

# Changing your purification supplies

T6 WaterBar



# Better water, pure and simple

We hope you're enjoying your unlimited supply of pure water.

To ensure that your WaterBar keeps giving you pure water, now is the time to replace some supplies. After this (as now) your WaterBar will continue to serve a little bit of water heaven with every button pressed!

You will either receive box 1 or box 2 depending on which supplies need to be changed:

## **Box 1**

A descaling pod

A replacement filter – to keep the water pure and clean

## **Box 2**

A descaling pod

A replacement filter – to keep the water pure and clean

A new UV lamp – to kill bacteria and viruses

By replacing it's worn out supplies with shiny new models you'll keep your Virgin Pure WaterBar working beautifully. So you can keep drinking tasty, clean pure water to your heart's content.

It's quick and simple to give your WaterBar some well deserved TLC. Follow this step by step guide and you'll be up and running in no time. If you get stuck:

- Try the trouble shooting guide on page 7
- Visit the Help & Support pages on [www.virginpure.com](http://www.virginpure.com)
- Give us a call on 0845 301 7700

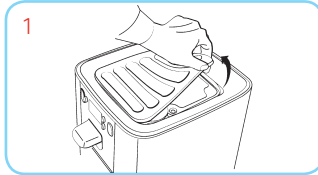
We're always here to help.

If you're not 100% happy email us at [customerservice@virginpure.com](mailto:customerservice@virginpure.com) and we'll get it fixed for you – whatever it is. It's that simple.

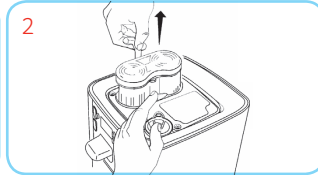
Keep it pure, Virgin Pure.

# Every 6 months - the de-scaling process and inserting a new filter

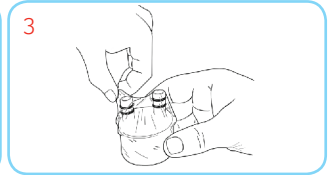
The descaling pod contains citric salt for scale removal. When descaling your WaterBar it can't be used for approximately six hours, it's therefore best performed overnight. Your WaterBar needs to be de-scaled before you change your filter.



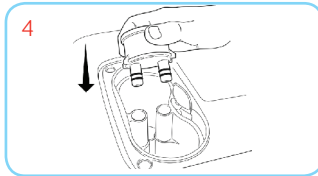
1 Leave your WaterBar switched on. Remove the lid.



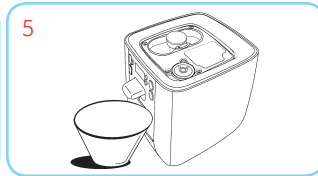
2 Press PUSH and pull the filter up using the ribbon tab. Dispose of the filter in accordance with your Local Authority guidelines.



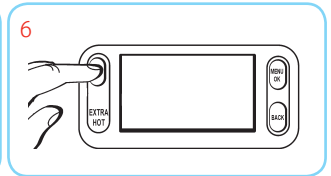
3 Remove the pod from its package. Wet the stems (legs) of the pod with water to lubricate before inserting.



4 Insert the pod into the filter's position (either way round) until it clicks firmly into place.

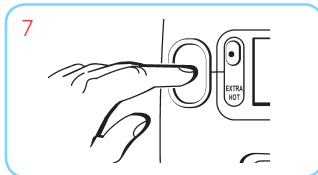


5 Place a five-litre container under the spout.



6 Press the EXTRA HOT button, and wait for the water to boil.

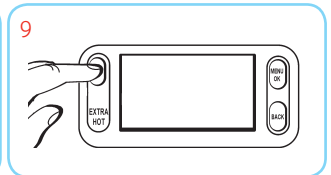
**Do not drink water from the WaterBar from this point until the process is complete.**



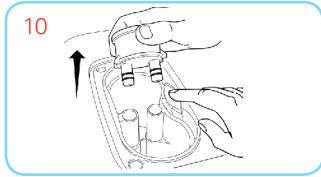
7 Press the HOT button and let the hot water run for 1 minute.



8 Stick the warning label enclosed with this pack on the front of the device to ensure no one uses it whilst the descaler is working, **and wait for at least six hours.**

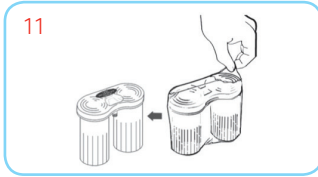


9 After at least six hours, press the EXTRA HOT button, and then wait until the water boils. Dispense four litres of water by pressing the HOT button. **Air may still be present in the system so a light spluttering may occur.** If there are scale particles still in the water, repeat this step.

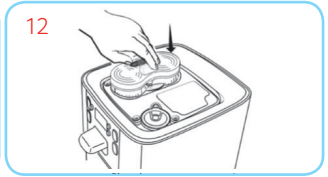


To remove the descaling pod, press PUSH, remove the pod, and dispose of it in accordance with your Local Authority guidelines.

The de-scaling process is now complete.



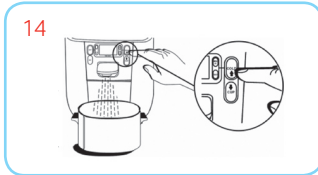
Unwrap your new filter, making sure the ribbon tab stays in place.



Insert the filter until you hear a click.



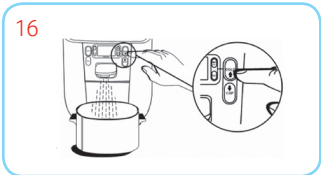
Replace the lid and remove the warning label.



**Draining the air from your new filter** Place a container under the spout and press the COLD button for two minutes.



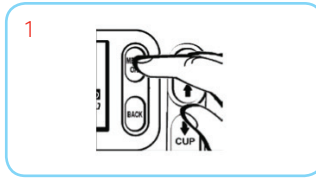
Wait for 10 minutes.



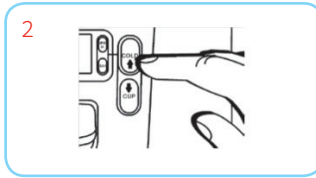
Place a jug under the spout and press the COLD button for two minutes.

## To reset your filter counter

Immediately after replacing the filter you need to reset the counter so that your WaterBar will tell you when your filter needs changing again.



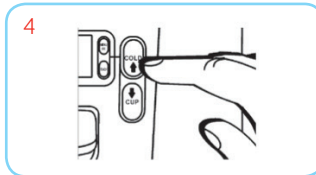
Press MENU.



Scroll to REPLACEMENT.



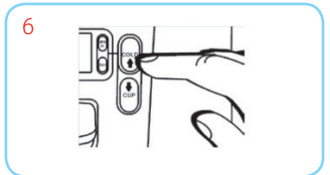
Press OK.



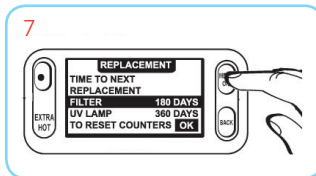
Scroll to FILTER.



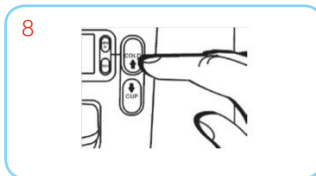
Press OK.



Scroll to Yes.



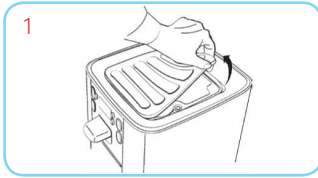
Press OK.



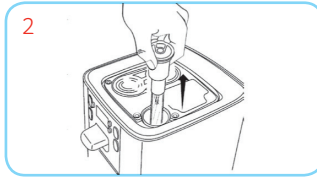
Press BACK until the main screen appears.

# Every 12 months - change your UV lamp

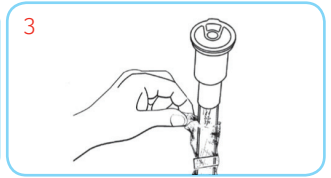
Descalcify your WaterBar and change the filter (as detailed for 'every 6 months' on previous page), then follow these steps to replace the UV lamp.



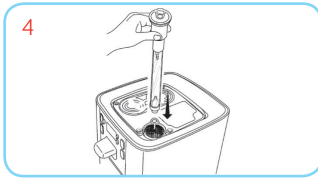
1 Leave your WaterBar switched on. Remove the rubber pad.



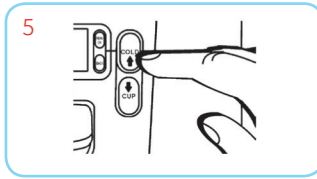
2 Pull the lamp upwards and dispose of it in accordance with your Local Authority guidelines.



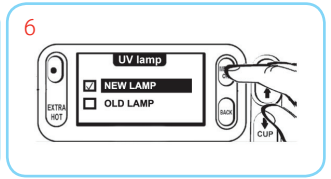
3 Remove the new lamp from its wrapper. Avoid touching the lamp itself.



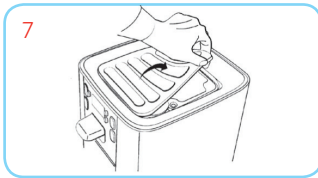
4 Insert the lamp into the device.



5 Scroll to New Lamp.



6 Press OK.



7 Replace the rubber pad.

# Troubleshooting guide

	Fault	Action to rectify
1	Slow water flow	Remove and re-insert the filter, making sure it clicks into place and fits into the filter holder completely • If the problem persists, contact 0845 301 7700
2	Cold water keeps running for a while after releasing the button	Wait for about 10 minutes and try again • If the problem persists, contact 0845 301 7700
3	The WaterBar will dispense hot water but not cold water	• Remove and re-insert the lamp • Unplug and re-connect the device to the power source • Press the COLD button for 2 minutes in order to release the air from the cold water tank • If the problem persists, contact 0845 301 7700
4	Hot and cold water come out simultaneously	If you press the COLD button but hot water comes out, dispense hot water for 2-3 minutes and try again. If you press the HOT button but cold water comes out, dispense cold water for 2-3 minutes and try again. • If the problem persists, contact 0845 301 7700



## Any problems?

Contact Customer Services at:  
[customerservice@virginpure.com](mailto:customerservice@virginpure.com)  
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