次按下相应的图标以确认设置。 3. 选中“中杯”时，按键处于全亮状态；未选中时，按键则处于微亮状态。

产品使用与维护

图标	名称	操作说明
 Large	大杯键	1. 默认大杯水量为 700 毫升。可调水量范围：500 毫升 – 800 毫升。 2. 可通过按下“上”或“下”键来调节默认水量。调节完成后，再次按下相应的图标以确认设置。 3. 选中“大杯”时，按键处于全亮状态；未选中时，按键则处于微亮状态。
 Free Flow	持续出水键	1. 产品首次使用时，默认选中持续出水功能。 2. 选中此模式时，水流将持续排出，可手动停止；若系统检测到缺水，则会自动停止出水。 3. 排出冷水时，若冷水箱内的水排空，出水将会停止。 4. 连续出水达 5 分钟后，出水将自动关闭。 5. 选中此模式时，按键处于全亮状态；未选中时，按键则处于微亮状态。
	加/减键	1. 按下按键可按 1℃ 的增量调节水温。按下小杯 / 中杯 / 大杯按键，然后长按 3 秒，即可进入水温和水量的快速调节模式。 2. 当选中该按键时，白色指示灯处于全亮状态；未选中时，指示灯则处于微亮状态。 3. 若在出水前已选中，指示灯会变为微亮状态，否则将正常出水。
	制冷指示灯	1. 当制冷功能开启时，指示灯在制冷期间会闪烁白光；制冷完成后，指示灯将保持全亮。 2. 当制冷功能关闭时，指示灯熄灭。
	UV 指示灯	1. 当 UV（紫外线杀菌）功能运行时，指示灯处于全亮状态。 2. 若在运行期间指示灯未能点亮，则 UV 功能可能出现故障，请联系 NESH 客服中心进行维修。

图标	名称	操作说明
Ice Making	制冰指示灯	1. 产品上电（开机）后，制冷和制冰功能默认开启，并会保持持续运行状态，除非手动将其关闭。 2. 当开启制冰模式且冰水正在降温时，指示灯呈白光闪烁。 3. 当冰水已达到所需温度，且产品正处于制冰过程中时，指示灯处于全亮状态。 4. 当关闭制冰模式时，指示灯熄灭。 5. 当开启制冰模式，但制冰过程中出现冰满或缺水情况时，指示灯将在压缩机停止工作后熄灭。
Water Making	制水指示灯	1. 当产品处于制水（生产净水）状态时，指示灯亮起。当制水停止时，指示灯熄灭。
Cleaning	清洗指示灯	1. 在清洗过程中，指示灯处于全亮状态。 2. 当产品未处于清洗模式时，指示灯熄灭。
	冰块指示灯	1. 当产品正在准备出冰时，冰块指示灯会闪烁。
No water	缺水指示灯	1. 当产品缺水时，指示灯呈红光常亮。
Replace filter	更换滤芯按键	1. 当滤芯到期需要更换时，指示灯会显示红色全亮。 2. 每次拿水时，产品将会发出“哔哔”声提醒更换滤芯。 3. 请联络NESH客户更换滤芯。
88.8 °C ml	温度/水量显示灯	1. 当数码屏显示水温时，°C 白色指示灯点亮。 2. 当数码屏显示水量时，ml 白色指示灯点亮。
ICE	出冰键	1. 短按即可启动或停止出冰。
WATER	出水键	1. 短按即可启动或停止出水。

第一次使用产品

1. 拆除包装

打开外包装，取出内置配件及资料，将整机从包装箱中取出并拆掉包装袋。从包装内取出接水盒，直接放置在机器出水口下方。

⚠ 注意：

机器内的压缩机含有制冷剂。如果机器曾被倒置，请务必先静置 12 小时，之后再开启制冷或制冰功能。

2. 包装清单

No.	品项	数量
1	NESH Glacier智能水机	1
2	说明书	1
3	接水盒	1
4	进水三通阀	1
5	PE管	1
6	防回流阀	1

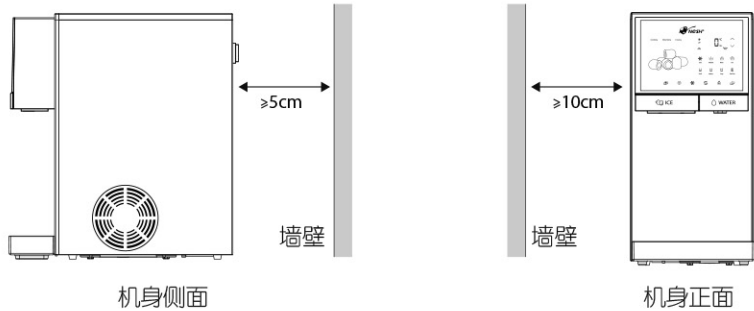
3. 水机安装及激活指南

首先，将水机放置在桌面或平台上，并将接水盒直接放在机器出水口的正下方。

4. 水机摆放说明

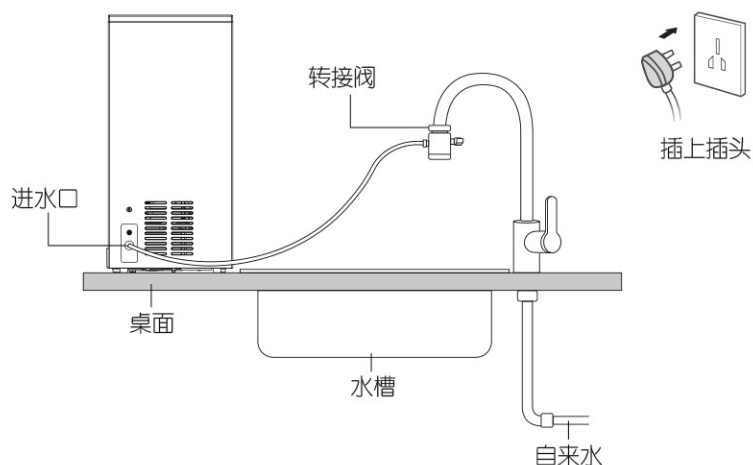
如果产品靠墙摆放，请根据以下建议保留适当的散热空间：

- 背面距离墙壁 5cm，侧面距离墙壁 10cm。
- 请注意，散热孔周围不可堆放杂物。

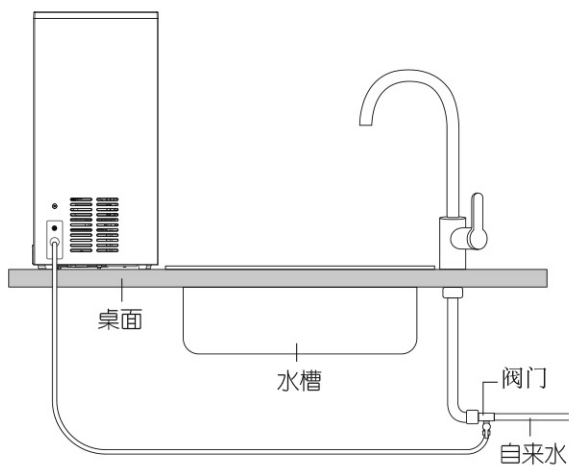


产品使用与维护

桌面安装



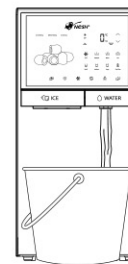
橱下进水



产品使用与维护

冲洗流程

- 1 取出进水三通转接阀和 PE 水管，按照图示连接好机器。确保所有连接正确且稳固后，打开进水三通阀让水流过。最后插上电源（220V-240V/ 50Hz）。
- 2 请在出水口下方放置一个大容器，以准备进行水机冲洗流程。



- 3 按下  启动两阶段冲洗程序。

第一阶段：

产品将自动启动 10 分钟的滤芯冲洗周期。水将从出水口流出（排水约 6 公升）。

第二阶段：

随后，产品将自动冲洗冷水箱约 5 分钟。水将从出水口流出（排出约 2 公升）。

注意：

- 若产品在冲洗过程中检测到水源不足，“缺水”指示灯将闪烁红灯。请及时检查进水管路是否连接妥当、水源是否充足。
- 在整个冲洗过程中，控制面板操作将被禁用。清洗周期完成后，系统将自动恢复正常操作。



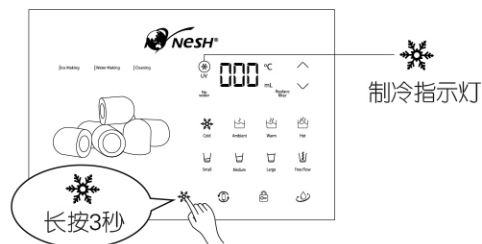
- 冷水箱清洁指示灯  将每月定时闪烁，以提醒您清洗水箱。月度清洗程序同样会总计排出约 6 公升的水。（每月冷水箱清洁并非必须，您可根据需要自行进行清洁。）

产品使用与维护

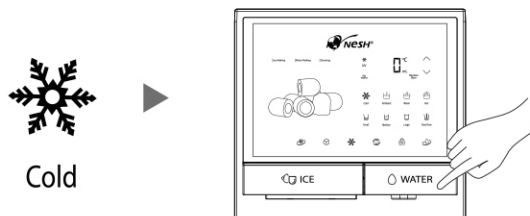
初始制冷功能

首次接通电源后，制冷和制冰功能默认开启，并将持续保持激活状态，除非手动将其关闭。

- 1 初始冲洗程序完成后，制冷功能将自动启动。在制冷过程中，❄️[制冷指示灯] 将闪烁。若制冷功能未开启，您可长按 ❄️ 制冷键3秒以启动制冷程序。

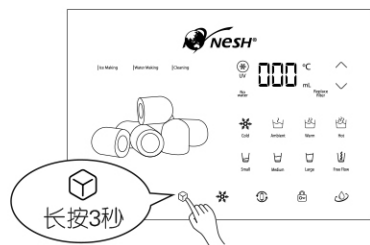


- 2 制冷完成后，❄️[制冷指示灯] 将停止闪烁并切换为常亮状态。此时，按下❄️键选择冷水，再按下○ WATER 键即可出水。



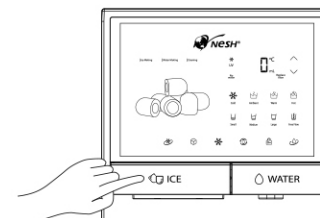
初始制冰功能

- 1 产品完成初始冲洗模式后，长按 🧊[制冰键图标] 3 秒即可激活制冰功能。此时，显示屏上的 |Ice Making 指示灯将开始闪烁。



产品使用与维护

- 2 首次使用时，完成初始制冰周期大约需要 2 小时。随后的每个制冰周期约需 30 分钟，之后系统将自动循环制冰，直至冰槽全满。
- 3 当冰槽全满时，🧊[制冰键图标] 将保持常亮，同时显示屏上的 |Ice Making [制冰] 指示灯将熄灭。需要时，再次按下 🧊[制冰键图标] 即可启动新的制冰周期。



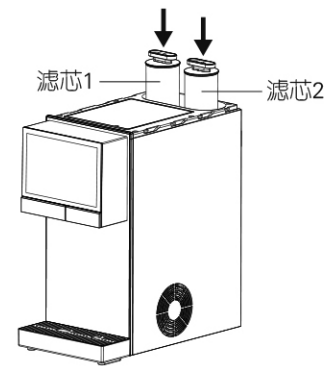
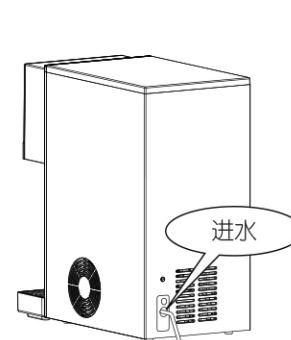
滤芯更换说明

复位滤芯1和滤芯2

当显示屏显示“Replace filter（更换滤芯）”，意味着滤芯的使用寿命已尽。请及时更换滤芯。安装新滤芯并完成复位后，请务必执行冲洗程序，以清洁内部水路并确保出水水质。

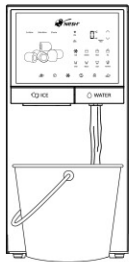
更换程序：

- 1 请确保自来水水源供应充足。
- 2 更换全新的滤芯1和滤芯2。



滤芯更换说明

- ③ 更换滤芯后，长按 （滤芯复位）键 3 秒，即可将滤芯使用寿命复位至 100%。
复位成功后，蜂鸣器将发出鸣响。
- ④ 在出水口下方放置一个大容器，并启动冲洗程序。（请参阅第11页）



注意事项:

- 整个冲洗过程大约需要 10 分钟。
- 更换滤芯后，手动清洁排出的水可能略显深色，属于自然现象。若无改善，可长按  3 秒以再次启动清洁程序。
- 请始终使用NESH原厂正品滤芯更换，以确保饮水安全。若在更换滤芯过程中出现任何异常情况，请及时联系 NESH 客户服务中心。

定期清洁与保养

- 若产品长期未投入使用，在重新启用前，请务必执行一次滤芯清洁程序。此外，为保持良好的出水口感与机器性能，建议每月定期进行一次冷水箱清洁。
- 冷水箱清洁指示灯每月将自动闪烁，以提醒您清洗水箱。在每月的冷水箱清洁运行过程中，机器总计将排出大约 6 公升水。（每月冷水箱清洁并非必须，您可根据需要自行进行清洁。）

滤芯更换说明

更换滤芯

首次使用时无需更换滤芯。当滤芯使用寿命达到 6 个月时，请更换全新的滤芯。此外，本产品具备断电记忆功能。即使断开电源，机器在重新通电后仍会保留并继续累计之前的实际使用时间。

滤芯	更换参数
滤芯1	6个月
滤芯2	6个月

滤芯到期预警

滤芯使用满 6 个月后，其寿命即告届满。此时，“Replace filter（更换滤芯）”指示灯将亮起红灯，且机器会发出“哔哔”的蜂鸣报警声，以提醒您更换滤芯。

机器搬运须知

在移动机器前，请排干所有余水，以防止运输过程中因漏水而导致机器损坏。

1. 同时长按  +  组合键 3 秒，以排干冰水箱及内部水路中的所有积水。
2. 排水完成后，请将产品装入原厂包装箱中，即可进行搬运与移动。

故障处理

使用过程中如有疑难故障，请联系NESH CARE客服团队。为节省您的时间，请在送检前参考以下自查项目。

故障代码	故障描述	故障触发条件	负载状态	解决方法
E01	进水温度传感器故障	进水温度传感器开路或短路	所有负载均关闭	若故障仍无法解决，请联系NESH客户服务中心进行维修。
E03	出水温度传感器故障	出水温度传感器开路或短路	所有负载均关闭	若故障仍无法解决，请联系NESH客户服务中心进行维修。
E04	瞬时干烧	出水温度超过 103° C 并持续 3 秒以上	所有负载均关闭	功率异常并启动常温出水10秒。若故障仍无法排除，请联系 NESH 客户服务中心。
E05	通信错误	电源板与控制板之间连续5秒未接收到任何方向的数据；控制板与显示板之间连续5秒未接收到任何方向的数据。	所有负载均关闭	若故障仍无法解决，请联系NESH客户服务中心进行维修。

故障处理

故障代码	故障描述	故障触发条件	负载状态	解决方法
E08	过零检测故障	连续5秒未检测到过零信号。	所有负载均关闭	如故障持续存在，请联系 NESH 客户服务。
E09	环境温度传感器 NTC故障	温度传感器开路或短路	所有负载均关闭	如故障持续存在，请联系 NESH 客户服务。
E10	冰水NTC故障	温度传感器开路或短路	所有负载均关闭	如故障持续存在，请联系 NESH 客户服务。
E11	结冰卡滞	在连续两次触发冰堵逻辑后，仍未检测到倾倒桶旋转限位开关信号。	所有负载均关闭	如果断电后故障无法清除，请保持断电状态4小时后再重新启动机器；或者打开冰储存盖并加入温水融化冰块。若故障仍然存在，请联系 NESH 客户服务。
E12	冰水箱水位异常	上浮球检测到有水，但下浮球未检测到水	所有负载均关闭	如故障持续存在，请联系 NESH 客户服务。

故障处理

故障代码	故障描述	故障触发条件	负载状态	解决方法
E13	制冷不足	在制冷或制冰过程中，持续进水140分钟后，温度下降幅度仍小于10° C	所有负载均关闭	如故障持续存在，请联系 NESH 客户服务。
E14	倾倒桶限位传感器同时触发	两个翻转限位开关同时被检测到信号	所有负载均关闭	如故障持续存在，请联系 NESH 客户服务。
E15	水保护	机器长时间持续制水但仍无法注满水箱	所有负载均关闭	1. 请检查滤芯是否正确安装。 2. 重启机器。 3. 检查是否存在自来水供应不足的情况。 4. 若故障仍然存在，请联系 NESH 客户服务。

- 1. 如果电源线损坏，必须由 NESH 技术人员进行更换，以避免危险。请勿挤压、弯折、打结或以任何方式损坏电源线。
- 2. 安装必须由具备资质的人员进行。不当操作内部组件可能导致产品损坏或触电风险。同时，不正确的搬运或操作也可能造成产品损坏。

如果您需要进一步的帮助：



请扫描以上二维码
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。