

meet **pat**®

Where innovation flows.

Portable Bottle Refill Station
PT-RS-03

INFORMATION BOOKLET



Meet the world's smartest water station



REFILL +
REHYDRATE
HERE

meetpat®

WELCOME

We began meetpat to change the way people think about public water stations, and in doing so we believe we can drive change for generations to come.

meetpat acknowledge and pay respects to Wiradjuri peoples, Elders and Country whose land we operate our business. We also acknowledge that Aboriginal and Torres Strait Islander peoples hold extensive knowledge about connections to water, which has been practiced for thousands of generations.

Congratulations on purchasing a world class, smart water station.

Fundamentally, we care about delivering safe, clean water and ensuring positive public adoption of water stations. We design and manufacture products with the safety of you, the user, foremost in mind. In addition, we ask that you exercise a degree of care when using any meetpat product.

Please follow this information booklet to effectively install your product.

All recommendations within this document should be used as a guide only. Users and installers should seek suitable assistance to ensure products comply with all standards and are safe for use. meetpat are constantly evolving and updating products to ensure that they are designed and manufactured to the highest possible standard. Manufacturing and product parts are subject to change without notice. Please ensure you follow the supplied current guidelines when installing and servicing your product.

CONTENTS

Disclaimer And Safety 5

Portable Overview

Product Range..... 6

Initial Installation Requirements..... 7

Register Water Station 8

Water Filter 9

Graphics Panels..... 10

Set Up Guide

Accessibility & Safeguards 12

Single Refill Station | with meetpat Hosing..... 13

Single Refill Station | with own Hosing 14

Multiple Refill Stations 15

Pack Down - All Refill Stations 16

Maintenance & Servicing Guide

Scheduling and Overview..... 18

Graphics Panel Removal..... 19

Water Filter Installation & Replacement..... 20

Mesh Filter Cleaning 21

Sensor Tap Battery Replacement 22

General Cleaning Process 23

Troubleshooting..... 24

Warranty..... 25

Contact..... 26

DISCLAIMER & SAFETY









Adhere to the risks/cautions outlined by meetpat, along with the regulations outlined by the local governing body.

RISK/CAUTION	DISCLAIMER	CHECK
Structural Integrity of Mounting Surface	meetpat takes no responsibility for the structural integrity of the mounting surface chosen and recommends consultation with an engineer or other suitable parties prior to mounting.	
Water Supply Line Temperature	Minimum operating temperature is 1 Degree Celsius. Maximum operation temperature is 38 Degrees Celsius. Outside of this temperature range may cause operational issues and damage to the unit. This will also void warranty for parts.	
External Surface Temperature/Location	meetpat products are suitable for a large range of outdoor locations (including direct sun), however certain set up locations will optimize user experience. Consideration should be given to the best placement of the unit. If exposed to direct sun in extreme temperature environments for extended periods of time, water and surface temperatures may become high enough to cause a potential risk to users. Meetpat provides thermal protection on the pipework of all units.	
Supply Line Pressure	Maximum working pressure is 500kpa Minimum working pressure is 120kpa Pressures outside of this range may result in operational issues/and or damage to the unit. Supply line pressure outside of this range will void warranty.	
Potability	Check source water quality prior to installation. Please note that this system is intended for use with clean and safe potable drinking water only. It is important that the water is microbiologically safe and of known quality before using the system. Do not use with water that may be contaminated or of unknown quality without proper disinfection.	
Accessibility	meetpat takes no responsibility for the suitability of any set up location, clearance for traffic, pedestrians or other clearance requirements. meetpat recommends that the chosen location(s) are reviewed for compliance with OH&S, local regulations and guidelines, to ensure compliance. Refer page 12.	
Infrared Sensor	Touch free sensor has limitations activating on some surface materials and finishes. May include but not limited to; matt black, glass and highly reflective materials.	
Weather Conditions	Do not set up in high wind areas. If the hoses pass over traffic areas, use approved hose trip covers. Do not set up units in subzero temperatures.	
Maintenance	Regular maintenance and cleaning will avoid premature degrading of the product. Failure to fit parts, set up and pack down water unit correctly or conduct preventive maintenance, may result in voiding the product warranty. E.g. continuously running tap may cause rapid degradation of drainage areas and is not a product material fault.	
Electrical Wires	⚡ Do not set up the water stations near live exposed electrical connections or wires.	



Ensure all personal protective equipment is used.
Do not use power tools or installation equipment in an unsafe manner.
After installation, keep these instructions for future reference.

Wear PPE suitable for the installation type	    Ear Protection Eye Protection Appropriate Footwear Cut Resistant Gloves
Use Correct Tools	 Always use the correct tools which are in good working condition, during the installation and maintenance of any product. Proper use of tools is your responsibility.
Moving Parts	 Water stations are made up of moving and sliding parts. Ensure to keep all body parts, loose clothing and cables away from these areas.

Make sure you are fully prepared before getting started!

Read through all of these instructions and safety precautions before beginning the installation or any service. Following these steps will help keep everyone safe and injury-free.

OVERVIEW | PORTABLE PRODUCT RANGE

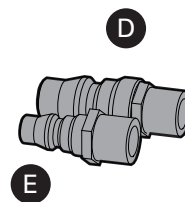
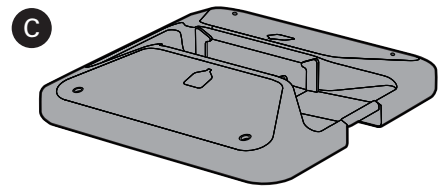
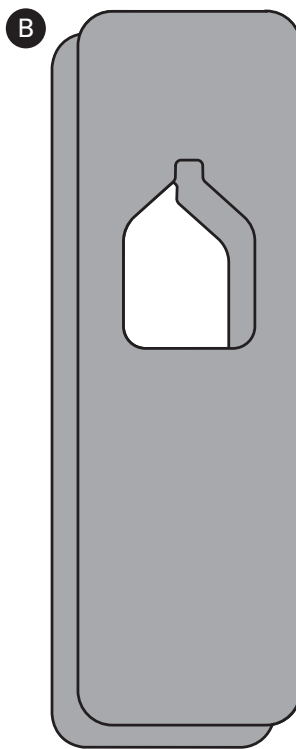
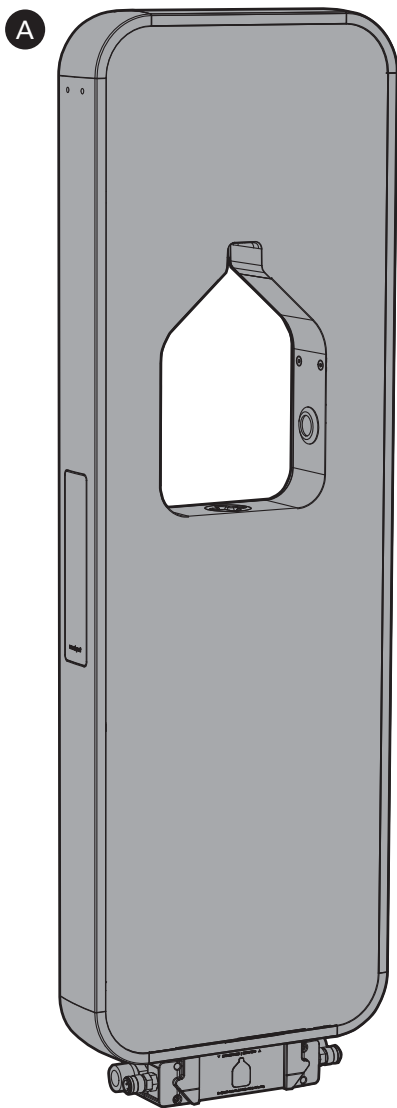
A Refill Station

C Moulded Portable Base

E Drain 1/2" Threaded Connector

B Graphics Panel Set

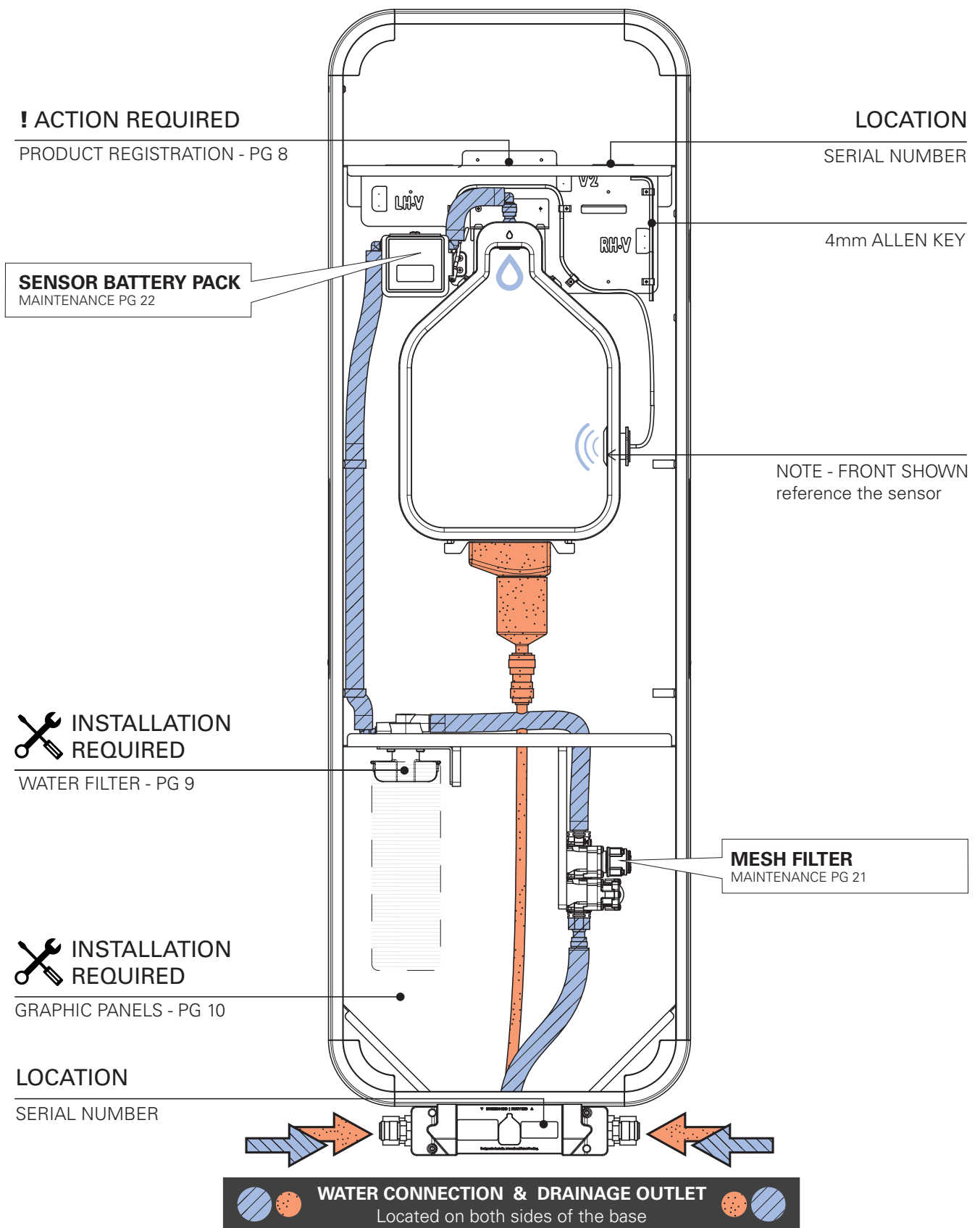
D Water Supply 1/2" Threaded Connector



ACCESSORIES
purchase separately

- 1** Portable Carry Bag
PT-CB-01
- 2** Water Filter
AX-FS-01
AX-FR-01
AX-FL-01
- 3** Bolt Down Kit
PT-BK-01
- 4** Hose Kit
PT-HK-01-WM
- 5** Joiner Kit
PT-JK-01

OVERVIEW | PORTABLE BOTTLE REFILL



INITIAL INSTALL | REGISTER WATER STATION

RECORD YOUR INFORMATION HERE

If you are undertaking the initial install of this water station.

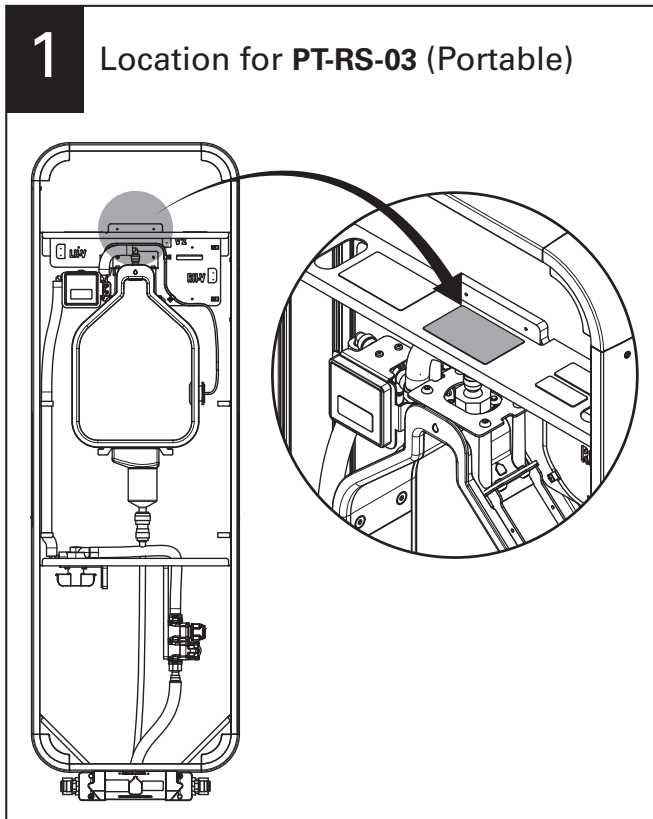
Locate and record the Serial Number & Registration Code here.

Any future access to this information requires removal of front panel.

SERIAL NUMBER: _____

REGISTRATION CODE: _____

DESCRIPTION: _____



2 Scan QR code | Visit web page



app.meetpat.com/active

 **REQUIRES INTERNET CONNECTION. IF UNAVAILABLE RECORD THE NUMBER/CODE TO ACTIVATE LATER**

3 Using information located on the label. Fill in the details and follow the prompts to register your product.

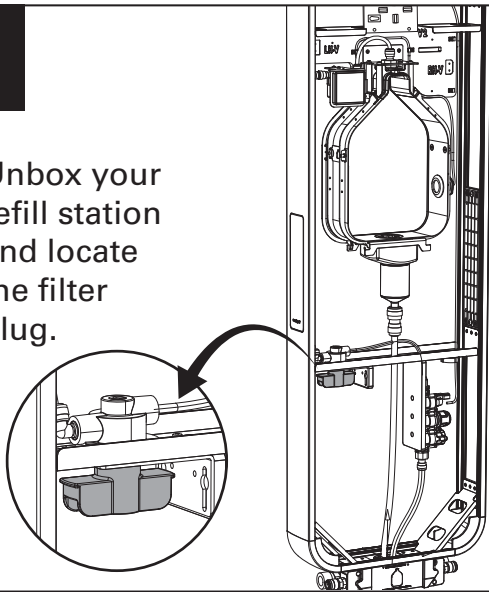
 **FINISHED**

MOVE TO INSTALLING THE WATER FILTER
IF ACCESSORY PURCHASED

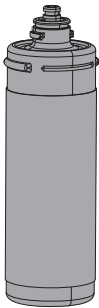
Proceed to page 9

INITIAL INSTALL | WATER FILTER

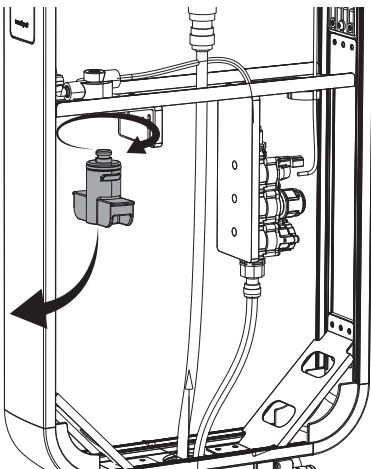
1 Unbox your refill station and locate the filter plug.

A line drawing of the internal components of a refill station. A circular inset on the left shows a close-up of a filter plug being removed from a port. An arrow points from the inset to the corresponding port in the main diagram.

2 Unbox filter from box.

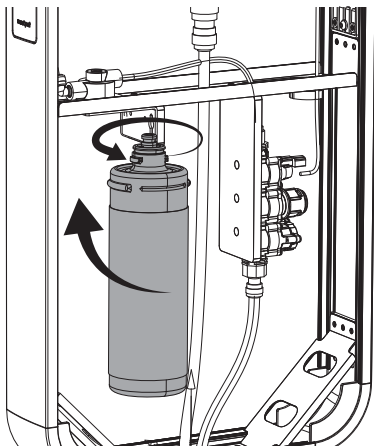
A simple line drawing of a cylindrical water filter with a threaded top and a base.

3 Turn filter plug. To completely remove.


A line drawing of the internal components of the refill station. A curved arrow indicates the filter plug being turned counter-clockwise to be removed. A warning icon is present in the bottom left corner.

KEEP PLUG. DO NOT DISCARD.

4 Install **new** water filter, by turning to fit. Hand tighten.

A line drawing of the internal components of the refill station. A curved arrow indicates the new water filter being turned clockwise to fit and hand-tighten.

IMPORTANT
FLUSH THE WATER
FIRST USE REQUIRES
FLUSHING OF 10 SECONDS
OR UNTIL WATER
RUNS CLEAR



FINISHED
MOVE TO INSTALLATION OF
YOUR GRAPHICS PANELS

Proceed to page 10



INITIAL INSTALL | GRAPHIC PANELS

1

4mm Allen Key
3x Screws
Anti-clockwise
Remove Completely

Locate and detach the water window surrounds.

2 Completely remove and set aside.

3

4mm Allen Key
4x Screws
Clock-clockwise
Loosen Only
DO NOT REMOVE

Remove top piece shown.
Set aside.

⚠️ 3 TURNS

DO NOT REMOVE SCREWS

4

Fit graphic panel by sliding down into place.

IMPORTANT

REPEAT STEPS FOR TO FIT THE BACK PANEL

REFIT THE TOP PIECE.
REFIT THE WATER WINDOW.
COMPLETE THE STEPS IN REVERSE 4-3-2-1.

FINISHED

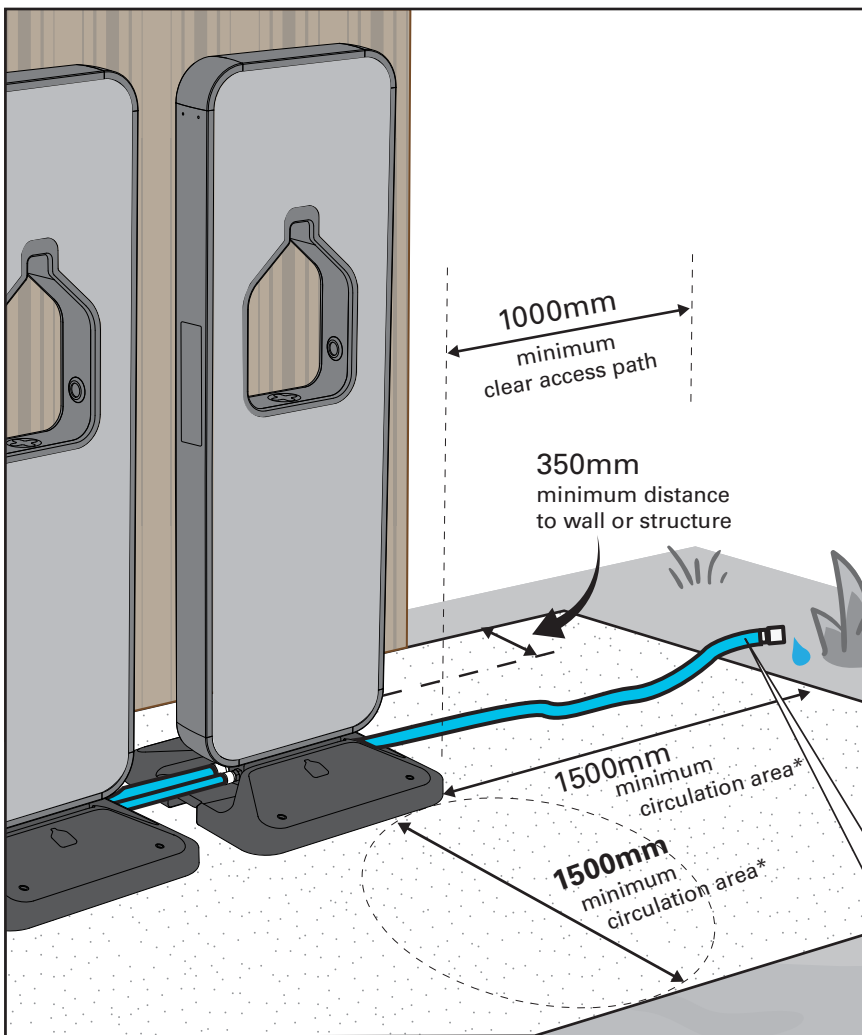
Set up guidelines.

We designed meetpat's advanced modular system to make drinking water accessible for everyone.

We are proud to supply world leading portable bottle refill stations, for events, markets and festivals. Lightweight and quick to set up as a stand alone unit or interconnect multiple for larger events.

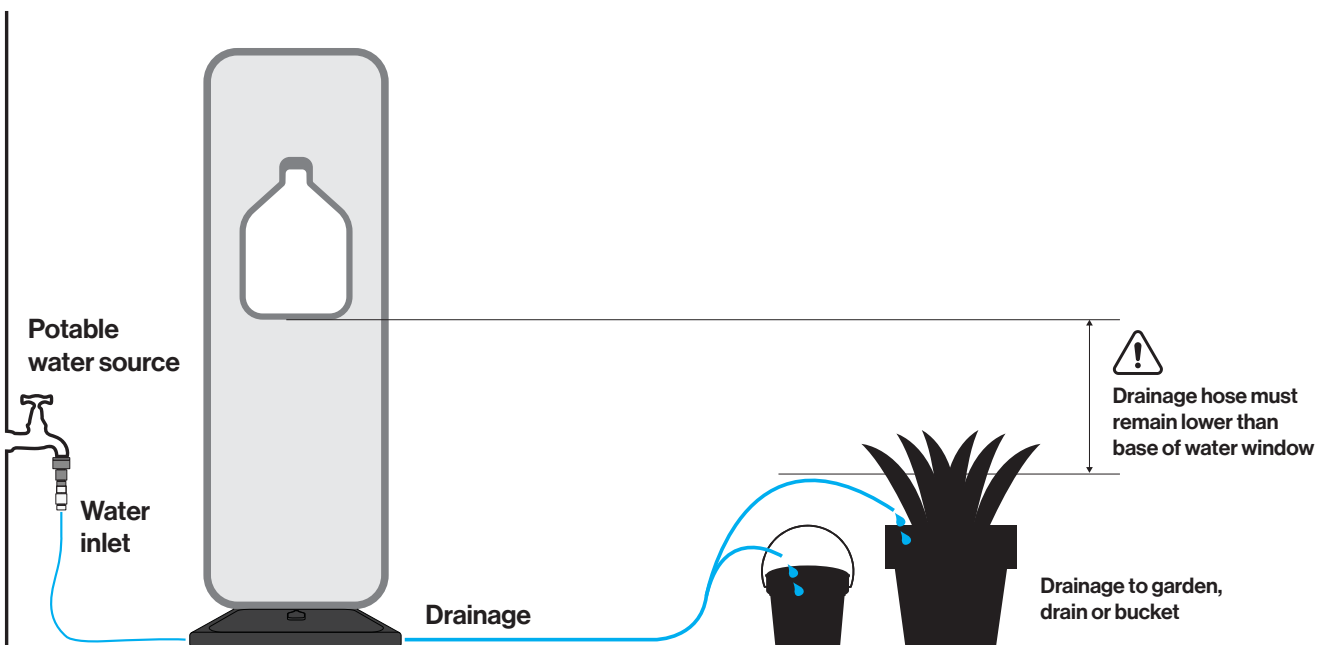
While the product itself is important, inclusivity also flows through to the set up. The water station location and accessibility will ensure maximum user engagement. In these guidelines we have outlined what is required to ensure your set up follows the same high quality of the water station.

SET UP GUIDE | ACCESSIBILITY & SAFEGUARDS



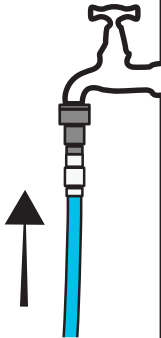
CHECK	SAFEGUARDS
	Check water source/tap for pressure and clean, potable water.
	Assess set up location and surface, traffic clearance, pedestrians and O&S guidelines.
	Do not set up in subzero temperatures. Water stations and hosing exposed to direct sun in extreme temperature environments, may cause water and surface temperatures to become high enough to pose potential risk to users. Do not set up in high wind areas.
	Do not set up units near live exposed electrical connections or wiring.
	Check the hoses, fittings and water station are clean and free from debris, grime, mould or other contaminants prior to connecting.

! IMPORTANT
Eliminate trip hazards by concealing all hoses located on walkways. Use trip cover ramps or similar.

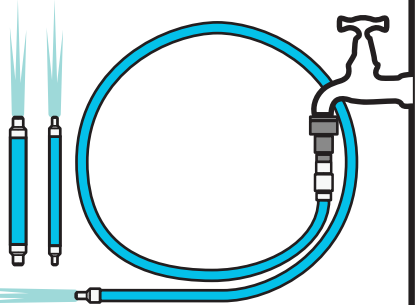


SET UP GUIDE | MEETPAT HOSING PT-HK-01 & JOINERS PT-JK-01

1 Connect the tap adapter and drinking hose.

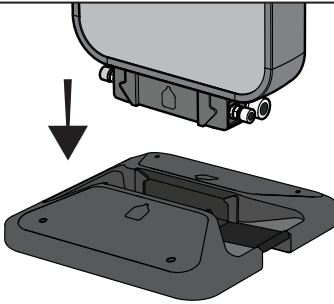


2 Flush all the hoses with clean water prior to connecting the water station. As a guide 10 seconds per 10m of hose.

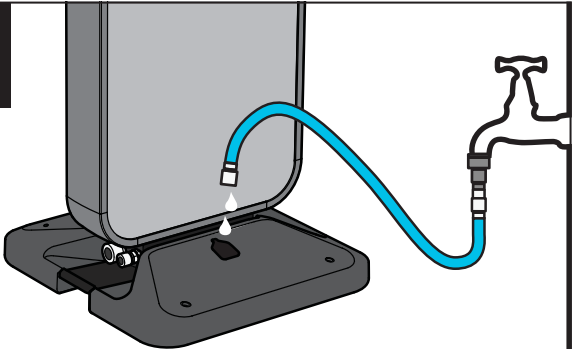


IF THE HOSES APPEAR DIRTY. DO NOT USE.

3 Choose suitable location and position the base. Lower the water station into the base and clip into place.

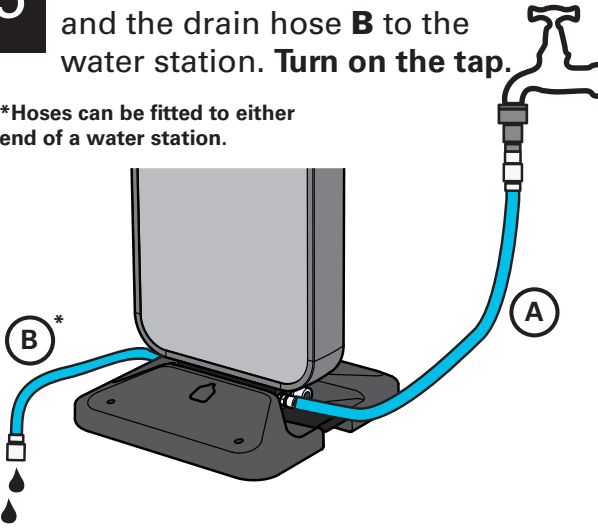


4 OPTIONAL Fill the base with water for additional stability.



5 Connect the water hose **A** and the drain hose **B** to the water station. Turn on the tap.

*Hoses can be fitted to either end of a water station.



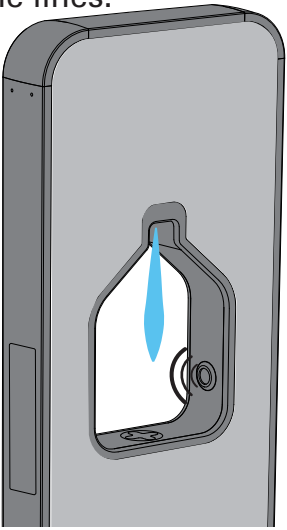
Drainage hose must be connected to the water station.

OPTIMUM DRAINAGE POINT IS LOWER THAN THE BASE OF THE WATER STATION.

6 Activate the refill sensor to flush out any air bubbles and old water in the lines.

Run for 10 seconds.

Check for leaks.



IF A LEAK IS FOUND, TURN OFF THE WATER SUPPLY AND CHECK ALL CONNECTIONS.

SET UP GUIDE | USING OWN HOISING (NON MEETPAT SUPPLIED)

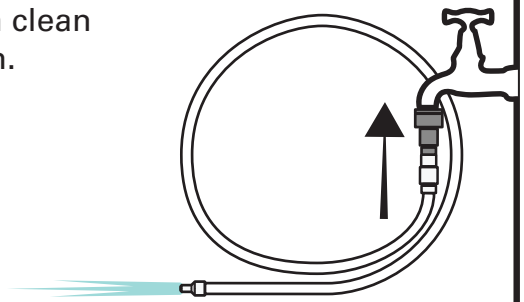
1

meetpat recommend flushing all hosing with clean water prior to connecting to the water station.



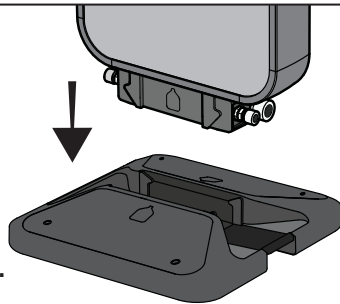
ONLY USE CLEAN, DRINK SAFE HOISING.

MEETPAT ARE NOT RESPONSIBLE FOR ANY DAMAGE CAUSED BY USING THIRD PARTY PRODUCTS



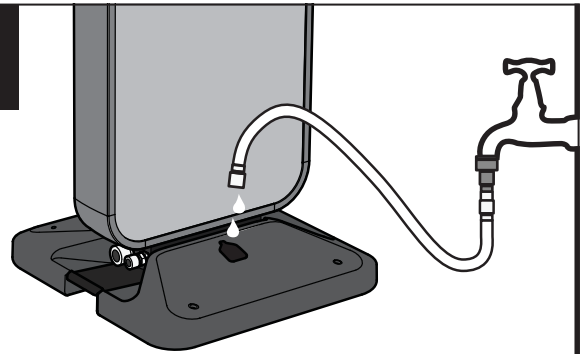
2

Choose suitable location and position the base. Lower the water station into the base and clip into place.



3

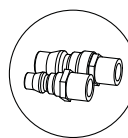
OPTIONAL Fill the base with water for additional stability.



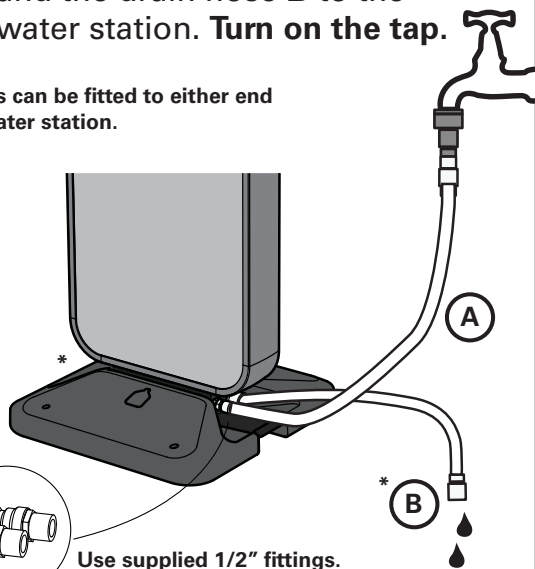
4

Connect the water hose **A** and the drain hose **B** to the water station. **Turn on the tap.**

*Hoses can be fitted to either end of a water station.



Use supplied 1/2" fittings.



A drainage hose must be connected to the water station.



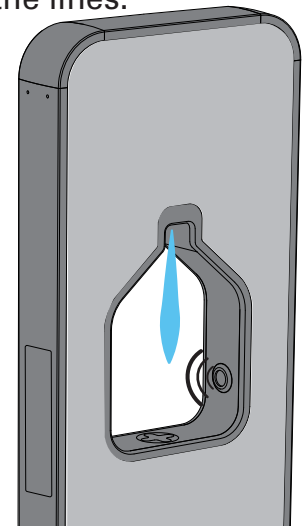
OPTIMUM DRAINAGE POINT IS LOWER THAN THE BASE OF THE WATER STATION.

5

Activate the refill sensor to flush out any air bubbles and old water in the lines.

Run for 10 seconds.

Check for leaks.



IF A LEAK IS FOUND, TURN OFF THE WATER SUPPLY AND CHECK ALL CONNECTIONS.

SET UP GUIDE | MULTIPLE REFILL STATIONS

1

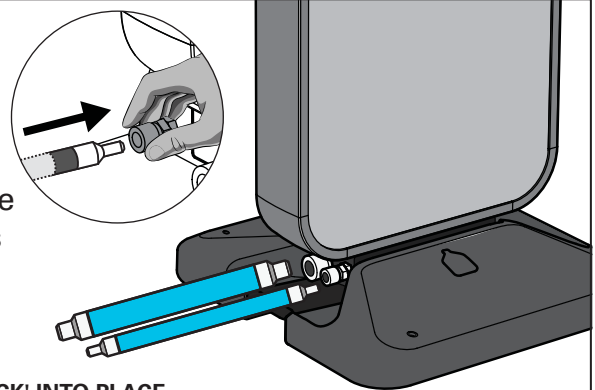
FOLLOW STEPS 1 - 4

Set Up Guide

Repeat steps for each refill station.

2

Use the joiner hose kit PT-JK-01 to link the drain and water lines together between each water station.



ENSURE JOINERS 'CLICK' INTO PLACE. THIS WILL AVOID INTERNAL LEAKING IN THE BASE.

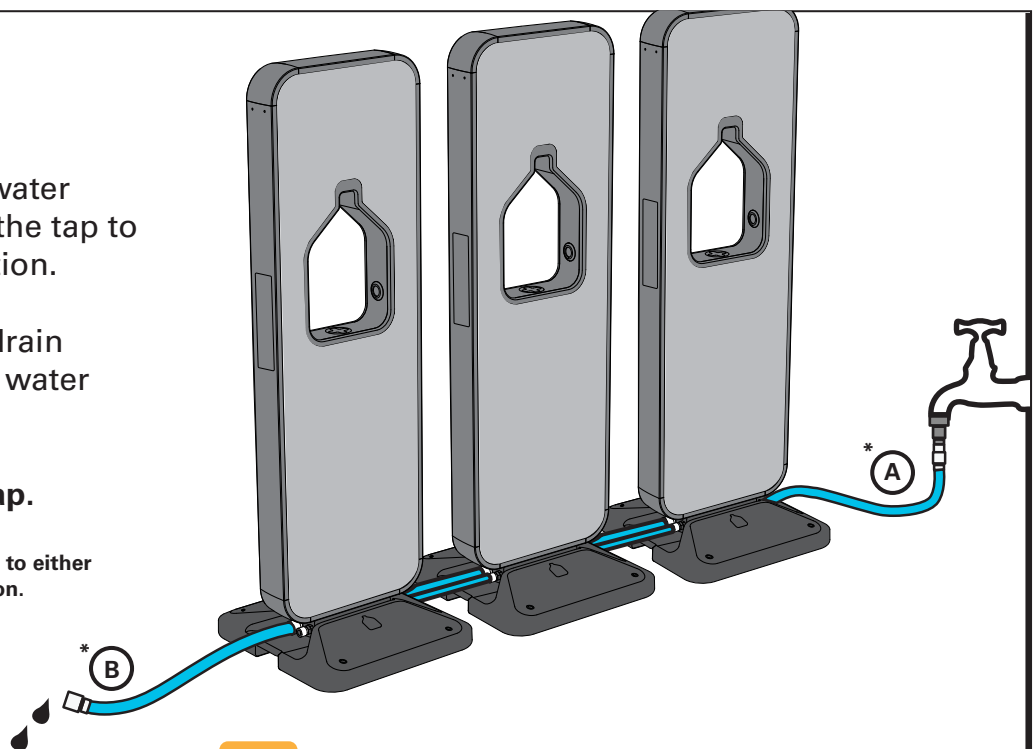
3

Connect the water hose **A** from the tap to the water station.

Connect the drain hose **B** to the water station.

Turn on the tap.

*Hoses can be fitted to either end of a water station.



OPTIMUM DRAINAGE POINT IS LOWER THAN THE BASE OF THE WATER STATIONS.

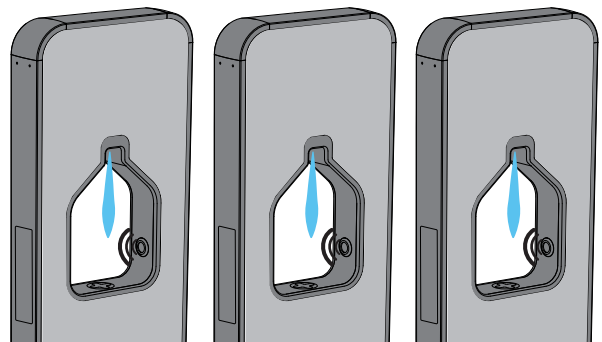
4

Activate the refill sensors to flush out any air bubbles and old water in the lines.

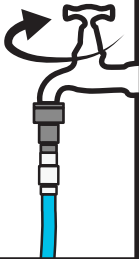
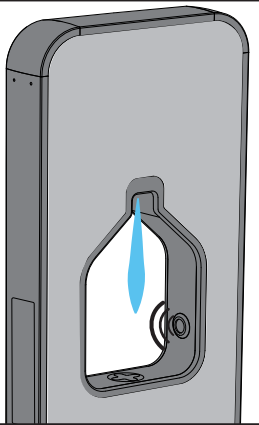
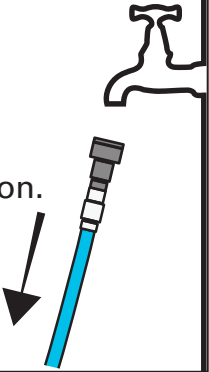
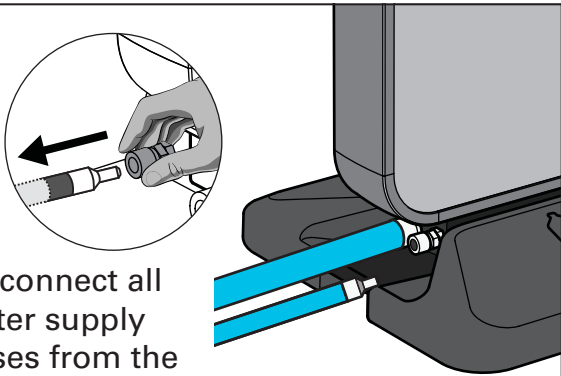
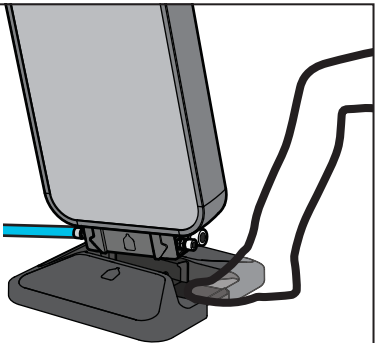
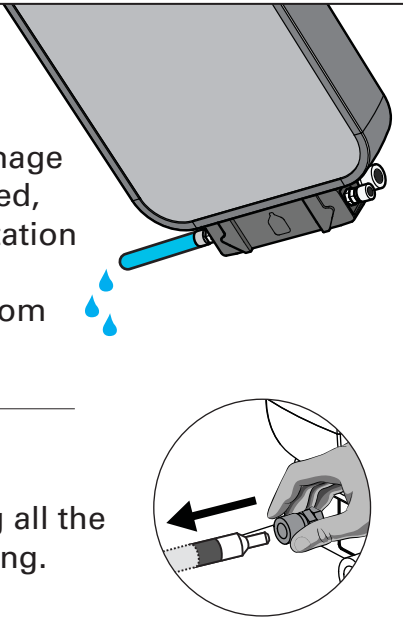
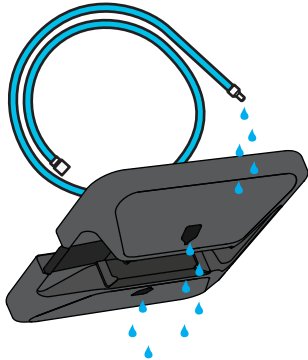
Run for 10 seconds | Check for leaks.



IF A LEAK IS FOUND, TURN OFF THE WATER SUPPLY AND CHECK ALL CONNECTIONS.



PACK DOWN | ALL REFILL STATIONS

<p>1</p> <p>Turn off the water supply.</p> 	<p>2</p> <p>Activate all of the refill sensors to remove all the pressurized water from the water station.</p> 	<p>3</p> <p>Remove the tap connection.</p> 
<p>4</p> <p>Disconnect all water supply hoses from the water stations.</p> 	<p>5</p> <p>Remove each water station from the base. Press down on the foot lever and lift up the water station, to separate.</p> 	
<p>6</p> <p>With the drainage hose connected, tilt the refill station to completely drain water from internal lines.</p> <p>Proceed to disconnecting all the drainage hosing.</p> 	<p>7</p> <p>Drain out all of the water from the hoses and moulded base (if filled).</p>  <p>! LET ALL PARTS DRY THOROUGHLY, BEFORE PACKING AWAY OR STORING IN BAG.</p>	

» FINISHED
ENSURE YOU FOLLOW THE REGULAR MAINTENANCE AND SERVICING GUIDELINES.

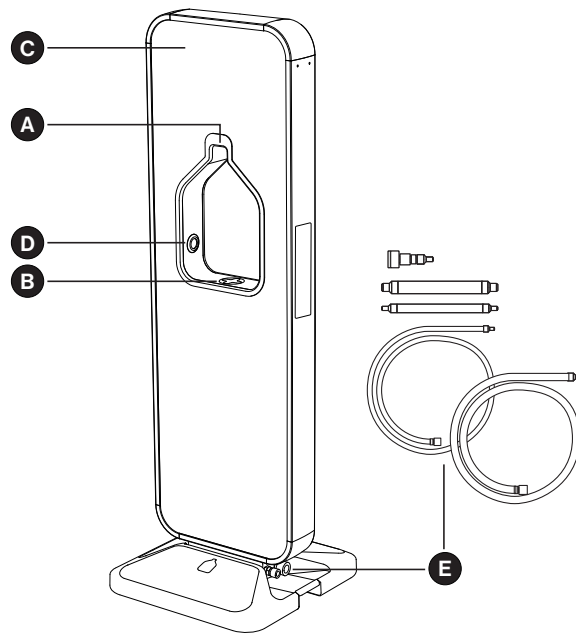
Maintenance and Servicing.

Regular servicing and cleaning of this water station will ensure it continues to function at its best.

These world leading water stations are manufactured with premium components and leave the factory carefully quality checked. This ensures the water station is functioning correctly and in perfect condition.

Please take the time to familiarise yourself with our maintenance and servicing procedures to ensure the water station continues to function at the supplied high standard.

MAINTENANCE SCHEDULING | OVERVIEW



GENERAL (BEFORE AND AFTER EACH USE)	CHECK
A Clean nozzle	
B Clean drainage grate	
C Wipe clean surfaces and graphics panels	
D Check and clean sensor button	
E Check the hoses, fittings and water station are clean and free from debris, prior to connecting	

DETAILED (EVERY 12 MONTHS OR FILTER CAPACITY)	CHECK
All general cleaning tasks, as outlined above	
Replace the filter (if fitted) - Page 20	
Clean the mesh filter - Page 21	
Change the batteries in the sensor tap valve - Page 22	
Remove graphics panels and clean dirt from the frame - Page 19	
Check condition of all hosing and connections. Clean and flush (as required).	

GRAPHICS PANEL REMOVAL | MAINTENANCE



INSTRUCTION TO REMOVE A SINGLE PANEL

Repeat steps to opposite side if removing both panels.

1

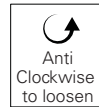
Locate and detach the water window surrounds.



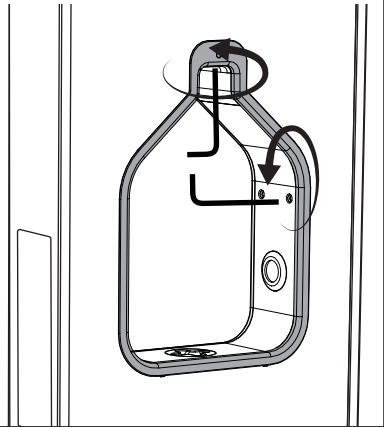
4mm Allen Key



x 3
Screws

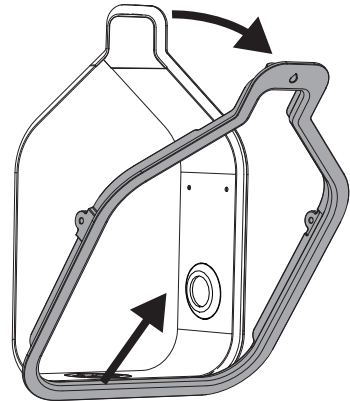


Anti
Clockwise
to loosen



2

Completely remove and set aside.



3

Remove top piece shown.
Set aside.



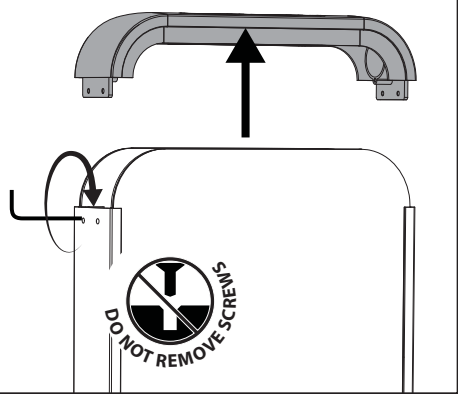
Clockwise
to loosen



x 4
Screws

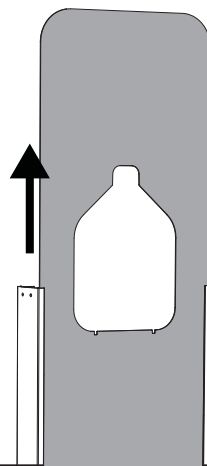


4mm Allen Key



4

Remove graphic panel by sliding up and out of the water station.



IMPORTANT

REFIT THE GRAPHICS PANEL

REFIT THE TOP PIECE.
REFIT THE WATER WINDOW.

COMPLETE THE STEPS IN
REVERSE 4 - 3 - 2 - 1.



FINISHED

FILTER INSTALLATION & REPLACEMENT



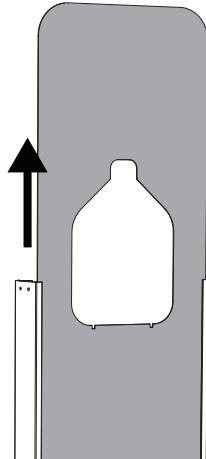
ALWAYS TURN OFF WATER SUPPLY

Activate the sensor to flush out any air bubbles and old water in the lines.

1

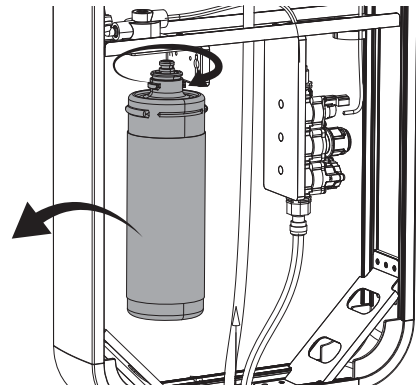
Remove front graphic panel only.

REFER PAGE 19



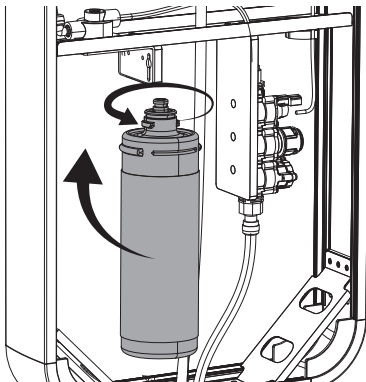
2

Locate used filter.
Turn to completely remove.



3

Install **new** filter.
Turn water filter to fit.
Hand tighten.

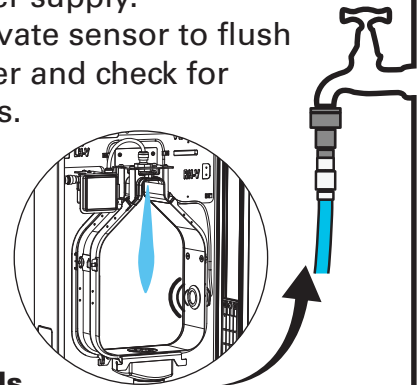


4

Connect refill station to water supply.
Activate sensor to flush water and check for leaks.



10 seconds
(flush water) **or** until water runs clear



IMPORTANT

CHECK FOR LEAKS

NO LEAKS FOUND

Disconnect refill station from water supply and activate tap to flush all water from the lines.



IF A LEAK IS FOUND?

Turn off the water supply and check all the connections.



FINISHED

REFIT THE FRONT PANEL

Page 19

MESH FILTER CLEANING | MAINTENANCE



ALWAYS TURN OFF WATER SUPPLY

Activate the sensor to flush out any air bubbles and old water in the lines.

1

Remove front graphic panel only.

REFER PAGE 19

2

Locate the water inlet assembly.

3 To locate the **Mesh Filter**, unscrew and remove cap shown.

REMOVE MESH FILTER

4 Run water over Mesh Filter to remove soils. Use a soft brush and gentle non-abrasive cleaner (if required)

5 Reinstall the Mesh Filter and cap.

! Fit with washer end first.



IMPORTANT

CHECK FOR LEAKS

NO LEAKS FOUND

Disconnect refill station from water supply and activate sensor to flush all water from the lines.



IF A LEAK IS FOUND?

Turn off the water supply and check all the connections.



FINISHED

REFIT THE FRONT PANEL

Page 19

SENSOR TAP | BATTERY REPLACEMENT



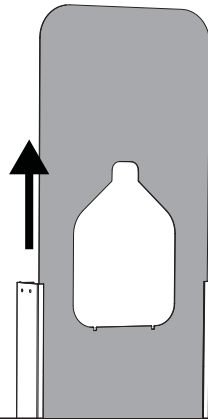
ALWAYS TURN OFF WATER SUPPLY

Activate the sensor to flush out any air bubbles and old water in the lines.

1

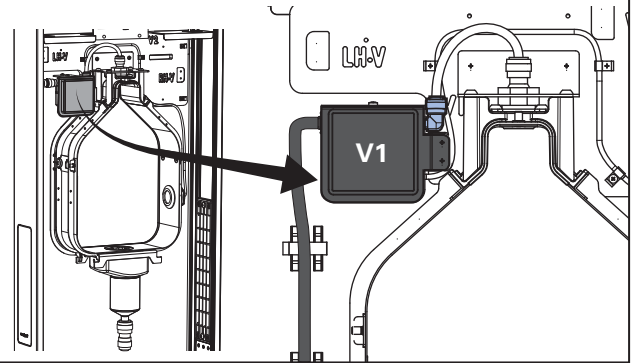
Remove front graphic panel only.

REFER PAGE 19



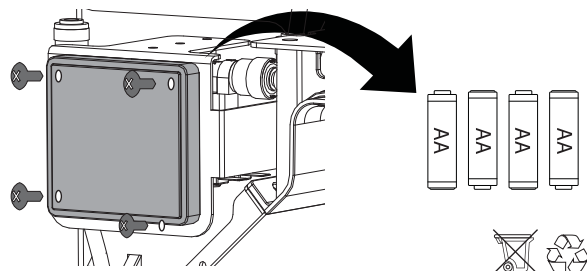
2

Locate the battery pack.



3

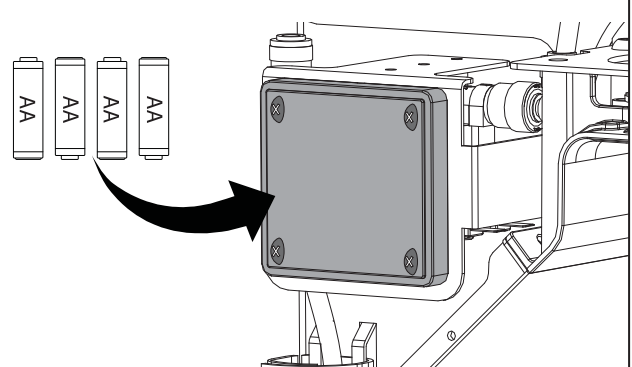
Detach and retain 4x screws and cover plate.



REMOVE AND DISCARD ALL OF 4X EXISTING BATTERIES RESPONSIBLY.

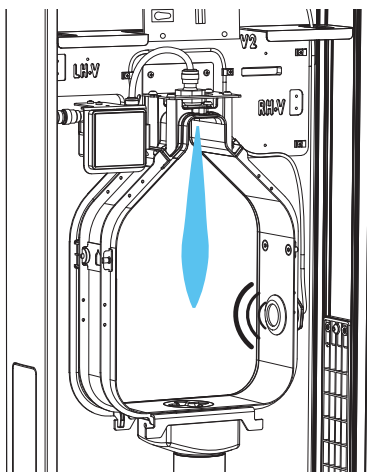
4

Install 4x new AA batteries and reattach cover.



5

Test the sensor function.



TROUBLESHOOTING



- Check all connections are plugged in
- Check polarity of batteries (+ / -)
- Check the valve is installed correctly (arrow indicates correct flow direction)
- Water is turned on
- Check batteries are charged and have sufficient voltage "not flat"
- Check for damage (broken, sticker, paint or dirt/debris) covering sensor button



FINISHED

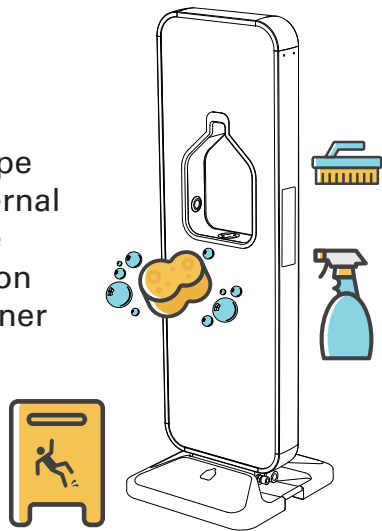
REFIT THE FRONT PANEL

Page 19

CLEANING | OVERVIEW

1

Clean and wipe down all external surfaces. Use non-acidic, non-abrasive cleaner and brush (if required)



2

Use a scrubbing brush to clean the drain mesh. Ensure the mesh is free from any debris.



3

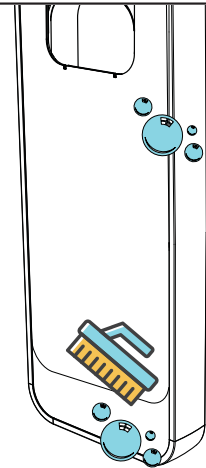
Clean the nozzles for damage and/or blockages. Clean all nozzle surfaces with antibacterial wipe.



USE A NEW WIPE FOR EACH NOZZLE

4

Check the base for dirt. If needed, remove the panels and clean out the tracks.



REFER PANEL REMOVAL PAGE 19

5

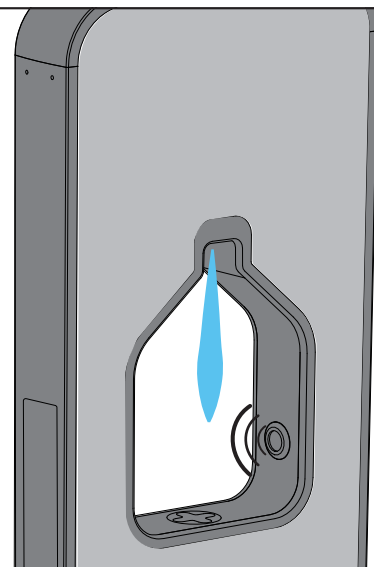
Activate the refill sensor.

Check the water quality and taste.

Check for leaks.



IF A LEAK IS FOUND, TURN OFF THE WATER SUPPLY AND CHECK ALL CONNECTIONS.



TROUBLESHOOTING

1

Identify the Problem

Remove front panel(s) to view the full function of the water station. This will help you correctly identify the fault, damage and/or leak.

2

On-site Repair

Many problems can be easily fixed onsite.

- Removal of dirt/debris.
- Cleaning.
- Sensor battery replacement.
- Reconnect loose fittings.

3

Further Steps

Other problems may require ordering of spare parts or further assistance from meetpat. When phoning through for additional support, staff will ask for the following information to correctly identify the product model/part:

- What is the serial number of the water station?
- Where is the water station located?
- Can you supply a photo/short video of the problem?
- Who purchased the water station?
- Can you supply a photo of the entire water station set up?

4

Contact meetpat

The service/sales team(s) will be able to assist you best in resolving the problem and/or ordering a replacement part.

sales@meetpat.com.au | service@meetpat.com.au | 026021 0300 | +61260210300

Some Common Questions

There is no water (or reduced water) when the sensor is activated?

Check the water is turned on, with adequate pressure and the hosing inside the water station is not bent or kinked. Check the hosing is fitted into the connector correctly and clicked in place. Check the batteries and/or valve are working.

The water is leaking from inside the water station?

Check the drainage hose is correctly plugged in and draining properly. Turn off the water supply and check all the internal pipe connections.

Water is flowing from the connectors or the near base?

Check the stop valve in the connectors is sealing correctly. Insert a hose or joiner hose to reset the seal. Check for any dirt, debris or damage to the fittings or hosing.

Water is leaking from the tap adapter connection at the tap point?

Check the seal is still in the tap adapter. Check you are using the correct tap adapter thread for your connection point.

WARRANTY | MEETPAT POLICY

What is covered by this defects warranty policy?

meetpat warrants that new products purchased either from meetpat direct or through authorised distributors, which are still in the possession of the initial purchaser, will be free from defects for the warranty period, subject to the terms of this policy.

A product may be defective if meetpat finds that it is non-conforming in material or workmanship and if the non-conformance materially impairs the performance of the product having regard to the purpose for which it was designed and the limitations stated below.

General product range.

Permanent Water stations – Three (3) Years

Portable Water stations – One (1) Years

Limited coverage warranty items.

For some special parts or components within a water station, warranty conditions are as below. For the complete limitations list, please see below.

Batteries – One (1) Year

LoRaWAN Electronic Monitoring Equipment – One (1) Year

Water Filters – One (1) Year

Graphic Panels - Three (3) Year Climate Dependant

Limitations.

This warranty will not cover products that:

- a) Include customer-specified materials or finishes that are not part of meetpat's standard product range at the time of manufacture;
- b) Are not installed and maintained as recommended in meetpat's written installation and maintenance guidelines; products are designed to operate within a minimum/maximum supply line pressure as indicated in the supporting instruction books. Any damage caused by reason of connecting a water cooler, bottle filler, fountain or packaged water cooler to supply line pressures outside of the working pressure is not covered by this warranty.
- c) Have not been used in accordance with any applicable usage guidelines;
- d) Have been misused or usage is in excess of normal wear and tear;
- e) Have been damaged for example as a result of collision, theft or vandalism; and/or
- f) Are manufactured by a third-party supplier and then resold by meetpat without incorporating any meetpat manufactured product into the third party product.

Finishes and components on meetpat products are updated periodically to respond to the demands and changing preferences of our customers. As a result we may discontinue some options before expiration of the Applicable Warranty Period and do not guarantee that any replacement product or part will be identical to, or match the finish of, the original.

Looking for help?

General enquiries/sales

sales@meetpat.com.au | +612 6021 0300

Faults and servicing

service@meetpat.com.au | +612 6021 0300

Spare parts

sales@meetpat.com.au | +612 6021 0300

meetpat®



meetpat products must be installed in accordance with the provisions of AS/NZS3500.1 and AS/NZS3500.2 and any relevant local regulations. Installations not complying with AS/NZS3500.1 and AS/NZS3500.2 may void the product and performance warranty provisions.

meetpat products are Watermarked WMTS105 to Australian standards and have brass free water system parts.

All recommendations within this document should be used as a guide only. Users and installers should seek suitable assistance to ensure units comply with all standards and are safe for use.

meetpat are constantly evolving and updating their products to ensure that they are designed and manufactured to the highest possible standard.

Please ensure you follow the supplied current guidelines when installing and servicing your water station.

For the most up to date copy of this Information Booklet, please visit meetpat.com.au

Meet Pat™ | Meet PAT Pty Ltd | meetpat.com.au

Phone: (02) 6021 0300, +612 6021 0300 Email: sales@meetpat.com.au
