Go & Go Edge
Undercounter System
User Manual & Installation Guide

Imperial



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Revision: 05

Title	Topia Water Go and Go Edge Undercounter User Manual
Type	Operation, User, and Installation Manual
Purpose	This documentation instructs the detailed installation process of the system.
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Liability	The specific data is intended for product description purposes only and should not be deemed to be a guaranteed characteristic unless expressly stipulated in the contract. All rights are reserved with respect to the content of this documentation and the availability of the product.
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Topia support

For information or sales-related questions, please contact your service provider, sales agent, or Topia Water.

For technical help, please contact the service provider from whom you purchased your Topia Go system.

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Warranty
Warranted and distributed in the United States by Topia North America LLC, Church St, Wilmington, Delaware, 19802, USA.
w: www.topiawater.com
This system is covered by a limited warranty. The full terms are available online at www.topiawater.com. A printed copy is available free of charge on request – email customerservice@topiawater.com, or write to the address above.

To obtain warranty service:

(A) Contact the authorized Topia dealer or installer who supplied your system. Authorized dealers can repair or replace the system under this warranty.
(B) If your dealer cannot resolve the issue, or you cannot reach them, contact Topia Water by email at customerservice@topiawater.com
(C) Have available your model number, serial number, date of installation, and the supplier's information where the system was purchased.

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1 Introduction

1.1 About this manual

1.1.1 Purpose of the manual

This operation manual provides an operational guide for Topia Go Undercounter systems.

The manual is structured as follows and contains information on the following topics:

- General safety information,
- Description of the product,
- Transport, handling and storage of the product,
- Startup and operation of the product,
- Maintaining the product,
- Removal and disposal of the product,
- Troubleshooting,
- Appendices.

Only use this product in accordance with the intended use as described in the product user manual. Read this manual carefully before using or working with the product in any way. This manual contains all the necessary information regarding safe transport, assembly, and operation of the product to ensure its correct and reliable functioning. Following the instructions helps to avoid hazards, increases the reliability and service life of the product and minimizes the need for repairs.

Keep this manual in a safe place for the entire life of the product and pass it on to any future buyer. As a result of the ongoing improvement of our products and/or systems, illustrations in this document may differ from the appliances as delivered.

1.1.2 Signal words

Signal words inform you about the risk of a hazard. The risk contains information on how serious the consequences of an injury are in connection with a hazard and how likely an injury is to occur.

⚠ WARNING
WARNING indicates a hazardous situation that, if not avoided, could result in death or serious injury.

NOTICE
NOTICE indicates information considered important but not hazard-related (e.g. messages related to property damage).

CAUTION - indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.

DANGER – indicates a hazardous situation that, if not avoided, will result in death or serious injury.

1.1.3 Safety symbols

The following symbols are used to indicate different warnings or precautions:

		
General danger	Flammable	
		
Electric voltage	Scalding	Carbon Dioxide

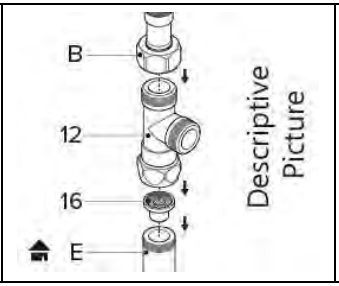
Figure 1: Overview of general safety symbols and meanings

1.1.4 Design of safety instructions

This manual contains safety notes and warning messages that draw your attention to hazards. These notes and messages are structured as follows:

[Symbol]	**⚠ SIGNAL WORD**
	Description of the safety hazard • What to do to avoid the endangerment.

1.1.5 Design of installation / un-installation step

1		Description of Steps

1.1.6 Design of fault description and solution

Fault	Possible Cause	Solution
Description of fault	Possible cause 1	Action to overcome the fault 1
	Possible cause 2	Action to overcome the fault 2
	Possible cause 3	Action to overcome the fault 3
Next fault description		

2 General safety information

2.1 Target groups

This manual is primarily intended to educate end users on safe operation and protect people from the dangers of the product. Any person assigned to transport, install, remove, operate, service or maintain the product must have thoroughly read and understood the operational instructions.

2.2 Intended use

- The Topia Go Undercounter system can filter, cool, boil and carbonize tap water. It offers the option of filtered, chilled, boiling, and carbonated water from a single faucet (depending on the model).
- The system is designed for indoor use in private or semi-public kitchens, within performance limits.
- The operator is responsible for all cleaning and maintenance.
- Any other use is considered misuse.

2.3 Unintended use

The installation of the Topia Go Undercounter system is not permitted in:

- Dusty, humid, poorly ventilated, or contamination-prone areas,
- Uneven/sloped surfaces or near toilets,
- Escape routes,
- Near heat sources or prolonged direct sunlight,
- Areas restricting cleaning or maintenance,
- Poorly ventilated spaces,
- Outdoors.

2.4 Limitation of liability

The liability for defects does not cover normal wear and tears or damage resulting from improper or careless handling, overuse, unsuitable equipment, or external influences outside the intended use of the product.

Topia Water cannot be held liable for damage or injury resulting from the following:

- Non-compliance with the instructions in this manual,
- Improper installation,
- Maintenance and/or installation by unqualified personnel,
- Improper maintenance (especially no regular filter change and cleaning),
- Unauthorized modifications,
- Use of spare parts not recommended by the manufacturer,
- Use of additional parts not released by the manufacturer,
- Improper or careless use of the boiling water function contrary to the safety notes in this manual.

The operator is responsible for the proper installation, maintenance and use of the product. The warranty is void if the product and/or electrical components are damaged by improper assembly, improper use or any other kind of misuse.

2.5 Safety notes

2.5.1 Hazard safety notes



WARNING

Choking hazard: There is a danger to life if small parts are swallowed during installation!

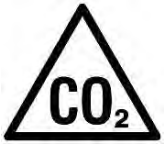
- Do not allow children under the age of 3 years to have access to small parts during the installation process



WARNING

Fire hazard: This appliance contains 1.24 oz (35 g) of R-290 (propane), a flammable hydrocarbon refrigerant. It may leak if the cooling circuit is damaged.

- Make sure that no parts belonging to the cooling circuit are damaged.
- If the coolant circuit should ever be damaged, avoid open fire and ignition sources and ensure good ventilation.
- Do not connect a defective system to the mains.
- Keep ventilation openings in the appliance enclosure or in the built-in structure clear of obstruction.
- To minimize the risk of fire, do not store flammable items such as cloths, paper or spray cans near the device.
- Do not store or use gasoline or other flammable vapors and liquids near this or any other device.
- Do not use mechanical devices or other means to accelerate defrosting.
- Do not incinerate the appliance.
- Servicing shall only be performed as recommended by the equipment manufacturer.



WARNING

Hazardous substances: There is a danger to life due to suffocation if CO_2 is inhaled!

- The minimum room size in which the system is installed must be at least 54 ft^2. If the room has a ceiling height of less than 6.6 ft, this value increases.
- Keep out of reach of children.

Use according to SDS (safety data sheet).



⚠ WARNING

Electric shock hazard: There is a risk of personal injury and property damage due to live parts inside the device!

- The device may only be opened by trained and qualified personnel.
- To reduce the risk of dangerous voltages that may occur if an installer drills through the existing electric wiring in the installation area, do not install near electrical wiring or water pipes that may be in the path of a drilling tool when selecting the mounting location for the safety basin bracket.
- Do not immerse or expose the product, the power cable or the plug in rain, moisture or other liquids and do not place it on damp or wet surfaces.
- If an electrical appliance falls into water, unplug it immediately. Do not touch the water.
- Use of an ungrounded or improperly connected device may result in serious injury or death from electric shock.
- This device must be grounded.
- The plug must be connected to a suitable, properly installed and grounded outlet that complies with all local codes and ordinances.
- Do not modify the plug supplied with the appliance – if it does not fit the outlet, have a suitable outlet installed by a qualified electrician.
- Consult a qualified electrician if you are in doubt as to whether the device is properly grounded.



WARNING

Thermal hazard: There is a risk of burns at discharge temperature greater than 110 °F!

- While tapping boiling water the outlet area on the faucet can reach up to 122 °F.
- If no flush valve is installed with the system, steam and/or boiling water will drip from the outlet of the faucet.
- An incorrect installation of the flush valve can result in steam and/or boiling water dripping from the outlet of the faucet.
- Avoid burns and scalding and pay attention when using hot water. The temperature of the hot water may be higher than 131 °F.
- Avoid burns and scalding and pay attention when using boiling water. The temperature of the water may be higher than 212 °F.
- The boiling water function requires a double press at the faucet. This reduces the risk of accidental dispensing. It is not a substitute for adult supervision – keep children away from the faucet.

NOTICE

Risk of leaks: There is a risk of property damage due to water leakage!

- Regularly inspect the faucet and plumbing fittings for leaks, which can cause property damage and injury.
- To reduce the risk of property damage due to water leaks or flooding and to ensure optimum performance, read and follow the instructions before installing and using this system.

2.5.2 User Restrictions

- This appliance is not intended for use by people with reduced physical, sensory, or mental capabilities unless they are supervised or instructed in its use by a person responsible for their safety.
- This appliance dispenses water at temperatures above 212°F. It is not intended for use by children. Keep children away from the faucet during and after dispensing.
- Keep the plug and the cable out of the reach of children.
- Anyone using this appliance must first be shown how to use it safely and be aware of the hazards, particularly the boiling water function.
- For immunocompromised persons or babies, it is generally recommended to boil the water. When using a filter with decalcification, the water in the filter will be enriched with sodium and may cause problems for sodium-sensitive persons or babies. If necessary or in doubt, contact a physician.
- Restrictions of use for vulnerable individuals: Water dispensers are generally not recommended in healthcare facilities or aged-care homes, where users may be immunocompromised. If you have a weakened immune system, consult your physician before use.

2.5.3 Operation and maintenance notes

- Do not use the product for purposes other than those for which it is intended as described in this manual.
- Modifications in or on the device are only permitted by Topia or by qualified personnel trained by Topia.
- To ensure safe operation, use only spare parts that meet the manufacturer's specification. Damage caused by parts that do not meet the specification is not covered by the warranty.
- Do not operate this product if it has been damaged in any way or appears to be damaged or if the product malfunctions or has been dropped. Return the complete product to your retailer or dealer immediately for inspection.
- If CO_2 escapes into the room, ventilate the room, and leave it for some time to ensure a sufficient supply of fresh air.
- It is not permitted to operate the system without a filter.

2.5.4 Installation safety notes

- Install and use the product as described in this manual. Make sure that all electrical, plumbing and connections comply with national and local codes.
- It is recommended that a dedicated control valve be installed on the cold-water line supplying water to the system.
- US plumbing codes require a pressure regulator where static supply pressure exceeds 80 psi. Do not install this system where supply pressure exceeds 116 psi without a pressure limiting valve.
- Do not install where water hammer conditions occur. If water hammer conditions exist, you must install a water hammer arrester.
- Where a backflow prevention device is installed on a water system, a device for controlling pressure due to thermal expansion must be installed.
- The flexible vent and outlet system of the flush valve must be correctly connected to the faucet supplied by the manufacturer. They must not be obstructed or connected to a normal type of faucet or any other type.
- Always use the new hose set supplied with the device. Hoses already installed in the property must not be re-used.
- In the event of adverse changes to the water quality within the domestic installation due to construction work in the building, it must be ensured that the unit is cleaned and disinfected by the operator before recommissioning (see section 7.1). Any debris (e.g. rust particles) from the water line may harm the function of the system and must be avoided.
- At the installation location, the system, CO_2 cylinder and filter system shall be protected from mechanical damage, heat and direct sunlight, open flames and the danger of frost.
- The device shall be placed in an upright position.
- The device requires a permanent air exchange to ensure that the installation site cannot heat up due to the warm exhaust air. An opening in the rear panel of the cabinet or a similar opening in the base plate must be provided (see section 5.1).
- The plug is the main disconnect device and must remain easily accessible.
- When positioning the device, ensure the power cable is not trapped or damaged. If the cable or the plug is damaged, it must be replaced by a specialist.

If the signal cable to the faucet is damaged, the complete faucet must be replaced.

- Do not locate multiple portable socket-outlets or portable power supplies at the rear of the device.
- If you transport the unit, the CO_2 cylinder shall be uninstalled.
- Do not use osmosis water or highly filtered water in the system. It can lead to problems with the level control.
- Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.
- Use only beverage-grade CO_2 in 14.5 oz. cylinders with a TR 21×4 thread, obtained from an authorized exchange or refill service. Do not use industrial CO_2.
- Do not use a cylinder that is damaged, corroded, modified, or whose sealing surface is scratched or dented.
- Never puncture, incinerate, or attempt to refill or repair a cylinder yourself.
- Do not expose cylinders to temperatures above 120 °F (50 °C).
- Store and use cylinders upright and secured in the supplied holder. Never lay a cylinder horizontally.
- Ventilate the cabinet before working inside it. CO_2 is heavier than air and can accumulate in an enclosed base cabinet, displacing oxygen.
- In commercial premises, check local fire code requirements for CO_2 in occupied spaces, including any requirement to aggregate this cylinder with other CO_2 on site.

3 Description of the product

The Topia Go Undercounter system can filter, cool, carbonize and boil tap water. It offers the option of filtered, boiling, chilled, and carbonated water from a single faucet (depending on model).

3.1 Function of the product

3.1.1 Faucet

The Topia Go Undercounter system can only be connected to designated electronic faucets from Topia with a compatible software version. The multifunctional faucets feature a classic single-lever mixer function with electronic interface operation and app compatibility to dispense filtered water.

3.1.2 Filter

A filter must be connected to the system to ensure water quality and protect the product from limescale deposits. The filter can be installed flexibly outside the device within the base cabinet. The filter combines ion-exchange media with activated carbon.

3.1.3 Capacity

The Topia Go Undercounter systems should be equipped with a 14.5 oz. CO_2 cylinder that delivers approximately 16 US gal. of carbonated water. The CO_2 cylinder can be placed flexibly outside the device in the base cabinet. The pressure reducer is set to 72.5 psi, and system input pressure must not exceed 87 psi.

The Topia Go 2 and 3 systems include a reservoir capacity of 0.6 gallons chilled water and 0.16 gallons carbonated water. The Go 3 system includes an additional 1 gallon of boiling water capacity.

When used with a compensator faucet, the system delivers approximately 0.5 gallons per minute of chilled, carbonated, and boiling water at 43.5 psi. Actual flow rate may vary depending on water supply pressure.

The system automatically refills with cold tap water during chilled or carbonated water dispensing and can provide a continuous supply of ambient filtered water.

3.1.4 Cooling principle

The temperature of carbonated water depends on the temperature of the chilled water stored in the system reservoir. Chilled and carbonated water temperatures are factory set to the optimal operating range.

The system provides approximately 0.45 gallons of chilled water or 0.6 gallons of carbonated water below 50 °F. After complete depletion, the system requires approximately 35 minutes to fully cool the chilled or carbonated water supply again.

3.1.5 Boiling principle

The system uses a non-pressurized boiler tank (US versions). For non-pressurized systems, installation with a flush valve and safety basin is strongly recommended to maintain an open vent tube and prevent steam or boiling water from dripping from the faucet outlet.

Boiling water temperature can be adjusted from 140 °F to 208 °F (US versions). At maximum temperature settings, the system provides approximately 0.7 gallons above 203 °F (US versions) at sea level.

During extended dispensing, incoming cold-water mixes with the heated water, which may reduce output temperature. After complete depletion, the 1-gallon boiling-water-reservoir requires approximately 15 minutes to fully reheat.

3.1.6 Carbonation

The CO_2 content of carbonated water is approximately 0.7 oz/gal (5.5 g/l) under optimal operating conditions. This value is not adjustable; however, carbonation intensity can be reduced by mixing with chilled water using the semi-sparkling water function.
The stated CO_2 content is indicative only and may vary depending on water pressure, CO_2 pressure, and water quality.

3.1.7 Flushing

After dispensing carbonated water, the system performs a short chilled still water flush to remove residual CO_2 from the line and prevent faucet dripping caused by CO_2 expansion.

After dispensing boiling water, a short, chilled water flush is automatically performed to reduce the risk of scalding from residual hot water remaining in the line.

When a flush valve is installed, these flushing processes occur automatically in the background rather than through the faucet, allowing immediate dispensing of the selected water type.

3.1.8 Holiday mode

A holiday mode can be activated on the system. In this mode, the boiling water temperature is reduced to 140 °F, while chilled and carbonated water temperatures are maintained at 60 °F.

NOTICE
• The taste and appearance of conditioned water may vary depending on local water mineralization and hardness. • Minor faucet dripping is normal, particularly after dispensing carbonated water. • Water boiling temperature varies with altitude; all specifications in this manual apply at sea level. • If the system will not be used for more than two weeks, switch it off by unplugging the device or activating Holiday Mode. • If no conditioned water is dispensed for approximately 14 days, flush each water option (ambient, chilled, carbonated, and boiling) for one minute before use to ensure optimal water quality.

3.2 Model number

The specific version of the Go undercounter system is described by its model number.

Example UC: GO3-US-UC
Example FC: GO-EDGE-FC-MB

Description	Variance
Product Type	GO3 = CBSA* Filtered water system GO2 = CSA* Filtered water system
Component Variant	UC = Undercounter FC = Faucet
Faucet Type	GO = Go (Single lever mixer + Filtered water) GO-EDGE = Go Edge (Only Filtered Water)
International version	EU = Africa + Middle East US = United States
Faucet Color	SS = Stainless Steel MB = Matte Black BB = Brushed Brass C = Chrome

**CBSA = Chilled, Boiling, Sparkling, Ambient / CSA = Chilled, Sparkling, Ambient*

3.3 Name plate

The name plate is located on the backside of the system. Depending on the country version, the CE (EU-version), UKCA (UK-version), RCM and Watermark (AU-version) or ETL Listed mark and cUPC (US-version) marking is part of the nameplate.

3.4 Tags attached to the product

Always keep safety tags and notes on the product in a legible condition. Replace damaged safety tags and notes immediately!

4 Handling and storage of the product

4.1 Delivery content

The package of the system contains the following components:

1) Undercounter device
2) Water filter cartridge
3) Installation kit

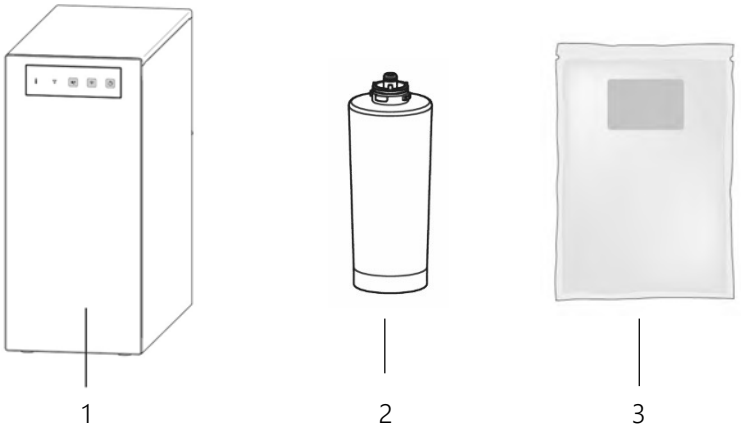


Figure 2: Delivery Content

Topia Go system with Flush Valve and Safety Basin:

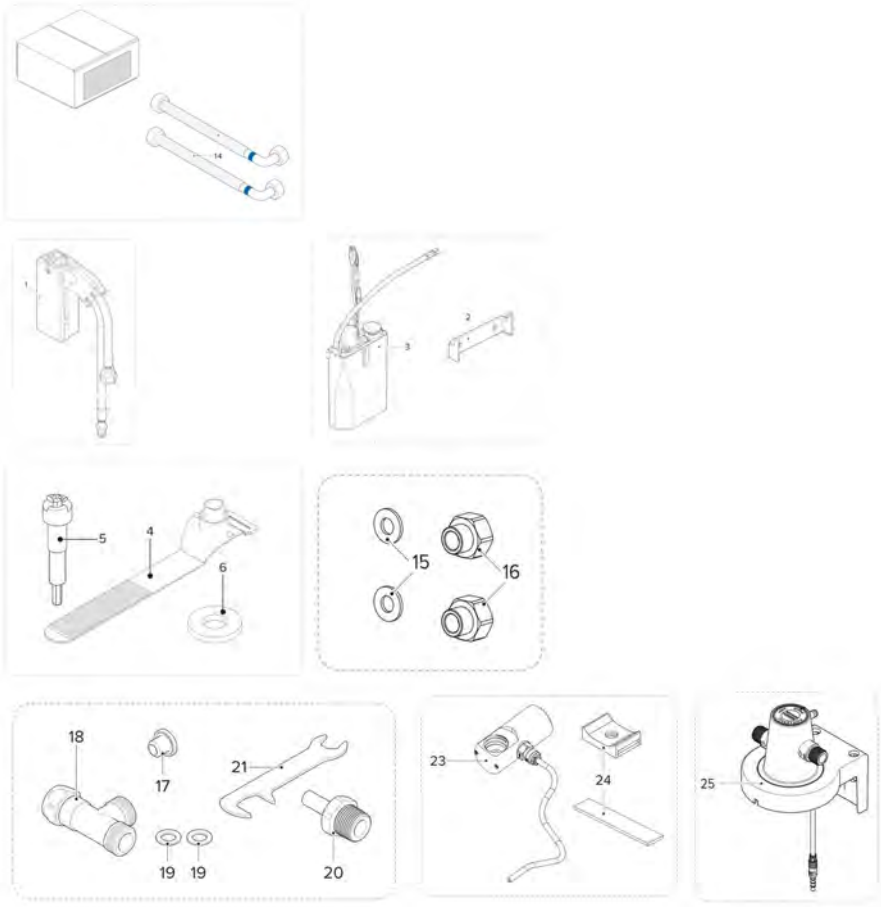


Figure 3: Overview of the installation kit of Topia Go with Flush Valve and Safety Basin

4.2 Packaging

The system is delivered packed in foil and/or cardboard boxes.

- Dispose of the packaging materials at the recycling sites intended for this purpose. Please observe the valid national regulations for waste disposal.
- Labelling: Label attached to the outside of the box.
- If a CO_2 cylinder is included in the scope of delivery, the following hazard warning label must be attached to the packaging.



Figure 4: CO_2 Transportation warning label

- The device contains flammable, non-toxic liquid gas as a refrigerant. In accordance with UN3358, it fulfills the requirements of IATA Code Special Provisions A103 less than 0.22 lbs. (0.1 kg) and is therefore not considered dangerous goods.

4.3 Transport

- Only transport in original packaging by qualified personnel.
- Avoid hard impacts and vibrations.
- Transport temperature: -4 °F to 140 °F (-20 °C to 60 °C), max. 36 °F /hour fluctuation for an empty device.
- Transport temperature: +41 °F to 140 °F (+5 °C to 60 °C), max. 36 °F /hour fluctuation for a device filled with water.
- Transport air humidity: Relative humidity max. 75 %, non-condensing
- If the packaging is damaged, check the device for visible damage. Contact the responsible shipping company.

4.4 Storage

- Only store the device in the original packaging
- Storage temperature: 5 °F to 110 °F, with a maximum temperature change of 70 °F for an empty device.
- Storage air humidity Maximum relative humidity of 75%.
- Store the device for a maximum of 2 years.



Figure 5: Correct storage configuration

5 Installation of the product

5.1 Installation requirements

The Topia Go Undercounter system can only be connected to designated electronic faucets from Topia with a compatible software version. These instructions assume that a suitable faucet has already been installed. For the installation of the faucet, please refer to the operation manual supplied with the faucet.

Please check the following requirements before you start the installation:

- **Ambient conditions:** The device may only be connected to a water supply with constant drinking water quality according to local specifications and a constant flow pressure between 29 - 116 psi / 2 - 8 bar / 200 - 800 kPa, at a water temperature of 41 - 77 °F (5°C to 25°C). The ambient temperature must be between 50 - 90 °F (10 °C - 32 °C) with a relative air humidity of max. 75% and a max. installation altitude of 6562 ft (2000 m) above sea level. At the installation location, the undercounter system, CO_2 cylinder and filter system must be protected from mechanical damage, heat and direct sunlight, open flames and the danger of frost.

- **Connections:** For the installation of the Topia Go Undercounter system, a mains water connection and a GFCI-protected separate power circuit with a suitable mains connection fused by at least 15 A and a permanent voltage supply of 115 VAC, 50/60 Hz are necessary. Angle valves must already be installed. It is recommended that pipes are cleaned before installation. If no separate power connection is available and other devices e.g. a dish washer are connected to the same power circuit, it is recommended to use a power meter (”Smart Socket”) to protect the power circuit from excessive load. Use only the supplied supply cord directly connected to the system. A damaged supply cord must be replaced with an identical one by qualified personnel. Always

use the new hose set supplied with the device. Hoses already installed in the property must not be re-used.

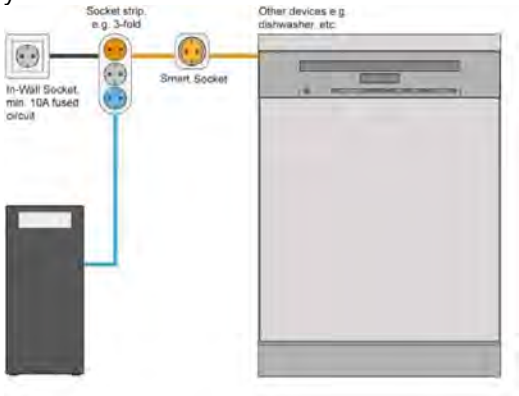


Figure 6: Connection with Smart Socket

- **Water hardness:** It is not permitted to operate the Topia Go system without a filter. If the system is connected to a water supply with a water hardness value above 30 °dGH / °KH, a water softener must be installed.

- **Placement of the Topia Go system:** The minimum space requirements for the cabinet are a depth of 19-11/16", a width of 8", and a height of 17 ½". To ensure sufficient space in the kitchen cabinet and easy accessibility for installation, service and maintenance work, Topia recommends a depth of 20", a width of 16" and a height of 20" for the cabinet. This can vary depending on the specific system setup.

- **Ventilation of the kitchen cabinet:** For good performance of the undercounter system, the kitchen cabinet in which the system is installed must be sufficiently ventilated. An opening with a minimum width of 7-7/8" and a minimum height of 15-3/4" in the rear panel of the cabinet must be provided, with at least 2" clearance between the cabinet and the wall. Alternative ventilation cutouts include an 8 x 16" hole in the

cabinet door, or overhang. Air should be vented to a free, and unobstructed area. These ventilation openings are mandatory, not a recommendation. Damage caused by installation without them is not covered by the warranty.

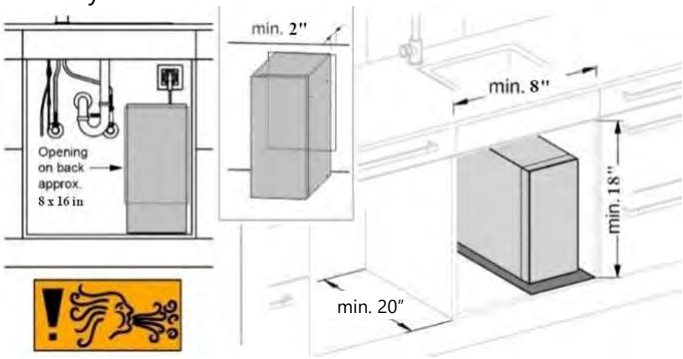
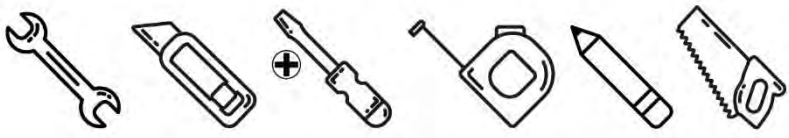


Figure 7: Space requirements

- **Tools required for installation:** 2 × wrench size ¾ in, carpet knife, crosshead screwdriver (or screwdriver & PZ bit), handsaw, tape measure, pencil. Depending on the existing infrastructure additional tools may be required, e.g. slotted screwdriver for corner valve. Never use serrated tools in order to avoid damage. Where necessary, always use the appropriate tools for tightening the coupling.



- **Cleanliness and hygiene during installation:** Contamination of water-bearing parts (e.g. seals, hose connections, threads, etc.) must be strictly avoided during installation. We recommend thorough hand cleaning and avoiding skin contact with surfaces that will later be in contact with drinking water.

5.2 Installation scheme

Topia Go 3 (low pressure) and Topia Go 2 systems with Flush Valve and Safety Basin:

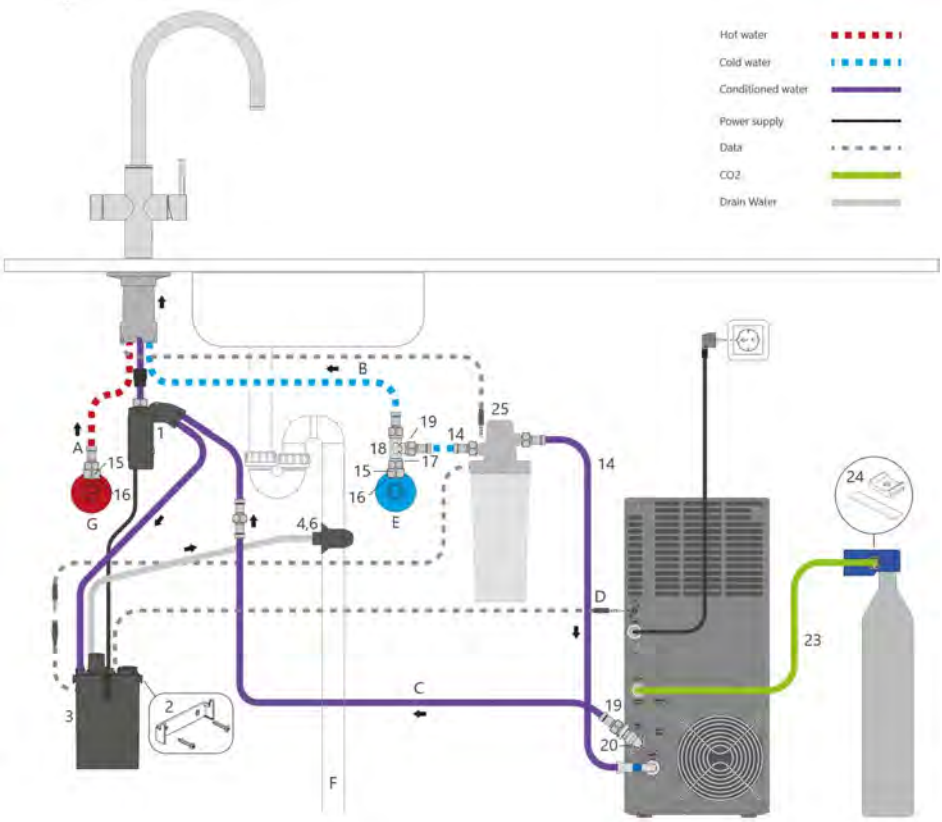


Figure 8: Installation scheme for Topia Go 2 & 3 (US Spec), and Topia Go Edge 2 & 3 (US Spec)

[A]	Faucet hot water	[10]	Hose clamp
[B]	Faucet cold water	[11]	U-shape holder
[C]	Faucet conditioned water	[12]	Flexible water hose (red tag, 1 m, M15, G1/2'')
[D]	Communication cable	[13]	Expansion water hose
[E]	Cold water house installation	[14]	Flexible water hose (blue tag, 1 m, G3/8'', G3/8'')
[F]	Drain house installation	[15]	Flat gasket G9/16''
[G]	Hot water house installation	[16]	Adapter 9/16''F – 3/8''M
[H]	CO_2 hose	[17]	Hat filter metal
[1]	Flush valve	[18]	T-Piece 3/8''
[2]	Mounting bracket	[19]	Flat gasket G3/8''
[3]	Safety basin	[20]	CW fitting
[4]	Drain bridge	[21]	Sheet metal open-end wrench 20/13
[5]	Peeling drill	[22]	CO_2 pressure reducer with hose (1 m, 3/16'')
[6]	Flat seal drain	[23]	CO_2 pressure reducer (TR21x4 or G1/2'') with hose (1 m, 3/16'')
[7]	Safety valve with discharge tundish	[24]	CO_2 cylinder holder
[8]	Clamp 28 mm	[25]	External filter head
[9]	Screw 4 x 25 mm		

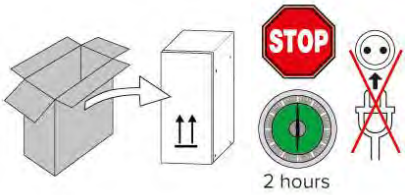
NOTICE
The Topia Go Undercounter system does not have a separate boiling water outlet for connecting a mixing valve. If the house installation does not have a hot main water supply that can be directly connected to the faucet, it is not possible to draw hot water by adjusting the single-lever mixer on the faucet.

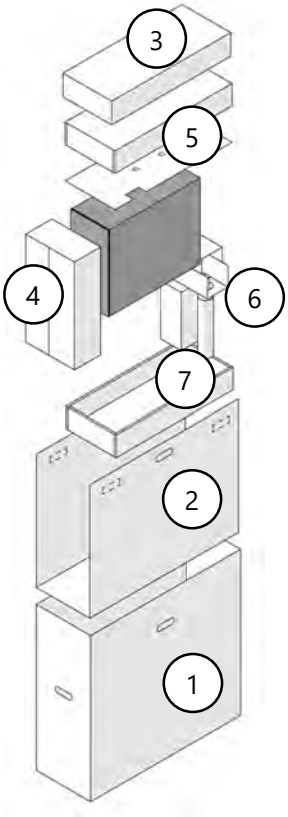
5.3 Installation procedure

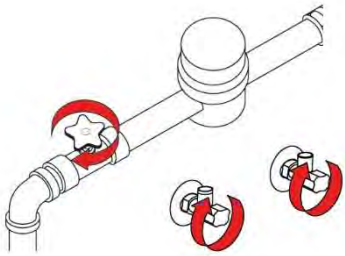
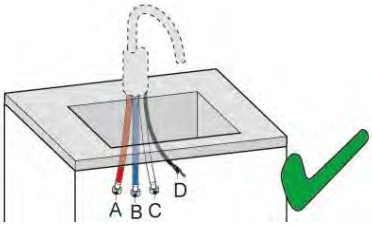
We recommend installing the Topia Go Undercounter system in the following order:

(A) Prepare the Installation.
(B) Install the flush valve.
(C) Install the drain bridge.
(D) Install the safety basin.
(E) Install the filter head.
(F) Connect the water supply.
(G) Connect the Topia Go.

5.3.1 (A) Prepare the Installation

		Description of Steps
1		When transporting the Topia Go system to the installation site, cooling fluid may have run into the lines. To ensure that the cooling fluid has run back, the device may only be switched on following a pause of at least 2 hours.
		NOTICE
		The installation can be prepared, but the power supply for the device must not be connected.

2		Check if all installation requirements are fulfilled e.g. space, connections etc. and identify a suitable place to install the system including all accessories. Note the information provided in section 5.1 and 5.2.
3		Unpack system components: 1. Cut open the packing straps around the outer set packaging (1). 2. Remove the outer set packaging (1) by lifting it upwards with the grip taps. 3. Open the box (4) located on the front of the device and unpack the components. It contains all the necessary accessories. 4. Remove the top cover (5) from the device and open it by pulling out the cardboard on the inside using the grip holes. It contains all necessary hoses. 5. Remove the box located on the back of the device and set them aside. The box contains the filter cartridge. 6. Use the grip taps on the inner set packaging (2) to carry the Topia Go system close to the intended installation location. The system can then be removed from the base cover (7).

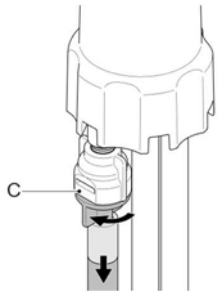
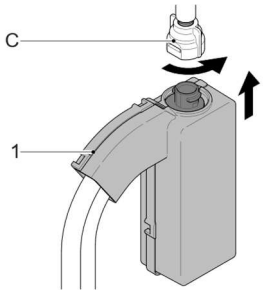
		NOTICE
		The weight of the device is approx. 44 lbs. If necessary, have a second person help you. Only ever lift the device by the housing and never by the connections to prevent them from being damaged.
4		Check the completeness of the contents and check all parts for any damage.
		NOTICE
		Attention must be paid when inspecting the O-rings and gaskets.
5		Turn off the main water supply and close the angle valves. If not available, mark the existing cold and hot water connection.
6		Ensure that a suitable faucet is installed with the following connections: A) Faucet hot water (Go only) B) Faucet cold water (Go only) C) Faucet conditioned water connection D) Communication cable

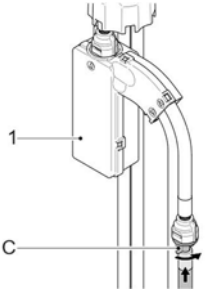
		Please refer to the operation manual supplied with the faucet for further information.

5.3.2 (B) Install the flush valve

The installation of the flush valve is mandatory for the Topia Go 3 system to ensure an open vent tube and to prevent steam and/or boiling water from dripping out of the faucet outlet. The installation is optional for the Topia Go 2 system to benefit from the advantages of invisible flushing.

If no flush valve is to be installed, this step can be skipped.

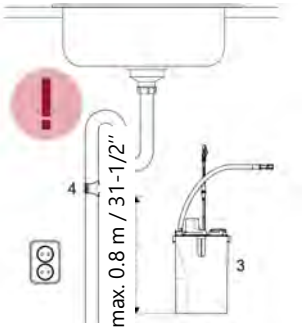
		Description of Steps
1		Disconnect the bayonet coupling on the conditioned water connection (C) of the faucet.
2		Connect the flush valve (1) to the conditioned water connection (C) of the faucet. **NOTICE** Ensure that the connection is completely closed until you notice a click.

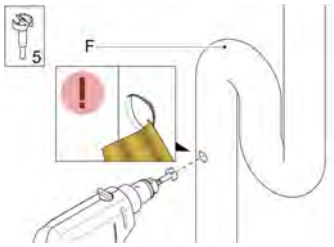
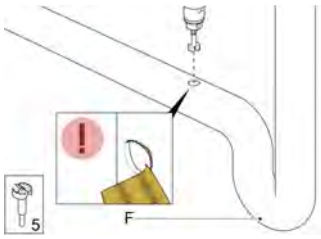
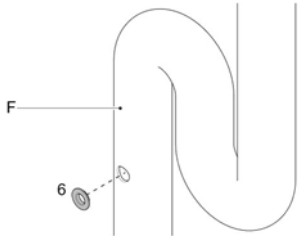
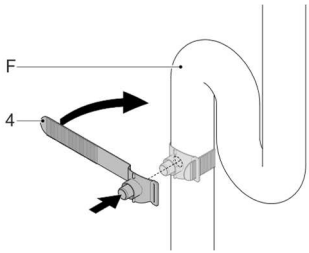
3		Connect the extension hose of the conditioned water connection (C) of the faucet to the flush valve (1). **NOTICE** Ensure that the connection is completely closed until you notice a click.

5.3.3 (C) Install the drain bridge

The installation of the drain bridge is mandatory for the Topia Go 3 system. In combination with the Topia Go 2 system, the installation of the drain bridge is mandatory if a flush valve and safety basin have been installed.

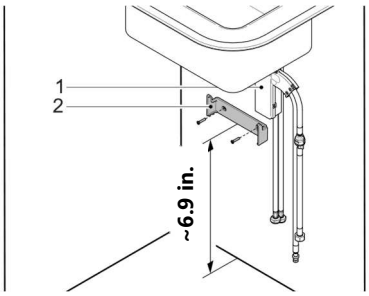
The drain bridge is designed for round drainpipes with a diameter of 1-1/4" to 1-½" (40-50 mm). It cannot be installed on oval drainpipes.

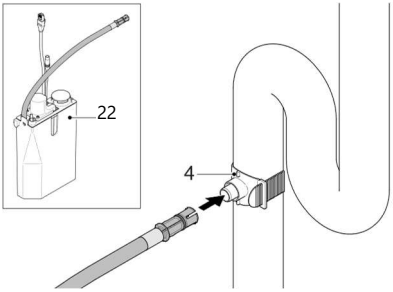
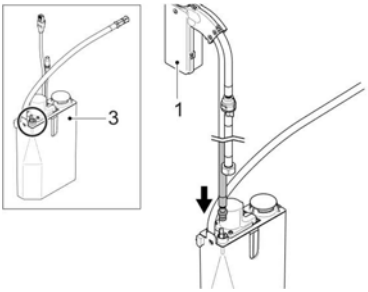
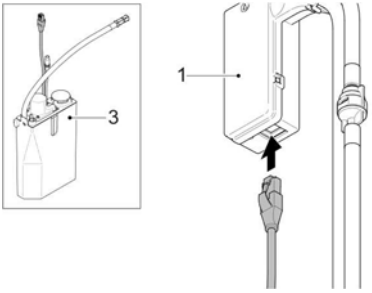
		Description of Steps
1	With safety basin: 	Choose a suitable position for the connection to the drain: If it is planned to install a safety basin (3) • The drain bridge (4) can be placed in front of the syphon (trap) or behind the syphon (trap) (recommended). • The drain bridge (4) needs to be placed with a maximum height difference of 31-1/2'' (0.8 m) to the safety basin.

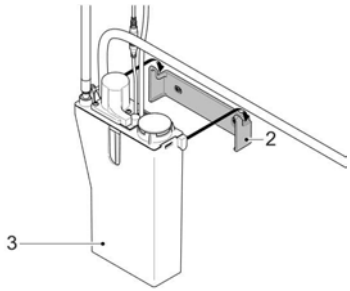
2	 	Drill a 0.7" (⌀18 mm) hole into the drain of the house installation (F) using the supplied peeling drill (5) and deburr the hole. **NOTICE** Make sure that you do not drill through the entire drainpipe. For horizontal drainpipes, the hole must be made at the upper side of the drain.
3		Insert the flat seal (6) into the hole.
4		Insert the drain bridge (4) and fasten the drain bridge by threading in the loop and snapping it firmly into place. **NOTICE** Make sure that the connection is properly fastened and sealed.

5.3.4 (D) Install the safety basin

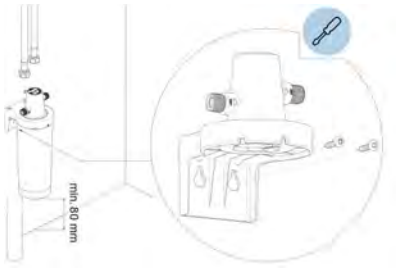
The installation of a safety basin is mandatory if a flush valve has been installed to ensure a pipe separation between drinking and wastewater.

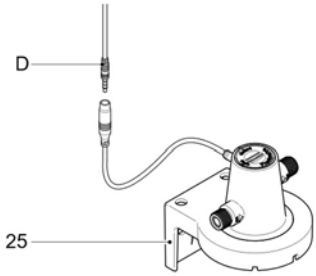
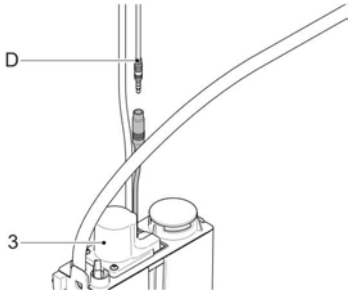
		Description of Steps
1		Mount the bracket (2) of the safety basin between the flush valve (1) and the desired location of the Topia Go system in the cabinet using two suitable ⌀ 4 mm / #8 screws (not included). **NOTICE** The safety basin must be installed lower than the flush valve and not behind the desired installation area of the Topia Go system or above an outlet or other electrical device. The bracket must be positioned with a clearance of approx. 7″ (175 mm) to the floor to leave enough space for the safety basin. Make sure the bracket is installed horizontally.

2		Connect the safety basin (3) to the drain bridge (4). **NOTICE** Ensure that the connector is fully inserted until you hear a click.
3		Connect the hose of the flush valve (1) to the safety basin (3). **NOTICE** Make sure that the connector is fully inserted until you hear a click.
4		Connect the motor cable of the safety basin (3) to the flush valve (1). **NOTICE** Make sure that the plug is fully inserted until you hear a click. **NOTICE** Make sure that the plug is fully inserted.

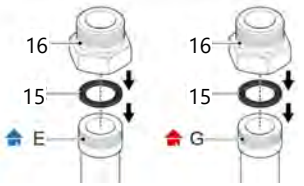
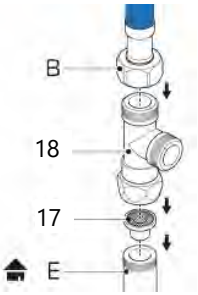
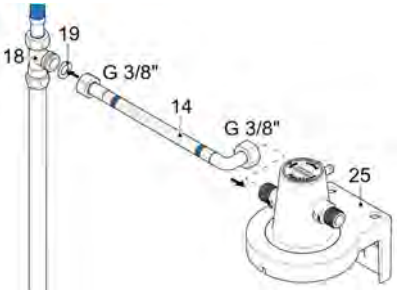
5		Attach a foam pad to the wall behind the safety basin (3) and place the safety basin (3) in the bracket (2) on the wall of the cabinet. **NOTICE** Install the safety basin so that the hoses are not bent, twisted or pulled tight. They should be routed without kinks. It must be ensured that the safety basin in the cabinet can never fall over.

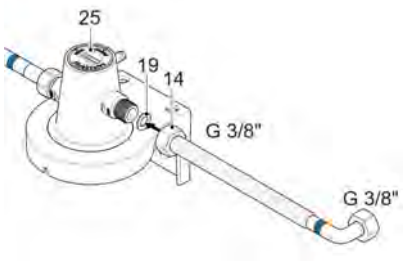
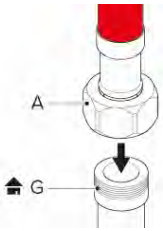
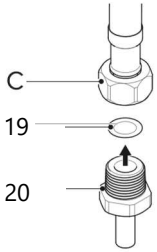
5.3.5 (E) Install the filter head

		Description of Steps
1		Mount the filter head with the mounting bracket (25) between the cold-water house installation (E) and the desired location of the Topia Go system in the cabinet using two suitable screws (not included). **NOTICE** The filter head (25) must be positioned with a clearance of 14" (350 mm) to the floor to leave enough space for the filter cartridge. The distance to the cold-water house installation (E) must be < 39" (1.0 m) in order to use the enclosed flexible water hose.

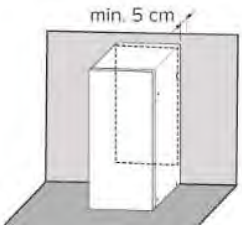
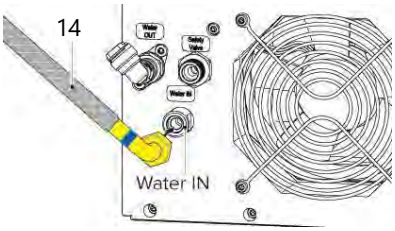
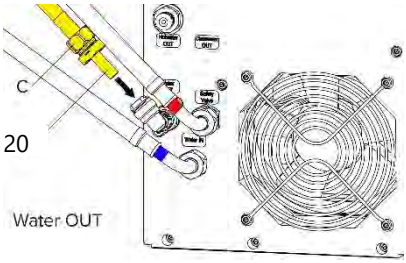
		Do not locate the filter head above an outlet or other electrical device. Install the filter head so that connections require no stretching, kinking or pinching of tubing.
2		Connect the communication cable (D) of the faucet to the filter head (25). **NOTICE** Make sure that the plug is fully inserted.
3		If a safety basin is installed, connect the communication cable of the filter head to the safety basin (3). **NOTICE** Make sure that the plug is fully inserted.

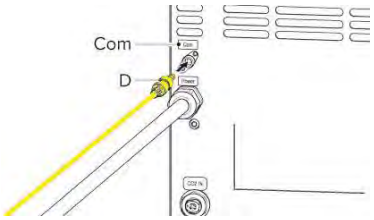
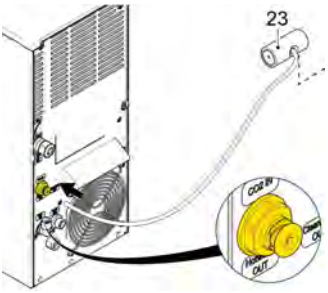
5.3.6 (F) Connect the water supply

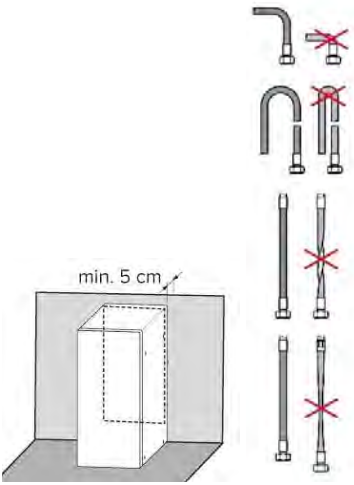
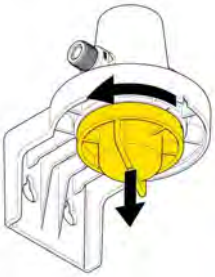
		Description of Steps
1		If necessary: Connect the country specific adapter (16) to the cold and hot water house installation (E and G) with a flat gasket (15) and tighten it with the wrench.
2		Connect the T-piece (18) and hat filter (17) to the cold-water house installation (E) and cold-water connection (B) of the faucet and tighten it with the wrench. **NOTICE** It is extremely important to install the hat filter.
3		Connect the flexible water hose (14, blue tag), with a flat gasket G3/8'' (19) in between, to the T-piece (18) and to the water inlet of the filter head (25) and tighten it with the wrench. **NOTICE** Note the direction of flow indicated by arrows on the filter head. Max. torque 7.3 ft-lbs. (10 Nm). Use only the attached hoses with flat gaskets. Don't use hoses or adapter with conical screw connections as they damage the connectors on the filter head and invalidate any warranty claims.

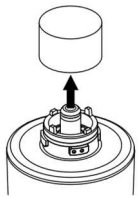
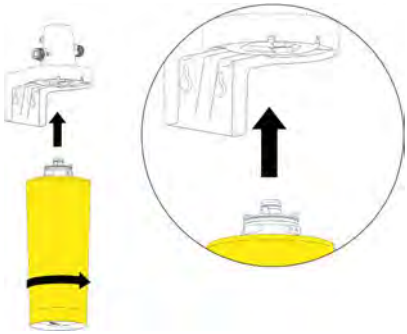
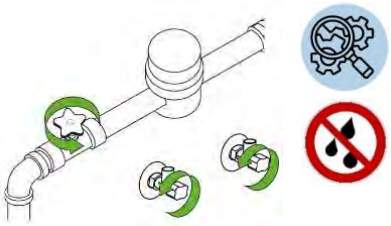
4		Connect the flexible water hose (14, blue tag), with a flat gasket G3/8'' (19) in between, to the water outlet of the filter head (25) and tighten it with a wrench.
5		Connect the hot water connection (A) of the faucet to the hot water house installation (G) and tighten it with a wrench.
6		Connect the conditioned water connection (C) of the faucet to the CW fitting (20), with a flat gasket G3/8'' (19) in between, and tighten it with a wrench.

5.3.7 (G) Connect the Topia Go system

		Description of Steps
1		Position the Topia Go at the desired location underneath the faucet in the kitchen cabinet (see section 5.1).
2		Connect the flexible water hose (14, blue tag) to the Topia Go system (“Water IN” connection) and tighten it with the wrench. The rotatable outlet must be held in place with the sheet metal open-end wrench (21). **NOTICE** Make sure that the hose is not blocking any other connection.
3		Connect the CW fitting (20) at the end of the conditioned water connection (C) to the “Water OUT” connection. **NOTICE** Make sure that the hose is not blocking any other connection.

4		If a safety basin is installed: Connect the communication cable of the safety basin (3) to the "Com" connection on the rear of the machine. If safety basin is not installed: Connect the communication cable (D) of the filter head to the "Com" connection. **NOTICE** Make sure that the plug is fully inserted.
5		Connect the 3/16'' hose (H) with pressure reducer (23) to the "CO2 IN" connection. **NOTICE** **Do not screw the CO_2 cylinder into the CO_2 pressure reducing valve (23) yet.** The pressure reducer (23) is preadjusted to 72.5 psi (5 bar). The input pressure on the Topia Go system should never exceed 87 psi (6 bar).

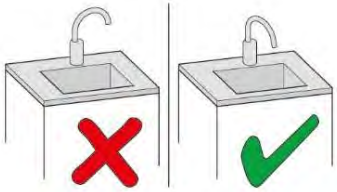
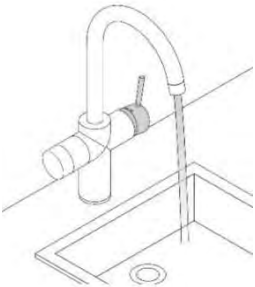
6		Slide the Topia Go system into position. **NOTICE** Check that there is enough room for all the components and make sure that the hoses are not bent, twisted or pulled tight. They should be routed without kinks. Keep the ventilation openings in the housing of the device and in the internal construction free of foreign bodies. Do not place multiple socket outlets or portable power supplies at the rear of the unit.
7		Turn the cleaning cup by approx. 90 degrees to the left. This will unlock it from the filter head (25) and enable it to be removed. **NOTICE** The cleaning cup is required for the regular cleaning procedure and must be kept.

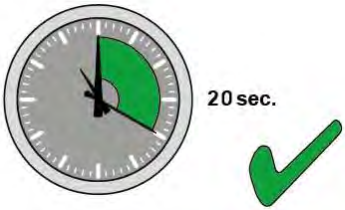
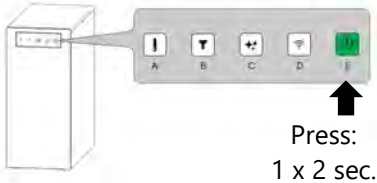
8		Remove the protective cap from the filter cartridge.
9		Insert the filter cartridge into the filter head (25) and turn the filter cartridge by approx. 90 degrees to the right until it cannot be tightened any further. **NOTICE** After storage at a temperature below 32 °F (0° C) the filter cartridge must first be stored at room temperature for at least 24 hours.
10		Turn on the main water supply, open the angle valves and check the installation for seal integrity. Water must not leak from any point. **NOTICE** If water is turned on before all connections have been completed, water may run out of the machine in an uncontrolled manner.

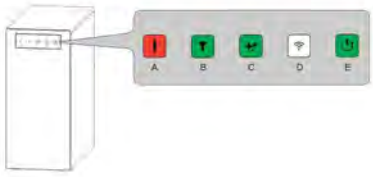
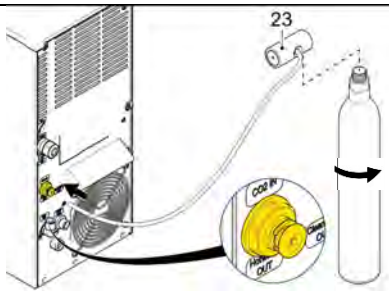
6 Startup and operation of the product

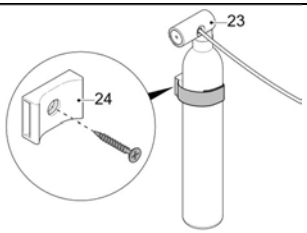
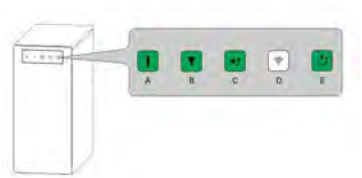
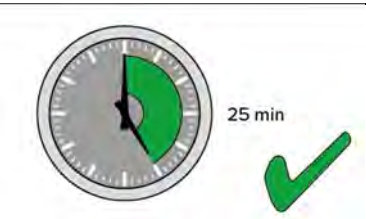
6.1 Start-up procedure

During the start-up, the Topia Go Undercounter system must be flushed once; this is done automatically during the process. To prepare the system for use, we recommend the start-up in the following order:

	Schematic	Description of Steps
1		Make sure that the faucet is correctly aligned above the sink and that the water can drain freely.
2		Check the cold and warm water connection with the manual handle to make sure that the water supply is working. Ensure the CO_2 supply is off or disconnected.
3		Plug in the power cord to initialize the start-up process. **NOTICE** Make sure that the power cord is not bent, trapped or damaged.

4		The first start-up process takes approx. 20 seconds. In the meanwhile, the Reset / Standby button (E) on the system flashes blue shortly. If applicable: The LED on the safety basin lights up green. **NOTICE** **Please do not interrupt the process by pressing any button or unplugging the device.**
5		After the device starts up, the LEDs on the user interface will light up as shown on the left. Press the Reset / Standby button (E) on the system briefly (<2 s) to run the first flushing program.
6		The first flushing program takes approx. 5-6 minutes. In the meantime, a countdown will be visible on the user interface. First, all LEDs light up green and then gradually switch off one by one. **NOTICE** Please do not interrupt the process by pressing any button or unplugging the device. Otherwise, a full restart is required. The device must be unplugged, and the process must be restarted from step 3.

7		If a filter with RFID tag is used, the LEDs on the user interface light up after the first flushing program as shown on the left. If the filter does not have an RFID tag, the Filter LED (B) lights up red. **NOTICE** **The faucet must already be filled with water, i.e. the initial flushing must have been completed before you activate the CO_2 supply.**
8		Remove the CO_2 protective cap from the CO_2 cylinder and screw the CO_2 cylinder into the CO_2 pressure reducing valve (23) by turning it to the right until it cannot be tightened any further. **NOTICE** It is important that the CO_2 cylinder is thoroughly tightened so that a tight seal is formed. Some gas may escape, and a hissing noise may be heard. Keep tightening, until it cannot get any further. No more gas should be heard escaping.

9		Securely place the CO_2 cylinder into the cabinet. Mount the CO_2 cylinder holder (24) in the cabinet using a suitable screw (not included) and tighten the CO_2 cylinder with the strip on the holder.
10		After the CO_2 cylinder is assembled, the LEDs on the user interface will light up as shown on the left.
11		The system cools down and heats up for approx. 25 minutes, after which the unit is ready for use. **NOTICE** **The final carbonation quality will set in after a period of operation/use of a few days.**

6.2 User interface

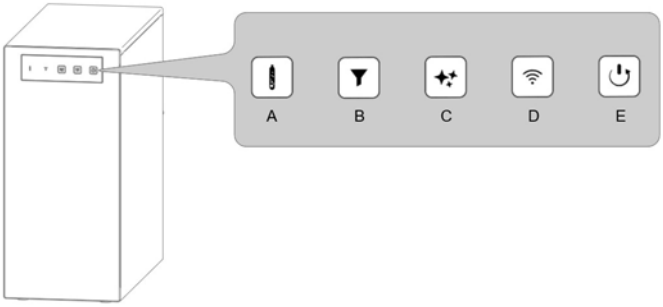


Figure 9: User interface on undercounter

To wake up the user interface, briefly press any button. If the user interface is not used for 60 seconds, it automatically switches to the sleeping mode. If a warning or error message is active or the device is running a program (e.g. cleaning), the user interface remains illuminated.

(A) CO_2-level

Status LED	Color Code	Meaning
Constant: Green		CO_2 > 43 psi (3 Bar)
Flashing: Red		CO_2 < 43 psi (3 Bar) / CO_2 cylinder empty

(B) Filter runtime

Status LED	Color Code	Meaning
Constant: Green		Filter with a remaining filter capacity > 10%
Constant: White		External filter with Flex Hub with a remaining filter capacity > 10%
Flashing: Red		Remaining filter capacity ≤ 10%
Constant: Red		Remaining filter capacity ≤ 0% or last filter change > 6-12 months depending on water hardness i.e. filter change required

(C) Cleaning

Status LED	Color Code	Meaning
Constant: Green		No cleaning required
Flashing: Red		Cleaning required if last cleaning > 6 months
Flashing: Blue (count-down)		Cleaning process running

To start the cleaning program, press the button for 5 seconds until you hear 1 x beep sound.

(D) Connectivity

Status LED	Color Code	Meaning
Constant: White		Connection ready
Flashing: Blue		Connection pairing mode (BLE)
Flashing: Green		Update process (device without function)
Flashing: White		Connection for update process failed (WLAN)
Flashing: Red		Connection for update process failed (Server)
Constant: Red		Update process failed
Constant: Green		Update process successful

Bluetooth connectivity steps:

1. Press and hold the connectivity button for 5 seconds.
2. Wait until all LEDs flash blue and you hear 1 beep.
3. Open the Topia Water app.
4. Search for the device.
5. Enter the pairing code from the label on the back of the device.

Note: Pairing mode ends automatically after 60 seconds if no connection is made.

(E) Reset / Holiday mode

Status LED	Color Code	Meaning
Constant: Green		Operation mode active
Flash: Green		Device restarts
Flash: Red		Holiday mode activated

Holiday Mode

- Press the button briefly (< 2 seconds) until you hear 1 beep.

Reset / Restart System

- Press and hold the button for 5 seconds until you hear 2 beeps.

Exit Holiday Mode

- Press the button briefly (< 2 seconds) until you hear 1 beep.

(F) Error codes

In the event of an error, all buttons flash red (4 seconds) alternating with an error code in the form of a permanently lit LED (3 seconds):
(A): Filter error
(C): Boiler error
(D): Compressor error
(E): The leakage sensor detects water

Error Code	Color Code	Error Description
1 x A		RFID module not detected. (A1)
1 x C		Short power interruption detected. (C1)

2 x C		Safety shutdown activated. (C2)
3 x C		Internal switching error detected. (C3)
4 x C		No water detected in the boiler. (C4)
5 x C		System message, please check additional error information. (C5)
6 x C		Internal fuse triggered. (C6)
7 x C		Hot water valve not responding. (C7)
8 x C		Irregularities detected during boiler water heating. (C8)
9 x C		Invalid values detected from boiler temperature sensor. (C9)
1 x D		Fan malfunction detected. (D1)
2 x D		Temperature sensor error detected. (D2)
3 x D		Cooling temporarily interrupted. (D3)
1 x E		Moisture detected inside the unit. (E1)
2 x E		Safety shutdown activated. (E2)
-	-	Pump Timeout. (Z1)

		Temperature sensor reports abnormal values. (Z2)
		Brief power fluctuation detected. (Z3)
		Cooling circuit temporarily interrupted. (Z4)

Disconnect the power supply for at least 20 sec and restart the device. If that does not help, please contact Customer Service.

6.3 Parameterization via app

The device can be configured via the Topia Water app to adjust settings such as boiling and chilled water temperature, portion control, eco mode, and other functions. The app is available for download on the Apple App Store and Google Play Store.

To pair the device:

1. Press and hold the connectivity button for 5 seconds until all LEDs flash blue and a beep sounds.
2. Open the Topia Water app.
3. Select Add new device.
4. Enter the pairing code shown on the sticker at the rear of the device.

Pairing mode automatically ends after 60 seconds if no connection is established.

QR Code: Apple Appstore

QR Code: Google Play Store

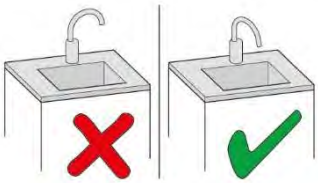
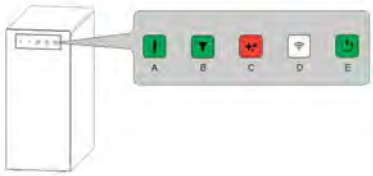
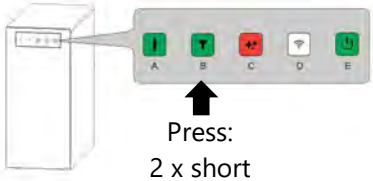


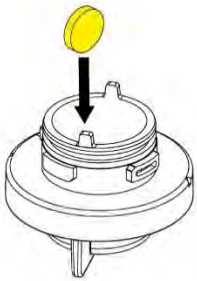
Figure 10: Topia app user interface

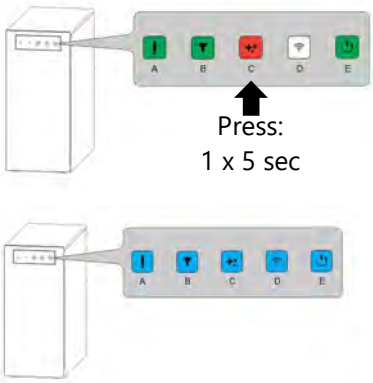
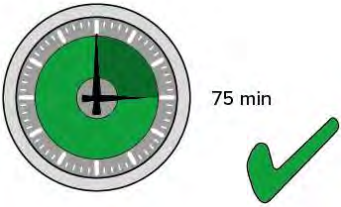
7 Maintenance of the product

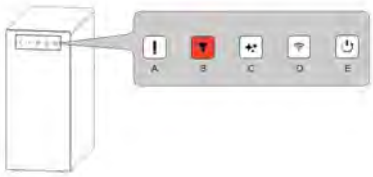
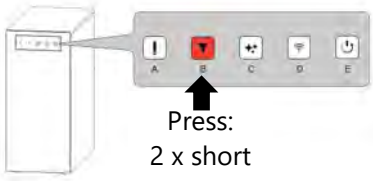
7.1 Cleaning

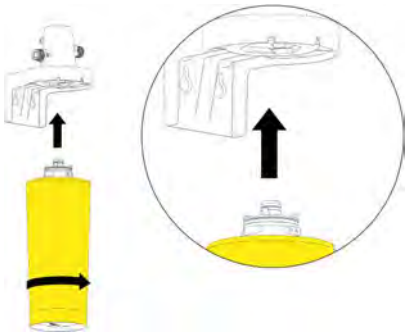
For hygiene and health reasons, the Topia Go Undercounter system must be cleaned every 6 months. We recommend cleaning the system in the following order:

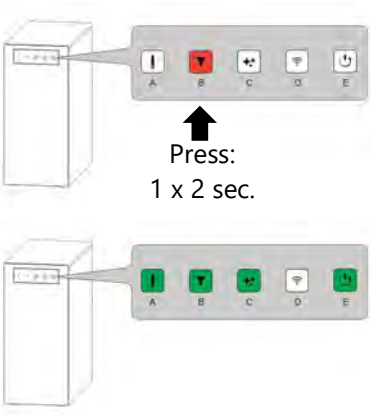
		Description of Steps
1		Make sure that the faucet is correctly aligned above the sink during the cleaning process and that the water can drain freely.
2		If a cleaning process is required, the LEDs on the user interface will light up as shown on the left.
		Optional: Press the Filter button (B) 2 times shortly until you hear 1 x beep sound to release the pressure in the filter head. This helps to unlock the filter cartridge more easily.

3		Turn the filter cartridge by approx. 90 degrees to the left and pull it down. This will unlock it from the filter head (25) and enable it to be removed. **NOTICE** During this process, incoming tap water supply and outgoing filtered water valves in the filter head shut off automatically. It may happen that a small amount of expansion water leaks from the filter head due to peaks in pressure. Please keep this in mind and place some kitchen paper or a towel underneath the filter head.
4		Insert one cleaning tablet (recommendation: Bevi Tab aqua) into the cleaning cup. **NOTICE** Using alternate cleaning tablets may result in the device not being cleaned properly.

5		Insert the cleaning cup into the filter head (25) and turn the cleaning cup by approx. 90 degrees to the right until it cannot be tightened any further.
6		Press the Cleaning button (C) for 5 seconds until all LEDs are flashing blue and until you hear 1 x beep sound to run the cleaning program.
7		The cleaning program takes approx. 75 minutes. In the meantime, a countdown will be visible on the user interface. First, all LEDs light up blue and then gradually switch off one by one.

		NOTICE Please do not interrupt the process by pressing any button or unplugging the device. Otherwise, the process will break off and needs to be finished with a 40-minute flushing process by pressing the blue flashing Cleaning button (C) until you hear 1 x beep sound. Before, the cleaning cup must be removed and a filter cartridge (new or a used one with remaining filter validity) must be inserted.
8		After the cleaning program, the LEDs on the user interface will light up as shown on the left.
		Optional: Press the Filter button (B) 2 times shortly until you hear 1 x beep sound to release the pressure in the filter head. This helps to unlock the cleaning cup more easily.
9		Turn the cleaning cup by approx. 90 degrees to the left and pull it down. This will unlock it from the filter head (25) and enable it to be removed.

		NOTICE During this process, incoming tap water supply and outgoing filtered water valves in the filter head shut off automatically. It may happen that a small amount of expansion water leaks from the filter head due to peaks in pressure. Please keep this in mind and place some kitchen paper or a towel underneath the filter head. The cleaning cup is required for the regular cleaning procedure and must be kept.
10		Insert the filter cartridge (new or a used one with remaining filter validity) into the filter head (25) and turn the filter cartridge by approx. 90 degrees to the right until it cannot be tightened any further. **NOTICE** After storage at a temperature below 32° F (0° C) the filter cartridge must first be stored at room temperature for at least 24 hours.

11		After a valid filter cartridge is inserted, press the filter button (B) briefly (<2 s) until you hear 1 x beep sound. If a filter with RFID tag is used, the LEDs on the user interface light up as shown on the left. If the filter does not have a RFID tag, the Filter LED (B) lights up red.

If necessary, the safety basin can be removed from its lid and placed in the dishwasher for cleaning.



WARNING

Danger of scalding!

- Empty the safety basin with a command via the app to avoid scalding due to remaining water in the basin.
- Unplug the power cord of the device.
- Remove the safety basin from the mounting bracket.
- Remove the safety basin from the lid by pressing the hook on the left side.
- Place the lid carefully into a container while the basin is in the dishwasher. Make sure that the level sensors, hoses and cables on the lid are not damaged.

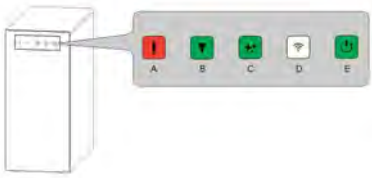
Furthermore, we recommend cleaning the ventilator fan of the Topia Go Undercounter systems once a year with a brush or a vacuum cleaner.

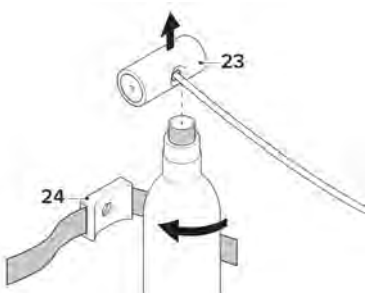
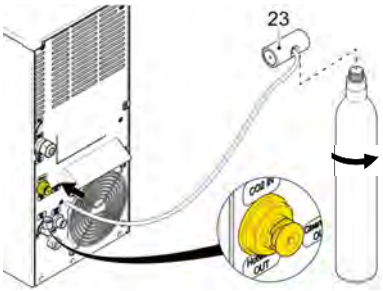
7.2 Consumables

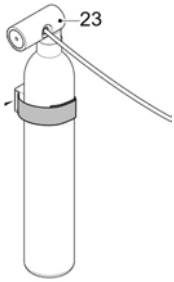
Replacing the CO_2 cylinder:

- After approx. 16 US gal. (60 liters) of carbonated water have been drawn, the water jet becomes weaker and the carbon dioxide content lower. Below 43.5 psi (3 bar), the device shows a signal on the keyboard and on the faucet to replace the CO_2 cylinder.
- If it is completely empty, carbonated water cannot be dispensed.
- The CO_2 cylinder can be refilled locally.
- Please use standard CO_2 cylinders without additional flavor with 14.5 oz. and a trapezoidal thread (TR 21x4) from the local bottle deposit system.
- CO_2 cylinders shall be maintained or repaired only by authorized personnel.
- At the end of its life, if for example the sealing is insufficient, it must be disposed of locally in accordance with the applicable regulations or be returned to the local bottle deposit system.

We recommend replacing the CO_2 cylinder in the following order:

		Description of Steps
1		If a new CO_2 cylinder is required, the LEDs on the user interface will light up as shown on the left.

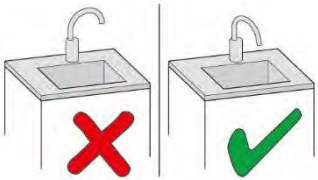
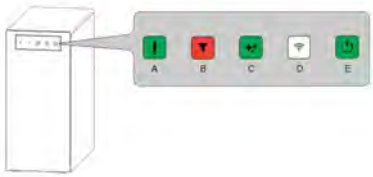
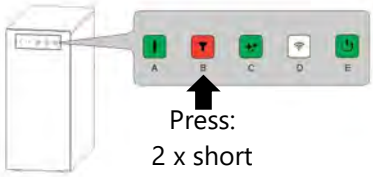
2		Securely remove the CO_2 cylinder from the holder (24) and take the CO_2 cylinder out of the kitchen cabinet. Slowly unscrew the used CO_2 cylinder by turning it to the left. This will unlock it from the CO_2 pressure reducing valve (23) and enable it to be removed. **NOTICE** Please observe the available hose length and do not pull on the hose.
3		Remove the new CO_2 cylinder from its packaging and check for any damages.
4		Remove the CO_2 protective cap from the new CO_2 cylinder and screw the CO_2 cylinder into the CO_2 pressure reducing valve (23) by turning it to the right until it cannot be tightened any further. **NOTICE** It is important that the CO_2 cylinder is thoroughly tightened so that a tight sealing is formed. Some gas may escape, and a hissing noise may be heard. Keep tightening, until it cannot get any further. No more gas should be heard escaping.

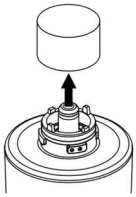
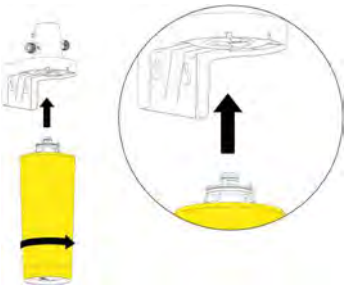
5		Securely place the CO_2 cylinder back into the kitchen cabinet.
6		After the CO_2 cylinder is assembled, the LEDs on the user interface will light up as shown on the left.

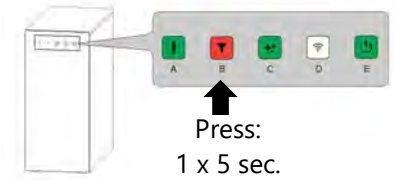
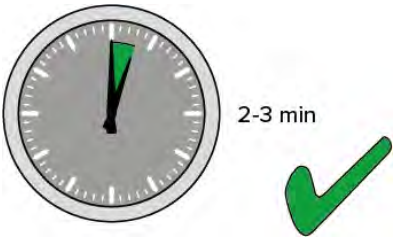
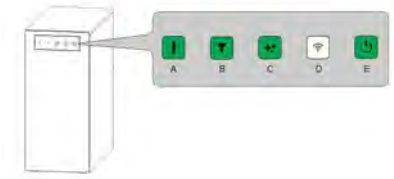
Replacing the filter cartridge:

- A reliable system function can only be achieved if the filter cartridge is replaced on a regular basis. The change cycles depend on the application and associated water consumption.
- The filter must be replaced after the rated capacity of 450 US gal. / 1700 liters.
- We recommend replacing the filter cartridge after 6 months and no later than 12 months depending on usage.
- The filter must be replaced at the interval given in this section. An expired filter allows scale to reach the boiler. Damage caused by failure to replace the filter at the specified interval is not covered by the warranty.
- If the filter is not used for more than four weeks, the filter cartridge must be replaced for hygienic reasons.
- Reprocessing used filter cartridges is not possible. Used filter cartridges can be disposed of hazard-free in domestic waste.
- The filter cartridge must not be opened or damaged.

We recommend replacing the filter cartridge in the following order:

		Description of Steps
1		Make sure that the faucet is correctly aligned above the sink and that the water can drain freely.
2		If a new filter cartridge is required, the LEDs on the user interface will light up as shown on the left.
		Optional: Press the Filter button (B) 2 times shortly until you hear 1 x beep sound to release the pressure in the filter head. This helps to unlock the filter cartridge more easily.
3		Turn the filter cartridge by approx. 90 degrees to the left and pull it down. This will unlock it from the filter head (25) and enable it to be removed.

		NOTICE During this process, incoming tap water supply and outgoing filtered water valves in the filter head shut off automatically. It may happen that a small amount of expansion water leaks from the filter head due to peaks in pressure. Please keep this in mind and place some kitchen paper or a towel underneath the filter head.
4		Remove the new filter cartridge from its packaging and check for any damages.
5		Remove the protective cap from the new filter cartridge.
6		Insert the filter cartridge into the filter head (25) and turn the filter cartridge by approx. 90 degrees to the right until it cannot be tightened any further.

		NOTICE After storage at a temperature below 32° F (0° C) the filter cartridge must first be stored at room temperature for at least 24 hours.
7	 	Start the flushing program by pressing the filter button (B) for 5 seconds. The flushing takes approx. 2-3 minutes. **NOTICE** The flush water could be milky or cloudy at first. This is due to the dispersing air and will clear up quickly.
8		If the filter cartridge has an RFID tag, the device recognizes the new filter and the installation date, and the filter counter are reset automatically. The LEDs on the user interface will light up as shown on the left. If the filter does <u>not</u> have an RFID tag, the filter LED (B) lights up red.

7.3 Controls

The Topia Go Undercounter system, like any conditioned water device, has a limited life and will eventually fail. To avoid possible property damage and personal injury, the system should be regularly examined for leakage and/or corrosion and replaced when necessary.

7.4 Repairs

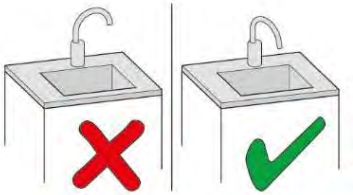
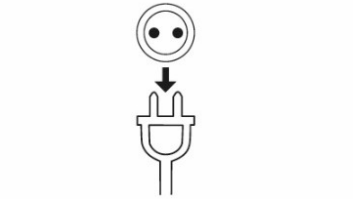
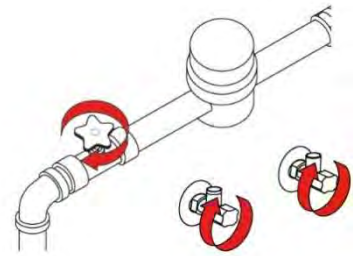
The device shall only be repaired by Topia or by qualified personnel trained by Topia. The unit contains a flammable refrigerant and live electrical parts; opening it is hazardous. Damage caused by repair or opening by untrained personnel is not covered by the warranty.

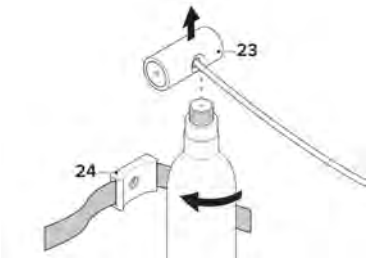
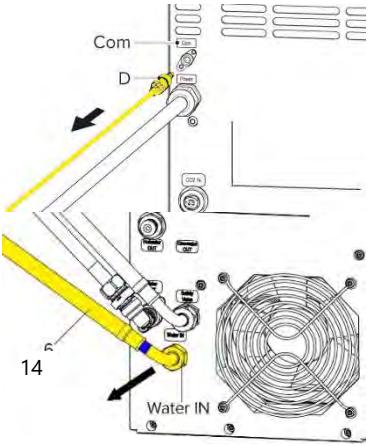
To ensure safe operation, use only spare parts that meet the manufacturer's specification. Damage caused by parts that do not meet the specification is not covered by the warranty.

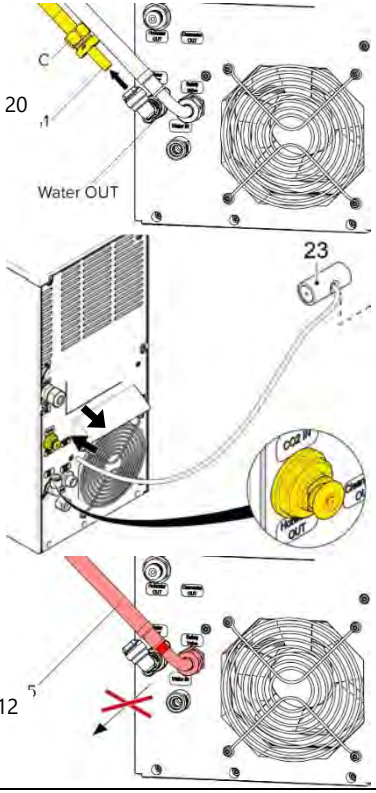
8 Removal and disposal of the product

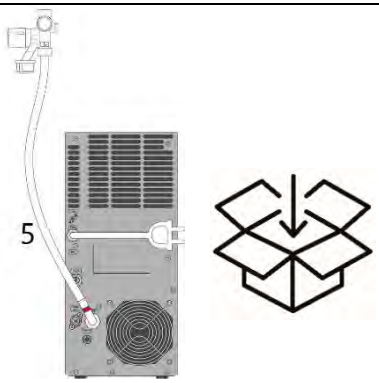
8.1 Removal

We recommend the removal of the system in the following order:

	Assisting image	Description of Steps
1		Make sure that the faucet is correctly aligned above the sink and that the water can drain freely.
2		Unplug the power cord.
3		Turn off the main water supply and close the angle valves.

4		Securely remove the CO_2 cylinder from the holder (24) and take the CO_2 cylinder out of the kitchen cabinet. Slowly unscrew the used CO_2 cylinder by turning it to the left. This will unlock it from the CO_2 pressure reducing valve (23) and enable it to be removed. **NOTICE** Please observe the available hose length and do not pull on the hose. The empty CO_2 cylinder can be returned at your local return station for a refill.
5		Disconnect the communication cable (D), the 3/16'' hose (H) with pressure reducer (23), the flexible water hose (14, blue tag) and the CW fitting (20) at the end of the system water connection (C) from system.

	20 Water OUT 23 CO2 IN 12	

6		The system can now be safely removed from the cabinet.
		NOTICE
		The system must always be transported in appropriate packaging. If a device is returned to Topia, it must be shipped without a CO_2 cylinder.

8.2 Disposal



This symbol may appear on the product, its accessories or its packaging. This marking indicates that the product should be collected separately from general waste, for recycling. It should not be sent to landfill.

CAUTION — Risk of fire or explosion. Dispose of properly in accordance with federal or local regulations. Flammable refrigerant used. This appliance contains R-290 (propane) refrigerant. Do not puncture the refrigerant tubing and do not incinerate the appliance. Do not place this appliance in household waste. Take it to a local appliance recycling, scrap metal, or household hazardous waste facility. Requirements vary by state and municipality — contact your local authority or state environmental agency for collection points in your area.

Do not discard the CO_2 cylinder in household waste. Never puncture, incinerate, or expose it to temperatures above 120 °F (50 °C). Return empty cylinders to your supplier or an authorized exchange point for refilling.

Used filter cartridges may be disposed of with household waste unless your local authority directs otherwise.

9 Troubleshooting

Fault	Possible Cause	Solution
Water discharge at the faucet connection	Connecting pipe of cold/ hot water loose	Tighten with an open-jaw spanner
	Connection pipe of conditioned water loose	Tighten the bayonet coupling until you notice a click
	Connecting pipe of cold/ hot/conditioned water union seal faulty or damaged	Replace the seal
Water discharge at the connection to the drain	Drain hose not sufficiently inserted	Plug in the connector on the drain bridge securely until you hear a click
	Drain bridge loose	Fasten the drain bridge
	Seal of drain bridge and/or drain hose faulty or damaged	Replace the seal
Water discharge at the connections of the device	Connecting pipe of cold/ conditioned water loose	Tighten with an open-jaw spanner
	Connecting pipe of cold/ conditioned water union seal faulty or damaged	Replace the seal
Water discharge at a hose	Brittle or broken hose	Replace the leaking hose
Water discharge at the device	Leakage sensor active	Check where the leakage comes from
		Unplug the device and contact customer service

Water discharge at the safety basin	Connection pipe of conditioned water loose	Tighten the connector until you notice a click
	No communication between the safety basin and the device	Plug in the cable connector of the communication cable securely
	The safety basin is mounted incorrect	Make sure that the lid is locked on the basin on both sides, that the basin is mounted horizontally and that the sealing cap is mounted on the basin.
	Safety basin is faulty and shows a red LED (e.g. level gauge or pump)	Unplug the device and contact customer service
The safety valve drops	Expansion during water heating	No failure, normal functioning
There are hissing noises audible from the unit	The CO_2 cylinder is not correctly screwed in	Rotate the CO_2 cylinder to the right with decent force until it cannot be tightened any further
		Use a new CO_2 cylinder as the sealing surface might be damaged
	The internal pressure reducer is faulty or damaged	Contact customer service
Water cannot be drawn at the faucet	The angle valves of the water supply installation are shut off	Open the angle valves, check the working of the hot and cold water
	The main water valve is shut off	Open the main water valve
	Hoses are kinked	Straighten the hoses
	Faucet is clogged	Inspect the faucet and clean the aerator

Filtered, chilled, carbonated, boiling water cannot be drawn	Filter not installed correctly	Rotate the filter cartridge to the right with decent force until it cannot be tightened any further
	No communication between the faucet and the device	Plug in the cable connector of the communication cable securely
	The installation kit is installed incorrectly	Check the correct installation of the installation kit
	The drain is blocked.	Inspect the drain and clean it if necessary.
	The device is in error mode.	Check the details of the error code (see chapter 6.2). Disconnect the power supply for at least 20 sec and restart the device. If that does not help, contact customer service.
Boiling water cannot be drawn	Device was used without correct filter or with expired lifetime of filter in areas with high content of lime in drinking water	Contact customer service
	Device is in holiday mode	Wake up the device from holiday mode (see chapter 6.2)
	The boiler is faulty	Disconnect the power supply for at least 20 sec and restart the device. If that does not help, contact customer service.

CO_2 is drawn out of the faucet instead of water	The high-pressure pump is faulty	Contact customer service
The drawn water contains no or little CO_2	The CO_2 cylinder is empty or not connected	Replace or correctly connect the CO_2 cylinder
		Tap about 0.26 US gal. (1 liter) of sparkling water if the CO_2 cylinder was empty before
		Check the hoses for correct installation
		Use only CO_2 cylinders with 14.5 oz. and a fitting thread with an undamaged surface
	The water is not cooled sufficiently and therefore cannot absorb enough CO_2.	Wait until the cooling unit has cooled the water to a sufficient level
	The pressure reducer in the device is faulty	Contact customer service
The drawn chilled and carbonated water is too hot	A lot of water was drawn within a very short time	Wait until the cooling unit has cooled the water to a sufficient level
	Device is in holiday mode	Wake up the device from holiday mode (see chapter 6.2)
	The cooling is faulty (compressor is not running)	Contact customer service
	Overheating of the device	Ensure sufficient ventilation in the cabinet and reduce ambient temperature

	The hot water mains connection is used for the water inlet of the device	Ensure that the cold-water mains connection is used for the inlet of the device
The device cannot be switched on	The mains plug is not inserted	Insert the mains plug into a GFCI-protected wall plug socket
	The mains plug or cable is damaged or defective	Contact customer service
	No power supply	Check the socket fuse, if any, and the main fuse
		Contact your electrical system installer
	Software problem	Disconnect the power supply for at least 20 sec and restart the device
	Short-circuit in the device	Unplug the device and contact customer service
	Safety Basin is faulty	Contact customer service
The cleaning process is not running	Cleaning cup not installed correctly	Rotate the cleaning cup to the right with decent force until it cannot be tightened any further
The App cannot be connected to the device	Connectivity on the device is deactivated	Activate the pairing mode and enter the pairing code (see section 6.2)
	Bluetooth connection on Smartphone not activated	Activate Bluetooth on smartphone

The device shows an unknown color code	Failure of the device	Disconnect the power supply for at least 20 sec and restart the device.
		Contact customer service
Water and steam spit continuously from the spout without turning on the faucet	Flush Valve or Safety Basin is faulty	Contact customer service
The faucet rinses water after changing the water type	No communication between the faucet and flush valve	Plug in the motor cable on the flush valve securely
	Flush Valve or Safety Basin is faulty	Contact customer service

10 Appendices

10.1 Technical data

The following specifications are average values.

General specifications	
Dispensing water types	Go 2 / Go 3: Filtered chilled water
	Go 2 / Go 3: Filtered carbonated water
	Go 3: Filtered boiling water
	Go 2 / Go 3: Filtered ambient water
Domestic water supply	Unfiltered warm water, directly connected to the faucet
	Unfiltered ambient water, directly connected to the faucet
Operation	Operation via electronic faucet
Parametrization	Parametrization via app (BLE)
Device dimension	Height = 17-5/16″ / 440 mm
	Width = 7-7/8″ / 200 mm
	Depth = 16-1/2′′/ 420 mm (w/o connectors) / 18′′ / 450 mm (with connectors); all connections on back side
Minimum installation dimensions	Height > 17-5/16″ / 440 mm
	Width > 7-7/8″ / 200 mm
	Depth ≥ 19-11/16′′/ 500 mm
Weight (empty device)	Go 3: 44 lbs. / 20 kg Go 2: 40 lbs. / 18 kg
Weight (filled)	Go 3: 60 lbs. / 27 kg Go 2: 46 lbs. / 21 kg
Supply voltage	EU: 230 VAC, 50/60 Hz US: 115 VAC, 50/60 Hz

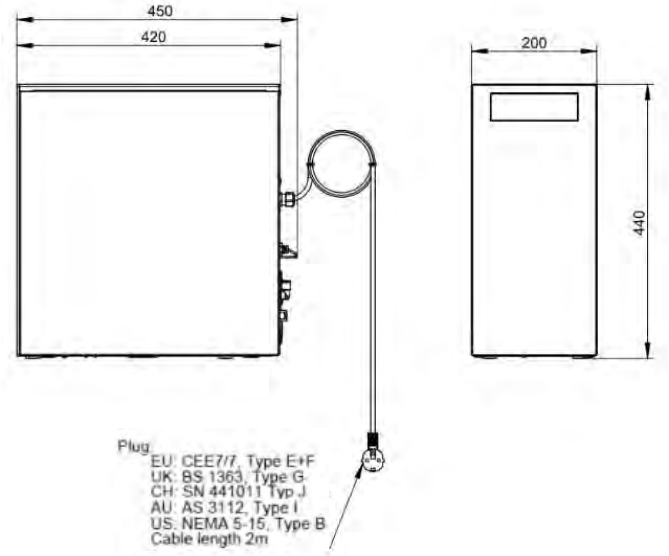
Load	Go 3: 7.5 A (EU/CH/UK/AU) / 11 A (US) Go 2: 1 A (EU/CH/UK/AU) / 2 A (US)
Plug	EU-version = Type E+F acc. to CEE7/7 US-version = Type B acc. to NEMA 5-15
Connection	Grounded wall outlet, protected via a 10A (EU) / 15 A (US) fuse
Max. power consumption	Go 3: 1725 W ±10% (EU) / 1265 W ±10% (US) Go 2: 230 W ±10%
Standby power consumption	Go 3: 19 W (cooling & boiling on) Go 2: 5.5 W (cooling on)
Power consumption in holiday mode	Go 3: 8 W Go 2: 1.9 W @ 68 °F / 20 °C ambient temp.
System working pressure (water)	29 – 116 psi / 2-8 bar (43.5 psi / 3 bar pressure reducer at inlet point)
Water inlet temperature	41-77 °F / 5-25°C
Max. chlorine value	200 mg/l / 200 ppm
Rated service flow (Flow rate with faucet and compensator)	approx. 0.53 gpm @ 43.5 psi approx. 2.0 l/min @ 3 bar
System working pressure (CO_2)	72.5 psi / 5 bar
Ambient temperature	50-90 °F / 10-32°C
Relative air humidity	Max. 75%
Max. altitude	6562 ft / 2000 m above sea level
Sound pressure level (freestanding)	37 ± 4 dB in operation mode 0 dB in standby mode
IP rating	IPx1

Filtered chilled water (Go 2 / Go 3)	
Volume of reservoir	0.6 US gal. / 2.2 l
Cooling refrigerant	R290 – 1.24 oz. (35 g)
Cooling principle	Direct cooling
Temperature control range	approx. 39 – 50 °F approx. 4-10 °C
Flow rate w/o compensator	approx. 0.66 gpm @ 43.5 psi approx. 2.5 l/min @ 3 bar
Tap volume	approx. 0.45 US gal. / 1.7 l below 50 °F / 10 °C
Cooling time	ΔT = 18 °F in 8 minutes (77 °F to 41 °F: approx. 35 minutes) (25 °C to 5 °C: approx. 35 minutes)
Filtered carbonated water (Go 2 / Go 3)	
Volume of reservoir	0.16 US gal. / 0.6 l
Cooling principle	Tank-in tank setup
Carbonation	Injection booster pump
Temperature control range	approx. 39-50 °F / 4-10 °C
Flow rate w/o compensator	approx. 0.87 gpm @ 43.5 psi approx. 3.3 l/min @ 3 bar
Tap volume	approx. 0.58 US gal. / 2.2 l below 50 °F / 10 °C
Carbonation level	approx. CO_2 content 0.67-0.73 oz/gal. / 5.0-5.5 g/l
CO_2 Cartridges	Standard 14.5 oz. CO_2 cylinder
CO_2 Capacity	up to 16 US gal. / 60L (at an average consumption of 0.26 US gal. / 1 L)

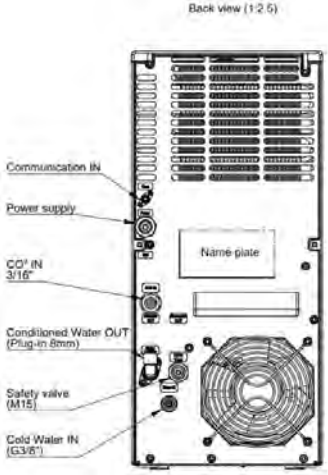
Filtered boiling water (only Go 3)	
Volume of reservoir	EU: 4.0 l pressurized boiler US : 1 US gal. non-pressurized boiler
Temperature control range (adjustable via app)	EU : approx. 60-105 °C US: approx. 140-208 °F
Tap volume (at sea level)	EU: approx. 2.6 l > 99 °C @ 105 °C setting US: approx. 0.7 US gal. 203 °F @ 208 °F setting
Flow rate w/o compensator	approx. 0.7 gpm @ 43.5 psi approx. 2.7 l/min @ 3 bar
Boiling time	59-212 °F / 15 °C - 100 °C: approx. 15 minutes
Filter	
Filter type	Luxe: for boiler protection and water purification
Diameter filter cartridge	3-3/4" / 95 mm
Height filter cartridge	9-41/64" / 245 mm
Filter head	Bayonet
Filter capacity	Approx. 450 US gal. / 1700 liter at 10 °dH

10.2 Images of the Topia Go system

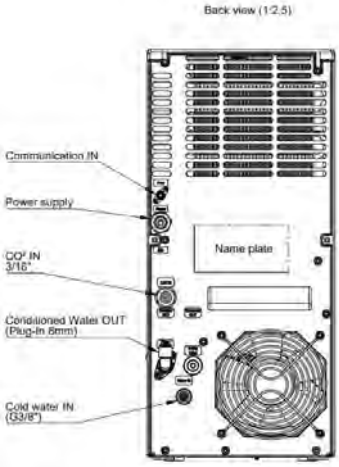
Topia Go 2 & 3 Undercounter system:



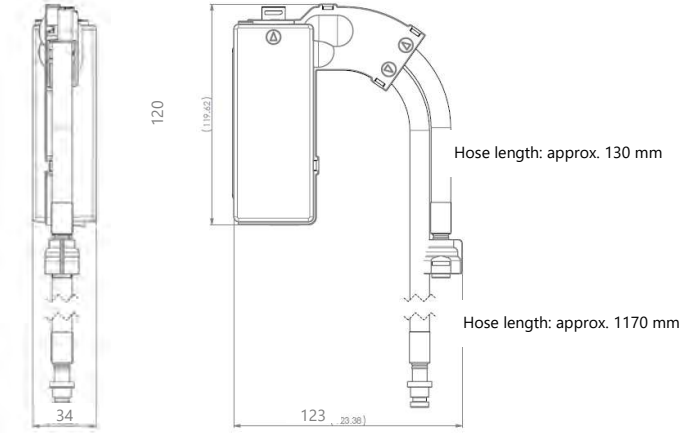
High pressure:



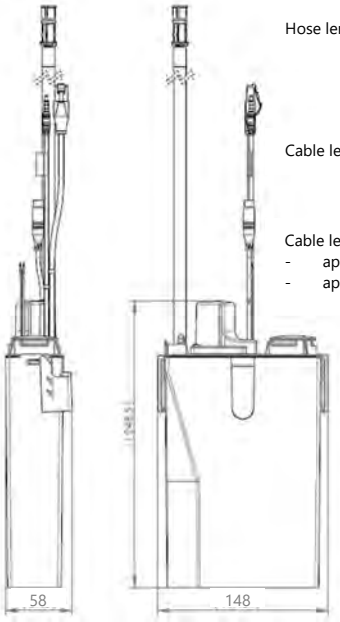
Low pressure:



Flush Valve:



Safety Basin:



Hose length: approx. 930 mm

Cable length (RJ45): approx. 970 mm

Cable length:
- approx. 960 mm (Flex plug)
- approx. 360 mm (Flex socket)

