Cara
Water Systems

REVERSE OSMOSIS HOT & COLD WATER STATION

USER MANUAL

CA3001

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WELCOME

Thank you for choosing the CARA CA3001 Reverse Osmosis Hot and Cold Water Station.

At CARA Water, we believe everyone deserves access to clean, safe, great-tasting water — without the confusion or compromise. Your new water station is designed to make that simple. Using advanced reverse osmosis technology, the CA3001 removes up to 99% of common contaminants including chlorine, heavy metals, fluoride, and forever chemicals (PFAS), so you and your family can hydrate with confidence.

With nine temperature settings and six volume options at the touch of a button, the CA3001 offers convenience, safety, and style — no plumbing required. So, whether you're making a bottle for your baby, a cup of tea, or staying cool with crisp, chilled water — you're now equipped with a smarter, healthier way to hydrate.

We're so glad you're here. Let's make clean water part of your every day.

— The CARA Water Team

PRODUCT INFORMATION & FEATURES

Model Number	CA3001
Product Name	Cara Reverse Osmosis Hot & Cold Water Station
Electrical Specifications	220-240V, 2150W, 50HZ
Touch Screen Control	Adjust water temperature with nine options ranging from cold water at 10℃ to near-boiling water at 98℃.
Instant Hot Water	Available in 3 seconds
Water Capacity	5.5 litre detachable rear water tank 1.8 litre portable water jug 1.0 litre internal cold tank
Child Lock	Ensures safety around young children.
Product Dimensions	41cm x 23.2cm x 41cm
Product Weight	10kgs
Water Temperature	10℃ - 98℃
Pure Water Production	0.26L/Minute
IP Code of Water Proof	IPX4

SAFETY & OPERATING GUIDELINES

1. This product has passed SAA Certification, meaning it meets Australian electrical safety standards for use in homes and workplaces.
2. Read the Manual: Thoroughly read and understand this user manual before operating the dispenser.
3. Installation: Ensure the dispenser is installed on a flat, stable surface, away from direct sunlight and heat sources.
4. Water Quality: Use only potable water. Do not use water with high mineral content or impurities that can damage the filtration system.
5. Filter Replacement: Replace the filter cartridges as recommended (every 12 months) to maintain optimal water quality and dispenser performance.
6. Flushing: Flush the new filter cartridges with 15 litres water (3 times rear tank) before use to remove any carbon powder and impurities.
7. Child Lock: Always engage the child lock feature to prevent accidental operation, especially in households with children.
8. Ventilation: Ensure proper ventilation around the dispenser. Do not block the air vents to prevent overheating.
9. Electrical Safety: Use only the specified voltage (220V-240V) and ensure the power cord is not damaged. Avoid using extension cords.
10. Cleaning: Regularly clean the water tanks, drip tray, and exterior of the dispenser with a soft, damp cloth. Do not use abrasive cleaners or solvents.
11. Water Levels: Always keep the water tanks filled to the appropriate levels. Do not let the tanks run dry to avoid damage to the system.
12. Maintenance: Schedule regular maintenance checks to ensure all parts are functioning correctly and replace any worn or damaged components immediately.
13. No Hot Liquids: Do not dispense or fill the water tanks with hot liquids, as this can damage the dispenser and pose a safety hazard.
14. Power Off During Absence: Unplug the dispenser if it will not be used for an extended period.
15. Handle with Care: Avoid dropping or subjecting the dispenser to strong impacts or objects, as this can damage internal components.
16. Moving the Dispenser: Before moving this machine, please empty all water from it.
17. Service and Repairs: Do not attempt to service or repair the dispenser yourself. Contact authorised service personnel for assistance.

By following these guidelines, you can ensure the safe and efficient operation of your Cara Reverse Osmosis Hot and Cold Water Station.

IMPORTANT NOTES
WATER QUALITY & HYGIENE

1. Only use clean, potable tap water in the rear water tank. Do not use untreated dam, bore, tank or rainwater unless it has been appropriately pre-treated.
2. Always position the unit away from direct sunlight. Do not place the rear water tank or portable filtered water jug in direct sunlight, as warmth and sunlight may affect water freshness and encourage algae or microbial growth over time.
3. Do not leave water sitting unused in the rear tank, portable jug or internal water pathways for long periods. If the unit has not been used for several days, empty and rinse the rear tank and portable jug, refill with fresh tap water, and dispense water through the unit to refresh the internal system before drinking.
4. Clean the rear tank and portable jug regularly with warm soapy water, rinse thoroughly, and allow to dry where possible.
5. Use the dispenser regularly to keep water moving through the internal pathway and cold tank. If you mainly use the removable jug, we recommend dispensing water from the front outlet regularly to help refresh the internal tank and water lines.
6. Do not add minerals, flavourings, powders, fruit, cordial, supplements or any other additives to the rear water tank or portable jug.

INSTALLATION

1. **Unpack the Dispenser:** Carefully remove the dispenser from the packaging.
2. **Positioning:** Place the dispenser on a stable, flat surface near an electrical outlet. Choose a cool, well-ventilated location away from direct sunlight, windows, ovens, cooktops and other heat sources. Avoid placing the rear water tank or portable filtered water jug where sunlight can shine directly onto the water.
3. **DO NOT TURN THE POWER ON YET!**
4. **Water Tank Setup:** Fill the rear water tank (5.5L) with water (keep it below the water line). Place the water tray below the water outlet directly.
5. **Water Filter Setup:** Follow instructions on how to install/change the water filter cartridge
6. **First Time Use:** Follow instructions on how to set up initially.

WATER STATION PARTS

1 - Water Station
2 - Rear Water Tank
3 - Water Jug with Lid
4 - Drip Tray
5 - PPC Filter (1)
6 - RO Filter (2)

WATER FILTER CARTRIDGES

2. RO Filter

1.PPC Filter

The Cara Reverse Osmosis Hot and Cold Water Station is equipped with two advanced water filter cartridges to ensure the highest quality of purified water:

PP + CTO (PCB/PPC) Filter Cartridge:
This composite cartridge combines a PPC (Polypropylene + Activated Carbon) filter with a T33 alkaline filter, working in harmony to purify and enhance your water. In the first stage, the PPC filter removes dust, rust, and suspended solids, while the T33 alkaline layer absorbs chlorine, heavy metals, and residual chemicals, improving taste and mineral balance. After passing through the RO membrane for deep filtration, the water returns to the T33 alkaline filter for a final refinement—delivering clean, smooth, great-tasting water every time.

RO Membrane Cartridge:
The Reverse Osmosis (RO) membrane is a high-precision filter that provides deep purification. This cartridge removes up to 99% of dissolved solids, heavy metals, bacteria, and other contaminants, ensuring that the water is clean, safe, and pure.

By utilizing these two cartridges, the Cara Reverse Osmosis Hot and Cold Water Station delivers superior water filtration, providing you with the best possible water quality for both hot and cold beverages.

FILTER CARTRIDGES LIFESPAN

Filter Type	Function	Recommended Replacement Period
PPC Filter Cartridge	The PPC filter is your first line of defence. It: • Removes dust, rust, sediment, and suspended solids • Reduces chlorine, unpleasant odours, and discolouration • Absorbs harmful substances such as heavy metals and pesticides (including DDT) • Improves the taste and clarity of your water before it reaches the reverse osmosis membrane This stage ensures that the water entering the RO filter is already cleaner, helping to protect and extend the life of the system. After passing through the RO membrane, the water flows back through the T33 post-alkaline filter for final polishing. This last step enhances the taste, balances pH, and adds a smooth, refreshing finish—delivering clean, mineral-rich water ready to enjoy.	2000 litres
RO Filter	The RO filter is the core of the purification system. It: • Removes up to 99% of dissolved contaminants • Filters out heavy metals (like lead, mercury, arsenic), fluoride, nitrates, and PFAS (forever chemicals) • Eliminates bacteria, viruses, and microscopic impurities • Reduces total dissolved solids (TDS), improving water purity and safety This ultra-fine membrane ensures your drinking water is exceptionally clean, safe, and ideal for all ages — from babies to the elderly.	4000 litres

FITTING THE WATER FILTER CARTRIDGES

Please see below for the water cartridges and their respective locations in the dispenser. Quick twist design for easy filter replacement.

1. Take off the filter cartridge cap.
2. To remove old cartridge: Slide panel back to reveal cartridge holes. Rotate counter-clockwise the handle of the filter cartridge and lift.
3. To insert new cartridge: Insert into slot, ensuring the arrow is facing the open location. Press filter down firmly before turning clockwise to the close position.

FIRST TIME USING

When the machine is first connected to power, it will automatically begin an auto-flush cycle.

This process helps flush the new filters, internal water lines and internal tanks before first use. During this process, the machine may display flushing icons and the water in the portable jug may appear cloudy. This is normal while the filters are being primed.

Once the portable jug is full:

1. Empty the water from the portable jug. Do not drink this first flush water.
2. Refill the rear water tank with fresh tap water.
3. Replace the empty portable jug onto the dispenser outlet.
4. Allow the system to filter and fill the portable jug again.
5. Repeat this process at least 3 times, or until the water in the portable jug is clear.

Flush the Dispenser Outlet

After the portable jug has been flushed, select ambient or room temperature water and dispense water through the front outlet for 1–2 minutes, or several full cups.

This helps refresh the internal water pathway and outlet before drinking from the dispenser.

Your CARA RO Water Station is now ready to use.

CHANGING THE WATER FILTER CARTRIDGES

Step 1: Turn Off the Station

1. Unplug the water station from the power outlet to ensure safety during the process.

Step 2: Open the Filter Compartment

1. Remove the top lid of the water tank.
2. Slide the top of the station back to expose the filter compartment where the cartridges are located.

Step 3: Remove Old Filters

1. Carefully twist the old PPC filter counterclockwise to unlock and remove it.
2. Repeat this process for the RO membrane cartridge. Dispose of the used filters according to local guidelines.

Step 4: Insert New Filters

1. Insert the new PPC filter into its designated slot and twist it clockwise to lock it securely in place. Do the same for the new RO membrane cartridge, ensuring it is properly locked.

Step 5: Secure the Filter Compartment

1. Slide the cover back into position to close the filter compartment.
2. Replace the top lid on the water tank.

Step 6: Power On the Station

1. Plug the water station back into the power outlet.
2. The station will automatically turn on and begin an auto-flush cycle.

Step 7: Flush the New Filters

1. The auto-flush cycle will run for approximately 2 minutes, flushing water through the system to prepare the filters for use.
2. Once the flush cycle is complete, the portable jug will automatically begin filling with water (this takes about 5 minutes).
3. Empty the water from the jug and repeat the process of refilling and emptying the jug 2–3 times, or until the water is clear.

Your Cara RO Water Station is now ready to provide fresh, clean water! For optimal performance, replace the filters as recommended in the user manual. If you have any issues, please contact customer support for assistance.

RESETTING THE LIFESPAN OF CARTRIDGES

Resetting the filter cartridge ensures accurate tracking of the filter's lifespan, maintaining optimal water quality and performance of your Cara Hot and Cold Water Dispenser. This process helps remind you when it's time for a replacement, ensuring clean and safe drinking water.

1.Unlock Child Lock: Press the child lock button to unlock it.

2. Enter Reset Mode: Press and hold the reset button for 3 seconds. The reset button will start flashing. *Note: look for it between the Raw TDS and Ambient icon (above Temp icon).*

3. Select Filter Cartridge: Once in reset mode, the life indicators of the filter cartridges on the display will start flashing. Press the reset button to cycle through and select the filter cartridge you want to reset. The selected filter cartridge will flash entirely.

4. Reset the Selected Cartridge: Press and hold the reset button for another 3 seconds. This will reset the life of the selected filter cartridge.

5. Advance Replacement: If the filter cartridge has not expired but you need to replace and reset it, you can do so by following the same steps. In this case, the reset button will not light up, so you will need to press and hold the reset button to reset the filter cartridge.

By following these steps, you can effectively reset the filter cartridge on your Cara Reverse Osmosis Hot & Cold Water Station.

DISPLAY BUTTONS

Fine Tuning: Used to fine-tune (volume/temp).

Dispense Button: Touch to start and stop water dispensing.

Cooling: Touch to cool water (takes time, leave on for cold water).

Volume: Scrolls through pre-set water amounts (90ml-500ml).

Child Lock: Touch to deactivate/activate prior to dispensing boiling water.

Temp: Touch to cycle through pre-set temperature settings (10- 98 degrees)

Cold: Touch to set temperature at 10 degrees.

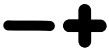
Ambient: Touch to set temperature at 25 degrees.

Milk: Touch to set temperature at 45 degrees.

Tea: Touch to set temperature at 98 degrees.

Filter: Indicates lifespan of RO & PPC filters.

CA3001 RO HOT/COLD WATER STATION - BUTTON GUIDE

BUTTON	NAME	WHAT IT DOES	HOW TO USE
	**Fine Tuning**	Adjusts the exact water temperature or volume within the preset range.	Adjusts the exact water temperature or volume within the preset range.
	Dispense	Starts and stops water dispensing.	Place your cup under the spout, unlock Child Lock if using hot water, then press the Dispense icon once to start the flow and press again to stop.
	Cooling	Turns on the cooling function to chill water to 10°. Note: it takes about 20 mins to cool the tank.	Tap Cooling once. The unit will actively cool the internal tank; leave it on for consistent cold water. Note: it takes about 20 mins to cool the tank.
	Volume	Cycles through preset water amounts (90 ml–500 ml).	Tap Volume repeatedly to choose your desired amount. Press Dispense to pour the selected volume automatically.
	Child Lock	Prevents accidental dispensing of boiling water.	Tap Child Lock to unlock before dispensing hot water.
	Temp	Cycles through preset temperature profiles (10°–98°C).	Tap Temp to scroll through each preset until you reach the desired temperature.
	Cold (10°C)	Selects cold water as the temperature for dispensing. Note: You must select cooling first to have cold water!	Tap Cold to dispense chilled water at around 10°C — as long as the Cooling function has been ON for at least 20 minutes, or left on continuously so the cold tank is always ready.

BUTTON	NAME	WHAT IT DOES	HOW TO USE
	Ambient (25°C)	Sets temperature to room temperature water.	Tap Ambient once to dispense water at approximately 25°C.
	Milk (45°C)	Provides warm, child-friendly water ideal for mixing formula or warm drinks.	Tap Milk to heat water to 45°C.
	Tea (98°C)	Heats water to near-boiling (98°C), ideal for tea, coffee, herbal infusions.	Tap Tea to begin heating. Unlock Child Lock before dispensing.
	Filter Indicator	Shows the lifespan status of the RO membrane and PPC filter.	When the indicator shows “Check” or “Replace,” order new filters and replace them. After replacement, reset the filter indicator by holding the Filter icon for 3 seconds.

DAILY USE

1. Unlock the panel by pressing the LOCK button.
2. Select water temperature by pressing the TEMP button (or pre-set temp - Tea, Milk, Ambient or Cold).
3. Choose your volume using the VOL button (90ml, 120ml, 180ml, 240ml, 300ml, or 500ml).
4. Press the DISPENSE button to pour your selected water.

Note: If you prefer cold water, touch the cooling button and leave on to dispense cold water every time, then press cold. Note: you can't choose cold for just one drink (it needs to remain cold)

Daily Water Freshness Tip

For best water freshness, use both the portable jug and the front dispenser regularly. If you mainly use the removable jug for drinking or cooking water, dispense water from the front outlet regularly as well. This helps refresh the internal water pathway and internal cold tank, especially if the cooling function is being used.

REFILLING REAR WATER TANK

When the “Change Water” indicator flashes, it means the water in the raw water tank needs to be replaced. This will occur under the following conditions:

- The water level in the detachable rear water tank is at or below the minimum level.
- The TDS (Total Dissolved Solids) value of the raw water is high.

Steps to Change the Water:

- Open the Lid: Open the lid of the large water tank.
- Remove and Discard Old Water: Lift the large rear water tank upward and discard any remaining water. Ensure all residual water is removed.
- Refill with Fresh Tap Water.
- Place the water tank back into the machine. Close the lid securely.

Note: Always discard the residual water before adding new water to ensure the highest water quality.

Important Notes:

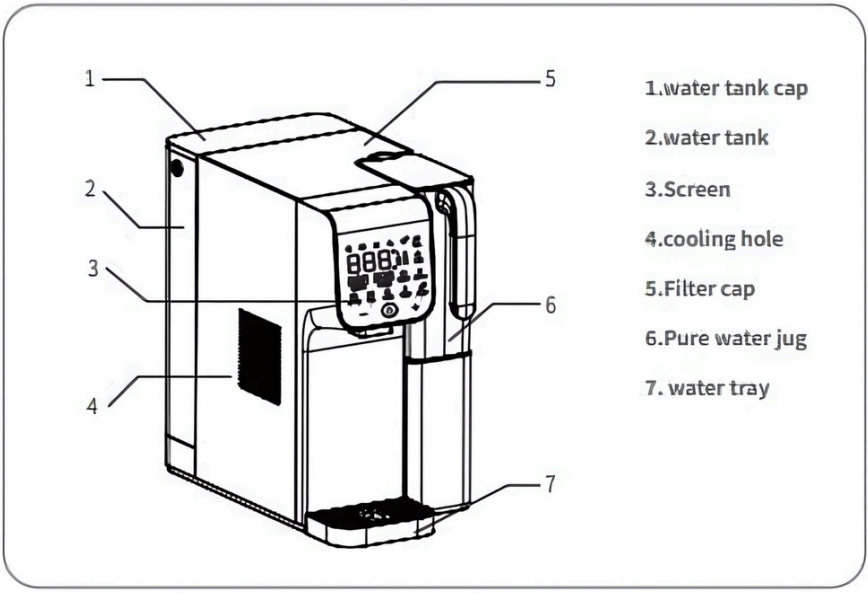
When refilling the rear water tank, always discard any remaining water before adding fresh tap water.

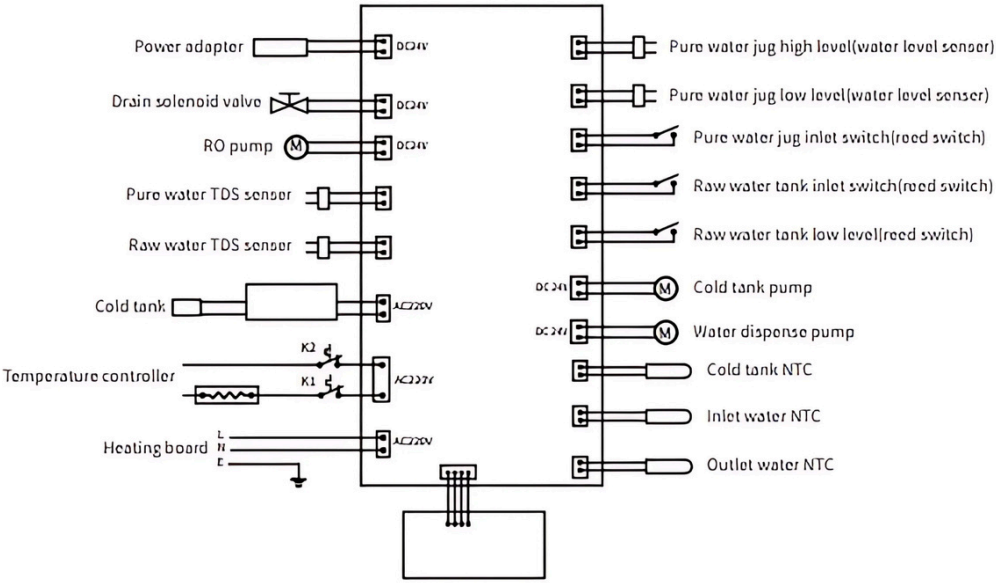
This is especially important because reverse osmosis separates purified water from dissolved solids, and the remaining concentrated water returns to the rear tank. Over time, the TDS level in the rear tank will rise.

For best taste and performance:

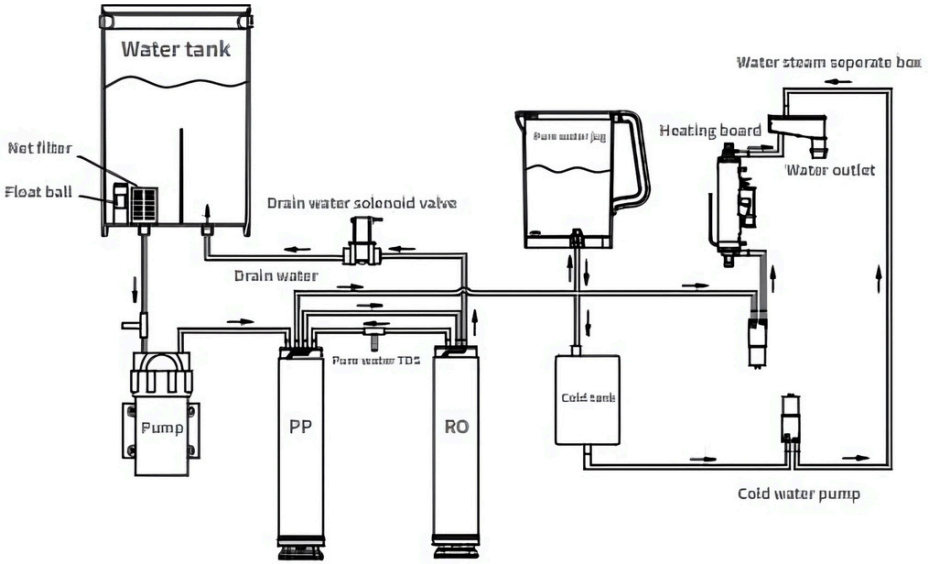
- Empty the rear tank when the TDS becomes high, or when the Change Water alert appears.
- Rinse the rear tank regularly.
- Refill with fresh, cold tap water.
- Keep the rear tank away from direct sunlight.
- Do not leave water sitting unused in the rear tank for long periods.

PRODUCT & TECHNICAL DIAGRAM





WATER FLOW DIAGRAM

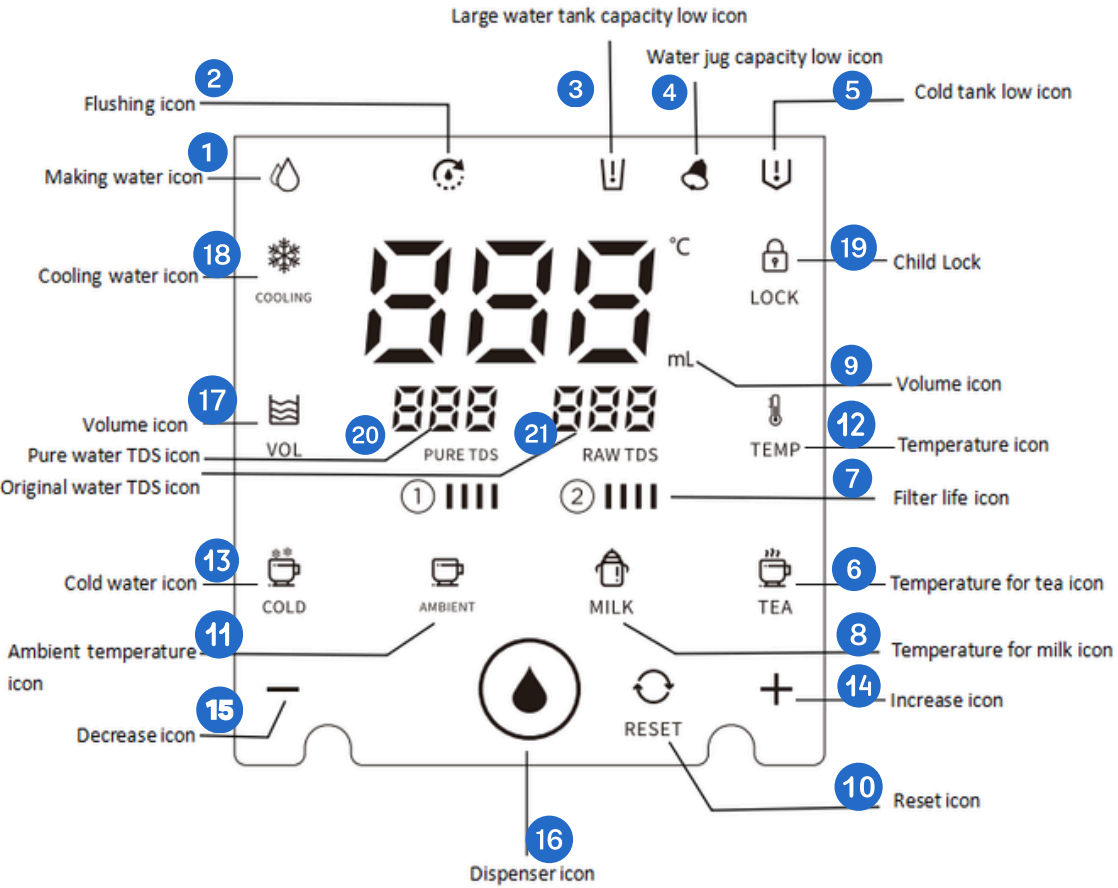


This diagram illustrates the complete journey your water takes through the CARA CA3001. From the initial intake of tap water in the rear tank, through each stage of purification, to the final dispense at your chosen temperature and volume — every step is designed to ensure safe, refreshing water for your daily use.

- Pre-Filtration: The PPC filter removes dust, rust, and suspended solids, setting the stage for further purification.
- Ultra-Filtration: The RO membrane then significantly reduces contaminants and dissolved impurities, ensuring exceptional water purity.
- After passing through the RO membrane, the water flows back through the T33 post-alkaline filter for final polishing. This last step enhances the taste, balances pH, and adds a smooth, refreshing finish—delivering clean, mineral-rich water ready to enjoy.
- User Settings: The control panel allows you to adjust water volume and temperature, so each glass meets your specific needs.

This diagram is intended as an easy-to-follow roadmap of the internal processes that deliver the clean, great-tasting water you expect from CARA Water.

PANEL DIAGRAM



The panel on the Cara Reverse Osmosis Hot and Cold Water Station is equipped with a touch screen interface that displays various icons for easy operation and status monitoring.

On the next page is a description of each icon:

ICON DESCRIPTIONS

1.Making Water Icon: Indicates that the dispenser is in the process of purifying or dispensing water. If there is no operation within 5 minutes the machine will go into hibernation, press any key to light up the panel.
2. Flush Icon: Shows that the dispenser is in cleaning or flushing mode.
3. Large Water Tank Capacity Low Icon: Alerts you when the large water tank's capacity is low and needs refilling.
4. Water Jug Capacity Low Icon: Indicates that the water jug's capacity is low.
5. Cold Tank Low Icon: Signals that the cold water tank is low on water.
6. Temperature for Tea Icon: Indicates the water temperature is suitable for making tea.
7. Filter Life Icon: Displays the remaining life of the filter cartridge and alerts when it needs replacement.
8. Temperature for Milk Icon: Shows the water temperature setting suitable for preparing milk.
9. Volume Icon: Indicates the selected water volume for dispensing.
10. Reset Icon: To reset system after a filter change.
11. Ambient Temperature Icon: Indicates the machine is set to dispense water at room temperature.
12. Temp Icon: Indicates what temperature the machine is set to dispense water at.
13. Cold Water Icon: Indicates the machine is set to dispense cold water.
14. Increase Icon: Used for these special calibration modes.
15. Decrease Icon: Used for these special calibration modes.
16. Dispense Icon: Used to dispense water.
17. Volume Icon: Press to cycle through pre-set volume options.
18. Cooling Water Icon: Indicates the machine is cooling the water.
19. Child Lock: Safety feature, press before dispensing hot water.
20. Pure Water TDS Icon: Shows the TDS level of the purified water in front jug (outgoing water)
21. Original Water TDS Icon: Displays the Total Dissolved Solids (TDS) level of the rear tank (incoming water)

PANEL INDICATORS

Water Making Icon:

- Lights up when the machine is producing water.

Water Jug Low Water Icon:

- Stays lit when the water level in the water jug is below the minimum level.
- Blinks when the water jug is removed.

Cold Tank Low Water Icon:

- Lights up when the cold tank is low on water.

Detachable Rear Water Tank Icons:

1. Lights up when the cap of the original water tank is open.
2. Blinks and beeps 6 times when the TDS (Total Dissolved Solids) of the raw water is more than 1000, indicating the need to change the water.
3. Blinks and beeps 4 times when the water level in the original water tank is below the minimum level, reminding you to add water.

Hibernation Mode:

- If the machine is idle for 5 minutes after finishing making water, it enters hibernation mode automatically.
- In hibernation mode, only the dispense button light pulses. Press anywhere on the front panel to wake up the screen.

HOW TO CUSTOMISE

You can make changes to the Cara Reverse Osmosis Hot & Cold Water Station pre-set menu to meet your needs:

TDS Alarm – Set Water Quality Alert

The machine can alert you when the water quality isn't good (based on TDS – Total Dissolved Solids).

Here's how to set the alarm level:

1. Unlock the child lock.
2. Press and hold the + and – buttons at the same time.
3. You'll see one of the following on the screen:
    - "1FF" – alarm will go off if TDS is 1000 or higher
    - "2FF" – alarm will go off if TDS is 2000 or higher
4. Choose the level you prefer.

This feature helps you know when it's time to change the water or clean the machine to keep your water quality high.

Silent Mode (Key Beep On/Off)

Want to turn off the beep sounds when you press buttons

- To turn OFF the key sounds:
- Press and hold Lock and Cooling together for 5 seconds until you hear a long beep.
- To turn them back ON:
- Press and hold Unlock and Cooling together for 5 seconds until you hear a long beep.

REGULAR MAINTAINENCE

Filter Cartridge Replacement

Replace the filter cartridges according to the filter lifetime indicator on the display panel.

As a general guide:

- PPC + T33 Filter: replace every 2,000 litres
- RO Membrane: replace every 4,000 litres

Filter life may vary depending on your incoming water quality, TDS level and household usage.

Cleaning the Rear Water Tank and Portable Water Jug

For best hygiene and water taste, clean the rear water tank and portable filtered water jug regularly.

We recommend:

- Rinse the rear water tank and portable jug whenever you refill them.
- Wash both parts at least once per week with warm soapy water.
- Use a soft cloth or soft bottle brush if needed.
- Rinse thoroughly before refilling.
- Do not use harsh chemicals, abrasive cleaners or boiling water.
- Keep the rear tank and portable jug out of direct sunlight.

If you notice any visible residue, cloudiness, odour, sliminess or discolouration, stop using the water, empty the tank and jug, wash thoroughly, rinse well and refill with fresh tap water.

REGULAR MAINTAINENCE

Refreshing the Internal Water Pathway

The CA3001 has internal water pathways and an internal cold tank. To keep water fresh, use the front dispenser regularly.

If the unit has not been used for several days, or if you usually only use the portable jug, refresh the internal water pathway before drinking.

To refresh the system:

1. Empty and rinse the rear water tank and portable jug.
2. Refill the rear tank with fresh tap water.
3. Place the empty portable jug correctly on the front shelf.
4. Select ambient water.
5. Dispense several cups of water through the front outlet, or run the dispenser for 1–2 minutes.
6. Discard this flushed water.
7. The unit is now ready for normal use.

If the Unit Has Not Been Used for an Extended Period

If the unit has been unused for more than one week:

1. Empty the rear water tank and portable jug.
2. Wash and rinse both thoroughly.
3. Refill the rear tank with fresh tap water.
4. Allow the system to filter and fill the portable jug.
5. Empty the first jug of filtered water.
6. Dispense water through the front outlet for 1–2 minutes and discard it.
7. Repeat if the water does not taste fresh or clear.

If the unit has been stored unused for an extended period with filters installed, contact CARA Water customer support for guidance before using it again.

WATER FRESHNESS & HYGIENE GUIDE

The CARA CA3001 is designed to provide purified water for everyday drinking, tea, coffee, cooking and hydration. Like any water appliance, regular use and simple cleaning habits help keep your water tasting fresh.

Keep Tanks Away from Sunlight - Do not place the rear water tank or portable filtered water jug in direct sunlight. Sunlight and warmth may affect water freshness and can encourage algae or microbial growth over time, especially if water is left sitting unused. Place your water station in a cool, shaded area of the kitchen, away from windows, ovens, cooktops and heat sources.

Use Fresh Tap Water - Always fill the rear tank with fresh, cold tap water. Do not leave water sitting unused in the rear tank or portable jug for long periods. If the unit has not been used for several days, empty the tanks, rinse them, refill with fresh tap water and flush the dispenser before drinking.

Use the Dispenser Regularly - The CA3001 includes internal water pathways and an internal cold tank. If water is mainly taken from the removable jug, the water inside the internal pathway and cold tank may not refresh as often. To keep water moving through the system, dispense water from the front outlet regularly.

Quick Refresh Flush

If the unit has not been used for several days:

1. Empty and rinse the rear tank and portable jug.
2. Refill with fresh tap water.
3. Dispense ambient water through the front outlet for 1–2 minutes.
4. Discard this water.
5. Continue using the unit as normal.

Weekly Cleaning - For best hygiene, wash the rear tank and portable jug weekly with warm soapy water, rinse thoroughly and refill with fresh tap water.

MAINTENANCE ALERTS

- **Filter Life:** The filter life icon will alert you when it's time to replace the filter cartridge. Refer to the filter cartridge information section for instructions on replacing the filter.

- **Flushing the System:** Refer 'how to change filter cartridges' for instructions.

- **Tank Levels:** Regularly check the rear water tank capacity low icon, water jug capacity low icon, and cold tank low icon to ensure there is always sufficient water in the tanks.

- **TDS Level:** The machine will beep and a light will come on if the TDS levels are too high in the back tank. Turn power off, remove tank and empty all water out, clean and fill with fresh tap water. Place it back and turn the station back on.

- **Water Freshness:** If water has been sitting unused for several days, or if the unit has been exposed to warmth or sunlight, empty and rinse the rear water tank and portable jug before use. Refill with fresh tap water and dispense water through the front outlet for 1–2 minutes to refresh the internal water pathway.

By familiarizing yourself with the panel functions and icons, you can efficiently operate and maintain your Cara Reverse Osmosis Hot & Cold Water Station, ensuring optimal performance and water quality.

ERROR CODES

The Cara Reverse Osmosis Hot & Cold Water Station is equipped with an intelligent display system that shows error codes to help diagnose and troubleshoot issues.

Below are the error messages (ranging from E1 to E7), their meanings, and how to fix them:

E1: Continuous Producing Water Error

- Meaning: If the dispenser cannot stop producing water after 30 mintutes of continuous working.

- Fix: Please re-connect with the power to check again.

E2: Making Hot Water Error

- Meaning: When the hot water temperature exceeds 106℃, start protection mode and stop heating.

- Fix: Take "ambient water" to release the fault state, do not use hot water. When temperature below 80℃ will resume automatically.

E3: Detect Pure Water Jug Low Level Error

- Meaning: When pure water jug can detect high water lever but cannot detect low water level.

- Fix: The low water level sensor of pure water jug failed, please replace it or contact customer service.

ERROR CODES

E4: Inlet Water Temperature Error

- Meaning: When inlet water temperature sensor does not work.
- Fix: First make sure the inlet water temperature won't higher than 50℃ or lower than 10℃, if still not work, the inlet water temperature sensor might be failed, please replace it or contact customer service.

E5: Outlet Water Temperature Error

- Meaning: When outlet water temperature sensor does not work.
- Fix: The outlet water temperature sensor might not be properly installed or failed, please replace it or contact customer service.

E6: No heating Error

- Meaning: During heating process, if the heating temperature not increase 5℃ in 5 seconds.
- Fix: The heating module might be failed, please replace it or contact customer service for assistance.

ERROR CODES

E7: System Error

- Meaning: A general system error has occurred.
- Fix:
  a. Turn off the dispenser and unplug it from the electrical outlet.
  b. Wait for a few minutes, then plug it back in and turn it on.
  c. If the error persists, perform a system reset by holding the reset button for 10 seconds.
  d. If the problem continues after a reset, contact customer service for further troubleshooting.

Contacting Customer Service

For issues that cannot be resolved using the above troubleshooting steps, please contact our customer service team. Have your model number (CA3001) and a detailed description of the issue ready for faster assistance.

By understanding and promptly addressing these error messages, you can ensure the efficient operation and longevity of your Cara Reverse Osmosis Hot & Cold Water Station.

COMMON FAULTS & TROUBLESHOOTING

No Power	Check the power connection and ensure the outlet is functioning. Check the lid is on the back water tank.
No Water Dispensing	Ensure the rear water tank is filled and properly positioned. Check the rear water tank lid is on.
Water Temperature Issues	Verify the selected temperature and allow the unit time to adjust.
Child Lock Engaged	Deactivate the child lock if water dispensing is blocked.
Filter Indicator Warning	Replace the filter cartridge if the indicator shows it is time for replacement.
The machine does not work	Correction: Ensure water tank float is in correctly. Change the water in rear water tank. Ensure the water tank lid is in the correct place.
Display not showing correct temperature	No bell light on the screen. Correction: wait until unit has finished filtering water Correction: Release a cup of ambient water
Portable Jug Leaks	Dripping water from the bottom of the jug is normal. Part of the automated filling system means that this jug has the ability to uptake water. If it is leaking more than normal, please contact authorised seller.

FREQUENTLY ASKED QUESTIONS

Q: The screen keeps flashing when I first set it up. Is that normal?
A: Yes — flashing icons during setup usually indicate the unit is flushing the filters. Let the unit run through the flush cycle by filling and emptying the front jug 3–4 times. Once complete, the flashing icon will change to a water droplet, indicating the system is ready.

Q: The water dispenser doesn't stop when I press it to fill my glass.
A: The unit may be in continuous flow mode. Try tapping the button again to stop the flow. If the issue persists, turn the unit off at the power, wait a few seconds, and plug it back in to reset.

Q: How do I set the water levels?
A: Press the Volume button on the control panel. You can choose from:

- 90ml
- 120ml
- 180ml
- 240ml
- 300ml
- 500ml
- This setting controls how much water dispenses per use. You can also hold the button for continuous flow if needed.

Q: How do I set the heat levels?
A: Press the Temperature button to cycle through your options:

- Room temperature
- Milk (46–51°C)
- Tea (57–63°C)
- Coffee (83–87°C)
- Boil (92–98°C)

Once selected, the machine will heat the water to the chosen setting.

FREQUENTLY ASKED QUESTIONS

Q: Why should I keep the rear tank and jug out of direct sunlight?
A: Direct sunlight and warmth may affect water freshness and can encourage algae or microbial growth over time, especially if water is left sitting unused. For best results, keep the rear water tank and portable jug in a cool, shaded location away from windows and heat sources.

Q: What should I do if the unit has not been used for a few days?
A: Empty and rinse the rear water tank and portable jug, refill the rear tank with fresh tap water, then dispense ambient water through the front outlet for 1–2 minutes. Discard this flushed water before drinking.

Q: I mostly use the removable jug. Do I still need to use the dispenser?
A: Yes. If you mainly use the removable jug, we recommend dispensing water from the front outlet regularly. This helps refresh the internal water pathway and internal cold tank, especially if the cooling function is switched on.

Q: Can water sit in the internal cold tank?
A: The CA3001 has an internal cold tank that stores chilled water when the cooling function is on. To keep this water fresh, use the cold dispenser regularly. If the unit has not been used for several days, flush water through the front outlet and discard it before drinking.

Q: Can I add minerals, flavouring, fruit or supplements to the tank or jug?
A: No. Only clean tap water should be used in the rear water tank. Do not add minerals, powders, flavourings, fruit, cordial, supplements or other additives, as these may affect the filtration system, internal components and warranty.

FREQUENTLY ASKED QUESTIONS

Q: Water is leaking from the bottom of the machine. What should I do?

A: Ensure the unit is on a flat, level surface. Also, double-check that:

- The rear water tank is properly seated.
- The drip tray is not full.
- The filter cartridges are securely installed.

If leaking continues, unplug the unit and contact support.

Q: How do I change the filters?

1. Slide the top of the unit towards the rear tank to access the filters
2. Twist each filter anti-clockwise to remove.
3. Insert the new filter by pressing the filter down firmly before turning clockwise to the close position.
4. Slide the cover back on.

Q: How do I reset the machine after changing the filters?

1. Plug in the unit.
2. Allow it to complete the initial flush by filling and emptying the front jug 3-4 times.
3. Once the screen changes to the water droplet icon, your unit is ready to use.

Q: How much water does the rear tank hold?

A: The rear tank holds approx. 5.5 litres of source water.

Q: How much water does the portable jug hold?

A: The front jug holds approx. 1.8 litres of pure water.

Q: Can I use the unit without the front jug?

A: No - the front jug must be in place for the unit to collect and dispense filtered water. Always ensure it is seated properly on the front shelf.

FREQUENTLY ASKED QUESTIONS

Q: Is the CA3001 safe for children to use?

A: The unit has a child safety lock for hot water to prevent accidental burns. We recommend adult supervision for young children.

Q: What do the icons on the screen mean?

- Flashing icons: System flushing or preparing
- Water droplet icon: Filtered water is ready
- Temperature icons: Current heat setting

Refer to your instruction manual for a full icon guide.

Q: Can I adjust the temperature for each use?

A: If you want it to dispense cold chilled water, you must leave this set for all water. You can go from room temperature to hot, but not from ice cold to hot without having to wait for the unit to heat/cool.

Q: Do the filters remove fluoride?

A: Yes — the reverse osmosis (RO) membrane effectively removes fluoride, along with PFAS, chlorine, heavy metals, and other contaminants.

Q: Does it use much electricity?

A: The CA3001 is energy-efficient. It only heats or cools water when in use, helping you save on power while always having the right temperature ready.

Q: Is there a warranty?

A: Yes — your CARA Water Station comes with a 1-year warranty. Please register your product online and retain proof of purchase for warranty claims.

FREQUENTLY ASKED QUESTIONS

Q: Can I use filtered water or rainwater in the back tank?

A: We recommend using tap water only in the rear tank. The system is designed to filter from standard municipal water sources. Using pre-filtered or rainwater may affect pressure and filter performance.

Q: How often do I need to clean the unit?

A: Wipe down the exterior and front panel regularly with a soft damp cloth. Clean the water jug and drip tray weekly with warm soapy water. Every few weeks, check the tank and lid for any buildup.

WARRANTY

The Cara Reverse Osmosis Hot & Cold Water Station comes with a 12 month warranty from the date of purchase. This warranty covers defects in materials and workmanship under normal use.

Please register your warranty at www.carawater.com.au (scan QR Code below) and contact info@carawater.com.au or call (02) 9799 2791 for all enquiries.

Warranty Exclusions:

1. Damage caused by improper use or maintenance.
2. Unauthorized modifications or repairs.
3. Accidental damage or misuse.
4. For warranty claims, please contact our customer service team with proof of purchase and a description of the issue.

SCAN ME

THANK YOU

CARA WATER SYSTEMS

WWW.CARAWATER.COM.AU

(02) 9799 2791