Filteroo®

The Clear Solution to a Healthier World

Hello and Thank You for Shopping with Filteroo!

From all the team here at Filteroo, we would just like to let you know how much we really do appreciate you joining us on our mission. As a community, we are learning to live healthier lives to create a healthier world.

www.filteroo.com.au/contact | 07 5641 4656 | customerservice@filteroo.com.au

Filteroo is an Australian owned company that provides water filtration solutions to help everyday Australians live healthier and happier lives.

Our promise is to create beautifully designed, intuitive products that make our customers' lives healthier, safer and more sustainable.

Every time a customer invests in a product from Filteroo, part of those profits goes to supply drinking water to those in need around the world.

We support the banning of single use plastics to cut back on bottled water, the clean up of our oceans, rivers, streams and the environment.

Cartridge replacement programme When you purchase a water filter from Filteroo, we will never forget you. With our automatic cartridge replacement programme you will be notified when it is time to change your cartridges. This way you will never forget. This will ensure you always have up to date protection from any unwanted contaminants found in or added into your water supply. This is a free service for all Filteroo customers.

Damaged, faulty or incorrect product If for some reason when your order arrives there is an issue, we will be here for you. If your order arrives & there is damage or a breakage, please take a photo as soon as you can, even whilst you are unpacking the product. As soon as you see any damage please stop and take a photo and send that photo to customerservice@filteroo.com.au so we can provide support as soon as possible. All Filteroo orders are guaranteed by Filteroo to arrive in good condition. But for us to claim this insurance you must notify us within 48 hours of your product arriving to make a claim.

Returning products or exchanging products If for some unexpected reason you require to return any products for exchange or refund, please contact our customer support team on the above contact details, or via our contact us details on the filteroo.com.au website.

Filteroo Range Filteroo water filters are available in 3 x different styles. Stainless Steel, Plastic & Ceramic. Each style has its own dedicated cartridges.

Please click the appropriate link over the page for the System and Cartridge information and links to videos for your water filter type.

Product Care When installing or replacing any water filtration cartridges, ensure you know what you are doing, or have a qualified person to help you or please contact us for assistance.

Cleanliness is important. Wash your hands before handling the cartridge and take care to ensure that no contamination of the cartridge occurs during assembly or cartridge installation.

Please follow the priming, assembly and flushing instructions over the page and contact us if we can assist you in any way?

Please note: All water filter filtration cartridges require flushing of some kind prior to use. Please follow the appropriate instructions over the page for the cartridges you require to flush.

Filteroo is committed to ensuring every customer is a happy customer.

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12L Joey Stoneware Gravity Water Filter Assembly Instructions

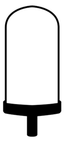
Step 1: Wash *Your Hands*

- Open your package and remove all the parts from the box and place them onto the bench top.
- Before starting, wash your hands and wash all the parts using warm water and light dishwashing liquid, but do not wash the cartridges.
- Wash the lid, upper and lower chambers, the tap and the hole plugs.
- Be sure to rinse everything properly, lightly dry, and place all the parts on a flat surface on the countertop so they don't roll onto the floor.

Step 2: Assemble *Your* Filteroo Ceramic Gravity Water Filter

- The first step is to install the stainless steel tap into the bottom tank. (Sometimes already installed for you)
- Simply remove the tap locking nut, 1 x steel washer & 1 rubber washer. Insert the tap thread through the hole in the side of the water filter from the outside in, ensuring you have 1 x steel washer, then 1 x rubber washer on the threaded shaft to create the seal. Once the threaded shaft is visible inside the filter body push on 1 x rubber washer, then 1 x steel washer, then screw on the locking nut. Tighten the nut with a tool on the inside until tight.
- Place the round base of the Filteroo onto the benchtop.
- Sit the large Filteroo body on top of the base. Slowly turn the body to rotate it on the base to find the most secure position.

Step 3: Prime and Flush *Your Cartridges*



- All Carbon & Fluoride removal cartridges MUST be PRIMED and RINSED as per the written instructions supplied with each cartridge before use.
- Simply prime the carbon cartridge as per the priming instructions supplied inside the carbon cartridge box.
- If using the ceramic cartridge with fluoride removal, open the ceramic gravity cartridge box and remove the cartridge from the box. (Treat the ceramic gravity cartridge like an egg). Without touching the white ceramic shell of the cartridge, hold the cartridge under a flowing tap or swirl the cartridge around in a container of clean water for 30 seconds to rinse off any ceramic fines from the outside of the cartridge. Once the cartridge is rinsed all over you can insert the cartridge back inside the plastic wrap. (Then as you install the cartridge the plastic wrap can protect the cartridge so as to not touch the cartridge with your bare hands).

Step 4: Install Your Cartridges

- Place the top tank on a cloth in an appropriate position to install the gravity cartridge.
- Hold the cartridge without touching the cartridge body, only touch the base or hold the cartridge with a glove or a plastic bag.
- Remove the cartridge locking nut. Ensure the sealing washer is placed over the threaded stem of the cartridge. Insert the cartridge threaded stem with the washer on through the hole in the top tank from the inside of the top tank out.
- Screw the locking nut up tight onto the threaded stem. (To ensure you can tighten the wing nut as secure as possible, do not use any washer at this point, just have the wing nut tighten against the outside base of the ceramic top tank).

Do not overtighten the wing nut, but it must be tightened firm.

Step 5: Put *It All Together*

- Place the top tank with the cartridge installed inside the top of the filter body. Ensure that the outlet tap is in the off position. Fill the top tank with cold water and allow this water to filter down through the cartridge into the lower bottom holding tank.
- It is recommended that this first supply of filtered water is thrown away, as it may contain material washed from the filter cartridge. Some black carbon fines may be seen in the bottom holding tank when first using, but this is harmless and will stop soon.
- Open the outlet tap and allow the water to run to waste. Fill the top tank again, open the outlet tap and allow this water to run to waste also. We recommend filling the top tank at least 3 times and flushing that water through the cartridge to waste until it is running clear. For the best flushing results and taste please feel free to flow more tanks of water through the cartridge until tasty. (All flushing water can be used on plants)

To view the Filteroo ceramic assembly instructions and videos online, visit **www.filteroo.com.au/12ceramic**