

## 5 | FAQs ?

### Q: Why does it take so long for the water to drain from the top tank?

A: The ceramic dome is possibly clogged with ceramic dust, sediment or other particles. Remove the dome from the top tank and soak in cool clean water for 30 minutes. Then scrub firmly with a brush or scouring pad on all sides. Remember to clean the ceramic dome regularly.

### Q: What can I do when float valve is too large to fit into my dispenser?

A: If the float valve is too large (Dispenser model only), you will need to remove the bottle support collar from the dispenser. Hold the bottle support collar dispenser, twist it counter-clockwise by about one inch (or until it clicks) and pull it off. The bottle support collar is removable on all dispenser models for cleaning purposes. For further help on this, please watch our video at [www.zenwateronline.com](http://www.zenwateronline.com).

### Q: Why is my Zen Water System leaking?

A: If the leak is around the spigot (Countertop model only), tighten the nut clockwise by a quarter turn. Test for leak again. If leak persists, tighten the nut by another quarter. Repeat until leak stops. Do not over-tighten the nut as it may damage the tank. If the system is leaking from where the top and the bottom tank connect, empty the top tank because the bottom tank is overflow. Fill the top tank with only the amount of water that the bottom tank has space to store.

### Q: Where can I order filters?

A: Replacement filters can be purchased at [www.zenwateronline.com](http://www.zenwateronline.com).

### Q: Is the plastic BPA free?

A: The plastic tanks are made from styrene acrylonitrile which is free of BPA.

### Q: Where can I get customer support?

A: Visit us at [www.zenwateronline.com](http://www.zenwateronline.com) for a complete list of FAQ's and user support. Customer Service is available via email at [info@zenwateronline.com](mailto:info@zenwateronline.com) or via telephone at (949) 698-6333

## 6 | Warranty ?

Zen Water Filtration and Purification System warrants your Zen Water System to arrive free of damage and defects in workmanship.

If your Zen Water System is damaged or defective upon arrival, contact us immediately via email at [info@zenwateronline.com](mailto:info@zenwateronline.com) or at (949) 698-6333. A replacement part can usually be shipped within 1 to 2 business days.

Returns are allowed within 30 days of purchase. Contact Zen Water Systems to obtain a Return Authorization before returning your unit.

# Assembly & Maintenance Guide

For Countertop & Dispenser Models



Thank you for choosing Zen Water Mineral Water Purification System. The Zen Water System mimics the process of a mineral spring, transforming your ordinary tap water into pure, clean, great-tasting drinking water the way Mother Nature intended.

## 1 | Preparation Before Assembly ?

I. **Check Contents** - Unpack your Zen Water System to check the contents to ensure the unit contains all the components listed on page 2 of this user's guide.

II. **Prep Micro-Ceramic Filter Dome** - Soak the Micro-Ceramic Filter Dome in clean cool water for about 15 to 30 minutes. Then scrub firmly on the dome on all sides with a brush or scouring pad under cool running water. **Important:** Do not use hot water or detergent.

III. **Prep Multi-Stage Filter Cartridge** - Rinse the Multi-Stage Filter Cartridge under cool running water for 10 to 15 minutes to flush out loose sediments. Make sure the water that comes out from the bottom of the filter is clean and clear of any debris before first use.

IV. **Prep Mineral Stones** - Take the mineral stones out of the Mineral Stone Case. Place the case upside down and look for the seam around the edge. Take a knife with a round tip or small flat screw driver, place it at the seam and push firmly all the way down to pry open the bottom cover. Take the mineral stones out of the case and rinse thoroughly. Then place the stones in a pot and boil in water for about 10 minutes. Drain the stones and allow to air dry thoroughly. Wash and dry the plastic case thoroughly. **Note:** The cleaned mineral stones can be used with or without the plastic case. If used without the case, the stones can be scattered loose at the bottom of the Bottom Tank.

V. **Clean the Tanks** - Wash the Top Tank and Bottom Tank with mild detergent. Rinse and dry thoroughly.



We invite you to watch our assembly video at [www.zenwateronline.com](http://www.zenwateronline.com).

## 2 Assembly

### Countertop Model

(4G-MP, 6G-MP, 8G-MP)

*Starting from the bottom...*

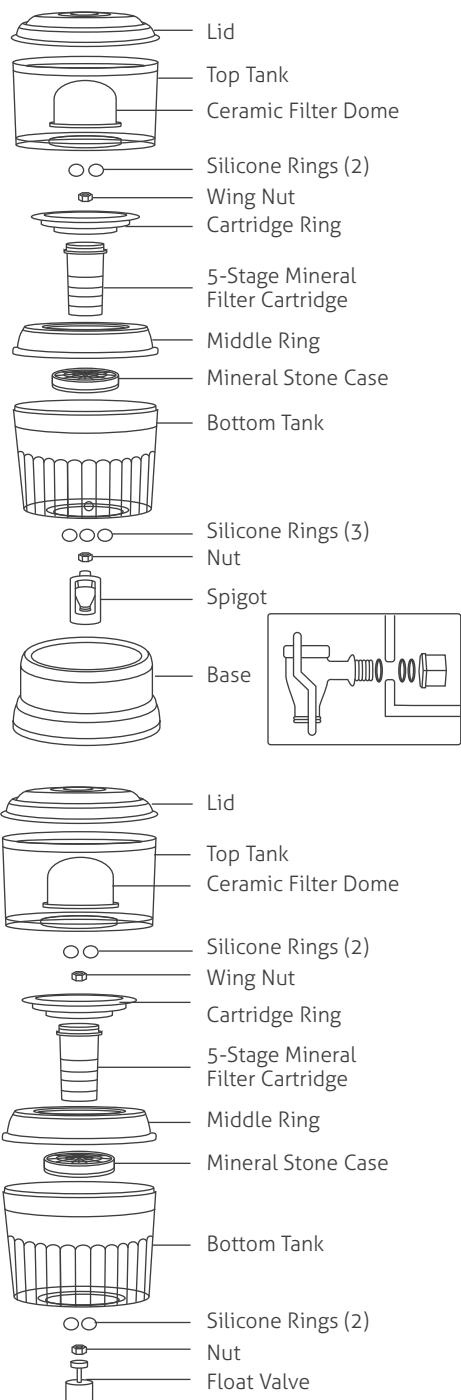
1. Insert spigot through bottom tank with 1 silicone ring on the outside and 2 silicone rings on the inside of tank (see inset). Tighten spigot with nut.
2. Place cleaned mineral stones inside bottom tank. Place bottom tank on base.
3. Place middle ring on bottom tank.
4. Screw 5-stage mineral filter cartridge onto cartridge ring. Place assembly onto middle ring.
5. Un-screw wing nut and silicone rings from stem of ceramic filter dome. Insert the stem of ceramic filter dome through the top tank with one silicone ring on each side of the tank. Tighten dome with nut.
6. Place top tank on top of middle ring. Cover with lid.

### Dispenser Model

(4G-WB)

*Starting from the bottom...*

1. Remove silicone rings and nut from float valve. Insert anti-spill device through hole in bottom tank with one silicone ring on each side of the tank.
2. Place bottom tank onto your water cooler or dispenser. (If anti-spill device is too large to fit into dispenser, see FAQs on page 4.)
3. Place the cleaned mineral stones inside the bottom tank.
4. Place middle ring on bottom tank.
5. Screw 5-stage mineral filter cartridge onto cartridge ring. Place assembly onto the middle ring.
6. Un-screw wing nut and silicone rings from stem of ceramic filter dome. Insert the stem of ceramic filter dome through the top tank with one silicone ring on each side of the tank. Tighten dome with nut.
7. Place top tank on top of middle ring. Cover with lid.



## 3 Before First Use

- ☑ Check for leaks around the spigot (Countertop model only). If there is a leak, simply tighten the nut by one quarter turn. Test for leak again. If there is still a leak, tighten nut by another quarter turn. Repeat until the leak stops.
- ☑ Allow one to two full upper tanks to filter through to lower tank before consumption. Discard the first two tanks of water.
- ☑ The first couple of tanks may take up to a few hours to completely filter through the cycle. As the ceramic and mineral loosen up, the filter cycle time will gradually decrease. (See FAQs on page 4 if it takes longer than 5 to 7 hours to drain the first tank).

## 4 Care & Maintenance

### Important

- Do not place or expose unit under direct sunlight. Extended exposure to direct sunlight may result in formation of moss / algae.
- Do not use Zen Water System with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.
- Do not use detergent to wash any filters or parts (unless specified in instructions).
- Do not overflow either the top tank or the bottom tank.
- Hot water should not be used in Zen Water System (Max 85°F / 29°C – Min 30°F / 0°C).

### Filter Replacement & Routine Maintenance

- Micro-Ceramic Filter Dome
  - ☑ Replace every 1 year or 1,000 gallons, whichever comes first
  - ☑ Scrub and clean every 2 to 4 weeks, or as frequently as necessary
- 5-Stage Mineral Filter Cartridge
  - ☑ Replace every 6 months or 500 gallons, whichever comes first
- Mineral Stone Case
  - ☑ Boil mineral stones every 6 months to re-activate mineral properties
  - ☑ Replace every 3 to 5 years or when mineral stones are noticeably eroded
- Top and Bottom Tanks
  - ☑ Wash every 3 months, or as frequently as necessary

Please visit our website for a complete Filter Replacement and Maintenance schedule