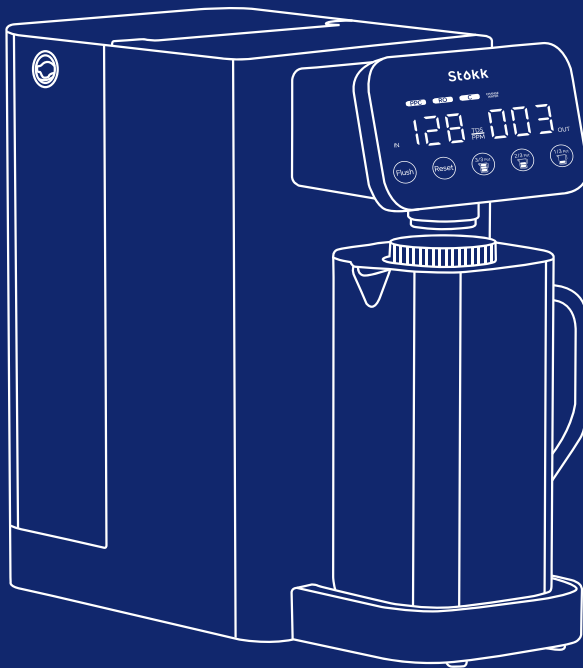


# Stokk

## Reverse Osmosis Water Filtration System

E1 Series



Thank you for choosing Stokk water filtration system.

For any inquiries, please feel free to Call +1(866)-387-8668 at working time  
or Email to [support@stokkfilter.com](mailto:support@stokkfilter.com)

[WWW.STOKKFILTER.COM](http://WWW.STOKKFILTER.COM)

# CONTENT

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## PREPARATION

The following instructions must be followed when using the product to prevent injury and property damage. Any incorrect operation due to disregard of instructions may cause harm or damage.



This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## PROHIBITION



AVOID installation in direct sunlight and outdoor



DO NOT expose the machine to environments below 32°F



DO NOT place any flammable materials near the machine.

## WARNING



For use by children, please use this product under the supervision of a guardian.



Do not place heavy objects on the product and the power cord.



In case of machine breakdown, promptly cut off the water and power.

## ATTENTION



Do not disassemble or repair the machine yourself; please contact a professional technician.



Make sure the water source temperature is 41~100°F; use this machine at a temperature of 10~105°F.



Please use a water source that meets municipal tap water standards.



For pure drinking water and machine longevity, regularly clean and replace the filters.



In order to run the machine smoothly, use Stokk filters and accessories.



When not in use for an extended period, shut off the water source and power supply and store the machine properly.

## PRODUCT SPECIFICATIONS

| Model                   | E1-W / E1-G / E1-L             |
|-------------------------|--------------------------------|
| Pure Water Rate         | 8.8 fl. oz/min(260mL/min)      |
| Filter Life Expectance  | 528 Gallons (2,000L)           |
| Inlet Water             | Municipal Water                |
| Inlet Water Temperature | 41~100°F( 5~38°C)              |
| Ambient temperature     | 39~104°F( 4~40°C)              |
| Input                   | AC 100~240V, 50/60Hz, 1.5A     |
| Dimensions              | L13.50*W7.24*H12.52 IN         |
| Storage Reservoirs      | 0.85 GaL (3.2L) Tap Water Tank |



# PACKAGE CONTENTS

|                                |                                    |
|--------------------------------|------------------------------------|
| RO Water Filtration System x 1 | Mineral Filter x 1                 |
| User Manual x 1                | High Borosilicate Glass Carafe x 1 |

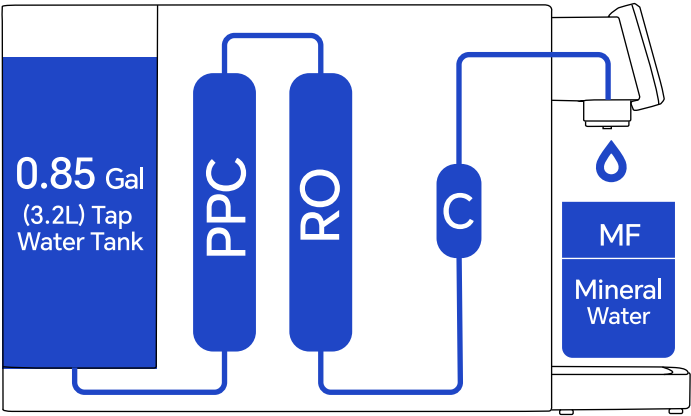
# FILTER SPECIFICATIONS

| Filter Name                                                    | Filter Function                                                                                                                                                                                                                               | Service life |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <b>Model: RE1-PPC</b><br>Polypropylene Carbon Composite Filter | 0.5 Micrometers. Captures large particles and visible impurities in the water, and deeply absorbs such as residual chlorine, discoloration, unusual odors, small organic molecules and other harmful substances that may impact human health. | 6-12 months  |
| <b>Model: RE1-RO</b><br>Reverse Osmosis Membrane               | 0.0001 Micrometers. Filters out harmful substances such as heavy metal ions (arsenic, lead), chemical residues, and organic compounds (trichloromethane, carbon tetrachloride).                                                               | 12-24 months |
| <b>Model: RE1-C</b><br>Post Carbon Filter                      | 0.1 Micrometers. Re-adsorb off-flavors and odors in the water, improving the taste.                                                                                                                                                           | 6-12 months  |
| <b>Model: MF</b><br>Mineral Filter                             | Add essential minerals for the body and increase pH for tastier, healthier drinking water                                                                                                                                                     | 3-6 months   |

## Note

The above is only an estimate due to the difference in feed water quality. Search "stokk+filter model" on [amazon.com](https://www.amazon.com) to purchase the correct replacement filter or purchase on [www.stokkfilter.com](https://www.stokkfilter.com)

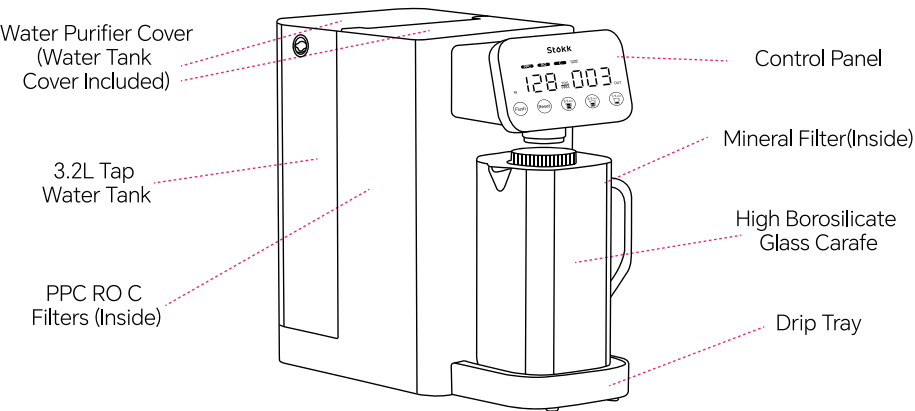
# SYSTEM FEATURES



**Note**

Before starting use, please remove the activated carbon pouch from the Tap Water Tank.

# PARTS DESCRIPTION





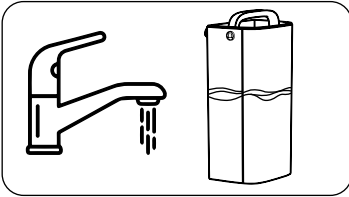
|                                                                                     |                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <b>3/3 Pot</b><br>Press 「  」 to dispense water in full bottle for glass carafe.                                                                                                                                      |
|    | <b>2/3 Pot</b><br>Press 「  」 to dispense water in 2/3 bottle for glass carafe.                                                                                                                                       |
|    | <b>1/3 Pot</b><br>Press 「  」 to dispense water in 1/3 bottle for glass carafe.                                                                                                                                       |
|    | <b>Flush</b><br>Press 「  」 to flush the RO filter for 30 seconds.<br>Long press to enter the program of flushing the RO system and press any button to exit.                                                         |
|   | <b>Reset</b><br>Long press to enter filter resetting. Short press within 10 seconds to select the replacement filter, and long press again to reset it.                                                                                                                                               |
|  | <b>Filter Life Indicator</b><br>When it turns red, it signals replacement. When the filter life indicator flashes red with 1 beep, replace the corresponding filter.                                                                                                                                  |
| <b>CHANGE WATER</b>                                                                 | <b>Water Purification Indicator</b><br>Lights up to remind water change for tap water tank. Empty the waste water, refill the water tank with tap water and re-place it to correct position, 「  」 will lights off. |
|  | <b>TDS Display</b><br>Show TDS values of tap water(IN) and purified water(OUT). Purified Water(OUT) with TDS level below 50 ppm is healthy for drinking.                                                                                                                                              |

## BEFORE FIRST USE

### FLUSH THE RO SYSTEM

If you are commissioning the system for the first time or have just replaced the filter cartridges, please follow the steps below 2-3 TIMES to ensure that the system gets adequately flushed before using..

#### Step 1



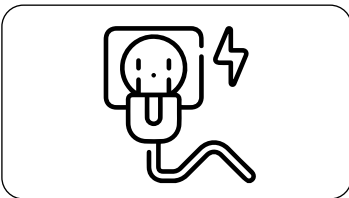
Always start the system flushing with a new tank of the potable (tap) water. Carefully fit the tap water tank back into the tank base and close the cover.

#### Step 2



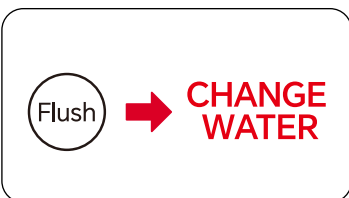
Place a large container on the drip tray and have another container ready to alternate.

#### Step 3



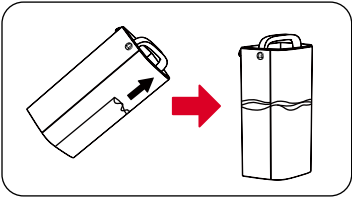
Plug it in, and the system will automatically flush the membrane for 30 seconds. Then, the machine will start purifying water. (Membrane flushing is the internal flushing. The flushed water will be returned to the tap water tank with no water out of the water spout.)

#### Step 4



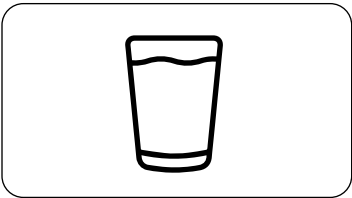
Flushing – Long press the 「」 button to flush the water purifier, the pure water will start to flow from the outlet until the 「」 indicator lights up. The process will take approximately 8 minutes. Please be patient.

Step 5



Changing Water - Empty the remaining waste water in the Tap Water Tank when the 「<sup>CHANGE</sup><sub>WATER</sub>」 indicator lights up, refill it with fresh water.

Step 6

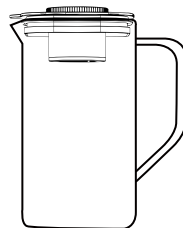
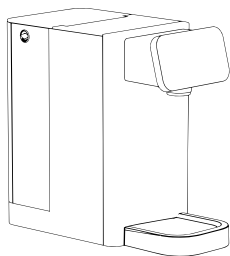


Repeat the steps 4-5 once or twice. Then you can enjoy fresh pure water.

# OPERATION

## WATER DISPENSING

### Alkaline Mineral Boost Carafe



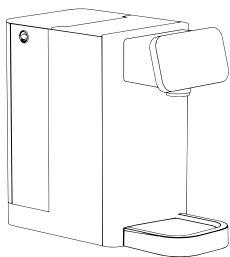
### Note

Before first use, remove the mineral filter, shake it a few times, soak it for 5 minutes, and then flush it with a carafe of water to activate the mineral filter.

Place the provided glass carafe with mineral filter on the drip tray.

Press 「  」, 「  」 or 「  」 to dispense tasty and healthy alkaline mineral water.

### Pure Water Dispensing



Place a regular water cup on the drip tray.

Press 「」, 「」 or 「」 to dispense pure water.

## Note

The TDS value(OUT) displayed on the control panel represents the TDS(Total Dissolved Solids) value of the purified water. Water with a TDS value below 50 ppm is safe for drinking.

## WATER CHANGING

Why it prompts changing water while there is still water in one side of the tap water tank?

When filtration reaches optimal purification, the remaining wastewater contains higher pollutant concentrations. Re-filtering could harm the RO membrane and shorten the lifespan. Emptying the wastewater and refilling the tank is necessary for best performance. The tank partition prevents wastewater from re-entering the filtration system.

**IMPORTANT: ALWAYS FULLY EMPTY THE TAP WATER TANK BEFORE REFILLING WITH FRESH TAP WATER, DO NOT TRY TO REFILL THE TANK MOUNTED ON THE SYSTEM (ALWAYS REMOVE IT FIRST).**

- When the water level in the tap water tank is below the minimum level, the 「」 indicator turns on.
- Open the water tank cover and lift the tap water tank.
- Pour out the wastewater in the tap water tank and replenish it with fresh water.
- Put back the water tank and close the water tank cover. 「」 indicator will turn off and the machine will function again.

## Note

If you do not remove and empty the Tap Water Tank and instead add water directly to the Tank, the Change Water indicator light cannot be cleared. Lift the Tap Water Tank out of the system, empty the concentrate and refill with fresh tap water, then replace the Tank into the System to clear the Change Water indicator light.

# FLUSHING SYSTEM

## Auto Flushing

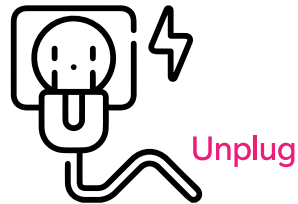
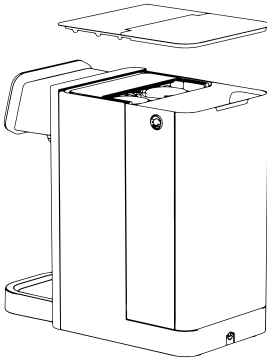
The water purifier will automatically flush after power supply, water change, or completion of water filtration.

## Manual Flushing

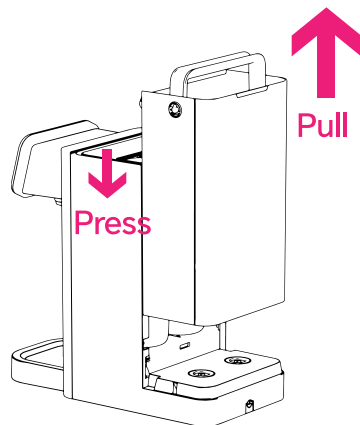
Press 「」 to flush the RO filter for 30 seconds.  
If not in use for an extended period, please flush the machine over 3–5 minutes following steps of Flushing System.

## How to Remove Water Tank

**Step 1.** Unplug the unit and place the unit on the floor.



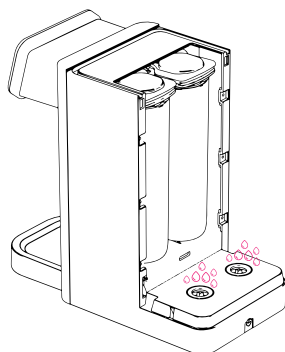
**Step 2.** Remove the water tank cover.



**Step 3.** Place one hand on top of the unit for support. With the other hand, grip the water tank handle and pull upward firmly.



**Step 4.** After removing the tank, add water to the inlet and outlet connection where the tank attaches to the unit. This water layer acts as a lubricant, making future removal easier.



## FILTER REPLACEMENT

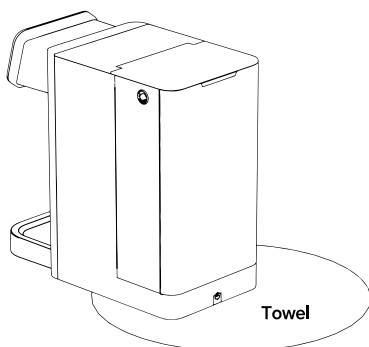
The corresponding filter is expired when the PPC, RO and C indicator flashes red with 1 beep.

### Replacement steps:

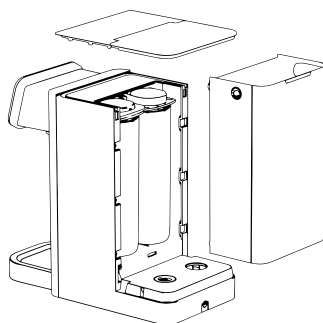
**Step 1.** Put a dry towel under the water purifier before filter replacement.

**Step 2.** Unplug the water purifier, remove the water purifier cover and the tap water tank. You should now be able to see the filters (located behind the tank).

①



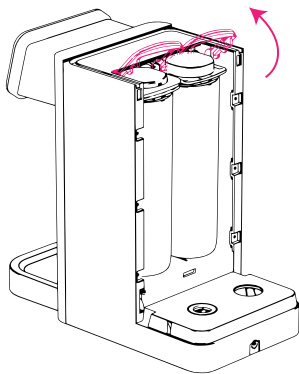
②



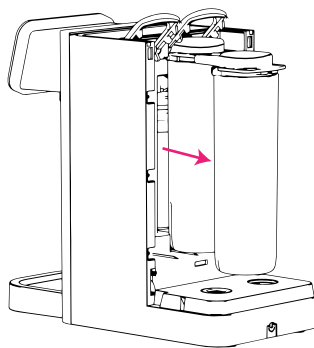
**Step 3.** To replace the PPC or RO filter

- a. Lift the latch upwards to release the filter.
- b. Remove the original PPC or RO filter.
- c. Insert the new replacement filter into the circular port and push it into the correct position.
- d. Secure the filter by fastening the latch to ensure it is firmly in place.

③



④



To replace the post activated carbon C filter:

- a. Remove the RO filter.
- b. Lift the C filter from the bottom towards you and turn counterclockwise to remove it.
- c. Insert the new C filter in the correct position, turn clockwise until you feel a click.
- d. Re-install the RO filter elements back to its original position.

## Note

You can safely dispose of the exhausted filters.

**Step 4.** Refill and replace the tap water tank and recover the water purifier cover.

**Step 5.** Reset the filters.

- a. Plug in the power and long press 「  」 at least 5 seconds to enter the Filter Reset Program.
- b. Short press 「  」 to switch among “PPC-RO- C-” and select the filter you want to reset.
- c. Long press 「  」 at least 5 seconds until you hear a buzzer beep to complete the filter reset process. Then the filter life indicator will turn white and stay on. The filter is reset successfully.
- d. Flush the water purifier 5–6 times following steps of FLUSH THE RO SYSTEM to ensure the quality of the purified water.

## Note

All the steps of the Filter Reset need to be completed within 10 seconds. Or the system will exit the program of reset process automatically.



## Filter Replacement Guide

**SCAN ME**

## CARE & MAINTENANCE

WARNING: Unplug the water purifier before cleaning.

### SYSTEM MAINTENANCE

If you won't be using the system for more than a week, follow these steps:

- Before shutting down, drain the internal pure water tank and tap water tank.
- Store the system on a dry, secure surface away from direct sunlight in a room with ambient temperature.
- When resuming use, ensure the freshness of the drinking water by cleaning the feed water tank first, and then flushing the system once. Adjust the number of flushes based on your water source quality.

### TAP WATER TANK CLEANING

To maintain your system, it's recommended to clean the tap water tank and components once a month. This will help extend the service life of the filter elements.

- Open the water tank cover, lift out the water tank and place it on the horizontal surface.
- Use a cleaning brush to clean debris in the tap water tank.
- Pull out the stainless-steel filter screen assembly and clean the inner and outer mesh surface with a small brush before re-installing it.

### WATER PURIFIER CLEANING

If you start experiencing slow water flow, it may be due to lime scale clogging up the machine. Use a commercial descaling solution or make one of these DIY solutions.

- Use a commercial descaling solution or make one of these DIY solutions.

**Solution 1: 50/50 lemon juice and water**

**Solution 2: 2 tablespoons of citric acid per quart of water**

- Fill the tap water tank with the descaling solution, place it back to the base and plug in.
- Press the 「  」 until one beep to enter manual flushing. The machine will flush for 30 seconds and stop. Repeat the manual flushing 5 times.
- Unplug the power and let it stand for 2 hours.
- Empty and clean the tap water tank with tap water.
- Run two cycles of FLUSH THE RO SYSTEM with tap water to rinse the system and remove the odor or taste of the descaling solution.

## Note

If the sour taste remains, please repeat for a few rounds until the water tastes clean.

# TROUBLESHOOTING

| Problem                                            | Possible Cause                                                                                                                                                                                                                                                                                                                              | Solution                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E1 Code                                            | <ul style="list-style-type: none"> <li>Continuous filtering water protection</li> <li>Air enters the pipes, causing slow water production</li> </ul>                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>Unplug and re-plug the machine to exit the protection mode.</li> <li>Remove and reinstall the RO filter.</li> </ul>                                                                                                                                                                                                             |
| TDS shows 999                                      | <ul style="list-style-type: none"> <li>Electrical control error</li> <li>Built-in TDS tester failure</li> </ul>                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>Unplug and re-plug the machine to reset.</li> <li>Contact customer service at <a href="mailto:support@stokkfilter.com">support@stokkfilter.com</a>.</li> </ul>                                                                                                                                                                  |
| The machine is not dispensing water                | <ul style="list-style-type: none"> <li>Pure water shortage</li> <li>The water production system has air blockage</li> <li>The filter is blocked</li> </ul>                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>Wait for water purification to complete.</li> <li>Remove and reinstall the RO filter.</li> <li>Replace the filter.</li> </ul>                                                                                                                                                                                                   |
| The water change indicator does not go out         | <ul style="list-style-type: none"> <li>Add water directly instead of removing the water tank</li> <li>The Tap Water Tank is not installed correctly</li> <li>The floaty of the Tap Water Tank is stuck</li> </ul>                                                                                                                           | <ul style="list-style-type: none"> <li>Remove and reinstall the Tap Water Tank.</li> <li>Check whether the tap water tank is installed correctly.</li> <li>Adjust the floaty to make it move freely up and down.</li> </ul>                                                                                                                                            |
| Water leakage of machine                           | <ul style="list-style-type: none"> <li>The machine is not in a level position</li> <li>There is leakage from the top of mineral boost carafe</li> <li>The water pan is full.</li> <li>The Tap Water Tank is not installed correctly</li> <li>There is leakage from the front faucet</li> <li>There is leakage inside the machine</li> </ul> | <ul style="list-style-type: none"> <li>Place the machine on a level surface.</li> <li>Take out the mineral filter, shake it a few times and soak it for 4-5 minutes.</li> <li>Clear the water pan.</li> <li>Remove and reinstall the water tank.</li> <li>Contact customer service at <a href="mailto:support@stokkfilter.com">support@stokkfilter.com</a>.</li> </ul> |
| There is an abnormal noise during water production | <ul style="list-style-type: none"> <li>The filters are not installed properly</li> <li>There is air in the pipes</li> <li>The filter is blocked</li> </ul>                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>Remove and reinstall the filters.</li> <li>Remove and reinstall the RO filter.</li> <li>Replace the filter.</li> </ul>                                                                                                                                                                                                          |
| There is odor or bubbles in the water              | <ul style="list-style-type: none"> <li>The machine is being used for the first time</li> <li>The machine has not been used for a long time</li> <li>The filter element has not been replaced in a long time.</li> </ul>                                                                                                                     | <ul style="list-style-type: none"> <li>Flush the machine following the FLUSH THE RO SYSTEM instruction.</li> <li>Flush the machine following steps of Flushing System.</li> <li>Replace the filters element.</li> </ul>                                                                                                                                                |
| The key/display screen has no response             | <ul style="list-style-type: none"> <li>The system has crashed</li> <li>The hardware is damaged</li> </ul>                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Unplug power and reconnect 1-2 min later.</li> <li>Contact customer service at <a href="mailto:support@stokkfilter.com">support@stokkfilter.com</a>.</li> </ul>                                                                                                                                                                 |

**Q: What is an RO water purifier, and how does it work?**

A: The core component of a reverse osmosis water purifier is the RO membrane. It's a highly precise filter with a porosity of 0.0001 microns. Under pressure from the pump, the RO membrane allows water molecules to pass through while blocking dissolved salts (like sodium, potassium), heavy metal ions (such as lead, arsenic, mercury), organic compounds, and other contaminants.

**Q: What is TDS?**

A: TDS stands for Total Dissolved Solids, which measures the concentration of dissolved substances in water, including salts, minerals, and ions. It is typically expressed in parts per million (PPM). Water with a TDS level below 50 ppm is considered suitable for healthy consumption.

**Q: Why does a reverse osmosis water purifier produce waste water?**

A: During the filtration process, a portion of the water entering the RO filter is used to clean and flush away impurities that accumulate on the surface of the RO membrane, resulting in waste water. This waste water helps remove impurities adhered to the RO membrane after filtration, thereby enhancing the lifespan of the RO membrane and improving the quality of the filtered water.

**Q: Why is there a prompt to change the water when there is still water on one side of the fresh water tank in the countertop water purifier?**

A: In countertop water purifiers, waste water flows back into the tap water tank and re-enters the filtration cycle until the optimal water purification rate is achieved. When this rate is reached, the concentration of pollutants in the remaining waste water becomes relatively high. Filtering this water again could damage the RO membrane and reduce the lifespan of the filter cartridges. Therefore, it is necessary to promptly empty and refill the fresh water tank to maintain optimal performance.

**Q: Does the returned wastewater affect the quality of purified water?**

A: No, the returned wastewater does not affect the quality of the purified water. You can visually monitor the water quality via the TDS value displayed on the LED panel.

**Q: Why should I choose an RO water system over other types of water filters?**

A: RO water systems are highly effective at removing a wide range of contaminants, including chemicals and heavy metals. They provide a comprehensive solution for improving water quality.

**Q: Is RO water safe to drink, and does it remove essential minerals?**

A: RO water is generally safe to drink. While the process does remove some minerals, water is not the primary source of minerals in our diet; most essential minerals are obtained from food. Additionally, Stokk RO systems include mineralization stages to reintroduce beneficial minerals back into the water.

**Q: How often do I need to replace the RO membrane and filters?**

A: The frequency of replacement depends on the specific RO system and water quality. Typically, RO membranes last 12–24 months, while pre and post-filters may need replacement every 6–12 months, along with regular maintenance.



# WARRANTY

## TERMS & POLICY

We warrant the highest quality in material, craftsmanship, and service for all our products, effective from the date of purchase throughout the warranty period. Defective products due to manufacturer flaws will be replaced based on eligibility. Refunds are available within the first 30 days of purchase and are applicable only to the original purchaser. This warranty is valid for personal use and does not cover commercial, rental, or unintended usage. No warranties, other than those expressly stated, are provided for each product. This warranty is non-transferable. We are not liable for any damages, losses, or inconveniences resulting from equipment failure, user negligence, abuse, non-compliance with the user manual or additional safety warnings included in the product packaging.

## THIS WARRANTY DOES NOT APPLY TO

Damage during return transit.  
Improper or inadequate maintenance.  
Unsupervised use by children under 18 years of age.  
Damage from natural disasters, fire, poison, and moisture.  
Damage due to abuse, accident, alteration, misuse, tampering, or vandalism.  
Second-hand purchases or those from non-authorized sellers/distributors.  
We assume no liability for damage caused by using the product other than its intended use or as instructed in the user manual.