OSMOFRESH

PREMIUM OSMOSEANLAGEN

Quella Pro operating instructions

Not in the mood for long texts?
Click here for the installation video...

1. table of contents

2. scope of delivery

Quella Pro
(White or Black Edition)
with drip tray and tank. Filter pre-installed.

Did you already know...?

A matching OsmoFresh glass carafe is now also available for the Quella Pro.

Order now directly at osm

3. introduction

3.1 Congratulations

Congratulations on your new OsmoFresh Quella Pro osmosis system. The Quella Pro has been improved on the basis of the Quella Life thanks to your customer feedback:

- Brighter and sharper display
- Higher outlet and stainless steel water outlet
- Possibility to change the amount of water

We hope you enjoy your filtered water.

3.2 Unpacking & service

Remove all packaging material, including the blue transport tape, and place the Quella Pro in your desired location. With OsmoFresh, you have chosen a quality-conscious manufacturer that not only supplies high-quality water filters, but also offers excellent service. If you have any problems during installation or operation, need spare parts or require advice, we will be happy to help. Simply contact us at: info@osmofresh.de or call us on: +49 8151 9659075.

3.3 Sustainability

Our company vision is to improve the negative environmental balance of bottled water in German households without sacrificing high-quality drinking water. With an OsmoFresh® osmosis system, you have chosen a sustainable alternative. Compared to conventional bottled water use, which causes long transportation routes, costly recycling processes and considerable waste, the osmosis system offers a more environmentally friendly option. Although the osmosis system produces waste water, it can be reused and the manufacturing process has a low energy consumption. As a German-based manufacturer in Landsberg am Lech, we are committed to fixing any problems on site and replacing parts. These instructions also contain tips on how to maximize the service life of your appliance.

4. commissioning

- Place the Quella Pro in the designated location. As the tank needs to be filled regularly, a place near a tap is ideal.
- Make sure that all blue transportation strips are removed.
- Remove the lid from the tank.

- Fold the white lever upwards and pull the tank straight up and out.
- Fill the larger part of the tank with water ("tap water") up to the indicated mark.
- Leave the "Waste water" area empty for the time being. This will be filled with waste water in a moment.

Tip

Only leave the waste water area of the tank empty during commissioning. During normal use, we recommend always filling both chambers of the tank with tap water. More on this in the chapter "Daily use".

4. commissioning

- Place the tank back on the system. Make sure that the tank is correctly positioned on the system (down to the stop and the hooks engaged).

- Plug in the system.
- The system beeps once briefly and the display lights up briefly.
- As soon as the display has gone out again, press the on/off button on the display.
- The white drop starts to flash on the display. This means that the Quella Pro is starting the filter process.
- After about 1-2 minutes, the waste water tank begins to fill.
- After a few minutes, the display will show a red drop of water. Empty the tank completely and refill the tap water chamber.

Remark:

The waste water tank may overflow slightly and water may run into the tap water tank. This is a normal process and is intentional.

4. commissioning

- After a few minutes, the display will show a red drop again. Empty the tank and refill the tap water chamber. The white drop has now stopped flashing on the display and lights up continuously.
- After a few minutes, the white drop goes out.
- Remove the tank from the system and place it next to the appliance.
- Take an approx. 2 liter container and place it under the water outlet.

Tip

If you do not have a 2 liter container, you can also use two smaller containers. In this case, they are filled one after the other.

- Press and hold the "100°" button for about 3 seconds.

IMPORTANT: DO NOT press the "Lock" button in front of it

- The display should show "00" in the top right-hand corner and water should run out of the water outlet. After about 4 minutes, the display will return to its normal appearance and the water will stop running out of the appliance.

Remark

The Quella Pro pre-filters your water in an internal ultrapure water tank. This has a capacity of around 1.7 liters. When the water is removed, it is filtered again in the secondary filter and then flows through the water outlet. Pressing and holding the 100° button empties the internal container completely.

4. commissioning

- Empty the tank and fill both chambers (tap water and waste water) of the tank.
- Place the tank back on the appliance. The white drop flashes. After some time, the white drop lights up continuously. After a few minutes, the white drop goes out.

Remark

The white drop means that the appliance is currently filtering. If the white drop flashes, no water can be removed during the filtering process. If the white drop lights up continuously, water can be removed at any time during daily use.

The red drop means that the tank is empty and needs to be refilled.

- Pick up the 2 liter container again, place it under the water outlet and press and hold the "100°" button.
- As soon as the display returns to its normal state, empty the tank completely.
- Fill both chambers of the tank (tap water and waste water) with tap water again and place the tank back on the system. Wait until the white drop lights up continuously.

- Now you can tap filtered water for the first time.
- To do this, press the "RT" button (for room temperature) on the display and hold a glass under the water outlet.
- That's it. The Quella Pro is now ready for use and you can enjoy freshly filtered water.

Remark

The "rinsing" that has just been carried out is important to run in the membrane and the filters so that they can develop their full filter performance. During this process, the TDS value shown on the display should also drop from approx. 30 to a value between 2 and 20.

5. daily use

Water withdrawal:

You can simply press the top row of buttons at any time. The flow rate is automatically preset to 450 ml per dispensing. The lower side of the dispensing options can be unlocked by pressing the "Lock" button. Then simply press the desired temperature level.
Attention! Boiling hot water comes out of the water outlet immediately. The Quella Pro works with an integrated instantaneous water heater,

which heats the water up to 100°C within 3 seconds. In contrast to a kettle, only as much water is heated as is actually needed.
The dispensing process can be stopped at any time by pressing any button.

Changing the outlet volume:

You can adjust the preset dispensing quantity by pressing and holding the 80° button for 3 seconds. The outlet quantity is displayed in ml in the top left display field. By pressing the 80° button again, the outlet quantity can be
can be changed in several steps. Possible

are: 150ml, 300ml, 450ml, 600ml, 750ml and 900ml. The
Pressing any other dispensing button confirms the dispensed quantity and dispenses water at the desired temperature. During dispensing, the temperature is displayed in the ML field

Water change:

If the large water tank is empty and the waste water tank is full, the system shows an empty red drop of water on the display. Please empty the waste water tank and refill both chambers, tap water and waste water. One tank filling is exactly enough to fill the inner tank with a volume of 1.7L. As the waste water tank has a volume of about 1.5L and still has about 200ml overflow, the waste water ratio is 1:1.

You can use the waste water for watering flowers, for example.

6. maintenance, tips and tricks

Descaling of the external tank:

Depending on the limescale content of the incoming water, we recommend cleaning the outdoor tank regularly (approx. every 2-3 weeks). Commercially available citric acid or descaler is best suited for this. Vinegar essence is not recommended as it is very aggressive. Proceed as follows:

1. Remove the tank from the system.
2. Fill both chambers with the descaling solution.
3. Leave to stand for 1-2 hours or according to the pack instructions.
4. Empty the tank and wash it out thoroughly.
5. Fill the tank with tap water and place it back on the system.

Extension of service life with high lime content:

The appliance has OsmoFresh ScaleShield® technology installed in the pre-filter (no. 2). This technology reduces limescale deposits in the outer tank, the membranes and other components in the appliance. This increases the service life of the membranes and the appliance. In addition, the membrane can be relieved by filling the outer tank with approx. 1 liter of osmosis water once a month and filtering it through the appliance. It is best to leave the appliance for a few hours (e.g. overnight). This also dissolves limescale in the membranes, valves and other components and extends the service life. After the soaking time, the appliance can simply be used as normal.

6. maintenance, tips and tricks

My TDS value was very low at the beginning and rises sharply after a few weeks. What can I do?

In this case, we recommend decalcifying the outdoor tank regularly, no longer filling the waste water side completely or even not filling it at all and filling the outdoor tank with approx. 1 liter of osmosis water once a month and allowing it to take effect.
If all these measures do not help, we recommend replacing the membrane. After replacing the membrane, be sure to follow the tips on the left regarding the limescale content. This should significantly extend the service life of the membrane and filter.

Green algae is growing on my tank. What can I do?
First of all, it is a good thing that you have bought an osmosis system. As a rule, this is green algae. These occur when the nitrate content is too high. Proceed in a similar way to descaling when cleaning. You can also clean the walls of the tank manually with a very soft brush.

The water tastes bitter.
This has to do with the fact that osmosis water, even if it has already been re-mineralized, is still rather low in mineralization. See also the chapter on water analysis. Some people perceive low mineralized water as bitter.
This problem can be solved relatively easily by adding minerals. There are a number of manufacturers in this field. Please feel free to contact us. Our in-house water sommelier will be happy to advise you.

Can I also operate the appliance with well water or river water?
In principle, the device filters any type of input water. The following principle applies: the poorer the incoming water, the shorter the life expectancy of the appliance, the filters and the membranes. For this reason, we cannot accept any warranty for operation with well water or water from other sources. However, if you want to do this anyway, we recommend pre-filtering the water. Please contact us, we have solutions for such cases.

7. twinFlow® technology

How does TwinFlow® technology work?

With TwinFlow® technology, we achieve a longer service life for the device and the membrane without compromising the filter service life.

A question that we have been asked frequently: Waste water mixes with tap water in the waste water tank due to the overflow. Isn't that bad for the filters when waste water is filtered again?

It is precisely this principle that we call TwinFlow® technology:

Internally, the membrane filters with a waste water ratio of 1:2 (1 liter of pure water to 2 liters of waste water). The water runs through twice until the larger side of the tank ("tap water") is empty and only the waste water side is full. This results in an overall waste water ratio of 1:1. This concept does not seem intuitive at first, but:

1. A less highly concentrated wastewater "flocculates" less and thus reduces potential blockages within the membrane over time.

2. As the waste water usually has more foreign substances dissolved in it, it tends to remain further down in the waste water tank and the less concentrated water overflows and is filtered again. This further extends the service life.

All this happens automatically in the appliance. You don't have to worry about a thing.

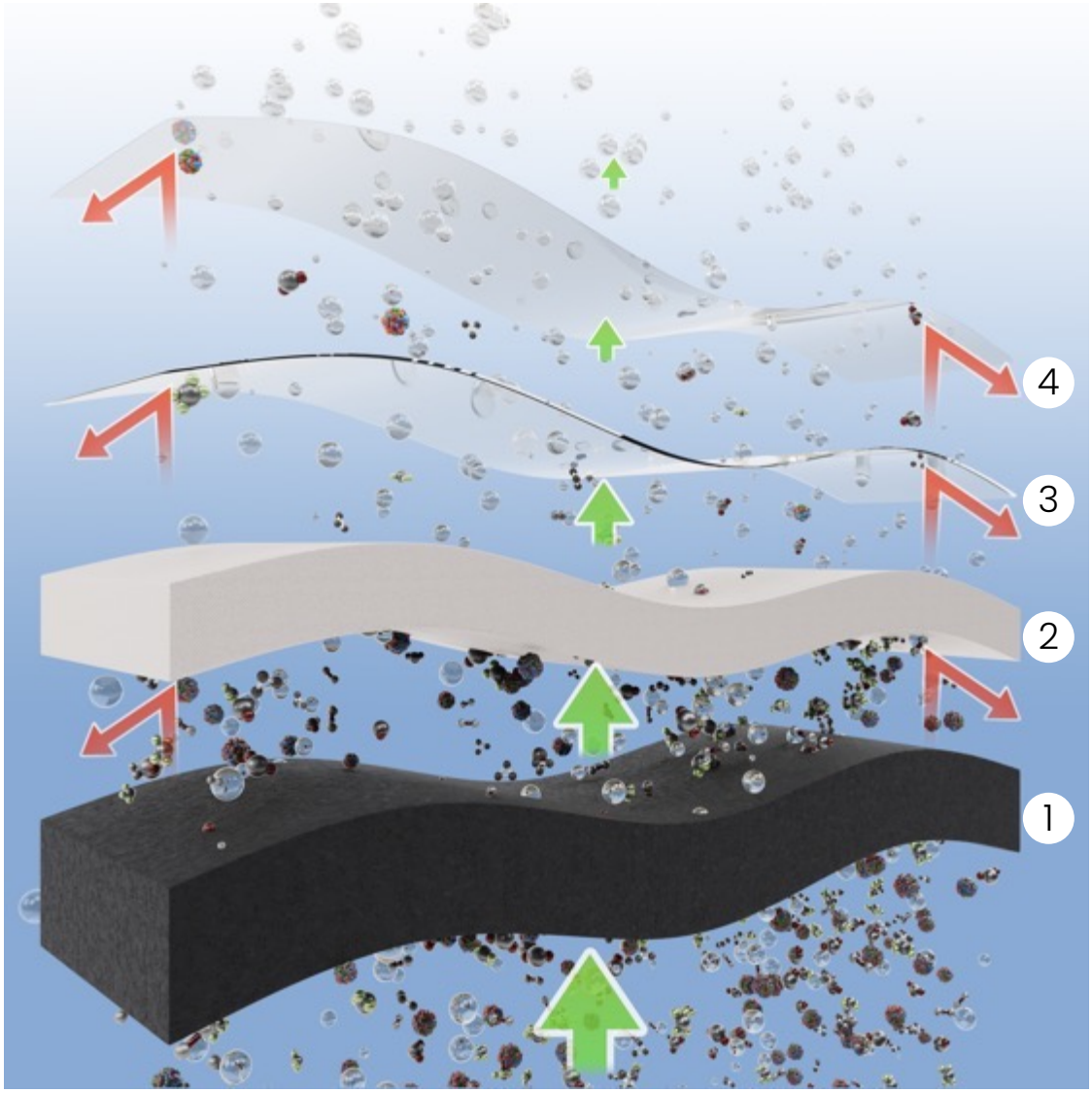
Further information on how the system works and the reasons for this functionality can be found in the chapter "General description of the function."

8 UltraPore® Coating Technology

How does the UltraPore® Coating technology work?

UltraPore® Coating Technology is a coating technology that we use for all OsmoFresh membranes. This leads to even higher filter performance and better TDS values.

We have developed this technology in recent years and have now established it in all OsmoFresh systems.



8 UltraPore® Coating Technology

As a rule, each membrane consists of three layers. We have incorporated a fourth layer using a special manufacturing process. (see also graphic)

1. **Polyester base**: serves as a foundation and structure for the upper layers. Is not involved in the filtering process. Extremely important here is the highest possible purity in the manufacturing and processing process, which we regularly check and ensure personally with our suppliers.
2. **Polysulfone layer**: Reinforcement of the extremely thin polyamide layer.
3. **Polyamide layer**: Main filtration layer of each membrane. The TDS value changes due to this layer.
4. UltraPore® **Coating**: Using a special manufacturing process, we have incorporated a coating into the polyamide layer that almost completely removes every last trace, e.g. small PFAS compounds.

Here is a table with guide values for the filter performance of individual substances. These may vary in individual cases and depend on production fluctuations, pressure, temperature, maintenance intervals, age of the membranes and filters as well as the quality of the input water.

Element	**In %**
Iron	97-98
Potassium	94-97
Manganese	97-98
Aluminum	97-98
Copper	97-98
Nickel	95-96
Cadmium	95-97
Silver	97-99
Zinc	95-97
Mercury	95-98
Chrome	90-95
Chloride	85-95

Bromine	93-96
Sulphate	96-97
Phosphate	97-98
Cyanide	97-98
Silicates	85-90
Silicic acid	90-95
Nitrate	94-96
Fluoride	93-95
Polyphosphates	97-99
Orthophosphates	97-99
Bacteria	>99
Lead	96-98
PFAS	>99

9. declarations

Display:

Red drop: please refill the tap water and waste water tanks.

Filter change: Change the filters when the filter change indicator lights up red

Error - Consult the operating instructions or contact our customer service department

- If the drop flashes, the system is filtering and no water can be drawn off.
- If the drop lights up continuously, the system is filtering and water can be drawn off.
- If the drop does not light up, pre-filtering is complete and the system is in standby.

TDS value of filtered water (after membrane)

Changing the outlet volume

- Display outlet quantity in ml
- Temperature display during water withdrawal

Child-safe temperature levels for water withdrawal

Childproof lock

Temperature levels for Water withdrawal

"Reset" - to reset the filter change display

On/Off button - press and hold for up to 20 seconds to switch off

Service life and function of the respective filters:

Abbreviation	Filter type	Function	Change interval
RO	Osmosis membrane	With 0.0001 µm fine pores, even the smallest impurities are removed. What remains is pure water without additives.	12-24 months
PAC	Sediment, activated carbon and limescale filter	Filters sand, rust, chlorine, bacteria and odors, thus protecting the membrane. The ScaleShield® technology also significantly reduces limescale deposits.	6 months
CF	Afterfilter	Improves the taste. Ensures a balanced, slightly alkaline pH value (between 7-8) and enriches the water with valuable minerals.	6 months

** The TDS value indicates the conductivity of the water in parts per million (ppm). This is a good indicator of the number of dissolved particles in the water.*

10. filter change

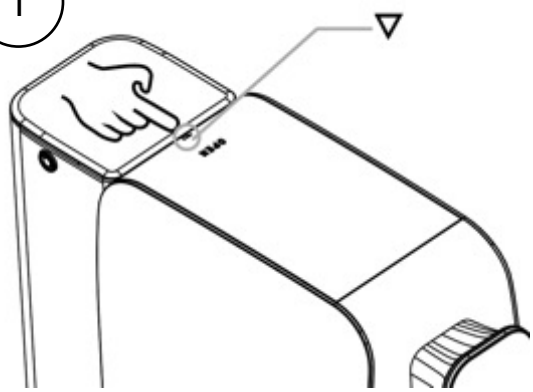
Sleep mode:
If the Quella Pro is not used for 1 hour, it automatically goes into sleep mode. The display is still visible but darkens.
By pressing one of the six temperature buttons, the system wakes up and switches to standby mode.

Filter change:
When the filter has reached about 10% of its remaining service life, the respective filter change element (1, 2 or 3) lights up red on the display. This indicates that the respective filter should be replaced as soon as possible.
In some cases, the filter change display may take longer or shorter than specified to display a filter change. This is due to the fact that our internal control system does not know the time or date. We therefore measure the pump runtime as an indicator for the filter change cycle. To do this, however, we have to make assumptions about how the appliance is used. If your personal usage behavior deviates from this, we recommend monitoring the change cycle individually. We recommend changing the membrane if the displayed TDS value is permanently above 30. You can download corresponding time-based entries for your cell phone calendar here:

Filter change

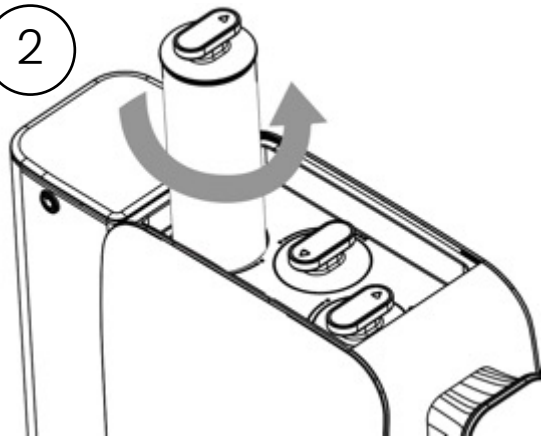
Diaphragm change

1



Press the button ▽ open the filter cover.

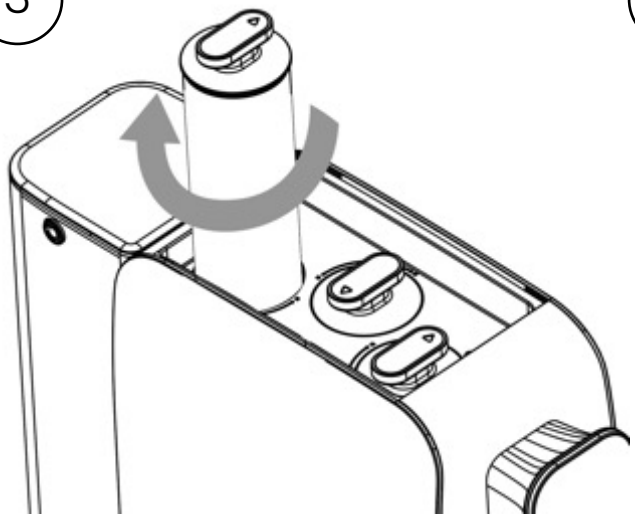
2



Turn the filter element counterclockwise upwards to remove it.

10. filter change

3



Insert the new filter into the opening and turn it clockwise to tighten.

4

Reset

Press and hold the "Reset" button for about 3 seconds until the system beeps once and the first filter element on the display flashes red.

By pressing the "Reset" button again, you can select the desired filter element that you want to reset. Once you have selected this, press and hold the "Reset" button again for about 3 seconds until the system beeps once.

The respective filter element is now reset. Repeat this process for the other filter elements if you have replaced several filters.

After replacing the membrane, we recommend manual flushing using the "100°" button as described in the "Installation" chapter.

Please only use original filters to ensure that the system functions properly.

Art. No. Filter: FIQL

Art. No. Diaphragm: MBQL

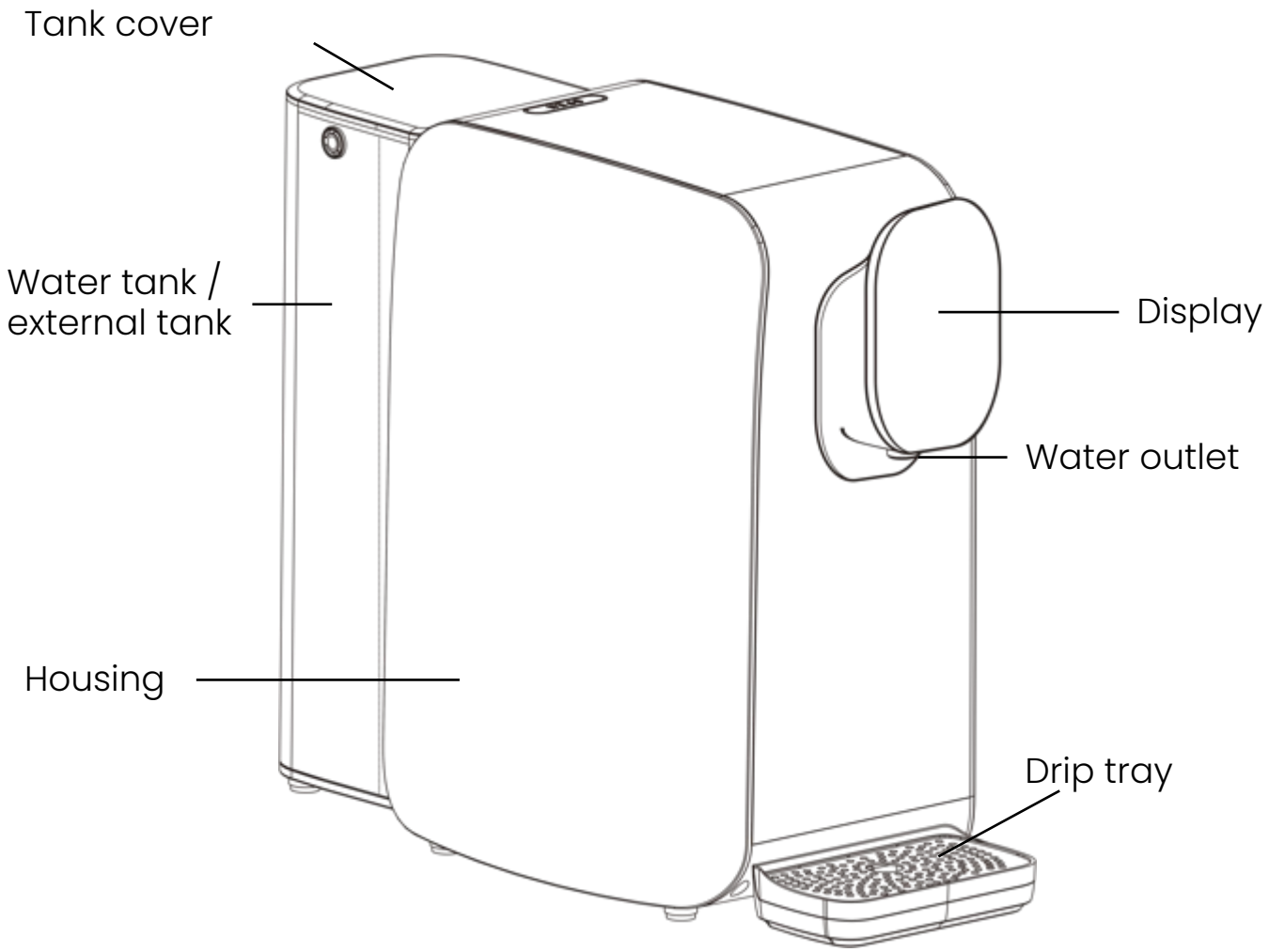
11. warnings and safety instructions

1. Do not use multiple sockets. Sockets with a fuse rating of at least 10 amps should be used. *(Normally, all sockets in Germany are fused with 16 amps)*
2. Do not place the water tank in a suspended position.
3. Do not fill the water tank with cloudy tap water, ice cubes or other mixed liquids such as milk and fruit juice.
4. Do not push the water outlet nozzle into the edge of the cup when removing water to avoid the risk of the outlet nozzle becoming blocked by boiling water.
5. The water filter can be used by children aged from 8 years and above and persons with physical, sensory or mental disabilities or lack of experience and knowledge as long as they have supervision or instruction concerning the safe use of the water filter and understand the hazards involved. No child should clean or maintain the filter without supervision.
6. If the cable is damaged, it must be replaced by the manufacturer, customer service or appropriate specialists in order to avoid danger.
7. Do not use the appliance if the temperature of the water being drawn in or the ambient temperature is below 10°C or above 38°C.
8. If you draw off water at a low temperature immediately after drawing off water at a high temperature, the temperature of the fresh water may be higher. Please ensure that you do not scald yourself.
9. If the raw water does not meet the municipal tap water standard (including a high sludge content and excessive TDS), the service life of the filter element may be shortened. Please understand that we cannot accept any warranty for this.
10. To avoid danger, please place the Quella Pro on a flat table top. (The inclination of the table top should not be greater than 10°).
11. Before delivery from the factory, the entire appliance is filled with water for testing, so it is normal for there to be some residual water in the appliance.

12. troubleshooting

Malfunction	Reason
The system does not produce any water	1. check whether the raw water tank contains water 2 Check whether the filter element is clogged due to too much dirt. 3. check that the tank is properly engaged.
The water flow is lower than normal	Check whether the filter element is too dirty or worn beyond its service life
The water doesn't taste good	1. check that the filter element has not been replaced after its service life has been exceeded
	2. check whether the parts on the machine have been removed without authorization
	3. check whether the sealing rings on the filters are damaged
	4. it may have something to do with mineralization. See chapter: "Maintenance, tips and tricks"
The system does not heat	1. check that the power is switched on.
	2. check whether the parts on the machine have been removed without authorization
The device shows error E1 on the display	Replace the filter and membrane completely. Then follow the tips for regular maintenance and descaling in the 'Maintenance, tips and tricks' section.
The device shows an error on the display with a number other than E1. E.g. E2, E4 etc.	Contact OsmoFresh customer service at info@osmofresh.de

13. product parameters



Model: Quella Pro Black Edition	Protection against electric shock: Protection class I	OsmoFresh A brand of the purecom GmbH Platanenstr. 1A 86899 Landsberg am Lech GERMANY WEEE No.: DE 11971886
Voltage: 220-240V~	Power consumption*: - Standby: 4.1 W - Sleep (automatically after 1 hour): approx. 1.5 W - 45°C Draw-off: approx. 1,000W - 80°C Draw-off approx. 2,000W - 100°C Draw-off approx. 2,200W *for hot water depending on the input temperature	
Power: 2,200W (~10A)	Working pressure: 4-8 bar	
Frequency: 50Hz	For tap water at 10-38°C	

14. vacation/absence

In the case of longer absences or vacations, we recommend the following procedure depending on the duration of the vacation:

Duration	Procedure
Up to 1 week	1. Empty the tap water tank and the waste water tank 2. Remove all the water from the inner tank using the "RT" button 3. Unplug the system 4. When you return, simply fill the tap water tank and waste water tank once completely and completely drain the water from the inner tank again 5. Now refill the tap water tank and the waste water tank and use the appliance as before
1-3 weeks absence	1. Empty the tap water tank and the waste water tank 2. Remove all the water from the inner tank using the "RT" button 3. Remove the filters and the membrane. Wrap them airtight in cling film and place them in the refrigerator. 4. Unplug the system 5. When you return, screw the filters back in, fill the tap water tank and waste water tank once completely and completely drain the water from the inner tank again 6. Now refill the tap water tank and the waste water tank and use the appliance as before
More than 3 weeks	1. Empty the tap water tank and the waste water tank 2. Remove all the water from the inner tank using the "RT" button. 3. Remove the filters and the membrane and recycle them. 4. Place the appliance upside down so that all the water can flow out of the system. 5. When you return, please insert a new filter and membrane and continue with chapter "Changing the filter".

15. general description of the function

1. how the Quella Pro reverse osmosis system works

The water is drawn in from the outside tank on the larger side at the bottom and passed through a pre-filter. This reliably filters out sediments and inorganic substances such as chlorine. The pre-filter serves exclusively to protect the membrane.

After the pre-filter, the water flows through a booster pump and is pressed through the membrane at a pressure of several bars. As the membrane has pores just 0.0001 µm in size, it only allows smaller ions and water molecules to pass through. Due to this extremely fine pore structure, the filtered substances must also be transported away, as otherwise the membrane would clog within a very short time. This is why waste water is produced and why the amount of waste water cannot be reduced at will. This would always be at the expense of the service life of the membrane.

The pure water then flows into an inner tank. This is necessary because the extremely high filter performance of the membrane means that only small quantities of water can be filtered at a time. More capacity is only possible with piped devices that can use the pressure from the water pipe to boost the performance.

When the water is drawn off, it is passed through a secondary filter and then flows out of the front of the system. The secondary filter ensures a balanced pH value, additional minerals and a fresh taste.

2. why does the waste water side always run over and into the tap water area of the tank?

Through a series of experiments, many years of experience and test series, we have determined that we can increase the service life of the system and the membrane if the membrane filters with a higher waste water ratio (1:2). For this reason, a mixture of waste water and tap water runs over and into the tap water area of the external tank. Here, the water mixes again with tap water and is sucked in and filtered once more. See also the "TwinFlow® " technology chapter.

3. why does the TDS value on the display differ from the manually measured value of the water?

The device measures the TDS value directly after the membrane. The water then flows through the secondary filter. As the secondary filter adds minerals to the water again, the TDS value at the outlet is naturally higher than the value displayed by the device.

16. water analysis

The following values were measured in the laboratory and are intended as a guide. Deviations are possible due to slight fluctuations in production. In general, the longer the water stands in the secondary filter, the higher the mineral content

Test parameters	Test result	Unit
Spez. electr. conductivity(25°C)	65	µS/cm*
pH value	6,6	
Sodium (Na+)	1,8	mg/l
Potassium (K+)	0,4	mg/l
Calcium (Ca^{2+})	9,7	mg/l
Magnesium (Mg^{2+})	0,8	mg/l
Hydrogen carbonate (HCO^{-})	34,5	mg/l
Total hardness calculated	1,54	°dH

Note: Quella Pro water is mineralized like average tap water and many bottled waters from the supermarket. If you want highly mineralized water, you can additionally mineralize it. Our in-house water sommelier will be happy to advise you on this.

As the membrane cannot distinguish between "good" and "bad" particles, all harmful substances and therefore also minerals are removed from the water first. The main purpose of mineralizing the water is to ensure that the water does not remove any minerals from the body. The minerals also ensure a balanced taste and a neutral pH value.

IMPORTANT: The TDS value on the display of the system is not the same as that measured at the outlet, as the internal measurement is taken directly after the membrane, but is then mixed with minerals again in a controlled manner, which increases the TDS value again.

Our aim is always to produce contaminant-free, balanced and tasty water in the most sustainable way possible. This is what our appliances stand for. If you have any complaints or further questions, please send us an e-mail to: info@osmofresh.de. We are sure to find a solution.

** The conversion factor from µS/cm to ppm is approx. 2, i.e. 1ppm ~ 2µS*

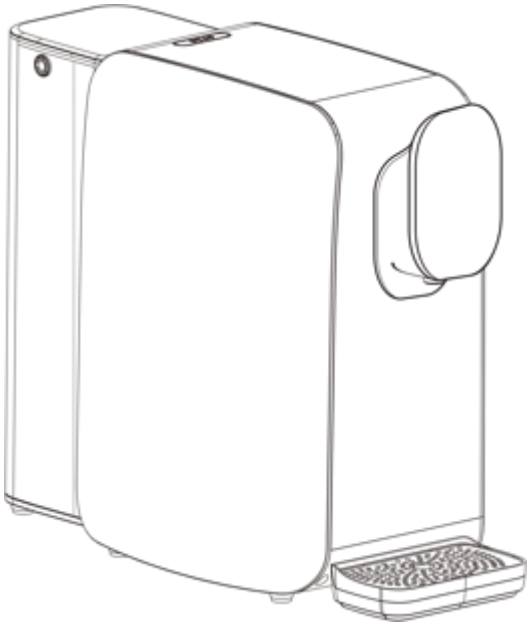
Recommended filter change interval: every 6 months

Art. No. Filter: FIQL

Recommended diaphragm change interval: every 12 - 24 months or if the TDS value rises permanently to 30 or higher - whichever comes first

Art. No. Diaphragm: MBQL

If you require pure osmosis water (without post-filtration), we offer an empty post-filter under Art. No. FIQL-L.



The manufacturer of the system is purecom GmbH, Platanenstr. 1A, 86899 Landsberg am Lech, GERMANY
WEEE No. DE 11971886