



WATER



ENVIRONMENT



COMMUNITY



OWNER'S MANUAL



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PRODUCT FEATURES



1	Function Keys
2	Display
3	Dispenser
4	Drip Tray
5	Leak Sensor (located inside)

6	Touch-less Dispense Sensor
7	MERV-13 Air Filter
8	Power Switch
9	Removable Power Cord with C-13 Breaker
10	Temperature / Humidity Sensor

ABOUT Your AWG

- The water source is obtained from the atmosphere by capturing the humidity in the air by an **Atmospheric Water Generator (AWG)** . Water that goes from a gas form (humidity) to a liquid form (drinking water) is pure . We then keep the water captured pure, safe, and reliable by using our patented ozone purification system.
- The water produced by AWG exceeds the international drinking water sanitation standards .
- The higher the temperature and humidity, the greater the water production . When the humidity is lower than 40% or the temperature is lower than 69 °F (20.6 °C), the water production efficiency will be reduced . Hence, it is not recommended to use AWG under low temperature and low humidity condition .
- The Atmospheric Water Generator is installed and maintained easily . Plug it in and it is ready to use . (See page 6 for Installation and Safety instructions .)
- The operation is controlled by a microcomputer that operates all of the functions of the machine simultaneously . When the water tank is full, the machine will automatically stop, the machine will continue to cool the water in the tank and the purification system will sterilize the water regularly.
- Our unique patented environmentally friendly water purification system can remove impurities in the water, kill bacteria, and increase the oxygen content in the water .

24-HR WATER PRODUCTION CHART

Water production quantities under different temperature and humidity conditions.*

TEMP/HUMIDITY	30%	40%	50%	60%	70%	80%	90%
59 °F	<1.5	2	2.5	3	4	4.5	5
68 °F	2	2.5	3	3.5	4.5	5	6
77 °F	2.5	4	4.5	6	7	8.5	9.5
86 °F	3.5	4.5	6	7	9.5	11	12
95 °F	5	7	9	11	14	16	16

*Water production quantities are measured in gallons and may vary slightly based on location and other environmental factors .

Specifications

TRIDENT 12 (T-12) SPECIFICATIONS	
Voltage /Frequency Power Water	110V / 60Hz or 220V / 50Hz
Production — 86F / RH 80%	730W 11 Gallon / Day 7
Water Production — 80F / RH	Gallons / Day 7 Gallons /
60% Water Tank Volume	Day R410A 42 °F – 48 °F
Refrigerant Water Temp (Chilled)	MERV 13 69 °F – 99 °F 30%
Air Filter Operating Temperature	– 100% 40 .5" H x 22 .25" D
Relative Humidity Size Weight	x 16" W 127 .5 LBS



Installation & Safety Instructions

- Make sure that the power supply is 110V / 60Hz or 220V / 50Hz (depending on the unit) . The power switch is on the rear of T-12.
- **DO NOT** place unit in harsh environment . Avoid direct sunlight, rain and other abnormal environments (hazardous gas or dense smoke) .
- **DO NOT** use when temperature is below 69 °F (20.6 °C) or above 99 °F (37.2 °C) .
- Plug T-12 into a surge protector and the surge protector into a three-core outlet with a ground wire or warranty will be voided . Use a three-core socket with a ground wire . Extension cords are not recommended .
- The distance between the T-12 back surface and any wall should be 6 inches or more .

UPON FIRST USE:

Please turn off Chill Water** function and allow water generator to fill completely without dispensing. (Typically 24 hours)



Once tank is full, dispense entire water tank contents to purge any sediment from manufacturing of water filters and tank.

Failure to do so can lead to cloudy water.

Once tank is empty, Chill Water** can now be activated, and begin to dispense water as needed.



- **DO NOT** move the unit while running . If the unit is transported wait 24 hours with unit in an upright position before using .
- For air circulation, place the unit 6" away from any wall .
- Unit should be placed on a level, firm, smooth surface.
- When moving the unit, do not tilt unit more than 15 degrees . If this occurs wait 24 hours before restarting the unit .
- Replace filters as needed. Water Filters every 6 months or 1750 gallons (Whichever comes first). Air Filters replaced at 1-4 months based on environmental conditions .
Replacement Filters can be purchased at ALTDwater.com.
- If unit is powered off more than 24 hours, drain water tank contents completely before producing water again . This will ensure adequate disinfection of water contents with **Enviroguard** .

** To turn off/on Chill Water, simply press button—the Chill Water function will no longer be illuminated when off. Press again to turn on.

Operations guide

DISPLAY CONTENT



— HIGH WATER LEVEL



— MEDIUM WATER LEVEL



— LOW WATER LEVEL

The digital display is always on, displaying the water level in the water tank . When blinking, the machine is generating water.

88

— TEMPERATURE DISPLAY

The surrounding environment or water temperature depending on which function is engaged .

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— HUMIDITY DISPLAY

The humidity of the surrounding environment . (RH%)

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— FAULT DISPLAY

The fault display shares a display with the temperature and humidity display . Under normal conditions, the temperature and humidity are displayed . When the machine fails a fault code will be displayed and flashed on the humidity display.



ON/OFF SWITCH

First plug in the power cord into a surge protector and the surge protector into a three-pronged grounded wall outlet . Then turn on the power switch on rear panel and the red light will turn on indicating the machine is now operating . **Unit must have its own dedicated outlet to ensure it does not overload a 15 amp breaker.**

Press $^{\circ}\text{F}$ to toggle between room temp and water temp .

Press  once to start water flow. Press again to stop .

When  is lit, the water is chilling .

Room Temperature

Relative Humidity/
Fault Code

Place hand approx .
2-3 inches away from
touchless dispense
sensor to start
dispensing water .
Move hand away to
stop water flow.



Chill Water Button

Press the button to chill water. Press the button again to stop. The snowflake will light up when unit is in chill water mode .



Dispense Water Button

Press the Dispense Water button to dispense water (water will dispense after a slight delay the first time the button is pressed) . Press the button again to stop the water dispensing .



Ambient Temperature/Water Temperature Button

When $^{\circ}\text{F}$ is not lit up, the display will show the room temperature .

If you press the $^{\circ}\text{F}$ and it lights up, the display will show the water temperature .

An indication buzzer will beep when any of the three display buttons are pressed .

Maintenance, Troubleshooting, and Fault Codes

The MERV-13 filter is placed on the back of the unit and can be removed by removing the fixing strip on the upper part of it.

TIP: DO NOT DISASSEMBLE THE MACHINE YOURSELF. If you believe disassembly is needed, please contact one of our Authorized Dealers or Designated Maintenance Agencies.

No.	TROUBLESHOOTING METHODS
1	If screen is blank check if unit is plugged in . If machine is plugged in then check circuit breaker of machine .
2	If Humidity is below 40% or Temperature is below 69 °F, the water production will be significantly reduced. Use additional humidifier for increasing the humidity in the room to increase water production.
3	Check if air filter cover is dirty. If dirty, clean it. If it is seriously damaged, contact the dealer for replacement.
4	If high-efficiency particulate air filter (MERV 13) is dirty, replace it.
5	If in small room with limited air flow check the humidity reading as the machine may have taken most of the moisture out of the air .
6	If machine is dispensing water slowly; replace water filters.

Fault Codes	FAULT CODE EXPLANATION
E0	Purifying System Failure .
E1	Temperature and Humidity Sensor Failure . This may suggest the humidity level dropped below 35% .*
E2	Water Level Sensor Failure .
E3	Defrost Sensor Failure .
E7	Leak Sensor Detection activated . Dry Leak Sensor (inside) to reset fault .**

* If a fault code is present in the Humidity Display area or if the Humidity Display area appears blank, hit the "F" button to go back to the humidity reading .

**Check drip tray at front of machine and empty if necessary. Overflow of drip tray will trigger E7 fault code.

HOW TO CHANGE WATER FILTERS

- 1.** Power off machine .
- 2.** Press filter cover and hinge down.
- 3.** Slide down insulation and firmly grip old

filter, rotate clockwise to loosen.
4. Remove filter and remove insulation.
5. Install insulation on new filter.
6. Screw filter in counter clockwise until

firmly seated.

- 7.** Repeat procedure for additional filter.
- 8.** Close filter cover and power on machine .
- 9.** Immediately press dispense button



and dispense 1 gallon or until water is clear .

- 10.** Dispose filter in compliance with local and state regulations .

Filter cover



Insulated Filter (X 2)



Filters slide out of insulation sleeve.



Warranty

General Warranty Terms:

1. We provide a one-year warranty for all of the parts on the Trident 12 . After the one-year period contact your dealer for repair or replacement of the unit . During the warranty period, failures caused by quality problems are covered by the warranty .
- 2 The compressor and coils are warrantied for three years .
 - . The unit must be installed with adequate surge protection . Minimum 1000 joules rated protector is required .
- 3 The unit must be connected to a dedicated outlet of 15 amps or greater .
 - . Use only Water and Air Filters supplied by Altitude Water, or provided by your local authorized dealer . Failure to do so will void warranty .
- .
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Precautions:

1. To ensure safety, the Trident 12 must be repaired by an authorized organization .
2. Disassembling the Trident 12 by yourself or repairing by an unauthorized third party will void the one-year warranty .
3. If the product fails, the product will be inspected and repaired or replaced according to the situation .
4. For products that have exceeded the warranty period or are not subject to warranty terms, the product will be reviewed to determine whether to repair or replace parts, and relevant fees will be charged for various repair and replacement services as appropriate .

Warranty Card (Warranty Certificate)

1. Card is issued with purchase of machine .
2. Keep Card for reference and warranty validation .

Services Plans – Extended & Paid can be provided if one or more of the following apply:

1. The original valid Warranty Card was not submitted to Altitude Water after the machine was purchased .
2. Damage caused by product installation that does not meet product requirements, standards and related specifications.
3. The unit is not plugged into an approved Surge Protector .
4. The related accessories in the product installation environment do not meet product requirements, standards and related specifications.
5. The user has caused improper use of the product, improper storage or unauthorized disassembly, private maintenance, etc .
6. Damage due to natural disasters (such as earthquakes, floods, lightning strikes), external disasters (such as fires, collapsed houses) .
7. Damage caused by failure or damage caused by the change of installation location, improper relocation, transportation, and storage .
8. Exceeding the warranty period .



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