



# zazen ALKALINE WATER Installation & Care Guide

All you need  
to know to  
setup and look  
after your  
zazen Alkaline  
Water system



BPA Free System



Glass Tank System

View our  
installation  
videos online  
[zazen.com.au](http://zazen.com.au)



## Did you know?

Every system purchased contributes towards the Water Ambassador School Program - funded by zazen Water.

Your zazen Alkaline Water system is totally BPA free.

Drinking zazen Water costs only 5c a litre!

Easy to install - no electricity or plumbing required!

helping you live a longer, healthier life

[www.zazen.com.au](http://www.zazen.com.au) | 1300 78 24 25 | [contactus@zazen.com.au](mailto:contactus@zazen.com.au)

# Thank you for choosing zazen Alkaline Water

*We know you will love the taste* ♥



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## Our Warranty & Money Back Guarantee

We want our customers to be 100% satisfied with their zazen Alkaline Water system. If, for any reason, within 90 days from purchasing you are unhappy with your system, please contact zazen or your local Reseller, so we can arrange for you to send it back to us and we will refund the purchase price upon return (excluding delivery and postage charges).

We also offer a warranty on all parts of the zazen Water system to be free from any defects for five years from the original date of purchase.

## REGISTER ONLINE AT [www.zazen.com.au](http://www.zazen.com.au)

or fill out this form, take a photo and send it to **0478 942 160** or email it to **contactus@zazen.com.au**



Complete this form if you purchased from a Retail Store or a Practitioner / Clinic or zazen Reseller.

First name: \_\_\_\_\_ Surname: \_\_\_\_\_

Email address: \_\_\_\_\_

Mobile number: \_\_\_\_\_

Postal address: \_\_\_\_\_



## PARTS REMINDER REGISTRATION

Yes please remind me when I am due to replace my parts by:  email  SMS

### WHAT PRODUCTS DID YOU PURCHASE TODAY? WHICH SPARE PARTS DID YOU PURCHASE?

Date: \_\_\_\_\_

- zazen Alkaline Water System (ZWS)
- zazen Glass Tank (optional extra)
- zazen Handset Shower Filter
- zazen Raindrop Shower Filter
- zazen Streamline Shower Filter

- zazen Multi-Stage Filter Cartridge
- zazen Ceramic Filter
- zazen Silver Stones
- zazen Alkalinity Enhancer
- zazen Mineral Stones

**NAME OF THE STORE OR RESELLER YOU PURCHASED FROM:** \_\_\_\_\_

\*We respect your privacy. We do not release or share your details with any third party.

Need to get in touch with us? Call +61 7 3051 5809 or email [contactus@zazen.com.au](mailto:contactus@zazen.com.au)

# How to prepare your new System

View our  
installation  
videos online  
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1

Unpack your zazen Alkaline Water system from the box.  
(Please RECYCLE all packaging and reuse the plastic bags.)



2

## **IMPORTANT ~ pre-soak the Mineral Stones (grey) & Silver Stones (reddish)**

The stones are natural and will release mineral dust initially, which makes the water taste chalky\*. So it is necessary to rinse and then SOAK the stones for 2 days (48 hours) to get rid of the majority of mineral dust.

- Place both sets of stones into a bucket of cold clean water – and give them a good rinse. Pour this water onto the garden or recycle it if possible.
- Now soak (by covering all the stones with cold water) over the next 2 days / 48 hours.
- Change the water at least 4 times during this 2 day period.

(\*You can drink this water if you wish, however some customers find the taste too minerally.)

3

**Alkalinity Enhancers (AAE)** - Pre-soak and rinse these in a separate small bowl at the same time as the mineral and silver stones.

4

**Ceramic Filter** - Gently wipe with a wet soft cloth under cold water, then ensure water saturates and flows (drips) through the Ceramic Filter.



5

## **Multi-Stage Filter Cartridge Preparation**

It is **very important** you prepare this filter as detailed to ensure:

- ✓ Water flows through the filter when placed into the system
- ✓ There are no air-bubbles, which may cause the filter to stop and cause overflow from the top tank.

1. Fill a 2 litre jug (or bowl) with clean cold water.
2. Submerge the Multi-Stage Filter into this jug and wait a minute until all the air bubbles have stopped coming out of the filter.
3. Now take the filter out of the water and refill the jug with clean water – slowly pour 2 litres of water through the white top of the filter. Make sure the water runs out of the bottom of the filter.  
Tap the filter firmly on its side (use a tea towel on the kitchen bench) several times to help clear any air bubbles and to move the contents of the filter during this rinse cycle ensuring water runs through the filter again.
4. You may find that some black carbon particles run out of the bottom of the filter – this is normal. The carbon (from Stage 1 of the Filter Cartridge) is harmless and also a great cleanser in the body; it will simply settle onto the bottom of the lower tank.

6

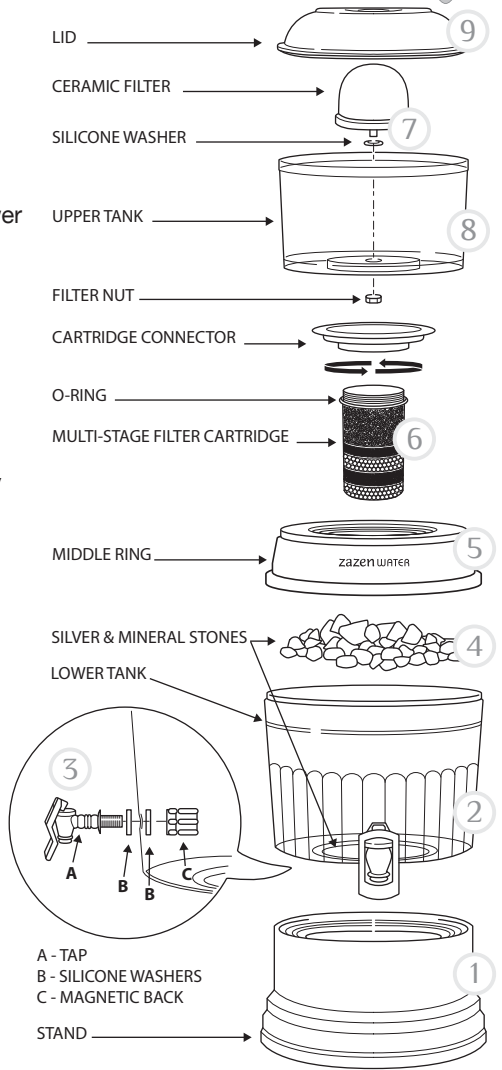
**Rinse all parts of the system containers** with warm water and wipe dry - do not use detergents.

All boxes are made from 100% recycled cardboard.

# Assembling your zazen Alkaline Water system with the BPA Free Plastic Bottom Tank

View our installation videos online  
[zazen.com.au](http://zazen.com.au)

- 1 Place the stand where you will sit your System.
- 2 Place the lower tank onto stand.
- 3 Place the tap "A" through hole in the lower tank with a silicon washer "B" on each side. Screw the magnetic back "C" onto tap inside the bottom tank and tighten.
- 4 Put pre-soaked Silver Stones and Mineral Stones into lower tank.  
**\*If you have Alkalinity Enhancers (AAE) balls sprinkle amongst the stones away from the back of the magnetic tap so they can't get sucked into the back of the tap.**
- 5 Place the middle ring onto the lower tank rim.
- 6 Screw the Multi-Stage Filter Cartridge into cartridge connector and sit in middle ring (filter will hang in lower tank).
- 7 Place the silicon washer\* onto the Ceramic Filter stem and then insert the Ceramic Filter into the hole inside the upper tank. Fasten on with the filter nut\* and tighten.
- 8 Place the top tank onto the assembled lower tank.
- 9 Fill top tank with 4 litres of tap water and pop on the lid.



**Note: It will take 1½ to 2 hours to filter the 4 litre upper tank into the lower tank. Do this twice to fill your system. Once the lower tank is full, you cannot add more water to the upper tank or the system will overflow.**

*\*Washer & nut come with Ceramic filter*

# Assembling your zazen Alkaline Water system with optional Glass Bottom Tank

View our  
installation  
videos online  
[zazen.com.au](http://zazen.com.au)

- 1 Place the stand where you will sit your System.
- 2 Place the lower tank onto stand.
- 3 Place the tap "A" through hole in the lower tank with a silicon washer "B" on each side. Screw the magnetic back "C" onto tap inside the bottom tank and tighten.
- 4 Put pre-soaked Silver Stones and Mineral Stones into Glass Bottom Tank carefully. **\*If you have Alkalinity Enhancers (AAE) balls sprinkle amongst the stones away from the back of the magnetic tap so they can't get sucked into the back of the tap.**

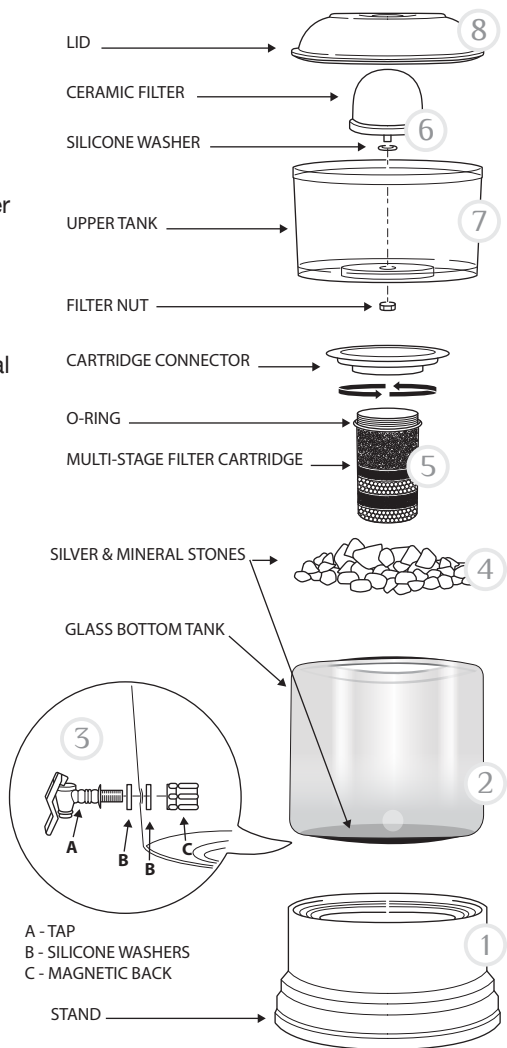
- 5 Screw the Multi-Stage Filter Cartridge into cartridge connector and sit in the top of the glass tank (filter will hang in lower tank).
- 6 Place the silicon washer\* onto the Ceramic Filter stem and then insert the Ceramic Filter into the hole inside the upper tank. Fasten on with the filter nut\* and tighten.

- 7 Place the top tank onto the assembled lower tank.
- 8 Fill top tank with 4 litres of tap water and pop on the lid.

- 9 You will have 2 spare parts left over: 1 x BPA Free Bottom Tank & 1 x Middle Rim (not used with the Glass Tank). ♡ When you travel on holiday remember to pack your zazen Water System in your car using the BPA Free bottom tank instead of the Glass Tank.

**Note: It will take 1½ to 2 hours to filter the 4 litre upper tank into the lower tank. Do this twice to fill your system. Once the lower tank is full, you cannot add more water to the upper tank or the system will overflow.**

*\*Washer & nut come with Ceramic filter*



## Replacement Schedule for Parts

### Frequency



Your zazen Water system has different parts that need to be replaced at specific times:

1. Multi-Stage Filter Cartridge - every 4 to 6 months
2. Ceramic Filter - every 12 months\*
3. Silver Stones (red) - every 12 months
4. Mineral Stones (grey) - every 5 years
5. Alkalinity & Anti-Oxidant Enhancer (little balls) - every 12 months

*\*If you use tank water you may need to change sooner.*

### Filter Cartridge

We recommend that the Multi-Stage Filter Cartridge is changed every 6 months at a maximum. It traps heavy metals, chlorine, fluoride and other toxins in its layers, and after 6 months its filtration capacity will be impacted.

If there are more than 4 people using the system frequently, we recommend you change the Multi-Stage Filter Cartridge every 4 months.

## Customer Parts Reminder Service & Automatic Product Warranty Registration

Register online now at [zazen.com.au](http://zazen.com.au)



1. If zazen has **delivered** to you directly or you **purchased** from zazen Water directly you are already registered for your Parts reminder emails.
2. If you purchased from a Store, a Clinic or Practitioner directly - please complete the warranty details on page 1 of this guide, take a photo and send it to 0478 942 160 or email it to [contactus@zazen.com.au](mailto:contactus@zazen.com.au). Alternatively fill in the Registration Form in your new zazen Water System and post that to us for registration, thank you.

We will proactively remind you when it is time to replace your zazen Water parts via email (or text) so you know you are always drinking the highest quality water.

*Thank you for choosing zazen Water as your drinking water partner of choice, we know that you will have many years of joy and wellbeing from your system. Every purchase of a zazen Water system helps to fund the zazen Water Ambassador School Gifting Program - we thank you for your support, we could not do this without you. ♡*

Janet Parker & Vanessa Drummond, Co-Founders, zazen Water



# General Cleaning & Performance Tips

Watch our Videos online at [www.zazen.com.au](http://www.zazen.com.au)

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installation  
videos online  
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Clean the  
Ceramic  
Filter



**You will need to clean your ceramic filter on a regular basis** – it may turn orange, blackish or brown due to the “organic matter” in your source water. This is normal. The ceramic does NOT let this matter through.

**Cleaning** – take the top tank with the Ceramic Filter attached to the sink. Using a wet clean cloth – gently wipe the ceramic and you will find that most of the orange or brown build up will wipe off. Rinse with cold clean water. The ceramic filter will become discoloured naturally due to the source water – you can use lemon juice or white vinegar to help whiten it.

*Never use detergent to clean the Ceramic filter.*

When you change your Ceramic Filter & Silver Stones each year, it is an ideal time to clean out the inside of the lower tank with a clean cloth and warm water. You can also soak your Mineral Stones for a few minutes in hot water to reinvigorate them - let them cool before placing back in your system.

This means you need to clean the Ceramic Filter so please follow the instructions above.

System  
Annual Clean

The Flow Rate  
is Slower than  
Normal

## Questions our Customers often ask us

During Initial  
Setup

**Why does my water still taste minerally even though I have rinsed and soaked the stones?** The zazen Mineral Stones are natural stones and will take a few days to settle down before your water tastes beautiful. If you follow the instructions and pre-soak the stones this will speed up this process. The water is safe to drink if you don't mind the taste, otherwise put on the garden.

BPA Free  
Plastic

**Is the zazen plastic safe?** Our plastic is made from ABS plastic which is free from BPA (Bisphenol-A).



Leaks

**My zazen Water system is leaking - help!** There are only 3 ways your system will leak and this is easily fixed as follows:

1. Magnetic Tap has been over-tightened - if your system is leaking from around the magnetic tap it means the back of the tap has been over-tightened. This pushes out the silicone washers and they cannot seal the unit around the tap hole. Simply empty the lower tank and take off the top part of the system. Unscrew (loosen) the back of the tap a little and check.
2. Overfilling - The bottom tank holds 8 litres of water ONLY. You cannot fill the Upper tank if the bottom tank is already full, otherwise water will overspill.
3. The Multi-Stage Filter has an air bubble and has stopped flowing - Please remove Filter Cartridge and follow instructions on Page 2 Step 5 again.



For more information please visit our website at  
[www.zazen.com.au](http://www.zazen.com.au)

### ZAZEN MISSION

Helping families live longer healthier lives by simply changing the quantity and quality of the water they drink... every day.

Cellular hydration is foundational to the prevention of and recovery from illness and disease. zazen Water est. 2007



helping you live a longer, healthier life

[www.zazen.com.au](http://www.zazen.com.au)