

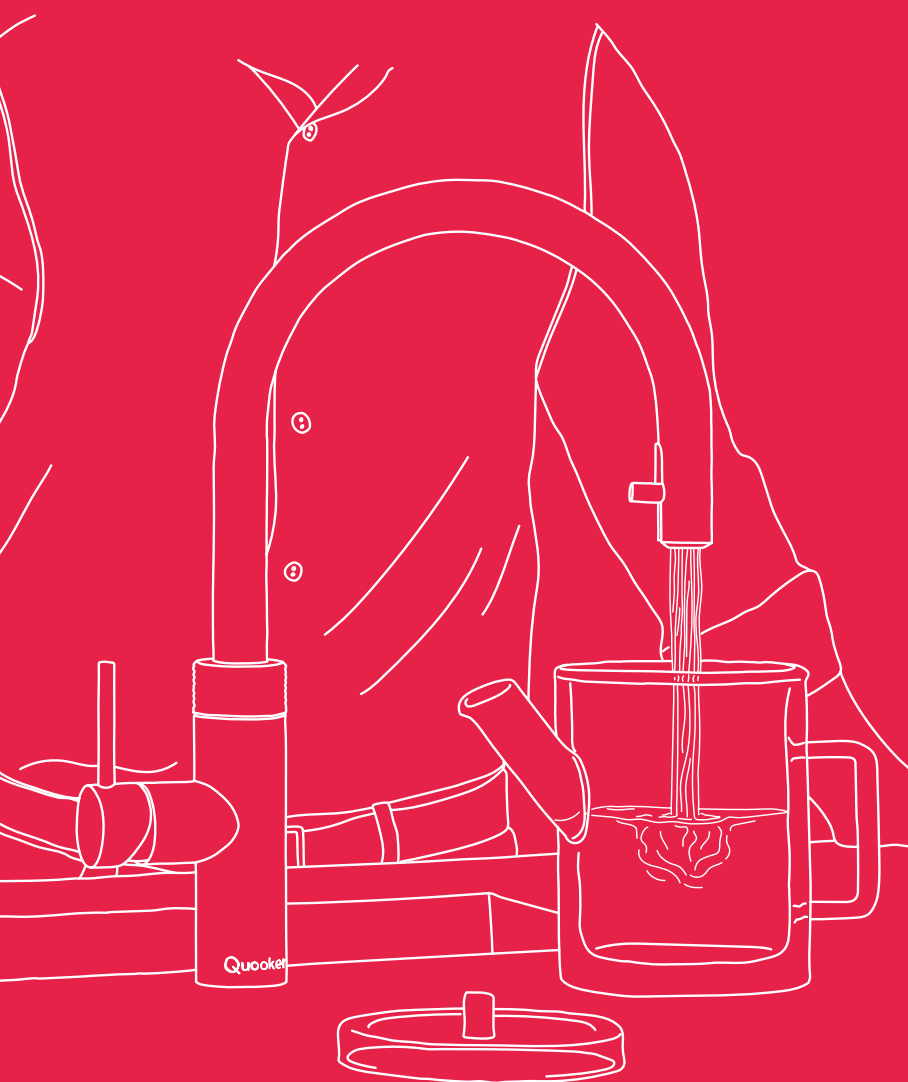


Quooker®

the tap that does it all

## Congratulations on your new Quooker tap!

Here you'll find all the information you need to make the most of your Quooker. If you still have questions, please don't hesitate to get in touch.



# Quooker®

# 1. Register your Quooker system

## Why register?

Registering your Quooker system at [quooker.com](https://quooker.com) means we'll be able to help you more efficiently if you have any problems. You'll also be in with the chance of winning a free gift.

## How do I register my Quooker?

Visit [quooker.com/my-quooker](https://quooker.com/my-quooker) to enter your details and create your account. If you win our prize draw, you'll receive an automatic email.

We hope you enjoy your new Quooker!

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# 2. How to use your Quooker

## Operation Flex/Fusion/Nordic tap



Boiling water: push-push-turn  
The LED ring will flash red  
Chilled filtered water: push-wait-turn  
The LED ring will light solid blue



Sparkling water: push-turn  
The LED ring will flash blue

## Operation Front tap



Boiling water: push-push-turn  
The LED ring will flash red



Chilled filtered water: turn to the first click  
The LED ring will light solid blue  
Chilled filtered sparkling water:  
turn to the second click  
The LED ring will flash blue

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## Operating tips

Hold your mug or pan close to the tap's spout to prevent splashing. If you're going on holiday for two weeks or more, it's best to switch your Quooker system off using the Q-shaped button on top of the tank. The light will turn off.

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## Indication light

The light on the tap's bezel will come on when the water in the tank is heating up. This will happen after use, and several times throughout the day to maintain the temperature of the water in the tank.

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## 3. Maintenance and cleaning



### Maintaining the tank

In hard water areas, limescale will build up inside the tank and will need to be cleaned out periodically. You can book a Quooker engineer to carry out a full service and de-scale of your system. Alternatively, you can install a suitable descaling system such as the Scale Control R, which prevents the build-up of limescale in the tank.

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### Cleaning the tap

You can use a damp microfiber cloth to clean the tap. Please note that cleaning tools and products including dishwashing brushes, scouring sponges, all-purpose cleaning agents, scale removers, acidic agents and solvents may damage the finish of the tap.

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### Cleaning the aerator

If the flow of water becomes irregular and/or starts splashing, you can clean the tap's aerator by unscrewing the nozzle from the end of the tap, and soaking it in a water-vinegar solution.

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## 4. Servicing



### Fix the problem yourself at home

If you have a problem with your Quooker you can use our self-service tool ([quooker.co.uk/self-service](https://quooker.co.uk/self-service)) to diagnose the issue remotely, and order replacement parts if needed. Most issues can easily be resolved yourself at home.

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### Get in touch with our service team

Do you have questions about your Quooker, or need to arrange a visit from a Quooker engineer? Then get in touch with our service team. The easiest way to do this is to submit a Contact Form ([quooker.co.uk/contact-us](https://quooker.co.uk/contact-us)) on our website, which you can access once you've signed in to your My Quooker account.

## 5. Ordering consumables

### Replacement filter cartridges

We have a range of filters depending on which product you have purchased. If you have purchased a Cold Water Filter or a CUBE, we recommend changing your filters every year.

Replacement filter cartridges can be ordered via our webshop ([quooker.co.uk/service-shop](https://quooker.co.uk/service-shop)) and can be easily changed by yourself at home. You'll know the filter needs to be replaced when the alarm starts to beep. This can be snoozed for 72 hours by pressing the button on top of the Quooker accessory, or held down for 20 seconds to reset the filter's alarm for another year.

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### CO2 cylinders

Replacement CO2 cylinders can be ordered via our webshop ([quooker.co.uk/service-shop](https://quooker.co.uk/service-shop)) as a set of four. Each canister produces approximately 60l of sparkling water.

Please note, empty CO2 cylinders remain the property of Quooker and must be returned as a set of four. To make the process as sustainable as possible, empty CO2 cylinders are refilled and reused.

You can easily generate a return label via [quooker.co.uk/returns](https://quooker.co.uk/returns). Don't forget to clearly state your order number. You can then attach the return label to the original packaging and return the cylinders to a DPD Parcel Point in your area.

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### Service parts

If you've diagnosed any issues using our self-service tool ([quooker.co.uk/self-service](https://quooker.co.uk/self-service)) which require replacement parts, these can easily be ordered via our service webshop ([quooker.co.uk/service-shop](https://quooker.co.uk/service-shop)).



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