

USER GUIDE



QUADRA Drinking Water System

For Quadra Models:
Compact, 420, 440, 460, 4100, 4180,
Plus 5, Plus 9 and Plus 15

BilliTM
IW



Billi Pty Ltd

42 Lucknow Crescent,
Thomastown
Victoria 3074

Tel: +61 9469 0400

Fax: +61 39469 0499

Email info@billi.com.au

Service & Support

Service@billi.com.au

Tel: 1300 300 316



Table of Contents

Product Warranty	3
General Maintenance	4
Warnings	4
Service Support	5
Caution and Safety	5
Normal Operation	6
Dual Action Levers.....	6
Dispenser Swivel.....	6
Safety Timeout	6
Dispenser Indicator Icons	6
Time Switch	6
Childproof Safety Switch	7
Water Delivery Temperatures	7
Standby Mode	7
Boiling Water Disabled Mode.....	7
Setting Instructions	9
Normal Display	9
Daylight Saving	10
Menu	10
Setting Time and Date	10
Setting Time Switch	10
Options	11
Statistics	11
Initial Setup	11
User Service	12
Billi Filter Cartridges	12
Filter Change Due Monitor	12
Replacement of Filter Cartridges.....	13
Filter Removal and Replacement Instructions	14
Quadra Plus	14
Service Codes	14
Cleaning	15

Product Warranty

Subject to the warranty exclusions set out below, if a defect in a new product supplied by Billi Pty Ltd (ACN 124 066 717) ("Billi") and purchased by you ("customer") from a reseller authorised by Billi occurs within 12 months of the date of purchase of the product as a result of defective materials or defective manufacture by Billi, and Billi receives a written claim (containing details of the product defect together with a receipt from the reseller of the products showing the date of purchase of the products, or such other proof of purchase and the date of purchase as Billi may accept) within 13 months of the date of purchase, Billi shall, at its discretion:

- a) direct an accredited service provider to attend the customer's premises (provided that the premises are located within Australia) and repair the defect free of charge; but if the customer's premises are located more than 25 kilometres from one of Billi's authorised service agent's locations then the customer will be liable for any increased freight costs, fees, charges or levies Billi may incur as a result of fulfilling its obligations under this paragraph a) of this Product Warranty; or
- b) direct the customer to return the product to Billi so that Billi may provide a replacement product free of charge. If Billi elects to do this, Billi will also pay the necessary freight charges, and the customer will pay for the removal of the product and the costs of reinstalling the replacement product.

Any product replaced or repaired under this Product Warranty will be covered by the product's remaining warranty period, or three months, whichever is greater. If the product or any part thereof is replaced by Billi under this Product Warranty, all of the right, title and interest in and to the replaced product or part shall vest in Billi upon it being replaced.

WARRANTY EXCLUSIONS

1. Billi shall not be liable under this Product Warranty:
 - a) unless the product was installed correctly and as per the installation instructions supplied with the product;

- b) if the defect is contributed to or caused by any improper usage of the product or usage of the product for purposes other than that for which the product was designed or intended;
 - c) if the defect occurs wholly or partially as a result of any act or omission by the customer, or any person other than Billi;
 - d) if the product is subject to misuse, neglect, accident or abuse or the customer continues to use the product after the defect becomes apparent;
 - e) if the product is damaged as a result of poor water quality;
 - f) if the product is repaired, or any attempt to repair the product is made, by anyone other than an authorised repairer of the products acting at Billi's direction; or
 - g) if the product is altered or modified in any way unless such modification has been approved in writing by Billi.
2. Notwithstanding anything to the contrary, filters are not covered by this (or any other) Product Warranty.

LIMITATION OF LIABILITY

3. Except for the Product Warranty set out above, and except for any liability in connection with the supply of goods imposed on Billi by the Trade Practices Act 1974 (Cth) and other similar state and territory legislation (including for breach of implied conditions and warranties) which cannot, or which can only to a limited extent, be lawfully excluded, all liability of, and conditions and warranties relating to the supply of the products by, Billi are hereby expressly excluded. Any such liability which cannot be lawfully excluded is limited, at Billi's option, to any one or more of the following:

- h) the replacement of the goods or the supply of equivalent goods;
- i) the repair of the goods;
- j) the payment of the cost of replacing the goods or of acquiring equivalent goods; or
- k) the payment of the cost of having the goods repaired.

General Maintenance

Your Billi *Quadra* has been designed to require minimal maintenance other than replacement of filter cartridges. During each filter change, check all water connection fittings for signs of leakage. Check all tubing for any signs of damage. Check the cupboard area around the base of unit for any signs of moisture. For air cooled units, ensure side vents of the under bench module are kept clear and airflow is not obstructed. Restricted airflow will cause inefficient operation of the refrigeration system.

Warnings

- For continued safety of this appliance it must be installed, operated and maintained in accordance with the manufacturer's instructions.
- Your appliance should be installed by a suitably qualified tradesperson.
- For correct operation of this appliance it is essential to observe the instructions as outlined in this booklet.
- Do not use this appliance with water that is microbiologically unsafe or with water of unknown quality without adequate disinfection before or after the system. Systems certified for cyst reduction may be used on disinfected water that may contain filterable cysts.
- Filter replacement must be performed at intervals of not more than 6 months.
- Use this appliance only as directed in these instructions and only for its designed purpose.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- **DANGER:** The operation of the thermal cut-out indicates a possibly dangerous situation. Do not reset the thermal cut-out until the water heater has been serviced by a suitably qualified person
- **WARNING:** Do not connect any restrictor or pressure relief device to the vent pipe of this water heater if installed.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid creation of a hazard.
- New hose sets supplied with the appliance are to be used. Old hose sets should not be reused.

Service Support

Thank you for choosing to install a Billi *Quadra* Drinking Water Appliance. Your *Quadra* is manufactured to exacting standards using high quality materials and with proper maintenance and care, should function for many years.

The Billi service representatives to contact for any service requirements or to supply replacement filter cartridges are:

Insert Agent Details

Should any problems arise and our representative is unavailable or unable to help, please use our FREECALL phone number: **1800 812 321**.

Caution and Safety

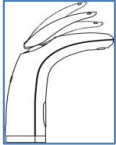
Boiling water is dangerous and can cause severe burns, particularly with young children. Boiling water must always be handled with caution. Use this appliance only as directed in these instructions and only for the purpose for which it has been designed. Your Billi *Quadra* is designed to be safe and practical.

The following safety features have been included:

- Ergonomic levers control water flow.
- Levers located safely above water outlet.
- Smooth electronically controlled boiling water flow rate. Flow is briefly reduced as water first enters cup to prevent splashing.
- Dispenser remains cool to touch.
- Childproof safety switch.
- Boiling water Safety Isolation mode.

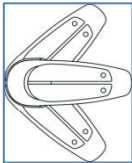
Normal Operation

DUAL ACTION LEVERS



To dispense drinking water from your Billi *Quadra*, the hot or cold levers may be depressed or lifted. When lifted, the levers will latch for continuous delivery until released with a light press. The Quadra will not dispense hot and cold water simultaneously. Water will not flow if both levers are pressed together.

DISPENSER SWIVEL



The Quadra dispenser incorporates a swivel function, allowing the dispenser to be swung out of the way if more sink space is required. A central position stop provides positive location during normal usage.

SAFETY TIMEOUT

Your Billi *Quadra* incorporates a water delivery Safety Timeout to prevent an uncontrolled flow of water. Water flow stops automatically after a set time interval. Flow can be started again by releasing and pressing the dispenser lever. Boiling water timeout – 20 secs; Chilled water – 1 minute.

DISPENSER INDICATOR ICONS

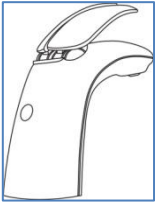


The boiling water cup icon flashes red while water is heating and remains steady when boiling water temperature is reached. The chilled water drinking glass icon flashes blue when cold water is not yet sufficiently chilled and remains steady once the selected temperature is reached.

TIME SWITCH

Your Billi *Quadra* incorporates an energy saving Time Switch. This function allows the Quadra to automatically turn ON and OFF at selected times. Individual days can be set to be active or non-active. Refer to **Setting Instructions**, page 8.

CHILDPROOF SAFETY SWITCH



Your Billi *Quadra* is fitted with a Childproof Safety Lock-out feature to protect against accidental dispensing of boiling water and the risk of burns. When this mode is activated, the safety switch button located on the rear of the dispenser must be pressed and the hot lever lifted or pressed within 8 seconds to dispense boiling water. To activate, refer to **Options**, page 9. During this mode, the red hot cup icon is off, and then gives 2 rapid flashes every 2 seconds.

WATER DELIVERY TEMPERATURES

The boiling water and chilled water temperatures can be adjusted to suit individual preferences.

- Hot water temperature range: 80°C - 98.9°C.
- Cold water temperature range: 6°C - 20°C.

To alter, refer to **Options**, page 9.

STANDBY MODE

An energy saving Standby mode can be selected to activate after a period of non-use. Once activated, the boiling water temperature can drop to 80°C and the chilled water temperature can rise to 15°C. A touch of either dispenser lever cancels the standby and the *Quadra* resumes its normal operating mode to deliver boiling or chilled water. The time needed to elapse before the *Quadra* enters this mode can be varied. Refer to **Options**, page 9. During Standby mode, the red and blue dispenser icons briefly turn off for 0.5 seconds every 3 seconds.

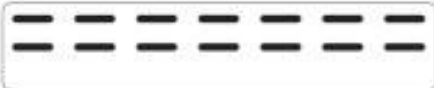










BOILING WATER DISABLED MODE

Your Billi *Quadra* features an additional boiling water Safety Isolation feature. Once activated, delivery of boiling water becomes totally disabled. Chilled water can be dispensed normally.

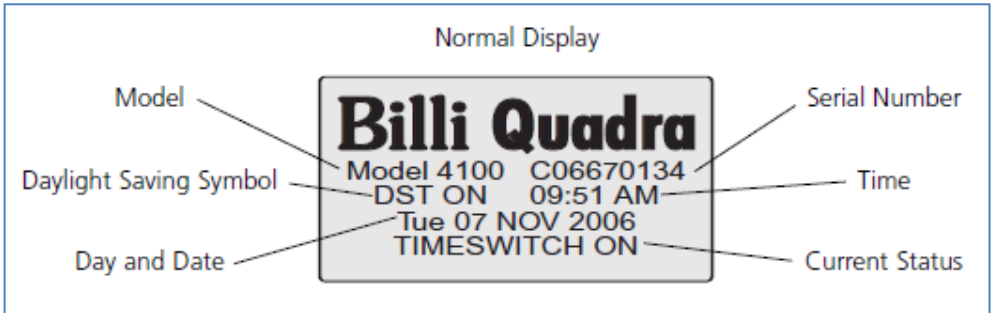
- To activate: Press the safety button located on the rear of the dispenser 3 times in rapid succession, i.e. within 1.5 seconds.
- To cancel: Repeat the activation procedure.

During this mode, the hot cup icon gives a brief red flash every 3 seconds.

Dispenser Icon Codes

ICON	FLASHING SEQUENCE	STATUS
Red Blue Orange		Operating temperatures of boiling and chilled not yet reached.
Red Blue Orange		Normal operation – red and blue icons on steady.
Red Blue Orange		Standby mode activated.
Red Blue Orange		Safety switch mode activated.
Red Blue Orange		Boiling water disabled.
Red Blue Orange		Filter change due.
Red Blue Orange		Unit in initial fill mode.
Red Blue Orange		Unit in OFF mode.
Red Blue Orange		Unit in Autocal mode.
Red Blue Orange		Serious fault detected. Unit shuts down.
Red Blue Orange		Non serious fault detected. Unit continues to operate.

Setting Instructions



NORMAL DISPLAY

Current status may be displayed as follows.

TIMSWITCH ON/OFF	Indicates the <i>Quadra</i> has been switched ON or OFF by the inbuilt time switch control. During OFF mode, the dispenser icons are off and give a brief orange flash once every 10 seconds.
OVERRIDE ON/OFF	The <i>Quadra</i> can be manually turned ON or OFF by pressing the ON/OFF button. The status remains as selected for a period of 2 hours, after which it returns to automatic ON/OFF control.
LOCKED ON/OFF	The ON/OFF status can be permanently locked ON or OFF. Use ON if 24 hour, 7 days a week service is required; or OFF if user is going away for an extended period. To activate or deactivate: press the ON/OFF button and hold down until the required status is displayed.
SAFETY SWITCH	The Child Proof Safety Switch mode has been activated. To set, refer to Options , page 9.
BOILING DISABLED	The boiling water disabled Safety Isolation mode is activated. See Normal Operation , page 5.
STANDBY	A period of non-use has elapsed and the <i>Quadra</i> has switched to the energy saving Standby mode.

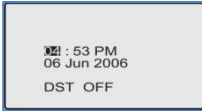
DAYLIGHT SAVING



Time adjustment for daylight saving is made by pressing either the START or FINISH buttons at the beginning or end of daylight saving. DST ON or DST OFF shows on the third line of the normal display screen to indicate status.

MENU

To access the menu, press the **SELECT** button. The menu functions are:



- To move the highlighted cursor, press the **▲** or **▼** buttons.
- To activate the highlighted cursor, press **SELECT**.
- To return to previous screen, press **BACK**.

SETTING TIME AND DATE

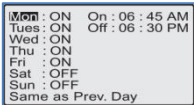
Screen shows currently set time, day and date.



- Press **▲** or **▼** buttons to move the highlighted cursor.
- Press **SELECT** to activate. The highlighted item flashes.
- When flashing, press **▲** or **▼** to change setting.
- Press **SELECT**. Highlighted cursor stops flashing. Cursor automatically advances to next setting. Repeat above activation procedure.
- Press **BACK** once to return to previous screen or twice to return to normal display.




SETTING TIME SWITCH

Screen shows active and non-active days. Turn-On and Turn-off times for active days are displayed.



- Press **▲** or **▼** buttons to move the highlighted cursor.
- Press **SELECT** to activate. The highlighted item flashes.
- When flashing, press **▲** or **▼** to change setting.
- Press **SELECT** to confirm and advance to next setting. Repeat above activation procedure.
- Press **BACK** twice to return to normal display.

OPTIONS

The screen displays the following options and settings. Press   and  buttons to select and activate or alter the required setting.

Safety Switch :	ON
Hot Temp Set :	98.5°C
Cold Temp Set :	8.0°C
Standby Mode :	ON
Standby Time :	1.0 Hour
Filter Change Help	ON
Filter Flush Mode :	ON

- Safety Switch: Childproof safety switch is activated by selecting ON.
- Hot Temp Set: Hot water temperature can be set between 80°C and 98.9°C.
- Cold Temp Set: Cold water temperature can be set between 6°C and 20°C.
- Standby Mode: Activated by selecting ON.
- Standby Time Set: Period of non-use before standby mode is activated. Range 0.5 to 4.0 hours.
- Filter Change Help: Step-by-step graphic instructions showing filter change procedure.
- Filter Flush: Automatic flush cycle to clean filters after 2 days of non-use.

STATISTICS

Screen displays information only.

Hot :	98.5°C	Cold :	07.2°C
Hot Cups :	005198	Cold Cups :	003264
Filter Life Remaining	016538 cups		075 days
Cups this filter :	008462		
Start :	05 / 07 / 06		
S/W :	1.54		04620

- Hot, Cold: Temperature of boiling and chilled water.
- Hot Cups: Total number of boiling water cups dispensed.
- Cold Cups: Total number of cold water cups dispensed.
- Filter Life Remaining: No. of cups or days to go before change filter warning flashes.
- Cups this filter: Cups current filter has dispensed.
- Start: Date unit began to be used.
- S/W: Software version installed.

INITIAL SETUP

For use only by the installer when setting initial operating parameters.

BILLI FILTER CARTRIDGES

The Billi **Quadra** and **Quadra Compact** feature the Billi dual stage Swing-Change filtration system. **Quadra** models **420** and upwards incorporate two filter cartridges, a sediment removal pre-filter and high quality carbon block chemical removal post-filter. The **Quadra Compact** is fitted with single dual stage filter incorporating sediment and chemical removal elements. All **Quadra** filters are manufactured using bacteria and biofilm resistant materials for improved water quality.

Standard filters are certified to remove sediment particles greater than 10 microns, as well as chemicals, tastes and odours present in the water supply. Premium filters provide a sweeter tasting water due to the high quality, coconut shell-derived carbon chemical removal filter. Rated to remove sediment particles greater than 1 micron, these filters have excellent chemical absorption, removing or reducing chlorine, volatile organic compounds (VOCs), chemicals, tastes and odours. Special purpose filters designed for cyst reduction and heavy metal removal are available. Contact Billi Pty Ltd.

Use only genuine filters as designed for this system. All drinking water filtration systems should be flushed after a period of non-use. Your Billi **Quadra** has an automatic flushing cycle which can be activated. Refer to **Options**, page 9. After a period of non-use of more than two days, e.g. off Saturday and Sunday, the cold water will flow for 90 seconds when the time switch first turns the unit on. Alternatively, before use, lift the cold lever and run until water flow stops, then release the lever.

FILTER CHANGE DUE MONITOR

The **Quadra** filter change due monitor operates by counting the number of cups dispensed and the number of days elapsed until a pre-set level is reached. Once reached, the dispenser icons will briefly change to orange once every five seconds. The **Quadra** will continue to operate while the filter indicator is flashing. Water filters installed in areas with higher levels of turbidity (cloudiness/sediment) will experience a reduced service life. The flow from the cold water outlet will decrease as the filters become blocked. It may be necessary to change filters before the change filter indicator flashes. The filter monitor can be reprogrammed to an appropriate service interval if required. Contact Billi Pty Ltd.

Standard 10 micron-rated filters generally have a longer service life than Premium 1 micron-rated filters.

If particularly dirty water is noticed coming through the water supply, e.g. from other tap ware, as sometimes occurs following repairs to local water mains, immediately turn your Billi **Quadra** off using the ON/OFF button. This will help prevent premature blocking of the filter cartridges.

Billi *Quadra* Replacement Filters Performance – Removes or Reduce

Filter Type	Order Part No.	Suits	Micr.	Filters	Sediment	Chlorine	VOCs	Chemicals	Taste Odour	Fluoride Minerals	Expected Life
Prem.	990413	Quadra Compact	1	Single	✓	✓	✓	✓	✓	Slight	6 mths 60,000 cups
Stand.	990402	Quadra Compact	10	Single	✓	✓	✗	✓	✓	✗	6 mths 60,000 cups
Prem.	990414	Quadra 420-4180	5	Dual	✓	✓	✓	✓	✓	slight	6 mths 60,000 cups
Stand.	990412	Quadra 420-4180	10	Dual	✓	✓	✗	✓	✓	✗	6 mths 60,000 cups

REPLACEMENT OF FILTER CARTRIDGES

Periodic replacement of your Billi *Quadra's* Water Filter Cartridges is necessary to maintain the sparkling cleanliness and purity of your drinking water.

When a filter change is due, the dispenser icons will briefly change and flash orange once every five seconds. A 'Filter Change Due' message also shows in the *Quadra* display.

A replacement filter change installation service is available. To arrange, contact your Billi representative using the phone number showing in the display, or on page 3 of this booklet.

If you wish to install the replacement filter cartridges yourself, your Billi representative will provide genuine Billi replacement filter cartridge sets.

To assist with the replacement of your *Quadra* filter cartridges, a series of moving graphic instruction screens will guide you through the required steps. Press HELP if display indicates 'Filter Change Due' or refer to **Options**, page 9 mode to select 'Filter Change Help'.

A water absorbent towel is included with your Billi *Quadra* replacement filter set. Place this towel in the tray underneath the cartridges before removal to absorb any water spilt during the filter change.

Once new filter(s) have been installed and the filter flush cycle is complete, check for any water leakage around the filter system. Take particular care to ensure the area around the water leakage sensor, located on the lower left hand side of the bulkhead behind the filters, is dry.



FILTER REMOVAL AND REPLACEMENT INSTRUCTIONS

1. Press or hold the “ON/OFF” Button until the lights in the tap turn OFF.
2. Hold filter and pull towards you slowly. The top of the filter is in a hinged cradle assembly. It should stop after approximately 30 degrees of travel.
3. The filter can now be released from the holding cradle by pulling down on the filter.
4. Take care not to spill water in the base of the tray. If so wipe gently with absorbent paper.
5. Install new filter(s) into the same location by pushing all the way up into the cradle.
6. Push filter(s) forward until perpendicular to the base and locked in place.
7. Press or hold the “ON/OFF” Button until the lights in the tap turn ON.
8. Check for any leaks from around the filter, hosing or pipeworks.
9. Replace the front cover.

Quadra Plus

If you have installed a Billi *Quadra Plus 5*, *Plus 9* or *Plus 15*, you will enjoy the benefit of instant hot water from your sink mixer tap ware. When delivering hot water, the *Quadra Plus* draws boiling water from the internal storage tank, pre-mixing it with cold water, to deliver hot water up to 50°C.

If the delivery capacity of the system is exceeded, the hot water will run cold with bubbling being evident. At this point there is still extra boiling water available for delivery from the *Quadra* dispenser. Recovery is rapid and additional hot water will be available after a short period of time.

Service Codes

Your Billi *Quadra* incorporates a fault detection and diagnosis system. Should a fault occur, a message will be displayed describing the fault. Pressing the HELP button will advise you of any checks that can be performed and the phone number of your Billi service agent. If a service call needs to be logged, note the message displayed and report this when booking the call. This will assist the technician in coming prepared to rectify the problem.

Cleaning

Your *Quadra* Dispenser is fabricated from robust metal with tough protective chrome plating. Care for the dispenser as with any chrome plated tap ware. Avoid using abrasive cleaners. Wipe clean using a damp cloth. Use of a non solvent, non smearing cleaner such as Windex is recommended. Do not pour water over the dispenser.

BilliTM