

Prior to returning your Zero, please may I ask you to take a photo of the serial number on the side of your system and send this over to us to log the system.

Please follow these instructions to return your Osmio Zero

Preparing the system for shipment

1. Empty the supply pitcher
2. Remove the carbon, membrane and post filters
3. Turn off the machine at the switch, wait 5-10 seconds for all lights to go off
4. Turn the machine back on
5. Press the dispenser button for 3-5 seconds for a long press to begin
6. When the machine is empty, it will make a gurgling noise, if it does not do this after the first long press, repeat steps 3-5.
7. Once the Osmio Zero's internal tank is empty, lift the machine and turn it upside down (over a sink) and then back upright around 5 times. Each time you turn it upright, some water should leave the spout. Once no water leaves the system it is ready to be packed and shipped.
8. Before re-installing the filters, turn them upside down and shake any water from inside.

The filters must be returned with the system.

9. Re-install the filters and package the machine up into its original box with foam supports. If you no longer have the original packaging, please pack the system in a reasonably sized box and ensure there is enough stuffing and packaging for the system to make it back to us safely. If unsure please contact our customer service hotline on 0330 113 7181

10. **When returning the system for maintenance/repair do not return the drip tray**

You can watch a video showing you how to do steps 1 - 7 above by [clicking here](#)

Preparing the system for shipment (manual water empty process)

1. Empty the supply pitcher
2. Remove the carbon, membrane and post-filter

3. Lift the machine and turn it upside down (over a sink) and then back upright multiple times. Each time you turn it upright, some water should leave the spout. Once no water leaves the system it is ready to be packed and shipped.

4. Before re-installing the filters, turn them upside down and shake any water from inside.

The filters must be returned with the system.

5. Re-install the filters and package the machine up, into its original box with foam supports. If you no longer have the original packaging, please pack the system in a reasonably sized box and ensure there is enough stuffing and packaging for the system to make it back to us safely. If unsure or if you would like to purchase a box with foam inserts for £12.75 please contact our customer service hotline on 0330 113 7181

6 . **When returning the system for maintenance/repair do not return the drip tray**

7. Please watch this video which shows the process - [click here](#)

Please print off the following documents

a) Returns Letter (attached), please complete this and put inside the box

b) Shipping Label – this will be emailed to you directly from DPD

pickup.returns@dpdlocal.co.uk please print this off and follow the instructions in the email to drop off at a local DPD drop off point

Once your item is received it will be inspected by us and assessed for refund eligibility (if applicable). If the item is in full resalable condition you may receive a refund within 7 days, otherwise we may arrange for a partial refund or for the item to be returned to you as appropriate.

If you are going to be away from home soon and will not be available to receive the system back please let us know before returning the system.

The DPD return label is only valid for 30 days of issue, please do not use the label after this.

(If applicable) We are only able to issue a refund if you post your return within 14 days of receiving this email. If you post it back any later than this then we will only be able to offer a credit note. If returning a new unused system it must be returned to us within 90 days of purchase

If you have any questions please let me know.