

coway

CHP-5720R / CHP-5721L Water Purifier User's Manual

CHP-5720R | CHP-5721L

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's 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.

CHP-5720R / CHP-5721L
Water Purifier

I Please check before use!

1. Safety information	3
2. Part names and accessories	9
3. Use of accessories and precautions	10
4. How to install	11
5. Checks before use	14

II Understand the correct usage and functions

1. Buttons and indicators	15
2. How to use	20

III Learn how to clean and manage the product

1. Filter replacement	21
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IV Familiarize yourself with information in advance for safe use

1. Correct usage guide	23
2. Troubleshooting	25
3. Specification	29

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 240V - 50Hz outlet.
- Do not pull on the power adapter to move the product.
- Do not touch the power adapter with wet hands.
- Do not bend the power adapter excessively or avoid damage or deformation.
- 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 supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.



Installation

Fire Electric shock/fire

- 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.
- The refrigerant used in this product is isobutane (R-600a), a combustible natural gas. Ensure the product is not damaged while moving it.

Damage/injury

- Move all flammable objects and objects that may start a spark, and then ventilate the area.
- Do not apply excessive force or impact to the product. There is risk of bodily harm and product damage.

II

III

IV

1

Safety information

These instructions are to keep you safe and to prevent property damage. Please carefully read the precautions and use the product correctly.

Danger

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



Use

Electric shock/fire

- Please lock the tap water valve and disconnect the power plug and contact the service center if there is water leakage from inside the product or if water is puddling around the product.

Electric shock

- If the product produces a strange noise, burning smell, or smoke, immediately unplug it from the electrical outlet and call the service center.

Fire/performance decline

- 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.

Electric shock/damage

- Do not place candles or cigarettes on top of the product.



Others

Electric shock/fire

Electric shock/damage

- Unplug the electrical power cord before cleaning.
- Do not arbitrarily open, repair, or remodel the product.

Warning

Severe injury or property damage may occur.



Installation

Damage/breakage Electric shock/fire

- Do not install the product on a sloped floor.
- Do not use in places of high temperatures such as a bathroom.
- 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.



Disposal

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.



Use

**Fire
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.
- Cleaning and user maintenance shall not be made by children without supervision.
- This device contains a UV emitter. Do not look into the light source.
- The product UV emitter must be turned off by unplugging the power plug during maintenance and service.



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.
- Pollution**
- Close the water tank cover inside completely before use.

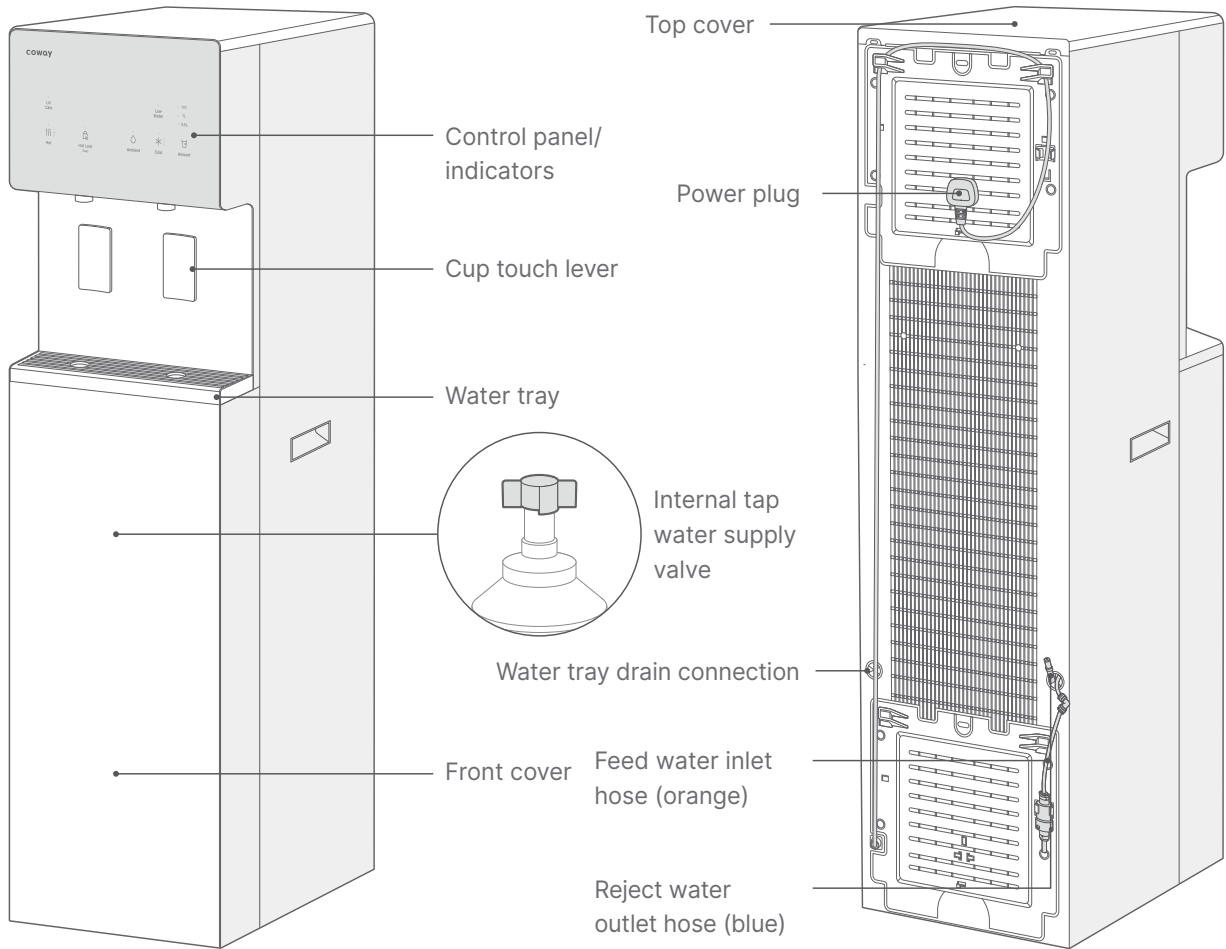


Others

- Others**
- Do not use the filtered water for replacing water in fish tanks and aquariums. Water filtered through the membrane does not contain ion substances, which may be inappropriate for fish. There is a risk of fish mortality depending on the circumstances.

2 Part names and accessories

Front/Rear



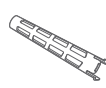
User Manual



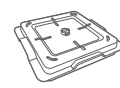
Self Care Guide



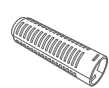
Drain Hose



Distance
Maintenance Rod



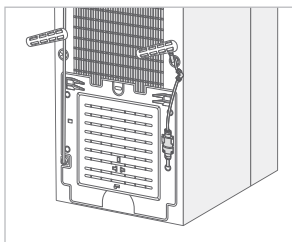
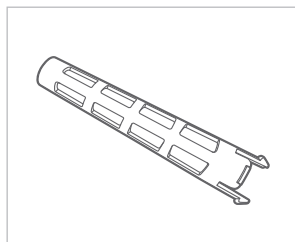
Internal Tank
Cover



Water Tank
Cover Distance
Maintenance Rod

3 Use of accessories and precautions

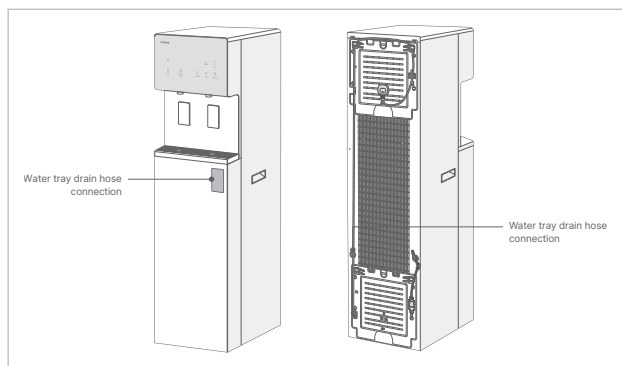
Distance Maintenance Rod



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.

Water Tray Drain Hose



Connect the water tray drain hose to automatically drain the water thrown into the water tray.

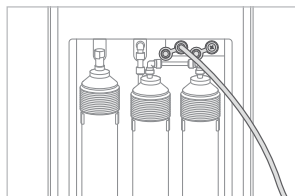
Please note that blockage of the water tray drain hose pipe may interrupt smooth drainage.

Please note that water may overflow if you dump water into the water tray before draining is complete.

* The water tray drain hose connection is located on the lower right side of the receiving part of the water tray.

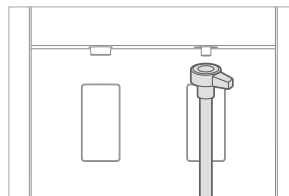
Drain Hose

There are two ways to use the drain hose.



Use when draining hot, cold, and ambient water.

Use it to empty the water inside the hot water tank.
Use it to empty the water tank.



Use it when watering out of the faucet.

Use it when the purified water and hot water coming out.

4 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 that the installation floor is firm.
- Turn on power after about 30 minutes of installation to change the location.
- Following the product installation, make sure the water tank is emptied or the water is filtered for 230 minutes or longer. (Drain the filtered water more than twice.)



- 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: 1800-88-111

Install as per the following:

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

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

2 Install inlet and drain lines on the body.

- Orange tubing on back of the body - inlet line, blue tubing - drain line

3 Open the top cover and open the water tank cover to put the internal tank cover over the cold water tank.

- If you put the internal tank cover in the wrong direction, it does not go into the cold water tank.

4 Connect the distance rod of the water tank cover to the bottom of the water tank cover.

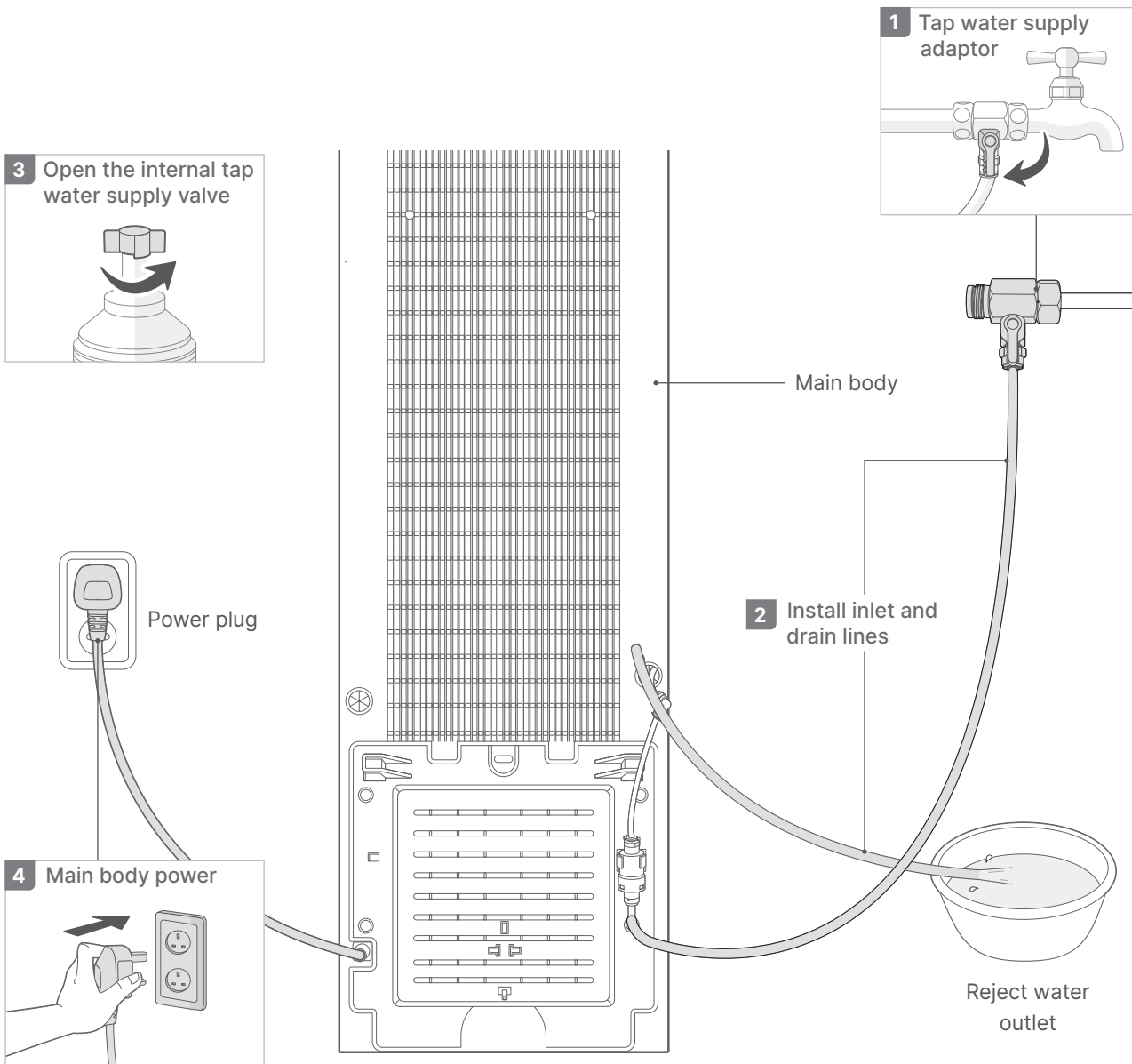
5 Close the water tank cover, insert the clip, and then close the top cover of the main body.

6 Connect the power plug of the main body.

7 If the water tray needs automatic drainage, you can install a drain hose of the water tray.

- The water tray drain hose connection is located on the lower right side of the receiving part of the water tray.

4 How to install



* Tap water pressure conditions : 69 kPa - 827 kPa

5 Checks before use

This product is for 240 V - 50 Hz.

Make sure to connect the power plug to a grounded 240 V - 50 Hz outlet. It requires a power supply to operate.

Open the tap water supply valve (internal, external)

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 light is off, check if there is a blackout or if the power supply is cut off for other reasons.

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 not in use for a long time, drain the water inside before use.

Completely drain the stored water as well as newly filtered water one more time prior to use when using the product after an extended period of time.

When installing for the first time, make sure to flush the filter.

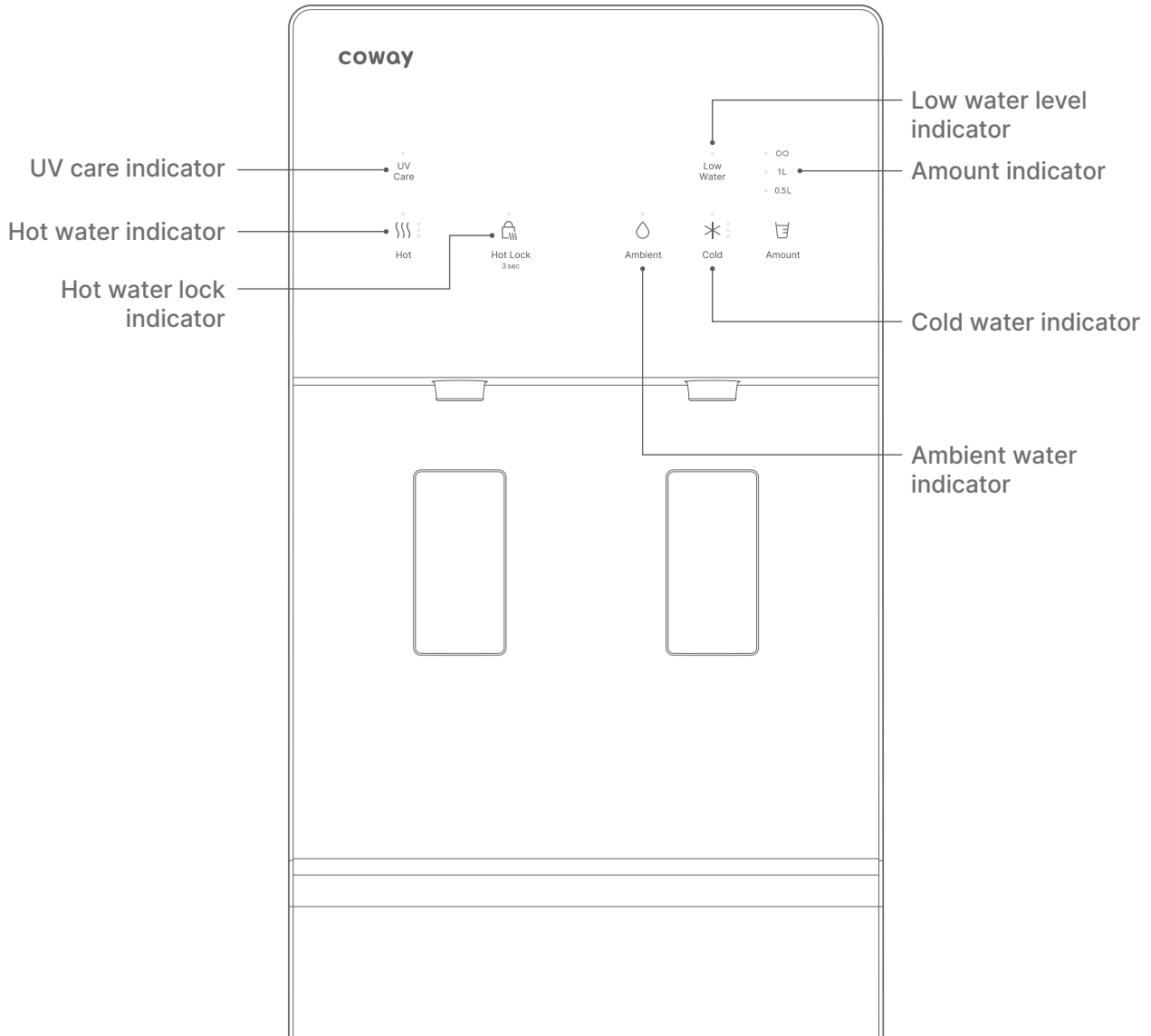
Following the product installation, make sure the water tank is emptied or the water is filtered for 230 minutes or longer. (Drain the filtered water more than twice.)

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.

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.



Ambient

Ambient water indicator

The indicator turns on when ambient water function is selected.



Cold

Cold water indicator

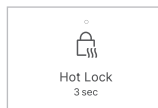
The indicator is on when the cold water function is selected.



Hot

Hot water indicator

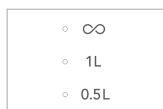
The indicator turns on when hot water function is selected.



Hot Lock
3 sec

Hot water lock indicator

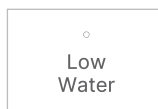
The indicator is on when the hot water lock function is selected.



∞
1L
0.5L

Extraction amount indicator

The indicator turns on when amount function is selected.



Low
Water

Low water level indicator

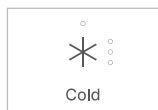
The indicator is on when the water level in the water tank is low.



Hot

Hot water temperature indicator

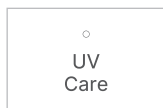
It displays the hot water temperature inside the hot water tank.



Cold

Cold water temperature indicator

It displays the cold water temperature in the cold water tank.



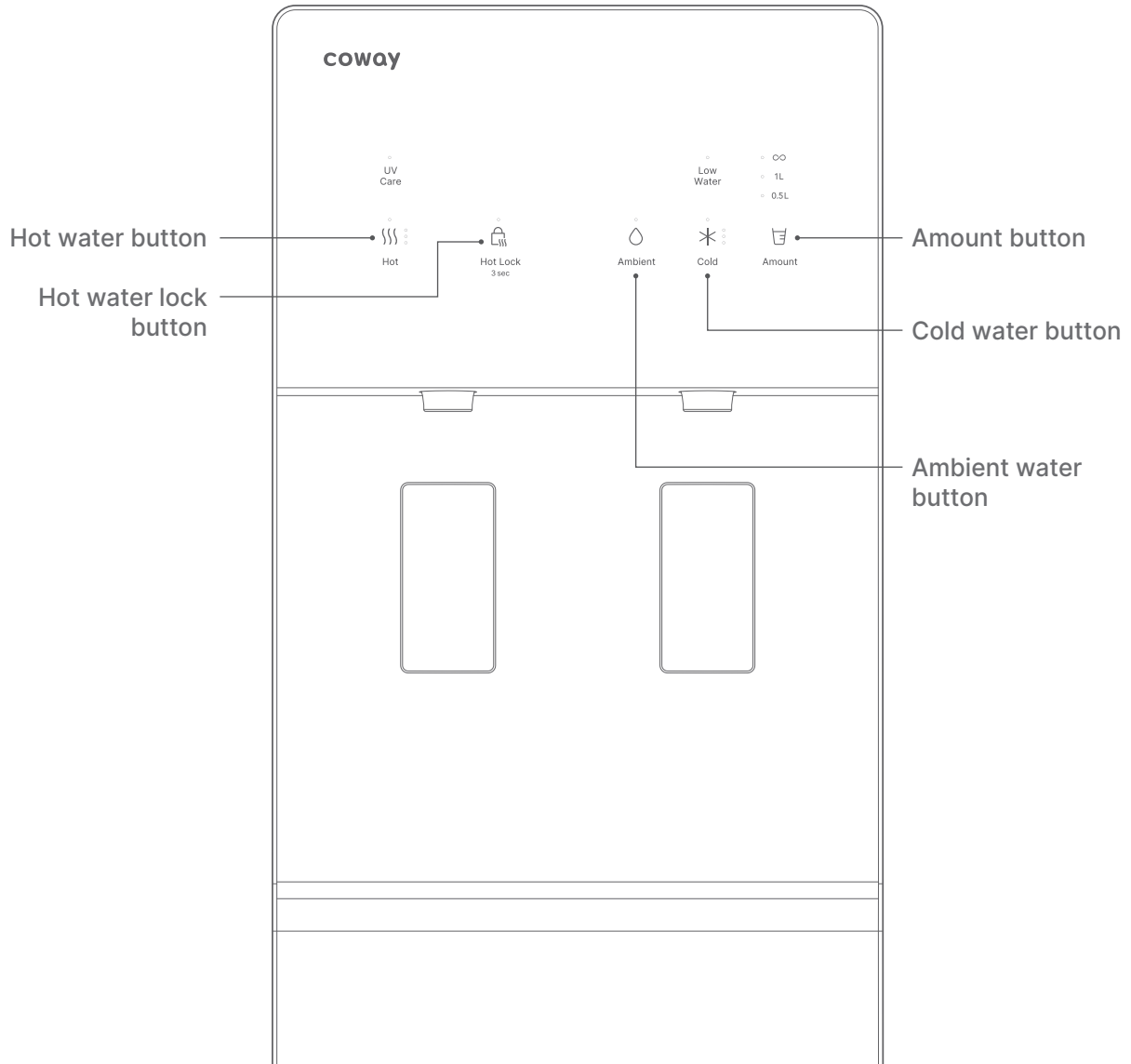
UV
Care

UV care indicator

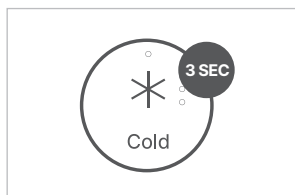
The indicator is on during UV Care in the water tank.

1 Buttons and indicators

Buttons



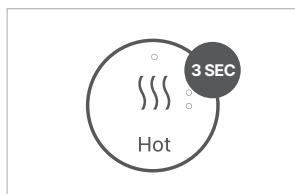
Main function



Cold water function

Press and hold the cold water button for 3 seconds or longer and check that the cold water indicator on the display is on. To turn off the cold water function, press the cold water button for more than 7 seconds.

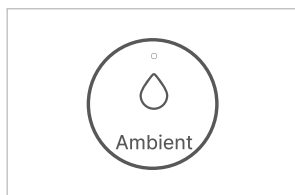
- You can drink cool cold water about 2 hours after turning on the cold water function.
- The number of LED lights on the right of the cold water button indicates the cold water temperature. (1 light: cold water temperature weak, 2 lights: cold water temperature mild, 3 lights: cold water temperature strong)



Hot water function

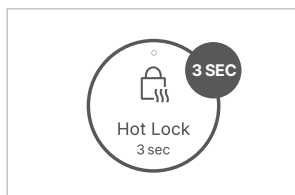
Press and hold the hot water button for 3 seconds or longer and check if the hot water indicator on the display is on. Press the hot water button for 7 seconds or longer to turn off the hot water function.

- When extracting hot water pay special attention to avoid burns.
- When using the hot water function for the first time, first extract a cup of hot water to fill the hot water flow path.
- The number of LED lights on the right of the hot water button indicates the hot water temperature. (1 light: hot water temperature weak, 2 lights: hot water temperature mild, 3 lights: hot water temperature strong)



Ambient water function

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



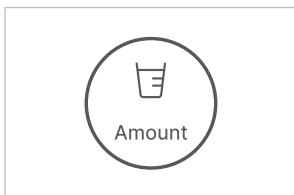
Hot water lock function

Press and hold the hot water lock button for 3 seconds or longer and check if the hot water indicator on the display is on. Press the hot water lock button for 3 seconds or longer to turn off the hot water lock function.

- Hot water selection is not available while the hot water lock is on.

1 Buttons and indicators

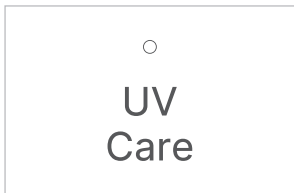
Main function



Extraction amount function


Press the extraction amount button and check if the ambient water indicator turns on.

- You can adjust the extraction amount by touching the button repeatedly.



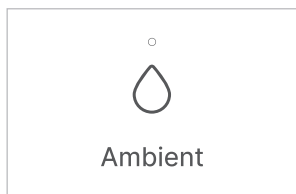
UV care function

The UV care indicator lights up when UV care is in progress in the water tank. It performs UV care periodically without the need for user's separate setting.

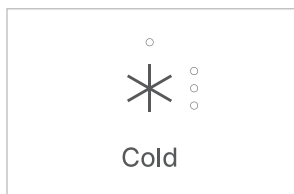
- 
- If cold water is not being extracted, please check to see whether the cold water indicator on the display unit is turned on.
 - When extracting hot water, pay special attention to avoid possible burns.
 - When extracting hot water, keep the cup close to the faucet as the water may splash.
 - If you do not use hot water for a long time, the temperature of the extracted hot water may be slightly lower.
 - To prevent hot water burns, the system automatically switches to ambient water selection if water is not extracted within about 7 seconds after pressing the hot water button.
 - If you hear only warning sounds with no hot water, check the lock button indicator. (See p. 18)
 - 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 1800-88-111
 - * White foreign substance is lime, which is produced by heating of the minerals in water.

01. Select the desired water.

Ambient water mode is set by default in standby time.



Ambient water: Press the ambient water button



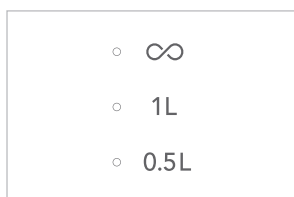
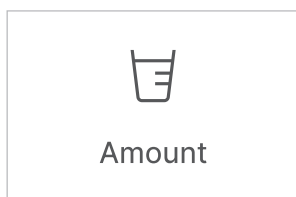
Cold water: Press the cold water button



Hot water: Press the hot water button

02. Select the desired extraction amount.

You can press the amount button to select 0.5 L → 1 L → Continuous → OFF.

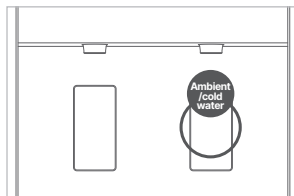
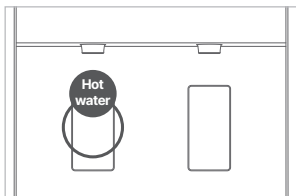


The amount of extracted water may differ depending on the use environment and the water tank level. The 0.5 L indicator lights up when you select the first extraction amount, 1 L for once more selection, and the continuous indicator lights up for twice selection.

- * When the continuous extraction indicator is on, press the water amount button once more to cancel the customize extraction function.
- * If no operation is performed for a certain period of time after selecting the extraction amount, the custom extraction function will be canceled.
- * The amount of extracted water may differ depending on the use environment.

03. Press the cup touch lever.

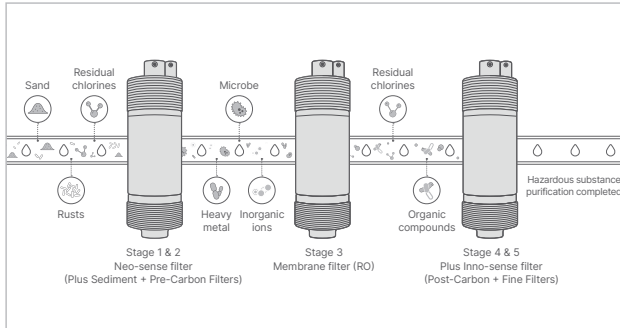
Ambient/cold/hot water is extracted according to the selected extraction type and amount. During extraction, if you press the cup touch lever again, then extraction is stopped.



1 Filter replacement

Water purification process

Coway manages drinking water with a 3-step water ambient system.



Stage 1 & 2: Neo-sense filter (Plus Sediment + Pre-Carbon Filters)

It removes pollutants in the feed water such as particles and residual chlorides.

Stage 3: Membrane filter (RO)

It removes pollutants in the feed water such as heavy metal, organic substances, microorganisms, ionic materials and other pollutants. Water condensed with pollutants will be drained out of the reject water train hose.

Stage 4 & 5: Plus Inno-sense filter (Post-Carbon + Fine Filters)

By removing pollutants such as odor causing agents, residual chlorides, and volatile organic compounds, the water taste is improved.

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
Neo-sense filter	6 months
Membrane filter (RO)	24 months
Plus Inno-sense filter	18 months



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

1 Correct usage guide

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 (1800-88-111)

Display

- Is the product display blinking?
→ Please contact the Coway Careline (1800-88-111) 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 service managers 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 the cups customers used come into contact with the part. Wipe the faucet tip 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 splatter 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 trap. 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	[Other than water sterilizer] If you have not used it for more than 3 days, use it about 3 minutes after extracting ambient water and cold water continuously or extracting 1 cup of hot water. [Water sterilizer] Maintain automatic sterilization mode at all times. When using under the manual sterilization mode only, if not used for longer than 3 days, use after running manual sterilization.
	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.
Management	Check	Get water purifier maintenance service every 2 months. • The maintenance and check period for each product is different.
	Manager	Request Coway Cody and Service Manager for product management. • If non-professionals take care of parts replacement and internal cleaning, there may be a risk such as water leakage.
	Service sticker	After receiving services such as inspection, cleaning, and parts replacement, record and check the contents on the service sticker.
	Surroundings	Manage continuously not to make the area around the water purifier unsanitary. • Example: Do not place near trash can.

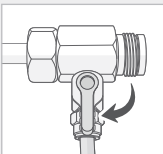
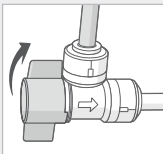
2 Troubleshooting

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 Service Center.

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 240 V~ 50 Hz outlet.
Suspension of water supply	Check if the water purifier installed- tap water is running normally .
Tap water valve hand valve	<p>Check if both the tap water valve and the hand valve are open. The tap water valve is usually under the sink and the hand valve is located at the back of the product or near the filter. Refer to the image below to see the open status of the tap water valve and hand valve.</p> <div style="display: flex; justify-content: space-around; align-items: center;"><div style="text-align: center;"><p>• Tap water valve</p></div><div style="text-align: center;"><p>• Hand valve</p></div></div>
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.
Amount of water use	If a large amount of water is extracted at one time, it may not be extracted due to insufficient amount of stored water. It takes time to get clean water. Please use it after a while.
Filter replacement	If the filter is not replaced in time, water may not come out or the extracted water amount may be reduced. Please make sure to change the filter within the replacement cycle.

02. Hot water doesn't come out

Check 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 a large amount of water is extracted at one time, less water may be extracted due to short amount of stored water.
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The water temperature is not right

01. Cold water is not cold

Cold water amount per use	If a large amount of cold water is extracted at one time, it will need time to prepare the cold water again. 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.

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.
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.

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 (1800-88-111)

There is a lot of noise.

01. It has weird noise.

Leveling state	If the water purifier is installed on a weak or uneven floor, noise may be generated. Install on a hard and even floor.
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.
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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	If you have not used the water purifier for a long time, drain all the water from the internal tank. When the tank is full of clean purified water, drain it once more before use.

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	Coway Water Purifier		
Model Name	CHP-5720R	CHP-5721L	
Water Purification Type	RO (Reverse Osmosis)		
Rated Voltage	240 V~ 50 Hz		
Power Consumption	Cold water: 0.7 A, hot water: 660 W		
Water tank amount	Ambient water: 10.4 L, cold water: 7.1 L, hot water: 3.6 L, total: 21.1 L		
Mass of Refrigerant	20 g (R-600a)		
Filter Material	Neo-sense filter: active carbon block	Membrane filter (RO): reverse osmosis	Plus inno-sense filter: active carbon block, felt
Product Size	320 mm (width) X 488 mm (depth) X 1 260 mm (height)		
Water Tray Size	320 mm (width) X 113 mm (depth) X 25 mm (height) [0.42 L]		
Tap Water Temperature	5 °C - 35 °C		
Working Temperature	5 °C - 35 °C		
Production Rate	432 L/d (25°C, 0.41 Mpa)	149 L/d (25°C, 0.14 Mpa)	
Tap Water Pressure	69 kPa – 827 kPa	138 kPa – 827 kPa	
Product Weight	35.5 kg	33 kg	

- Water tank amount depends on the bucket size and may differ from the extraction amount.
- The product design and specification can be changed without prior notice to improve the product quality and to facilitate the application of laws.

I

II

III

IV

Other

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