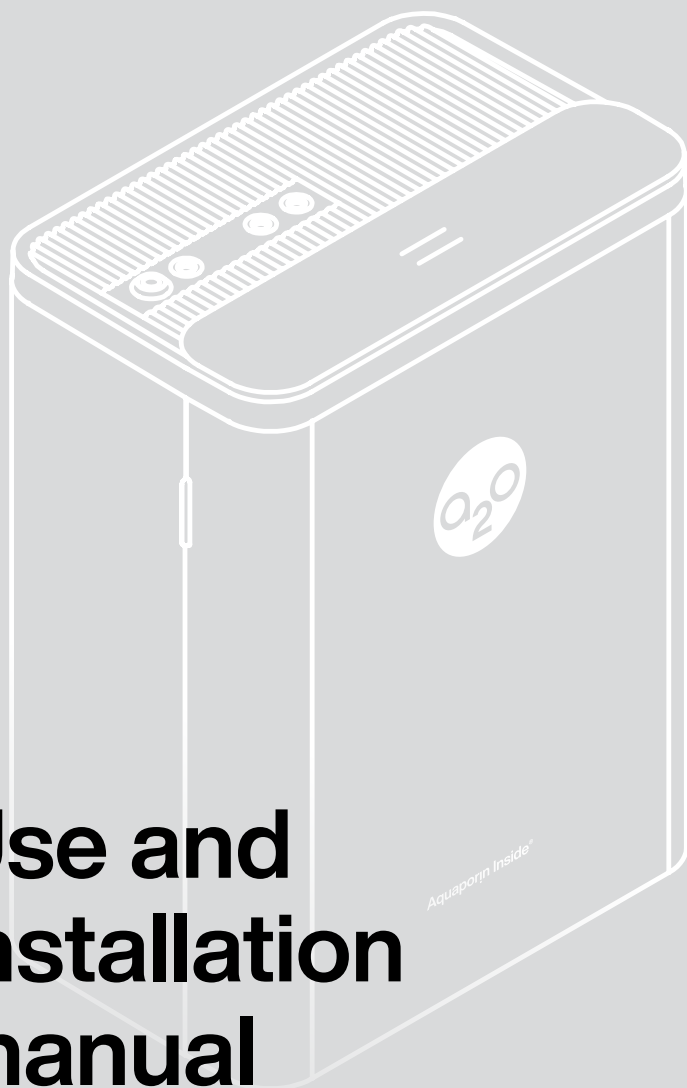




A2O Pure



# Use and installation manual

Pure  
water  
nothing  
else

# A2O Pure

## Use and installation manual

Control via app	4
About A2O Pure	5
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Maintenance	27

For the most updated installation manuals in more languages, go to [Aquaporin.com/installation](https://www.aquaporin.com/installation) or contact the store where you bought your device.

# Control via app

## Connect with your purifier

Connect your A2O purifier with your smartphone to manage and track your water usage in real time.

## Receive updates

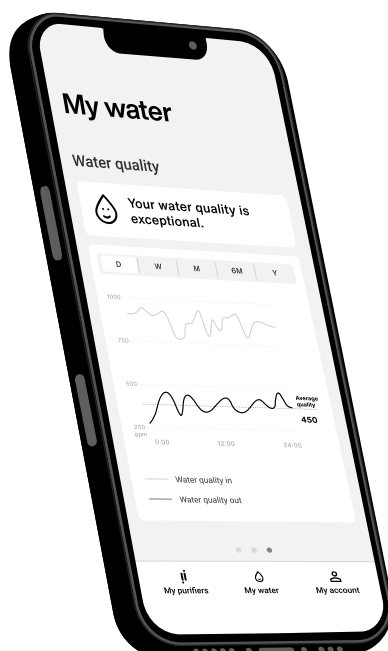
Receive recommendations to make using your A2O purifier simpler and get reminders when it's time to change filters.

## Track usage

Get an overview of your water usage, monitor filter lifetime, see next maintenance, and track the effectiveness of your water purification.

## Access information

Access manuals and useful information about water.



# About A20 Pure

The A20 Pure is a direct flow water purifier with Aquaporin Inside® technology. The device can be used wherever traditional reverse osmosis (RO) devices or other types of water devices reach their limits.

The Aquaporin Inside® Drinking Water Membrane (DWRO®) uses unique “made by nature” proprietary membrane technology to remove PFAS, pesticides, heavy metals, microplastics, bacteria, viruses, hormones, nitrates, limescale, and other harmful substances.

## Technical details

---

Model name	A20 Pure
Product category	Under-the-sink

---

## Input water requirements

---

Feedwater temperature (min. / max.)	5–25 °C
Inlet pressure (min. / max.)	1–6 bar
Feedwater quality	Municipal tap water

---


## Filters

---

Number	Name	Material	Lifetime
1.	Pre filter	PP cotton + Activated carbon	12 months or 4,500 L
2.	Post filter	Activated carbon	12 months or 4,500 L
3.	DWRO®	Aquaporin Inside® membrane	24 months or 7,000 L

---

## Technical data

Flow rate of filtered water <sup>1</sup>	2.1 L/min
Water recovery rate <sup>2</sup>	65% (2:1)
Membrane capacity	126 L/h
Salt rejection <sup>2</sup>	> 90%
Electrical connection	220–240V AC
Power consumption (operation)	95 W
Power plug standard	EU
Noise level	53 ±1 dB
Wi-Fi connection + app	Yes
Leak detector	Yes
Membrane flushing (auto-cleaning)	Yes
Feedwater, pure water and wastewater connection	½ or ¾ <sup>3</sup> , ¼, ¼ inch
Dimensions (W×D×H)	315 × 203 × 427 mm
Weight	8.57 kg
Regulatory information	EUFCM and 

<sup>1</sup> The flow rate is tested at 25 °C; lower water temperatures will reduce the flow rate.

<sup>2</sup> The device is influenced by feedwater conditions such as pressure, temperature, TDS levels, and hardness. The better these incoming conditions, the better the performance. Depending on the local water quality and use environment, the lifetime of the filters, flow rate, recovery rate and salt rejection will vary.

<sup>3</sup> Local variations apply, contact your reseller for more information.

## General information

This manual contains important instructions for safe and efficient use of the A2O Pure. It is part of the device and must be constantly available at the place of operation.

Installation or maintenance done on this device by an untrained service person can cause major damage to equipment or property damage.

### Description of symbols listed

This manual uses the following symbols. The warnings/instructions are introduced by signal words to underline risks. The warnings/instructions must be complied with. The operator must act carefully to avoid accidents and property damage.



**Danger:** Electric current or voltage! Always consult a qualified electrician when this symbol is shown.



**Attention:** Dangerous spot! Shows instructions or prohibitions to avoid personal injury or extensive damage to property.



**Observe:** Underlines useful recommendations and information for an efficient operation, free of interruptions.

## Warranty and disclaimer



**Observe:** The information and instructions contained in the manual have been compiled based on current standards, regulations, and technology, as well as our experiences, and observations.

### The warranty is void in any of the following cases:

- Failure to follow the provisions and information in this manual
- Improper use
- Improper or faulty installation
- Improper start-up, operation, or maintenance
- Use of non-approved components or non-original parts
- Failure to perform the required service and replacement tasks
- Technical modifications: damage, faults and stoppages resulting from unauthorized alterations

### Responsibilities of the operator

- This manual must be easily accessible and kept in the immediate vicinity of the device.
- The device must be operated in a technically faultless and operationally safe condition only.
- The provisions in the manual are to be followed at all times.

## Operating and safety notes

Despite all possible precautionary measures, some residual risk remains with any product, especially if it is used improperly. Warranty claims are void unless the provisions in this manual are observed and followed.

### Proper use

The device is suitable for filtration of drinking water quality at up to max. 25 °C and an inlet pressure of max. 6 bar.



**Observe:** The feedwater must not exceed the limit values given in the technical data sheet – see page 5.

The device must only be used for its intended purpose as designed and as described here in this manual. Any other use is considered “improper”.



**Warning!** The device must be fed cold drinking water only.

### Permissible operation method



**Observe:** To protect the drinking water, observe the country-specific guidelines for drinking water installations when performing any work on the device.

- The device must be disconnected prior to performing any maintenance work on the drinking water supply. Rinse the water pipe sufficiently before reconnecting the device.



**Observe:** Improper installation of the device may cause damage to it.

- Observe any country-specific installation regulations (such as DIN 1988, EN 1717), general hygienic practices and technical data for protecting the drinking water.
- Unauthorized modifications to the device and technical alterations are not permitted.
- Avoid mechanical damage to the device. Otherwise, the warranty is void.
- Install a stop valve upstream of the device.
- All materials in contact with filtered water must be corrosion resistant.
- The device must not be installed in the vicinity of heat sources or open flames.
- The device must not come into contact with chemicals, solvents, or vapors.
- The installation site must be free of frost and protected from direct sunlight.
- The device must not be operated with feedwater that is microbially contaminated or is of unknown origin or quality.
- A water softener is strongly recommended for water > 15 °dH. Using the device with water hardness higher than 15 °dH will reduce the lifetime of the device and its filters.
- Avoid leaving the device in storage for a long time to reduce the risk of contamination.

### Impermissible operating methods



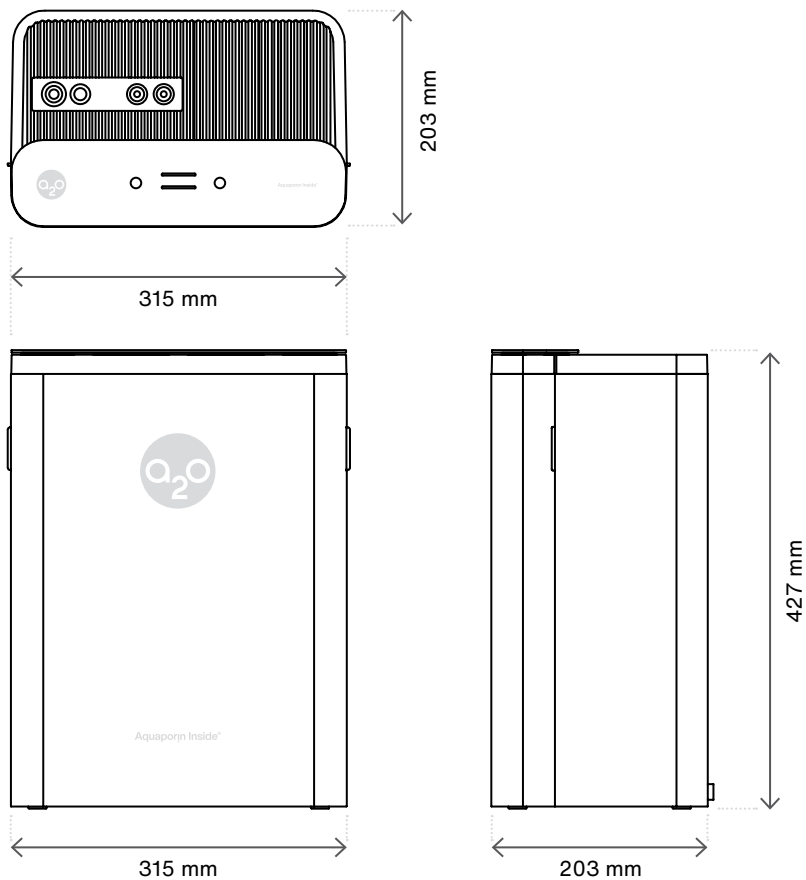
**Attention:** Danger through improper use! Claims for damages resulting from improper use are void.



**Danger:** Always disconnect the device from the power supply by removing the plug or fuse when performing any maintenance or electrical work.



# Dimensions and weight



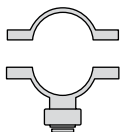
Net weight: 8.57 kg

# List of included components



1  
Device  
incl. filters  
1x

## DRAIN CLAMP KIT



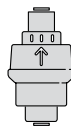
2A  
Drain clamps  
1x



2B  
Screw + nut  
2x



2C  
Gasket  
1x



3  
Pressure reducer  
incl. check valve  
1x



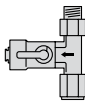
4  
PE pipe  
1/4"  
1x



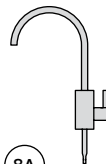
5  
PE pipe  
3/8"  
1x



6  
Push-in  
fitting  
1x



7  
T-piece with ball  
valve, 1/2 or 3/8"  
Local size variations  
may occur - please  
check with your local  
dealer.  
1x



8A  
Faucet  
1x



8B  
Spacer  
1x



8C  
Upper  
(white)  
gasket  
1x



8D  
Lower  
(black)  
gasket  
1x



8E  
Plastic nut  
1x



9  
Retaining  
ring 1/4"  
(green)  
5x



10  
Retaining  
ring 3/8"  
(blue)  
4x

Tools  
required for  
installation



2 x adjustable spanners  
(or 1 x 19 mm spanner  
and 1 x 23 mm spanner)



Flat and  
Phillips  
screwdriver

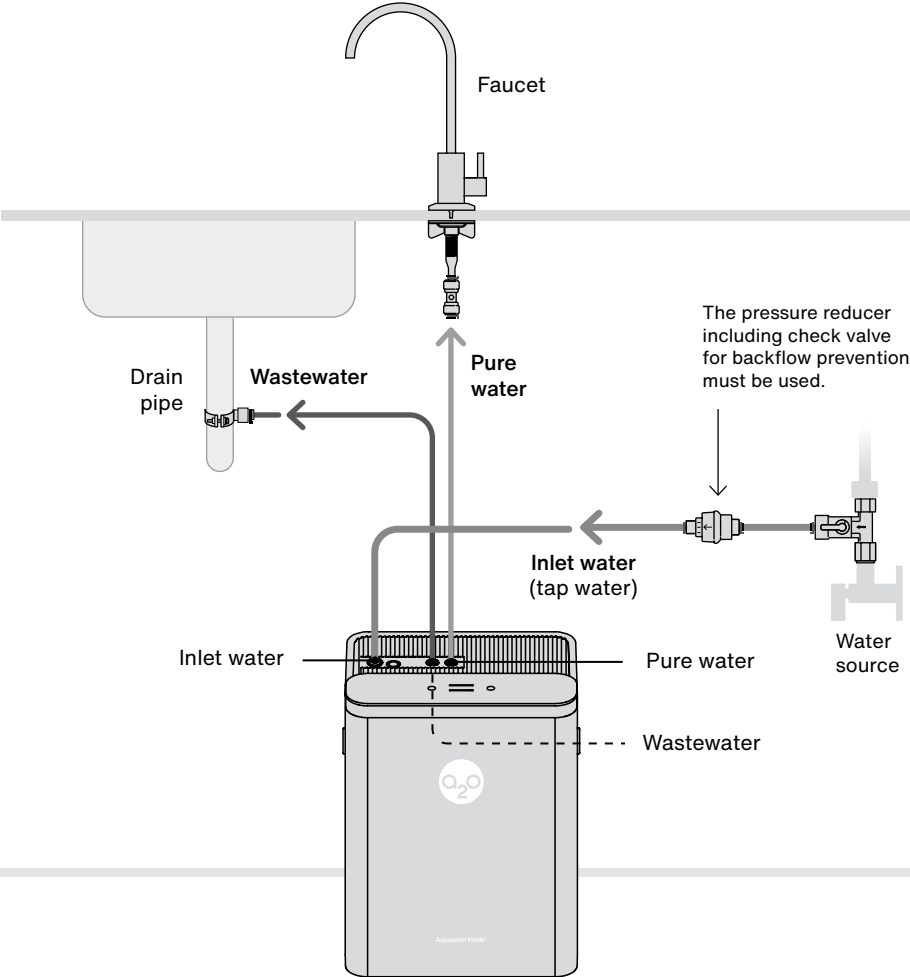


Pincer



Electrical drill  
(7 mm and  
12 mm drill bits)

# Installation scheme



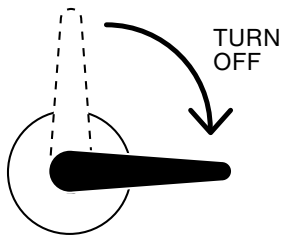
# How to install

Before you start, thoroughly clean your hands and any tools you will use during installation.

The installation will take approximately 1 hour.



Before installation, ensure that the cold water valve is turned off/closed.

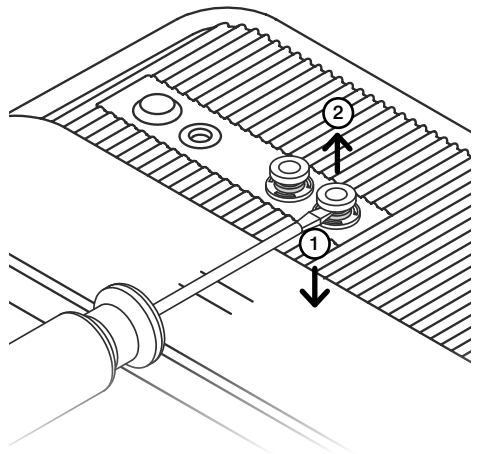


Note that the length of the 1/4" PE pipe is 3 meters. This pipe will be used for multiple connections so use only what you need for each connection and save the remaining pipe for later installation steps.

After cutting the PE pipe, ensure that the pipe is not compressed when you insert it into connections.



Before installation, remove the grey IN and OUT plugs as well as the DRAIN plug. Keep the plugs as they must be reused if the device is uninstalled or relocated.



## How to remove the plugs

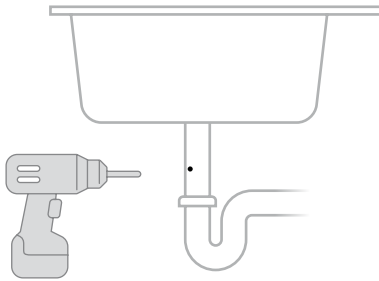
1. Use a flat device, e.g. a screwdriver, to push down the white release collar.
2. Pull the plug upwards with your fingers.

Note that there might be a release of air when removing the plugs.

# Drain installation

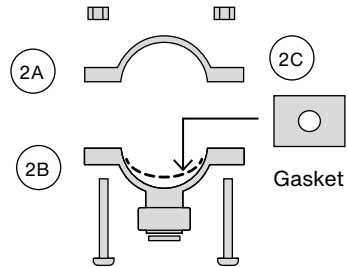
## Step 1

Drill a  $\varnothing 7$  mm hole in the drainage pipe under the sink.



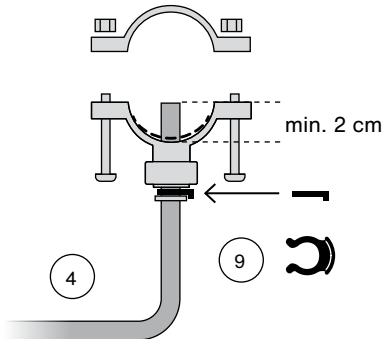
## Step 2

Place the gasket in the drain clamp, so it will sit between the drain clamp and the drain pipe.



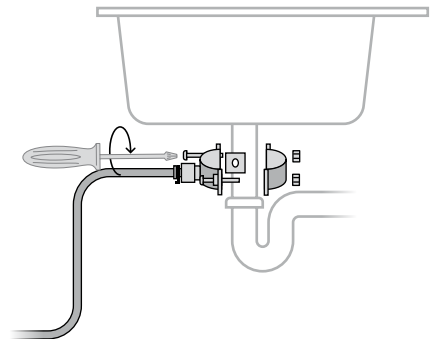
## Step 3

Insert the 1/4" PE pipe so that min. 2 cm will extend into your drain pipe.



## Step 4

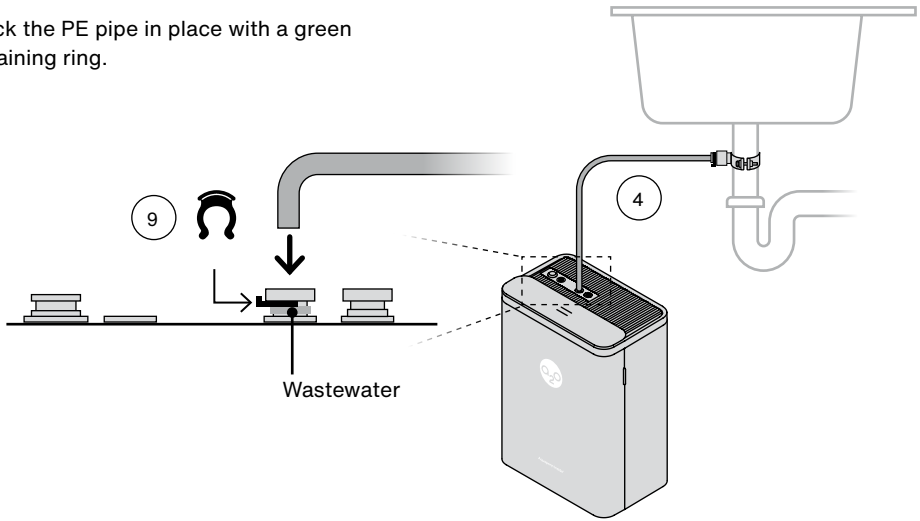
Attach the drain clamps to the drain pipe, ensuring that at least 2 cm of PE pipe extends into the drain pipe. Tighten the clamp with the Phillips screwdriver.



## Step 5

Cut the 1/4" PE pipe to fit the installation and insert it into the wastewater connection on the A2O Pure.

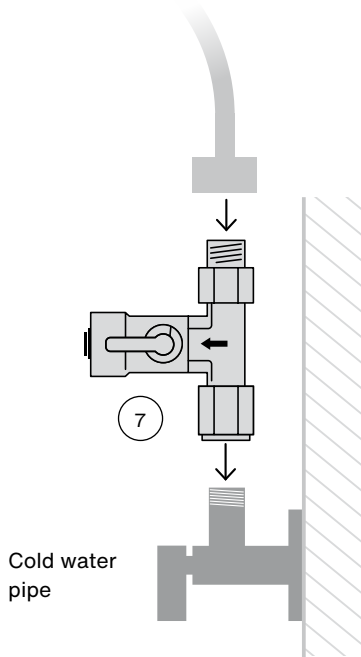
Lock the PE pipe in place with a green retaining ring.



# Inlet installation

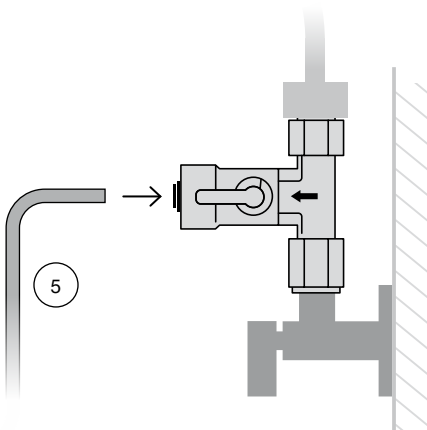
## Step 1

Connect the valve to the cold water pipe.



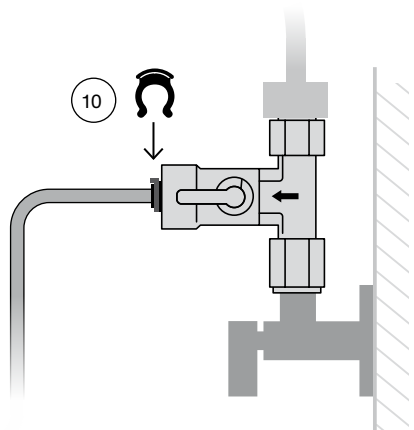
## Step 2

Insert the 3/8" PE pipe onto the valve.



## Step 3

Lock the 3/8" PE pipe with a blue retaining ring.

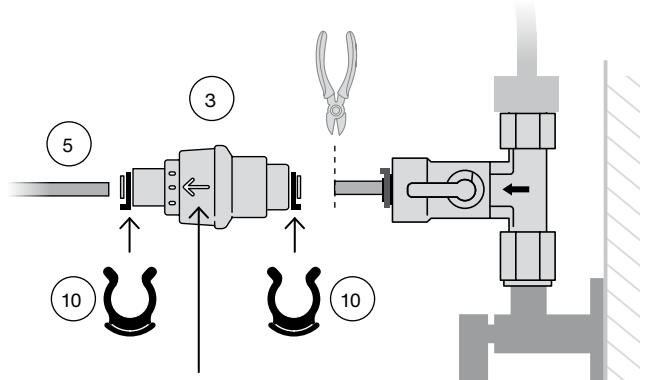


## Step 4

Cut the 3/8" PE pipe so the length is approximately 5 cm and insert it into the pressure reducer.

Insert a new piece of 3/8" PE pipe at the other end of the pressure reducer.

Lock both ends of the pressure reducer with blue retaining rings.



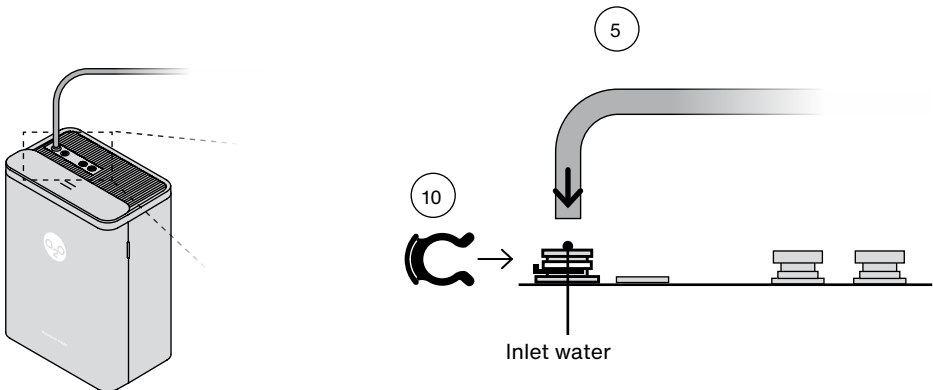
Note the direction of the pressure reducer! The arrow should be pointing towards the A2O Pure (away from the inlet water ball valve).

## Step 5

Cut the length of the 3/8" PE pipe to fit your installation.

Insert the 3/8" mm PE pipe into the "inlet water" connection on the A2O Pure.

Lock the PE pipe with a blue retaining ring.

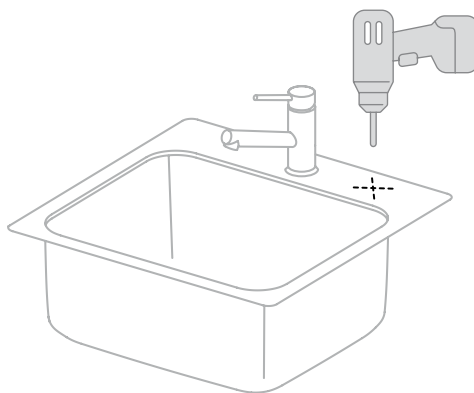




# Faucet installation

## Step 1

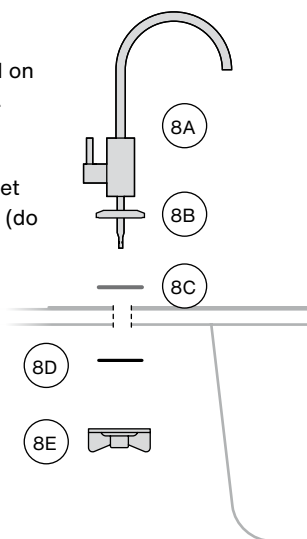
Drill a  $\varnothing$  12 mm hole in your sink, adjacent to your regular faucet.



## Step 2

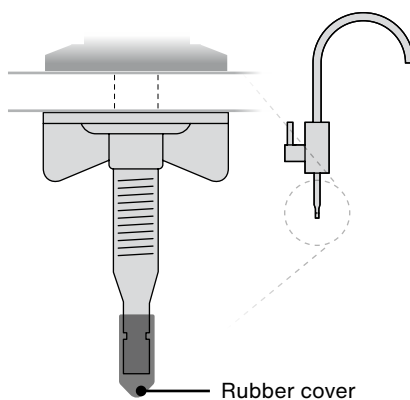
Peel off the seal on the spacer (8B).

Assemble and tighten the faucet with your hands (do not use tools).



## Step 3

Remove the rubber cover from the faucet.

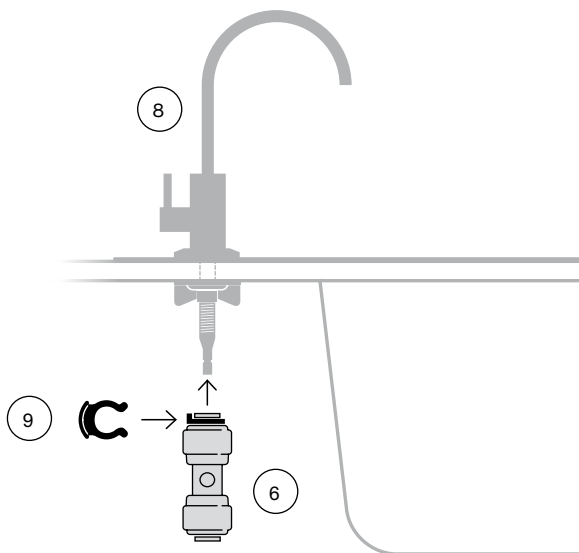


# Pure water installation

## Step 1

Push the push-in fitting onto the bottom end of the faucet.

Lock the push-in fitting with a green retaining ring.



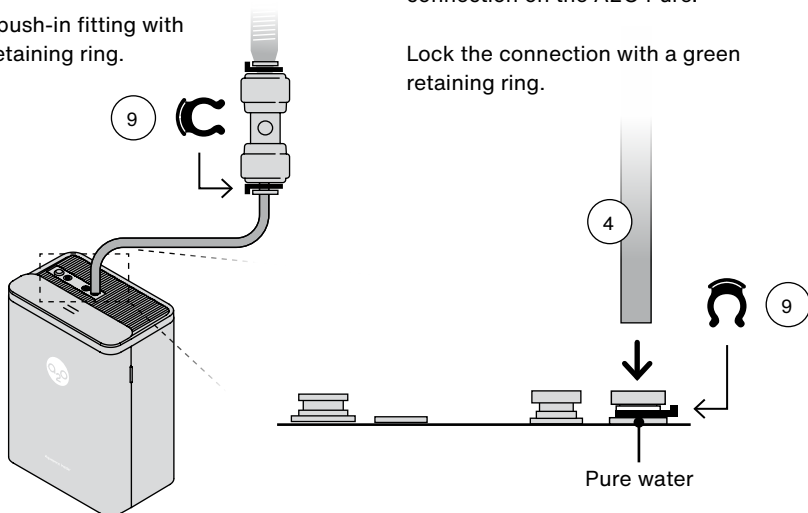
## Step 2

Insert a new piece of the 1/4" PE pipe in the other end of the push-in fitting.

Lock the push-in fitting with a green retaining ring.

Cut the length of the 1/4" PE pipe to fit your installation and insert it into the "pure water" connection on the A2O Pure.

Lock the connection with a green retaining ring.



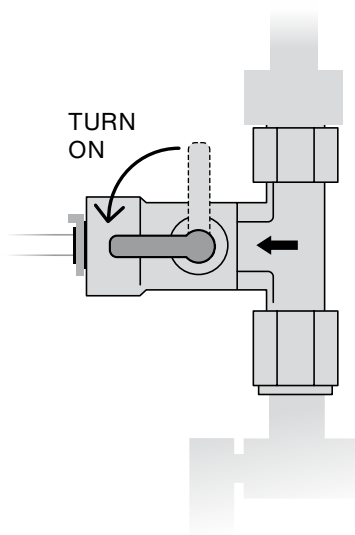
# Connecting power

## Step 1

Turn on the water.

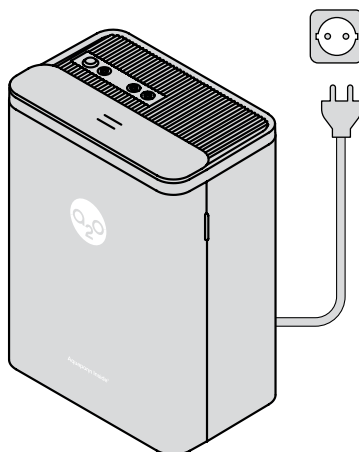


**WARNING:** Check for leakages before proceeding.



## Step 2

Connect the A2O Pure to your power supply.



# Complete the installation

The filter life indicators on the top panel will flash and you will hear a sound. You should now hear water flowing into the A2O Pure.

Once the lights stop flashing, open your faucet and check for leakages.

After installing your A2O Pure or replacing filters, the device must be flushed before water is consumed. Note that the water will initially come out black as some of the activated carbon is washed out. Flush the device by leaving the faucet open for 15 minutes.

Now you are ready to drink naturally purified water.

**Enjoy.**

# Connect your product to the Aquaporin app



To get the most out of your A2O Pure we recommend that you download the Aquaporin app.

## **Get started with the Aquaporin app**

Use the QR code to download the Aquaporin app on iOS or Google Play.



Accept the User Agreement and Privacy Policy. Sign up by following the instructions in the app.

## **Adding your A2O Pure to the app**

Select the Bluetooth option and choose “OK”.

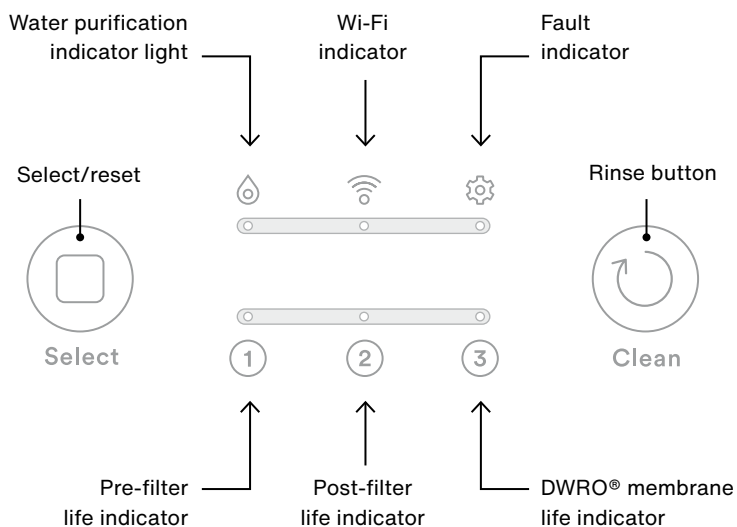
Add your device:

1. Power off your A2O Pure for 10 seconds and power on again.
2. Hold the CLEAN button for 5 seconds.
3. Confirm that the Wi-Fi indicator is flashing.
4. Press “Add Device”.
5. Select the Location option and choose “OK”.
6. Follow the instructions on the screen.

After completing the installation, you will be connected to your new purifier.

# Operating instructions

## User interface overview



## Starting the device

When the A2O Pure is connected to power, it will buzz, and the displays will be on for 3 seconds.

After 3 seconds, the device will automatically flush for 30 seconds. After flushing, if no water is produced, the device will enter standby mode.

## Filter lifetime reminder

The filter life indicator displays the life status of the corresponding filter in real-time in different colors, as indicated below.

Indicator status	Life state of the filter
Indicator light is steady blue	The life of the filter is normal
Indicator light is flashing red	The life of the filter is about to expire
Indicator light is steady red	The life of the filter has expired

## Select button

Filter selection mode:

- Press “Select” and a buzz will sound. The filter selection mode is activated. The pre-filter will be selected as default. Press “Select” again to choose the post-filter, and once again to choose the DWRO® membrane.
- The color of the indicator light for each filter signals the life state of the filter.

## Reset button

- To reset the filter life indicator, press and hold the “Select” button for 5 seconds. The device will make a sound and the indicator light for the corresponding filter

will flash 4 times. Once the light turns steady blue, the filter life has been reset.

- If there is no operation for 10 seconds after pressing the “Select” button, the device will exit reset mode automatically.

## Clean button

- When pressing the “Clean” button, a buzz will sound and the device will enter rinsing mode.
- To stop rinsing mode, press the “Clean” button again.
- The “Clean” button cannot be used while the device is purifying water.

## Fault detection

### Leakage protection

If a water leakage is detected for more than 3 seconds, you will receive a fault notification in the app and the device will buzz for 1 second and pause for 1 second, continuously. The device will stop working, and the fault indicator light will turn on. The alarm can only be stopped by turning off the device, detecting and stopping the leakage, and then turning the device on again.

### Open faucet alarm

If the device purifies water for more than 1 hour, you will receive a fault notification in the app and the device will buzz 15 times to signify long-term production mode. The device will stop working. To reset the device, disconnect the power plug and plug it in again.

### No water alarm

If the faucet is open while the inlet water is off, the pump will try to push water through the system. It will do this for 1 hour before it registers a malfunction and turns off. You will receive a fault notification in the app and the device will beep 15 times. To reset the device, turn the water inlet on again and restart the device (power off and on).

## Wi-Fi connection

- To connect your A2O Pure to your smart device, download the Aquaporin app.
- Press and hold the “Clean” button until the Wi-Fi icon flashes.
- Select your A2O Pure in your app and click “Connect”.
- When the Wi-Fi icon light is steady, the device has been configured successfully.
- If you cannot connect, please check your Wi-Fi connection, or restart your A2O Pure.
- If the Wi-Fi connection is still not working, please see the FAQs in the app or contact your reseller.

## Cleaning

### Automatic cleaning after dispensing

The device will automatically rinse for 5-15 seconds after purifying water for more than 30 seconds.

### Manual cleaning

Press “Clean” and the device will make a sound and flush for 30 seconds.

### Set up automatic repetitive cleaning via the app

Open the app and go to the “Scene” section:

- 1) Create a scene.
- 2) Select “Schedule” as the trigger point.
- 3) Set the time and required repeat for the automation action, then press “Next”.
- 4) Determine the Then function by selecting “+”.
- 5) Add the task “Run the device”.
- 6) Select the desired product, such as “A2O Pure”.
- 7) Choose the “Clean” function.
- 8) Set the switch to “On” and save your selection.
- 9) Save the automation overview and confirm the activation by selecting “Yes”.

If water is dispensed while the device is in cleaning mode, the cleaning cycle will resume when the faucet is closed.

### Cleaning after standby mode

Standby cleaning: When the device has been on standby for 72 hours, it is recommended to open the faucet and dispense water for 30 seconds to rinse the entire device.

If the device will be idle for more than three days, it is recommended to disconnect the power and close the inlet water ball valve. When using the device again, flush the device by leaving the faucet open for 3-5 minutes before normal use.

# Replacement of filters

There are 3 filters inside the A2O Pure:

The pre-filter is a 2-in-1 filter that pretreats incoming water and protects the Aquaporin Inside® DWRO® membrane.

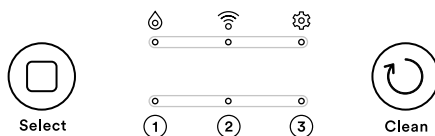
The DWRO® membrane is powered by Aquaporin Inside®. It is the only drinking water reverse osmosis membrane in the world that uses aquaporins – nature’s own water filters – to purify water. The result is refreshing, high-quality, and great-tasting water that is purified just as nature intended.

The post-filter removes any remaining contaminants, and refines the taste of the final purified water.

The 3 filters remove particles, such as sand, dirt, and other sediments down to 5 microns, and it remove most drinking water contaminants, including PFAS, pesticides, heavy metals, microplastics, bacteria, viruses, dissolved salts, and hardness.

The filter replacement intervals are indicative only, as lifetime use is affected by the quality of the source water, which may vary.

A red light on the top panel (1, 2, or 3) of the device will indicate when it is time to change your filter.



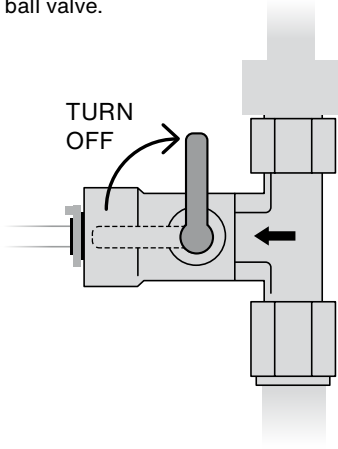
## Filters

Number	Name	Material	Lifetime
1.	Pre-filter	PP cotton + Activated carbon	12 months or 4,500 L
2.	Post-filter	Activated carbon	12 months or 4,500 L
3.	DWRO®	Aquaporin Inside® membrane	24 months or 7,000 L



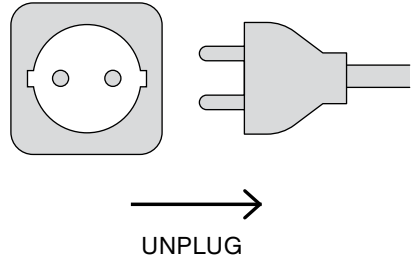
### Step 1

Close the ball valve.



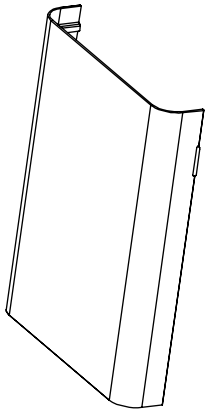
### Step 2

Unplug the power supply.



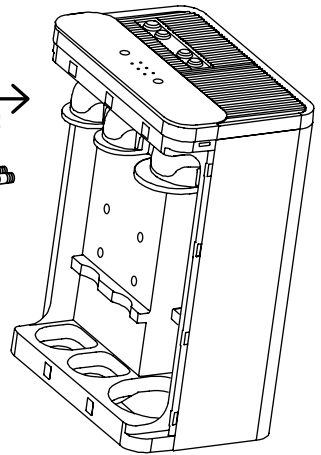
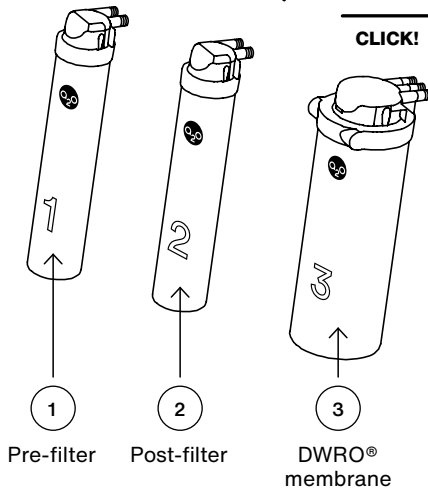
### Step 3

Remove the cover and identify the filter that needs to be replaced.



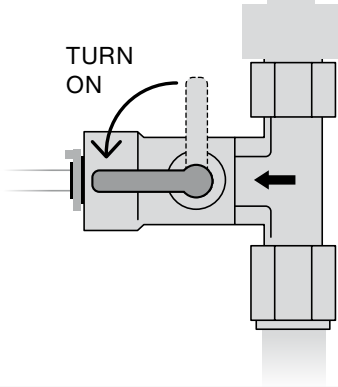
Take out the filter that you are replacing.

Insert the new filter and tighten to the marked position.



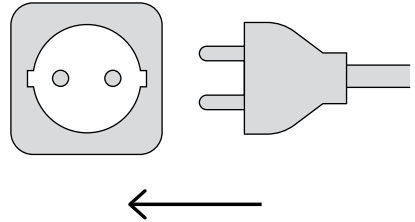
## Step 4

Once the filter has been changed, open the ball valve.



## Step 5

Plug in the power supply.



## Step 6

The light on the top panel will flash. The device will flush for 30 seconds and then enter standby.

The filter indicator will remain red until it is reset.

Press the "Select/reset" button to enter reset mode.

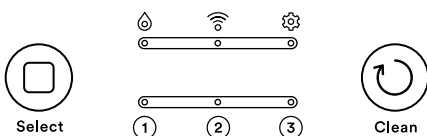
Press the "Select/reset" button to choose which filter to reset.

Press and hold the "Select/reset" button for 5 seconds. The device will make a sound and the indicator light corresponding to the selected filter will flash 4 times before turning blue. To exit, press "Clean" or wait for 10 seconds.

## Step 7

Remember to flush the device before consuming water!

After replacing any filter, open your faucet and let water flow for 15 minutes. When replacing the pre-filter and post-filter, the water will initially come out black as some of the activated carbon is washed out.



# Maintenance

## Device maintenance

Some components of your device have a limited life span and will need to be replaced. The precise duration will depend on the composition of your local water (i.e. the amount of chlorination or hardness), the pattern of usage, etc. The below maintenance guidelines are indicative. Please consult your local reseller for further information.



**Observe:** Before performing work on electrical components or opening the device, it is mandatory that the mains plug is disconnected and both the water inlet and the permeate line are closed off in order to guarantee that the device is voltage-free.

Whenever maintenance is performed, the connection lines and the device must be checked for damage.

## Recommended maintenance

- Replace filter 1 and 2 at least every 12 months.
- Replace filter 3 approximately every 2 years.
- Sanitize the unit upon commissioning and at least every 12 months, depending on use. Also, sanitize each time any components that come into contact with water are accessed, or if no water has been consumed for more than a month.
- You can clean your device using a moist cloth and a mild cleaning agent. To protect the device's surfaces, do not use any bleach, solvents, or alcohols.

- Maintenance must be carried out by trained personnel, who must handle the equipment properly and use original spare parts to maintain the characteristics, warranty, certifications, and performance of the equipment and thus ensure the quality of the water dispensed.
- All filter replacements are supplied in individual packaging designed to guarantee hygienic storage and transportation conditions. Exercise precautions to maintain hygiene after removing the filters from their packaging and when handling the various connectors and components.
- Ensure that all joints are kept tightened and that the original hydraulic configuration of the device is kept as recommended.
- If you have any questions, please consult your local reseller.

## Disposal



Procedure: The A2O Pure device consists of various materials which need to be disposed of properly. Please contact your contract partner for an expert and environmentally friendly disposal.



Any electronic parts should be disposed of only at authorized recycling centers (2012/19/EU). Observe the applicable national regulations on disposal of electric devices.

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