

# Billi®

## Residential User Guide

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Billi Home BCS (925101)

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Dispenser Options:  
XL, Multifunction Mixer Tap



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## Warnings and Important Information

- 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 the manufacturer, a service agent, or any other 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 12 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 persons with lack of experience and knowledge, unless they are supervised or have been given instruction concerning use by a person responsible for their safety.
- This appliance is not to be installed in an area where a water jet could be used.
- Children should be supervised to ensure that they do not play with the appliance.
- **DANGER:** The operation of the internal thermal cut-out indicates a possibly dangerous situation. Do not reset the thermal cut-out until the appliance has been serviced by a suitably qualified person.
- **WARNING:** Do not connect any restrictor, pressure relief device or non-return valve to the vent pipe of this appliance.
- **WARNING:** When positioning the appliance ensure the power supply cord is not trapped or damaged.
- **WARNING:** Do not install the appliance using a power board, double power adaptor or any other similar device. The appliance is to be plugged directly into a suitably protected and rated power point.
- **WARNING:** If the power supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons. The appliance is not to be used until the power supply cord is repaired.
- **WARNING:** Avoid spillages of any kind on all electrical connectors.
- **WARNING:** Potential injury can result from misuse.
- **WARNING:** Internal surfaces adjacent to and directly in contact with the heating element are subject to residual heat after use.
- Only Billi hose and tube kits as supplied with the appliance are to be used. Old or other manufacturer's hose and tube kits should not be used.
- **WARNING:** This appliance may deliver water at high temperature. Refer to the plumbing code of Australia (PCA), local requirements and installation instructions to determine if additional temperature control is required.
- **WARNING:** Installation shall conform to the plumbing code of Australia (PCA) or relevant local requirements.
- If the appliance is installed in a location where the ambient air temperature could fall below 4°C, do not turn off power to the appliance to prevent malfunction. This safeguard does not offer protection to connecting pipework and fittings external to the appliance.
- The appliance is designed to operate in an ambient air temperature range of 5°C to 30°C.
- Turn off power to the appliance by unplugging the power cord from the connected power point. Only do so after the inlet water supply has been turned off.
- The appliance is intended to be used in household and similar applications.
- **Please note maximum inlet water pressure is 1000kPa.**

## Warnings and Important Information cont.

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 Home BCS is designed to be safe and practical. In an environment with young children, it is recommended that the boiling water safety switch is activated.

In addition, the following safety features have also been included:

- Ergonomic levers.
- Levers/touch activations located safely away from water outlets.
- Dispenser remains cool to touch during regular use.
- Childproof safety switch.
- User settable maximum boiling water temperatures.

## General Maintenance

Your Billi Home BCS has been designed to require minimal maintenance other than replacement of filter cartridges.

During each filter change, check all water connection and fittings for signs of leakage, all tubing for any signs of damage and in the cupboard area around the base of unit for any signs of moisture.

There are no user serviceable components inside the appliance aside from the user replaceable filter cartridge. The appliance is only to be opened by a suitably qualified person such as a representative from the manufacturer.

## Dispenser Care

Proper care of Billi electronic dispensers is crucial to prevent premature wear of surface finishes and to ensure reliable dispense operation.

Avoid using abrasive cleaners on any external surfaces of the dispenser. Wipe clean only using damp cloth. Use of a non-solvent, non-smearing cleaner such as Windex is recommended. DO NOT pour water directly over the dispenser.

## Cupboard Ventilation Requirements

Your Billi Home BCS appliance requires no cupboard ventilation, however a small air gap of 10mm around each side of the appliance is recommended.

Care should be taken when installing the appliance and when using the cupboard space to avoid stretching or damaging pipework and power cords associated with the appliance. Always ensure that access to the power point and the inlet water supply tap is not restricted.



## R290 REFRIGERANT WARNINGS



### **WARNING: RISK OF FIRE/FLAMMABLE MATERIALS**

**NOTE:** This appliance uses 0.055 kilograms of R290 flammable refrigerant in a sealed system. The following must be observed for your safety.

- This appliance contains a small quantity of R290 refrigerant, which is environmentally friendly but flammable. It does not damage the ozone layer, nor does it contribute to the greenhouse effect.
- During transportation and installation, ensure that the tubing of the refrigerant circuit is not trapped or damaged.
- Leaking refrigerant can ignite or cause irritation and permanent damage to the eyes or respiratory system.
- In the event of any damage or if a leak does occur:
  - Immediately isolate and disconnect the appliance from mains power.
  - Avoid exposure to open flame or any device which could cause ignition via a spark or similar.
- Vacate and thoroughly ventilate the room in which the appliance is located for several minutes.
- Contact and notify Customer Support for necessary actions and advice.
- The room in which the appliance is installed must have a size of at least 1 cubic metre per 0.08 kilograms of R290 refrigerant. The refrigerant quantity contained in this appliance is listed above in kilograms and also listed on the rating plate affixed to the appliance.
- Keep ventilation openings in the appliance enclosure or built-in structure clear of obstruction.
- **It is hazardous for anyone other than an authorised service person to carry out servicing or repairs to this appliance. In some jurisdictions the authorised person must hold a Gas Work Authorisation for hydrocarbon refrigerant before carrying out works that involve the removal of covers.**

### **WARNING**

The environment and personal safety must be considered when disposing of this appliance. Please ensure the appliance is taken to a recycle centre for safe recycling. DO NOT dispose of this appliance in landfill as the refrigerant gas contained in this appliance is flammable.

### **DISPOSAL**

Superseded equipment holds residual recovery value and forms part of Billi's Global Greentag certified cradle to cradle philosophy. An environmentally friendly method of disposal will ensure that valuable raw materials can be recovered and used again.

The refrigerant used in your appliance requires special disposal procedures. Up to date information for disposing of your old appliance and packaging from the new one can be obtained from your local council office.

## CO<sub>2</sub> WARNINGS



**WARNING:**  
**CO<sub>2</sub>**

**NOTE:** This appliance requires the use of CO<sub>2</sub> stored in a pressurised cylinder for correct operation.

For more information about CO<sub>2</sub>, please refer to the Material Safety Data Sheet included with the CO<sub>2</sub> cylinder.

Installation of this device by Billi service technicians is recommended and is available by contacting Billi directly via telephone or website below:

Web: [www.billi.com.au](http://www.billi.com.au)

Phone: 1800 812 321

### **DISPOSAL**

Superseded equipment holds residual recovery value and forms part of Billi's Global Greentag certified cradle to cradle philosophy. An environmentally friendly method of disposal will ensure that valuable raw materials can be recovered and used again.

The CO<sub>2</sub> cylinder requires special disposal procedures. Up to date information for disposal can be obtained from your local council office.

### **REFILLABLE CO<sub>2</sub>**

Billi is committed to minimal environmental impact, particularly from single use items entering landfill. We have developed a refillable CO<sub>2</sub> service; more info can be found by calling 1800 12 321 or logging in to an enquiry form on our website

For all service & support requirements, please scan the QR code at the bottom of the last page.

## Features

### Multifunction Touch Display

Your Billi Home BCS incorporates a multifunction touch display for ease of setup and use.

The display will automatically go into a sleep mode after a period of non-use. To wake simply touch anywhere on the display.

### Display Lock

This feature automatically locks the display after a period of non-use, preventing settings from being changed by unauthorised persons. The Home Screen remains visible when locked, however no screen input functions will operate.

To unlock touch anywhere on the Home Screen to go to the Billi Landing Screen, then press the hidden button on the top right corner of the Billi Landing Screen.

This feature can be switched on upon request.

### Safety Timeout

Your Billi Home BCS incorporates a Safety Timeout to prevent uncontrolled delivery of water.

Water delivery is stopped automatically after a set time interval and can be restarted by releasing then re-pressing the dispenser lever or button.

Default timeout periods as below:

Hot water: 20 seconds Chilled water: 60 seconds Sparkling water: 15 seconds

### Childproof Safety Lock

Your Billi Home BCS is fitted with a childproof safety lock to protect against accidental dispensing of boiling water and the risk of burns.

When switched on, dispense boiling water by momentarily pressing the lock button then pressing the boiling lever or button. The safety lock will automatically re-activate after a period of non-use.

This feature can also be set to permanently on upon request. Refer to page 11 to setup.

### Water Delivery Temperatures

Boiling, chilled and sparkling water temperatures can be adjusted to suit individual preferences.

When large quantities of boiling water are dispensed, your Home BCS may require a short period of time to recharge. When this occurs, boiling water dispense will temporarily be blocked until sufficiently recharged.

Default temperatures as below:

Boiling water: 97°C

Chilled and sparkling water: 6°C

Temperature ranges as below:

Boiling water: 60°C - 98°C

Chilled and sparkling water: 4°C – 20°C

### Maximum Boiling Water Temperature

Your Billi Home BCS incorporates a safety feature that limits the maximum boiling water temperature to protect against burns when installed in high-risk environments.

When switched on, the maximum boiling water temperature is set to 70°C by default, and can be adjusted between the range of 60°C and 75°C.

This feature can be easily toggled on and off, and can also be set to permanently on upon request. Refer to page 11 to setup.

### Tea and Coffee Setpoints

Your Billi Home BCS comes with tea and coffee presets to allow for simple adjustment of boiling water temperature to best suit your usage preferences.

When tea or coffee is selected, the set boiling water temperature is automatically adjusted to the preset. Boiling water is set to the following temperatures by default when selected:

Tea: 85°C

Coffee: 92°C

If desired, both presets can be adjusted between a range of 70°C - 98°C to best suit your preferences. Refer to page 11 to setup.



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## Energy Saving Modes

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Your Billi Home BCS features various energy saving modes that can be activated to reduce energy consumption during periods of non-use. These modes can be customised to best suit your usage patterns and requirements, and can all be used in conjunction with each other.

When energy saving modes are activated, boiling water temperature is permitted to drop to 80°C, and chilled and sparkling water temperature is permitted to rise to 15°C.

If boiling water temperature has been set to lower than 80°C, the set temperature will simply be maintained when energy saving mode is activated.

Refer to page 11 for more information.

### Time Switch Mode

When switched on, an energy saving mode will automatically activate and de-activate at selected times and days.

Boiling water cannot be dispensed when the energy saving mode is activated. Chilled water and sparkling water can continue to be dispensed, but may not be at optimum temperature.

### Standby Mode

When switched on, an energy saving mode will automatically activate after a period of non-use. This period can be customised to best suit your usage patterns.

A touch of either dispenser lever or button de-activates the energy saving mode and the Home BCS resumes its normal operating mode. You will need to allow a short period of recovery time for unit to reach temperature setpoints.

### Override Off Mode

When selected, an energy saving mode will immediately be activated for a period of 2 hours, after which the Home BCS will return to its normal operating mode.

Boiling water cannot be dispensed when override off mode is activated. Chilled water and sparkling water can however continue to be dispensed, but may not be at optimum temperature.

### Locked Off Mode

When selected, an energy saving mode will immediately be activated for an indefinite period. The Home BCS will only return to its normal operating mode when locked off is manually deselected.

Boiling water cannot be dispensed when locked off mode is activated. Chilled water and sparkling water can however continue to be dispensed, but may not be at optimum temperature.

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## Dispenser Features

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### XL Dispenser

The XL dispenser is simply operated with position-sensitive levers.

The red dot on the left indicates the boiling water lever and the blue dot on the right indicates the chilled water lever. Simultaneously use both levers to dispense sparkling water.

Both levers can either be lifted or depressed. When lifted, the levers will latch for continuous delivery until released with a light press.

The XL dispenser incorporates a swivel function, allowing the dispenser to be swung 45° in either direction if more sink space is required.

A central position stop provides position location during usage. To enable the swivel feature, the locking piece needs to be removed as per the dispenser installation instructions.

### Multifunction Mixer Tap

The Multifunction mixer tap incorporates both filtered and mains mixer water functionality in one tap.

Filtered water dispense is operated with capacitive touch buttons on the left side of the tap. Red, blue, and white buttons indicate boiling, chilled, and sparkling water dispense.

Buttons can be pressed and held for momentary dispensing or double tapped for continuous delivery until stopped by pressing either of the boiling, chilled or sparkling buttons.

Mains mixer water is operated using the mixer lever on the right side of the tap.



## Dispenser Features



### XL Dispenser Icons

#### Orange Dot

Flashes when filter change is due. On constant when filter change is overdue.

#### Red Lock Illuminated

Childproof Safety Lock is on. To un-lock press the indent on the back of the tap.

#### Green Lightning Bolt Illuminated

Time switch feature on.

#### Green Moon & Stars Illuminated

Energy saving mode activated due to the standby feature.

Time switch mode can be used with the standby mode, therefore both indicators can illuminate simultaneously

#### Red Dot

Flashes when heating up to temperature. Will flash faster when approaching temperature setpoint. On constant when boiling water is ready. Switches off when energy saving modes are activated. Flashes yellow when unit goes into fault.

#### Blue Dot

Flashes when chilling. On constant when chilled water is ready. Switches off when energy saving modes are activated. Flashes yellow when unit goes into fault.



### Multifunction Mixer Tap Icons

#### Red Lock Illuminated

Childproof Safety Lock is on. To unlock press the red lock icon. Lock turns green when unlocked.

#### White Sparkling Icon

On constant when sparkling water is ready.

Flashes yellow when filter change is due. On constant when filter change is overdue.

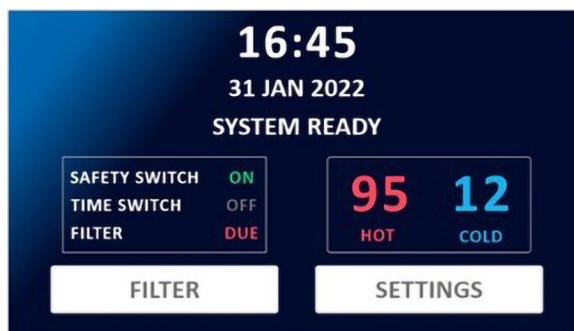
#### Blue Chilled Icon

Flashes when chilling. On constant when chilled water is ready. Switches off when energy saving mode is activated by either the standby feature or the time switch feature. Flashes yellow when unit goes into fault.

#### Red Boiling Icon

Flashes when heating up to temperature. Will flash faster when approaching temperature setpoint. On constant when boiling water is ready. Switches off when energy saving mode is activated by either the standby feature or the time switch feature. Flashes yellow when unit goes into fault.

## Set Up Instructions



Home Screen

### Main Status Bar:

Current status may be displayed as follows:

<b>SYSTEM READY</b>	Indicates the Billi Home BCS is ready for use
<b>OVERRIDE OFF</b>	Indicates override off mode has been activated
<b>LOCKED OFF</b>	Indicates locked off mode has been activated
<b>STANDBY MODE</b>	Indicates standby mode has been switched on and the Home BCS is currently in energy saving mode. Also displayed when time switch mode automatically triggers the Home BCS to move to energy saving mode
<b>FAULT</b>	Indicates fault description if the Billi Home BCS is currently in a fault

### Additional Status':

Current status may be displayed as follows in the additional status box:

<b>SAFETY SWITCH</b>	ON/OFF – Indicates when childproof safety lock mode has been switched on or off
<b>TIME SWITCH</b>	ON/OFF – Indicates if time switch mode is on or off.
<b>FILTER</b>	OK/DUE SOON/DUE/OVERDUE - Indicates filter status

## Setting Time and Date

The Home Screen shows the current date and time. It is important that this is correctly set on installation for correct functionality of your Billi Home BCS.

Time and date can be set on the Set Time & Date Screen, accessed by pressing the time or date on the Home Screen.


Press  to adjust the time and date. Press  then  to save changes and return to the Home Screen.

## Setting Water Delivery Temperatures

Current water delivery temperatures are displayed live on the Home Screen.


Water delivery temperatures can be set using the Set Temperature Screen, accessed by pressing either the boiling or chilled water temperatures on the Home Screen.

Chilled and sparkling water temperatures are set simultaneously via the chilled water temperature setting.

Press  to adjust temperature.

Press  or  set boiling water temperature to the tea or coffee preset.

Once changes have been made, press  then  to return to the Home Screen.

If extra hot water is required,  can be selected to momentarily bring water to 100°C.

Default boiling water temp: 97°C


Default chilled and sparkling water temp: 6°C

Boiling water range: 60°C - 98°C

Chilled and sparkling water range: 4°C – 20°C

For optimal system performance, 6°C is the lowest recommended set temperature for chilled and sparkling water.

## Operating Modes and Safety Settings

Operating and safety settings can be set from the Mode Select Screens. These are accessed from the Settings Screen, which is accessed by pressing the  button from the Home Screen.

Once changes have been made, press  then  to return to the Home Screen.



## Billi Filter Cartridges

All Billi Home BCS models feature the Billi swing-change filtration system, allowing for quick and easy filter change. The Home BCS is fitted with a single carbon filter that utilises BWT's unique Fibron X® technology. This technology features a graded density profile, ensuring maximum performance and capacity, and provides superior drinking water quality, consistent filter life and peace of mind.

Use only Billi genuine filters designed for this system. All drinking water systems should be flushed after a period of non-use. Your Billi Home BCS has an automatic flushing cycle which is switched on by default to flush the system for 90 seconds after 48 hours of non-use. Alternatively, before use, run chilled water continuously until water flow stops to flush the system.

If required, the filter can also be manually flushed by pressing the  button on the Filter Screen, which is accessed by pressing the  button on the Home Screen.

## Filter Settings

Filter settings can be set from the Filter Settings Screens which are accessed from the Settings Screen. Once changes have been made, press  then  to return to the Home Screen.

These settings can also be locked from changes upon request.

## Filter Change Reminders

The Billi Home BCS filter change due monitor operates by counting the number of cups dispensed and number of days elapsed until a pre-set level is reached. The pre-set level is dependent on the type of filter installed.

The following filter change reminders and warnings are displayed in the Filter Status section of the Home Screen.

### *Due Soon:*

Manually settable filter reminder. By default it is set to remind 3 months prior to the pre-set number of days elapsing. It can be set from the Filter Settings Screens.

### *Due:*

1 month prior to the pre-set number of days elapsing.

### *Overdue:*

The pre-set number of cups or days elapsed has been reached. When this occurs water can no longer be dispensed from the Billi Home BCS until the filter is replaced.

Filter status indicator lights will also flash as outlined in the Dispenser Icons sections.

Water filters installed in areas with higher levels of turbidity (cloudiness/sediment) will experience a reduced service life. The flow from the chilled water outlet will decrease as the filters become blocked. It may be necessary to change filters before a filter becomes overdue. The Due Soon reminder can be set for this purpose to better suit your installation environment.

Standard 5 micron-rated filters generally have a longer service life than premium sub-micron-rated filters.

If particularly dirty water is noticed coming through the water supply (e.g. from other tapware), as sometimes occurs following repairs to local water mains, immediately turn your Billi Home BCS off at the power source and shut water supply to the system if possible. This will help prevent premature blocking of the filter cartridges.

## Replacement of Filter Cartridges

Periodic replacement of your Billi Home BCS's filter cartridge is necessary to maintain the sparkling cleanliness and purity of your drinking water.

A replacement filter change service is available. To arrange, contact the Billi Service centre on 1800 812 321 or at [www.billi.com.au](http://www.billi.com.au).

If you wish to install the replacement filter cartridge yourself, filters can be purchased online at [www.billi.com.au](http://www.billi.com.au) or through a certified agent which will provide genuine Billi replacement filter cartridges.

To assist with the replacement of your Billi Home BCS filter cartridge, a series of graphic instruction screens below will guide you through the required steps. Once the new filter has been installed and the filter flush cycle is complete, check for any water leakage around the system. Take particular care to ensure the area around the water leakage sensor is dry, located on the lower left hand side of the bulkhead behind the filter. If you have any questions or concerns during the filter change process, simply contact Billi's experienced technical assistance team at **1800 812 321** or at [www.billi.com.au](http://www.billi.com.au).

## Filter Removal and Replacement Instructions

**Important note:** Please ensure you remove the foam packing under the filter before installing.

1. Pull the filter cover edge where it's marked "OPEN HERE" to open the filter cover (see Diagram 1).
2. Press the **CHANGE FILTER** button in the Filter Screen.
3. Wait a few seconds to allow the filter to de-pressurise.
4. Remove the filter (and filter bypass insert if required) (see Diagram 2).
  - a. Hold the bottom of the filter (or the filter bypass insert) and pull towards you slowly to hinge the bottom out. The top of the filter is a hinged cradle assembly and should stop after approximately 30 degrees of travel.
  - b. Carefully pull the down in the direction it is tilted until it pops out.
5. If water spills in the tray at the base of the filter, soak it up with a cloth or sponge.
6. Fit the new filter by pushing right up into the cradle and pushing the base of the filter back in until it locks into place.
7. The system will now begin an automatic flush cycle and will display "FLUSHING FILTERS" in the Main Status Bar. Dispenser lights will also flash.
8. Check for any leaks from around the filter, hosing or pipework.
9. Close the filter cover.
10. Once the dispenser lights stop flashing and "SYSTEM READY" is displayed in the Main Status Bar your system is ready to use.

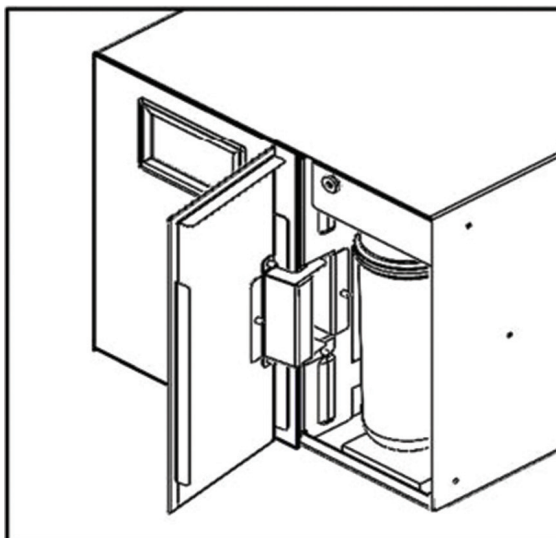


Diagram 1

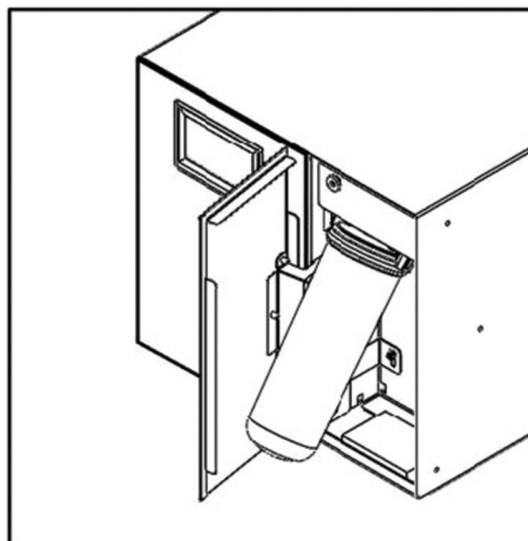


Diagram 2



Please scan the QR code to re-order filters and CO<sub>2</sub>.

## CO<sub>2</sub> Cylinder Removal

1. Turn off CO<sub>2</sub> regulator. On Billi provided regulators this is done by turning the black knob anti-clockwise (direction of “-” arrow) until it stops. (See Diagram 3).
2. Drain any remaining pressure by toggling on the CO<sub>2</sub> Purge function on the Unit Setup 2 Screen (accessed from the Settings Screen).
  - Water will flow from the dispenser.
  - Wait until the function automatically toggles off or until water stops flowing.
  - Repeat the process if water is still flowing when the function automatically toggles off.
3. Check CO<sub>2</sub> pressure gauge on the regulator shows pressure below 1 bar.
  - An internal pump may automatically turn on during step 2 and 3. Nothing needs to be done in response.
  - Under normal circumstances 2 purge cycles should bring the pressure below 1 bar.
4. Turn off power to the Billi Home BCS.
5. Remove cylinder. On Billi provided cylinders hold the regulator and rotate the cylinder clockwise to remove. (See Diagram 4)
  - If the bottle is not completely empty a small amount of CO<sub>2</sub> may escape while you are turning the bottle.
  - The bottle will self-seal prior to fully detaching from the regulator.
  - Avoid breathing air containing high levels of CO<sub>2</sub> or contact with the cold escaping gas as per the Material Safety Data Sheet included with the CO<sub>2</sub> cylinder.

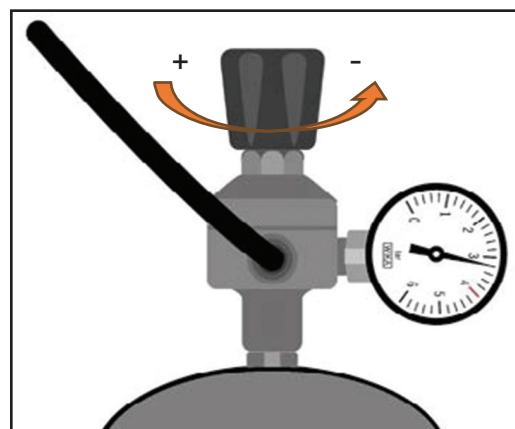


Diagram 3

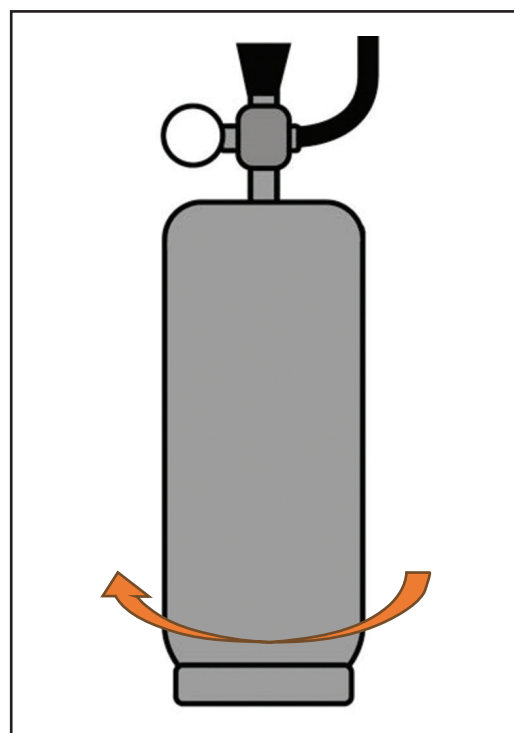


Diagram 4

## CO<sub>2</sub> Cylinder Installation

1. Ensure all connections between the regulator and Billi Home BCS are secure.
2. Position the regulator on top of the replacement CO<sub>2</sub> cylinder.
3. On Billi provided cylinders hold the regulator and rotate the CO<sub>2</sub> cylinder anti-clockwise to tighten. (See Diagram 5)
  - CO<sub>2</sub> will escape while tightening. Continue to turn the cylinder to form a seal with the regulator.
  - Avoid breathing air containing high levels of CO<sub>2</sub> or contact with the cold escaping gas as per the Material Safety Data Sheet included with the CO<sub>2</sub> cylinder.
4. Open the CO<sub>2</sub> regulator. On Billi provided regulators do so by turning the black knob clockwise (direction of "+" arrow). (See Diagram 6).
  - Set the pressure to around 3 bar.
  - Tubes and connections may settle when the pressure is turned on.
5. Check CO<sub>2</sub> cylinder and connections for leaks using soapy water to test for bubbles.
6. Turn on power to the Billi Home BCS.
7. Purge the system by toggling on the CO<sub>2</sub> Purge function on the Unit Setup 2 Screen (accessed from the Settings Screen).
  - Water may flow from the dispenser.
  - Wait until the function automatically toggles off.
  - This is to purge the system of any air that may have entered during the process, which is detrimental to water carbonation levels.
8. Increase the pressure to set your level of carbonation.
  - Initial set pressure may vary once the Billi Home BCS is running. You may need to adjust the regulator once the system has stabilised.
9. Wait for the chilled and sparkling water temperature to reach set values before commencing use.

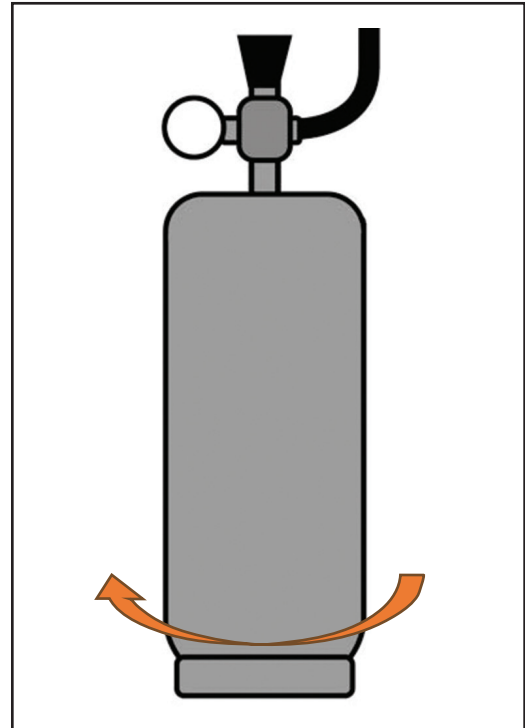


Diagram 5

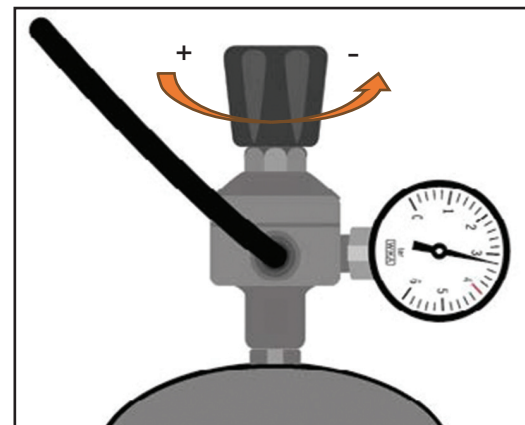


Diagram 6

### **WARNING:**

Do not set the CO<sub>2</sub> pressure above 4 bar. (See Diagram 7)

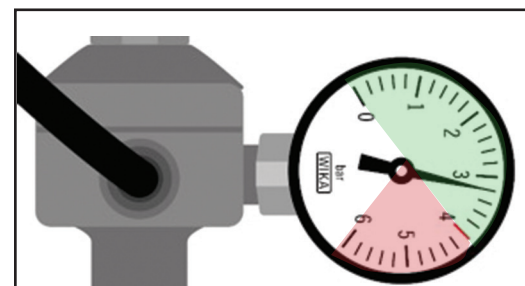


Diagram 7



## Service Support

Your Billi Home BCS incorporates a fault detection and diagnosis system. Should a fault occur, a message will be displayed on the Main Status Bar describing the fault. Pressing the HELP button will advise you of any checks that can be performed.

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.

The QR code displayed on screen and within this guide opens Billi's Support page on our website where additional information can be sourced including online service bookings.

For information on our filtration and service contract please contact:

Billi Head Office on **1800 812 321**

E-mail (Australia/NZ): [service@billi.com.au](mailto:service@billi.com.au).

Email (International sales): [international.sales@billi.com.au](mailto:international.sales@billi.com.au)

For technical support please call: **1800 812 321** and speak to one of Billi's experienced technicians.

Filter cartridges are also available for purchase online at [www.billi.com.au](http://www.billi.com.au)



Please scan the QR code for all support information.

**Billi Australia Pty Ltd**

**P** 1800 812 321  
**W** [www.billi.com.au](http://www.billi.com.au)

**Billi New Zealand Ltd**

**P** 0800 636 0 636  
**W** [www.billi.co.nz](http://www.billi.co.nz)

# Billi®

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