

THE BIBO EXPRESS²

maximize your BIBO experience

user manual

Welcome!

Congratulations on your new BIBO express. You are just moments away from enjoying endless boiling water, at the touch of a button.

As we want you to get the best from your BIBO express, we ask that you read through this manual before getting things started. This manual is your go-to-guide for all things for your BIBO express and includes practical advice and technical information to answer any questions you may have. However please remember that our team is just an email or phone call away should you have any further queries.

Visit www.bibo.coza/contact, email **help@bibo.co.za**
or call **0800 00 BIBO (2426)**.

Wishing you many happy and healthy drinks with BIBO.

PLEASE NOTE
The pictures and diagrams in this manual are for reference only, please refer to your BIBO express.

We reserve the right to make corrections or changes to the information provided in this manual without prior notice being given.





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Meet your BIBO express

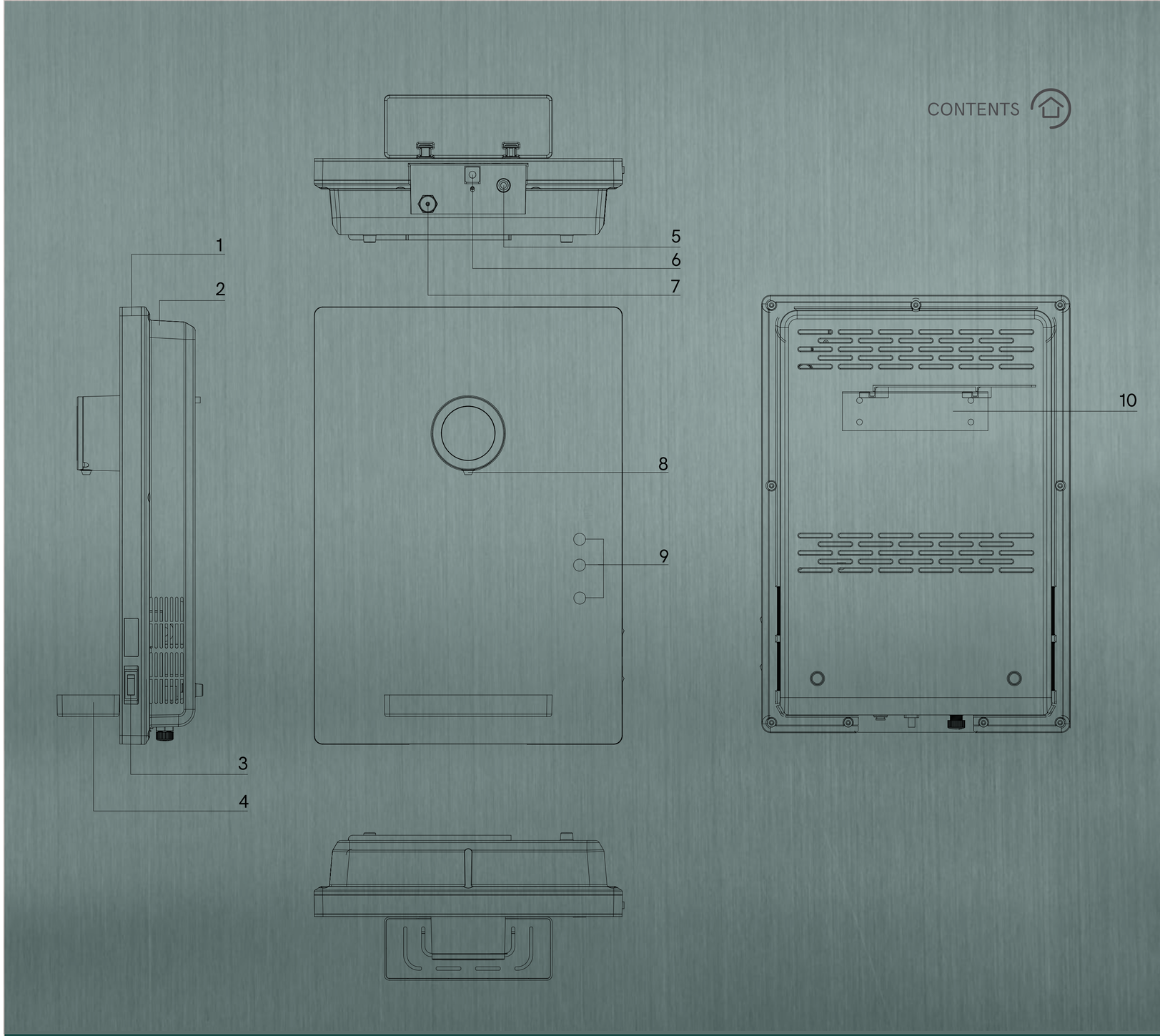
OVERVIEW

1. Side Panel
2. Rear Cover
3. Power Switch
4. Drip Tray

5. Water Inlet
6. Power Cord Insert
7. Drainage Port

8. Water Outlet
9. Function Keys

10. Hanging Board



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Installing your BIBO express

BEFORE GETTING STARTED

Our experienced installation teams are here to make sure that your BIBO express is correctly installed. If you are installing your own BIBO express, please read through all the instructions carefully, familiarising yourself with and understanding all the steps completely before beginning.

If you are at all uncertain about any of the steps, please call us on **0800 00 BIBO (2426)** and ask to speak to one of our experienced technical team members.

CAUTIONARY NOTES

The BIBO express must be installed exactly in accordance with the installation instructions to avoid accidental injury, leaking and/or damage to the appliance.

The BIBO express is suitable for indoor use only and cannot be installed in an outdoor environment.

Once installed, the BIBO express should not be moved in any way.

Take caution with the water inlet pipe, do not use if bent or damaged.

YOUR BIBO express TOOLKIT

Your BIBO express comes with a self installation kit consisting of x1 hanging board, three metres of ¼" water inlet pipe, a BIBO quick fit stem elbow, a ½" to ¼" connecting T and four packing screws with four plastic anchors.



Hanging board



Quick fit stem elbow



1/2" to 1/4" connecting T



Packing screws



Plastic anchors

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WHERE TO PLACE YOUR BIBO express

The BIBO express often takes centre stage in kitchens, offices and pause areas and fast becomes the most loved and used appliance.

It is for this reason that the choice of where to place and display your BIBO express needs to be one that offers both convenience and style.

However a few considerations need to be taken into account before choosing where to place your BIBO express.



Your BIBO express needs to be installed in a cool, dry place and kept away from any heat source and direct sunlight.



Your BIBO express needs to be installed so that it sits at least 10cm away from any other object.



You will need an electric power supply. Your BIBO express comes with a standard 16amp power supply plug (3 pin plug).



Your BIBO express needs to be installed indoors and vertically wall mounted



There will need to be a suitable mains cold water supply nearby (more often than not, this will be located under your kitchen sink or behind your dishwasher and/or washing machine).



As the BIBO express is a boiling water appliance, please ensure that it is installed out of children’s reach and never operated by a unsupervised child.

Installing your BIBO express

BEFORE GETTING STARTED

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WATER SUPPLY

Before beginning the installation, you will need to identify a mains cold water supply nearby.
To identify the cold water supply, turn on the hot tap and wait for the flowing water to get hot. Feel both pipes under the sink. The one hot to the touch is the hot water supply.

WARNING: the pipe can get extremely hot and cause burns. Please take care!

The mains cold water supply will need to be turned off before beginning the installation. Often there is an angle stop valve which will enable you to isolate the cold water pipe. If not, then it will be necessary to turn off the mains water supply to your home/ office. Please identify where the tap/isolation valve is located before beginning.

Ensure that your water feed/ supply is flushed out thoroughly into a bucket until clear water is visible with no sediments or dirt particles in the water.
This is to ensure your BIBO express does not block up.
Be sure to do so especially in newly renovated homes and offices.



Installing your BIBO express

STEP BY STEP GUIDE FOR SELF-INSTALLATION

PREPARATIONS

1. Decide where you will place your BIBO express.

2. Carefully remove your BIBO express, the wall mounting plate and four self tapping screws from its packaging and place it in its preferred spot.

3. Remove the plastic bag and protective covering from the cable and plug.

4. Remove the drip tray wrapping.

5. Remove the protective cover from the touch screen.

6. Position the wall mounting place in the preferred spot and secure it to the wall.

7. Secure the BIBO express on to the mounting plate vertically.

WATER SUPPLY CONNECTION

1. Isolate the mains water supply by either turning off the angle stop valve or turning off the mains water supply to your home/office.

2. Drain as much water as possible from the pipe connected to the angle stop valve before disconnecting it.

3. Connect the ¼" water inlet pipe to the BIBO express.

4. Please take caution with the water inlet pipe. The pipe should be installed away from any light source, heat source and/or sharp objects. Additionally the pipe should not be compressed or bent in anyway as this will inhibit water flow.

5. Flush the water supply through the pipe to ensure that there are no sediments or dirt particles in the water. The water flowing through the pipe will need to be completely clear before continuing.

SETTING UP YOUR BIBO express

1. Plug the BIBO express's 16amp plug into an appropriate power supply.

2. The lights of BIBO express will flash and an E1 message will be displayed on the screen indicating a water shortage alarm.

3. Once the lights stop flashing, and the E1 message is replaced with the water temperature display, your BIBO express will be ready to be used.

Using your BIBO express

MENU OPTIONS AND PERSONAL SETTING

TO DISPENSE BOILING WATER:

1. Place your mug, thermal cup or pot under the water outlet.

2. Unlock the hot water flow by touching unlock followed by boiling.

3. Hot water will then begin to dispense.

4. Once your vessel has filled, touch the illuminated boiling to stop the water flow.

TO DISPENSE COOL WATER:

1. Place your cup or bottle under the water outlet.
Touch ambient to start dispensing cool water.
Once your vessel has filled, touch the illuminated ambient to stop the water flow.



Maintaining your BIBO express

CLEANING AND NON-USE

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CLEANING YOUR BIBO express

The BIBO express is connected to an electrical supply. Please take caution to not wet the back of the BIBO express whilst cleaning it.

To keep your BIBO express looking sparkly and fresh, clean it by simply wiping it down with a dry fibre cloth. Please don't use harsh detergents, concentrated washing liquids or solvents to clean your BIBO express. Additionally, please avoid anything abrasive (such as steel brushes, scourers and the like) to clean the body of your BIBO express as it will scratch.

The BIBO express drip tray can be removed and cleaned by hand or in your dishwasher.

WHAT TO DO OVER PERIODS OF NON-USE

Over periods (3 days or more) of non use, it is recommended that your BIBO express is switched off and that the water tank is drained. To do this:

1. To turn off your BIBO express, press the power switch on the side of the appliance. (See page 4, number 3 on the diagram)

2. Remove the power plug from the mains power supply.

3. Drain the water tank by:

a. Unscrewing the drainage port (see page 4, number 7 on the diagram) anticlockwise.

b. Once unscrewed, remove the green rubber seal. Note: be sure to have a bucket ready as there will be water draining once it is removed.

c. Once all the water has drained place the green rubber seal back in place and re-secure the drainage port screw.

NOTE: When you turn your BIBO express back on it will automatically fill up the tank again. Proceed as normal.



Technical Information

BIBO EXPRESS SPECIFICATIONS

There's a lot that goes on inside your BIBO express. If you're looking for the technical ins and outs, please find the BIBO express specifications below:

SPECIFICATION	PARAMETER
Company	BIBO Water Proprietary Limited
Model	shlishi
Voltage	230V~50Hz
Heating water capacity	≥90°C≥25L/h
Power consumption	0.09kw.h/24h
Dimensions	360x88x550mm
Weight	4.10kgs
Inlet water temperature	10°C-38°C
Protection type	I type
Maximum water pressure	0.1-0.4Mpa
Power rating	3400W
Current rating	14.78A
Heating power	3200W
Protection type	IPX0
Climate rating	T

TECHNICAL NOTES

The optimal operating environment for your BIBO express includes a temperature of 10 - 38°C, humidity of ≤90%, a water pressure of 0.20 - 0.4MPa.

When the outside temperature is low, the heating time may be slightly prolonged.

The water flow from your BIBO express can be reduced when the voltage or ambient temperature is low.

It is normal for a slight noise to be emitted during the boiling process.

If your BIBO express is turned on without water, a safety anti-burning switch will automatically kick in. If this occurs one of our BIBO team superstars will need to come out and reset it. Please call us on **0800 00 BIBO (2426)**.

Technical Information

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SAFETY NOTES

Please remember the new member of your home/ office kitchen is an electrical appliance. Accordingly, to keep both you and your BIBO express working together in harmony, some safety stuff needs to be followed.
Please remember:

Your BIBO express is for indoor use only.

Avoid placing your BIBO express in direct sunlight, next to flammable materials, on hot surfaces and next to any sources of heat including ovens.

Avoid placing your BIBO express near other appliances that could get damaged if wet.

Do not immerse your BIBO express, the mains power plug and cord in water for danger of electrical shock.

Do not pour any liquid on the power cord connector.

If your BIBO express experiences any leaks, turn off the power switch immediately and close the water source. If this occurs please give us a call on **0800 00 BIBO (2426)**.

Take caution to ensure that the hot water spout is never directed at any body parts for danger of burning.

Do not cover the hot water dispensing spout. Keep a minimum of 1cm between the spout and any object and vessel.

Connect your BIBO express to a wall socket that matches the technical voltage specification of this appliance.

WARNING: the machine must be used with a reliable earth in the mains power supply socket.

Take caution to never let the power cord be left to hang over the edge of a surface or come in to contact with any heat sources.

Please do not modify or replace the power plugs and cords. Should you require assistance with this, please call us on **0800 00 BIBO (2426)**.

Ensure that your water feed/ supply is flushed out thoroughly into a bucket until clear water is visible with no sediments or dirt particles in the water. This is to ensure your BIBO express does not block up. Be sure to do so especially on newly renovated homes and offices.

Ensure that your water feed/ supply is a cold water feed only.

Your BIBO express can produce high temperature boiling water. As with any kettle, pan or appliance capable of producing hot/boiling water, please exercise caution.

Your BIBO express's hot tank is directly connected to the hot water outlet. Accordingly there are no valves between the tank and the hot water outlet. This it to prevent the valves from being damaged by the boiling water. As such, it is normal for a small amount of excess water to be released after the boiling water process and the dispensing thereof. Please take caution.

When the hot water reaches boiling point, it is normal for the water outflow to have more steam. Please take caution.

Do not keep your BIBO express at a temperature below 0°C. Residue water in the heating system may freeze and cause damage. If this occurs, please turn off your BIBO express at the power switch.

In the unlikely situation that you experience any problems with you BIBO express, please do not attempt to repair it yourself. Rather give us a call on **0800 00 BIBO (2426)** and we will send one of our BIBO superstars out to you.

If you're looking for a little more technical information or explanations regarding your trusty BIBO express, please don't hesitate to get in touch with us via email at **help@bibo.co.za**.

Troubleshooting

In the unlikely event that you find yourself in a bit of a pickle with your BIBO express, please refer to the troubleshooting guide below to determine the possible fault types and suggested steps to get your BIBO express up and running again.

FAULTY TYPE	POSSIBLE CAUSE	SOLUTION
No power	**1.** Power cord is not connected **2.** Power switch is not turned on	**1.** Connect the BIBO express to a power supply **2.** Turn on the power button
Loud noise during the heating process	**1.** Incorrect installation	**1.** The BIBO express needs to be vertically wall mounted Call us on **0800 00 BIBO (2426)** and we can help you with this
Continuous dripping from outlet nozzle	**1.** Damage to the inlet solenoid valve **2.** Damage to the water level switch **3.** The water tank inlet has impurities **4.** Balance water level unit is damaged	**1.** Replace the solenoid valve **2.** Replace water level switch **3.** Clean the dispensing spout **4.** Replace balance water level unit Call us on **0800 00 BIBO (2426)** and we can help you with this
No cool water flow	**1.** Cold water solenoid valve is damaged **2.** The PCB is damaged	**1.** Replace the solenoid valve **2.** Replace the PCB Call us on **0800 00 BIBO (2426)** and we can help you with this
Water does not heat	**1.** The anti dry burning device is disconnected **2.** Damage to the PCB **3.** Damage to the control panel	**1.** Press the temperature reset button **2.** Replace PCB **3.** Replace control panel Call us on **0800 00 BIBO (2426)** and we can help you with this
Steam is released during boiling process	**1.** The hot water outlet has impurities **2.** The hot water outlet is loose **3.** There is a build up of scale	**1.** Clean the hot water outlet **2.** Tighten the hot water outlet **3.** Internally descale the BIBO express Call us on **0800 00 BIBO (2426)** and we can help you with this
Water does not heat to preset temperature	**1.** The power supply is below 200 volts **2.** The heating element is damaged	**1.** Check the supply voltage **2.** Replace heating element Call us on **0800 00 BIBO (2426)** and we can help you with this

If you're still a little stuck and find that your BIBO express is still not operating as it should, or if a problem persists, please contact us via email at help@bibo.co.za or call us on **0800 00 BIBO (2426)**. Your BIBO express may require some professional TLC.

Warranty

Your BIBO express comes with a free one year warranty, which means that in the unlikely event that there is any problem or fault, which our team cannot repair on site, we will replace your BIBO express with a new one for free while your warranty is valid. Appropriate maintenance costs will be charged for any damage that is caused by the misuse of your BIBO express or incurred once your warranty has expired. You can extend your 1 year warranty for another year on **www.bibo.co.za**.

Please remember that if you experience any problems with your BIBO express, do not attempt to disassemble your BIBO express by yourself, this will invalidate your product warranty. BIBO will take no responsibility for any resulting issues. So rather keep it simple and contact us directly via email at **help@bibo.co.za** or call us on **0800 00 BIBO (2426)** - let us do all the work!



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Please remember to let us know how you're enjoying your BIBO express by emailing us at **hello@bibo.co.za** with your feedback or reviewing us on Facebook **here**.

Wishing you many happy, healthy and hydrating hours with your BIBO express.

Cheers!



