

Brio®



Q20

Setup Manual

Model No.: CLCTPOU20UVRO3

**Touchscreen Countertop Water Dispenser
with Refillable 6-Liter Water Tank**

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Safety Information

WARNING: To reduce risk of injury and property damage, you must read this entire guide before assembling, installing and operating the dispenser.

WARNING: This product dispenses water at very high temperatures. Failure to use properly can cause personal injury. When operating this dispenser, always exercise basic safety precautions, including the following:

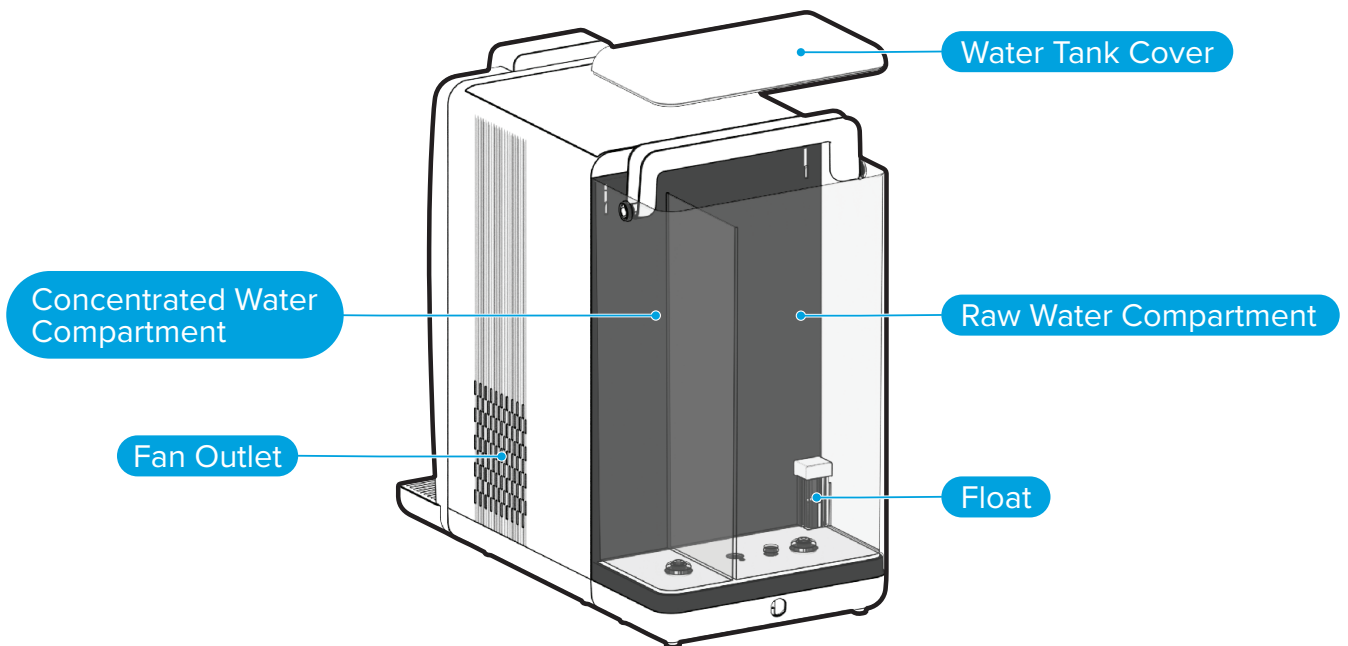
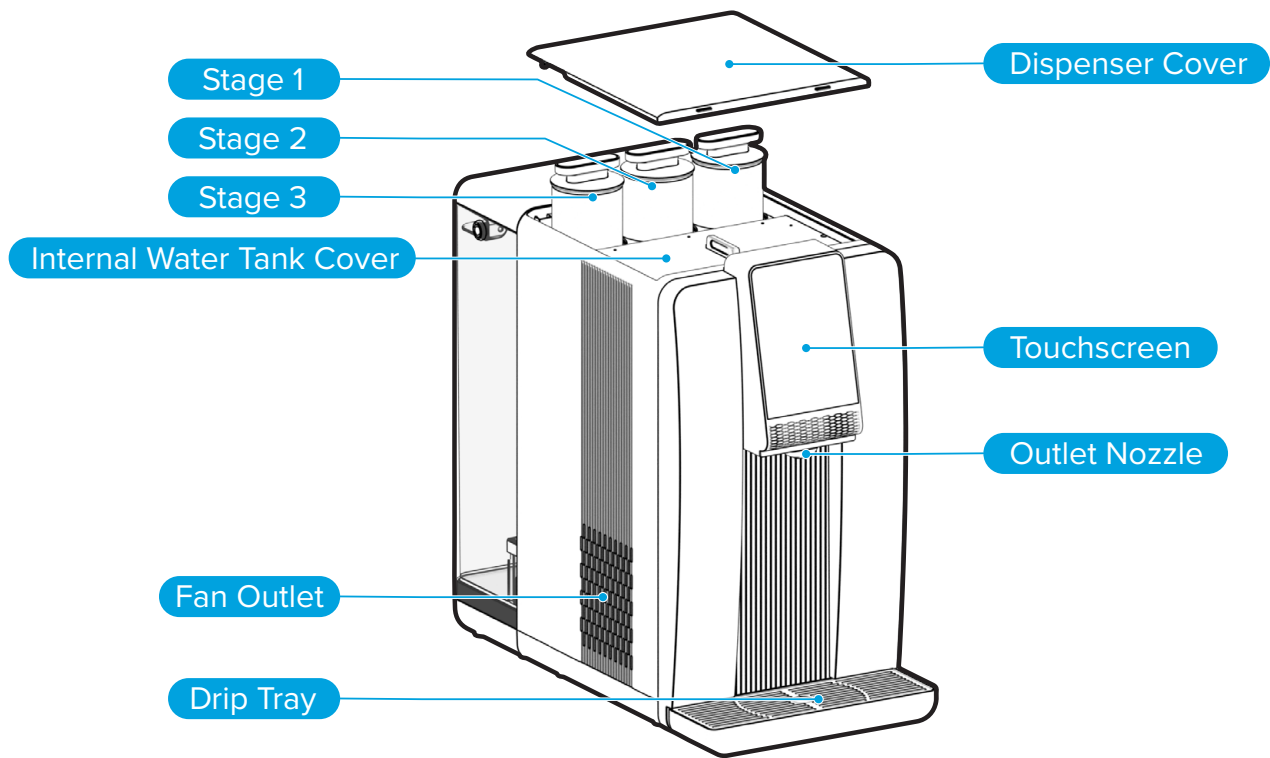
- This dispenser features a forced water-change reminder. When the Fresh Water indicator illuminates, the concentrated water in the tank must be poured out and the raw water tank must be refilled with fresh tap water.
- ALWAYS empty the water tank completely before moving the dispenser.
- To protect against electric shock, do NOT immerse cord, plug, or any other part of the dispenser in water or other liquids.
- Do NOT use the dispenser if the power cord becomes frayed or otherwise damaged. If the power cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons in order to avoid a hazard.
- Do NOT use a shared socket. Dispenser requires a dedicated and properly grounded outlet with no less than 10A output.
- Install and use on a hard, flat, and level surface with less than a 10-degree incline. Keep out of direct sunlight.
- Do NOT use with turbid tap water. Do NOT add liquids like milk, fruit juice, etc., to the water tank. Do NOT add ice to the water tank.
- Do NOT immerse outlet nozzle in container liquid when dispensing so as to avoid danger of blockage of the outlet nozzle by boiling water.
- This dispenser can be used by children aged 8 years and above and by people with reduced physical, sensory, or mental capabilities or lack of experience and knowledge, as long as they are under supervision or guidance on safe use of dispenser and understand the risks involved. No child should clean or maintain the dispenser without supervision.
- Do NOT use in environments where the ambient temperature is lower than 41 °F (5 °C) or higher than 100.4 °F (38 °C).

WARNING: UV light source. Disconnect the electrical supply to the UV radiation BEFORE opening cover.

- UV-LED lamp must be repaired by manufacturer only.
- UV-LED lamp model no. YT-SUN02(E).
- Disposal of the LED-UV lamp must be done in accordance with local laws and regulations.

WARNING: Designed for use with 120V AC power only. DO NOT use with 220V outlet.

Product Features



Touchscreen Description

Icon/Button	Description	Function
	Power button	Powers dispenser on and off.
 Flush	Flush button	Initiates automatic cleaning of internal waterways and water tanks; drains stored water; and flushes filters.
 Filter Life	Filter Span indicators	Indicate the remaining life left on filter element. Each number corresponds to a specific filter: 1 – PP & activated carbon fiber filter (PAC) 2 - Reverse osmosis membrane (RO) 3 - Carbon rod filter (CF) When the indicator number is white, the status of the filter is normal. When it's orange, there is only 20% filter life remaining. And when it's red, the filter has expired and must be replaced.
 Reset	Reset button	Resets the filter element.
Purify	Purify indicator	Illuminates when dispenser is filtering water; flashes when filter element is flushed.
Fresh Water	Fresh Water indicator	Illuminates when the raw water tank is empty and must be refilled, and the wastewater tank is full and must be emptied.
No Water	No Water indicator	Illuminates when the internal purified-water tank is empty. You cannot dispense water at this time, and you must wait for the internal purified-water tank to fill.
	Lock button	Unlocks Coffee, Tea, and Hot buttons.
	Temp. Control button	Allows for the adjustment of the default temperatures for Milk, Tea, Coffee, and Hot.
	10 oz. button	Dispenses 10 oz. of water.
	Milk button	Dispenses water approximately 118°F (48°C). Can be adjusted 109°F – 127°F (41.6°C – 52.8°C).
	Cold button	Dispenses water approximately 53°F (11.7°C).
	Normal button	Dispenses room temperature water.
	Tea button	Dispenses water approximately 194°F (90°C). Can be adjusted 185°F – 203°F (85°C – 95°C).
	Coffee button	Dispenses water approximately 185°F (85°C). Can be adjusted 176°F – 194°F (80°C – 90°C).
	Hot button	Dispenses water ≥194°F (90°C). Can be adjusted 185°F – 203°F (85°C – 95°C).
TDS	TDS indicator	Current TDS (in ppb) is the default value displayed in the temperature screen. When water is dispensed, the temperature will be displayed.

Operational Specifications

You must use the dispenser within the following operational parameters to ensure safe, optimal performance.

Model No.	CLCTPOU20UVRO3
Rated Voltage / Frequency	110 V~ / 60 Hz
Rated Power	1500 W
Rated Heating Power	1400 W
Rated Cooling Power (Rated Refrigeration Power in manual)	90 W – 120 W
Operating Ambient Temperature	41–100.4 °F (5–38 °C)
Operating Humidity	≤85%
Operating Source Water	Municipal water with TDS ≤250 ppm
Operating Source Water Temperature	41–100.4 °F (5–38 °C)

Technical Specifications

CAUTION: This unit dispenses water at temperatures that can cause severe burns. Avoid direct contact with hot water. Keep children and pets away from unit while dispensing. Never allow children to dispense hot water without proper and direct supervision. Unplug unit to prevent unsupervised use by children.

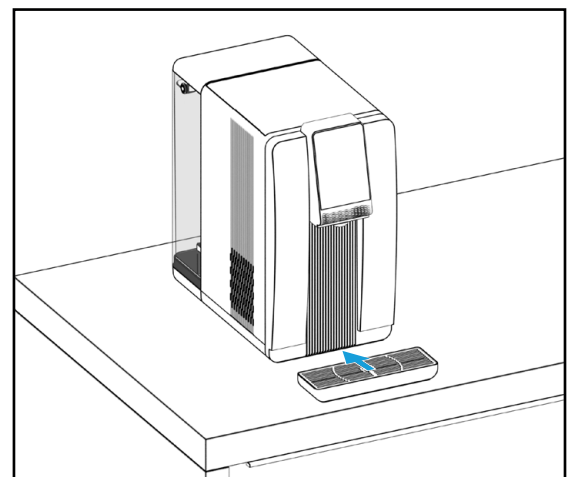
Model No.	CLCTPOU20UVRO3
Raw Water Tank Volume	6 L
Heating Capacity (Measured at Ambient Temperature of 77 °F / 25 °C)	16 L/h (≥194 °F / 90 °C)
Cooling Capacity (Measured at Ambient Temperature of 77 °F / 25 °C)	0.8 L/h (≤53.6 °F / 12 °C)
Purified Water Capacity	30 L/h
Net Weight	24.25 lb. (11 kg)
Product Dimensions (WxHxD)	9.45 x 18.7 x 16.9 in. (24 x 47.5 x 43 cm)
Dispense Point to Drip Tray (H)	9 in. (22.86 cm)
Drip Tray Area (WxHxD)	9.29 x 1.1 x 2.99 in. (23.6 x 2.8 x 7.6 cm)
UV Lamp Service Life	10,000 hours
Noise (dBA)	≤55 dB

Installation

Determine Installation Location

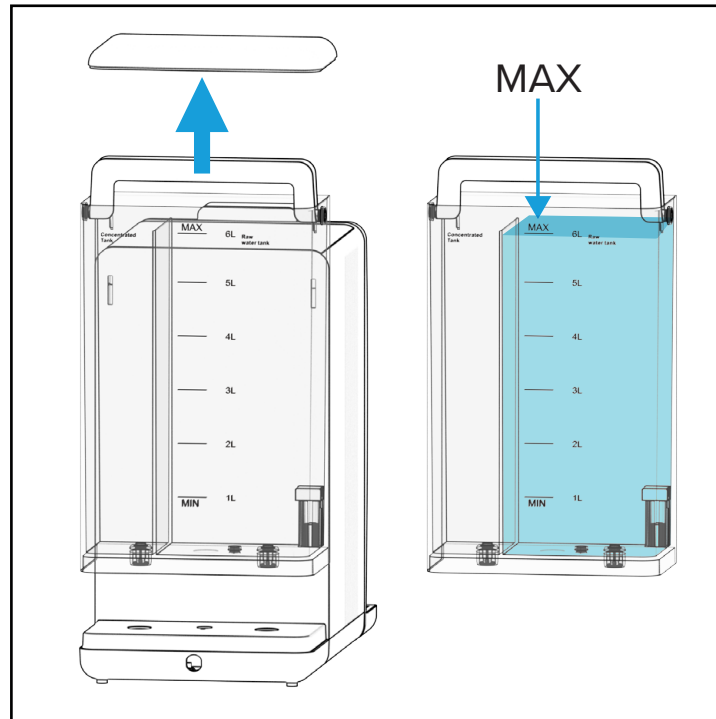
1. Locate the dispenser on a hard, level surface that is out of direct sunlight and near a grounded outlet.
2. The fan outlet side of the dispenser should be placed at least 12 in. (30.5 cm) from the wall.
3. Attach drip tray to dispenser. Ensure the drip tray sits fully and securely on the counter and does not extend off it.

IMPORTANT: Dispenser should stand upright for 24 hours BEFORE plugging in to allow oil to settle back into the compressor. Failure to do so may damage the compressor and void warranty.



Fill Raw Water Tank and Turn On Dispenser

1. Remove the water tank cover and set aside. Grasp the water tank handle and slide the water tank straight up to remove.
2. The water tank features a divided-compartment design consisting of the concentrated tank and the raw water tank. Fill the raw water tank to the MAX line with tap water.
3. Reinstall the water tank, then secure the cover on top.
4. Plug in the dispenser. Press and hold Power button for 2 seconds to turn on the dispenser.



Clean the Dispenser and Flush the Filters

NOTE: The Flush process is recommended before initial use of dispenser, after a long period of non-use, and after filter element replacement.

1. Press and hold Flush button for 3 seconds.
2. The Flush process will begin. The Purify indicator on the touchscreen will flash, indicating filters are being flushed. Flushed water will be routed into concentrated water compartment of water tank. The Flush process takes approximately 6 minutes.
3. Once Flush process ends, dispose of flushed water.

NOTE: In order to achieve the best quality water, we recommend repeating the Flush process 3 more times.

4. Refill the raw water compartment, and reinstall water tank on back of dispenser. The Purify indicator on the touchscreen will illuminate (but not flash), indicating the dispenser is filtering water and filling internal water tank. This process takes approximately 6 minutes. After the process is complete, the Purify indicator turns off, indicating purified water is ready to be dispensed. Place a container under the outlet nozzle and press Room button to dispense water and clear any air out of lines. Once water runs without interruption, press Room button again to stop dispensing.



Operation

NOTE: The maximum amount of water that can be dispensed at any one time is one liter. If an entire liter is not desired, dispensing can be stopped by pressing the selection button again. If you wish a fixed 10 oz. of water, press the 10 oz. button before making your water selection. The 10 oz. button will flash while water is dispensing.

Dispense Water Using Cold or Room Button

1. Place your container under the outlet nozzle. Press Cold button to dispense water with a temperature of approximately 53°F (11.7°C).
2. Place your container under the outlet nozzle. Press Normal button to dispense room temperature water.

Dispense Water Using Milk, Tea, Coffee, or Hot Water Button

NOTE: In order to dispense using Milk, Tea, Coffee, or Hot button, dispense button must first be unlocked by pressing the Lock button.

1. Place your container under the outlet nozzle. Press Milk button to dispense water with a default temperature of 118°F (48°C). The Milk and Lock buttons will flash. Press Lock to unlock the Milk button. Press Milk to dispense water.

The Milk dispense temperature can be set from 109°F to 127°F (41.6°C to 52.8°C). To adjust the temperature, press the Temp. Control button. The Temp. Control button blinks. Press the Milk button, then use the Plus (+) or Minus (-) button to scroll to the desired temperature. Once temperature is selected, wait 5 seconds or until the blinking stops. The new temperature has been reached. Press the Lock button, then press Milk to dispense.

2. Place your container under the outlet nozzle. Press Tea button to dispense water with a default temperature of 194°F (90°C). The Tea and Lock buttons will flash. Press Lock to unlock the Tea button. Press Tea to dispense water.

The Tea dispense temperature can be set from 185°F to 203°F (85°C to 95°C). To adjust the temperature, press the Temp. Control button. The Temp. Control button blinks. Press the Tea button, then use the Plus (+) or Minus (-) button to scroll to the desired temperature. Once temperature is selected, wait 5 seconds or until the blinking stops. The new temperature has been reached. Press the Lock button, then press Tea to dispense.

3. Place your container under the outlet nozzle. Press Coffee button to dispense water with a default temperature of 185°F (85°C). The Coffee and Lock buttons will flash. Press Lock to unlock the Coffee button. Press Coffee to dispense water.

The Coffee dispense temperature can be set from 176°F to 194°F (80°C to 90°C). To adjust the temperature, press the Temp. Control button. The Temp. Control button blinks. Press the Coffee button, then use the Plus (+) or Minus (-) button to scroll to the desired temperature. Once temperature is selected, wait 5 seconds or until the blinking stops. The new temperature has been reached. Press the Lock button, then press Coffee to dispense.

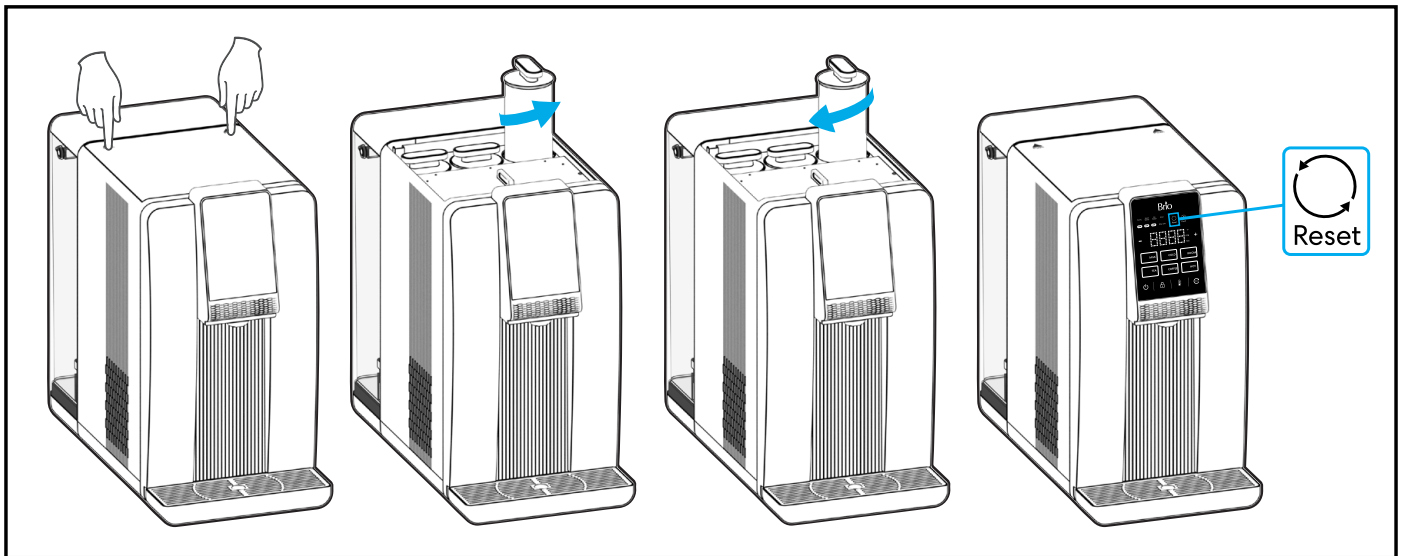
4. Place your container under the outlet nozzle. Press Hot button to dispense water with a default temperature of ≥194°F (90°C). The Hot and Lock buttons will flash. Press Lock to unlock the Hot button. Press Hot to dispense water.

The Hot dispense temperature can be set from 185°F to 203°F (85°C to 95°C). To adjust the temperature, press the Temp. Control button. The Temp. Control button blinks. Press the Hot button, then use the Plus (+) or Minus (-) button to scroll to the desired temperature. Once temperature is selected, wait 5 seconds or until the blinking stops. The new temperature has been reached. Press the Lock button, then press Hot to dispense.

Replace the Filters

When the Filter Span indicator light of a specific filter is illuminated in red, the filter has expired and needs to be replaced.

1. Press and hold the Power button for 2 seconds to turn off the dispenser.
2. Press the triangles on the dispenser cover to pop open. Remove cover and set aside.
3. As you face the front of the dispenser, filter 1 (PAC) is on the right, filter 2 (RO) is in the middle, and filter 3 (CF) is on the left. Locate the expired filter and rotate it counterclockwise to unlock, then lift out. Dispose of properly.
4. Insert the new filter, maneuvering it until it's completely inside its chamber, then rotate it clockwise to lock into place. Reinstall the filter cover. Press and hold the Power button for 2 seconds to turn the dispenser on.
5. Press and hold the Reset button for 3 seconds, then release. Then press it quickly to select the filter element that was replaced. The number of the selected element flashes. Press and hold the Reset button for 3 seconds. Filter is now reset.
6. Follow the instructions under “Clean the Dispenser and Flush the Filters” to flush your new filter.



Filter Replacement Schedule

Dispenser features filter indicators that alert you when filters need to be replaced. The lifetime capacity listed below is for typical dispenser usage and municipal source water quality with TDS ≤ 250 ppm.

Filter Name	Filter Type	Model No.	Capacity	Function
PAC	PP cotton and scale-resistant activated carbon rod composite filter	RFPACCLCTPOU20	2000 Liters	Removes sand, rust dirt, and other suspended solids; reduces chlorine, and unpleasant tastes and odors.
RO	Reverse osmosis membrane	RFROCLCTPOU20	2000 Liters	Filtration precision of 0.0001 microns; reduces heavy metals and TDS.
CF	Carbon rod filter	RFCTOCLCTPOU20	2000 Liters	Performs final polish, removing any residual impurities and further improving taste.

Troubleshooting

Problem	Solution
The dispenser is not dispensing water.	• Ensure there is water in the raw water tank. If not, refill tank. • Check to see if a filter is blocked. If so, replace.
Water taste is off or unpleasant.	• Check to see if filters are blocked or have expired. If so, replace.
There is water seepage at screw joints.	• Check whether parts on the dispenser have been dismantled without authorization. • Ensure parts at the seepage point are securely screwed in. • Check whether the silicone seal ring at the seepage point is aged or damaged.
There is electrical leakage and induced electricity of the dispenser body.	• The dispenser is poorly grounded. Ensure dispenser is connected to a properly grounded outlet.
Hot water doesn't heat.	• The temperature control protector on the heating body is not reset. Contact a certified repair technician for assistance.
Cold water doesn't chill.	• Ensure cooling function has not been inadvertently turned off. If it has, turn it back on by pressing and holding Cold button for 5 seconds or until it beeps.

Error Codes

When the Error indicator illuminates in red on the touchscreen, an error code will appear in the display. Make note of it, power down the dispenser, then consult table below.

Problem	Reason	Solution
E1	Dispenser has been continuously purifying water, but after 90 minutes, purified water tank is still not full.	Ensure that the float ball in the water tank, the filter element, and the water tank are properly installed. If adjustments do not resolve the problem, contact a certified repair technician for assistance.
E2	Inlet water temperature NTC open circuit.	Circuit board needs servicing and/or hot water NTC needs to be replaced. Contact a certified repair technician for assistance.
E3	Outlet water temperature NTC open circuit.	Circuit board needs servicing and/or hot water NTC needs to be replaced. Contact a certified repair technician for assistance.
E4	Inlet water temperature has been detected at 32–33.8°F (0–1°C).	Fill raw water tank with water that is >41°F (5°C).

Care and Maintenance

NOTE: This water dispenser is equipped with UVC LED “UV-Care” Technology. It’s important to note that the UV-Care feature in the water dispenser is specifically designed for sanitizing the cold tank, not for purifying the water. The system features a UV LED light above the cold tank, which activates for 60 minutes and then turns off for 60 minutes. It also activates each time water is dispensed. This keeps the tank clean and sanitized. The LED technology requires minimal maintenance and is built to last, with a lifespan of about 3 years due to its intermittent operation. This automatic on/off cycle prevents constant use and significantly extends the LED light’s life.

IMPORTANT: Always unplug dispenser before undertaking any cleaning or maintenance.

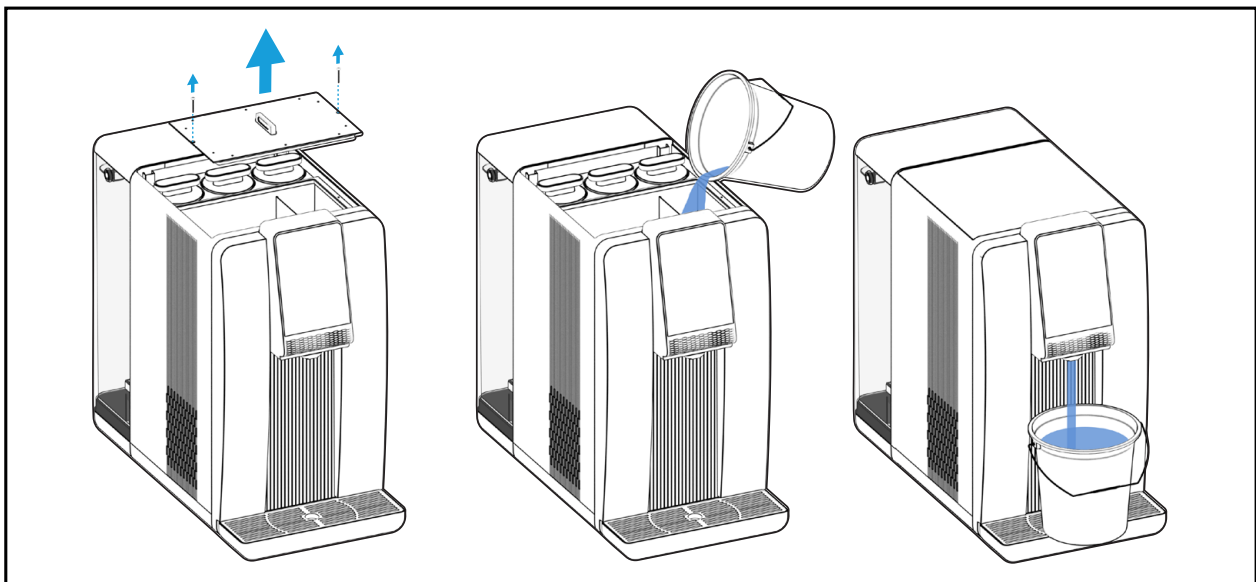
- Remove back water tank and clean as needed. Follow the instructions of a purchased food-grade citric acid cleaner to remove any scale buildup.
- Do not immerse the dispenser in water or any other liquid for cleaning.
- Use a clean, damp cloth to wipe off dispenser.
- Always replace filter element in timely manner according to Filter Span indicator prompts.

Clean the Internal Tanks

The internal tanks should be cleaned every 3 to 4 months to remove any mineral build up and optimize dispenser performance.

IMPORTANT: ALWAYS unplug dispenser before performing any cleaning or maintenance unless otherwise instructed.

1. Completely drain dispenser, then disconnect from power.
2. Create a cleaning solution of warm water and citric acid crystals, according to manufacturer instructions.
3. Remove the dispenser cover and set aside. Unscrew the two screws securing the internal tank cover. Set aside in a safe place. Lift the internal tank cover off and set aside.
4. Pour cleaning solution into both internal tanks and let sit for 20 to 30 minutes.
5. Reinstall cover of internal tank and cover of dispenser.
6. Plug the dispenser back in, power it on and dispense solution through outlet nozzle, draining internal tanks. Power off dispenser.
7. Repeat process with fresh water to rinse tanks.



Warranty

Brio ("Vendor") warrants to the original purchaser of the Brio Water Coolers (the "Product"), and to no other person, that if the Product is assembled and operated in accordance with the printed instructions accompanying it, then for a period of one (1) year from the date of purchase, all parts in the Product shall be free from defects in material and workmanship. This Limited Warranty shall be limited to repair or replacement of parts, which prove defective under normal use and service and which Vendor shall determine in its reasonable discretion upon examination to be defective. To take advantage of this Limited Warranty, please follow these steps:

1. Please retain your sales slip or invoice, as Vendor may require reasonable proof of your date of purchase.
2. Contact Vendor's Customer Service Department using the contact information listed below.
3. Return parts to Vendor, per Vendor's instructions, at your cost and expense.
4. Upon receipt by Vendor, Vendor shall advise you in writing whether a defect covered by this Limited Warranty exists in any returned part and whether your claim has been approved or denied.
5. Upon Vendor's approval of your claim, Vendor will replace such defective part without charge to you.

WHAT THIS LIMITED WARRANTY DOES NOT COVER: This Limited Warranty does not cover any failures or operating difficulties of the Product due to accident, abuse, misuse, alteration, misapplication, improper installation or improper maintenance or service by you or any third party, or failure to perform normal and routine maintenance on the Product, as set out in the User's Manual. In addition, this Limited Warranty does not cover damages to the finish, such as scratches, dents, discoloration or rust after purchase.

This Limited Warranty is the only express warranty given on the Product and is in lieu of all other express warranties. Vendor disclaims all warranties for products that are purchased from seller other than authorized retailers or distributors. THIS LIMITED WARRANTY RESTRICTS THE DURATION OF ANY AND ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE ONE (1) YEAR TERM OF THIS LIMITED WARRANTY. UPON THE EXPIRATION OF THE ONE (1) YEAR TERM OF THIS LIMITED WARRANTY, VENDOR DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, THE PRODUCT BEING THUS SOLD AS-IS, WITH ALL FAULTS. FURTHER, VENDOR SHALL HAVE NO LIABILITY WHATSOEVER TO PURCHASER OR ANY THIRD PARTY FOR ANY SPECIAL, INDIRECT, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. OTHER THAN THIS LIMITED WARRANTY, THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. Vendor assumes no responsibility for any defects caused by third parties. This Limited Warranty gives you specific legal rights, and you may have other rights which vary from state to state. State law may also override statements in this Limited Warranty regarding the restriction on the duration of implied warranties. Some jurisdictions do not allow exclusion or limitation of special, incidental or consequential damages, or limitations on how long a warranty lasts, so the above exclusion and limitations may not apply to you.



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