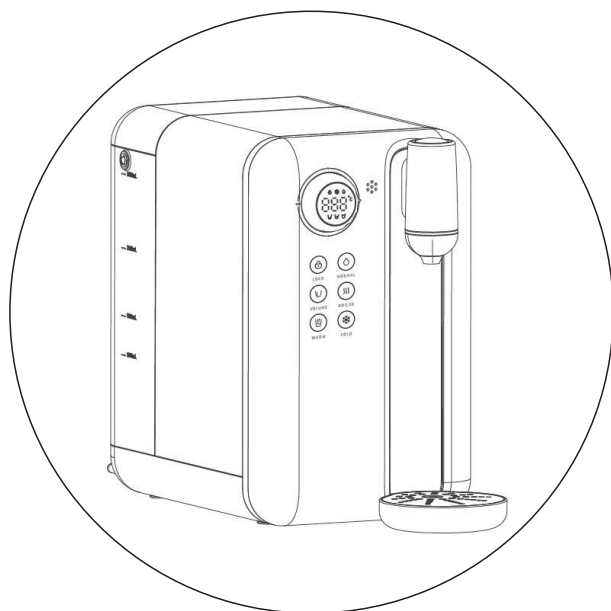


**Rasonic**  
樂信牌

# RWD-HC3400/W

冷熱水機 Hot & Cold Water Dispenser



僅適用於家庭使用  
For household use only

## 使用說明書 OPERATION MANUAL

- 在使用本產品前，請仔細閱讀本說明書，閱讀後小心收藏，以備日後查閱。  
Please read the operation manual carefully before using. Keep it in a safe place for future reference.
- 本說明書中的圖示可能與實物有不同，僅供參考。  
Some figures in this manual may not match with the real object, just for reference only.

非常感謝您選購樂信牌冷熱水機，使用前請詳細閱讀此說明書，並保存以備日後參考。

## 目錄

1. 安全注意事項
2. 清潔及儲存
3. 產品規格
4. 產品說明
5. 首次使用
6. 使用說明
7. 故障診斷
8. 特別聲明
9. 售後服務

# 1. 安全注意事項

建議使用過濾水或蒸餾水。使用本產品時，必須遵守下列安全措施：

1. 切勿使用本產品加熱其他飲料(如汽水、奶、茶等)。
2. 請仔細閱讀本說明書的相關說明，不遵循或忽視這些安全注意事項，有可能導致火災、觸電或個人傷害。
3. 將產品的包裝物料全部取出並棄掉，以免兒童當作玩具，造成危險。
4. 切勿與其他高功率的電器共用同一插座，以免電力負荷過重。另外，請檢查產品的額定電壓是否與當地的電壓相符。
5. 切勿將金屬物件(如針或金屬線等)插入產品的機殼、水箱的縫隙或出水位，以防觸電及其他危險。
6. 切勿讓本產品在無人看管的情況下運作。
7. 請使用水溫介乎攝氏5 – 38°C的水。若水溫過高或過低，則會影響機內零件。
8. 運作期間切勿取出水箱，否則產品有可能因乾燒而造成損壞，甚至引起火警。
9. 本產品需置於平坦的平面上使用，否則將出現漏水的情況。
10. 為使產品有足夠散熱空間，產品四周與牆壁必須有不少於15 厘米的距離，否則產品有可能因過熱而導致火災。
11. 如長時間不使用本產品，請拔掉電源及倒清水箱內餘水，再次使用前，請確保產品已經充份清洗。
12. 當現場溫度或電壓較低的時候，出水流量將相對地減少。
13. 加熱完成後或有少量餘水流出，放杯時及取杯前請注意，並確認注水口已沒有餘水流出。
14. 切勿在以下環境使用本產品：
  - 在雨中、潮濕或靠近水源的環境
  - 靠近熱源(如焗爐或電磁爐)及易燃物料或非耐熱物品附近(如地毯、紙品、檯布、窗簾及毛巾等)
15. 切勿使用外置計時器或遙控系統來操作本產品，以防短路及自燃等危險。
16. 在室溫低於攝氏零度時，須關掉電源，切勿進行加熱工作，或讓產品一直和電源插座連接，否則產品有可能保持通電並加熱運作，造成火災危險。
17. 本產品僅限於香港、澳門及海拔1000公尺以下地區使用。
18. 注水或倒水前，請確保關閉產品並拔掉電源插頭。
19. 請確保主體表面及電源插頭已充分擦乾，以免造成危險。
20. **警告！**使用時及使用後，請小心灼熱蒸氣及出水位有熱水滴落。
21. **警告！**放置產品時，確保電源線沒有被夾住或損壞。
22. **注意！**沸騰礦泉水、鹼性離子水等，水中含有礦物成分會附著於機身內部。

23. **警告！**請勿在本產品後方放置多位插座或便攜式電源。
24. 本產品包含一個UV-C發射器。切勿自行拆解、更換UV-C發射裝置；如有損壞，應聯絡信興電器服務中心有限公司進行檢查及維修。
25. **警告！**不按規定使用產品或損壞外殼可能會導致危險的紫外線輻射逸出，即使很小劑量也可能對眼睛和皮膚造成傷害。
26. 本產品設有防乾燒功能。在沒有注水或水量過少的情況下運作，如機內溫度到達或超出保護值，本產品會自動關機。
27. 切勿將本產品用於加熱水以外的其他用途，否則，有可能發生故障及危險。
28. 切勿讓嬰兒靠近。若有孩童在旁，須加倍小心使用及看管小孩，以確保他們不會把此產品當作玩具。切勿讓小孩單獨使用或進行保養，亦切勿將本產品及其電源線放於小孩能觸及的地方。
29. 手濕時切勿接觸、插上或拔出電源插頭，否則可能造成觸電危險。
30. 電源線上不可放置重物。切勿改裝、用力拉扯或扭曲電源線。拔出或插入插頭時，應用手握穩插頭，不可抓住電源線。
31. 切勿在電源線纏結的情況下使用本產品，或將電源線懸掛在桌子、櫥櫃邊緣或讓它接觸發熱的表面，否則會造成電源線損壞。
32. 本產品只供家庭使用或類似環境使用，如商戶內部、辦事處和其他工作環境的員工廚房區域，切勿在室外使用或用作說明書建議以外的其他用途。如不當使用本產品，或作為(半)商業用途，維修保養將告無效，本公司將不會承擔任何損壞的維修責任及賠償。
33. 本產品可供年齡在8歲或以上的兒童及體質、感覺或智力有障礙人士或缺乏經驗和相關知識的人士使用，但他們必須接受負責安全人士的監督或指導如何安全地使用冷熱水機和理解所涉及之危險。
34. 經常檢查主體、電源線或插頭是否有損壞，如有損壞，為避免危險，應立即停止使用，並聯絡信興電器服務中心有限公司進行檢查及維修。切勿擅自改裝產品或使用非生產商提供的零件進行維修，否則可造成危險及令保修服務無效。
35. 使用後，電熱元件表面會產生餘熱。
36. 切勿將內含易燃推進氣體及易爆物質的物品存放在本產品內。

## 2. 清潔及儲存

1. 清潔前，先拔掉電源插頭並將水箱內的水倒掉，及待本產品冷卻後才進行。如水箱內的水擺放超過48小時，建議清空水箱內的餘水。
2. 切勿將機身、電源線或插頭浸入水中或用水沖洗，亦避免被水沾濕，以免造成觸電及火災。
3. 如需清潔機身表面，可用柔軟濕布擦拭。若機身表面污漬太多，可用沾有少量中性清潔劑的軟布擦拭，然後再以濕布抹淨。
4. 切勿使用任何含腐蝕性或有毒的清潔劑清洗本產品。
5. 必須待產品冷卻及清洗後才能儲存，先將產品放進紙箱內，並存放在乾燥的地方。
6. 儲存時，切勿將電源線纏繞在產品四周或壓住電源線，避免造成損毀。

7. 清除水垢可參考以下方法：

- 於水箱內注入清水(切勿超過最高水位線位置)；
- 將兩至三片檸檬放入水箱內(或按每升水20克檸檬酸比例加入)，浸泡約10分鐘；
- 連接電源及開啟電源開關(POWER SWITCH)；
- 輕觸童鎖鍵[⊕] 1秒解鎖，選擇熱水鍵[☀]，再輕觸取水鍵[☺]開始出水(建議選擇水量250毫升)；
- 重覆以上步驟直至水箱內的水排走；
- 如發現有檸檬酸味殘留，可於水箱內再次注入水(切勿超過最高水位線位置)，重覆以上清除水垢方法。

8. 產品長時間不使用時，應倒清水箱內餘水。

**注意！** 於產品底部的排水閥只用於產品維修時使用，用戶切勿自行拆走，否則將出現漏水情況。

### 3. 產品規格

型號	RWD-HC3400/W
額定電壓	220伏特~ 50赫茲
額定總功率	2200瓦
額定功率(加熱功率)	2100瓦
額定功率(製冷功率)	65瓦
水箱容量(約)	3.5公升*
淨重(約)	3.5公斤
產品尺寸(闊x深x高)(約)	190 x 345 x 305 毫米

\* 水箱容量可能存在±5%的差異。

#### 3.1 製冷水溫條件

在室溫水25°C情況下，開啟製冷功能約1小時，

第一杯(250ml)出水溫度可低至12°C；

第二杯(250ml)出水溫度約16°C。

#### 3.2 冷凝水

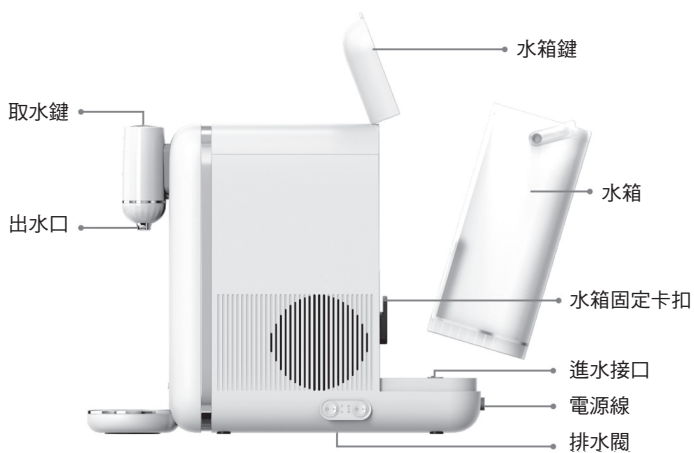
1.在室內濕度及溫度偏高環境下，因溫差問題會導致機底出現冷凝水，此乃正常現象；應定期檢查及清理機底冷凝水，以防弄濕及弄髒檯面。

2.建議在不使用冷水的情況下關閉製冷開關，更節省電源及防止產品底部出現冷凝水。

3.產品應放置在陰涼、乾燥及通風的環境中使用。

## 4. 產品說明

### 4.1 產品結構



## 4.2 接駁頭套裝



A. 轉接頭



B. 瓶裝水接頭



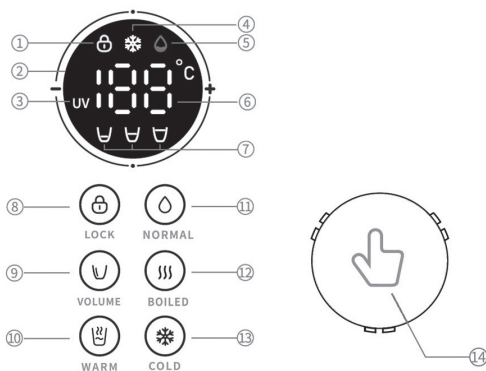
C. 桶裝水接頭



D. 矽膠軟管

\* 配件使用方法可參閱接駁頭套裝盒內的使用說明卡。

## 4.3 顯示面板及功能控制面板說明



### 面板顯示燈

1	童鎖圖標	5	缺水圖標
2	旋鈕(選擇溫度)	6	溫度顯示
3	UV圖標	7	出水量圖標
4	製冷圖標		

### 面板功能觸鍵

8	童鎖鍵	12	熱水鍵
9	水量選擇鍵	13	冷水鍵
10	暖水鍵	14	取水鍵
11	室溫水鍵		

## 5. 首次使用

1. 打開水箱蓋，取出水箱清洗。
2. 將水注入水箱至最高水位線(3500ml)，然後將水箱放進主機後蓋上水箱蓋。
3. 接上電源後，並開啟產品側面電源開關(POWER SWITCH)，產品蜂鳴器響一聲，所有指示燈會全部亮起後熄滅，表示產品進入鎖定狀態。
4. 取去出水口底部防漏膠塞。
5. 於出水口下方放置水杯(容量不少於300毫升為佳)，輕觸童鎖鍵(⊕) 1秒解鎖，再輕觸室溫水鍵(○)，最後按取水鍵(☞)開始排水。
6. 出水完成後，清潔程序完成。

**注意！** 為防止乾燒，首次取水時，建議先出一杯常溫水，然後再出熱水。

\* 出水溫度可能存在±3°C的溫度差。

\* 水量可能存在±10%的容量差；實際出水水溫及水量可能受使用環境及當地水質影響，會存在偏差。

**注意！** 請勿使用50°C以上熱水或蒸煮水箱以免水箱變形。

**注意！** 出水完成後，出水口有餘水屬正常現象。

**注意！** 首次使用時，應留意產品內部是否有水流出，並檢查有否異響、燒焦或冒煙情況。如出現上述情況，應立即停止使用，並將產品帶送往信興服務中心作檢查及維修。

**警告！** 本產品通電後，切勿取出水箱或讓水箱缺水，否則產品會發出警告提示音、乾燒或會造成損壞，及有起火風險。

### 5.1 首次啟動冷水功能

1. 打開水箱蓋，裝入1000ml或以上的水。
2. 開啟產品側面電源開關(POWER SWITCH)及製冷開關(COLD SWITCH)。
3. 輕觸童鎖鍵(⊕) 1秒解鎖，再長按冷水鍵(❄) 3秒，產品蜂鳴器響一聲，首次使用冷水啟動程序約30秒後，產品發出「啾啾」兩聲，啟動程序完成。

**注意！** 冷水啟動程序期間請勿關閉本產品電源。

4. 製冷圖標(❄) 於顯示屏長亮代表製冷工作進行中，約5分鐘後輸出的冷水會有清涼感。製冷膽約500ml容量，約25分鐘後完成製冷程序，製冷圖標(❄) 於顯示屏熄滅。

## 6. 使用說明

### 6.1 操作指引

1. 開啟電源開關(POWER SWITCH)；如使用冷水功能時，同時打開製冷開關(COLD SWITCH)，輕觸童鎖鍵(⊕) 1秒解鎖；
2. 輕觸功能鍵(暖水鍵(☺)、室溫水鍵(○)、熱水鍵(☹)或冷水鍵(❄))選擇功能；或直接轉動旋鈕選擇溫度。
3. 輕觸水量選擇鍵(☺)選擇循環出水量100ml、150ml或250ml，並於出水口下方放置水杯。
4. 輕觸取水鍵(☞)，產品出水口開始出水；再次輕觸取水鍵(☞)可中斷出水。
5. 使用後，關閉電源開關(POWER SWITCH)及製冷開關(COLD SWITCH)及拔出電源插頭。



## 6.2 功能操作說明

- **童鎖鍵**：產品在鎖定狀態下，約1分鐘沒有任何操作，產品將自動進入鎖定狀態；於鎖定狀態下，童鎖鍵 $\text{Ⓞ}$ 及童鎖圖標顯示燈會亮起，所有功能鍵不能操作；用戶可輕觸童鎖鍵 $\text{Ⓞ}$ 1秒解鎖，童鎖鍵 $\text{Ⓞ}$ 及童鎖圖標顯示燈會熄滅。顯示屏會顯示最後一次的設置狀態；如產品重新通電會復原出廠設定為鎖定狀態。
- **水量選擇鍵**：在解鎖狀態下，輕觸水量選擇鍵 $\text{Ⓟ}$ 選擇出水量，共有三段出水量選擇，每次按下將以【100ml】→【150ml】→【250ml】順序循環選擇，並會於顯示屏顯示相應選擇。
- **暖水鍵**：在解鎖狀態下，輕觸暖水鍵 $\text{Ⓠ}$ ，顯示屏會顯示(45°C)。用戶可旋轉旋鈕選擇溫度或輕觸水量選擇鍵 $\text{Ⓟ}$ 選擇水量。
- **室溫水鍵**：在解鎖狀態下，輕觸室溫水鍵 $\text{Ⓡ}$ ，顯示屏會顯示進水溫度(當前環境下飲用水溫度)。用戶可旋轉旋鈕選擇溫度或輕觸水量選擇鍵 $\text{Ⓟ}$ 選擇水量。
- **熱水鍵**：在解鎖狀態下，輕觸熱水鍵 $\text{Ⓢ}$ ，顯示屏會顯示(100°C)。用戶可旋轉旋鈕選擇溫度或輕觸水量選擇鍵 $\text{Ⓟ}$ 選擇水量。
- **冷水鍵**：在解鎖狀態下，輕觸冷水鍵 $\text{Ⓣ}$ 顯示屏會顯示(CO)。用戶可旋轉旋鈕選擇溫度或輕觸水量選擇鍵 $\text{Ⓟ}$ 選擇水量。  
**注意！**如選用冷水功能，請參閱章節6.1操作指引。
- **旋鈕**：用戶可旋轉旋鈕以選擇溫度。溫度值會按【常溫】(進水溫度值)→【45°C】→【50°C】→【55°C】→【60°C】→【65°C】→【70°C】→【75°C】→【80°C】→【85°C】→【90°C】→【100°C】→【CO】(冷水)作順序循環，並會於顯示屏顯示相應選擇。每次選擇溫度時，蜂鳴器發出短促提示聲「叮」一聲。產品在待機狀態下，顯示最後一次的水溫值；產品如重新通電會復原出廠設定為【常溫】。
- **取水鍵**：在解鎖狀態下，選定出水溫度後，輕觸取水鍵 $\text{Ⓤ}$ ，產品按已選定的水溫及出水量輸出水；出水時，相應的功能觸鍵會亮起白燈，顯示屏會顯示相應的水溫及出水量圖標。完成出水後，取水鍵燈熄滅。出水狀態下，輕觸一下取水鍵 $\text{Ⓤ}$ 可停止出水；再輕觸一下取水鍵 $\text{Ⓤ}$ 會重新按已選的水溫及出水量出水。  
**提示！**每次輕觸功能觸鍵時，蜂鳴器發出短促提示聲「叮」一聲。
- **製冷圖標**：當顯示屏上的製冷圖標出現就表示製冷進行中；完成製冷後，製冷圖標將熄滅。
- **抑菌功能**：當出水時，產品會自動啟動UVC-LED光源以作對管路中的水進行滅菌；功能運作時，產品開啟白色LED指示燈，同時於顯示屏出現UV圖標。完成出水後，白色LED指示燈及UV圖標將熄滅。

### 6.3 缺水提示

當系統檢測到水位達到最低水位時，缺水保護會自動啟動；此時，水泵及加熱體不運作，顯示屏上的缺水圖標會閃爍及蜂鳴器響5次以表示產品缺水。

當注入足夠水量後，在解鎖狀態下輕觸取水鍵[]，水泵會再檢測水位及於顯示屏上的缺水圖標會熄滅，完成後，產品恢復正常運作。

**注意！**出水完畢後或會有少量餘水排出，用戶必須待餘水完全排清後才可取杯，避免被餘水燙傷。

#### 注意事項

1. 注水期間如水箱水量不足，產品會停止工作並發出警告提示，用戶需加水至水箱方能繼續使用。**注意！**若水杯內仍有水，建議先清理以免滿溢。
2. 在加熱及製冷過程中水泵會有輕微噪音產生，此乃正常情況。
3. 加熱時間隨水溫及環境溫度改變(當水箱的水溫較低，加熱時間將稍為延長)。

## 7. 故障診斷

使用時，如發現產品操作上有問題，在維修前請先對照下表進行檢查及處理。

故障現象	檢查要點	處理方法
產品不能開啟	1. 電源未接通 2. 內部連接線／零件鬆脫	1. 檢查電源連接是否正常 2. 檢查電源開關是否開啟 3. 自攜產品到信興電器服務中心有限公司檢查及維修。
按鍵無反應	1. 產品處於鎖定狀態 2. 電路控制故障	1. 輕觸童鎖鍵解鎖 2. 自攜產品到信興電器服務中心有限公司檢查及維修。
不能正常出水	1. 機內水垢或雜質積聚太多	1. 除垢(詳細可參閱章節2, 清潔及儲存) 2. 檢查水箱進水接口
熱水溫度不夠高	1. 水垢或雜質積聚太多 2. 電路控制功能異常 3. 電源電壓異常	1. 除垢(詳細可參閱章節2, 清潔及儲存) 2. 自攜產品到信興電器服務中心有限公司檢查及維修。
故障代碼 E1	發熱體超溫	1. 檢查水箱及進水接口是否有足夠水量 2. 自攜產品到信興電器服務中心有限公司檢查及維修。
故障代碼 E2	進水溫度超過40°C	檢查水箱或進水溫度
故障代碼 E3	出水溫度感測器故障	自攜產品到信興電器服務中心有限公司檢查及維修。
故障代碼 E4	進水溫度感測器故障	自攜產品到信興電器服務中心有限公司檢查及維修。

如按照以上處理方法／操作仍然無法恢復正常使用，即時關閉電源，聯絡信興電器服務中心有限公司(電話：2406 5666)進行檢查及維修，並將故障代碼告知信興電器服務中心有限公司。切勿自行拆卸及修理產品，避免產生意外及對產品造成損害。

## 8. 特別聲明

1. 本資料上所有內容經過核對，如有任何印刷及內容上的誤解，本公司將保留解釋權。
2. 本產品若有技術改進，會編進新版說明書中，恕不另行通知；產品外觀、顏色如有改動，則以製造商資料為準。
3. 如本資料之中英文版本有差異時，應以中文版為準。
4. 使用說明書的電子副本可透過電子郵件發送致客戶，如有需要，請致電信興電工工程有限公司：2861 2767。

## 9. 售後服務

1. 由購買收據日期起之一年保修期內，經信興電器服務人員證實產品故障屬正常使用下發生者，本公司將提供免費維修或更換零件服務。經更換之任何損壞零件，將屬本公司所有。保修範圍不包括修理或更換損耗性零件／配件如電源線、水箱、水箱蓋、接駁配件(包括：轉接頭、瓶裝水接頭、桶裝水接頭及矽膠軟管)及機殼等。如不當使用，或作為(半)商業用途，或未依照說明書使用，保修服務將無效，本公司將不會承擔任何損壞的維修責任及賠償。
2. 用戶必須於維修時出示購買／換購收據及產品保修記錄卡(印在包裝盒，必須剪下保留)，如有任何疑問，請致電服務中心熱線查詢：2406 5666。

Thank you for choosing Rasonic hot and cold water dispenser. Please read the operation manual carefully before use and keep it well for your future reference.

## **Table of Contents**

1. Important Safeguards
2. Cleaning and Storage
3. Product Specification
4. Product Description
5. Before First Use
6. Operation Instruction
7. Troubleshooting
8. Special Avowal
9. After Sales Service

## 1. Important Safeguards

Use filtered water and distilled water is recommended. When using the appliance, please follow the safety precautions below:

1. Do not use this appliance to heat other beverages (such as soft drinks, milk, tea, etc).
2. Read these following safety precautions in the manual when using the appliance. Failure or negligence in observing these precautions could cause fire, electrical shock or personal injury.
3. Remove and discard all packing materials of the appliance. Make sure that children do not play with them to avoid any danger.
4. Do not operate in the same power socket with other high-wattage appliance to avoid overloading or danger. Also, check whether the rated voltage on the appliance is the same as the local voltage.
5. Do not insert metallic objects (such as pins or wire etc.) into the enclosure, gaps of the water tank or water outlet to avoid electric shock or other dangers.
6. Never leave the appliance unattended when operating.
7. Only fill temperature in between 5-38°C water to water tank. If water temperature is too high or too low, the appliance will be damage the inner parts.
8. Do not take out the water tank while the appliance is in operation, otherwise the appliance will be damaged and caught fire due to overheat.
9. Place the appliance on a stable and flat surface, otherwise water leaking may happen.
10. Install or place an appliance at a location where there is sufficient space for heat dissipation. There must be a distance of no less than 15 cm between the appliance and the wall, otherwise it may cause a fire due to overheating.
11. When not using the appliance for long time, please unplug and drain all the water from the water tank. Clean it thoroughly before reuse it.
12. When the ambient temperature or voltage is low, the water outflow will be slower relatively.
13. After dispensed, there will be a little amount of water remain in the water outlet, please be aware of the hot water droplets while putting cup on or taking cup from the appliance.

14. Do not use the appliance when:
  - Close to water or high humidity and rain
  - Nearby heat object (e.g. electric oven or induction cooker) and flammable or low thermal resistance objects (e.g. carpet, papers, tablecloth, curtain and towels etc.)
15. The appliance is not intended to be operated by means of an external timer or separated remote-control system, as to prevent short-circuit or other flammable hazards.
16. When room temperature below 0°C, do not connect with the electrical socket. Otherwise, the appliance may operate and heat up automatically and which may cause a fire hazard.
17. The appliance is only applicable to Hong Kong and Macau, and places under elevation of 1000 meters.
18. Before filling or emptying the water tank, ensure the appliance is switched off and unplugged.
19. Make sure the main body surface, power base and cord are dry before use to avoid danger.
20. **WARNING!** Hot steam and hot water droplets dripping from the spout.
21. **WARNING!** When positioning the appliance, ensure the supply cord is not trapped or damaged.
22. **WARNING!** Boiling mineral water, alkaline ionized water, etc., the mineral components in the water will adhere to the inside of the fuselage.
23. **WARNING!** Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance
24. The appliance contains a UV-C emitter. Do not disassemble or replace the UV-C emitter by own. User should contact Shun Hing Electric Service Centre Limited for checking and repairing if any part is damaged.
25. **WARNING!** Unintended use of the appliance or damage to the housing may result in the escape of dangerous UV-C radiation. UV-C radiation may, even in little doses, cause harm to the eyes and skin.
26. The appliance equipped with a boil-dry protection device. If the appliance is empty or the water capacity is below the minimum water level, it will automatically switch off when the temperature exceeds the safety level.

27. Do not use the appliance for purposes other than boiling water. (The appliance may cause malfunction if use it except for boiling water.)
28. Keep it out of reach for infants. Great care is necessary in using the appliance, especially near children. Make sure that they do not play with the appliance. Also, children without adult supervision should not operate the appliance or do maintenance, and keep them away from the appliance and its cord.
29. Do not touch, plug in or remove the plug with wet hand, otherwise it can cause electric shock.
30. Do not place heavy objects on the power cord. Never clip, modify, stretch or twist the power cord. Make sure to grasp the plug itself when plug in or unplug the appliance, do not grasp the power cord.
31. Do not operate the appliance when the power cord is tangle or hang over the edge of a table, countertop or let it touch any hot surface, it may cause power cord damage.
32. The appliance is intended to be used in household or similar applications such as staff kitchen in shops, offices and other working environments; by clients in hotels, motels and other residential type environments. Do not use it outdoors and in any other purpose or method which is not following the instructions in the user manual. If the appliance is used improperly, for commercial or semi-commercial use, your warranty becomes invalid and our company will refuse any liability and repairing cost for the damage caused.
33. The appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, if they have given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
34. Always check the condition of the appliance, power cord and plug. To avoid hazards, stop using the appliance immediately and contact Shun Hing Electric Service Centre Limited for checking and repairing if any part is damaged. Do not attempt to refit the appliance by yourself or replace any unauthorized parts other than the supplier, otherwise it can cause hazards and the warranty will become invalid.

35. The heating element surface is subject to residual heat after use.
36. Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

## 2. Cleaning and Storage

1. Before cleaning, always unplug the power plug, empty the water tank and let it cool down. Suggested to empty water tank if the water in the water tank is left for more than 48 hours.
2. Do not rinse the appliance, power cord and plug with water under tap to prevent fire or electric shock.
3. To clean the exterior part, please use a damp cloth. If it is too dirty, wipe with a damp cloth with a little mild detergent, then wipe with damp cloth.
4. Never use poisonous or corrosive detergent for cleaning.
5. Let the appliance cool down completely and clean it before storage. Then put it in a box and store in a dry place.
6. When store, never wrap the power cord tightly around the appliance or put pressure on it to avoid the power cord damage.
7. To remove the water scale, refer to the following methods:
  - Fill water into the water tank (do not exceed the maximum water indicator);
  - Put 2-3 slices of lemon in the water tank (or add 20 grams of citric acid per liter of water in proportion) and soak for about 10 minutes);
  - Plug in an electric power and turn on the power switch (POWER SWITCH);
  - Touch the child lock [🔒] key for 1 second to unlock, then select the hot water [🔥] key, and touch the water extraction key [👉] to start the dispensing water (recommended to select a cup volume of 250ml);
  - Repeat the above procedure until all water in the tank is drained;
  - To remove the remaining smell of citric acid, fill the water tank with distilled water (do not exceed the maximum water indicator) again, and repeat the above method of removing scale.



- For appliance that are not used for a long time, should drain the remaining water in the water tank.

**Notice!** At the bottom of the drain valve uses only for product maintenance, user do not disassemble to avoid water leakage.

### 3. Product Specifications

Model	RWD-HC3400/W
Rated Voltage	220V~ 50Hz
Rated Total Power	2200W
Rated Power (Heating)	2100W
Rated Power (Refrigeration)	65W
Water Tank Capacity (approx.)	3.5L*
Net Weight (approx.)	3.5kg
Product Dimension (W x D x H) (approx.)	190 x 345 x 305 mm

\* There could be a water tank capacity deviation of  $\pm 5\%$

#### 3.1 Cooling Water Temperature Conditions

At room temperature water of 25°C, turn on the cold water function for about 1 hour,

The water temperature of the first cup (250ml) can be as low as 12°C;

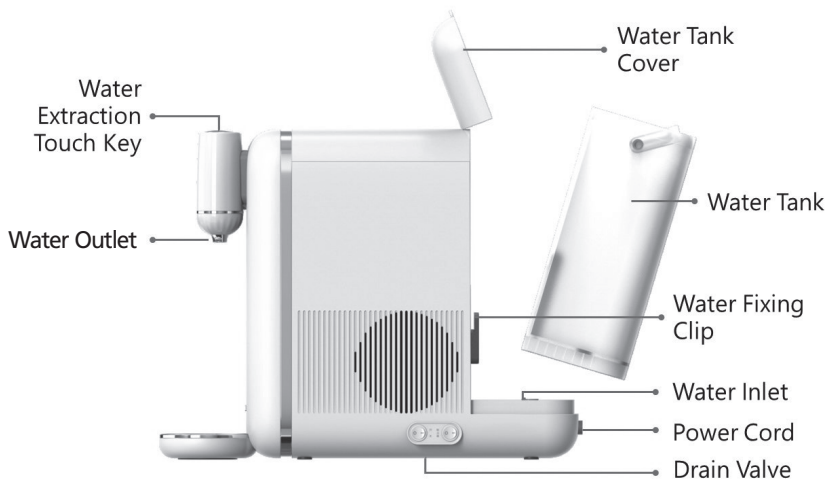
The water temperature of the second cup (250ml) is about 16°C.

#### 3.2 Condensation Water

- In an environment with high humidity and temperature, condensation water will appear at the bottom of the appliance due to temperature differences. This is a normal phenomenon; the condensation water at the bottom of the appliance should be checked and cleaned regularly to prevent it from getting wet and staining the countertop.
- It is recommended to turn off the cold switch when cold water is not used to save power and prevent the condensation water.
- The appliance should be placed in a cool, dry and ventilated environment for use.

## 4. Product Description

### 4.1 Product Structure

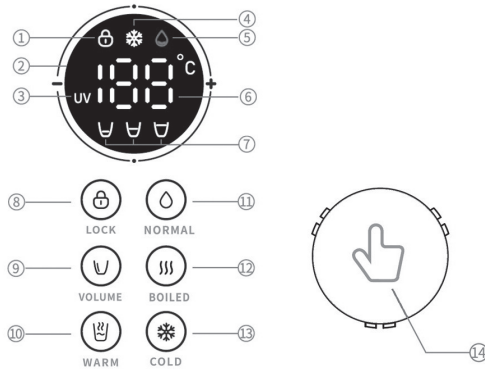


## 4.2 Conversion Accessories



\* For the usage of accessories, please refer to the instruction card in the adapter set / docking set box.

## 4.3 Display and Control Panel Guide







### Panel Indicators

1	Indicator of child lock	5	Indicator of water shortage
2	Knob (temperature selection)	6	Temperature Display
3	Indicator of UV	7	Indicator of water volume
4	Indicator of refrigeration		

### Panel Function Keys

8	Child lock	12	Hot Water
9	Cup volume selection	13	Cold Water
10	Warm Water	14	Water extraction
11	Ambient Water		

## 5. Before First Use

1. Open the water tank cover, take out the water tank and clean.
2. Pour water into the water tank until the highest water level (reached "3500mL" position), and then put it back into the main body.
3. After plugging the appliance into a socket outlet, turn on the power switch (  ) on the side of the appliance. The buzzer will sound 1 time, all indicators will light on and then off, known as the locked stage.
4. Remove the leak-proof rubber plug at the bottom of the water outlet.
5. Place a cup below the spout outlet (Capacity recommended over 300ml), press the safety lock key [  ] 1 second to unlock, and press ambient water key [  ] once and final press water extraction key [  ] to dispense water.
6. After the water is discharged, the cleaning procedure is completed.

**Attention!** When the appliance starts to heat up the water, in order to avoid dry-heating and protect the machine, please extract a cup of ambient water before choosing hot water.

\* There could be a temperature deviation of  $\pm 3^{\circ}\text{C}$

\* There could be a volume deviation of  $\pm 10\%$ , the actual temperature and volume depends on using environment and local tap water quality.





**Attention!** Do not use hot water above  $50^{\circ}\text{C}$  to cook or steam the water tank and which may cause deformation.

**Attention!** It is normal phenomenon that water droplets after the water is dispensed.

**Attention!** In the first time of use, check whether there is water leaked from the product, and check whether there is any abnormal noise, burnt or smoke. If you find any of the above situations, stop using the appliance immediately and contact Shun Hing Electric Service Center Limited for checking and repair.

**WARNING!** Do not take out the water tank or let the water tank empty when plugged, otherwise, there will be warning signal, dry-heating or fire.

### 5.1 Cold Water Function Activation













1. Open the water tank cover, pour 1000ml or above water into water tank.
2. Turn on the power switch (  ) and cold switch (  ) on the side of the appliance.
3. Touch the child lock [  ] for 1 second to unlock, and then long press the cold water key [  ] for 3 seconds. The buzzer will sound 1 time, the cold-water activation program is auto started. After 30 seconds, The buzzer will sound 2 times, and activation is completed.

**CAUTION!** During activation process, do not turn off the power of the appliance.









4. The refrigeration indicator (  ) on the display panel will light up. After 5 minutes, there is a sense of cold in the cold water. Cooling plant capacity stores approximately 500ml of water. The refrigeration program completed after about 25 minutes, the indicator (  ) will light off.








## 6. Operation Instruction

### 6.1 Operation Guide

1. Turn on the power switch (  ); when using the ice water function, turn on the cold switch at the same time (  ), touch the child lock [  ] key for 1 second to unlock;
2. Touch the function key (warm water [  ], normal water [  ], hot water [  ], or cold water [  ]) to select the function, or turn the knob to select the temperature directly.
3. Touch the cup volume selection key [  ] to select the water volume 100ml, 150ml or 250ml.
4. Touch the water extraction key [  ], the appliance starts to dispenser water. Touch the water extraction key [  ] once again to stop.
5. After operation, turn off the power switch (  ) and cold switch (  ), and unplug the appliance.


### 6.2 Function Description

- **Child Lock Key:** When the appliance at the locked stage, there is no operation for about 1 minute, it will lock the appliance automatically. The child lock key [  ] and the child lock indicator will light up on display panel, and all keys cannot be operated; the user can touch the child lock key [  ] 1 second to unlock, the child lock key [  ] and the child lock indicator will light off. The display panel will show the last setting status at standby mode; if the appliance power reconnected, it will restore the factory settings to the locked state.
- **Cup Volume Selection Key:** In the unlocked state, touch the cup volume selection key [  ] to select the water volume. There are 3 levels of water volume selection from [ 100ml ] → [ 150ml ] → [ 250ml ] for sequential cycles, and the corresponding selection will be shown on the display panel.
- **Warm Water Key:** In the unlocked state, touch the warm water key [  ], the display panel will show (45°C). The user can rotate the knob to select the temperature or touch the cup volume selection key [  ] to select the cup volume.
- **Normal Water Key:** In the unlocked state, touch the warm water key [  ], the display panel will show the inlet water temperature value (the temperature of drinking water in the current environment). The user can rotate the knob to select the temperature or touch the cup volume selection key [  ] to select the cup volume.

- **Hot Water Key:** In the unlocked state, touch the warm water key [, the display panel will show (100°C). The user can rotate the knob to select the temperature or touch the cup volume selection key [] to select the cup volume.
- **Cold Water Key:** In the unlocked state, touch the warm water key [, the display panel will show (CO). The user can touch the cup volume selection key [] to select the cup volume.  
**(Notice!** If choosing the ice water function, please refer to the **“Operation Guidelines” in Chapter 6.1).**
- **Knob:** The user can turn the knob to select the temperature. The temperature value will be according to [normal temperature] (inlet water temperature value)→[ 45°C ]→[ 50°C ]→[ 55°C ] →[ 60°C ]→[ 65°C ]→[ 70°C ]→[ 75°C ]→[ 80°C ]→[ 85°C ]→[ 90°C ]→[ 100°C ]→[ CO ](cold water) for sequential cycles, and the corresponding selection will be shown on the display panel. Each time the temperature is selected, the buzzer emits a short “ding” sound. The display panel will show the last setting status at standby mode; if the appliance power reconnected, it will restore the factory settings to the [normal temperature] stage.
- **Water Extraction Key:** In the unlocked state, touch the water extraction key [] after selected the temperature, the appliance dispense water according to the selected water temperature and water volume, the corresponding function key will light up in white when dispensing water, and the panel will display the corresponding water temperature and water volume icon. After dispensed, the water extraction key light will off. The user can touch the water key [] to stop the operation, and touch the water extraction key [] once again to dispense water according to the selected water temperature and water volume  
**Reminder:** Each time the function key is touched, the buzzer emits a short “ding” sound.
- **Refrigeration Indicator:** When the refrigeration indicator shows on the display panel, it indicates the appliance at refrigeration state; after completed, the refrigeration icon will light off.
- **Antibacterial Function:** When starting to dispense water, UVC-LED to sterilize the water in the pipeline automatically, turns on the white LED indicator lamp, and displays the “UV” indictor on the display panel at the same time. After that, the white LED indicator lamp and the “UV” indicator light will off.

### 6.3 Water Shortage Reminder

When the system detects that the water level reaches the lowest water level, the appliance will start the water shortage protection automatically; at this time, the water pump and heating body will stop the operation, the water shortage indicator on the display panel will flash and the buzzer will sound 5 times.

After filling the water, tap the water button [] at the unlocked state, the water pump will detect the water level again and the water shortage indicator on the display panel will light off. After completion, the product will resume normal operation.

**CAUTION!** After dispensed, user must wait until no remaining water discharge before taking out the cup, otherwise, you may be scalded by the remaining water.

## Reminder

1. If the water tank is out of water during operation, no water will discharge while warning signal emit. To resume, add sufficient water to the water tank. **Attention!** If there are remaining water, it is recommended to clean up first to avoid overflow.
2. During heating and refrigeration, there will be slight noise come out from the product and the pump, this is normal situation.
3. The boiling time variant due to ambient and water temperature. (The boiling time will be extended if the water temperature is low).

## 7. Troubleshooting

Check the following before calling for servicing.

Symptoms	Checking Points	Remedy
The product cannot switch on	<ol style="list-style-type: none"><li>1. Check if the dispenser is well connected with power supply</li><li>2. Loose internal connections/ parts</li></ol>	<ol style="list-style-type: none"><li>1. Check if the dispenser is well connected with power supply.</li><li>2. Check if the power switch is turned on.</li><li>3. Carry the appliance to Shun Hing Electric Service Centre Ltd. for checking and repairing.</li></ol>
Button does not respond	<ol style="list-style-type: none"><li>1. The appliance is at a locked state</li><li>2. Circuit control failure</li></ol>	<ol style="list-style-type: none"><li>1. Touch child lock key to unlock.</li><li>2. Carry the appliance to Shun Hing Electric Service Centre Ltd. for checking and repairing.</li></ol>
Cannot extract water	<ol style="list-style-type: none"><li>1. Too much scale or impurities in the appliance</li></ol>	<ol style="list-style-type: none"><li>1. Descaling (<b>refer to Chapter 2. Cleaning and Storage for details</b>)</li><li>2. Check the water tank inlet</li></ol>
The hot water temperature is not high enough	<ol style="list-style-type: none"><li>1. Too much scale or impurities in the appliance</li><li>2. Abnormal circuit control function</li><li>3. Abnormal power supply voltage</li></ol>	<ol style="list-style-type: none"><li>1. Descaling (<b>refer to Chapter 2. Cleaning and Storage for details</b>)</li><li>2. Carry the appliance to Shun Hing Electric Service Centre Ltd. for checking and repairing.</li></ol>
Error Code E1	Heating element overheats	<ol style="list-style-type: none"><li>1. Check whether there is enough water in the water tank and the water inlet.</li><li>2. Carry the appliance to Shun Hing Electric Service Centre Ltd. for checking and repairing.</li></ol>
Error Code E2	The inlet water temperature exceeds 40 °C	Check the temperature of the water tank or the inlet water.
Error Code E3	Outlet water temperature sensor failure	Carry the appliance to Shun Hing Electric Service Centre Ltd. for checking and repairing.
Error Code E4	Water inlet temperature sensor failure	Carry the appliance to Shun Hing Electric Service Centre Ltd. for checking and repairing.

If the above remedies / solutions cannot fix the problem, unplug the appliance immediately, note the error code and report it to Shun Hing Electric Service Centre Ltd. (Tel: 2406 5666) for checking and repairing. To avoid any danger and damage to the appliance, do not disassemble or repair it by yourself.

## 8. Special Avowal

1. The content in the operation manual has been checked. Our company reserves the hermeneutic power to any printing errors or misunderstanding on the content.
2. If there are technical improvements on the appliance, the operation manual will be updated in new version without prior notice. The product appearance and specification are subject to the manufacturer information.
3. In case there is any inconsistency or conflict between the English versions and Chinese versions of the terms, the Chinese versions shall prevail.
4. The e-copy of user manual can be sent by email on requested. For enquiries, please call Shun Hing Electric Works & Engineering Co., Ltd hotline at 2861 2767.

## 9. After Sales Service

1. For any defect, in the judgment of technician from Shun Hing Electric Service Centre Limited, caused under normal use, our company is responsible for repairing or replacing any parts of the said electrical appliance free of charge within one year guarantee period commencing from the date of purchase. Any defective part which has been replaced shall become our property. Warranty service does not cover the repair or replacement of parts such as power cord, water tank, water tank cover, conversion accessories (included adapter, bottled water connector, barreled water connector and silicone tube) and enclosure etc. If the appliance is used improperly, for commercial (semi-commercial) use, or not following the instructions in the operation manual, the warranty becomes invalid and our company will refuse any liability and repairing cost for the damage caused.
2. User must present the official invoice / redemption voucher and the product warranty card (**printed on packing box, and must be saved it for future reference.**) with the chop from sales point / redemption center for maintenance. For enquiries, please call Shun Hing Electric Service Centre Limited hotline at 2406 5666.



# 備忘錄

---



# Rasonic 樂信牌

## 信興電工工程有限公司

**SHUN HING ELECTRIC WORKS AND ENGINEERING CO., LTD.**

辦公室：香港九龍尖沙咀東部麼地道67號半島中心9樓

電話：2861 2767

圖文傳真：2865 6706

網址：<http://www.rasonic.com>

電郵：[shew@shunhinggroup.com](mailto:shew@shunhinggroup.com)

Office: 9/F, Peninsula Centre, 67 Mody Road, Tsimshatsui East, Kowloon, Hong Kong

Tel: 2861 2767

Fax: 2865 6706

Website: <http://www.rasonic.com>

E-mail: [shew@shunhinggroup.com](mailto:shew@shunhinggroup.com)

保養及維修 Maintenance and Repair Service:

## 信興電器服務中心有限公司

**SHUN HING ELECTRIC SERVICE CENTRE LTD.**

香港新界葵涌勝耀街2號信興中心11樓

服務熱線：2406 5666

傳真號碼：2408 0316

網址：<http://www.shesc.com/zh>

11/F, Shun Hing Centre, 2 Shing Yiu Street, Kwai Chung, N.T. HK

Service Hotline: 2406 5666

Fax No.: 2408 0316

Website: <http://www.shesc.com/en>

客戶服務中心：

香港新界葵涌勝耀街2號信興中心1樓

九龍尖沙咀東部麼地道67號半島中心B座9樓

香港天后琉璃街7號柏景中心22樓

澳門慕拉士大馬路193-199號南嶺工業大廈5樓座

Customer Service Centres:

1/F, Shun Hing Centre, 2 Shing Yiu Street, Kwai Chung, N.T.

9/F., Block B, Peninsula Centre, 67 Mody Road, Tsim Sha Tsui East, Kowloon

22/F, Parkview Centre, 7 Lau Li Street, Tin Hau, Hong Kong

Avenida de Venceslau de Morais, No. 193-199, 5 andar - I, Edf. Industrial Nam Leng, Macau

有關最新之香港及澳門客戶服務中心資料，請參閱信興服務中心網址：<http://www.shesc.com/zh>

For the latest information of Hong Kong and Macau service center, please visit <http://www.shesc.com/en>