



USER MANUAL · V1.0 · APRIL 2026

Forever Water A10.

Desktop Atmospheric Water Generator

Pure water, drawn from the air in your home — no plumbing, no plastic bottles, no delivery trucks. One machine. Your whole family. Forever.

MODEL

FW-A10

OUTPUT

10 L/D

TANK

1.2 L drinking

POWER

230 W · 240 V

01 · WELCOME

Pure water, from thin air.

Welcome to Forever Water. You've just unboxed a machine that turns the humidity in your home into clean, filtered, great-tasting drinking water — on demand, every day.

The Forever Water A10 is a desktop atmospheric water generator (AWG). It pulls moisture out of the air around it, condenses it into water, and runs that water through a multi-stage purification system before storing it cold and ready in the drinking tank. No plumbing connection. No bottles. No deliveries.

This guide walks you through unpacking, installation, daily operation, filter changes, and troubleshooting. Read it once before you switch on, then keep it nearby — it answers almost every question you'll have in the first month of ownership.

Three things to know first

- ◆ Let it stand for 4 hours after delivery before powering on. The compressor needs to settle.
- ◆ Drain the first tank of water you produce. Then drink the second tank onwards — that's your everyday clean water.
- ◆ The machine works best in temperatures of 5–32°C and humidity above 35%. It'll tell you on the display if conditions drop outside that range.

NEED A HAND?

Call Forever Water support on 0435 997 768 or visit foreverwater.com.au/support. Have your model number (FW-A10) ready and we'll take care of the rest.

02 • CONTENTS

What's inside.

Nine short chapters. Read in order on day one, then jump in as needed.

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03 • SAFETY

Read this first.

Eight rules that keep your A10 — and the people around it — safe. No exceptions.

! WARNING • SUPPLY CORD

If the supply cord is damaged, stop using the machine immediately. It must be replaced by a special cord or assembly available from the manufacturer or its service agent. Do not attempt to repair it yourself.

! WARNING • SUPERVISION

This appliance can be used by children aged 8 years and above and persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, only if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children must not play with the appliance. Cleaning and user maintenance must not be done by children without supervision.

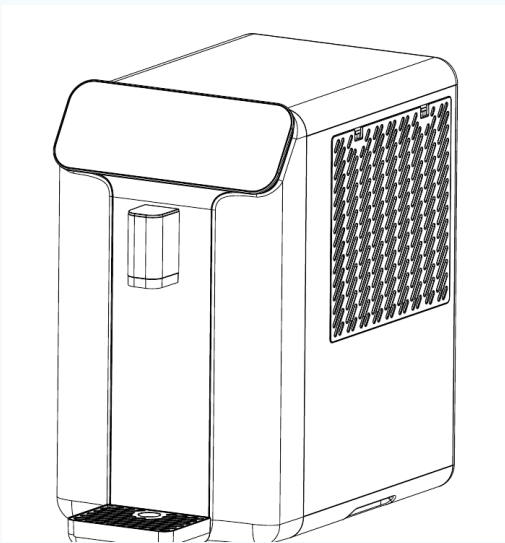
General precautions

- ◆ Do not attempt to repair the machine or power cable yourself. Contact your local Forever Water dealer or call 0435 997 768.
- ◆ Only connect the unit to an appropriate 220–240 V power supply with a properly earthed outlet. The circuit capacity must be no less than 10 A.
- ◆ Do not pull or damage the power cable. Keep it out of reach of children.
- ◆ Never plug or unplug the power plug with wet hands — it may cause electric shock.
- ◆ Do not use the machine in environments with above Class III air pollution.
- ◆ To prevent damage, disconnect the power supply during thunderstorms.
- ◆ Disconnect power before any cleaning or maintenance.
- ◆ Do not place the machine in volatile, corrosive or flammable chemical environments.
- ◆ If you notice abnormal sounds, smell, temperature or leakage, disconnect from power immediately and contact your dealer.
- ◆ Do not place any objects on top of the unit. Always keep the unit upright.
- ◆ Keep flammable objects at least 40 cm clear of the back of the machine — exhaust air is hot.
- ◆ When moving the machine, drain the water tank first to avoid spillage inside the unit.
- ◆ Operate only in temperatures above zero. Do not remove the back cover.

04 · PRODUCT OVERVIEW

Meet the A10.

A residential-grade atmospheric water generator built to a clear standard.



FOREVER WATER A10 · DESKTOP AWG

What it does

Forever Water turns the moisture in your indoor air into clean drinking water. Air is drawn through a medium-efficiency composite filter, condensed across a refrigerated coil, then circulated through a multi-stage purification system (PAC + UF + Carbon Block) and held under UVC sterilisation in the drinking tank.

Built to standard

Manufactured in strict accordance with international standards for household atmospheric water generators. Output water quality verified against drinking water quality standards before every unit ships.

5–32°C

OPERATING
TEMPERATURE

≥35%

RELATIVE HUMIDITY

10 L/D

OUTPUT @ 30°C /
80% RH

1.2 L

COLD DRINKING
TANK

Key characteristics

Food-grade build

Manufactured from high-quality food-grade materials throughout the water path.

Smart microcontroller

Microcomputer control technology runs the cycle automatically — no operator input needed.

Fault monitoring

Multiple protection alarms display fault codes the moment something needs attention.

UVC sterilisation

Advanced ultraviolet sterilisation system kills bacteria and viruses in the drinking tank.

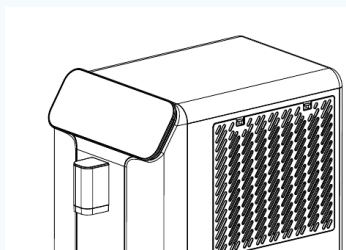
Multi-stage filtration

Circulating filtration and sterilisation keeps every glass fresh.

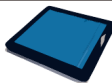
05 • INSTALLATION

In the box.

Before you install, check that everything below is present. If anything is missing, contact your seller before powering on.



ATMOSPHERIC WATER
GENERATOR

Description	Accessory	Description	Accessory
water pan		air filter	
power cord		Water filters	

INCLUDED ACCESSORIES

What ships with your A10

Atmospheric water generator	1 unit, FW-A10
Magnetic-suction water pan	Mounts directly under the dispenser
Air filter	Pre-installed inside the machine
Power cord	AU plug, 1.8 m
Water filter set (PAC + UF + CB)	Pre-installed inside the machine
Instruction manual	This document

NOTE

Both the air filter and the water purification cartridge are already installed inside the machine when it ships. You do not need to fit them yourself before first use.

06 • INSTALLATION

Place it. Wait. Pour.

Three steps to a working machine. Take your time on the placement — it pays off in quieter operation and longer filter life.

Installation steps

1

Position the machine

Set it on a firm, level horizontal surface in its final spot. Leave it standing for 4 hours before turning on so the refrigerant can settle. Do not tilt the unit at any angle — that causes excessive operating noise.

2

Connect power

After the 4-hour rest, take out the power cord, plug one end into the back of the machine and the other into a properly earthed 240 V outlet (10 A circuit minimum).

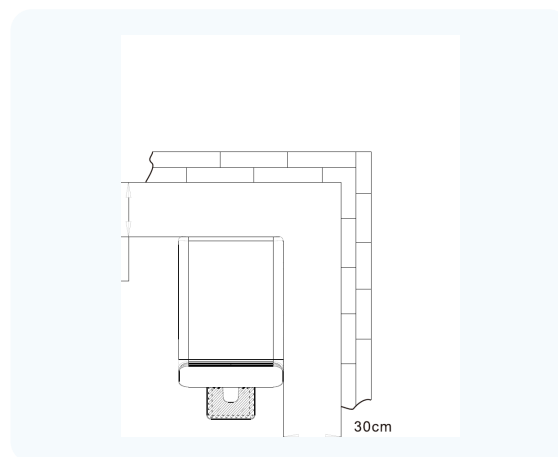
3

Fit the water pan

Take the magnetic-suction water pan and adsorb it directly below the water outlet as shown. The magnets click into place automatically.

Placement rules

- ◆ Firm, horizontal surface — the machine must sit level.
- ◆ At least 30 cm of free space between the machine and any wall — needed for cooling airflow and ventilation.
- ◆ Position once, then rest for 4 hours before powering on.
- ◆ Keep the back of the unit clear of flammable objects — exhaust air is warm.



30 CM MINIMUM CLEARANCE, ALL SIDES

07 · FIRST-USE GUIDE

Before your first glass.

A few one-off steps the first time you switch the A10 on. After that, it just runs.

The water tank inside the machine has been emptied at the factory. When you use the unit for the first time, the A10 needs to continuously produce water for about 6–8 hours before the drinking tank is full and ready to dispense — assume an ambient temperature around 25°C and relative humidity around 60%. The water-level indicator on the display will go from flashing to solid on once it's ready.

SUGGESTION 1 · DRAIN THE FIRST TANK

During first use — or after the machine has been off for a long period — drain the first full tank of purified water from the outlet. The next tank produced is the one you drink.

SUGGESTION 2 · LOW-HUMIDITY WORKAROUND

The machine includes a drawer-type water collection tank. When indoor air is dry (typically below 35% relative humidity), you can pour clean water into the collection tank to feed the system. The built-in filter and UVC will sterilise that water just as it would air-condensed water — output is the same clean, safe drinking water.

Operating environment

Ambient temperature	5 – 32 °C	Display flashes TEMP if outside range
Relative humidity	≥ 35 %	Display flashes HUM if outside range
Power supply	220 – 240 V · 50 Hz	Earthed outlet, 10 A circuit minimum
Wall clearance	≥ 30 cm	All sides + rear, for ventilation

08 · DISPLAY

The control panel.

Two buttons do almost everything. The other three are for filter resets and water production. The display tells you the rest.

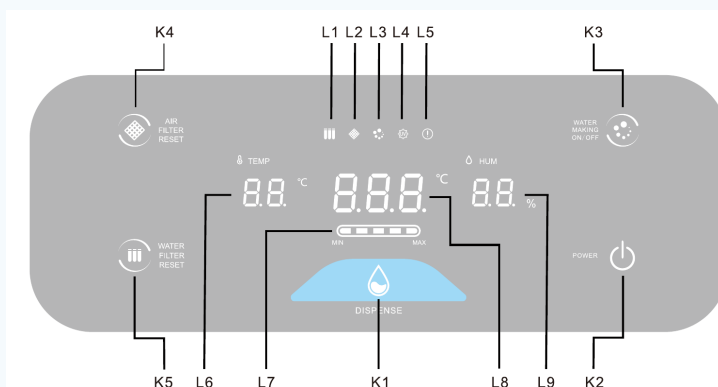


Figure shows the water generator control display, where the symbols indicate the following meanings:

A10 CONTROL PANEL LAYOUT

Buttons

K1 Water button

Touch and hold to dispense. Only dispenses when the purified tank has reached minimum level. Wait one minute after re-powering before the first dispense.

K2 Switch button

Touches turn the water-making function on and off.

K3 Water production

Flashing = water-making or refrigeration mode is running. Solid on = ready to make water. Off = water-making is disabled.

K4 Air-filter reset

After changing the air filter, hold for 2 seconds to clear the air-filter alert.

K5 Water-filter reset

After changing the water filters, hold for 2 seconds to clear the water-filter alert.

Indicators

L1 Water-filter indicator

On = water filter needs to be changed.

L2 Air-filter indicator

On = air filter needs to be changed.

L3 Water-production indicator

On = currently producing water. Flashing = cooling/refrigerating in the purified tank.

L4 Sterilisation indicator

On = UVC sterilisation system is running. Off = sterilisation paused.

L5 Fault indicator

On = a fault is active. Check the 7-segment display for the E-code (see Fault Codes).

L6 TEMP

Ambient room temperature. Flashes when below 5°C.

L7 Tank level

Five-bar indicator from MIN to MAX showing purified tank level.

L8 Tank temperature

Temperature of water in the purified tank.

L9 HUM

Ambient room humidity. Flashes when below 35%.

09 • OPERATION

Day to day.

Once you're set up, the A10 runs itself. Here's what you'll see and do.

Switching on

Touch the K2 (Switch) button to turn water-making on. The K3 (Water production) light flashes during a cycle and is solid on when the tank is full and ready. Touch K2 again to turn water-making off.

Dispensing water

Place a glass under the spout. Touch and hold K1 (Water) to dispense. Two important notes:

- ◆ K1 only dispenses once the purified tank level has reached minimum. If the tank is below minimum, wait until the L7 indicator stops flashing.
- ◆ After re-powering the machine, allow about one minute before the first dispense — the system runs an internal check.

Reading the display

The 7-segment display shows three numbers: ambient temperature (left), purified tank water temperature (centre, in °C), and ambient humidity (right, in %). Below them, a five-bar tank-level indicator runs from MIN to MAX. Above the digits, five status icons (L1–L5) call out filter changes, water production, sterilisation, and faults.

REMINDER

Change your water filters on time. The filter indicators (L1, L2) light up when it's time. Running on a tired filter compromises water quality — it's the single most important maintenance task.

Display status quick reference

L1 / L2 lit	A filter needs to be changed (water or air)
L3 solid	Producing water now
L3 flashing	Cooling and refrigerating water in the purified tank
L4 lit	UVC sterilisation system is running
L5 lit	A fault is active — check E-code in display
TEMP flashing	Ambient temperature below 5°C
HUM flashing	Ambient humidity below 35%

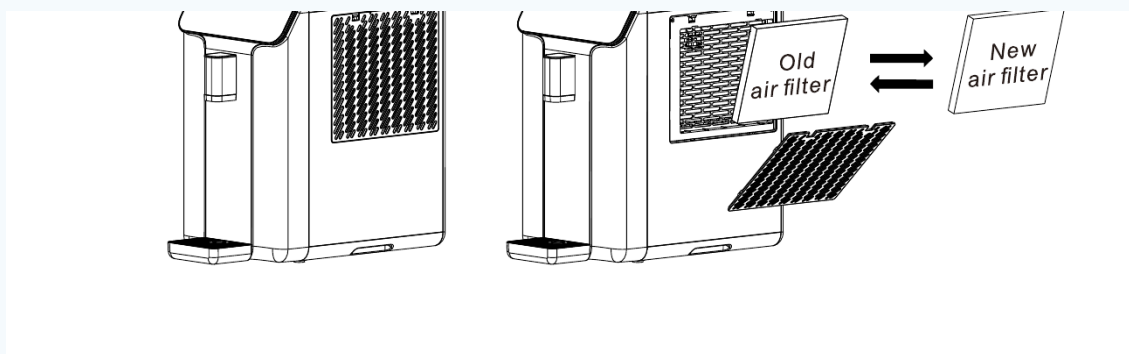
10 · MAINTENANCE

Filters & care.

Two filters keep your water clean. Both are easy to change at home in under five minutes.

Air filter replacement

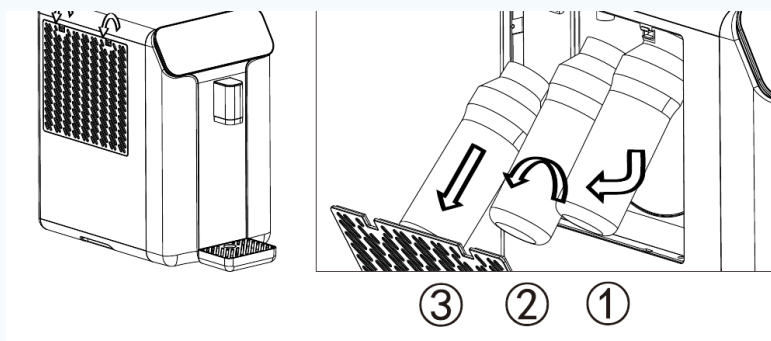
When the L2 air-filter indicator lights up, it's time. Press the buttons on both sides of the filter shield at the top of the machine and lift the shield from the right-hand side of the display. Pull out the old filter, fit the new one, and refit the shield. Then hold K4 for 2 seconds to reset the alert.



OLD AIR FILTER → NEW AIR FILTER

Water filter replacement

When the L1 water-filter indicator lights up, change all three water filter cartridges as a set. Press the buttons on both sides of the water-filter protective cover from the left-hand side of the display to remove it, then rotate each old bottle filter clockwise to remove. Rotate each new bottle filter counter-clockwise to fit. Hold K5 for 2 seconds to reset the alert.



THREE-BOTTLE WATER FILTER SET · PAC + UF + CB

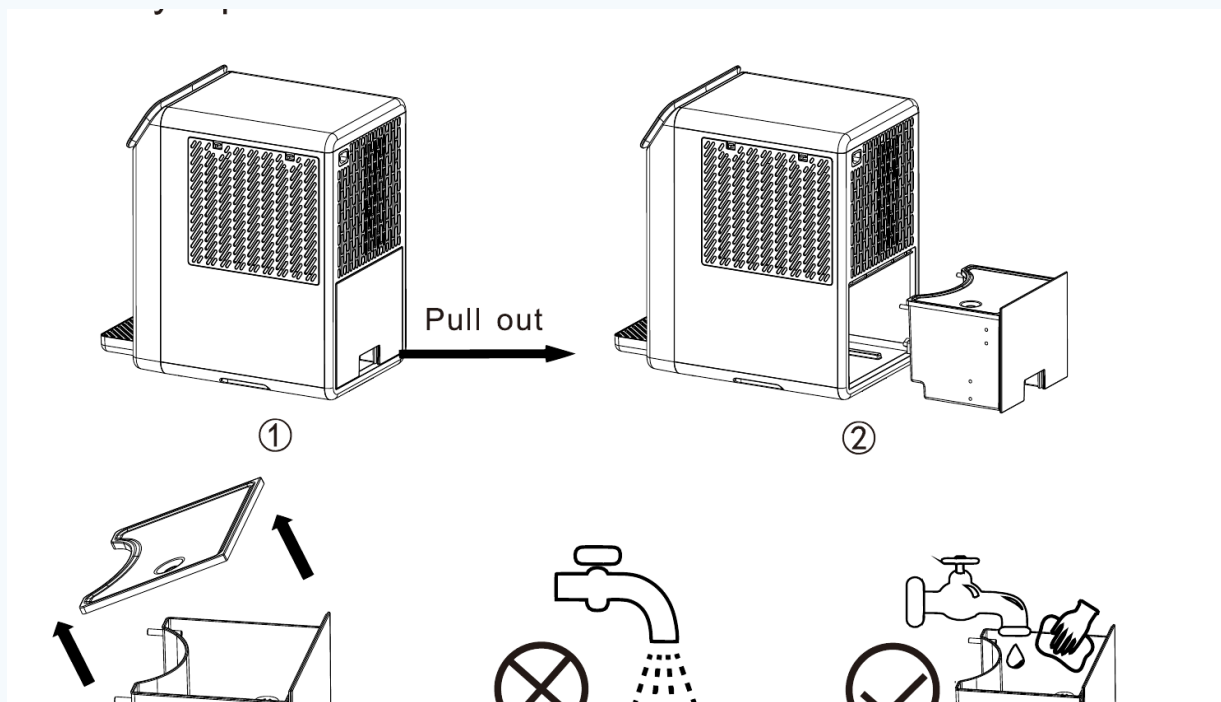
11 • CLEANING

The water tank.

A monthly clean keeps the tank fresh. A few rules — read them before you start.

! IMPORTANT

Cut off the power supply before removing the water tank from the machine. If the unit is mid-cycle, a small amount of water will flow into the tank chamber after the tank is removed — wipe it dry with a towel. If the tank is removed without turning off the power, the controller will detect the abnormality and the display will show an "E8" alarm; the machine will stop producing water. The fault clears automatically once the tank is back in place.



PULL OUT → LIFT LID → RINSE → REFIT

Cleaning rules

- ◆ Do not use corrosive cleaning agents — no alcohol, no thinner, no bleach. Mild dish soap and warm water only.
- ◆ Do not immerse the UV module at the bottom of the water tank in any liquid. The electrical interface must stay dry.
- ◆ Power off before removal. Wipe any residual water from the tank chamber with a dry towel.
- ◆ Refit the tank fully — the E8 alarm clears automatically when the tank is seated correctly.

12 · TROUBLESHOOTING

Common problems.

Five issues cover ninety percent of the calls we get. Check here first — most are a five-minute fix.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Water production is very slow	- Ambient temperature or humidity outside working range - Air circulation is poor — air intake blocked or restricted - Air inlet blocked by objects	- Use the external water supply method until temperature/humidity is back in range - Move the unit to an area with better air circulation - Remove obstructions and ensure the machine is at least 30 cm from any wall
Water production stops	- Power plug not properly inserted - Unsteady mains voltage - Stopped water production for a period and then re-started - Ambient temperature or humidity out of range	- Plug the power supply in firmly - Install a voltage regulator - Normal — the compressor starts working again with a 3-minute thermal protection delay - The compressor will not run if ambient temperature is below 5°C or above 32°C, or if humidity is below 35%
No water output	- Low water-level light flashing - Purified water tank is in recirculation flushing	- Wait until the tank water level increases - Wait for one minute after reconnecting power
Loud noise	The machine is not levelled correctly — force on the supporting feet is non-uniform	Re-level the machine on a firm horizontal surface so all four feet take equal load
Machine is leaking water	The unit was moved or not levelled correctly — the water tank may have spilled inside	Dry off the machine. If the leak continues, unplug the unit and contact your local Forever Water service centre

13 · FAULT CODES

When the L5 light is on.

A fault code appears in the centre of the display. Look it up here. If the same code keeps coming back, call us — don't open the machine yourself.

CODE	FAULT MESSAGE	DESCRIPTION
EA	Temperature & humidity sensor faulty	Open circuit / short circuit
E1	Condenser temperature sensor fault 1	Abnormal resistance value (overcooling / overheating)
E2	Condenser temperature sensor fault 2	Open circuit
E3	Condenser temperature sensor fault 3	Short circuit
E4	Cold water temperature sensor fault 1	Abnormal resistance value (overcooling / overheating)
E5	Cold water temperature sensor fault 2	Open circuit
E6	Cold water temperature sensor fault 3	Short circuit
E7	Defrost abnormal	Triggered when temperature > 5°C and humidity > 35% but the unit enters defrost mode for 2 consecutive cycles
E8	Collection tank level switch fault	Signal acquisition abnormality (high and low level signal cut-off)
E9	Purified tank level switch fault	Signal acquisition abnormality (high signal on, low signal off)

NOTE

When a fault code appears, do not disassemble or repair the machine yourself. Contact your local Forever Water dealer for service support on 0435 997 768.

14 · SPECIFICATIONS

Technical detail.

The full spec sheet for the Forever Water A10. Tested values are at 30°C / 80% RH unless otherwise noted.

Model	FW-A10
Rated water production	10 L per day @ 30°C / 80% RH
Rated voltage	220 – 240 V AC
Frequency	50 Hz
Compressor type	Piston
Rated power (water production)	230 W
Rated total power	245 W
Refrigerant work substance	R134a
Refrigerant filling volume	80 g
Drinking water temperature	12 – 16 °C
Discharge flow rate	1.2 L/min (max)
Operating temperature	5 – 32 °C
Operating humidity	≥ 35 % RH
Air filtration system	Medium-efficiency composite filter
Water purification system	PAC + UF + CB
Germicidal system	UVC
Water collection tank	3.8 L
Drinking water tank	1.2 L
Product size (without spout)	260 × 368 × 445 mm
Package size	324 × 483 × 533 mm

NOTE

Specifications may change as the product is improved. Forever Water reserves the right to update without prior notice. For the current spec sheet, see foreverwater.com.au/a10.

15 · OWNERSHIP

Warranty & finance.

How long you're covered, and how to spread the cost. Both are easy.

Manufacturer warranty

Every Forever Water A10 ships with a 24-month manufacturer warranty against defects in materials and workmanship, from the date of purchase. Keep your tax invoice — it's your proof of purchase. Warranty does not cover damage caused by misuse, unauthorised repair, or use outside the documented operating range. Filter cartridges are consumable and not covered by warranty.

Service & support

For service, parts or warranty claims, contact Forever Water support on 0435 997 768 or email hello@foreverwater.com.au. Have your model number (FW-A10) and proof of purchase ready.

Finance options

Spread the cost of your A10 over weekly or monthly payments through one of our four approved lenders. Apply in minutes — instant decisions in most cases. Visit foreverwater.com.au/finance or ask your sales rep at point of order.

APPROVED
PARTNER
Brighte

APPROVED
PARTNER
Humm

APPROVED
PARTNER
Plenti

APPROVED
PARTNER
HandyPay

TIP

Pair the A10 with a Forever Solar system and the lender will assess them as a single application — one decision, one set of payments. Ask your rep about combined home-energy + clean-water finance.



Pure water, from thin air.

GET IN TOUCH

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Email · hello@foreverwater.com.au

Sales, service, finance & support — one team, one number.