



# Zip Water dispenser

Chilled and ambient water

Model number:

HC03CTU15, HC03CTU15TF



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## Warnings

- Please read the instructions in this manual before installation and use.
- Connect only to a wholesome (cat 1) mains drinking water supply.
- Water pipe connections and fixtures directly connected to a wholesome (cat 1) water supply shall be sized, installed, and maintained in accordance with local regulations.
- Ensure that it is possible to disconnect the electrical power supply either by removing the mains plug or via a double pole isolation switch with a contact separation of at least 3mm in all poles.
- Ensure that the water dispenser is not resting on the power cable.
- Do not position other electrical equipment in the immediate vicinity of the water dispenser.
- Do not use electrical extension leads or adapters.
- Turn off the mains power supply and isolate the water supply during periods of prolonged non-use.
- Do not damage the condenser, it contains highly flammable R600 refrigerant gas.
- Keep away from heat sources.
- Only install in locations overseen by trained personnel.
- Keep surrounding areas dry to avoid the risk of slipping.
- Sanitise before use.

## GENERIC SAFETY INFORMATION

- Do not clean with water jets.
- This water dispenser is not intended to be used by persons (including children aged from 8 years) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they are given supervision or instruction concerning use of the chiller by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the water dispenser.
- Retain this manual for future reference.
- This manual is based on information available at release. It may be subject to change due to continual improvements, visit [www.zipwater.co.uk](http://www.zipwater.co.uk) for the latest version.

## SPECIFIC INSTALLATION SAFETY INFORMATION



### Warnings

- Installation must be carried out by a qualified Zip Water engineer or other suitably qualified person.
- Only install in compliance with the local authority electrical and plumbing regulations.
- Install in a clean, dry, well-ventilated environment, temperature range of between 5°C and 32°C - Climate Class N.
- If environmental conditions differ from those prescribed contact the Zip Water team on 0345 6 005 005 prior to installation.
- Wear appropriate personal protective equipment.
- Move with the use of mechanical aid.
- Only tilt towards rear side when handling. Tilting to the right, left or front may negatively affect the operation of the compressor.

- Correct ventilation is essential, (see page 9).
- Install on a flat surface with sufficient load bearing capacity.
- The electrical power supply requirements on the rating plate (see page 13) and in the data table (see page 14) must be observed.
- The water dispenser must be earthed. The resistance of the earth connection from each exposed metal part must be less than 1Ω.
- The water dispenser must be protected by an RCD or RCBO in the mains electrical power supply circuit.
- Always use a new set of fittings (connectors, gaskets, o-rings and pipes) for the installation. Previously used fittings may affect the water quality.



## Precautions

### Sanitising

- For safe operation, the water dispenser is designed to be installed, commissioned and used within 48 hours.
- Should the water dispenser not be required for an extended period of time (48 hours or more), do not fill and commission it until ready for first use.
- The water dispenser must be sanitised during the commission process, please contact the Zip Water team on 0345 6 005 005 to book your commissioning service.
- For water taste and quality reasons any non-use of more than 48 hours, Zip recommend a system flush be performed. On first use after a period of non-use, run the chilled & ambient water functions for 60 seconds to flush the filter and system. Not flushing the system may affect water the quality.



## Warnings

- Maintenance must be carried out by a qualified Zip Water engineer or other suitably qualified person.
- Unauthorised maintenance and / or maintenance performed by unqualified personnel will automatically void the warranty.
- Before maintenance and cleaning, disconnect the electrical power supply and isolate the water supply.
- The light emitted by the ultraviolet lamp may cause serious burns to the eyes and skin.
- Installation, repair and maintenance shall only be performed by personnel qualified to work on UV products.
- Apart from the carbon block filter there are no user serviceable parts in the water dispenser.
- The water dispenser requires regular periodic maintenance to ensure the water is safe to drink.
- Failure to carry out corrective and preventive maintenance can negatively affect correct operation.
- If the power cable is damaged do not repair, replace with a new cable, call the Zip Water team on 0345 6 005 005.



## Precautions

- Keep upright during maintenance.
- The electrical and plumbing components should be inspected at least every 3 years, call the Zip Water team on 0345 6 005 005.

## Sanitising

- Zip offers a fully inclusive service plan, HydroCare will take care of all routine maintenance and service work, including filter replacements, sanitisation, electrical safety inspections as well as general maintenance of your water dispenser.
- Please visit [zipwater.co.uk/HydroCare](http://zipwater.co.uk/HydroCare) or contact the Zip Water team on 0345 6 005 005 for more information.
- The Zip filter should be replaced at least every 12 months, at the rated capacity or sooner if you notice a persistent reduction in water flow from the tap or an unpleasant taste or odour in the water. As stated on the filter cartridge.
- For safe operation, thoroughly flush the water dispenser after periods of non-use longer than 48 hours.
- Not changing the filter cartridges when required may affect the water quality.
- Sanitisation should be carried out at all filter changes, at least at intervals of no more than 12 months.
- Cleaning the dispensing outlets must only be undertaken with a clean sanitised cloth or disposable sanitise wipe, no chemicals should be sprayed onto the outlets at any time.
- Never use strong, corrosive or abrasive cleaning materials on the water dispenser.

## Product description

- A new, high-quality product with state-of-the-art technology and cutting-edge design.



The main features of the water dispenser are as follows:

- Chilled and ambient water dispense.
- Modern compact design.
- Carbon block filter.
- Ease of maintenance and usability.
- Drip tray full and leakage alarm.
- Suitable to fill sport bottles and carafes.
- Illuminated dispensing area.
- High position buttons.
- UV filtration on dispense outlet.
- Touch free controls (TF models only).

## Approvals

- The safety objectives of the Machinery Directive 2006/42/C.
- Electromagnetic Compatibility Directive 2014/30/EU.
- UK Electromagnetic Compatibility Regulations 2016
- The safety objectives of the Supply of Machinery (Safety) Regulations 2008

## Parts supplied

Description	Qty
Floor standing chiller	1
Install rail inc. water block	1
Filter for HC03CTU15	1
1/4" Blue tubing	5m
P-clip	5
10mm x 5/8" pozi screw	7
1/4" push fit to 3/8" BSP connector	1
1/4" to 1/4" straight connector	1
Installation manual & user guide	1



## Carbon block filter

- The carbon block filter is used to improve water quality by filtering out impurities and the odour and taste caused by chlorine. The filtration system :
- Is an integral part of the water dispenser.
- Uses an activated carbon filtering material.
- Complies with NSF/ANSI 42 for the reduction of the following substances.

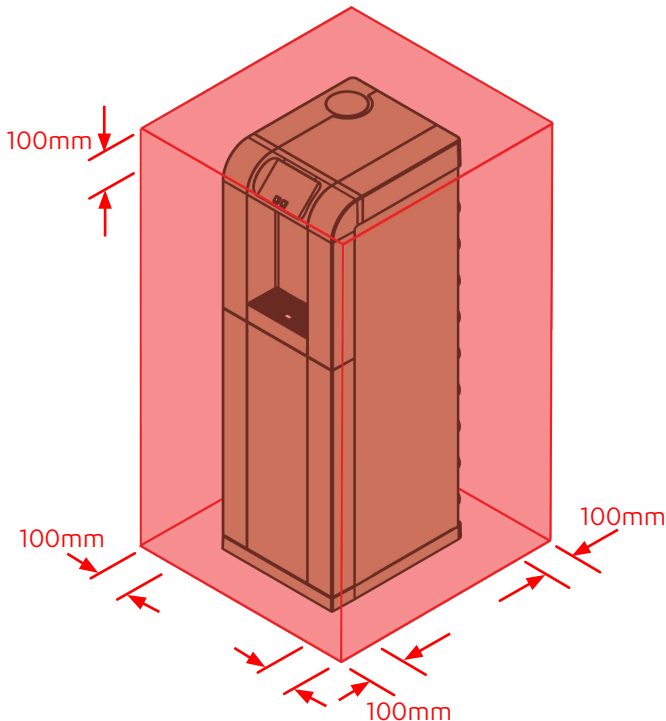
Substance	Max. concentration in feed	Min. removal required %	Min. reduction %	Average reduction %
Free chlorine	2.0mg/L +10%	>50%	97.6%	97.3%



## Ventilation

### Clearance envelope

A clearance envelope around the water dispenser must be provided to ensure that the temperature of the installation space does not exceed 32°C. See below:



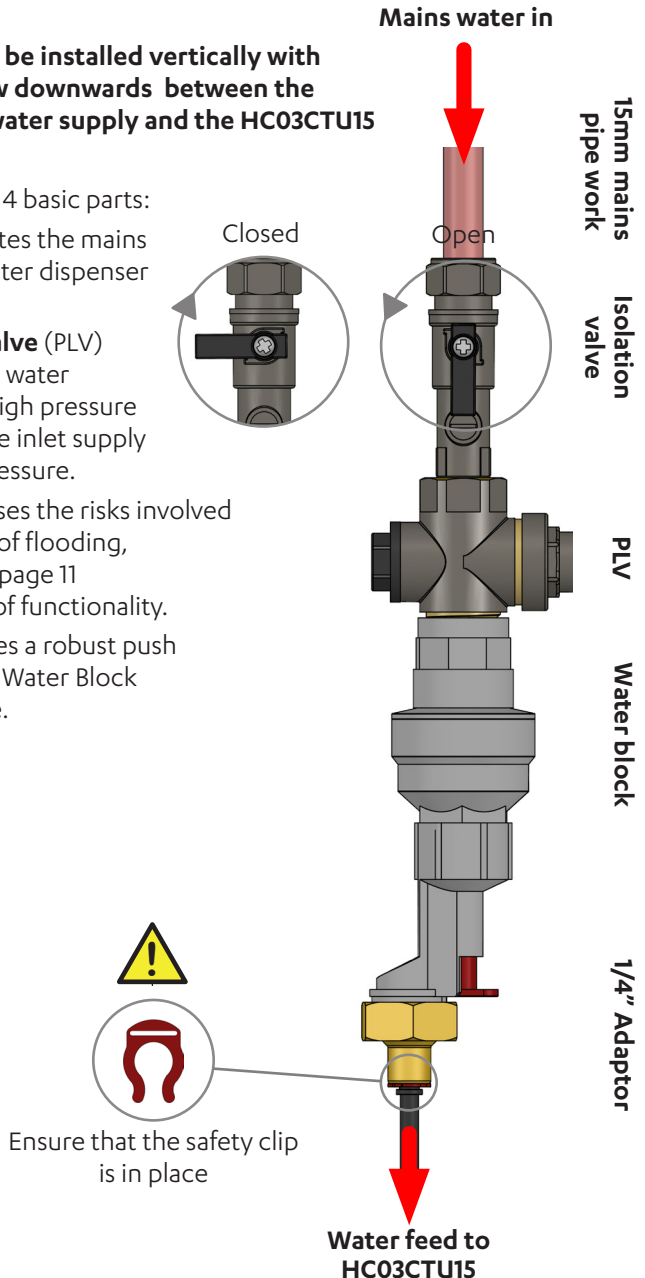
## Install rail

- The water dispenser is supplied with an easy to fit install rail (see blow) to provide for a safe and trouble free installation.

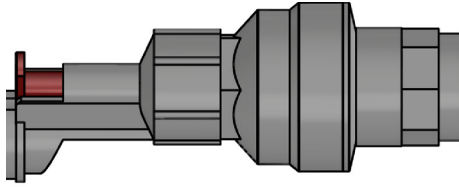


**The install rail must be installed vertically with the direction of flow downwards between the wholesome mains water supply and the HC03CTU15**

- The install rail consists of 4 basic parts:
- The isolation valve** isolates the mains water supply from the water dispenser for servicing.
- The Pressure limiting valve (PLV)** rated at 16 bar, allows the water dispenser to be used in high pressure water areas, and limits the inlet supply to a maximum of 3 bar pressure.
- The Water Block** minimises the risks involved in the unlikely incidence of flooding, see Water Block section, page 11 for detailed explanation of functionality.
- The 1/4" adaptor** provides a robust push fit interface between the Water Block and the flexible inlet pipe.



## Water Block



### Description

- The Water Block is designed to be installed upstream of any Zip product and associated pipe-work to minimise the potential for water leakage in the event of a system malfunction.
- The Water Block is ideal for limiting potential leakage and resulting water damage from water heaters, water chillers etc. when fitted in supply pipe work that is subject to mains water pressure.
- Once set, the Water Block will ensure that the volume of water that can flow through at one time is limited to a predetermined maximum, providing the flow rate through it exceeds 2 litres per minute.
- The Water Block also incorporates a non-return valve.
- The Water Block is WRAS approved.

Specification	
Flow control range	5 - 50 litres
Minimum / Maximum pressure	0.2 - 10.0 bar
Maximum ambient temperature	40°C
Maximum water temperature	70°C
Minimum operating flow rate	1.5 +/- 0.5 litres / min.
Inlet connection	¾" BSP female or 15mm
Outlet connection	¾" BSP male or 15mm



### Precautions

- The Water Block will help to contain leakage exceeding a rate of 2 l/min.
- **Note** The leakage at lower flow rates may not be detected by the Water Block and could remain unchecked.
- Appropriate measures should be taken to contain leakage in these circumstances.

## Installation

**Note. This device must be installed vertically with the direction of flow downwards (inlet at the top , outlet at the bottom. See Fig 1)**

- The Water Block should be installed in a convenient location on the water supply line to the Zip product.
- Pointer 'P' (see Fig.3) should be rotated until in line with the maximum required flow at one time. Each number on the scale corresponds to 5 litres of flow i.e. 1 = 5 litres, 10 = 50 litres.
- The adjustment key (see Fig.2) should be used to adjust the pointer.
- The inlet should be connected to the install rail. The outlet shall be connected to the 1/4" adaptor (see page 10).
- Ensure that the direction of flow through the Water Block is correct and that the filter screen (see Fig.2) is inserted correctly with the convex surface facing towards the water supply.

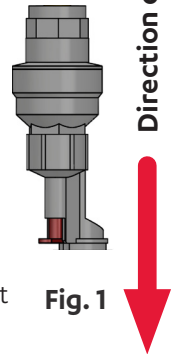


Fig. 1

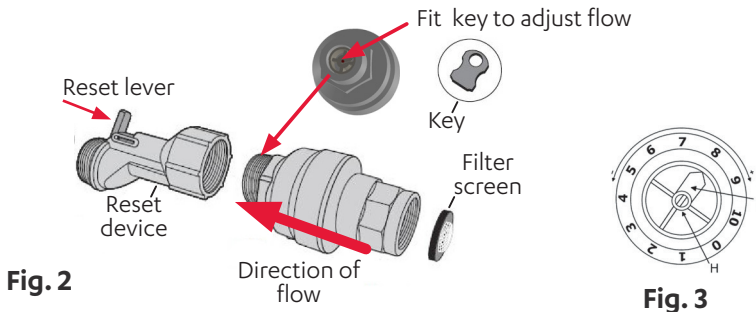


Fig. 2

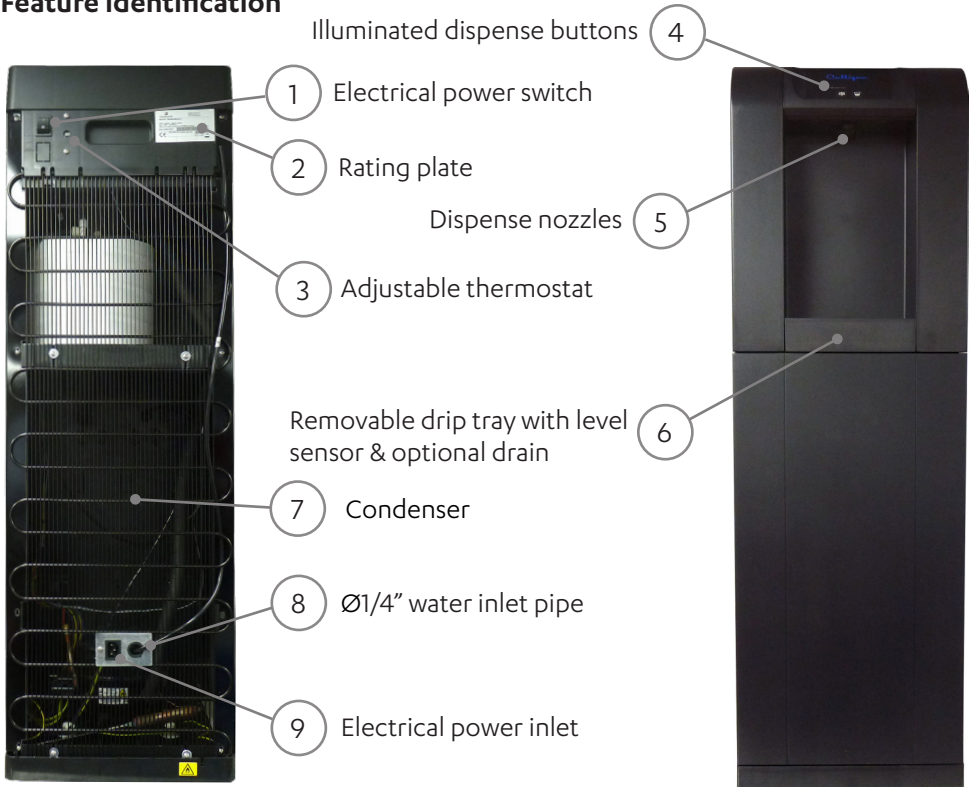
Fig. 3

## Reset & maintenance

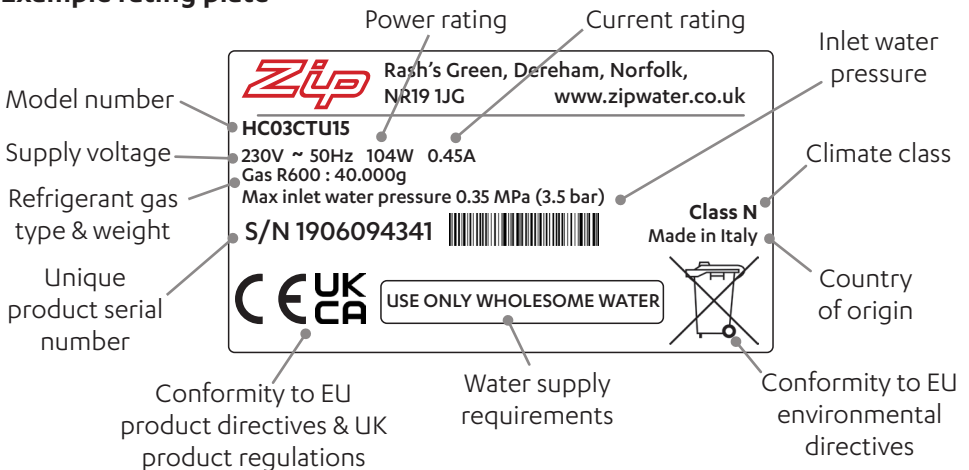
- The Water Block will activate and shut off the supply if more water than the set amount is drawn off at one time.
- In this event firstly isolate and de-pressurise the water supply to the Water Block, identify and repair the cause of the leak then remove the pipe-work downstream of the Water Block and press the reset button 'H' (see Fig.3).
- The reset device (see Fig.2) may be fitted to avoid disconnection. This allows the Water Block to be reset by operating the lever in the direction shown in Fig.2.
- In the event of persistent tripping contact the Zip Water team for advice on 0345 6 005 005.
- The filter screen should be checked and cleaned periodically subject to water conditions and usage.

## Technical features

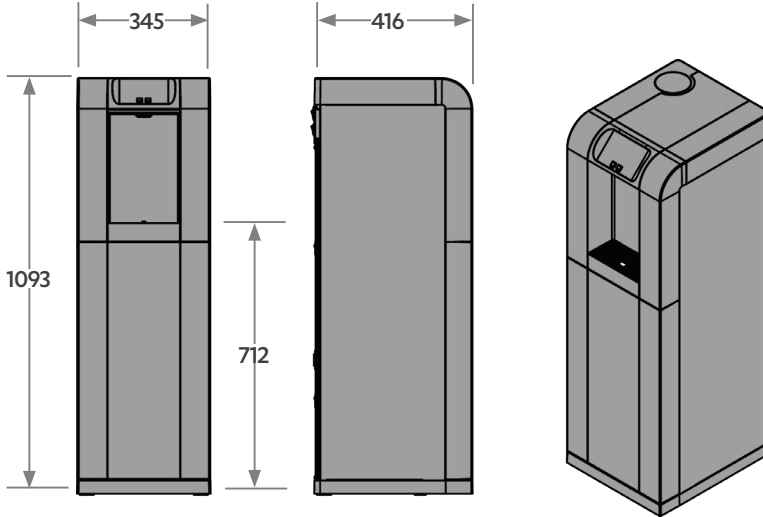
### Feature identification



### Example rating plate



### Dimensions Dimensions in mm.



### Technical data table

Parameter	HC03CTU15 & HC03CTU15TF
Single-phase supply voltage +/- 10%	230V 50Hz
Max electrical consumption	230W - 1 A
Ambient running temperature	10 – 32 °C
Refrigerant gas	R600
Ventilated air condenser	YES
UV sterilising lamp wavelength	254nm
Chilled water temperature Min – Max *	5 – 12 °C
Operating pressure	1.5 – 3.0 bar
Refrigerant capacity	15 Lt/h
Compressor capacity	1/10 HP
Cooling tank capacity	2,75 Lt
Net weight (max)	21,1 Kg
Gross weight (max)	23.8 Kg
Dispensing area height	280 mm
Dimensions W x D x H	345 x 416 x 1093 mm
Warehouse storage temperature	Min 2 °C – Max 40 °C

\* rated at a room temp. of 25°C and inlet water temp. of 20°C

### **Sterilising ultra violet (uv) lamp**

- A UV-C (254 nm) sterilising lamp is fitted on the dispensing point , to complement the integral carbon block filter.
- The UV-C light emitted by the special 4W mercury vapour lamp is lethal for all micro-organisms (bacteria, viruses, mould, algae, etc.) and is used in order to render the water treated with the UV-C light micro-biologically pure and safe.

### **Technical data**

- Material AISI 304 and quartz tube.
- Power rating 24 V AC .
- Power consumption 4Wh.
- Maximum capacity of the lamp 8000 hr (max 12 months).

The UV steriliser complies with European quality and safety guidelines.

### Unpacking

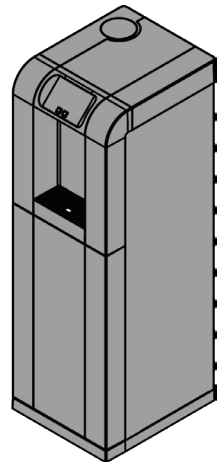
- Cut the packing straps (1) and pull up the cardboard box and the inner caps.
- Inspect for damage, if damaged call the Zip Water team on 0345 6 005 005.
- If the water dispenser has been shipped horizontally or at an angle, it will be necessary to stand it vertically, then wait at least 24 hours before use, in order to allow the refrigerant to settle.



**Read and understand the specific installation warning and precautions before starting this operation** (see page 4)

### Positioning

- Place on a flat, level and stable surface sufficient to support the weight of the water dispenser when full, (see data table, page 14).
- Observe the clearance envelope, (see page 9).
- Electrical power and wholesome mains water supply outlets complying with the data table (see page 14) and rating plate (see page 13) must be available near the water dispenser and located so that the power cable and water pipe are not obstructed.



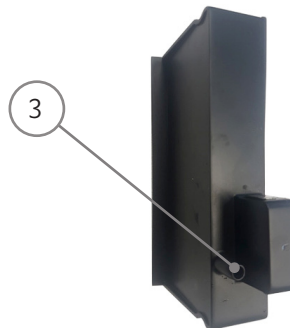


## Connect the mains water supply and drain



**Read and understand the specific installation warnings and precautions before starting this operation** (see page 4)

- Ensure that the wholesome mains water supply pressure is no less than 1.5 bar pressure.
- The install rail will limit high incoming mains water pressure to 3 bar (0.3 MPa).
- The install rail supplied (see page 10) must be fitted.
- Ensure that the isolation valve on the install rail is closed (see page 10).
- Connect incoming water tube Ø1/4" (1) to the Install rail (see page 10).
- To connect the drip tray to drain (optional) remove the drip tray (2) & drill out the (blanked off) drain boss (3) using a Ø6mm bit.
- Connect a pipe onto the drain boss Ø10mm (3) and plumb to waste.



## Connect the mains electricity supply

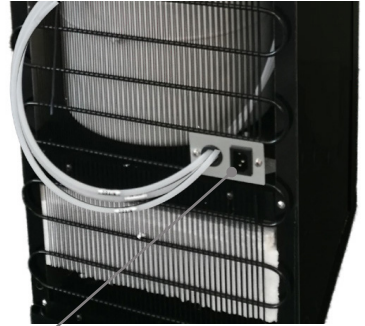


**Read and understand the generic installation warnings and precautions before starting this operation**

(see page 4)

### Connection

- Connect the power cable supplied to the IEC inlet (1) and a 230V 50Hz 13A mains socket.



### Set the thermostat

Lower the  
water  
temperature



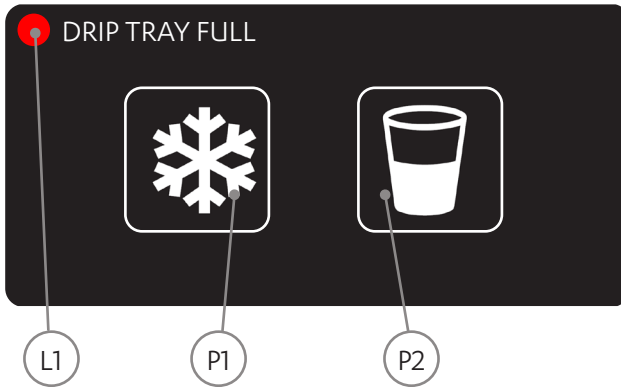
Raise the  
water  
temperature



## Commissioning

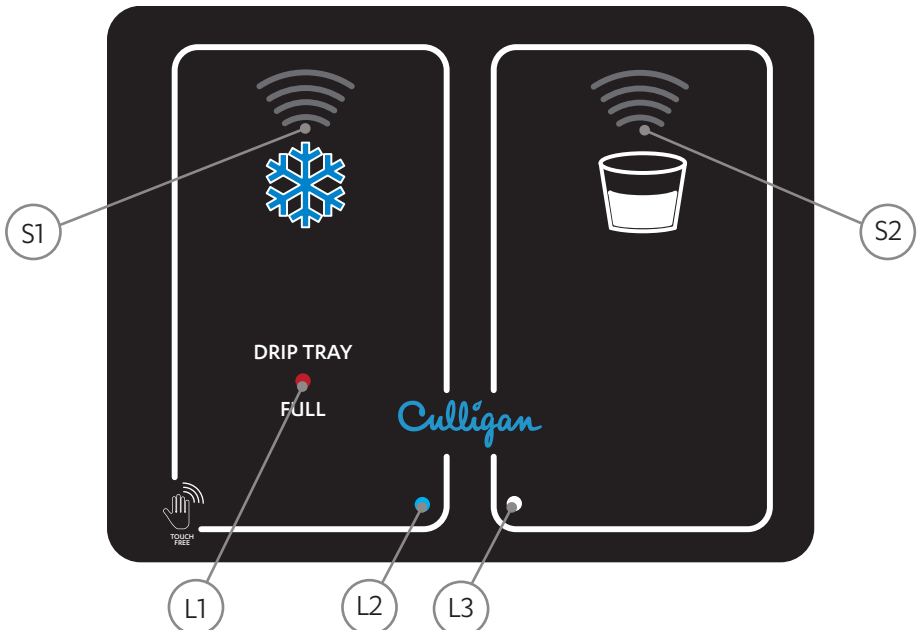
- The water dispenser must be sanitised during the commission process, please contact the Zip Water team on 0345 6 005 005 to book your commissioning service.
- Do not commission your water dispenser until ready for use.
- Ensure your water dispenser is sanitised before use.
- If your water dispenser is left idle before use for water taste and quality reasons any non-use of more than 48 hours, Zip recommend a system flush be performed. On first use after a period of non-use, run the chilled & ambient water functions for 60 seconds to flush the filter and system. Not flushing the system may affect the water quality. If taste or water quality issues persist, a filter change and sanitisation may be required.
- Check that all pipes and fittings are connected properly.
- Check the external pipe-work is safely secured.
- Check the external mains cable is connected & safely secured (mains power off).
- Open the mains water isolation valve on the install rail (see page 10).
- Check for leaks, take remedial action if required.
- Close the mains water isolation valve on the install rail (see page 10).
- Follow the filter flush instructions, (see page 22).

## HC03CTU15 Operation



- L1 Drip tray full indicator - Illuminates when the drip tray is full.  
Empty the drip tray to extinguish.
- P1 Chilled water - Press to dispense.
- P2 Ambient water - Press to dispense.

## HC03CTU15TF Operation



- L1 Drip tray full indicator - Illuminates when the drip tray is full.  
Empty the drip tray to extinguish.
- L2 Water operational - extinguishes when touch free sensor is activated.
- L3
- S1 Chilled water dispense.
- S2 Ambient water dispense.

### Touch free operation

Move your finger close to the symbol representing the type of water you wish to dispense, at a distance of around 15mm (1.5 cm). There is a 1 second delay before activation of the dispensing function and the LED for the selected type of water turns itself off. The water continues to be dispensed for as long as your finger remains in position in front of the sensor.

Move your finger away to stop the dispensing operation. On deactivation of the dispensing function, the LED for the selected type of water turns itself back on.



**WARNING** Only approach the keypad with one finger to avoid dispensing more than one type of water or a keyboard error

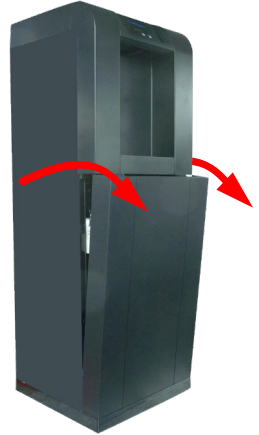
For all types of water, a prolonged dispensing operation is automatically interrupted after 30 seconds, but can easily be restarted by moving your finger back towards the sensor.

## Replacing the carbon block filter & filter flush



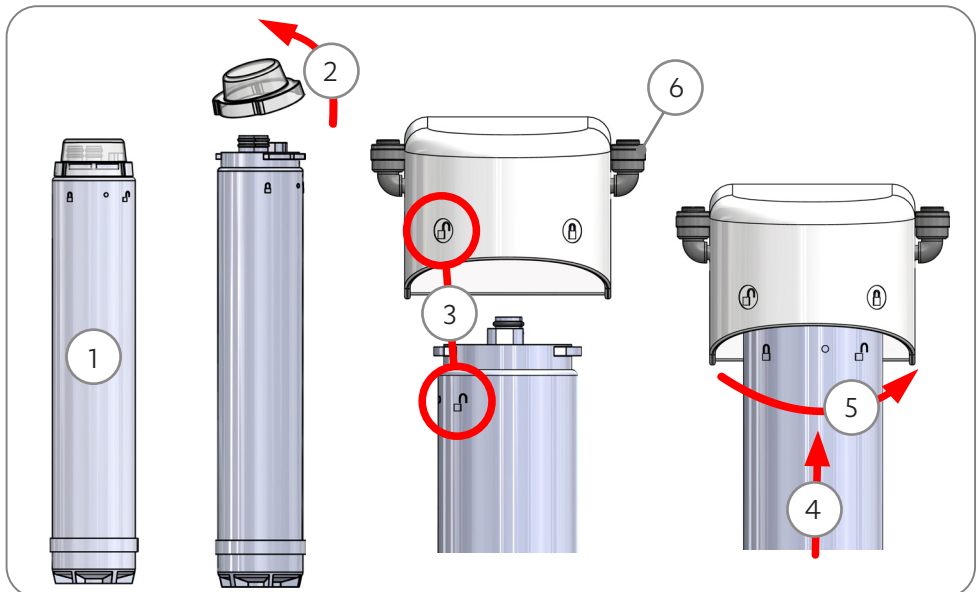
**Read and understand the specific maintenance warnings and precautions before starting this operation** (see page 6)

- Close the isolation valve on the install rail (see page 10).
- Dispense water in order to discharge the pressure trapped in the circuit.
- Switch off the mains electrical power (see page 13).
- Remove the filter cartridge by turning it clockwise until free then pull it down, discard responsibly.
- Remove the protection cap & wrapper from the new filter cartridge (see (2) below).
- Insert the cartridge, aligning the open lock symbol on the filter head with that of the cartridge (see (3) below).
- Push the cartridge upwards until it engages, then turn anti-clockwise until it clicks into place (see (4) & (5) below).



### Filter flush

- Disconnect the flexible pipe from the filter outlet (see (6) below).
- Connect a length of 1/4" flexible pipe to the filter head outlet, run into a bucket.
- Open the isolation valve on the install rail.



- Dispense 10 litres of water to flush out any carbon residuals from the new filter.
- Close the isolation valve on the install rail.
- Remove the section of 1/4" filter flush pipe from the filter head outlet and reconnect the original pipe.
- Re-open the isolation valve on the install rail (see page 10).
- Turn on the mains electrical power (see page 13).
- Dispense filtered water as required.

### General cleaning

- Cleaning the dispensing outlets, drip tray & outer surfaces must only be undertaken with a clean sanitised cloth or disposable sanitise wipe.
- No chemicals should be sprayed onto the dispensing outlets at any time.
- Condenser - Brush clean the condenser of dust and lint at least every 3 - 6 months (see page 13).

### Temporarily putting out of service

- The water dispenser can be put out of service for a long period. However the specific maintenance and safety precautions (see page 7) must be observed, upon re-commissioning.

### To empty the tank (before moving)

- Isolate the mains water supply (see page 10).
- Remove the front cover.
- Hold a bucket under the tank drain connection (1)
- Remove the 5/16" end cap from the drain pipe (1) located in the filter compartment.
- Press the chilled water dispense buttons.
- Drain the contents of the cold tank through the tank drain connection (1) into the bucket. (The capacity of the system is approximately 2.7 litres of water).
- Replace the end cap on the drain pipe & front cover.



### Notes

Lower performance of the dispenser in terms of cooling should be considered normal when the inlet water temperature is high, for example when the rear side is exposed to the sun, or due to the increase in water temperature during summer.

- In case of freezing, unplug to disconnect the power supply and wait for defrost before switching the power on again.

### Fault finding table

Fault	Possible cause	Solution
Does not dispense water	Mains water supply off	Open the mains water supply isolation valve
	No electric power supply	Contact the Zip Water team
Dispense flow rate is low	Blocked filter	Change filter
	Low inlet water pressure	Contact the Zip Water team
Chilled water is not cold	Thermostat setting	Lower the thermostat set point
	Rear vent grille blocked	Brush clean to allow ventilation
	Clearance envelope not observed	Maintain proper clearances (see page 9)

### Leak indicator

If there is a water leak sufficient to cover the leak detector probes located on the bottom of the and HC03CTU15TF, the illumination of the water dispense button P1 & P2 (see page 20) will extinguish.

Call the Zip Water team on 0345 6 005 005.



## End of life disposal



The use of this crossed out wheeled bin logo indicates that this product needs to be disposed of separately to any other household waste. Within each of the European Union member countries, provisions have been made for the collection and recycling of unwanted electrical and electronic equipment.

In order to preserve our environment we ask that you dispose of this product correctly. Please contact the Zip Water team for advice on 0345 6 005 005.

Our goods and services are supplied in accordance with our standard terms and conditions. This policy sets out the warranty period and exclusions which apply to the HC03CTU15 and HC03CTU15TF. This policy is subject to our standard terms and conditions and should be read in conjunction with those terms, particularly clause 5 of the terms and conditions.

### **Warranty**

The warranty period for the HC03CTU15 and HC03CTU15TF is 1 year.

Subject to the exclusions set out below and in clause 5 of the terms and conditions, faulty parts and products will be replaced or repaired free of charge by Zip, its distributor or service provider, where such faults arise during the applicable warranty period.

### **Exclusions**

1. This policy only applies where:

(i) The product is installed and used strictly in accordance with the terms and conditions and the instructions supplied with the product; and

(ii) The failure is not due to accident, misuse, abuse, unsuitable water conditions (including contaminants or inappropriate water pressure), or to any alteration, modification or repair by any party not expressly nominated by Zip.

2. This warranty does not cover damage resulting from non-operation of the product or consequential damage to any other goods, furnishings or property.

3. This warranty does not apply to any consumables.

4. Zip residential (for home) products are designed specifically for use in a domestic, residential location. Inappropriate installations, such as in a commercial environment (including residential care homes or medical facilities), will invalidate the warranty.

### **Service Work**

Ad hoc repairs by Zip or its approved service providers are covered under Warranty for 30 days in relation to the original fault only.

If you are a HydroCare Service Plan subscriber please refer to the HydroCare terms and conditions for information on applicable warranties and warranty periods for HydroCare services.

### **Registering your purchase**

Registering your Zip installation on the Zip website may help to establish date of installation should it become necessary to service the HC03CTU15 and HC03CTU15TF under terms of the Zip warranty.

To register your installation visit [www.zipwater.co.uk/product-registration](http://www.zipwater.co.uk/product-registration).

## Notes



### **Zip Water**

Trafalgar House, Rash's Green, Dereham, Norfolk, NR19 1JG.

0345 6 005 005

[sales@zipindustries.co.uk](mailto:sales@zipindustries.co.uk)

[www.zipwater.co.uk](http://www.zipwater.co.uk)