



# ULTRAPURE

## Toxic Contaminant Remover Reverse Osmosis Water Filtration System

This installation manual is for both the twin & triple housing ULTRAPURE TCR RO water filtration systems.



*My Water Filter*

cs@mywaterfilter.com.au  
mywaterfilter.com.au  
1800 769 300  
PO Box 1048  
Busselton  
WA 6280

**Product Code: SYS-R01025UP4** - The 8 stage triple TCR RO is a stand alone water filter that does not require any other pre-filtration.

**Product Code: SYS-R01025MINUP3** - The 6 stage Twin Housing TCO RO for best result should be installed after a Whole House Water Filter.

WE RECOMMEND YOU READ THIS ENTIRE MANUAL BEFORE YOU START TO INSTALL.

# PRODUCT MANUAL



# CONTENTS

<b>1 FRONT COVER .....</b>	<b>1</b>
<b>2 CONTENTS .....</b>	<b>2</b>
<b>3 OPERATION .....</b>	<b>3</b>
<b>4 INSTALLATION REQUIREMENTS .....</b>	<b>4</b>
<b>5 SYSTEM DIMENSIONS .....</b>	<b>4</b>
<b>6 MAXIMUM &amp; MINIMUM OPERATING REQUIREMENTS .....</b>	<b>4</b>
<b>7 TOOLS &amp; MATERIALS REQUIRED .....</b>	<b>4</b>
<b>8 WHAT'S INCLUDED IN THE BOX .....</b>	<b>5</b>
<b>9 INSTALLATION OVERVIEW .....</b>	<b>6</b>
<b>10 HOW TO INSTALL .....</b>	<b>7-14</b>
<b>11 THINGS TO KNOW .....</b>	<b>14</b>
<b>12 MAINTENANCE .....</b>	<b>14</b>
<b>13 CHANGING CARTRIDGE .....</b>	<b>15-17</b>
<b>14 MEMBRANE SERVICE/MAINTENANCE .....</b>	<b>18-20</b>
<b>15 GUIDE TO INSTALLING &amp; REMOVING THE WATER HOSES .....</b>	<b>21</b>
<b>16 CARTRIDGE REPLACEMENT GUIDE .....</b>	<b>22</b>
<b>17 WARRANTY .....</b>	<b>23</b>
<b>18 ACCEPTANCE &amp; CLAIMS .....</b>	<b>24-26</b>



# INTRODUCTION

## WELCOME TO ULTRAPURE WATER!

Thank you for purchasing an ULTRAPURE Toxic Contaminant Remover reverse osmosis water filtration system. We're confident you'll enjoy pure, great-tasting water that's free from harmful contaminants.

This guide covers both the Twin and Triple systems. Our products are built using high-quality materials to provide years of reliable service, ensuring fresh, pure water when properly maintained.

The system is designed primarily for town or city water supplies. It can also work with other water sources, but for non-town supplies, please reach out to your local ULTRAPURE stockist or contact our Customer Service Helpline.

**Please note:** That we do not recommend using this system with rainwater due to the waste water produced.

**CAUTION:** Do not use this system with water that is microbiologically unsafe or with water of unknown quality without adequate disinfection before or after the system.

To maintain optimal performance, the filtration cartridges in your ULTRAPURE system should be replaced approximately every 12 months. Replacing the cartridges is simple when you follow the included instructions. For replacement cartridges, contact your nearest ULTRAPURE stockist.

### CUSTOMER SERVICE HELPLINE:

1800 769 300 (Australia)

**IMPORTANT NOTE:** If your water pressure exceeds 500 kPa, you will need to install an approved pressure-limiting device to comply with Australian and New Zealand Plumbing Standards. ULTRAPURE provides this device with every system.

# OPERATION

The ULTRAPURE reverse osmosis systems are designed for long-term efficiency, provided the system is properly installed and maintained.

**INSTALLATION NOTE:** Like any product, a water filter system or faucet has a limited lifespan and may eventually need repairs or replacement. Occasionally, products may fail earlier due to unforeseen circumstances. To prevent potential property damage, we recommend regularly inspecting the system for leaks or signs of wear. If any issues are detected, replace parts as needed.

For additional protection, a drain pan (plumbed to an appropriate drain) or a leak detector should be used in areas where any leakage could cause property damage. Additionally, we advise turning off the water supply if you won't be home or present for an extended period.

### IMPORTANT INSTALLATION INFORMATION:

Installation of the system must be carried out by a licensed plumber. Improper installation by an unqualified person will void the product warranty.

The system comes with a complete installation kit, allowing it to connect to any standard 1/2" BSP thread (Australian standards). This system is designed for cold water supply only. Hot water should be filtered before being heated.

Included in the kit is a control valve with the following features:

- Backflow prevention
- Flow control
- Anti-hammer
- Pressure limiting (compliant with relevant laws)



# INSTALLATION REQUIREMENTS

To ensure the proper installation and operation of your ULTRAPURE Reverse Osmosis system, the following requirements must be met:

1. **Water Line:** 1/2" BSP cold water line.
2. **Water Pressure:** Minimum: 240 kPa | Maximum: 600 kPa
3. **Water Temperature:** Minimum: 0°C | Maximum: 30°C (Protect the system from freezing.)
4. **Location for Faucet :** Ensure there is a suitable location to install the dedicated drinking faucet.

**NOTE:** If your water pressure is lower than 35 psi (240 kPa), you may need to install a booster pump for optimal system performance.

## SYSTEM DIMENSIONS

- **System Dimensions (W x D x H):**
  - 390mm x 170mm x 390mm (+50mm clearance underneath for cartridge changes)
- **12L Capacity Reverse Osmosis (RO-132) Tank:**
  - Diameter: 230mm | Height: 380mm
  - The tank stores approximately 7 to 8.5 liters of filtered water.
- **Dedicated Drinking Faucet Dimensions:**
  - Height: 292mm | Width: 80mm | Depth: 130mm

**NOTE:** If you prefer not to install a separate faucet for filtered water, you can consider using a 3-way mixer tap, which allows you to avoid drilling an extra hole in your benchtop (steel, stone, or wood).

## MAXIMUM AND MINIMUM OPERATING REQUIREMENTS

CONDITION	MINIMUM	MAXIMUM
Inlet Pressure	240 kPa	600 kPa *
Inlet Temperature	0°C	30°C
Inlet TDS	50 mg/L	2,000 mg/L
Inlet Hardness	0 mg/L (0 grain)	171 mg/L (10 grain)
Inlet Silt Density Index	0	5 NTU

## TOOLS & MATERIALS REQUIRED

- Plumbing knowledge
- Towel (for water spillage)
- Measuring tape
- Sharp utility knife
- Philips screwdriver
- Drill
- 7mm & 12.5mm drill bits
- 2 x adjustable tools/crescent
- Safety glasses
- Pencil
- Masking tape
- Container or bucket (to catch any residual water)



# WHAT'S INCLUDED IN THE BOX

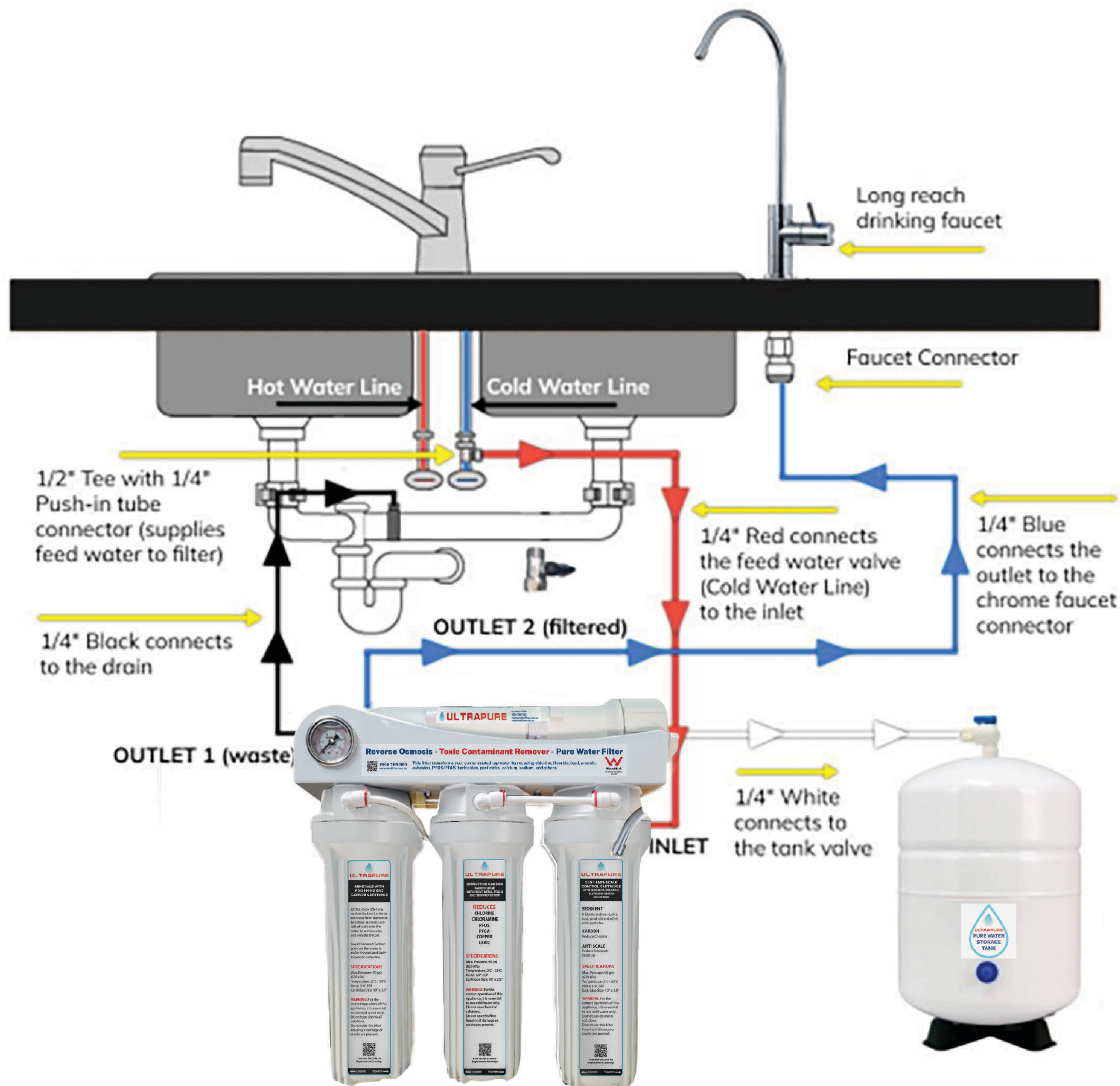


- a.** 500 kPa PLV Pressure Limiting Valve
- b.** Reverse Osmosis Filtration System complete with hoses & PLV
- c.** Housing Sump with 1st Stage Filter (Sediment, Carbon block, Anti-Scale Pre-Filter)
- d.** Housing Sump with 2nd Stage Filter (Carbon Block)
- e.** Membrane Housing with 3rd Stage Filter (RO Membrane)
- f.** Housing Sump with 4th Stage Filter (Minerals & polishing carbon)
- g.** 1/4" Flow Restrictor

- h.** 1/2" BSP threaded Tee with 1/4" Push-In Tube Connector
- i.** 1/4" Quick Connect Drain Clamp
- j.** Elbow with a inbuilt Non return check valve
- k.** 4 Way Auto Shut-Off Valve
- l.** 1/4" Pure Water Tank Ball Valve
- m.** 12 L Capacity Reverse Osmosis Tank
- n.** Dedicated Chrome Pure Water Drinking Faucet
- o.** Membrane housing & upright housing tools
- p.** Red clips & system support screws



# INSTALLATION OVERVIEW



**NOTE:** TUBING IS COLOUR CODED FOR EASE OF INSTALLATION.

- RED - WATER FEED: 1/4" RED TUBE CONNECTS TO THE MAINS CONNECTOR.
- BLACK - WATER WASTE: 1/4" BLACK TUBE CONNECTS DRAIN CLAMP.
- WHITE - FEEDS TANK: 1/4" WHITE TUBE CONNECTS TO TANK SHUT-OFF VALVE.
- BLUE - PURE ALKALINE WATER: 1/4" BLUE TUBE



# HOW TO INSTALL

## PLAN FOR INSTALLATION

We highly recommend that you read this entire owner's manual before beginning the installation of your water filter.

## PREPARE THE INSTALLATION SITE

Before you start, ensure the area is safe and ready for work. Follow these steps:

### 1. Create a Safe Work Area:

Turn off any nearby electrical components and clear the area. Lay down a towel to protect the floor and absorb any water that might spill

### 2. Shut Off the Water Supply:

Turn off the main water supply prior to installation. To release any water pressure from the main line, turn on the kitchen sink cold water tap.

### 3. Check the Pre-assembled System:

Your water filter has been pre-assembled and air pressure tested for leaks before packing. However, due to transportation, some fittings may have loosened or become unseated. It's important to check the following before installation:

- Tubing and fittings
- Tubing connections (between tube and fitting)
- O-rings
- Housings and filters
  - Tighten and secure any loose parts as necessary.

---

## STEP 1 - POSITIONING THE WATER FILTER

### 1. Find a Convenient Location:

The system dimensions are:

- **System:** 390mm (W)) x 170mm (D) x 390mm (H)
- **Tank:** 230mm (D) x 380mm (H)

If necessary, the tank can be placed on its side, and the system can be laid flat if height is a concern. However, we recommend installing the system upright with at least 50mm clearance underneath to make cartridge changes easier.

### 2. Mark Drill Holes:

Temporarily position the system in the desired spot and mark the location for the mounting holes. Ensure you can elevate the system by 50mm to allow easy access for cartridge removal. Also, check that the hoses are long enough to reach the faucet, drain waste clamp, inlet T-piece, and pure water tank.

### 3. Mount the System:

Remove the system, drill the necessary holes, and install the holding screws. Then, place the system back in position over the screws.



# HOW TO INSTALL

## STEP 2 - INSTALLING THE CARTRIDGES

Once the system is securely mounted:

### 1. Open the Housings:

Carefully open all the housings. Remove the plastic wrapping from the cartridges and install them in the correct positions.

### 2. For the Twin Housing System:

- Housing 1 (right to left): Install the Sediment, Carbon Block, and Anti-Scale cartridges.
- Housing 2: Install the Mineral & Carbon cartridge.

### 3. For the Triple Housing System:

- Housing 1 (right to left): Install the Sediment, Carbon Block, and Anti-Scale cartridges.
- Housing 2: Install the Disruptor Carbon Block cartridge.
- Housing 3: Install the Mineral & Carbon cartridge.

### 4. Install the Membrane:

- Remove the hose and unscrew the membrane housing end cap.
- Insert the membrane into the housing with the O-rings on the end going in first.
- Ensure the O-ring in the end cap is seated correctly.
- Replace the end cap, tighten it, and reattach the water hose.

---

## STEP 3 - FINALIZE INSTALLATION

Now that the system is set up with the cartridges and membrane installed, remove the filter out of the way while you install the remaining components.

Next, proceed with connecting all the parts and hoses as instructed below.

## STEP 4 - INSTALLING THE DRINKING WATER FAUCET

### 1. Choose Faucet Location:

Select your preferred location at the kitchen sink to install the faucet. Make sure there is enough access under the benchtop to connect the water hose. Ensure you can reach the underside of the faucet stem to attach the hose.

### 2. Drill the Faucet Hole:

The faucet supplied with your system requires a (12mm) hole.

- Mark the location on the benchtop where you want to drill the hole.
- Start by drilling a small pilot hole, then gradually enlarge it with larger drill bits until it reaches the correct size.
- Be sure to check the underside of the benchtop to avoid interference when drilling.

### 3. Install the Faucet:

- Once the hole is drilled, place the correct washer over the faucet thread.
- Insert the faucet through the hole in the sink or benchtop.
- The faucet can be installed on any flat surface with a diameter of at least 50mm (2").
- Apply the appropriate washers underneath the faucet connection, then tighten the locking nut firmly while ensuring the faucet is aligned in your desired direction.

### 4. Connect the Hose:

Push the white double ¼" hose joiner onto the end of the faucet stem. This will be used to attach the pure water hose later.

### 5. Reset the LED Indicator:

Follow the instructions on page 11 to reset the LED indicator.



# HOW TO INSTALL

## MAINTENANCE AND CARE FOR YOUR ULTRAPURE NSF CERTIFIED DRINKING WATER FAUCET

### Regular Cleaning

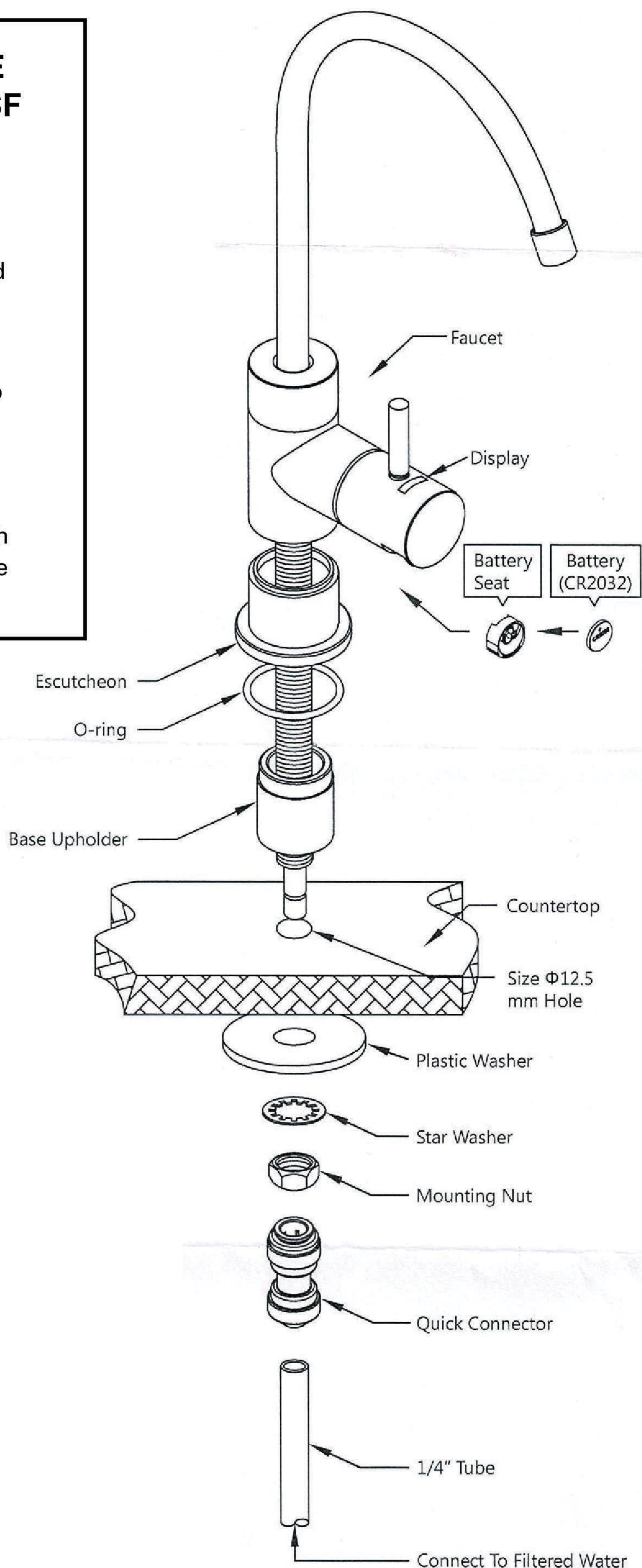
Clean the faucet using soapy water and a soft sponge or cloth.

### Hard Water Users:

If you have hard water, it's important to clean and dry the faucet immediately after each use to avoid buildup.

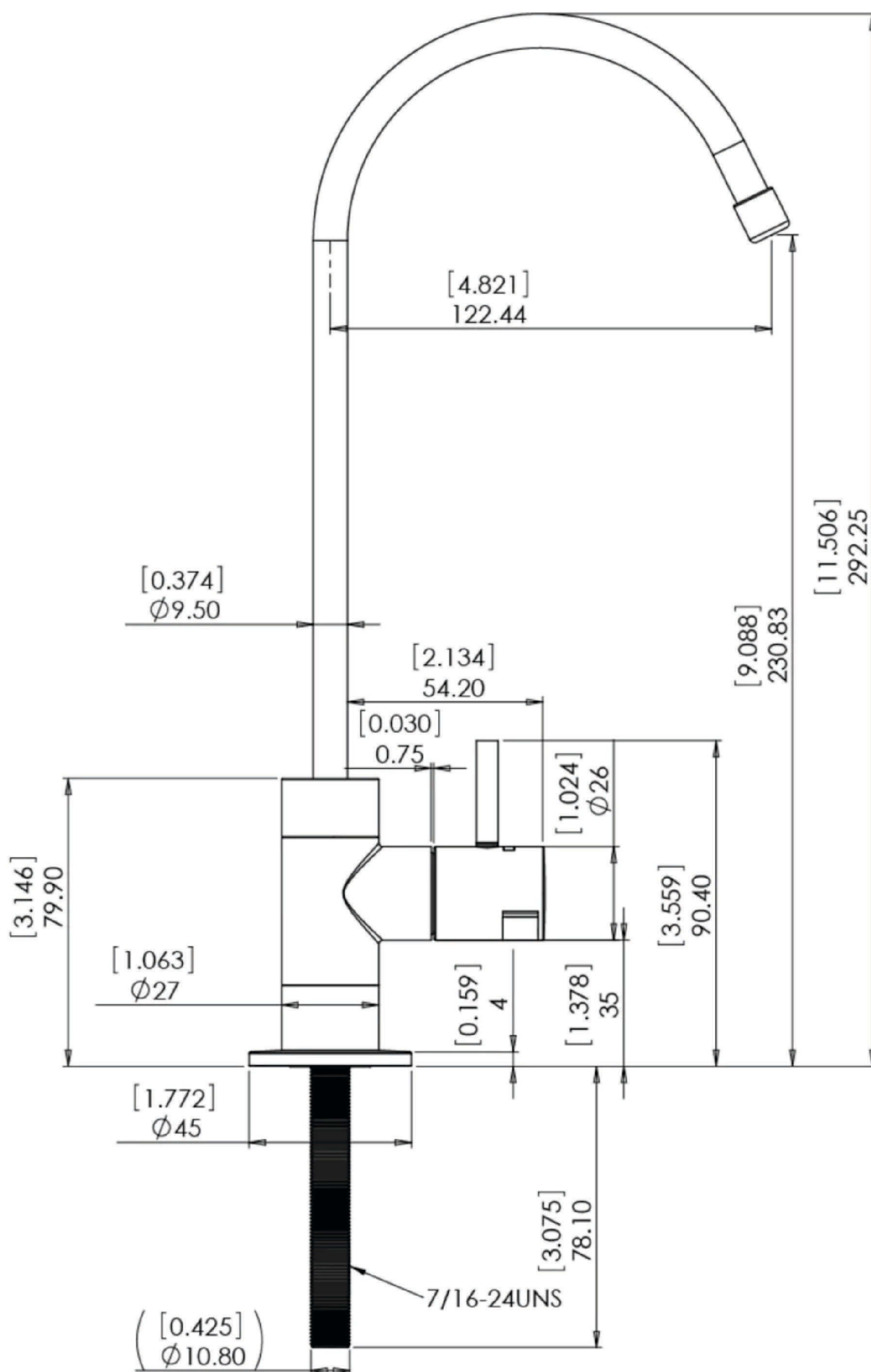
### Avoid Harsh Cleaners:

Never use chemicals, solvents, or harsh detergents to clean the faucet, as these can seriously damage the surface.





# HOW TO INSTALL

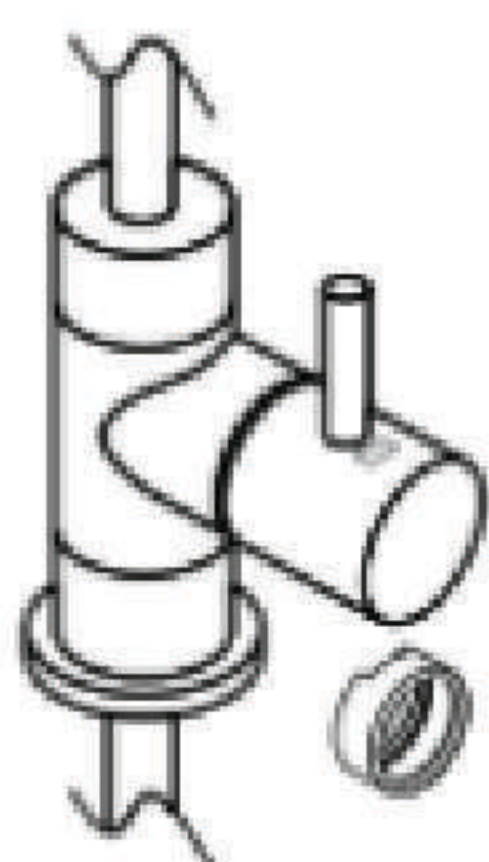




# HOW TO INSTALL

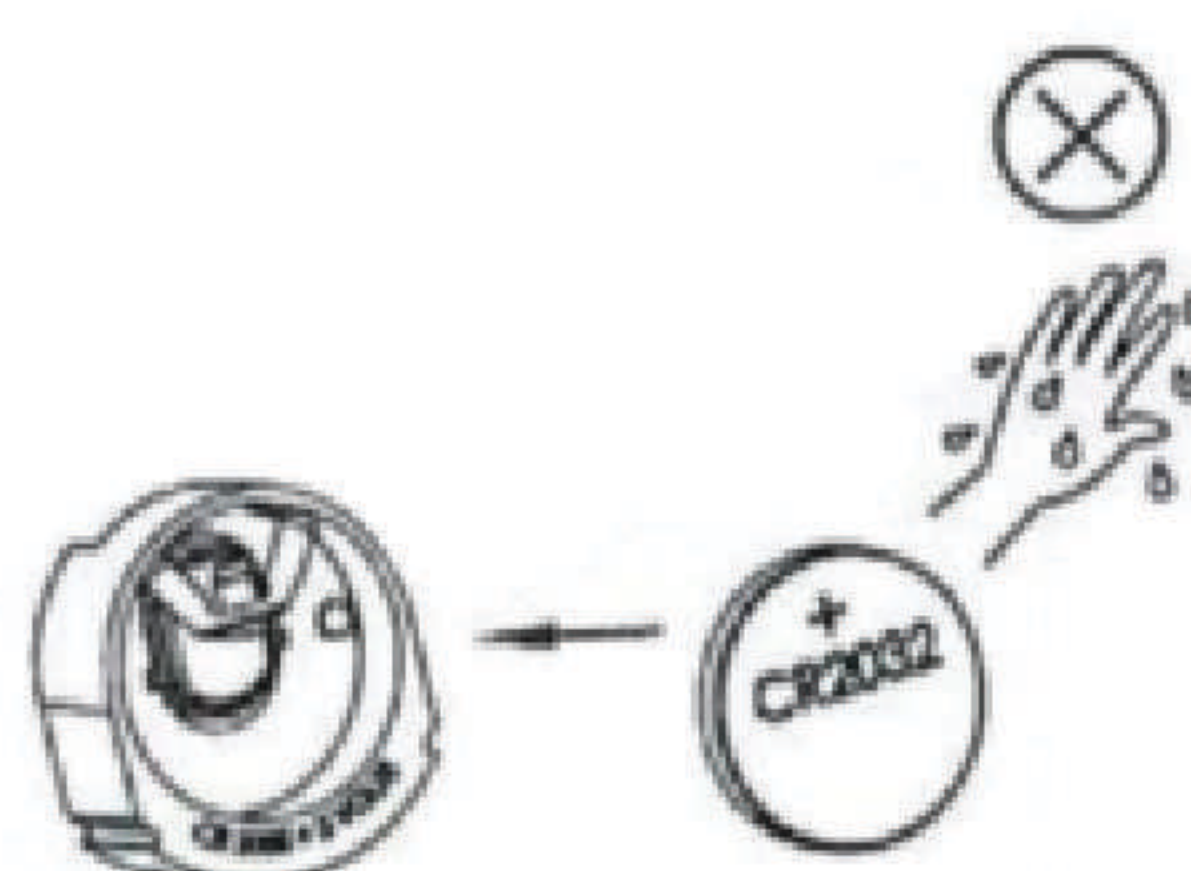
## BATTERY INSTALLATION

1. **Remove** the black battery seat from the faucet lever handle.



2. **Install battery** into the battery seat, positive side up, discard plastic insert.

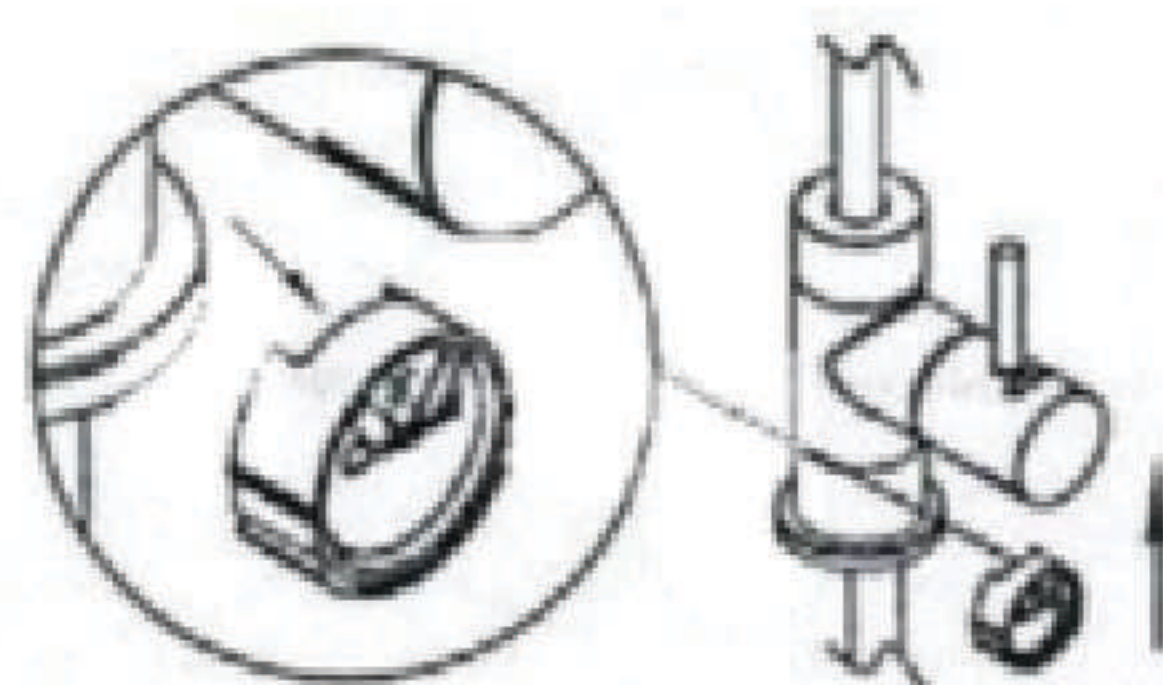
**NOTE:** Keep your hands dry before installing or replacing the battery of the led to prevent the led circuit board from water or moisture damage.



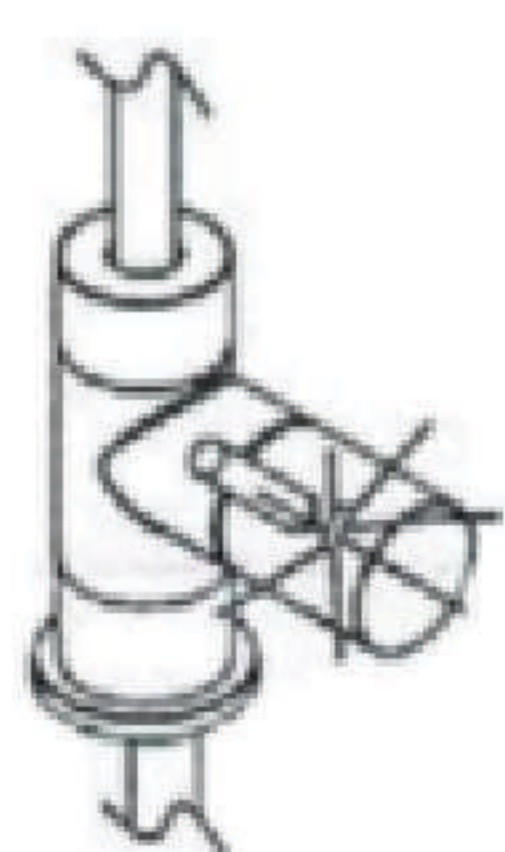
3. **Reset:** When installing or replacing battery, it will flash three times.



4. **Reinstall battery seat assembly** into the faucet lever, battery side facing outwards. The slotted end must be oriented toward the faucet.

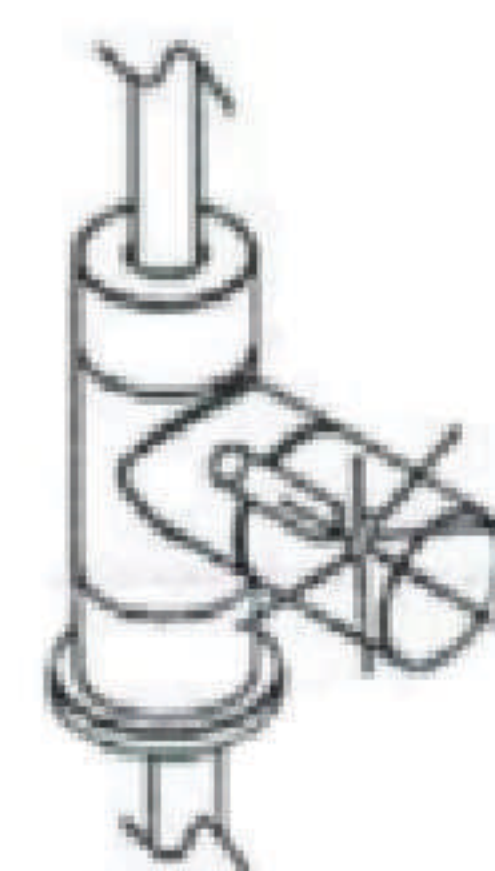


5. **Open filtered water** with blue signal 5 times only.

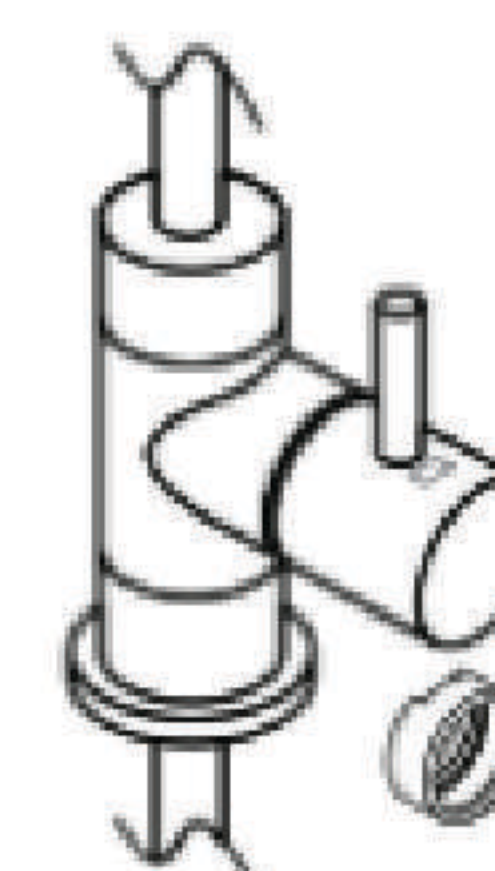


## BATTERY REPLACEMENT & RESET

1. **AFTER ONE YEAR -** When the light flashes RED indicates your cartridges are due to be changed (usage has exceeded 3,000 litres or 12 months).

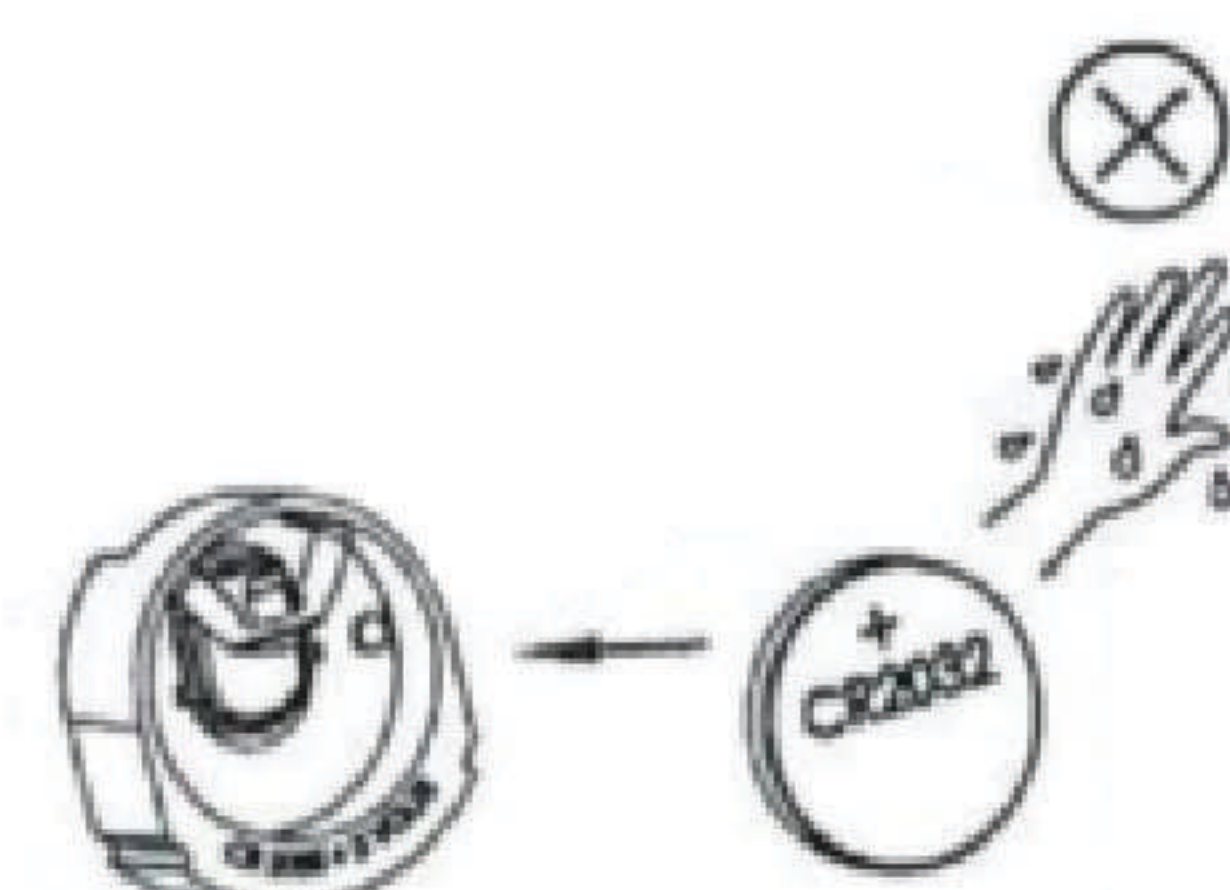


2. **Remove** the black battery seat from the faucet lever handle.



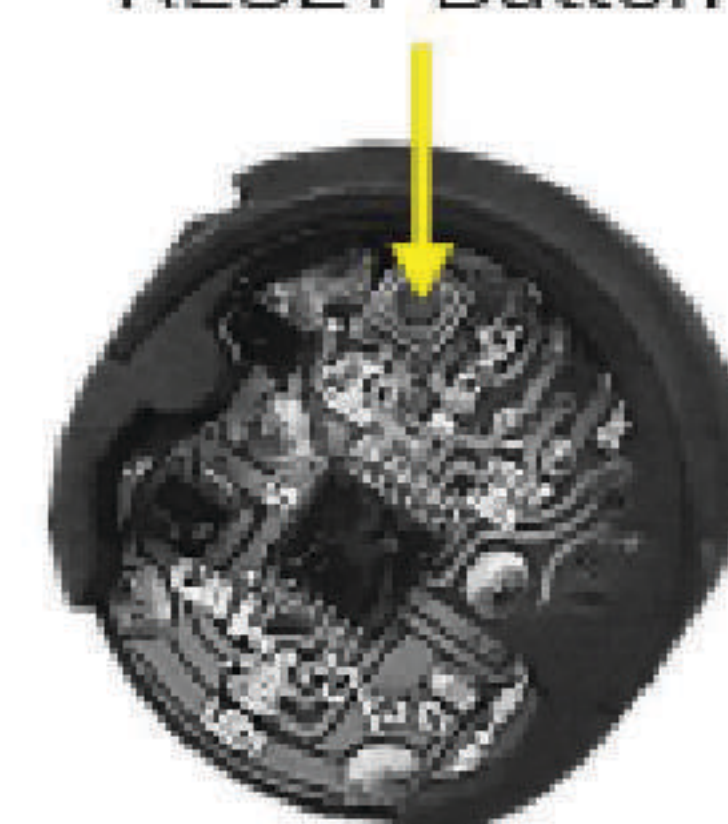
3. After one year, when changing cartridges, please **replace the battery**.

**NOTE:** Keep your hands dry before installing or replacing the battery of the led to prevent the led circuit board from water or moisture damage.

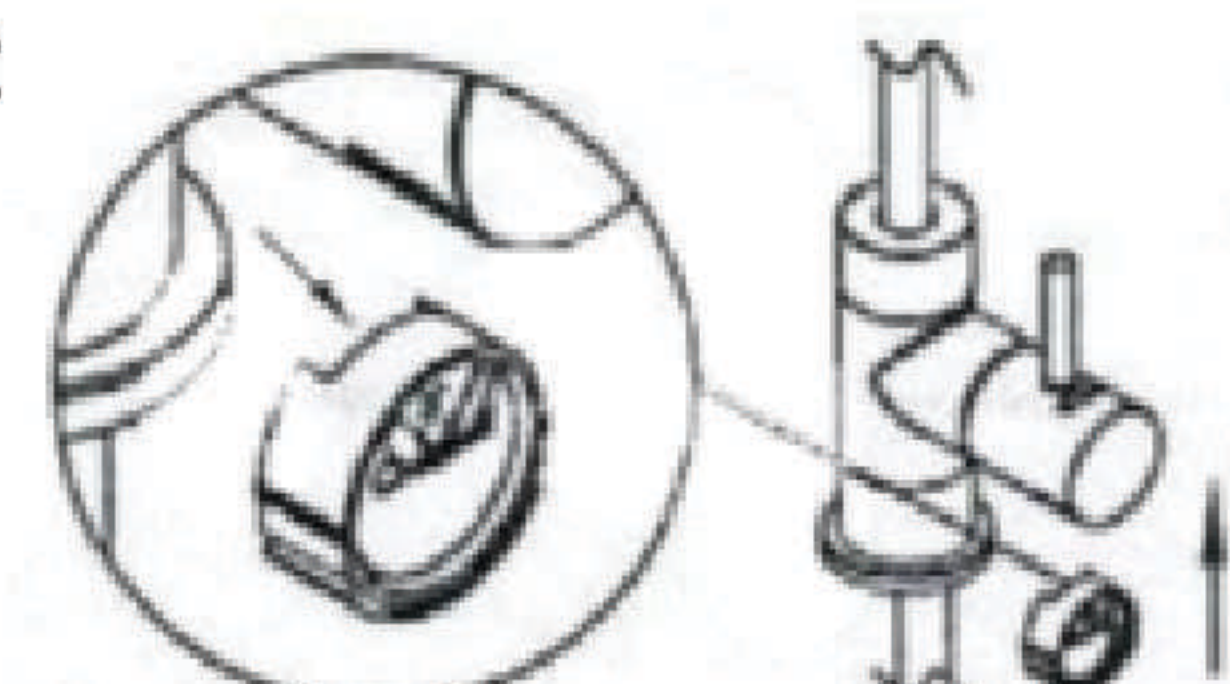


4. After replacing the battery, press the **RESET button** and hold for 5 seconds until it flashes RED-BLUE-RED.

RESET Button



5. **Reinstall battery seat assembly** into the faucet lever, battery side facing outwards. The slotted end must be oriented toward the faucet.



**WARNING! THIS PRODUCT CONTAINS A BATTERY. ACCIDENTAL INGESTION MAY OCCUR AND CAN BE FATAL. PLEASE KEEP OUT OF REACH FROM INFANTS and CHILDREN. IF YOU SUSPECT AN ACCIDENTAL INGESTION, PLEASE CONTACT EMERGENCY SERVICES.**

### LED LIGHT INDICATOR

1. After the battery is installed, the light will flash Blue during operation. The light will flash red after 1 year.
2. When the light flashes RED indicates your cartridges are due to be changed (usage has exceeded 3,000 litres or 12 months). After changing the battery or replacing the cartridges, please RESET the battery.
3. At the beginning will be flashing BLUE. After 355 days will be flashing YELLOW. Then, after 365 days, will be flashing RED.
4. To RESET the battery or to program 365 days (1 year): Press for 5 seconds until flashing Red - Blue - Red.

**Important note: Battery must be replaced and RESET when changing cartridges.**



# HOW TO INSTALL

## STEP 5 - INSTALLING THE INCOMING WATER T - PIECE

### 1. Shut Off the Water Supply:

- Under the sink, locate the connection between the existing kitchen tap and the cold-water line (usually a chrome flexible hose).
- Turn off the incoming water to this hose and open the kitchen sink tap (cold water) to release any pressure.
- Disconnect the cold-water braided hose from the incoming water supply.

**NOTE:** If you're unsure which hose is hot or cold, run the hot water for a while and feel the hoses to identify which is which.

### 2. Install the Water Mains Connector T-Piece Isolation Valve:

- Install the T-piece isolation valve onto the cold-water inlet supply hose.  
**IMPORTANT:** Do not apply thread tape to these connections, as they are designed to seal using washers only.
- Once installed, turn the T-piece on/off lever to a 90-degree angle to the ¼" line. This is the "off" position.

### 3. Check for Leaks:

- Turn the main water supply back on and check for any leaks at the T-piece.
- If you find any leaks, undo the connections, rejoin them, and tighten until the leak is sealed.

---

## STEP 6 - INSTALLING THE WASTE DRAIN CLAMP

### 1. Identify the Drain Clamp Location:

- Locate a suitable spot to install the drain clamp, ideally above the trap on the kitchen sink waste water pipe.

### 2. Drill the Hole for the Drain Clamp:

- Drill a 4mm hole in the waste water pipe.
- If the pipe is horizontal, drill the hole as close to the top of the pipe as possible to prevent water leakage from this hole.
- Ensure you have enough access to tighten the clamp and insert the black ¼" waste hose when ready.

### 3. Install the Drain Clamp:

- Position the clamp and tighten it securely around the waste pipe.

---

## STEP 7 - INSTALLING THE WATER FILTER SYSTEM

Once all previous installations are complete, proceed with the following steps to install the water filter system:

### 1. Mount the Water Filter:

- Hang the water filter system back onto the holding screws you previously installed.
- Tighten the screws to secure the system in place.

**NOTE:** When connecting the red, black, blue, and white tubes, leave extra length on each hose. This allows the system to be repositioned during servicing without needing to disconnect all hoses.

### 2. Connect the Tubes:

- **Red Tube:**  
Connect the ¼" red tube to the T-piece isolation valve.
  - Push the red tubing straight into the fitting until it cannot go in any further.
  - Secure it with the red clip.



# HOW TO INSTALL

- **Blue Tube:**

Connect the ¼" blue tube to the faucet.

- Push the blue tubing straight into the white double female ¼" connector on the faucet threaded end until it is securely in place.
- Secure it with the red clip.

- **Black Drain Tube:**

Connect the ¼" black drain tube into the drain clamp.

- Make sure the drain tube does not protrude more than 10mm inside the drain.
- Measure and mark the hose to know how far to insert it into the drain clamp.
- Ensure the holes in the drain and clamp align by inserting a thin Phillips screwdriver through them while tightening the clamp into position.

**IMPORTANT NOTE:** Do not cut the black drain tube when installing the system.

---

## STEP 8 - INSTALLING THE PURE WATER TANK

**IMPORTANT NOTE:** Do not touch the blue cap on the air valve on the side of the RO tank, as it is factory-set and should remain undisturbed.

1. **Apply Thread Tape:**

Apply thread tape to the threaded stem on top of the **RO storage tank**.

2. **Install the Ball Valve:**

Screw the ball valve onto the threaded stem of the RO storage tank. Ensure the valve is in the closed position.

3. **Position the Tank:**

Place the RO storage tank in the most suitable location for your system.

4. **Connect the White Tube:**

- Connect the ¼" white tube to the ball valve on the storage tank.
- Loosen the ball valve nut and remove the nut from the ball valve. Insert the white hose inside the nut from the outside in.
- Push the hose with the nut over the hose inside the ball valve about 16mm. Hold the hose into place as you tighten the nut locking the hose inside the ball valve.

---

## STEP 9 - ACTIVATE THE SYSTEM

Once the system has been fully plumbed in, it needs to be activated:

1. **Close the Storage Tank Ball Valve:**

Ensure the ball valve on the storage tank is closed.

2. **Open the Faucet:**

Open the drinking water faucet on the sink to release any incoming pressure.

3. **Gradually Open the Mains Water Valve:**

Slowly open the **mains water isolation T-piece valve** to start water flowing into the system.

- The first sign of activity will be water flowing to the drain, which is normal.
- After some time, you will see product water coming out of the faucet.
- This may take several minutes, so be patient.

4. **Check for Leaks:**

While the water is flowing, check all connections for any leaks. Ensure the system is installed properly.

5. **Allow the Faucet to Dribble:**

Let the water continue to flow from the faucet for at least **10 minutes**.



# HOW TO INSTALL

## 6. Open the Storage Tank Ball Valve:

After 10 minutes, open the **storage tank ball valve** and close the faucet.

- This will force the product water to fill the storage tank.
- Check to ensure water is still flowing to the drain, which indicates that the system is continuing to produce water.

## 7. Allow Water to Run to the Drain:

This will continue for several hours until the storage tank is full.

---

## FINAL CHECKS AND FLUSHING THE SYSTEM

### 1. Shut Off the Inlet Water:

Once the storage tank is full, the pressure inside the tank will activate the **shut-off valve** and stop the water flow to the system.

- To confirm, check if water is still running to the drain. Once the tank is full, no water should be running to the drain.

### 2. Flush the System:

- After the tank is full, open the faucet to allow the water to flow until it stops.
- Close the faucet and allow the tank to fill again.
- Repeat this process and drain 3 full tanks to waste before using the system for drinking water.

**This ensures the system is fully flushed and ready for use!**

## THINGS TO KNOW

### 1. Hose Length and Bending:

- Do not cut any of the water hoses too short.
- Avoid bending hoses to the point of kinking, as this can restrict water flow.

### 2. Marking Hoses:

- Mark each hose before inserting them into connections to ensure correct placement.
- Insert the hose approximately 16mm into the connections.

### 3. Cutting the Hoses:

- Ensure hose ends are cut squarely with no scratches or damage for a secure connection.

### IMPORTANT NOTES:

#### Slow Water Flow:

- Reverse osmosis systems filter water at a very fine level, resulting in a slow initial flow. This is normal.

#### Water Storage Tank:

- The storage tank collects filtered water. Once full, it will provide a normal flow from the faucet.

#### Tank Fill Time:

- If empty, the tank may take 3-4 hours to fill, depending on incoming water pressure.

#### System Flushing:

- Flush the new system to remove any sterilizing solution from the membrane before use.

## MAINTENANCE FOR PERIODS OF TIME WITHOUT OPERATION

### • Storage and Non-Use Periods:

Turn off the water filter when leaving it unused for an extended period.

### • Flushing After Non-Use:

If unused for more than a week, flush the system for 3 minutes before using.

### • Cartridge Replacement:

#### • Sediment, chemical removal, and mineral filter cartridges:

Replace every 12 months.

#### • RO membrane: Replace every 36-48 months or when water quality declines.

### • Use Genuine ULTRAPURE Parts:

- Always use genuine ULTRAPURE replacement cartridges for optimal performance.
- Contact us for assistance with replacements.



# CHANGING FILTER CARTRIDGES

**TO CHANGE THE FILTER CARTRIDGES, ADHERE TO THE FOLLOWING PROCEDURE:**



- 1. CLOSE ISOLATING T-PIECE VALVE** - Locate your isolating valve connected to your cold-water supply. Turn the isolating valve OFF to prevent water flow.



- 2. CLOSE TANK BALL VALVE** - Locate the ball valve tap on top of your water storage tank and close the valve on top of your tank.



- 3. OPEN DRINKING WATER FAUCET** - Go to your drinking water faucet and open the faucet to release the pressure. Leave this faucet open whilst changing the cartridges.



- 4. OPEN THE HOUSINGS** - Loosen the housings, using the spanner supplied and unscrew filter housings.



- 5. REMOVE CARTRIDGES** - When opening the housings place a container underneath to catch any spillage. Cleanse the inside of the housings using warm water with light dishwashing liquid if required. Rinse well and dry.



- 6. INSTALL NEW CARTRIDGES** - Drop in new filter cartridges into the same housing **WITH PACKAGING REMOVED**. When installing the new filter cartridges, please double check that the new cartridge and the current cartridge have the same specifications.



# CHANGING FILTER CARTRIDGES



- 7. CHECK O-RING & FILTER** - Lubricate the o-rings with food grade silicone lubricant or similar if needed. Replace O-ring if kinked or damaged. It is very important the filter and O'Ring are seated properly in the housing.



- 8. CLOSE THE HOUSINGS** - Screw on housing sump. Tighten the housing using the spanner supplied.



- 9. REPEAT PROCEDURE** - Repeat procedure from step number #4 until all bottom upright filter cartridges have been changed.



- 10. OPEN ISOLATING T-PIECE VALVE**- Locate your isolating valve connected to your cold-water supply. Turn the isolating valve ON to allow water flow.



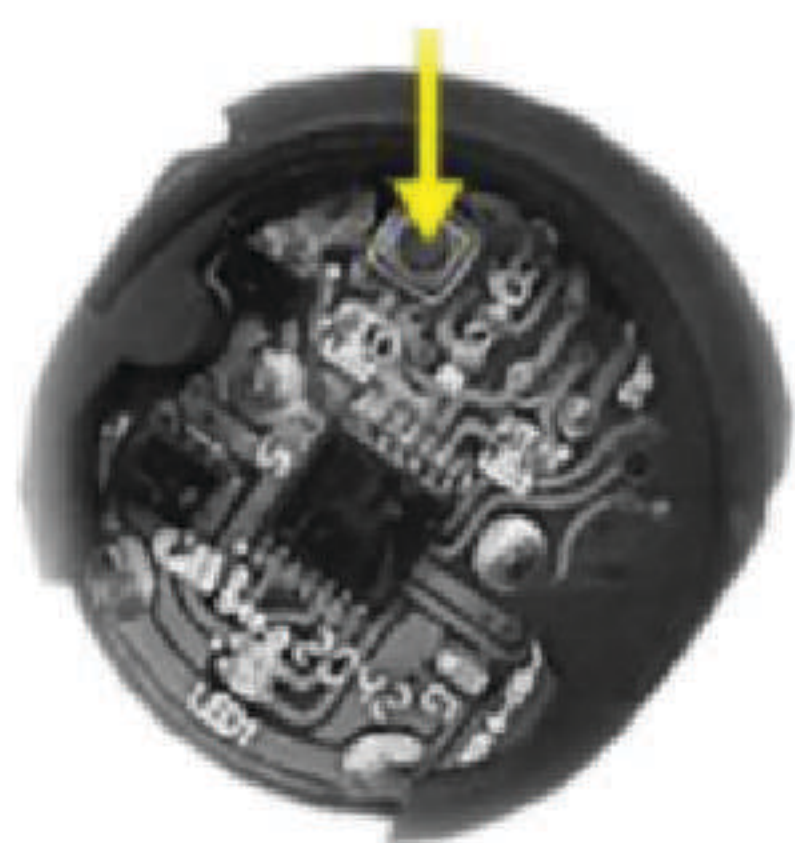
- 11. KEEP DRINKING TAP OPEN** - If closed, turn on the faucet to flush the new filter cartridges. Let this slowly flow for 10 minutes.



- 12. OPEN TANK TAP**- After flushing with the incoming water pressure for 10 minutes locate the tap on top of your water storage tank and OPEN the valve on top of your tank. Let the water flow fast out of the drinking water faucet for 5 minutes. Then turn off the faucet.



# CHANGING FILTER CARTRIDGES



**13. RESET LED INDICATOR** - Reset LED indicator by following instructions on page 11.



**14. CHECK FOR LEAKS** - Check for leaks rectifying any before leaving the unit. Ensure that all the connections, fittings, and housings have been tightened properly. Since new filters have been installed, pay special attention to the gap where the housings seal. Tip! Feel the gap with your fingers to detect any moisture or small drips.

**15. IF LEAKS OCCUR** - If you find any drips or moisture, mark the location. This will help you locate the issue if you need to shut off the water and drain the system for repairs.



**16. REMEDIATION** - If you detect a leak, shut off the water supply to the RO system immediately.



**17. TIGHTEN HOUSINGS, FITTINGS OR CONNECTIONS** - If tightening doesn't stop the leak, you may need to replace the faulty component or fitting, or consider using plumber's tape for threaded connections.



**18. FINAL CHECK** - Once you have addressed any issues, monitor for another 1-2 hours to ensure that there are no further leaks.



# MEMBRANE SERVICE/MAINTENANCE



1. **CLOSE ISOLATING VALVE** - Locate your isolating valve connected to your cold-water supply. Turn the isolating valve OFF to prevent water flow.



2. **CLOSE TANK TAP**- Locate the tap on top of your water storage tank and close the valve on top of your tank.



3. **OPEN DRINKING TAP** - Go to your drinking faucet and open the tap to release the pressure.



4. **DISENGAGE TUBINGS** - Disengage the tubing from the membrane housing cap. Use two fingers to push in the collet and at the same time pull out the tube.

**NOTE:** Ensure you know how to remove the hose before starting.



5. **OPEN MEMBRANE HOUSING CAP** - Locate your membrane spanner and open the Membrane Housing. Membrane housing caps can be unscrewed by hand.



6. **REMOVE MEMBRANE** - Remove the cap from the membrane housing, then by using a pair of needle nose pliers pull out to remove the membrane with a twisting motion and discard the used Membrane.



# MEMBRANE SERVICE/MAINTENANCE



**7. REMOVE PACKAGING** - To connect the new filter membrane, remove membrane packaging, only remove the outer shrinkwrap packaging, DO NOT remove any other packaging from the membrane.

**8. CHECK MEMBRANE SPECS** - When installing the new membrane, please double check that the new membrane and the old membrane have the same specifications (part number).



**9. INSERT NEW MEMBRANE** - Check the flow arrow on the new membrane and insert the new membrane in the same position as the previous membrane was. The membrane is inserted with the o-rings in first.

**10. LUBRICATE O-RING SEAL** - To make sure the membrane housing is fully sealed; you may use plumbers' silicone grease to lubricate the O-ring and the main seal.



**11. CLOSE HOUSING CAP** - Screw in the membrane housing cap by hand and locate your membrane spanner to tighten it.



**12. PUSH IN TUBING** - Connect the tubing. Push the tubes in as far as they can go. Then secure tubing with a red clip.



**13. OPEN ISOLATING VALVE** - Locate your isolating valve connected to your cold-water supply. Turn the isolating valve ON to allow water flow.



**14. KEEP DRINKING TAP OPEN** - If closed, turn on the faucet to flush the membrane for 10 minutes.



**15. OPEN TANK TAP** - Locate the tap on top of your tank and OPEN the valve on top of your tank. Let the water flow for 5 minutes out of the drinking water faucet.



# MEMBRANE SERVICE/MAINTENANCE

**16. CHECK FOR LEAKS** - Check for leaks rectifying any before leaving the unit. Ensure that all the connections, fittings, and housings have been tightened properly. Note: Since a new filter membrane has been installed, pay special attention to the membrane.

**17. IF LEAKS OCCUR** - If you find any drips or moisture, mark the location. This will help you locate the issue if you need to shut off the water and drain the system for repairs.



**18. REMEDIATION** - If you detect a leak, shut off the water supply to the RO system immediately.



**19. TIGHTEN HOUSING, FITTINGS OR CONNECTIONS** - If tightening doesn't stop the leak, you may need to replace the faulty component or fitting, or consider using plumber's tape for threaded connections. If this occurs, please contact us.

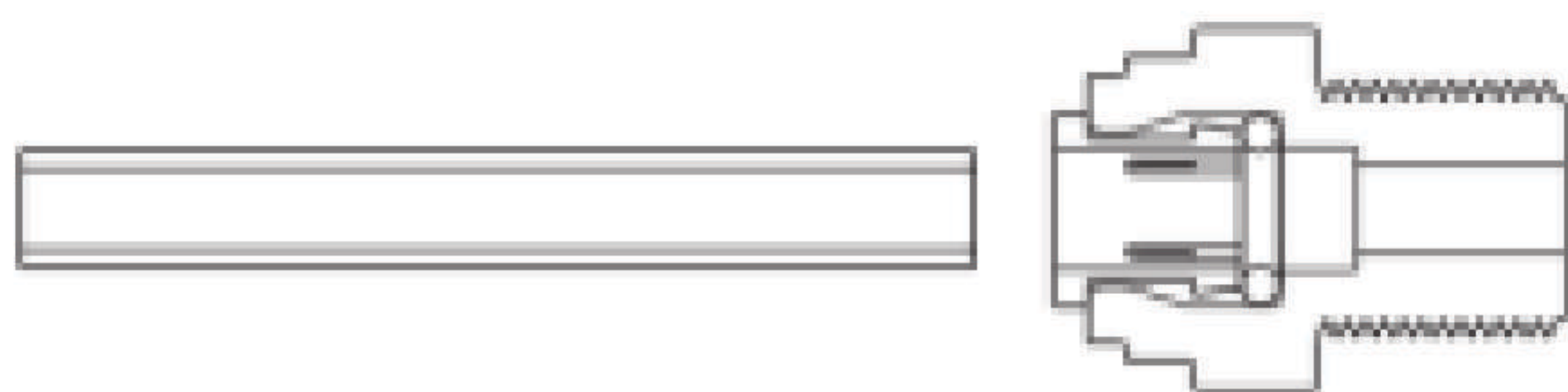


**20. FINAL CHECK** - Once you have addressed any issues, turn the water supply back on and monitor for another 1-2 hours to ensure that there are no further leaks.

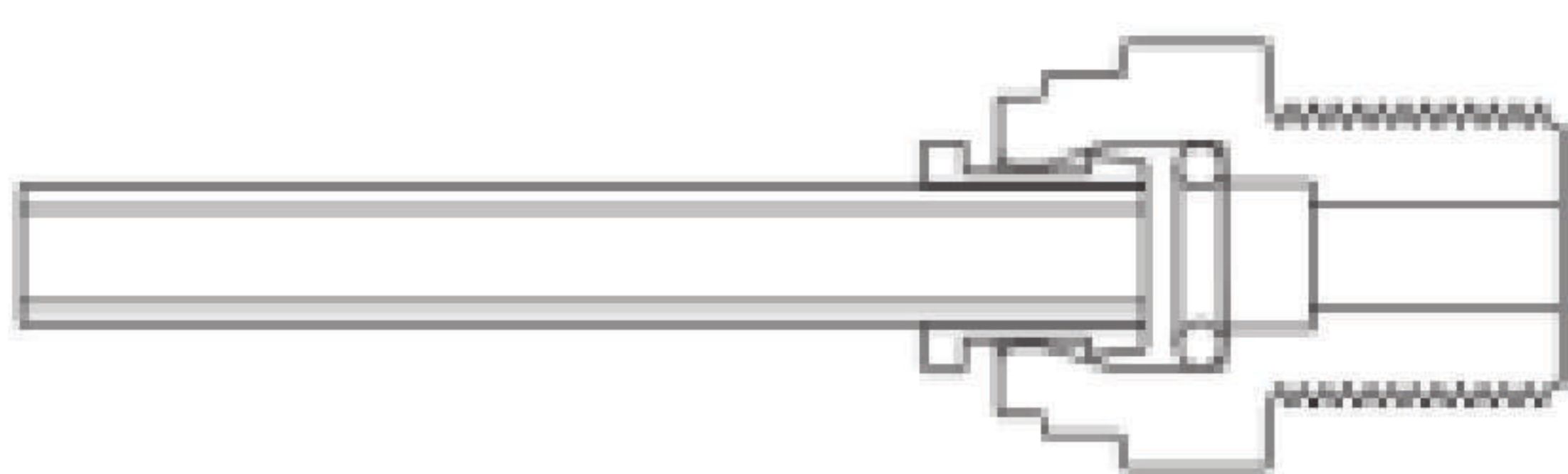


# GUIDE TO INSTALLING & REMOVING THE WATER HOSES

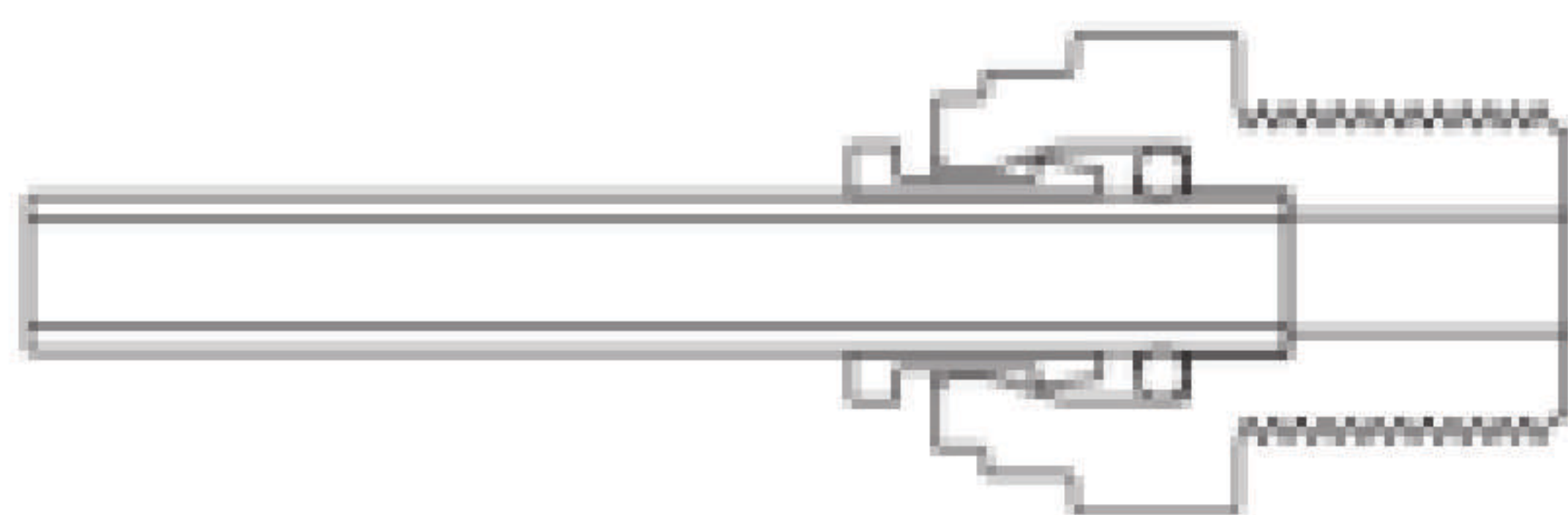
**NOTE:** The hoses will insert around 16mm.



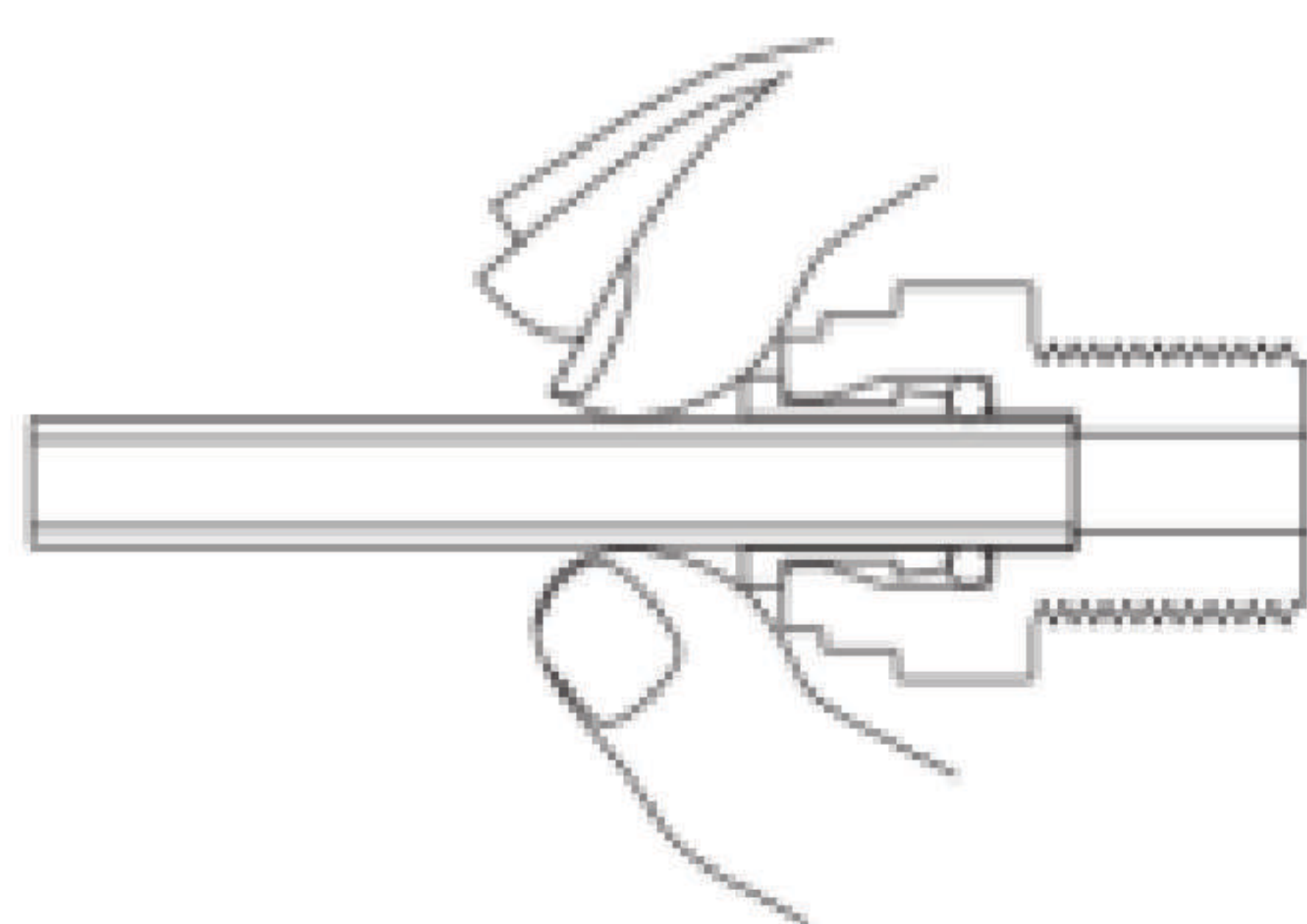
1. Cut the tube square and push the tube into the fitting 16mm until it stops.



2. Fittings grip the tubes before it seals. Ensure tube is pushed well into the fitting 16mm until the tube stops. It can feel like the tube pushes in half way & then pushes in the rest until it seats and stops.



3. Tube is secured in position.



## DISCONNECTION PROCEDURE

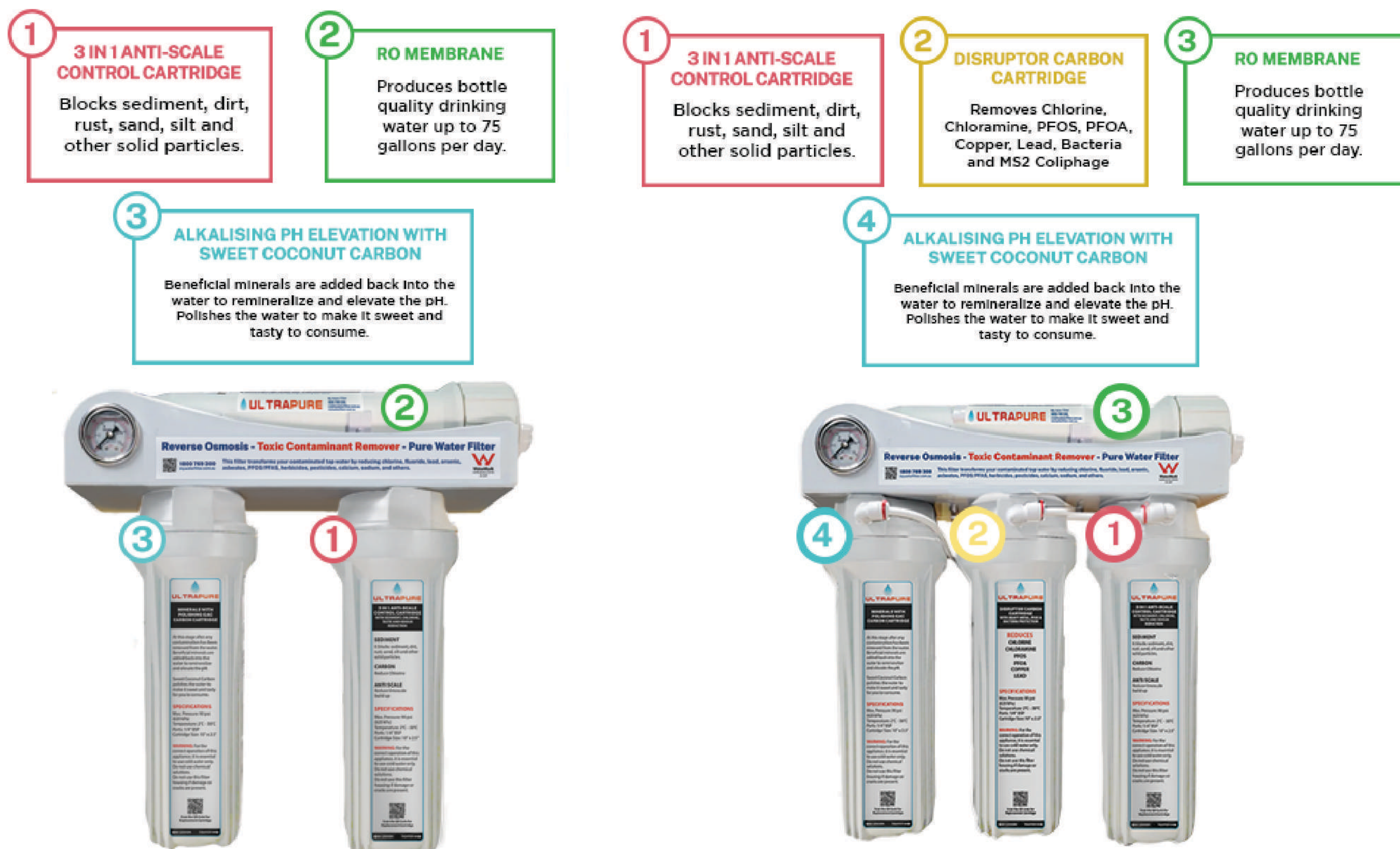
4. Push collet against body and slide tube out of fitting.

**CAUTION:** Do not use this system with water that is microbiologically unsafe or with water of unknown quality without adequate disinfection before or after the system.



# CARTRIDGE REPLACEMENT GUIDE

You can obtain replacements from your local ULTRAPURE dealer. To maintain performance, warranty and standards use genuine ULTRAPURE replacement filters.



## ULTRAPURE Undersink TOXIC CONTAMINANT REMOVER Reverse Osmosis Water Filter Replacement Filter Cartridges

6 Stage Twin Housing

Cartridge Housing 1 - Sediment, CTO & Anti-Scale

Membrane Housing - 75 GPD Membrane

Cartridge Housing 2 - Alkalising pH Elevation with Sweet Coconut Carbon

8 Stage Triple Housing

Cartridge Housing 1 - Sediment, CTO & Anti-Scale

Cartridge Housing 2 - Chemical removal & Bacteria protection

Membrane Housing - 75 GPD Membrane

Cartridge Housing 3 - Alkalising pH Elevation with Sweet Coconut Carbon

TO MAINTAIN THE HIGHEST QUALITY OF PURIFIED WATER THE CARTRIDGE(S) NEED CHANGING EVERY 6-18 MONTHS (THIS IS DEPENDENT ON WATER QUALITY AND USAGE). YOU CAN OBTAIN REPLACEMENT CARTRIDGES FROM YOUR LOCAL ULTRAPURE STOCKIST. TO MAINTAIN THE BEST PERFORMANCE AND WARRANTY - USE GENUINE ULTRAPURE REPLACEMENT PRODUCTS.

**PLEASE NOTE:** ULTRAPURE water care products are designed, manufactured and supported by MY Water Filter Pty Ltd the name you can trust for viable and proven water solutions. The complete range of ULTRAPURE products are developed, refined, made to meet and exceed stringent specifications for the worldwide market.

**IMPORTANT:** Sales of products are subject to our Terms and Conditions which are available upon request. All specifications, information and photos are a guide only and are subject to change without notice. Please ring to confirm details.

**WARNING:** For correct operation of this appliance, it is essential to observe the manufacturer's instructions.



# WARRANTY

Any contract of sale, order, or quotation made or accepted by or on behalf of My Water Filter Pty Ltd (trading as My Water Filter) is subject to these terms and conditions of sale.

- My Water Filter warrants this ULTRAPURE reverse osmosis Water Filtration System to the original purchaser for a period of 5 years for Retail customers, and 2 years for Wholesale and Trade customers from the date of sale established by the date of the original invoice issued by an authorized distributor.
- My Water Filter warrants each new Product to be free from defects in the product for a period of 2 years from the date of retail sale established by the date of the original invoice issued by My Water Filter.
- My Water Filter reserves the right in instalment sales to grant credit for the value of any Product found to be defective under this Warranty.
- My Water Filter will not cover any labour charge incurred by the Buyer for the replacement or repair of any Product.
- The Buyer is responsible for freight and local labour charges for Products the subject of this Warranty.
- This Warranty applies only to the original purchaser of the Product.
- My Water Filters obligation under this Warranty is limited to My Water Filters own option, to either repair or replace the Product, once My Water Filter has deemed that the Product is defective. My Water Filter may, at its own discretion, refund to the Buyer the purchase price paid for the defective goods.
- This Warranty does not cover any Product that is relocated from the site of its original installation.
- All replaced or exchanged parts taken out under this warranty become the property of My Water Filter.
- This Warranty is subject to the Product being properly installed, maintained, being used for its intended purpose and operated strictly in accordance with My Water Filters recommendations and installation guide.
- This Warranty does not extend to a Product that has been modified in any way unless with My Water Filters express consent.
- This Warranty does not cover the normal wear and tear of the Product, or damage caused by misuse, abuse or vandalism. The Warranty does not cover any malfunction or failure resulting from neglect, use of unauthorised parts and accessories or use with higher water pressure than indicated on the Product.
- The Warranty does not extend to damage caused by rain, fire, earthquake or other natural causes or acts of nature.
- It is expressly agreed that this shall be the sole and exclusive remedy of the Buyer stated herein, and under no circumstances shall My Water Filter be liable for any costs, loss, expense, damages, special damages, incidental damages or consequential damages arising directly or indirectly from the design, manufacture, sale, use or repair of the Product whether based upon warranty, contract, tort or strict liability.
- All Conditions and Warranties implied by law or statute are hereby expressly negated so far as they lawfully can be.



# ACCEPTANCE AND CLAIMS

- Acceptance of the Products shall be deemed for all purposes to have taken place at the expiration from the date of each delivery.
- Any damage caused during or as a result of transit will not be the responsibility of My Water Filter. ULTRAPURE Reverse Osmosis Water Filtration System.
- Any faulty systems must be returned with the Pressure Limiting Valve.
- In the event of a Warranty Claim, the Product must be forwarded at the Buyer's own risk and expense to My Water Filter, together with proof of purchase.
- This limited Warranty is void if the Product under Warranty is presented without the said original invoice.
- My Water Filter may request that a Statement accompany the Original Invoice, signed by the Buyer, setting out the following terms:
  - The name and address of the Buyer.
  - The date and by whom the Product was purchased.
  - The date and by whom the Product was installed.
  - The location where the Product was installed.
  - The date and time the Product first appeared to malfunction.
  - The nature of the problem with the Product.
  - The date and time of any and all loss event/s.
  - The date and time My Water Filter was first notified of the Product malfunction.
- A failure by the Buyer to submit the said Statement within 28 days, after such request is made by My Water Filter, will automatically void the Warranty.
- A failure to answer truthfully or to answer in a way that is misleading, entitles My Water Filter to void the Warranty and to notify the police in the event of suspected fraudulent conduct.

## RISK

- The risk in the Product will pass to the Buyer immediately upon the Product leaving My Water Filters' premises for delivery to the place designated by the Buyer.

## RETENTION OF TITLE

- My Water Filter will retain title to (but not risk in) a Product delivered to the Buyer until My Water Filter has received payment in full for such Product from the Buyer.
- The Buyer will store the goods in such a way as to enable them to be separately identified and will keep them insured at its own expense with My Water Filters' interest noted on any such insurance cover.
- If the Buyer fails to make any payment when due or becomes bankrupt or becomes insolvent, or has a judgement entered against it in any Court or enters into any scheme of arrangement, composition, or assignment or is in receivership or voluntary administration or liquidation, the Buyer grants My Water Filter the license to enter any of the Buyer's premises where the Product is stored, and without notice, to re-take possession of and remove, at the Buyer's cost and expense, the Product in respect of which title has not passed to the Buyer.



# ACCEPTANCE AND CLAIMS

## RIGHTS FORFEITED

The Buyer forfeits any right or claim against My Water Filters warranty if:

1. The System is operated with a water temperature higher than 38° Celsius.
2. The System is not serviced every 12 months (18 months for whole house water filters). i.e., replacement of filters, PLV check and assessment of general condition of the system. If the drinking water quality is poor, the System should be serviced before 12 months.
3. The System damage results from water hammer, freezing, neglect or is not installed by a licensed plumber in accordance with the AS3500 plumbing code and installation plan.
4. The System is subject to water pressure that exceeds the maximum recommended pressure.
5. The System is not installed with an Australian Standards approved Pressure Limiting and Dual Check Valve.
6. The System has been found to be tampered with or if the goods have not been operated or maintained strictly in accordance with My Water Filters' recommendations. My Water Filters Reverse Osmosis Water Filtration System.
7. The System is not turned off when the residents are away for over 24 hours.

## PRICE

- The price charged shall be My Water Filters price ruling at the date of delivery unless otherwise agreed in writing. Any price indications or price lists are subject to alterations to My Water Filters price ruling at the date service or goods are supplied.
- Prices are as per My Water Filters wholesale unless otherwise agreed in writing.
- The Buyer is responsible to effect and meet the costs of any insurance cover that is deemed necessary.
- Clerical errors in computations, typing or otherwise of "catalogue, quotation, acceptance, invoice, delivery docket or other document" shall be subject to correction.
- Any goods returned through no fault of My Water Filter will be subject to a 15% restocking fee.

## DEFAULT

On the happening of any one or more of the following events, namely:

- The Buyer fails to make payment to My Water Filter on the due date;
- An administrator or liquidator is appointed over any or all of the assets of the Buyer or a scheme of arrangements is proposed to approve with respect to the Buyer;
- In the case of the Buyer being a natural person, the Buyer commits an act of bankruptcy; then My Water Filter may at its option exercise all or any of the following rights (notwithstanding any prior failure to exercise such rights):
  - A. demands payment of the whole of the monies owing from the Buyer to My Water Filter and the Buyer agrees to pay the same immediately.
  - B. the Buyer shall pay to My Water Filter interest on such amount outstanding at the rate of 2% per month and any costs with respect to solicitors, legal advisors, mercantile agents and other agents acting on behalf of My Water Filter in respect of any enforcement hereof or recovery or attempted recovery of monies owing by the Buyer to My Water Filter.



# ACCEPTANCE AND CLAIMS

## **SEVERANCE**

If any of these terms or conditions become for any reason wholly or partly invalid, that term or condition shall to the extent of the invalidity be severed without prejudice to the continuing force and validity of the remaining terms and conditions.

## **JURISDICTION**

My Water Filter and the buyer agree that this agreement and its provisions shall be construed in accordance with the laws of the State of Western Australia and be resolved by a Western Australian Court.

## **WARRANTY/AUSTRALIA**

This warranty is given by My Water Filter Pty Ltd, ABN 71 134 093 575, telephone no. 1800 769 300 and email at [admin@mywaterfilter.com.au](mailto:admin@mywaterfilter.com.au). This warranty is provided in addition to other rights and remedies you have under law: Our goods come with guarantees which cannot be excluded under the Australian Consumer Law.

## **SERVICE SCHEDULE**

Filter cartridge replacements are recommended to be changed every 12-18 months. However, replacement frequency also depends on your water quality and usage.











