



SKYWELL®

# SKYWELL 5TE ADMINISTRATOR MANUAL

Atmospheric Water Generator



5TE INFORMATION AVAILABLE AT [SKYWELL.COM](http://SKYWELL.COM)

Quick Start User Guide  
Administrator Manual  
Latest App  
Latest Firmware



When using electrical appliances, basic safety precautions should be followed to reduce the risk of fire, electrical shock and injury to persons or property.

**▲ WARNING**

If the Skywell 5TE is without power for more than 4 consecutive hours:  
DO NOT drink the water.  
Contact your dealer to clean the Skywell 5TE.

Version: July 16, 2018

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## KEY SAFETY CONSIDERATIONS

### **▲ WARNING**

The Skywell 5TE should be upright for at least 4 hours prior to plugging it into an electrical wall outlet. Plugging in shortly after the Skywell has been on its side can damage the compressor. Skywell recommends never placing the unit on its side.

NOTE: After water generation begins, it may take 90 minutes for the water to reach its coldest temperature.

### **▲ WARNING**

Insert the Skywell power cord into a grounded 208-230V/50Hz outlet ONLY. Consult with an electrician if necessary.

### **▲ WARNING**

The Skywell dispenses water as hot as 97.7° Celsius (208° F). Use caution when dispensing hot water and do not allow children to dispense hot water without proper and direct adult supervision.

### **▲ WARNING**

Do not tamper with the ozonator pump or generator. Ozone is released in very small quantities into the Skywell to further eliminate bacteria. Attempting to adjust the pump or generator may release more ozone than prescribed.

When operating the Skywell 5TE, always exercise basic safety precautions including, but not limited to, the following:

1. The Skywell is intended for dispensing water only. Do NOT use other liquids. Do NOT use for other purposes. The Limited Warranty is void if used to dispense any other liquids.
2. For indoor use only. Keep the Skywell in a dry place (not exposed to precipitation) away from direct sunlight. Do NOT use outdoors.
3. Install and use only on a hard, flat and level surface.
4. Do NOT place the Skywell in an enclosed space or cabinet.
5. Do NOT operate the Skywell in the presence of explosive or inflammable fumes.
6. Position the Skywell no closer than 45cm/18" from a wall to permit free airflow between the wall and the Skywell. There must be at least 45cm/18" of clearance on all the sides of the Skywell.
7. Use only properly grounded outlets.
8. Always grasp the plug and pull straight out from the outlet. Never unplug by pulling on the cord.
9. Do NOT use the Skywell if the cord becomes frayed or otherwise damaged.
10. To protect against electric shock, do NOT immerse the cord plug, or any other part of the Skywell, in water or other liquids.
11. Never allow children to dispense hot water without proper and direct adult supervision.
12. Only use Skywell-authorized parts and accessories.

**⚠ WARNING****ELECTRICAL SHOCK HAZARD**

1. Plug the Skywell into a grounded outlet only.
2. Do not remove the ground prong from the Skywell power cord. Use only the Skywell power cord.
3. Failure to follow these instructions can cause fire or electrical shock resulting in injury or even death.

A minimum of a 7.5 amp electrical supply is required. A time-delay fuse or circuit breaker is recommended. Do not overload the circuit. If required, provide a separate circuit to serve only the Skywell. The Skywell must be plugged into a mating grounding-type outlet; grounded in accordance with local codes and ordinances. In the event of a malfunction or breakdown, grounding will reduce the risk of electrical shock by providing a path of least resistance for electric current. If a mating outlet is not available, it is the personal responsibility and obligation of the user to have the properly grounded outlet installed by a qualified electrician. Do not ground to a gas pipe. Do not have a fuse in the neutral or ground circuit.

**PLACEMENT OF THE SKYWELL**

1. Placement of the Skywell is vital to its water-making success.
2. Best placement includes:
  - 45cm (18") spacing on all sides (including the rear)
  - The larger the room the better
  - Room where doors are not predominantly closed
  - Typical lobbies, showrooms and hallways
3. Secure the wheel stops.

## HOW THE SKYWELL 5TE WORKS

The Skywell 5TE atmospheric water generator (AWG) condenses water from the air and delivers it as either hot or cold for consumption. A fan pulls air through an electrostatic air filter and over a heat exchanger that has been cooled below the dew point of the entering air. On this cooled surface, water condenses and is filtered through a double-layered wire mesh into a stainless-steel tank that is on rails and that can be easily opened.

The generated water in the collection tank is exposed to ultraviolet (UV) light to kill bacteria. The effectiveness of the UV light is monitored with a unique UV sensor.

The water level in the collection tank is controlled via depth sensors. Generated water is pumped from the tank through 4 filters. The first filter is a mineralization filter that helps increase pH levels. The second filter is a granular activated carbon (GAC) cartridge which improves taste and removes organic chemicals and any foul odors. The third filter is a carbon block (CB) that removes organic compounds (S/VOCs) and heavy metals (Pb, Fe, etc.). The fourth cartridge is an ultra-filtration (UF) membrane filter that removes any remaining fine sediments, suspended particles, viruses and bacteria.

The generated water is then pumped through a solenoid valve into the top/cold tank. The top/cold tank also has depth sensors to monitor volume. As a secondary safeguard to prevent overflows and leaks, there is a float valve on the incoming water line.

The top/cold tank incorporates an additional UV light and unique sensor that further ensures water quality. A cooling coil makes the water cold and a pump dispenses the cold water for the user. A fifth filter (carbon block) is configured on the cold water dispense line for yet another safeguard to ensure water quality.

Water is gravity-fed from the top/cold tank into an additional tank for hot water. The hot water dispense line is configured with a sixth filter (mesh) to further ensure water quality. The ozonator pump and generator (producing 15 seconds of ozone every 3 hours) provide an additional cleaning element to the Skywell 5TE.

# CHOOSE A LANGUAGE PREFERENCE

Here are the steps:

1. Turn on the unit.
2. Allow the App to fully load. You will know when it is fully loaded when the screensaver appears (will be "water drop" screen if the top tank is empty).



3. Tap on the screensaver screen.
4. The dashboard will appear. Tap on the gear in the lower right-hand corner.



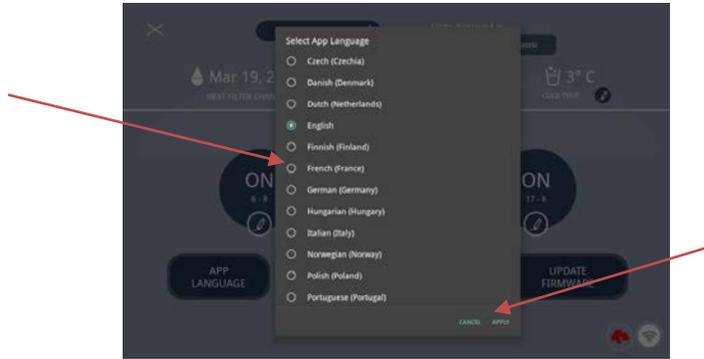
5. Enter the administrator password 1111.



6. Tap on App Language.



## 7. Select your language



## 8. Tap Apply.

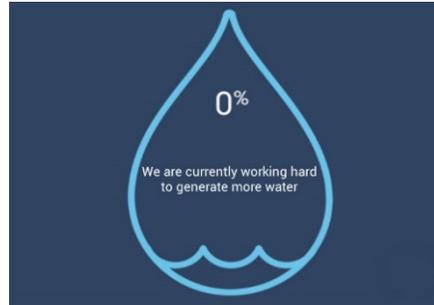
## 9. Tap Yes to restart App.

The App will restart in the selected language. Note: If your selected language does not appear after the restart, you will need to install the latest Skywell App which will include all languages. See instructions in this Administrator Manual at the Install the Skywell App section.

# CHOOSE METRIC OR IMPERIAL

Here are the steps:

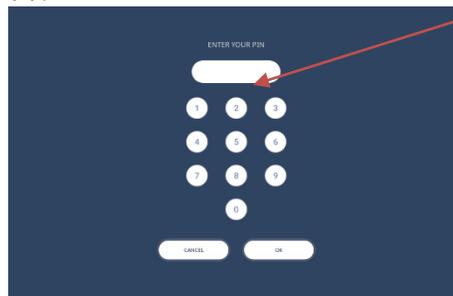
1. Turn on the unit. Allow the App to fully load and the screensaver appears.
2. Tap on the screensaver screen.



3. Tap on the gear in the lower right-hand corner.



4. Enter the password 1111.



5. Choose either Metric or Imperial.



6. Tap X to exit the screen.

# DISPENSE WATER

## Dispense Cold Water

After water generation, it may take up to 90 minutes for the water to reach its maximum cold temperature of 2.7° Celsius (36°F). During this time, the compressor may run continuously. Cold water available for dispense will be aligned with overall water generation, which is influenced by the ambient conditions.

1. Place your cup on the center of the drip tray.
2. Press the **blue circle button** to the right of the touch screen to dispense cold water.
3. Press the **blue circle button** for the duration of the dispense until the desired fill level is obtained



## Dispense Hot Water

After water generation, the Skywell is able to heat the water up to 97.7° Celsius/208°F within 15-20 minutes. Hot water available for dispense will be aligned with overall water generation, which is influenced by the ambient conditions.

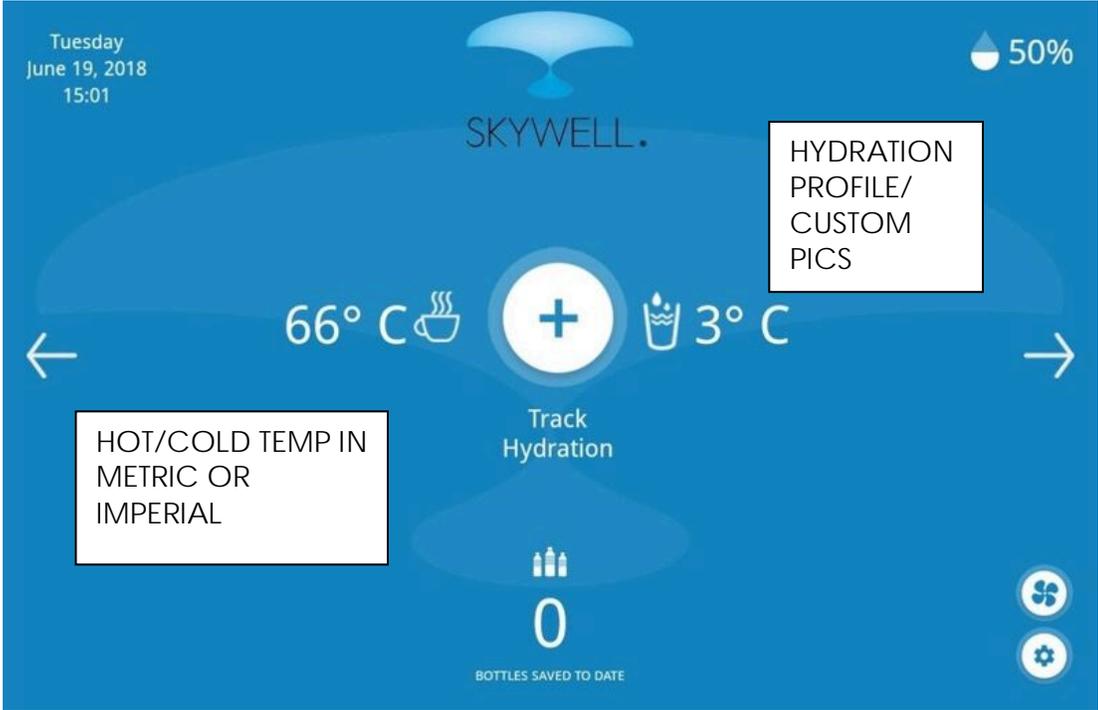
1. Place your cup on the center of the drip tray.
2. Press and release the **top red unlock button** (Child Safety Lock) on the left of the touchscreen. You have approximately 10 seconds to begin hot water dispense before the **red unlock button** will need to be pressed again.
3. Press the **bottom red circle button** (below the **red unlock button**) to dispense hot water. Use with caution.
4. Press the **red circle button** for the duration of the dispense until the desired fill level is obtained.
5. Never allow children to dispense hot water without proper and direct adult supervision.

# THE SKYWELL APP DASHBOARD

TIME AND DATE

CUSTOM LOGO

COLD TANK VOLUME



CONTACT INFO

HOT/COLD TEMP IN METRIC OR IMPERIAL

HYDRATION PROFILE/CUSTOM PICS

CUSTOM QUIZ

TOTAL DISPENSED SINCE LAST FILTER CHANGE

QUIET MODE & USER SETTINGS

# CREATE PERSONAL HYDRATION PROFILE

On the Dashboard page, tap the middle circle. On the Hydration Profile page, tap the + button to create your profile and track hydration. Enter your first name and last name initial.



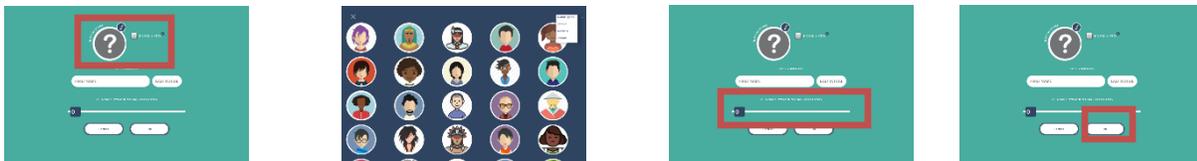
## Optional Profile Features:

**Avatars:** You can either select an avatar or upload a custom profile pic (neither required). Select an avatar by tapping on the pencil icon at the top of the page. Browse through the avatar options by tapping on the Avatar Types drop down menu.

## Daily Hydration Goals:

Set your daily hydration goal by swiping the bottom bar. The Skywell will track your consumption versus your goal on a daily basis. The goal will automatically reset daily.

**PIN Code:** To have your Hydration Profile secured with a PIN number, tap the ON button under ENABLE PIN.



# ADDING WATER DISPENSED DATA TO HYDRATION PROFILE

After you have dispensed water, a page displaying water dispensed data will appear. Tap the Add to Profile button at the bottom of the page. Select your profile from the Hydration Profiles page. The dispensed water data is automatically added to your hydration profile.

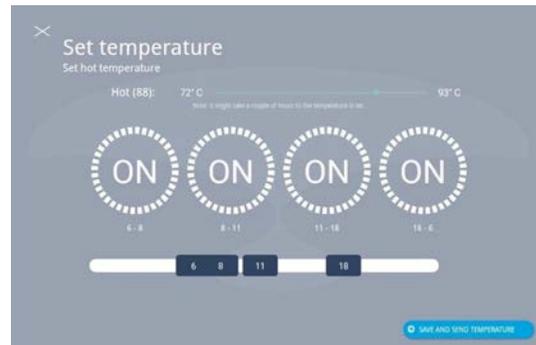
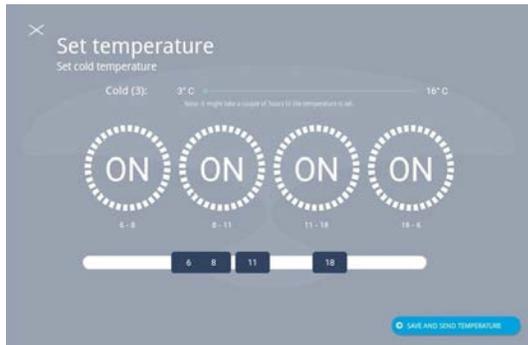


# SET WATER GENERATION PERIODS, TEMPERATURES AND QUIET MODE

Daily Water Generation Schedule – Tap the Settings icon on the bottom right hand corner of the dashboard. Enter the Administrator PIN (1111). Tap the 4 buttons and use the slide bar to set a generation schedule. You can set up to 4 different time periods. Setting all four time periods to “ON” will produce the most water.



Hot and Cold Water Temperature Settings/Scheduling – Tap the pencil icon next to Hot Temp or Cold Temp and use the scroll bar to change the water temperature. Tap "Save and Send Temperature" to save changes.



Quiet Mode - Tap the fan icon on the bottom right hand corner of the home page. Select Quiet Mode for 1, 2, or 3 hours. The fan will automatically restart at the end of the selected time period. Water generation will not occur in Quiet Mode.



This feature is especially useful when the Skywell is placed in a meeting room. Quiet Mode can be implemented usually for the duration of the meeting.

# SET THE TIME AND DATE

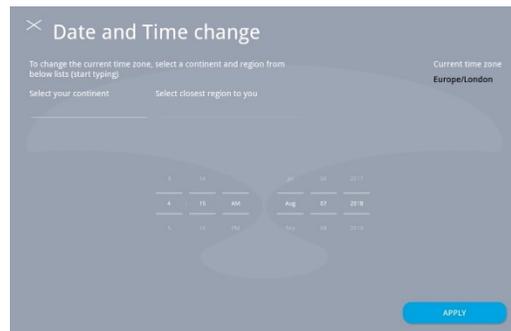
Always install the latest Skywell App prior to initiating this procedure.

You will need to set the time and date (once) during the pre-installation process and possibly if the Skywell is moved to a different time zone. Here are the steps.

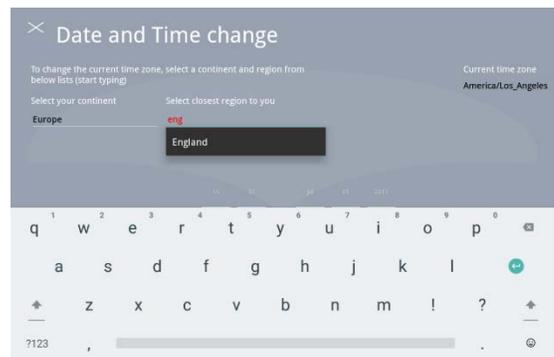
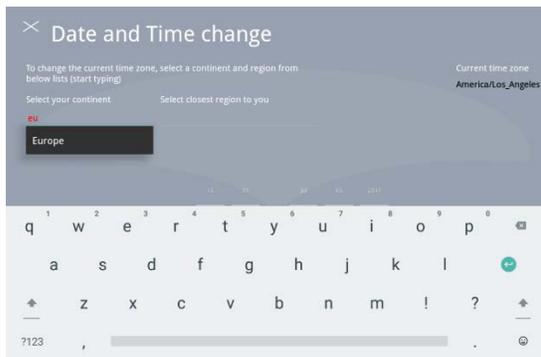
1. Tap the gear button in the bottom right hand corner. The password screen will appear. Enter 1111.



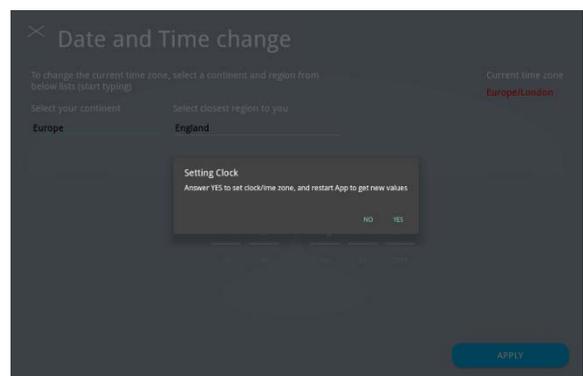
2. Tap on the date and time bar at the center top. This will open the Date and Time change screen.



3. From left begin filling in the information pertinent to the unit location.



4. After selecting the continent and region, go to the bottom half of the screen, select date and time. Press "Apply" in the bottom right hand corner. The App will ask permission to restart. Select Yes.



# CONNECT VIA WI-FI TO THE SKYWELL

Three steps need to be undertaken to interface wirelessly with the Skywell.

1. Connect the Skywell tablet to the internet. This normally only has to be completed once unless the unit is moved to a location requiring interface with a different internet connection.
2. Turn on FTP (File Transfer Protocol) in the Skywell.
3. Open an FTP client on your laptop.

## Connect the Skywell to the Internet and Turn on FTP

1. On the dashboard, tap on the gear icon in the bottom right hand corner. (pic 1)
2. Enter the PIN of Administrator as 1111 and tap OK. (pic 2)
3. Click on the Wi-Fi icon. (pic 3)
4. Choose your network and enter the password. You can exit the keyboard screen by tapping on the open screen space above the keyboard.
5. Enter Connect Now. (pic 4)



1



2



3



4

6. Note the IP address i.e., ftp://10.01.29:2121 in the example. Your IP address will be different.
7. Tap "X" to exit the screen.

## Open an FTP Client on Your Laptop

1. Open an FTP client on your laptop. Skywell recommends CyberDuck for a Mac or FileZilla for a PC, but any FTP client will do.
2. User Name: administrator Password: password (all lower case)
3. Connect to your Skywell by using the values from #6 above.
4. You will then be able to drag new files onto the tablet SD card from your computer after deleting the old files (except the App) with the corresponding names.

# INSTALL THE SKYWELL APP

The latest version of the Skywell App can be found at Skywell.com. (pw 2856) and can be installed via Wi-Fi. We encourage you to always have the latest App version in operation. The App version currently on the Skywell unit can be found by accessing Service Settings (tap on the upper right corner on the dashboard and enter 2856 as the password) and tapping About.

Here are the steps to install the latest Skywell App:

1. Do not delete the previous App. User profile information will be retained if you simply add the new App to the SD card.
2. Tap the gear in the lower right-hand corner of the dashboard and then enter the Administrator password of 1111.
3. Tap Update App.



4. Tap the new skywell.apk that was added to the SD card 1 and tap Update Now.
5. Tap Ok to Replace App. Tap Install.
6. Tap the upper right-hand corner icon and then tap the Skywell logo.
7. The MCU will connect to the tablet and the installation should be complete. This will take about 15 seconds.
8. Tap "About" in Service Settings to confirm the new App installation.

# INSTALL THE LATEST VERSION OF FIRMWARE

Follow these steps to install the latest version of firmware:

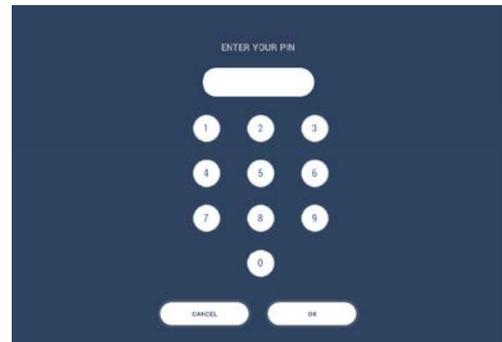
1. Important: you must install the latest Skywell App prior to installing the latest firmware.
2. The latest version firmware version is located at skywell.com

Note: you only need to download the watermachine\_3.XXX.srec file.

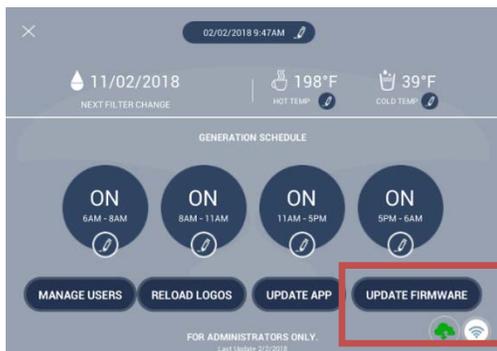
3. Copy the latest firmware version to the SDcard1 on the tablet via WiFi.

Note: the file must be saved at the root of sdcard1.

4. Click on the gear on the dashboard and enter 1111.



5. Click Update Firmware.



6. Select the new firmware from the SD card.
7. Give the App time to go through the process. When finished, re-cycle power to the unit.

## LOAD LOGOS AND IMAGES

You must install the latest Skywell App prior to installing new logos or images. Skywell logos and images will appear if no logos or images are installed.

The pre-loaded screensaver and dashboard can be modified to include Dealer/Customer logos or other images. The screensaver and dashboard files must be properly named (before uploading) as follows:

- cobranding\_logo\_dashboard.png
- cobranding\_logo\_screensaver.png

You can create one image each for the screensaver and dashboard.

Multiple images for the 2 dispense pages (hot and cold) can be saved on the SD card for the tablet to sequentially cycle through during subsequent depressions of the hot and cold dispense buttons. These images must be saved to the SD card inside a folder called "dispense". There must be two folders inside "dispense" called "hot" and "cold". Place your images in either or both the hot and cold folders. The dispense page images do not require any name format but should be a .png file.

Use Photoshop to modify image files you want to insert on the tablet screens. Here are some tips:

Screensaver: 800 x 600 pxls or smaller; depends on how the image meshes with the screensaver "wave".filename: cobranding\_logo\_screensaver.png

Dashboard: 500 x 300 pxls or smaller; placed on a transparent background.  
filename: cobranding\_logo\_dashboard.png

Cold Dispense: 900 x 600 pxls (exactly) using a non- transparent background.

Hot Dispense: 900 x 600 pxls (exactly) using a non- transparent background.

Note: The higher the resolution of the downloaded original image the better the results will be.

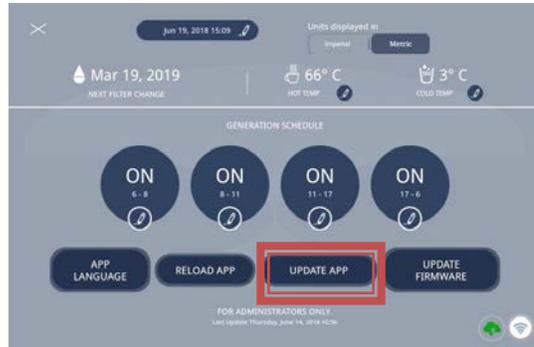
Drag the new files onto the SD card from your computer after deleting the old files with the corresponding names.

Then update the App with the newly installed logos by completing these steps:

1. Tap the gear in the lower right-hand corner of the dashboard
2. Enter the Administrator password of 1111.
3. On the Generations Schedule page, tap Reload Logos.

4. Tap Yes to allow App to restart.

5. Tap Update App.



# INSTALL A CUSTOM SCREENSAVER VIDEO

You must install the latest Skywell App prior to installing a custom screensaver video. Your video can be tailored for specific events, ages, class grades, etc. The screensaver video appears after 15 seconds of inactivity and remains until the screen is touched.

If no video is installed, the default wave video screensaver is utilized.

Here are the steps to install a custom screensaver:

1. The custom video should be 1920 x 1080 (or smaller) and under 30 seconds.
2. These file formats work best: .wmv/.mov/.mp4/.avi.
3. Save the file as whatever name you want but keep the extension.
4. Connect via WIFI to the App. Drag the file onto the SD card from your computer to the screensaver folder. Create a screensaver folder if there is not one.
5. Update the App with the newly installed video by completing these steps:
  - Tap the gear in the lower right-hand corner of the dashboard.
  - Enter the Administrator password of 1111.
  - Tap Reload APP.
  - Tap Yes to allow the APP to restart.



6. If more than one video is loaded onto the SD card, the App will randomly select the video to play. Delete any video on the SD card that you do not want to play.

# INSTALL CUSTOM PROFILE PICS

You must install the latest Skywell App prior to installing custom profile pics.

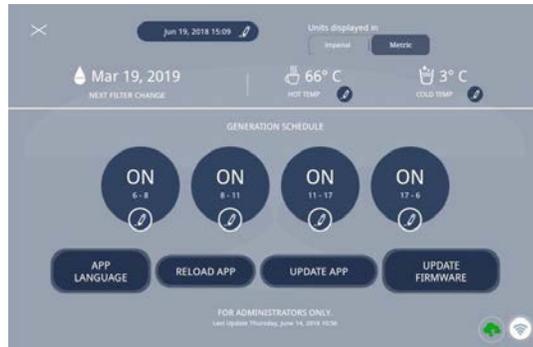
As part of the Track Hydration feature, you are encouraged to create a profile. That process provides an opportunity to associate a pic with the profile. If no custom pic is uploaded, then the option is to either choose from a default selection of avatars or not to choose any pic.



Here are the steps to install a custom pic to the profile list:

1. The custom pic should be 256 x 256 or smaller.
2. Acceptable file formats are .png/.jpeg/.gif/.bmp.
3. Connect to the Skwyell via WIFI and create a folder called "avatar" on the SD card root.
4. Drag the file onto the SD card from your computer into the avatar folder.

5. Update the App with the newly installed pic(s) by completing these steps:
- Tap the gear in the lower right-hand corner of the dashboard.
  - Enter the Administrator password of 1111.
  - Tap Reload APP.
  - Tap Yes to allow the App to restart.



# INSTALL CUSTOM ECO TRIVIA QUESTIONS

You must install the latest Skywell App prior to installing multiple-choice trivia questions. We encourage the use of eco-related questions.

Trivia questions are accessed via tapping on the right arrow on the dashboard.



A default list of questions will appear sequentially if no user set is loaded to the App. The user's list can be tailored for specific events, ages, class grades, etc.

Here are the steps to install a custom set of trivia questions:

1. Utilizing Notepad, form the questions as follows:

q How many cars could you power with the energy it takes to produce 1 year's worth of single serve bottled water?

- a1 500 THOUSAND
  - a2 1.5 MILLION
  - a3 200 THOUSAND
  - a4
- 2

q What percentage of plastic produced every year winds up in the ocean?

- a1 5%
  - a2 10%
  - a3 20%
  - a4 25%
- 2

2. Questions start on a new line with the "q" prefix, followed by 4 lines of answers. Each answer line has an" a" prefix followed by a sequential number from 1 to 4 followed by a space and then an answer. The answer can be empty. The correct answer follows on a new line after the last answer.
3. Questions must be separated by a blank line.
4. An unlimited number of questions can be entered.
5. Save the file as trivia\_questions.txt
6. Drag the file onto the SD card from your computer.
7. Update the App with the newly installed quiz by completing these steps:
  - Tap the gear in the lower right-hand corner of the dashboard.
  - Enter the Administrator password of 1111.
  - Tap Reload APP.
  - Tap Yes to allow the App to restart.

## **CLEAN THE SKYWELL AFTER A POWER OUTAGE**

The Skywell will keep the generated water fresh and clean as long as there is power to the unit. If the Skywell is without power for more than 4 consecutive hours:

1. DO NOT drink the water.
2. Contact your dealer to clean the unit.

## **DETECTING ANY ABNORMAL CIRCUMSTANCE**

The Skywell generates fresh and clean tasting water. If, for any reason, you detect any abnormal circumstance, unusual odor or if the water tastes bad:

1. DO NOT drink the water.
2. Contact your dealer for assistance.

## **CLEAN THE AIR FILTER**

1. Open the air filter door by pressing the latch.
2. Remove the air filter.
3. Rinse the air filter on both sides (rinse from the inside/out first) until water passing through it comes out clear.
4. Shake excess water from the filter.
5. Return the filter to its compartment and latch the door. The arrow on the filter casing should be nearest the unit front and visible after installation.

Note: The air filter is critical to the Skywell's water quality and production. It should be replaced if any damage is present.



1



2



3

## **DISINFECT THE DISPENSING POINT**

The dispensing point should be cleaned daily by the user. The Skywell is designed with a recessed dispensing point to minimize contact with the external environment. Regular use of the hot water dispenser will generally disinfect the dispensing point, but extra care at the dispensing point will help to ensure you always have the cleanest water possible.

1. Use a non-toxic cleaning agent to clean the nozzle.
2. Dispense cold water and then hot water for at least 3 seconds each.