

coway

Water Purifier User Manual

CHP-6210N

MY

This product cannot be used if the voltage is different from that mentioned in the rating plate. For your safety and proper use of the product, please read this User Manual before use.
English

DEAR CUSTOMERS

Thank you for using Coway water purifier.

Please read this User Manual carefully for correct use and maintenance of the product.

You can refer to the User Manual to troubleshoot for product issues while using it.

Please keep this User Manual in a safe place as it includes the product warranty.

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II. How To Use

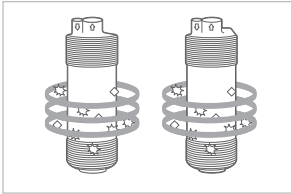
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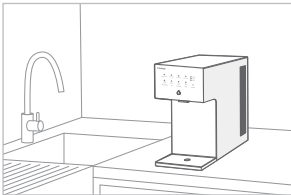
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Direct water purification system

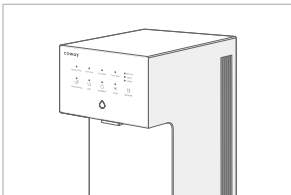
Coway Nanotrap™ filter removes microorganisms, bacteria and virus.

Plus Inno-Sense filter (D) removes odor-causing substances to improve water taste.



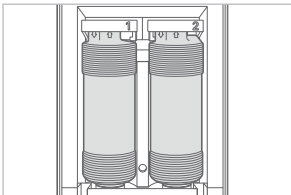
Simple & Compact design

The slim design makes it easy to use even in small spaces.



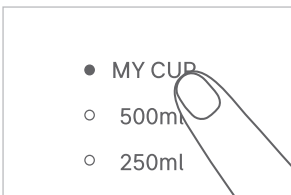
LED indicators

Through the LED display on the control panel & indicator, you can check the operating status of the product.



Easy filter replacement

You may easily change two filters simultaneously at home.



MY CUP mode

You can set the frequently used dispensing amount.

Danger Death or serious injury may occur if the instruction is not followed.



Power

Electric shock/fire

- Do not use a damaged or loose outlet.
- Make sure to connect the power plug to a grounded 220 V - 240 V~, 50 Hz outlet.
- Do not pull on the power adapter to move the product.
- Do not touch the power adapter with wet hands.
- When positioning the appliance, ensure the supply cord is not trapped or damaged.
- Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.
- Connect to potable water supply only.
- Do not connect and disconnect the power adapter repeatedly.
- If water got into the power supply section, then disconnect the power adapter and completely dry it before use.
- Make sure the product is unplugged while the product is being repaired, inspected, or when its parts are being replaced
- If there is any dust or water on the power plug's pins and contact area, wipe them off completely.
- Do not connect multiple products to one power outlet. Use a separate socket for the product.
- If you don't use it for a long time, then disconnect the power adapter.
- Do not arbitrarily connect or modify the power adapter.
- If the power plug is damaged, do not attempt to replace the adapter. Instead, contact the Coway Careline to replace it.

Danger Death or serious injury may occur if the instruction is not followed.



Installation

Fire

Electric shock/fire

Damage/injury

- Do not install the product close to any heat sources.
- Connect the tap water to the inlet pipe. Connecting to the drain pipe may cause malfunction or accidents.
- Do not apply excessive force or impact to the product. There is risk of bodily harm and product damage.



Use

Electric shock/fire

Electric shock

Fire/performance decline

Electric shock/damage

- Please lock the tap water valve and disconnect the power plug and contact the Coway Careline if there is water leakage from inside the product or if water is puddling around the product.
- If the product produces a strange noise, burning smell, or smoke, immediately unplug it from the electrical outlet and call the Coway Careline.
- Do not place a bowl filled with water, medicine, food, metallic objects, or any flammable materials on the product. Do not clean by spraying water and do not wipe the product using benzene or other thinners.
- Do not place candles or cigarettes on top of the product.



Others

Electric shock/fire Electric shock/ damage

Refrigerant

- Unplug the power adapter before cleaning.
- Do not open, repair, or remodel the product.
- If you are disconnecting the power plug, disconnect the power plug after removing all the ice from the ice storage.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not damage the refrigerant circuit.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- The refrigerant used in this product is isobutane, which is a combustible natural gas.
For your safety, contact your local community center before throwing away to safely dispose of this product.
- Do not damage pipes, etc. while disposing of this product.
- Refrigerant leakage from the refrigerant pipe (tube) may cause a fire hazard or personal injury, so move away flames or flammable materials for ventilation.

Warning Severe injury or property damage may occur.



Installation

Damage/breakage Electric shock/fire

- This appliance is intended to be used in household and similar applications such as
 - staff kitchen areas in shops, offices and other working environments;
 - farm houses and by clients in hotels, motels and other residential type environments;
 - bed and breakfast type environments;
 - catering and similar non-retail applications.



Use

Injury

- The refrigerant used in this product is isobutane, which is a combustible natural gas. For your safety, contact your local community center before throwing away to safely dispose of this product.
- Do not damage pipes, etc. while disposing of this product.



The mark on this product is a caution mark
for fire hazard/flammable substances.

Caution Minor injury or property damage may occur.



**Burns
Breakdown/injury**

- Hot water is very hot, so avoid a direct contact with your body.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety
- Children should be supervised to ensure that they do not play with the appliance.

Others

- Cleaning and user maintenance shall not be made by children without supervision.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

Caution Minor injury or property damage may occur.



Management

Malfunction

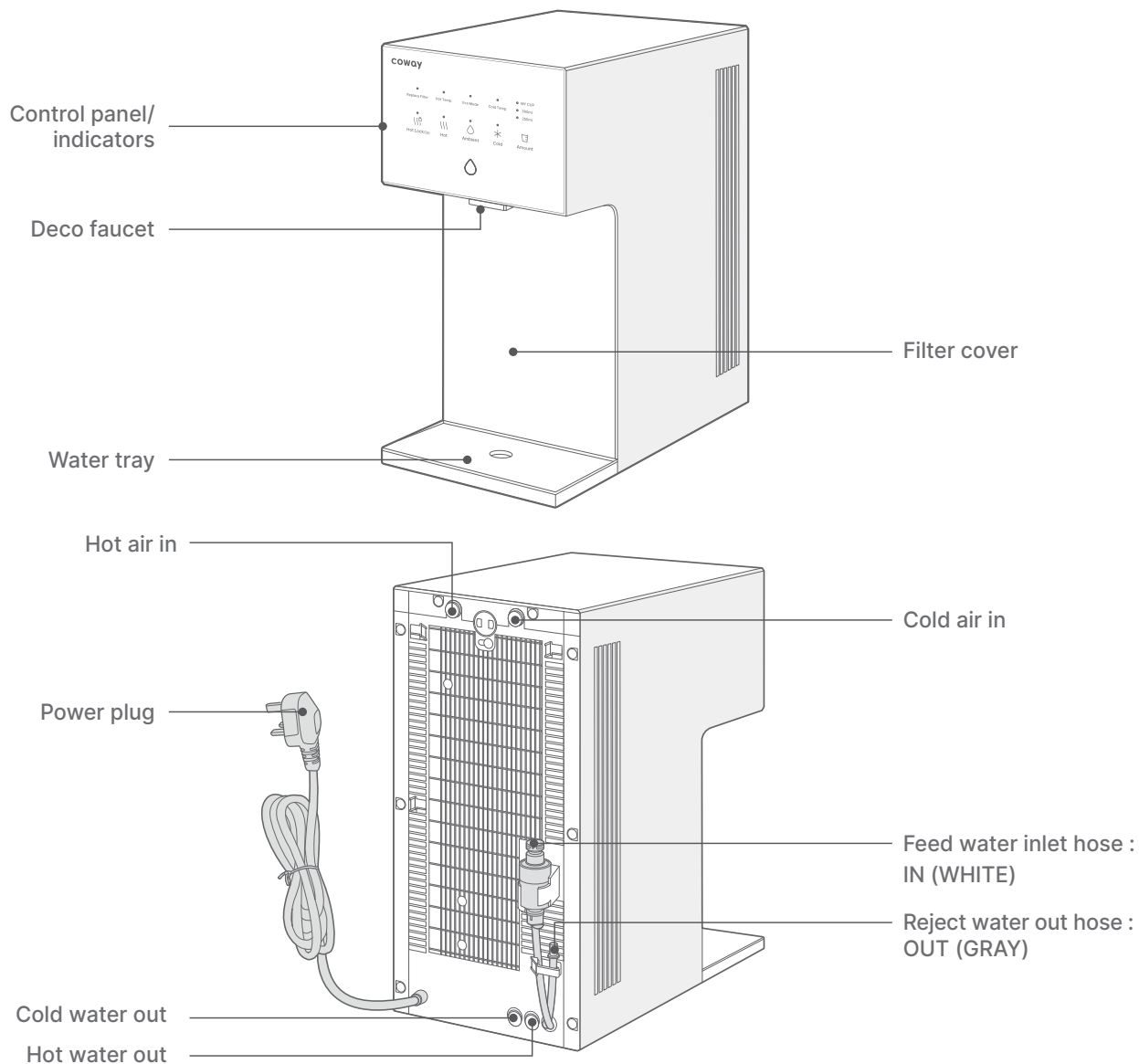
- You must use the new hose set provided with this product.
- Do not reuse old hose-sets.

Malfunction/fire

- This device uses a flammable refrigerant, so keep the blower hole clean and the exterior of the product clean for an encased structure.
- Refrigerant leakage from the refrigerant pipe (tube) may cause a fire hazard or personal injury, so move away flames or flammable materials for ventilation.
- Do not damage the cooling circuit.
- Do not use electrical appliances inside the storage unit unless they are of the type recommended by the manufacturer.

3 Part names and accessories

Front/Rear

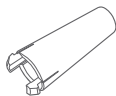


3 Part names and accessories

Accessories



User manual



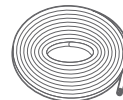
Distance
maintenance rod



Locking clip
(1/4", 5 EA)



Fitting elbow



Tubing-twin
covering

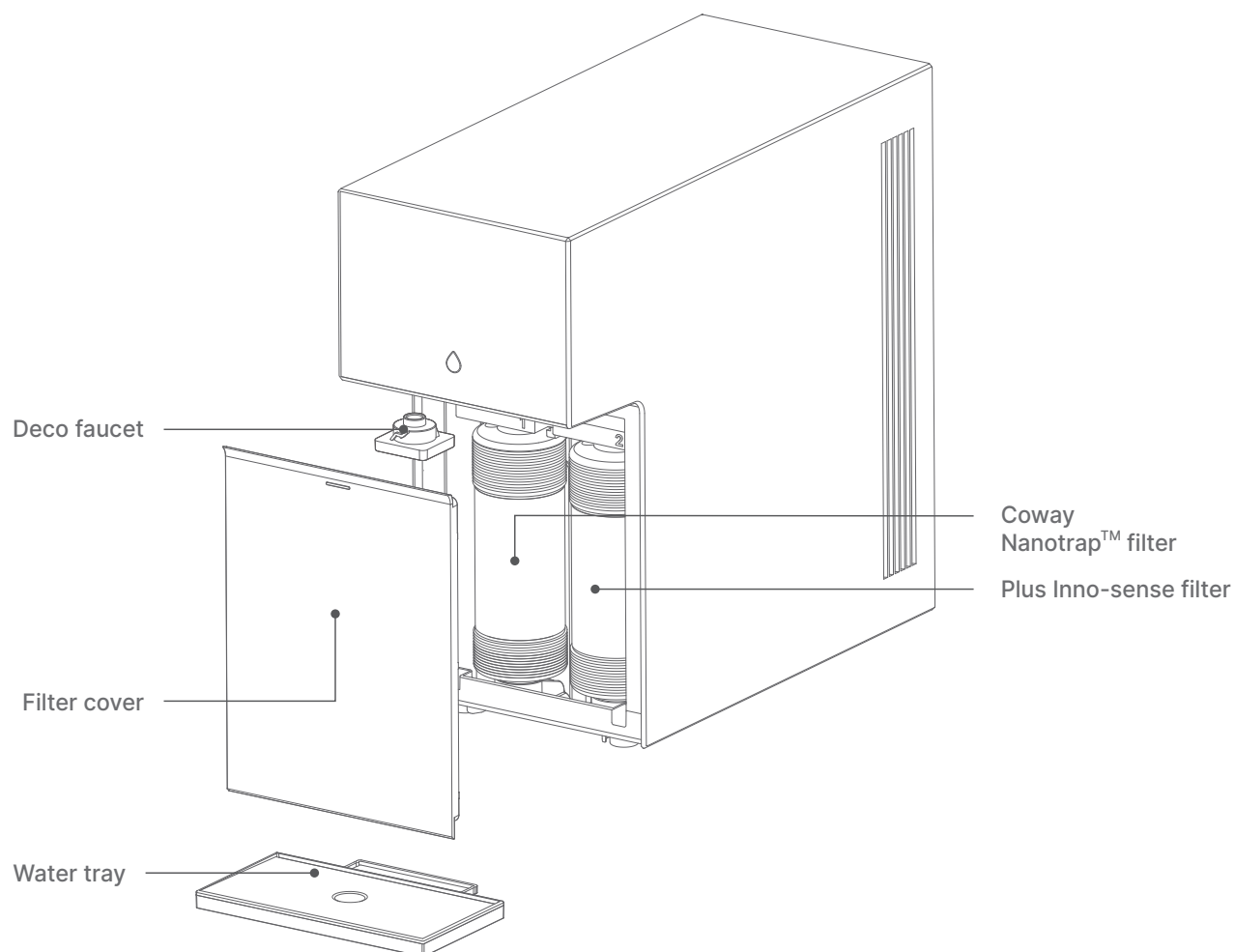


Cable tie



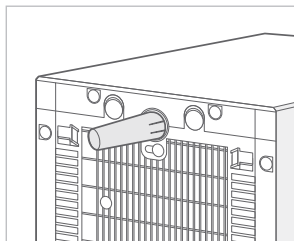
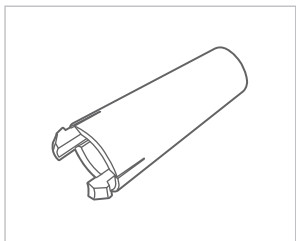
Extension
faucet

Inside the body



- Tools for cleaning the product and for filter replacement are not provided along with the product.
- Product servicing by specialists is provided to customers who registered for rental and membership.

Distance Maintenance Rod



Mount the distance maintenance rod on the back of the product to secure a space between the product and the wall.

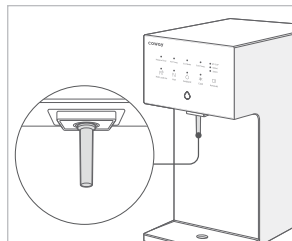
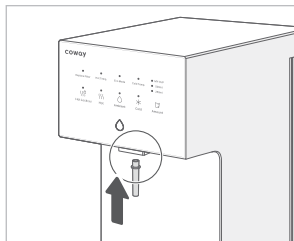
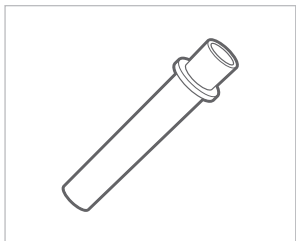
Make sure to keep a distance of about 10 cm between the wall and the product in order to dissipate the heat from the heat sink on the back of the product.

How to use the Extension Faucet

When dispensing hot water in low water pressure and low water flow, water splashing may occur.

You can use the extension faucet to minimize water splashing.

Insert the extension faucet all the way to the deco faucet of the appliance to fix it.



5 How to install

Check before installation

- Install the product in a cool part of the room, on an even surface, out of direct sunlight and away from humidity, dust, and dripping water.
- When installing the water purifier, keep the radiator grill at the rear of the product at least 10cm away from the wall and make sure the floor is firm and flat.
- Turn off power for about 30 minutes before changing to a new location.



- Some residual water used during post-manufacturing inspection may be present in the filter. Do not be alarmed as it is not a used product.
- When installing this new filtration unit, do not reuse the main water supply valve and hose.
- Please consult our technician for more details on installation to guarantee the optimal performance of the product. Coway Careline: 1-800-888-111

Install it as follows

1 Connect the tap water supply adapter to the water valve.

- Connect it to cold water pipe. If connected to the hot water tubing, the filters can get damaged.

2 Install inlet and drain lines on the body.

- White tubing on back of the body - inlet line, gray tubing - drain line

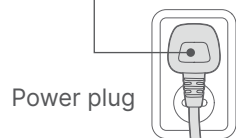
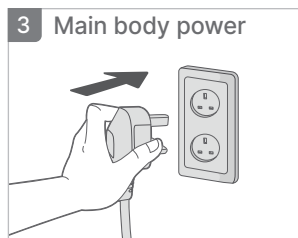
3 Connect the power plug of the main body.

4 When the appliance is powered on for the first time, flushing is performed. (Flushing takes up to 11 minutes.)



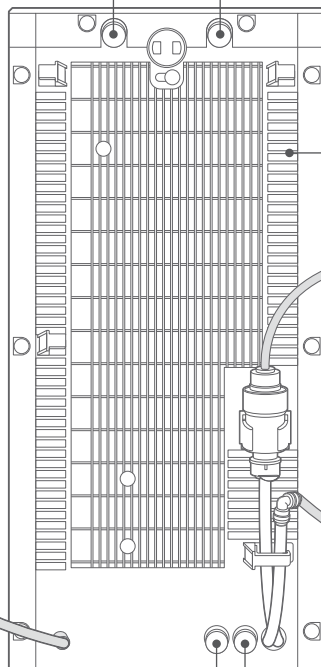
- Avoid installing the water purifier in an area with uneven surface, extreme humidity, extreme light exposure, extreme dust exposure, and water exposure, etc.
- Keep the radiator grille at the rear of the product at least 10 cm away from the wall and make sure that the installation floor is firm.
- Make sure to connect it to the cold water tubing. (If connected to the hot water tubing, the filters can get damaged.)
- This is a natural sound of residual air and incoming water inside the product and filter escaping, which disappears after the initial flushing is completed. (It is not a product malfunction.)

5 How to install



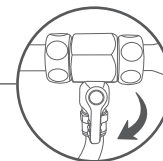
Only for
220 V - 240 V~,
50 Hz

Hot air in Cold air in



Main body

1 Tap water supply
adapter



2 Feed water inlet hose : IN (WHITE)

2 Reject water out hose : OUT (GRAY)

Cold water out

Hot water out

* Tap water pressure conditions : 138 kPa - 827 kPa

6 Checks before use

This product is for 220 V - 240 V~ , 50 Hz.

Make sure to connect the power adapter to a grounded 220 V - 240 V~, 50 Hz outlet.
It requires a power supply to operate.

Open the tap water supply valve.

The water purifier can work properly only when the tap water is supplied.

When the indicator on the display is off, check the power supply.

When the indicator in the indication part is turned off, check if the power supply was shut off due to power failure or other causes.

Replace the filter regularly.

Regular replacement of filter is critical in ensuring clean water quality.
If the filter is used beyond its service life, the performance of the water filtration device will deteriorate. Take note of the filter replacement cycle.

When installing for the first time, perform filter flushing.

When the power is connected, the front screen changes to a flushing standby screen.
At this time, extract button is pressed, flushing begins. It takes up to 11 minutes.
When ambient flushing, which is the initial stage of flushing, water is extracted with an extraction faucet, so prepare a tool that is 3L or larger.

If you do not want to use it for a long time, please disconnect the power.

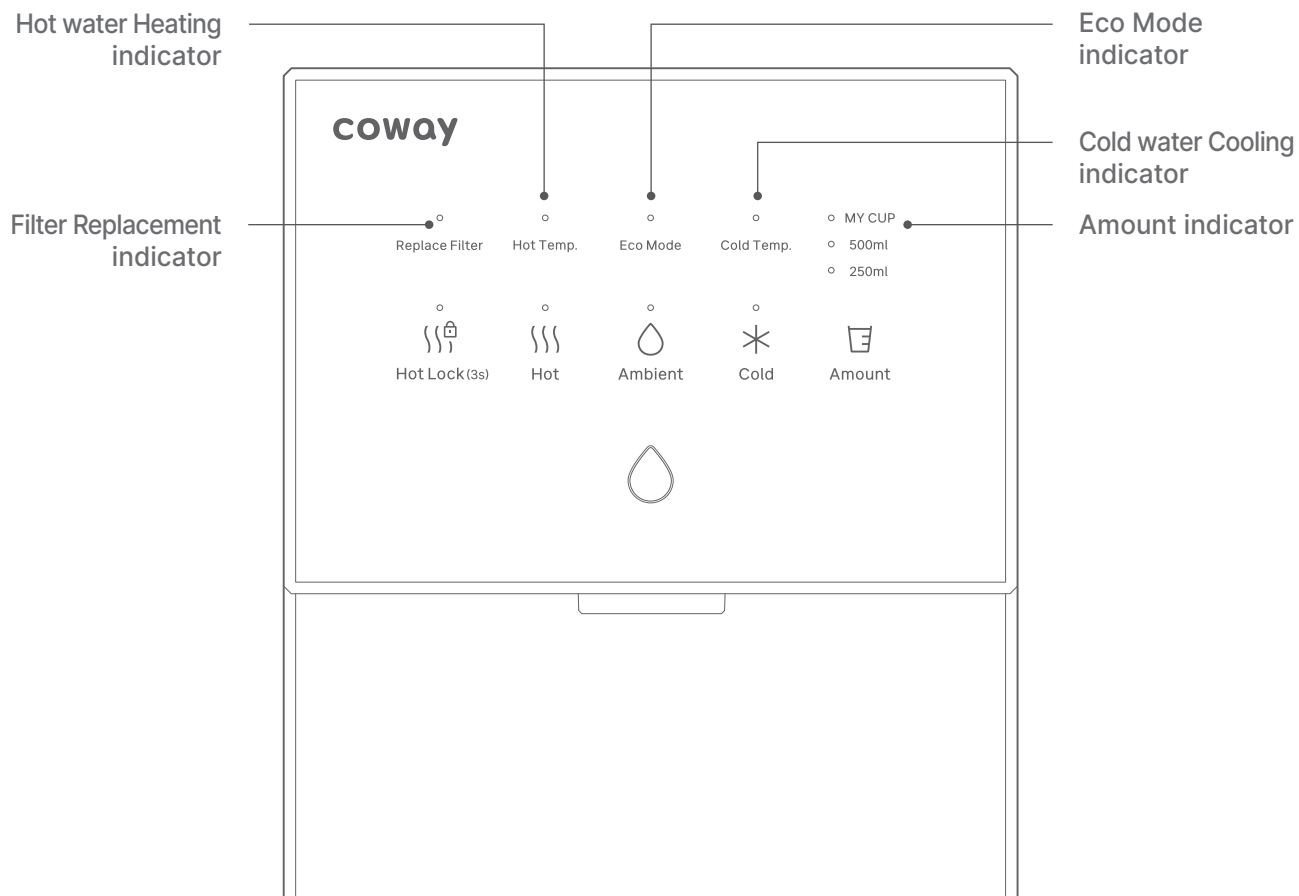
Close the tap water supply valve and unplug the power cord.

When not used for a long time, for hygiene, dispense cold water/hot water for about 2~3 minutes, ambient water for about 30 seconds to drain all the water inside.

When not used for a long time, for hygiene, dispense cold water/hot water for about 2~3 minutes, ambient water for about 30 seconds to drain all the water inside.

1 Buttons and indicators

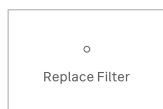
Indicators



Status notification icon

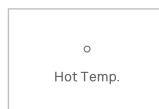
The following status notifications are displayed on the front top display of the product:

- Status notifications are not displayed when an error is reported.



Filter Replacement indicator

The indicator turns on or blinks when the filter replacement cycle arrives. (Self-care Settings only)

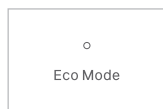


Hot water Heating indicator

The indicator turns on based on the current hot water temperature.

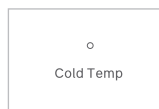
- Hot water(weak): WHITE LED
- Hot water(strong): RED LED

(If the hot water function is turned off, the indicator is turned off.)



Eco Mode indicator

The indicator turns on when setting Eco Mode.

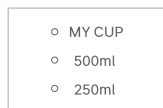


Cold water Cooling indicator

The indicator turns on based on the current cold water temperature.

- Cold water(weak): WHITE LED
- Cold water(strong): BLUE LED

(If the cold water function is turned off, the indicator is turned off.)



Amount indicator

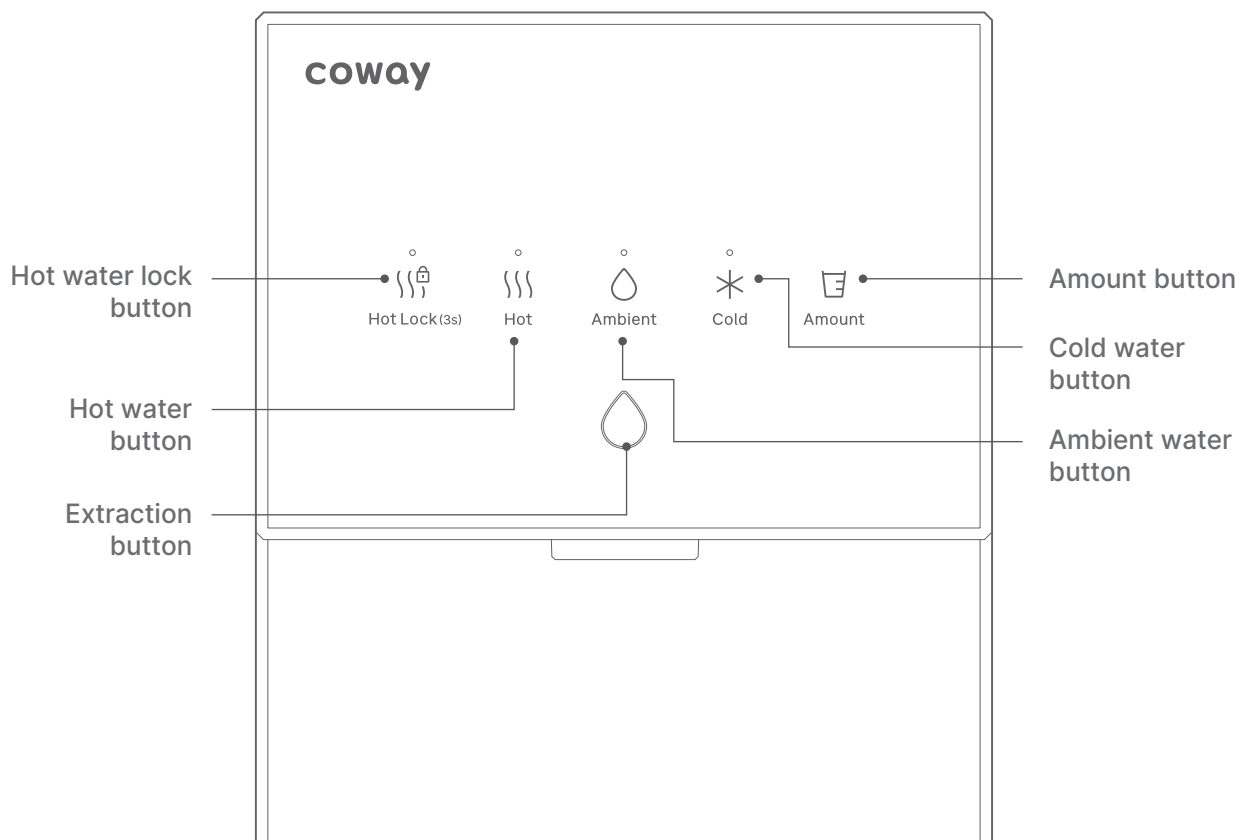
It displays the units of extraction amount(ml).

Before My Cup is set, it is displayed as 250 ml → 500 ml → 250 ml.

Once My Cup is set, it will be displayed as 250 ml → 500 ml → MY CUP → 250 ml.

1 Buttons and indicators

Buttons



Buttons



Hot water lock button

Press and hold for 3 seconds to lock or unlock the hot lock.



Hot water button

Touch it when you want to extract hot water.



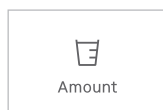
Ambient water button

Touch it when you want to extract Ambient water.



Cold water button

Touch it when you want to extract Cold water.



Amount button

Touch it to select desired extraction amount.

- * 3 options (250 ml, 500 ml, MY CUP)
(If MY CUP is not set, 250 ml and 500 ml)
- * The amount of extracted water may differ depending on the use environment.

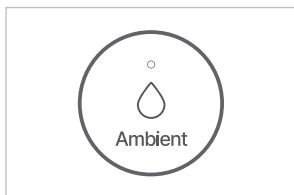


Extraction button

Press the button to dispense, press it again to stop dispensing.

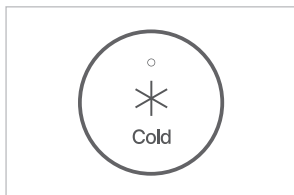
1 Buttons and indicators

Main function



Ambient water function

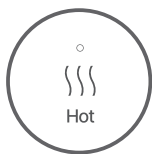
Press the ambient water button and check that the ambient water indicator on the display is on.



Cold water function

Press the cold water button and check that the cold water indicator on the display is on.

- Cold water temperature indicator is on as the cold water mode is on.
- If you are using the product for the first time or did not use cold water dispensing for a while, it takes about 1 hour to dispense adequate temperature of cold water.
- The initial status is ON.
- To turn on the function, press the cold water button for more than 3 seconds.
- To turn off the function, press the cold water, ambient water, and fixed amount buttons simultaneously for more than 3 seconds.



Hot water function

Press the hot water button and check that the hot water indicator on the display is on.

- Hot water temperature indicator is on as the hot water mode is on.
- If you are using the product for the first time or did not use hot water dispensing for a while, it takes about 30 minutes to dispense adequate temperature of hot water.
- The initial status is ON.
- To turn on the function, press the hot water button for more than 3 seconds.
- To turn off the hot water function, press the hot water, ambient water, and amount buttons simultaneously for more than 3 seconds.
- When dispensing for the first time, there may be a little standby for fixed amount dispensing, which is normal.



- If cold water is not being extracted, please check to see whether the cold water indicator on the display unit is turned on.
- When extracting hot water, pay special attention to avoid possible burns.
- When extracting hot water, keep the cup close to the faucet as the water may splash.
- If you hear warning sounds and look toggle Hot Lock button indicator with no hot water, check the hot lock function.
- When hot water is extracted, white debris (lime) may occur depending on the conditions of use. If you find a white foreign substance, please contact Coway Careline at 1-800-888-111 for service.
* White foreign substance is lime, which is produced by heating of the minerals in water.
- When not using hot water for a long time, turn off the hot water function by press Hot water button + Ambient water button + Amount button for more than 3 seconds.
- When the ECO Mode is set, the temperatures of cold water and hot water are automatically adjusted. (Water may be less hot or less cold, which is not a malfunction of the appliance or performance degradation.)
- There is a risk of burns if the hot water drain plug is removed while the hot water is heated.
- If there is significant water splashing, please use the Extension faucet.
Besides, please check if the drainage pipe is clogged.

To get water

01. Select your desired water temperature.

Ambient water mode is set by default in standby time.



Ambient water: Press the ambient water button



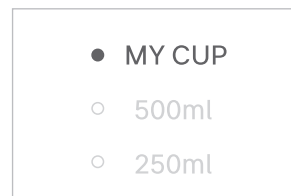
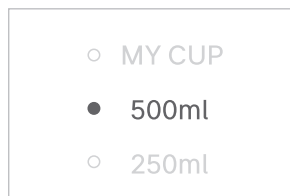
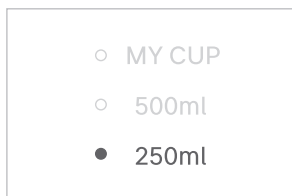
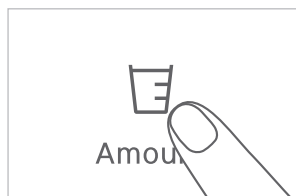
Cold water : Press the cold water button



Hot water : Press the hot water button

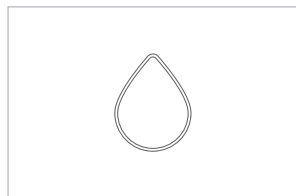
02. Select the desired extraction amount.

You can select in the order of approx. 250 ml, approx. 500 ml, and My Cup (User customized amount).



* When the MY CUP function is not set, it defaults to 250 ml and 500 ml.

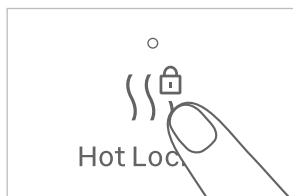
03. Press the extraction button.




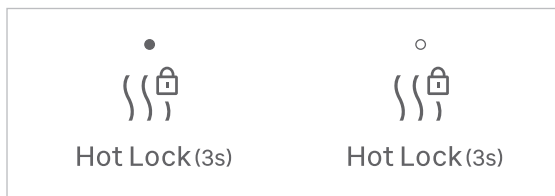
Press to extract water and the water extraction will stop once you press the button again.

* When pressing the button for 2 seconds, you can extract continuously.

01. Hot water lock function

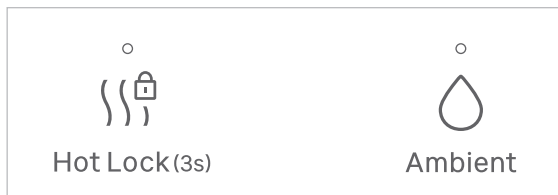


Press the [Hot Lock()] button for 3 seconds.



The hot water lock is activated or deactivated.

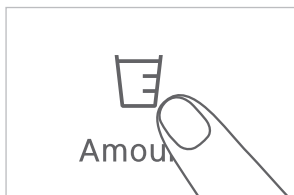
02. All Lock function



To enable or disable the button all lock function, press the Hot Lock and Ambient buttons for more than 3 seconds. (It is convenient to use it when cleaning.)

3 System settings

03. My Cup function



- MY CUP
- 500ml
- 250ml

Press the amount button for more than 3 seconds.

- * When performed while MY CUP is already set, the setting will be reset. Press the desired water type button.
- * MY CUP mode only sets amount and is not related to the selected water type. Press the Extraction button to brew the desired amount of water and press the button again to stop.
- * adjustable volume range : 120 ml ~ 1000 ml.



- MY CUP mode only sets amount and is not related to the selected water type.
- You can set MY CUP between 120 ml and 1,000 ml. Any amount over 1,000 ml will default to 1,000 ml.
- When MY CUP is set, it is selected in the order of 250 ml, 500 ml, and MY CUP. (When it is not set or disabled, it is selected in the order of 250 ml, 500 ml, and 250 ml.)
- To disable MY CUP settings, press the amount button for more than 3 seconds.

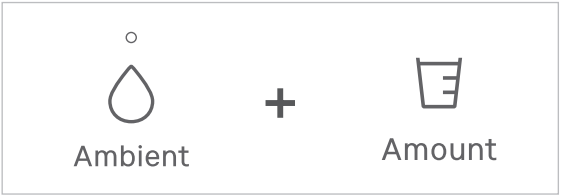
04. Eco Mode function



You can save energy by lowering performance of cold water and hot water.
(When the ECO Mode is set, cold water is maintained less cold,
and hot water less hot.)

- When the hot water button and ambient water button are pressed simultaneously for more than 3 seconds, the Eco Mode indicator is turned on and the function is set. (When pressing again for more than 3 seconds, the function is disabled and the indicator turns off.)

05. Silent function



To use the Silent Function, press and hold both the ambient water and amount buttons simultaneously for more than 3 seconds. (Press them for more than 3 seconds again to disable the function.)

06. Auto Drain function

When not used for 24 hours, the system will drain the cold water tank for 30 seconds to ensure a supply of clean water.

1 How to clean

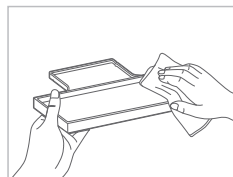
Main body



Recommended intervals: Every 2 - 4 weeks
Method: Use a dry and soft cloth to wipe it off. If the degree of contamination is severe, use a slightly wet cloth to wipe it.

- Do not spray water directly to the product.
- Do not use thinner, benzene or agent containing abrasives or rough cloths to clean it.

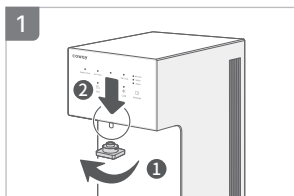
Water tray



Recommended intervals: Every 2 - 4 weeks
Method: Use a dry and soft cloth to wipe it off. If the degree of contamination is severe, use a slightly wet cloth to wipe it.

- Do not turn off the power while working.

Deco faucet



Detach the deco faucet by turning it clockwise.

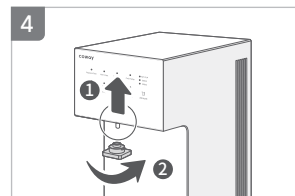
* Remove deco faucet



Rinse the deco faucet with water.



After rinsing, wipe the deco faucet with a soft, dry cloth.

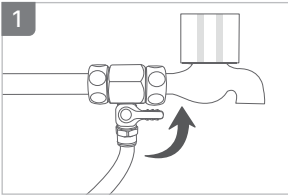


Attach the deco faucet back by turning it counter clockwise.

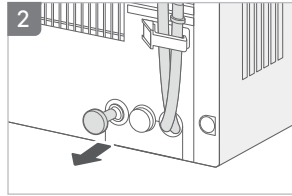


- Do not use chemicals or detergents.

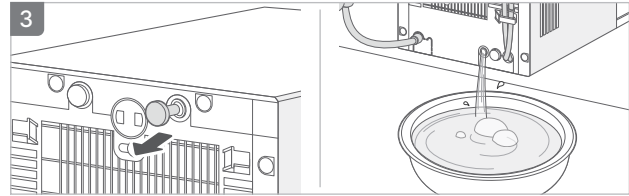
How to drain the cold water tank



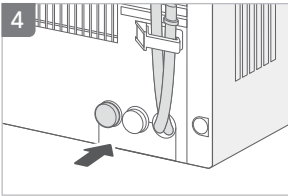
Close the tap water supply valve.



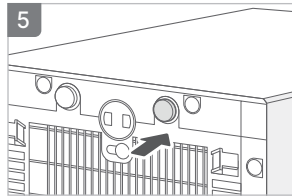
Removing the cap from COLD OUT on the back of the product.



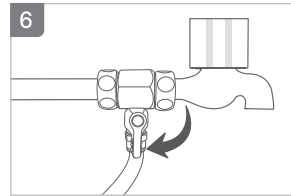
Removing the cap from COLD AIR IN on the back of the product.
(Since water comes out as soon as opening the upper Cold Air in tap, prepare a separate container in advance.)



After drainage is complete, screw the cap back onto the COLD OUT.



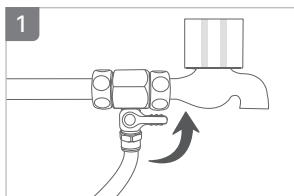
After drainage is complete, screw the cap back onto the COLD AIR IN.



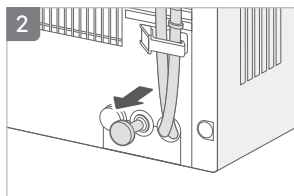
Open the tap water supply valve.

1 How to clean

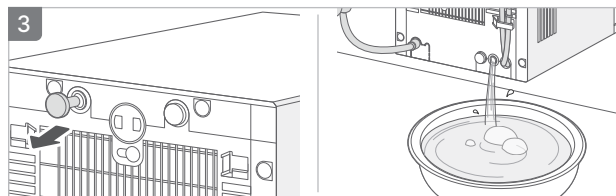
How to drain the hot water tank



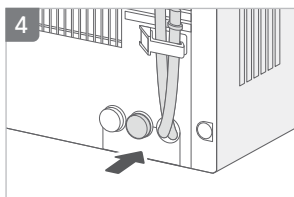
Close the tap water supply valve.



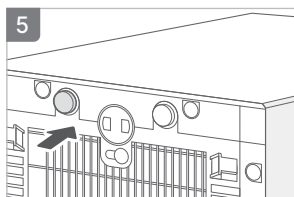
Removing the cap from HOT OUT on the back of the product.



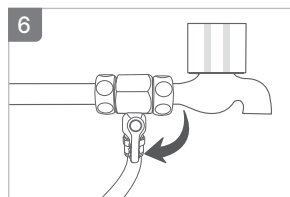
Removing the cap from HOT AIR IN on the back of the product.
(Since water comes out as soon as opening the upper Hot Air in tap, prepare a separate container in advance. When opening the upper Hot Air in tap first, hot water comes out first, which is dangerous. Be sure to conform to the order.)



After drainage is complete, screw the cap back onto the HOT OUT.



After drainage is complete, screw the cap back onto the HOT AIR IN.



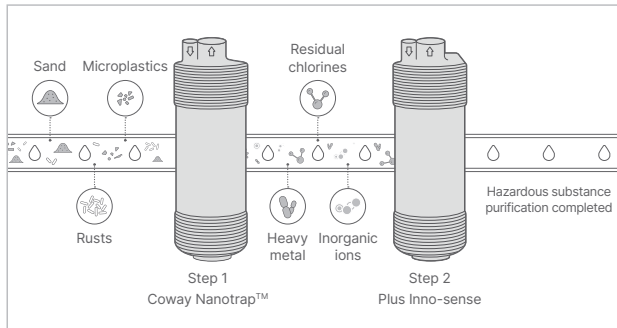
Open the tap water supply valve.



- When draining cold water and hot water, it is necessary to remove the lower 'COLD/HOT OUT' cap and then remove the upper 'COLD/HOT AIR IN' cap. (If the order is reversed, water is drained while removing the lower cap. For draining hot water, since there is a risk of burn, make sure to conform to the order and use it by connecting the switch valve to 'HOT OUT'.)
- When draining cold water and hot water is complete, all the removed caps must be assembled again.
(If the appliance is used without the caps assembled, leakage occurs outside the water purifier, so be careful.)

Water purification process

Coway manages drinking water with a 2-stage purification system.



Stage 1 : Coway Nanotrap™ filter

Coway Nanotrap™ removes microorganisms such as suspended solids in tap water, particulate heavy metals (mercury, lead, iron, aluminum), bacteria (E.coli), and virus (norovirus).

Stage 2 : Plus Inno-Sense Filter (D)

Plus Inno-Sense filter improves the water taste by removing odor-causing substances, dissolved pollutants, residual chlorides, volatile organic compounds and other pollutant.

Filter replacement

If you use a non-authentic filter or a filter that has been used for too long, the overall performance of the water purifier may decrease so check it periodically.

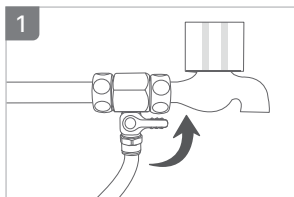
Filter name	Expected replacement cycle
Coway Nanotrap™ filter	8 months
Plus Inno-sense filter	8 months



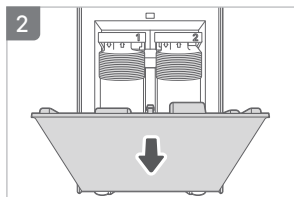
- If you boil purified water it can generate white precipitants. It is the effect of minerals in the water, not foreign substances.

2 Filter replacement

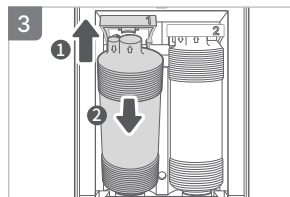
How to replace filter



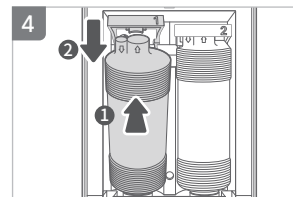
Close the tap water supply valve.



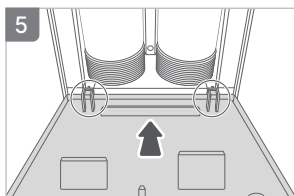
Press the top of the filter cover to remove it.



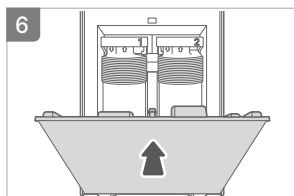
Lift the filter holder to remove the filter.



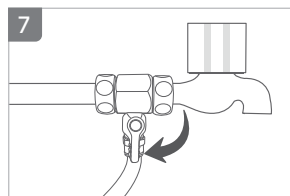
Insert a new filter from the bottom and insert it by fitting with the above hole.
Press the filter holder to go all the way down.



Insert the two lower hooks and lift the upper filter cover.



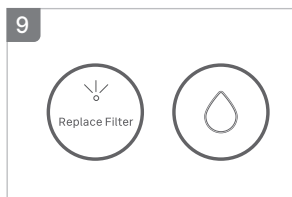
Press the cover to close it with a click sound, and it will secure in place.



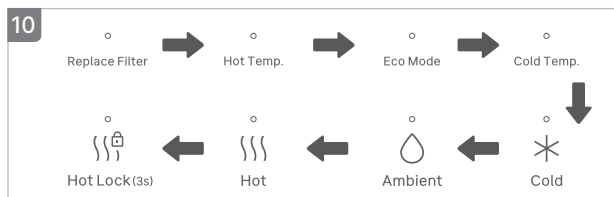
Open the tap water supply valve.



When the flushing starts, about 2 to 3 liters of purified water will be extracted from the outlet. Before flushing, place the large amount container under the spout.



The Replace Filter indicator blinks and the Cold LED turns on. Press the Dispensing button to start flushing. (To cancel filter flushing, press the Cold button for more than 3 seconds.)



When flushing starts, the indicator LED is turned on in order.

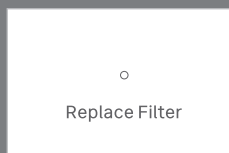
- Flushing is performed in the order of ambient water → hot water → cold water for up to 11 minutes. When flushing ambient water, up to 2 liters of water may come out to the spout. Check if the container is prepared to receive water. (For hot water and cold water, flushing is performed in the drain flow path.)

The progress stage is displayed on the amount indicator on the right.

- * Ambient water flushing in progress: 250 ml indicator turns on
- * Hot water flushing in progress: 500 ml indicator turns on
- * Cold water flushing in progress: My CUP indicator turns on
- To stop operation during flushing, press the dispensing button. (Press the dispensing button again to restart. At this time, flushing starts from the beginning for hygiene.) → Switches to the filter standby screen.
- During flushing, large noise occurs as air goes out from the inside, and this is a normal operation.



Flushing has been completed.
You may use it.



For this model, the self-service mode needs to be set.

- * Press Hot Lock and Cold for more than 3 seconds.
- * The Replace Filter indicator blinks when the filter needs to be replaced.



- Expected filter replacement cycle can be properly estimated based on the faucet water quality.
- Filter replacement cycle may differ depending on the amount used, region of use, season, and water quality.
- The effective water purification amount according to the product specifications means the minimal processing amount for pollutants without cleaning, recycling or replacing the inner filters of the water purifier and so on. There is a difference from the expected replacement cycle of individual filter.

01. Daily inspection

Check the condition of the water purifier frequently for safe use.

Power

- Is the indicator turning 'on' and 'off' as you move the plug when power is connected?
 - Is any part of the power plug hotter than usual?
 - Is the color or shape of the power plug or part of the power cord changed or damaged?
- If the above problem occurs, stop using it immediately and contact the Coway Careline (1-800-888-111)

Display

- Is the product display blinking?
- Please contact the Coway Careline (1-800-888-111) immediately if it is blinking abnormally.

02. Proper method of use

Category		Proper method of use
Installation	Product disassembly and installation	Do not disassemble or install the product arbitrarily; have our Coway Technician perform the task.
	Installation environment	Do not install in an environment where the product is likely to be contaminated. <ul style="list-style-type: none">• In the toilet, places with many rats and pests (e.g. ants, cockroaches)• Places with poor sanitation management and severe contamination (e.g. ships, rivers, livestock, wastewater, etc)• Extreme humidity or salty seawater areas• Places with exposure to direct sunlight• Other unsanitary environment judged to be inappropriate for water purifier installation

Use	Extraction hole	Keep hands and mouth away from the extraction holes and avoid having users' cups in contact with the part. Wipe the deco faucet with a clean dry cloth or non-woven fabric once a week.
	Water collection	Make sure that beverage such as coffee, tea, soda, or food splash does not get inside of the extraction holes or on the front cover of the product. If beverages or foreign substances are on the product, wipe it immediately to prevent contamination.
	Water tray	Do not throw away coffee, drinks, or food other than residual water into the tray. Do not leave the water in the water tray for more than one day. Clean and care for the water tray once a week.
	Non-use for long-term	When not used for a long time, for hygiene, dispense cold water/hot water for about 2~3 minutes, ambient water for about 30 seconds to drain all the water inside.
	Product	Do not place objects on the product as there is a risk of contamination or damage.
Filter	Genuine product	Do not use filters other than Coway genuine filters.
	Replacement	Please make sure to change the filter within the filter replacement cycle and manage it.
Management	Check	For clean water management, it is necessary to receive water purifier management services on a regular basis.
	Manager	Request Coway Cody and Coway Technician for product management. • If non-professionals take care of parts replacement and internal cleaning, there may be a risk such as water leakage.
	Surroundings	Manage continuously not to make the area around the water purifier unsanitary. • Example: Don't put it next to the trash can.

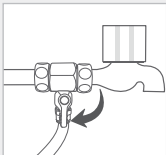
2 Troubleshooting

The water purifier may operate abnormally because the user is unfamiliar with the product or due to some other reasons.

If you cannot solve the problem after checking the following items, please call the Coway Careline.

Water doesn't come out

01. Any ambient water, cold water or hot water don't come

Power plug	Make sure the power plug is plugged into a 220 V - 240 V~, 50 Hz outlet.
Suspension of water supply	Check if the water purifier installed- tap water is running normally .
Tap water valve	<p>Check if the tap water valve is open. The tap water valve is usually under the sink and Refer to the image below to see the open status of the tap water valve.</p>  <ul style="list-style-type: none">• Tap water valve
Hose bending	If the hose is bent or water may not come out if the hose is folded or the amount of water may vary. Please straighten it out.
Filter replacement	<p>If the filter is not replaced in time, water may not come out or the extracted water amount may be reduced.</p> <p>Please make sure to change the filter within the replacement cycle.</p>

02. Hot water doesn't come out

Setting the hot water lock	Check if the product is in hot water lock, and if it is locked, unlock it. If there is a lock mark next to the hot water indicator ())) or if the hot water lock indicator is on, hot water extraction is locked (disabled).
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The water is flowing slower.

01. The water is flowing slower.

Amount of water use	If the water pressure and flow rate are low, resulting in insufficient water extraction. In such cases, please check the installation conditions.
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The water temperature is not right

01. The Cold water is not cold

Cold water amount per use	When dispensing a large amount of cold water at once, cold water may be less cold. Please use it after a while.
Cold water function off	If the cold water indicator (✖) is off, the cold water feature is off. Press and hold the cold water button to turn on the feature. (For models with setting button) Press the cold water OFF button in settings to turn on the feature.
Distance between walls	When making cold water, the heat generated inside must be discharged to the outside to make cold water. Please keep the distance between the product and the wall so that the heat inside the product is dissipated smoothly.
Eco Mode setting	When the Eco Mode is set, it may be less cold. Adjust the settings if needed.

02. The hot water is not hot

The hot water amount per use	If a large amount of hot water is extracted at one time, the hot water may not be hot enough. This model is a storage heating type and requires time to prepare hot water again. The preparation time for hot water may vary depending on the environment temperature.
Hot water function off	If the hot water indicator (⏏) is off, the hot water feature is off. Press and hold the hot water button to turn on the feature.
Hot water is getting ready	This model is a storage heating type and requires time to prepare hot water. The preparation time for hot water may vary depending on the environment temperature.
Eco Mode setting	When the Eco Mode is set, hot water may be less hot. Adjust the settings if needed.

2 Troubleshooting

The water purifier may operate abnormally because the user is unfamiliar with the product or due to some other reasons.

If you cannot solve the problem after checking the following items, please call the Coway Careline.

There is a lot of noise.

01. It has weird noise.

Leveling state	If the water purifier is installed on a weak or uneven surface, noise may be generated. Install on a hard and level surface.
Distance between walls	Install the water purifier at least 10cm away from the back and left/right walls.
Environment check	If objects are placed behind or on top of the water purifier, noise may be produced. Put objects away before use.

02. There is a lot of noise in the product.

Cooler failure	A buzzing noise may occur when the cooler is operating. This is the operating noise of the cooler to keep the cold water cold. Frequent use of cold water or high outside temperature may increase the number of operations of the cooler. This noise is normal, so you don't worry about it.
Draining unused water	When not used, hygiene is maintained by automatically draining on a regular basis. When automatic draining is performed, large noise may occur when draining water, which is not a malfunction.
Flushing noise	When installing the appliance or replacing the filter, filter flushing is performed. At this time, large noise may occur when taking out air from the inside, which is not a malfunction.

Water tastes strange and there are foreign substances.

01. Water tastes strange.

Filter replacement	If you use the same filter for too long, it may decrease filter performance. Please make sure to change the filter within the replacement cycle.
Not in use for a long time	When not used for a long time, for hygiene, dispense cold water/hot water for about 2~3 minutes, ambient water for about 30 seconds to drain all the water inside.

There is frost (dew) on the inside (outside) of the product.

01. There is frost (dew) on the inside (outside) of the product.

Environment check	If it is humid at the installation site, or during the monsoon or rainy day, frost may form inside or outside the product. Wipe off with a dry towel.
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3 Specification

Item Name	Water Purifier	
Product Name	NEON	
Model Name	CHP-6210N	
Water Purification Type	Coway Nanotrap™ filter	
Rated Voltage	220 V – 240 V~, 50 Hz	
Power Consumption	Cold Water: 0.6 A, Hot Water: 260 W – 310 W, Total: 350 W – 410 W	
Water Tank Amount	Cold Water: 1.5 L, Hot Water: 1 L, Total: 2.5 L (ambient water: direct water type)	
Filter Material	Coway Nanotrap™ filter	Plus inno-sense filter: Carbon block filter, Non Woven fabric
Product Size	195 mm(W) × 450 mm(D) × 405 mm(H)	
Tap Water Temperature	5 °C – 35 °C	
Working Temperature	5 °C – 35 °C	
Tap Water Pressure	138 kPa – 827 kPa (20 psi ~ 120 psi) minimum tap water capacity 3.0 L/min	
Refrigerant	R-600a	
Product Weight	15 kg	

- For direct water purifiers, the tank size does not impact the amount of extraction.
- With direct water purifiers, the extraction amount may be reduced in low pressure and low flow conditions, so please follow the installation guidelines.
- The product design and specification can be changed without prior notice to improve the product quality and to facilitate the application of laws.

- Please refer to your Sales Order Form for our basic policy for the product warranty. For more detailed terms of the product warranty, please visit our website. Please note that the terms of our product warranty are subject to change from time to time in compliance with the relevant Malaysian laws and regulations.
- <https://www.coway.com.my/warranty-policy>

MALAYSIA

Add : Coway (Malaysia) Sdn. Bhd.
Level 20, Ilham Tower, No. 8, Jalan Binjai, 50450
Kuala Lumpur.
Careline : 1-800-888-111

I

II

III

IV

Others

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www.coway.com.my