

congratulations

you are about to enjoy pure water

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quick start guide

When your Dewpointe arrives, please refer to the following steps for installation:

1. Do NOT immediately connect your Dewpointe to an electrical power source when you take it out of the packing material. Let it sit overnight in standing position to allow the refrigerant in the compressor to settle.
NOTE: Plugging the Dewpointe immediately to power may permanently damage the compressor.
2. Your new Dewpointe should be placed on a solid and level surface and must be situated in a place with good air circulation. The unit should be placed at least six inches from the wall. Push levers down on the two front braking wheels once the unit is in its final position to lock it in place.
3. Plug in the Dewpointe, and allow it fill up to capacity.
NOTE: Make sure your Dewpointe has been allowed to sit upright overnight.
4. To dispense cold water, press and hold **Dispense Water Button**. To dispense hot water, you must first unlock the **Hot Water Button** by holding the **Lock button** until you hear a beep, then press the **Hot Water Button** to dispense
5. For the initial operation, it is recommended that you dispense and discard the first tankful of water to remove the “new filter” taste.
NOTE: A slightly metallic taste may persist for the first tank full of water; It is not harmful.

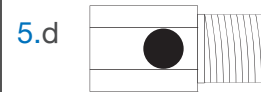
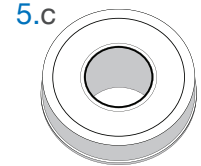
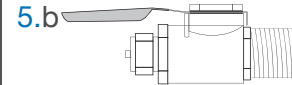
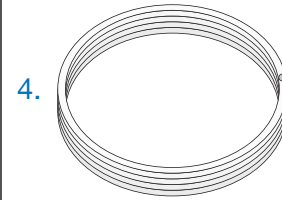
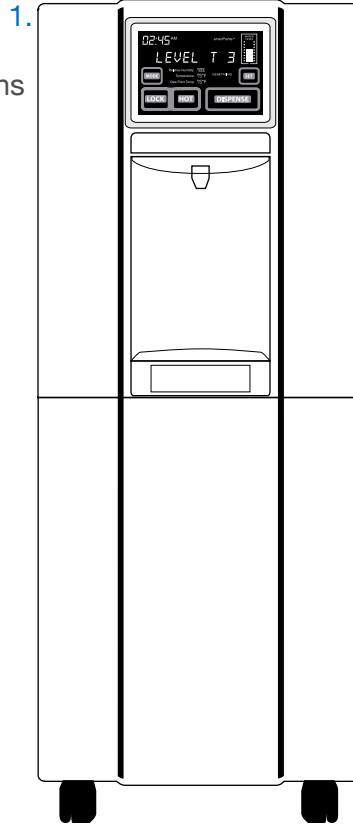
The Dewpointe comes preset with smartPointe turned on for your convenience. It is recommended that you use the Dewpointe preset settings. The hot water is set to 197°F and the cold water is set to 41°F. To change the preset temperatures, follow the direction on page (8).

If you plan on turning your Dewpointe off for a prolonged period of time, we recommend that you drain the unit.

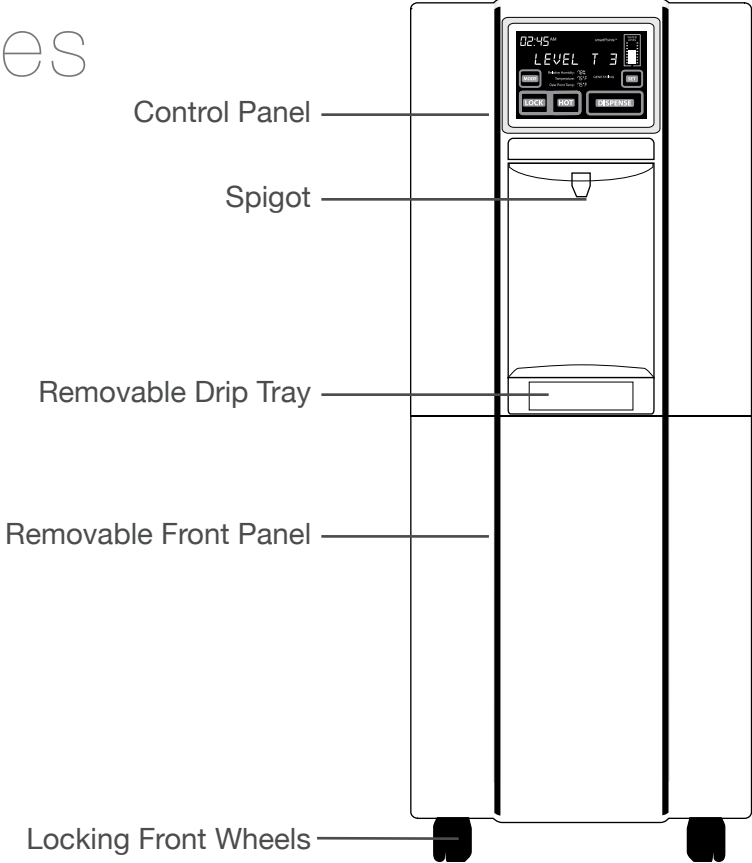
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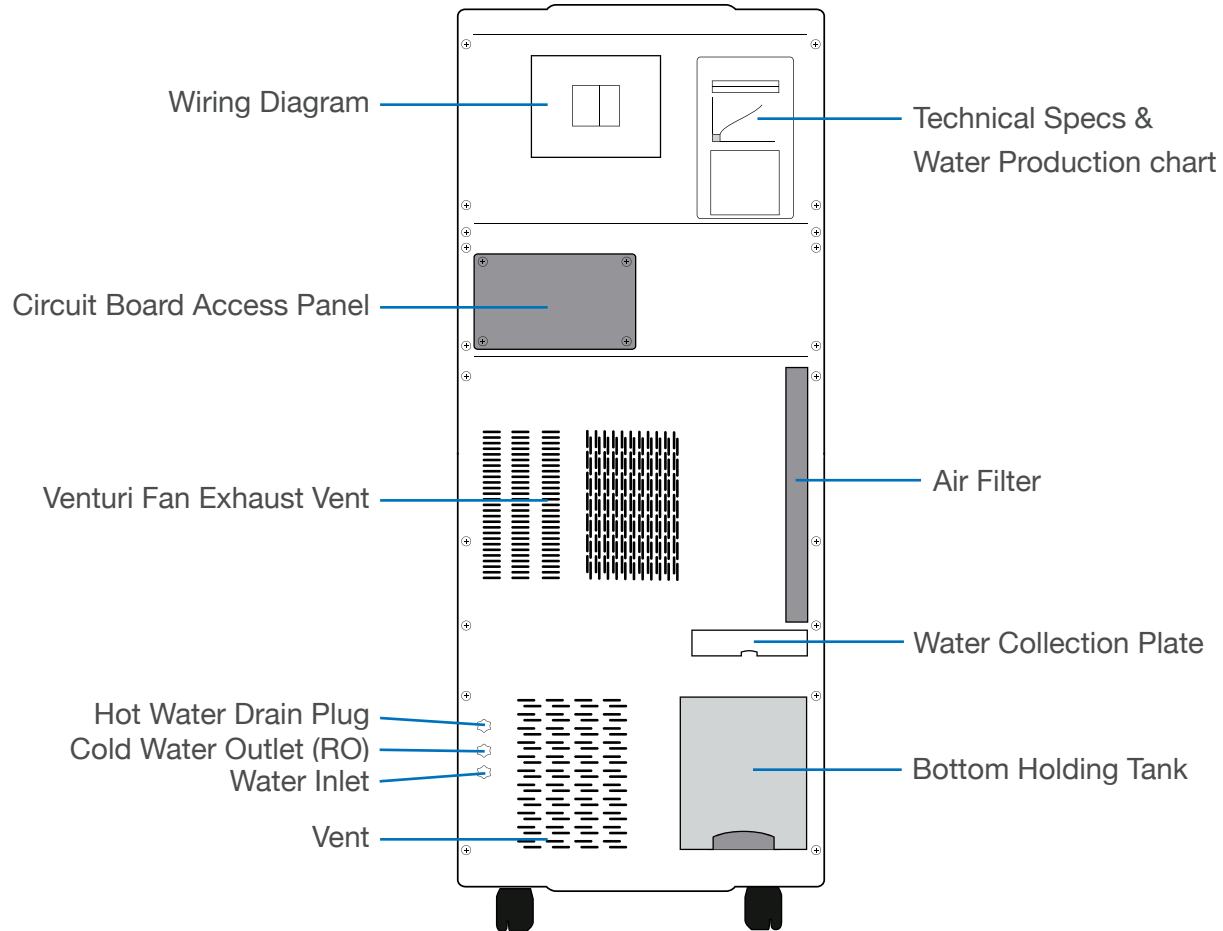
in the box

1. Your Dewpointe DH10
2. Two replacement spigots with mesh screens
3. One Dewpointe wrench
4. Auxiliary water line - 25 feet
Auxiliary water connection kit
 - a. Shut-off valve plug
 - b. Shut-off valve
 - c. Teflon® tape
 - d. Water line split
 - e. Line connections with crutch

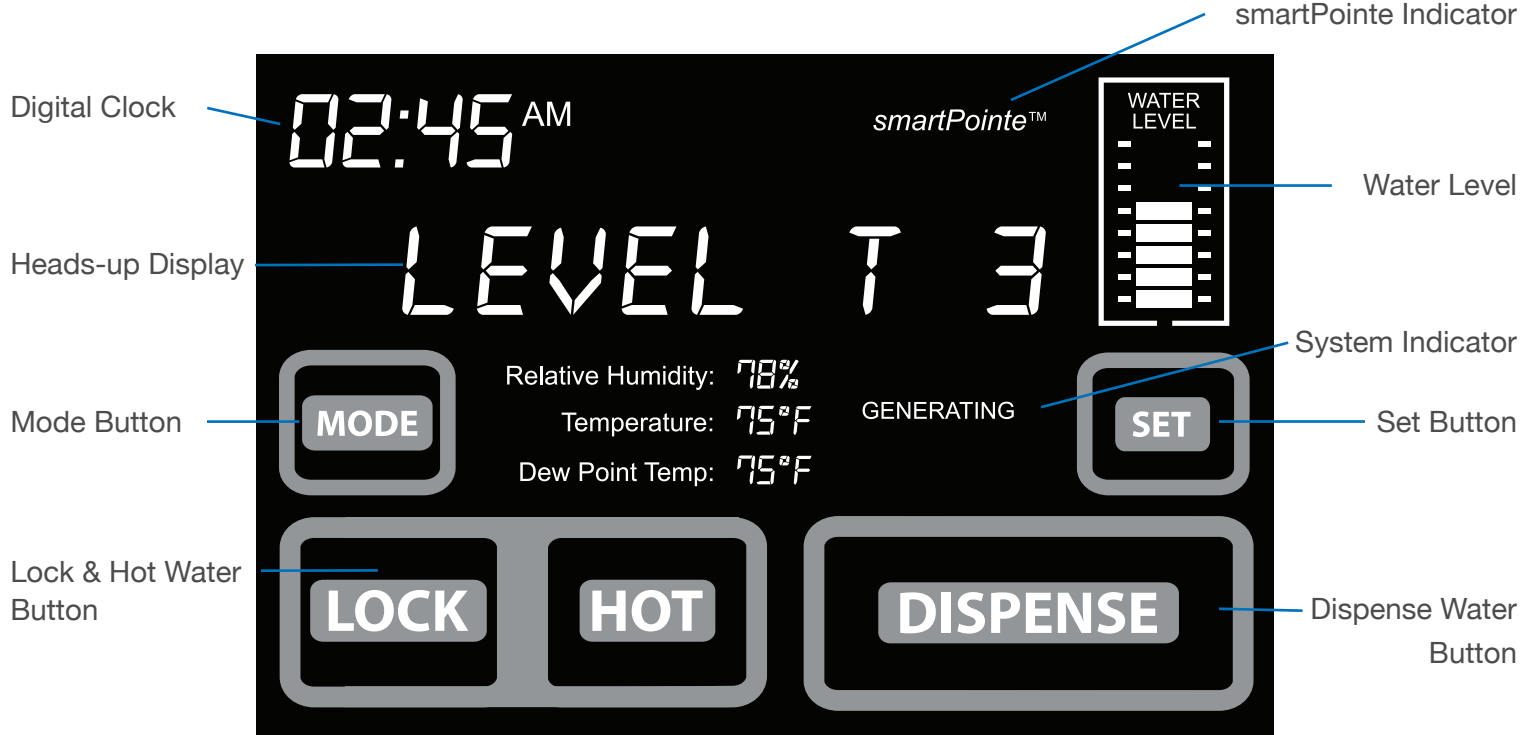


Basic Features





Control Panel



Control Panel

Digital Clock

The clock can be set to display either 12 or 24 hour (military) time.

Heads-up Display

The Heads-up Display allows you to change modes, view water levels or display warning messages.

NOTE: The Heads-up Display is blank unless triggered or a warning message.

Mode Button

Allows you to change the preset settings like temperature type and time.

Lock Button

Press and hold down until you hear a beep to unlock the hot water for dispensing.

Hot Water Button

Hold down Hot Water Button to dispense hot water.

Dispense Water Button

Hold down Dispense Water Button to dispense cold water.

Set Button

Allows you to change settings after you use the Mode Button to choose the setting you wish to change.

NOTE: Most settings are ON/OFF; a few you can INCREASE/DECREASE.

System Indicator

Flashes to tell you whether the DH10 is FILTERING, GENERATING, HEATING or COOLING the water.

Water Level

Tells you approximately how much water is available to drink at any given time.

smartPointe Indicator

The smartPointe Indicator is turned on when smartPointe is enabled. More on pg(10).

operation

Turning on the Dewpointe

- The Dewpointe automatically turns on when plugged in.
- The Touch Screen Display will light up and automatically dim after 2 minutes.
- The compressor will turn on after 2 minutes.

NOTE: Heating and cooling elements will not activate until the upper tank level has reached bar 3. This may take up to a day depending on water disbursement, temperature and humidity.

Changing settings on the DH10

NOTE: AWS recommends using the factory presets.

To change factory presets, you must unlock the system by holding down the Mode Button and then pressing the Mode Button softly to cycle through the different settings..

NOTE: The first option that appears is Standby. Only select STDBY ON if you do not want the Dewpointe to generate water. The water will still be recirculated in standby mode.

Turning on/off the Hot or Cold Water

You may turn off the Hot and Cold water elements by pressing the **Mode Button** until either **HEAT ON/OFF COOL ON/OFF** is shown on the Heads-up Display. Press the Set Button to turn the elements on or off.

NOTE: DO NOT leave the Hot Water element on without activating the Cool Water element. This may cause undesired warming of the cool water tank. You may turn the Heating Element off and leave the Cool Water Element on.

If the Hot water tank is left unused for over a week, drain the tank through the spigot and allow to refill.

NOTE: The hot water tank does not recirculate.

The hot water may be used as room temperature water if the heating element is turned off.

Changing the Cold water temperature

1. Press and hold the **Mode Button** to enter the Settings Mode.
2. Press the Mode Button until the Heads-up Display reads COLD 041.
NOTE: The default is set to 41° F, or 5°C.
3. Press the **Set Button** to cycle through the preset cool water temperatures. You can choose from a range of 039 to 050. Once you reach a temperature of 50°, the numbers cycle back down to 39°. *NOTE: The Cold water setting will automatically exit after 10 seconds of no activity.*

Changing the Hot water temperature

1. Press and hold the **Mode Button**.
2. Press the Mode Button until the Heads-up Display reads HOT 197.
NOTE: The default is set to 197°F, or 85°C.
3. Press the **Set Button** to cycle through the preset hot water temperatures. You can choose from a range of 167° to 203°. *NOTE: The hot water setting will automatically exit after 10 seconds of no activity.*

Dispensing Cold Water

1. Press and hold the **Dispense Water Button** until water dispenses; release button to stop flow.

If the cold water does not come out at the desired temperature:

- Check the Cold water settings.
- Make sure the Cool water element is turned on.
- Check the water level. If the water level is below the 3d bar, the Cold water element may have shut itself off.

Dispensing Hot Water

1. Press and hold the **Lock Button** until you hear a beep.
2. Press and hold **Hot Water Button** until hot water is dispensed; release button to stop flow.

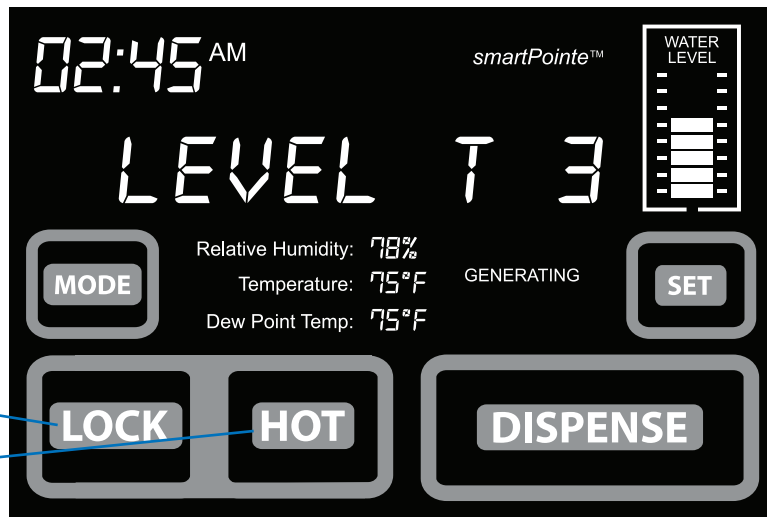
NOTE: The Hot Water Button will automatically lock after 10 seconds of no activity.

If the hot water does not come out at the desired temperature:

- Check the Hot water settings.
- Make sure the Hot water element is turned on.
- Check the water level. If the water level is below the 3d bar, the Hot water element may have shut itself off.

Lock Button

Hot Water Button



Turn off Atmospheric Water Generation

1. Press and hold the **Mode Button**
2. Press the Mode Button until the Heads-up Display reads AWG -ON/OFF
3. Press the Set Button to turn Atmospheric Water Generation ON or OFF

Turning smartPointe on or off

1. Press and hold the **Mode Button**.
2. Press the Mode Button until the Heads-up Display reads SMART ON/OFF.
NOTE: The default is set ON to ensure optimal performance and to save energy.
3. Press the **Set Button** to turn smartPointe on or off.
NOTE: It is recommended to leave smartPointe on.

Changing water generation times on your Dewpointe

1. Press and hold the **Mode Button**.
2. Press the Mode Button until the Heads-up Display reads AWG-T ON/OFF.
NOTE: The default is set OFF.
3. Press the **Set Button** to turn AWG-T ON or OFF.
NOTE: Standby mode will not be available with AWG-T ON.
4. Press the Mode Button again to set the AWG-T start time: **START 0800**. Use the Set Button to change the start time by 15 minute intervals.
NOTE: Time shown in 24 hour format.
5. Press the Mode Button again to set the AWG-T stop time: **STOP 1600**. Use the Set Button to change the start time by 15 minute intervals.

Reset the filter timer

1. Press and hold the **Mode Button**.
2. Press the Mode Button until the Heads-up Display reads **Timer 365**.
3. Press the **Set Button** to reset the timer to **Timer 0**.
NOTE: REP FILTER will be displayed after 365 days.

C/F Selection

1. Press the Mode Button until the Heads-up Display reads TEMP C/F.

NOTE: The default is set Fahrenheit in the United States.

2. Press the **Set Button** to turn switch from Fahrenheit to Celsius.

Change the Clock settings

1. Press the Mode Button until the Heads-up Display reads CLOCK 12/24.

2. Press the Set Button to change from 12 or 24 hour mode

NOTE: The default is 12 hour mode.

3. Press the Mode Button until the Heads-up Display reads CLOCK SET.

4. Hold down the Mode Button until the clock is flashing on the display. Press the Set Button to change the time by 1 hour increments. Hold down the Mode Button again to then set the minutes. Press the Set Button to change the time by 1 minute increments.

NOTE: Holding the Set Button will automatically change time by the minute and increase the rate after 5 seconds.

Reset to factory Settings

1. Press the Mode Button until the Heads-up Display reads RESET.

2. Press the Set Button to reset your Dewpointe to the factory settings.

maintenance

Maintenance Schedule

Air Filter	Clean every 2-4 weeks. Depending on your air quality you may have to clean more frequently.
Drip Tray	Rinse every 2-4 weeks.
TCR Carbon	Replace every 12 months.
Post Carbon Filter	Replace every 12 months.
Pre-Carbon Filter	Replace every 12 months.
RO Filter	Replace every 24 months.
UV Bulbs	Replace upon UV warning message.

NOTE: Certain environmental conditions may require more frequent maintenance.

You may need to clean the Air Filter every week in the following conditions:

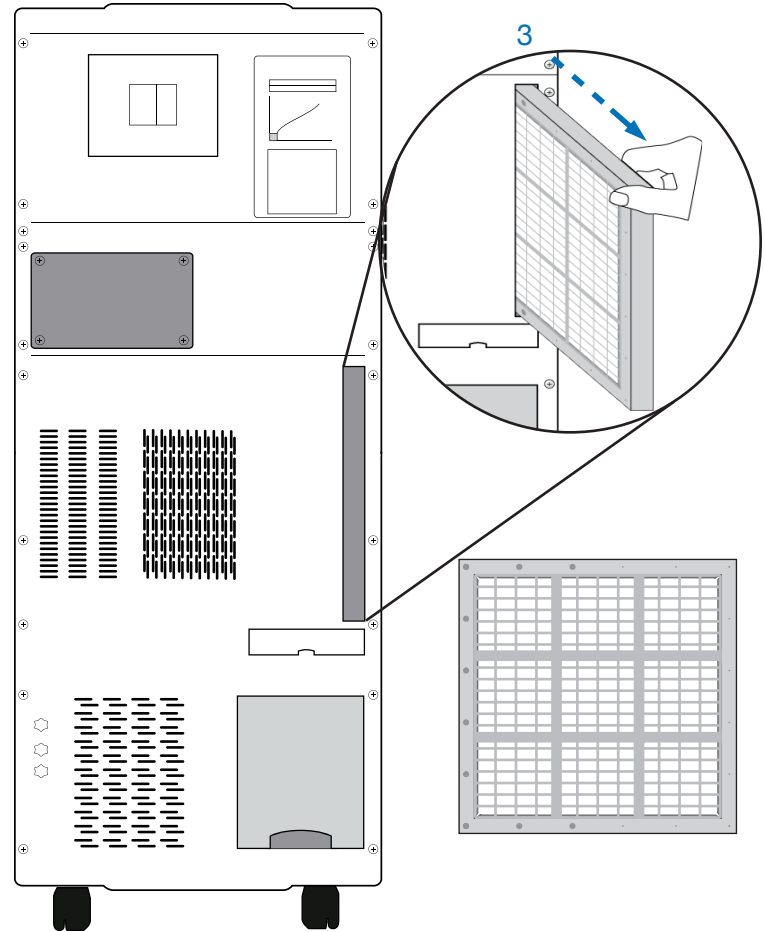
- Areas with poor air quality including: hospitals, smoggy urban areas and smoky conditions.
- Buildings with mold or susceptible to mold growth.

If the Hot water tank is left unused for over a week, drain the tank through the spigot.

NOTE: The hot water tank does not recirculate.

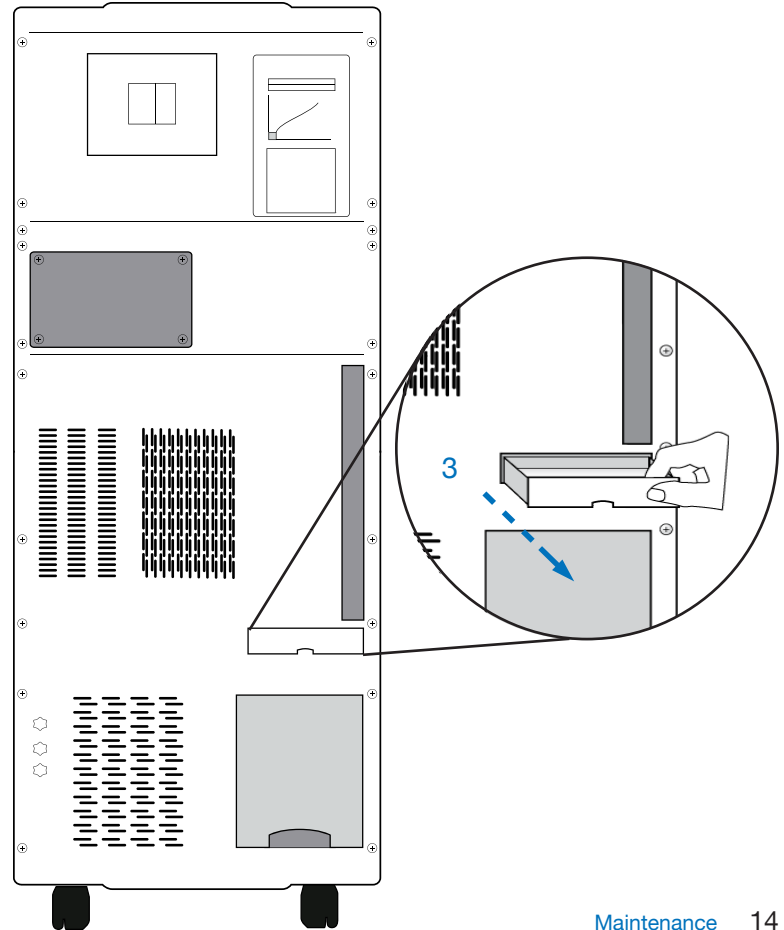
Cleaning the Air Filter

1. Turn off and unplug your Dewpointe.
2. Gently pull the Dewpointe away from the wall so you can access the back.
3. Slide the air filter out of the slot.
4. Rinse thoroughly and let dry.
NOTE: DO NOT use detergent or any cleaning solvents.
5. Slide the air filter back in.
6. Gently push the Dewpointe back into place and plug in.
NOTE: Never move the unit while turned on. Allow the air filter to completely dry before re-inserting.



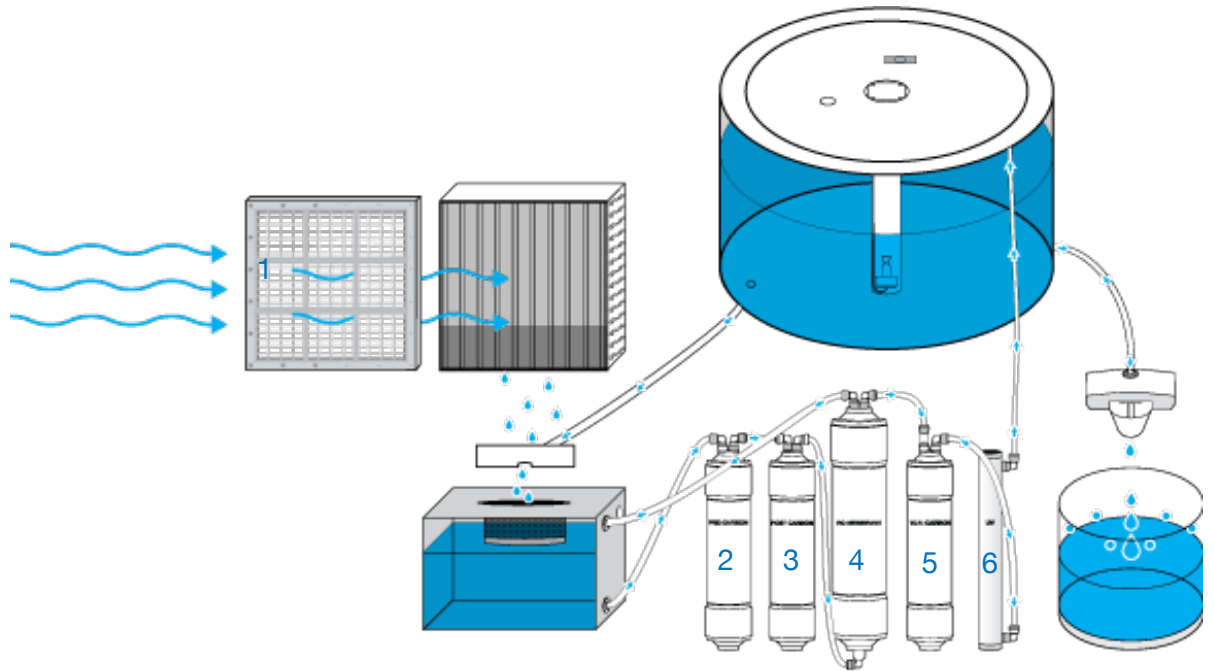
Cleaning the Water Collection Plate

1. Turn off and unplug your Dewpointe.
2. Gently pull the Dewpointe away from the wall so you can access the back.
3. Slide the Water Collection Plate out of the slot.
4. Rinse with warm water.
NOTE: Do not use detergent or any cleaning solvents.
5. Slide the Water Collection Plate back in.
6. Gently push the Dewpointe back into place and plug in.



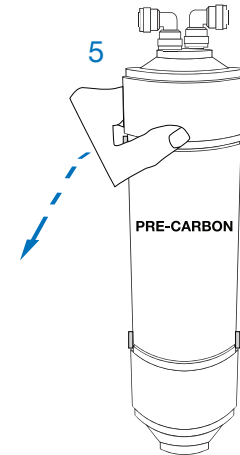
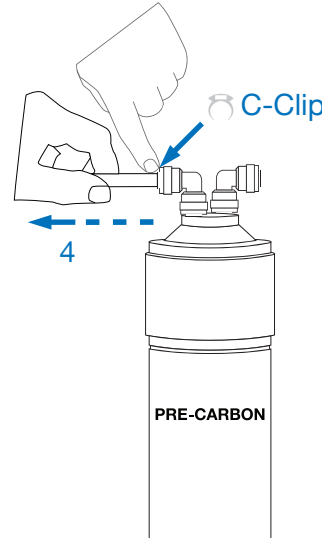
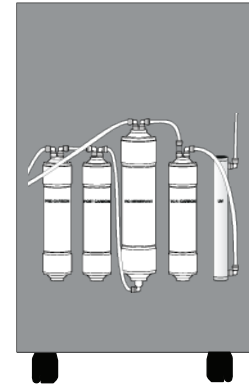
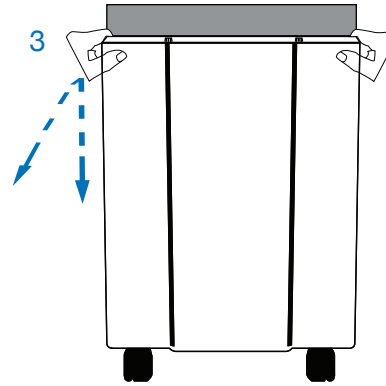
Front Filter Diagram

1. Air Filter
2. Pre-Carbon
3. Post Carbon Filter
4. RO Filter
5. TCR-Carbon
6. In-line UV Lamp



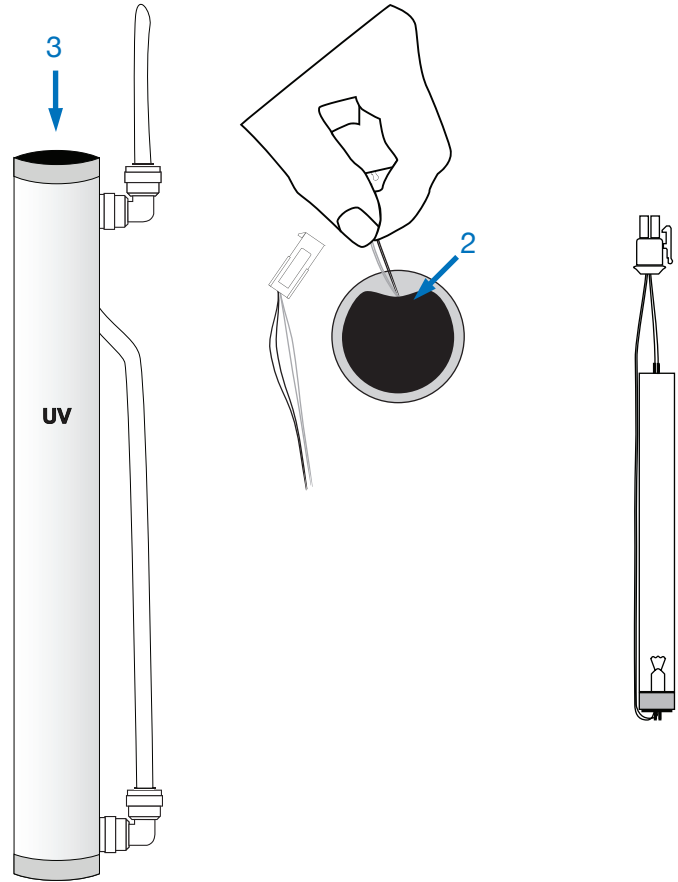
Changing the Front Filters

1. Unplug your Dewpointe.
2. Gently remove the front lower panel by pushing down on the sides and pulling forward.
NOTE: DO NOT touch directly touch the glass of the UV lamp.
Instructions on next page.
3. Release the water lines from the top of the filter.
Note: Remove C-Clip and press the small ring holding the line in towards the elbow joint to release and then pull the line out.
4. Gently Pull the filter away from the clamps.
Note: Replace one filter at a time to make sure all connections are correctly fastened.
5. Place the new filter into place and reconnect the water lines.
NOTE: Gently push the water lines as far into the joint as possible. They will automatically lock into place. Replace C-Clips to secure lines.
6. Make sure all water lines are connected correctly.
7. Replace the lower front panel.
8. Plug in your Dewpointe.
NOTE: Check your Dewpointe occasionally to make sure there are no leaks after replacing the filters.
9. Reset the filter timer. See pg (10).



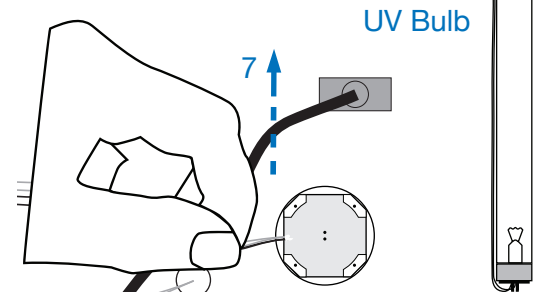
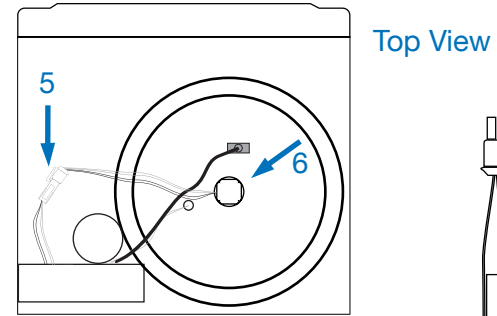
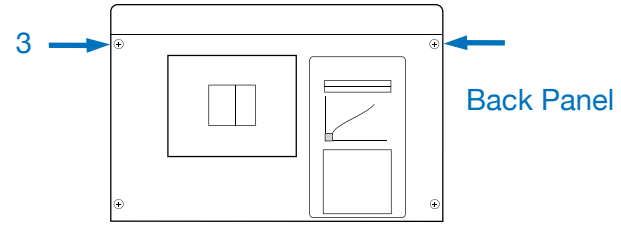
Changing the Inline UV

1. Follow the directions 1-4 for changing the Front Filters.
2. Disconnect the UV wire clip
3. Pull the black cap off
NOTE: May be easiest to pull cap off by gently pulling up on the UV wires.
4. Gently pull the bulb out.
5. Place the new bulb in tube
NOTE: DO NOT directly touch the new bulb. Use a cloth or paper towel to handle the bulb.
6. Replace the black cap.
7. Reconnect the UV wire clip.
8. Reconnect all water lines and check to make sure they are secure.
9. Replace the lower front panel.
10. Plug in your Dewpointe.



Changing the Top Tank UV

1. Turn off and unplug your Dewpointe.
2. Gently pull the Dewpointe away from the wall so you can access the back.
3. Remove the two screws from the back of the top lid.
4. Slide and lift the lid off.
5. Disconnect the UV connection clip.
6. Remove 4 screw and lift off cap.
7. Grip the wires firmly and gently pull until the silicon plug and the entire bulb comes out.
8. Slide the silicon plug off the UV bulb.
9. Place the silicon plug on the new bulb and set back into place.
10. Replace cap and reconnect wire clip.
11. Replace top lid and 2 screws.
12. Plug in your Dewpointe.



optional maintenance

The following procedures should be performed as needed.

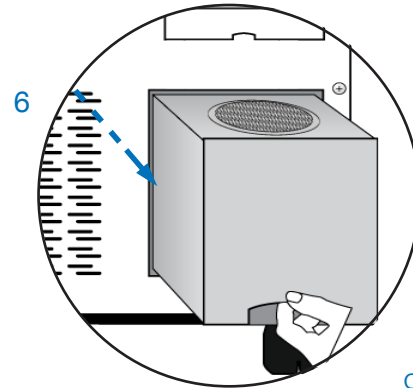
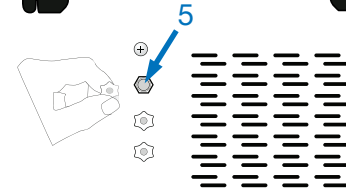
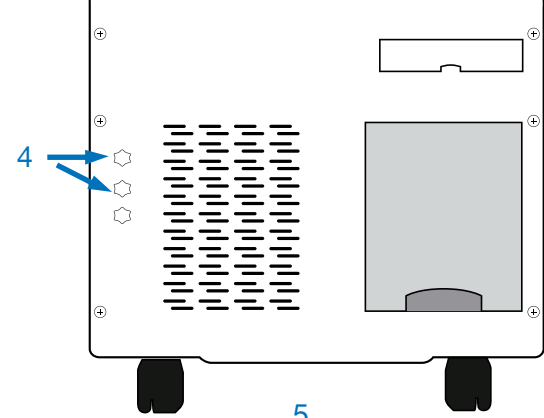
We recommend checking the Top and Bottom tanks every 2 months to see if optional maintenance is required.

If you have any questions, please contact customer service.

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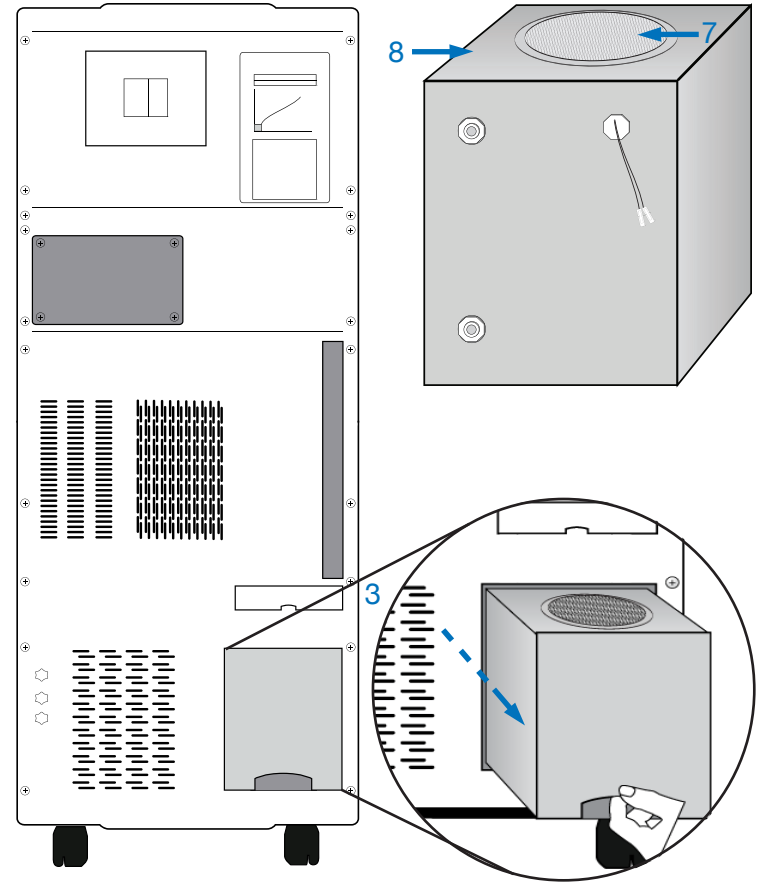
Draining your Dewpoint

1. Turn off and unplug your Dewpoint.
2. Gently pull the Dewpoint away from the wall.
3. Move the Dewpoint to a location where you can allow water to drain out of the back drain plug.
NOTE: HOT WATER will come out very hot. Wait at least one full hour before draining to allow water to cool.
4. Unscrew both drain caps.
5. Pull out rubber plugs.
6. Slide the Bottom Tank out.
NOTE: There should be enough play in the lines pull the tank out without having to disconnect anything.
7. Remove the metal basket and lid.
8. Pour out any water in tank.
9. Replace Lid and metal basket.
10. Allow unit to completely drain before replacing drain plug and cap.



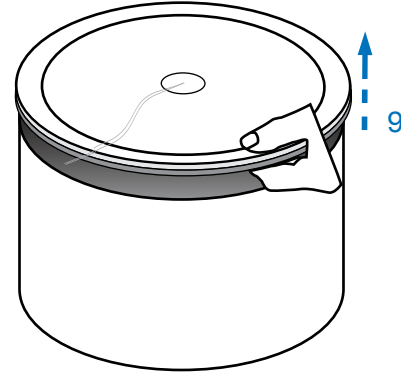
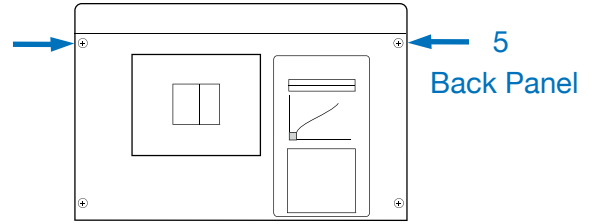
Cleaning the Bottom Holding Tank

1. Turn off your Dewpointe.
2. Unplug the unit.
3. Gently pull the Dewpointe away from the wall so you can access the back.
4. Slide the Bottom Tank out.
5. Remove the metal basket.
6. Pour out any water in tank.
NOTE: There should be enough play in the lines pull the tank out without having to disconnect anything.
7. Check the metal basket. Rinse with clean water if needed.
8. Wipe the underside of the lid with a clean cloth.
9. Wipe off any carbon residue from the tank walls.
10. Slide bottom the tank all the way back in.
NOTE: Check the water lines and electrical connections before sliding the tank back in.
11. Put your Dewpointe back in place and plug in.



Cleaning the Top Holding Tank

1. Turn off your Dewpointe.
2. Unplug the unit.
3. Gently pull the Dewpointe away from the wall so you can access the back.
4. Drain your Dewpointe according to instructions on page (20).
5. Remove the two screws from the back of the top lid.
6. Lift and slide the lid off.
7. Remove the yellow seal keeping the Styrofoam lid on.
NOTE: Removing or breaking this sticker will not affect the operation of your Dewpointe.
8. Carefully lift the lid off of the tank.
NOTE: Do not lift by the Styrofoam lid only. Lift by gripping Styrofoam and stainless steel lids together.
NOTE: Use caution when lifting the lid. Lift lid straight up until the UV bulb is clear of the cooling coils.
9. Wipe the underside of the lid with a clean cloth.
10. Wipe the underside of the lid and tank walls with a clean cloth and recommended solution.
11. Replace the lid.
12. Replace the top lid and push the unit back in place, and turn your Dewpointe on.



trouble shooting

If you experience a problem with your Dewpointe, there is probably a quick and easy solution.

Please take note of:

- The last service you performed
- Abnormal sounds
- Water production
- Any water odor or leaks
- The amount of time the machine been left off

If you have any questions please contact Customer Service: cs@aws-h2o.com | (866) 857-5074

Warning Messages

The Heads-up Display will flash **Warning** intermittently with a corresponding message to inform you of a possible problem or filter replacement.

NOTE: Make sure you Dewpointe is turned off before performing any maintenance.

1. Unit in Standby: **STANDBY**

Will be displayed when the unit is in standby. May not indicate a problem with your Dewpointe.

2. Replace UV: **REPL-B-UV**

Indicates that the Top Tank UV lamp needs to be replaced.

NOTE: Never look at the UV lamps when the Dewpointe is plugged in.

3. Replace UV: **REPL-R-UV**

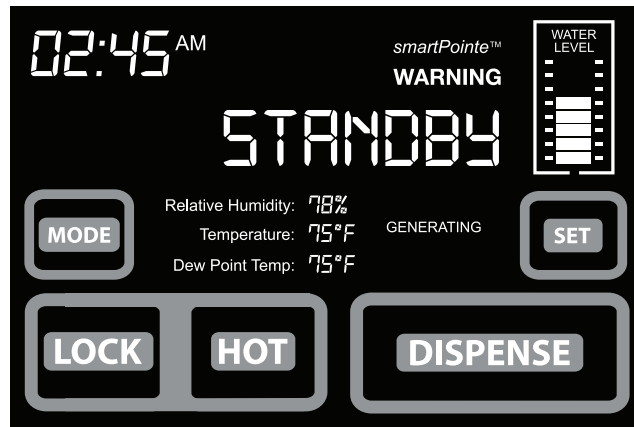
Indicates that the Inline UV lamp needs to be replaced.

4. Leak Detected: **LEAK DET**

This warning will be displayed when a leak is detected. Your Dewpointe will automatically be placed in standby mode.

5. Replace Water Filter: **REP FILTER**

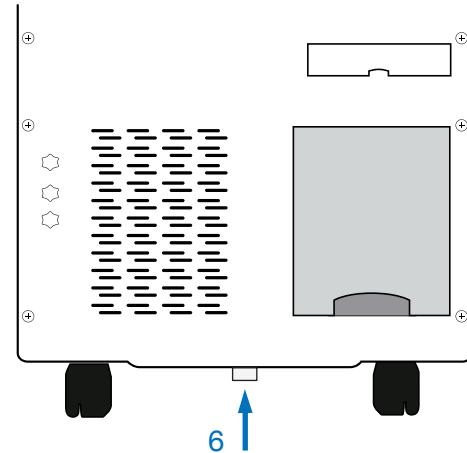
The Dewpointe will alert you when it is time to change out your filters. Make sure to reset the filter timer, see pg (10).



Problem

A Leak is detected

1. Unplug your Dewpointe and gently pull away from wall.
2. Check all filter connections in the front.
3. Looked for pooled up water on the bottom inside panel of the Dewpointe.
4. Make sure the back drip tray is pushed all the way in.
5. Check the bottom water tank for any leaks in the lines. Make sure the tank is pushed all the way.
6. Check the drainage cap on the bottom Dewpointe. If this cap has any water in it, the unit will detect a leak.
NOTE: Make sure you Dewpointe is turned off before performing any maintenance.



Problem

Water output is too weak

Clean the filter inside the spigot or replace.

To change Spigot or Spigot Screens:

1. Gently unscrew Spigot.
2. Check Spigot Filters to make sure they are not clogged.
3. Replace Spigot if necessary.

No hot or Cold water

- The heating element is only activated when the top tank water level is at 3 bars .
- The cold water element is only activated when the top tank water level is at 3 bars.

Humidity readings are not consistent

A humidity difference of 5% or more is normal from one sensor to another.

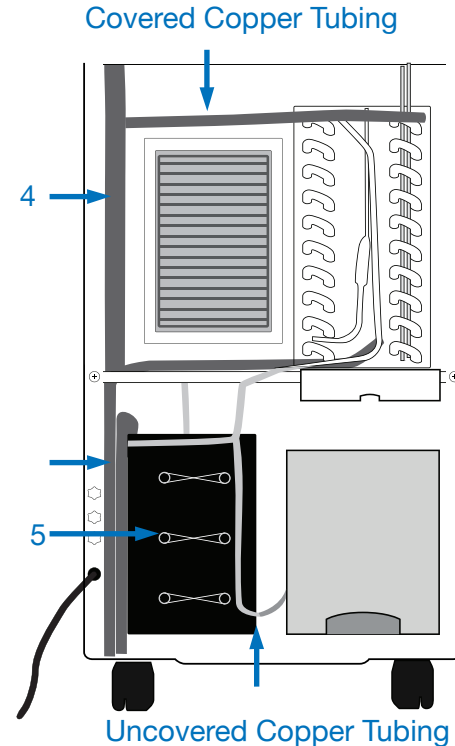
Problem

Excessive vibration or noise

- Check the drip tray to make sure it is secure.
- Open the front panel and make sure all the filters are secure.
- Check copper tubing from the compressor to make sure it is not touching any of the side panels.
 1. Turn off and unplug your Dewpointe.
 2. Pull the Dewpointe away from the wall so you can access the back.
 3. Remove screws from the lower back panel and remove panel.
 4. Check the copper tubes to see if they are coming into contact with any hard surfaces.
NOTE: Copper tubes may be very hot.
 5. Push the Compressor towards the Bottom Tank and away from the back of the machine.
NOTE: The copper tubes can be easily damaged. If you suspect a defect or shipping damage, please contact customer service immediately.

There is a burning smell

- Immediately turn off your Dewpointe and contact customer service.
cs@aws-h2o.com | (866)-857-5074
NOTE: If this occurs while draining the unit, STOP. Allow the unit to cool down before continuing.



Problem

Strange Tasting Water

- You may need to replace the filters, check your maintenance records.
- If the machine has been left running for more than two weeks without dispensing water, the tanks may need to be cleaned. Pages (20-22).

Slow or no water production

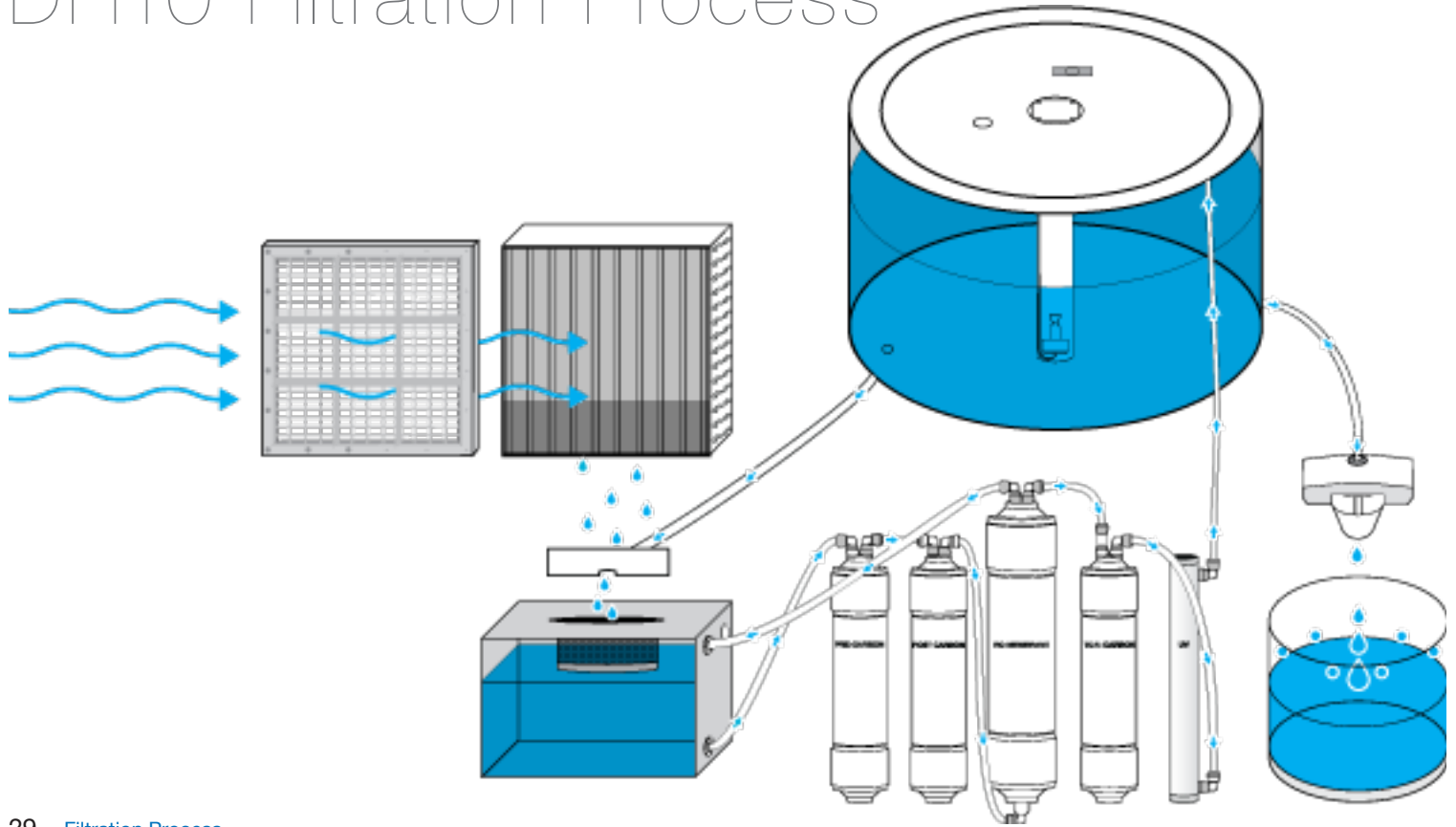
NOTE: Water production will vary if Smartpointe is on or off.

If temperature and humidity drop below appropriate levels, your Dewpointe will produce water at a slower rate. The minimum environmental requirements to run the Dewpointe are 35% humidity and 60° F.

The Dewpointe can be connected to a municipal water source through the auxiliary water input if water production is not meeting your needs. Contact Customer Service for more information and instruction.



DH10 Filtration Process



Filtration Process

1. Air Filter

Air enters the Dewpointe through a specialized filter that removes small airborne particles including: pollen, dust, pet dander, mites and microbes.

2. Condensing Coils

Water condenses on a series of cold coils protected by an FDA approved coating to prevent metal leaching into the water.

3. Top Tank UV

An 11-Watt UV lamp in the top tank destroys any microorganisms may be present in the water.

4. Pre-Carbon Filter

The Pre-Carbon Filter removes chemical and organic compounds from the water.

5. Post-Carbon Filter

The Pre-Carbon Filter removes chemical and organic compounds from the water.

6. RO Filter

The RO Filter removes pathogens, mineral salts,

heavy metals and organic compounds. Water that cannot pass through the membrane is recirculated back into the Bottom Holding Tank.

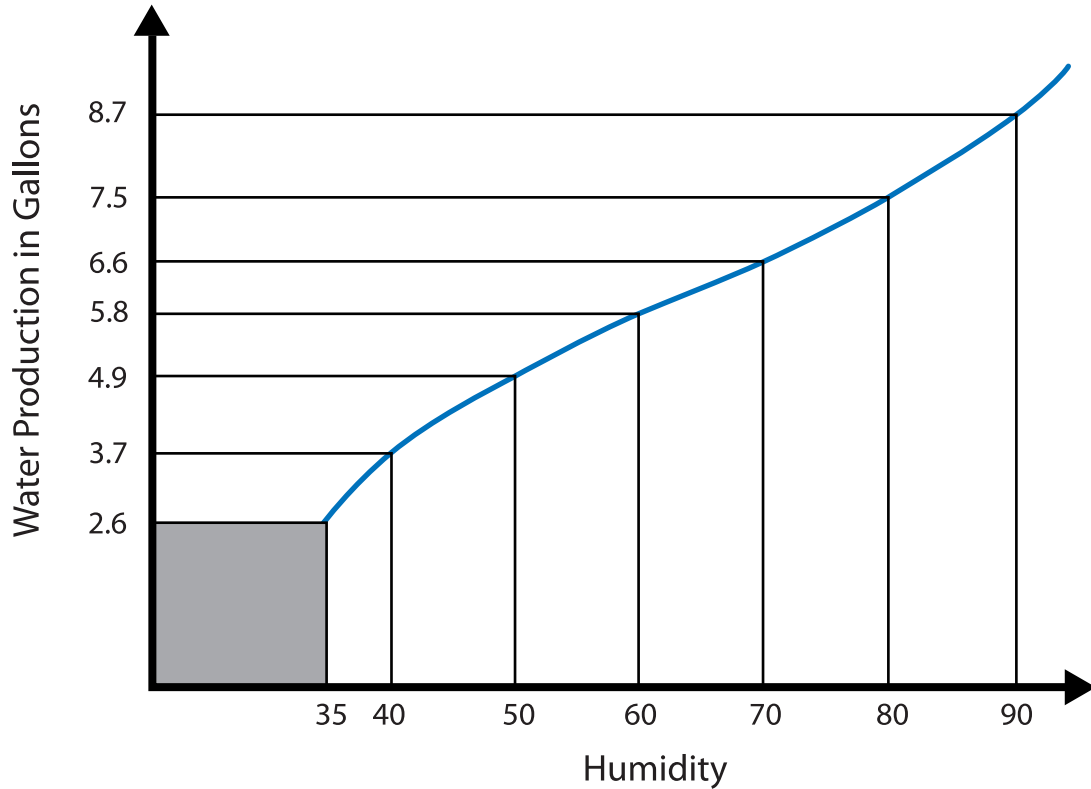
7. TCR Carbon

The TCR (Total Contaminants Removed) Filter

8. In-line UV

A 11-Watt UV lamp destroys all the microorganisms present in the water on the way to the top tank.

water production



technical specifications

DH10	
Height	44" (112 cm)
Width	17.7" (45 cm)
Depth	16.9" (43 cm)
Net Weight	108 lbs (49 kg)
Top Tank	2.4 G (9 L)
Bottom Tank	.6 G (2.2 L)
Cold Water Tank	0.3 G (1.3 L)
Hot Water Tank	.3 G (1.3 L)
Total Water Storage	3.6 G (13.8 L)
Voltage	a.c. 100-240V 47-63Hz
Power Input	800 - 950W
Heating Wattage	500W
Operation Power	380W
Noise Level	54 db
Refrigerant	R134a

warranty

Atmospheric Water Systems, Inc. (AWS) warrants the Dewpointe Atmospheric Water Generator, including all accessories, against defects in materials and workmanship as follows:

LABOR: For a period of ninety (90) days from the date of purchase, if your Dewpointe is found to be defective, AWS will repair or replace the Dewpointe atmospheric water generator at no charge. After this warranty period, the purchaser is responsible for all labor charges.

PARTS: In addition to the period mentioned above, AWS will supply, at no charge to the purchaser, replacement parts in exchange for defective parts for a period of one (1) year from the purchase date.

EXCLUSIONS: This warranty does not cover cosmetic damage, accidents, misuse, abuse, negligence or modifications of or to any part of this product. This warranty does not cover damage to the Dewpointe due to improper operation, failure to maintain the unit, improper connection of the unit to an electrical outlet or voltage supply, or the attempted repair of this unit by anyone other than a Dewpointe factory authorized repair technician approved to service this unit. This warranty also does not cover products sold AS IS or WITH ALL FAULTS, or consumables such as fuses or water valves.

The purchaser must supply a proof of purchase in the form of a bill of sale or an invoice receipt that shall be evidence that the unit is within the warranty period. Such documentation must be presented to obtain warranty service.

Contact Customer Service for more warranty inquiries.

cs@aws-h2o.com | (866)-857-5074

parts

DH10AWK	DH10 Auxiliary Water Kit (includes all parts to connect your Dewpointe to a municipal water supply).
DH10AF	DH10 Air Filter and housing.
DH10BTUV	DH10 11 Watt Ultraviolet Bulb for Top Tank UV Lamp.
DH10RTUV	DH10 11 Watt Ultraviolet Bulb for Inline UV Lamp.
DH10TCR	DH10 TCR Filter
DH10RO	DH10 Reverse Osmosis Filter
DH10PRE1	DH10 Pre-Carbon Filter
DH10POST1	DH10 Post-Carbon Filter

Contact Customer Service for more information when ordering replacement parts.

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maintenance record

Year	11	12	13	14	15	16	17	18	19	20
DH10AF										
DH10TCR										
DH10PRE1										
DH10POST1										
DH10BTUV										
DH10RTUV										
DH10RO										

Enter the date of replacement for each filter in respective years.