

# NU AQUA

## INSTALLATION INSTRUCTIONS & OWNER'S MANUAL



NU AQUA



# CONGRATULATIONS ON YOUR REVERSE OSMOSIS SYSTEM



SCAN HERE  
FOR LINK TO VIDEO



Watch your complete installation guide at  
[nuaquasystems.com/install](https://nuaquasystems.com/install)

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# INTRODUCTION

Thank you for your purchase of the NU Aqua Platinum Series Tankless reverse osmosis system. We're excited for you to experience the benefits of a premium home water filter system and hope that you are as well. This guide is intended to make your installation pain free and can be followed step by step with our installation video.

STAGE	DESCRIPTION	SERVICE LIFE
<p>1. PP/CB Filter</p> 	<p>This two stage filter features a spun polypropylene filter that removes sediment, rust, and other suspended particles. The second stage is a carbon block filter that removes chlorine, VOCs, taste, and odor.</p>	<p>3-6 Months</p>
<p>2. Granular Activated Carbon</p> 	<p>The second stage filter is a granular activated carbon filter that further absorbs colors, odors, residual chlorine, organic chemicals, improves taste.</p>	<p>12 Months</p>
<p>3. 600GPD Membrane</p> 	<p>The reverse osmosis membrane effectively removes heavy metals such as copper, chromium (hexavalent), lead, fluoride, nitrate, and salts.</p>	<p>24-36 Months</p>

# PREPARATION

## INSPECTION

After unpacking your new RO system and all the components, we recommend that you thoroughly inspect all fittings and tubing to ensure nothing has come loose during shipment. If any part appears cracked or broken from shipping, do not proceed with installation and contact us directly.

Email: [support@nuaquasystems.com](mailto:support@nuaquasystems.com)  
 Phone: 1(888) 621-0460

## RECOMMENDED TOOLS

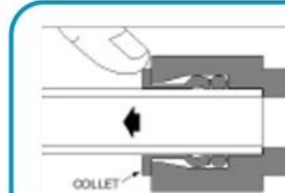
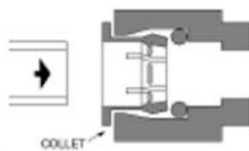
- Drill with a 1/4" and 1/2" drill bit
- \*For quartz and granite use a 1/2" diamond tip hole saw drill bit
- Open ended wrench
- Phillips screwdriver
- Razor blade
- 14mm wrench

## SYSTEM REQUIREMENTS

Inlet Water Pressure: 14PSI - 130PSI  
 Incoming water temperature: 41°F - 100°F

### Quick Connect Guide

- ▲ Never pull tube out to remove
- ▲ Push collet in to release
- ▲ To insert, press tubing in firmly and completely



- ▲ To test integrity of fitting, give a gentle "Tug" to insure proper connection
- ▲ See all cautions, warnings and inspections

# 600GPD TANKLESS RO SYSTEM PACKAGE CONTENTS

STAGE 1 FILTER



STAGE 2 FILTER



STAGE 3 FILTER



RO SYSTEM



FAUCET



POWER SUPPLY



FEED WATER ADAPTER



DRAIN SADDLE



1/4" QUICK CONNECT



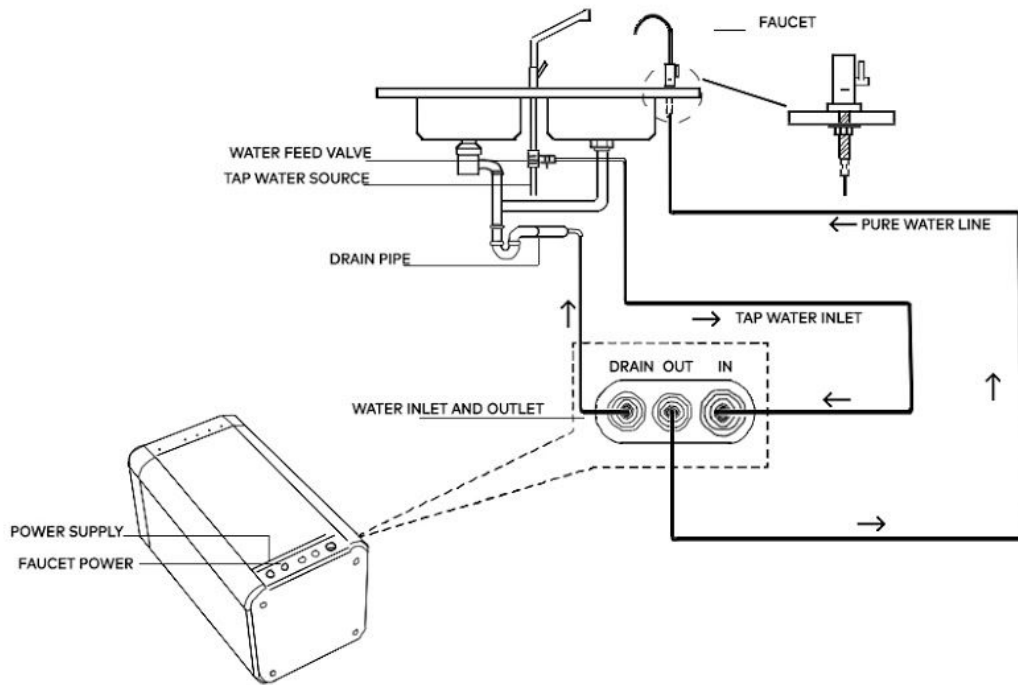
RETAINER CLIPS



TUBING



# INSTALLATION



## FEED WATER VALVE

### STEP 1

Locate the cold water valve under the sink you've chosen to install your system and turn it to the off position. Next turn on the cold water faucet to drain any water remaining in the line. You want to make sure the water stops flowing at the faucet to ensure no water will leak during step 2.



### STEP 2

With the water turned off and drained, loosen the nut on the water line and set the hose to the side for now. There might be a little bit of water left in the line and we suggest holding a towel under the hose when loosening.



### STEP 3

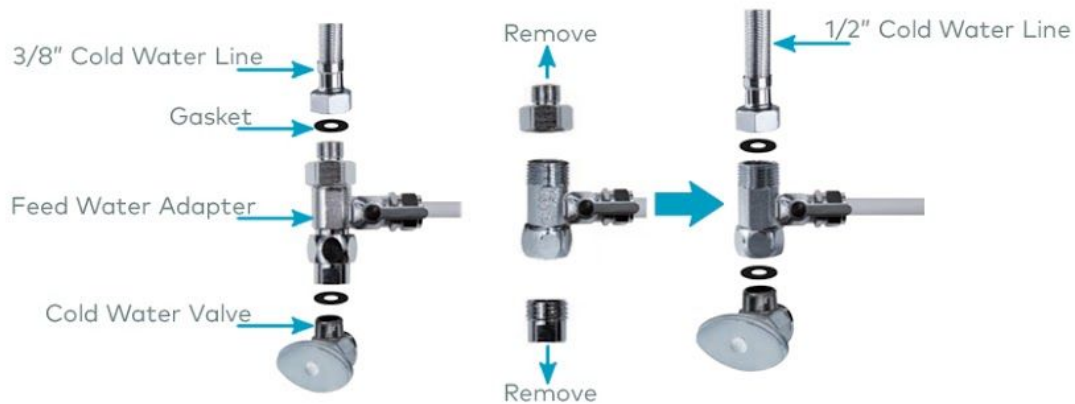
Install your feed water adapter onto the cold water valve using a wrench. Be sure not to over tighten.

### STEP 4

Reinstall the cold water hose back onto the top of the feed water adapter and tighten with a wrench.



**NOTE: TO SWITCH FROM 3/8" TO 1/2" REMOVE THE ADAPTERS AS ILLUSTRATED BELOW**





# FAUCET

## STEP 1

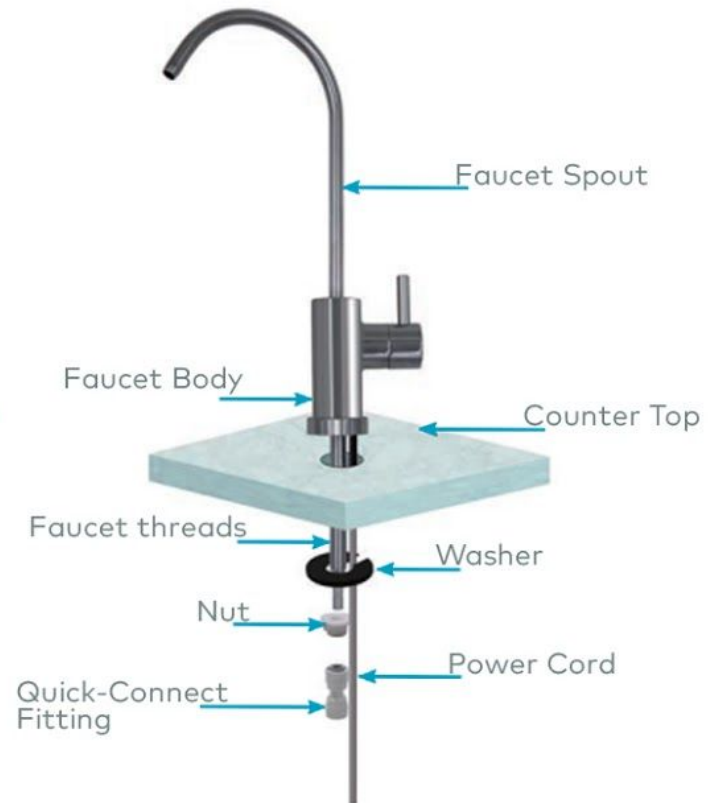
Locate the section on your countertop to install your faucet and mark it. Drill a pilot hole using a 1/4" drill bit. Once drilled completely through switch to a 1/2" drill bit and re-drill the same hole.

**NOTE:** For instructions on installation on a granite or quartz countertop, please see installation video.



## STEP 2

Slide your faucet into the drilled hole in your countertop. Slide the rubber washer up the threads followed by the metal washer from under the counter top and tighten in place with the nut. Be sure to hold the faucet in position to prevent it from spinning.



## STEP 3

Insert the 1/4" quick connect fitting onto the threaded section of the faucet. Be sure to push firmly ensuring it's fully inserted.

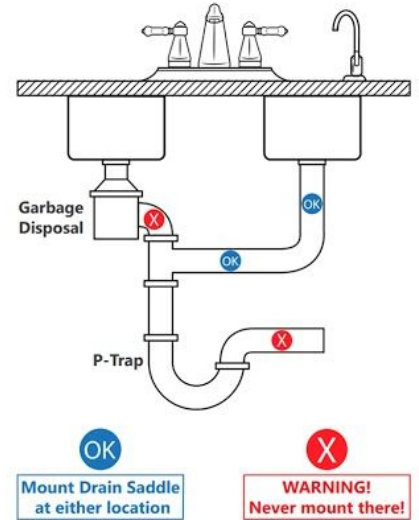
**NOTE:** IF YOUR SINK HAS A PRE-DRILLED HOLE FOR THE SOAP DISPENSER YOU MAY REMOVE THE DISPENSER AND USE THE EXISTING HOLE FOR YOUR FAUCET.

# DRAIN SADDLE



## STEP 1

Locate the section on your drain plumbing you would like to install your drain saddle and mark it with a pen. This should be installed above the drain trap. If the drain saddle is installed on a vertical section you must position the hole on top of the pipe. Using a 1/4" drill bit drill the section you marked.



## STEP 2

Locate the foam pad included with your drain saddle and peel out the center section.



## STEP 3

Peel off the adhesive tape on the back side of the square foam piece with the center missing.



## STEP 4

Locate the half of your drain saddle with the blue quick connect fitting attached to it. On the reverse side of the quick connect fitting apply the foam square adhesive side first to the inside of the drain saddle. Be sure to align the hole in the foam pad with the hole in the drain saddle half.

## STEP 5

Locate the second half of your drain saddle and the two nuts supplied with it. Press the nuts into the cut out sections until they are secured.



## STEP 6

Using a small screwdriver, slide it through the quick connect hole and through the hole you drilled in your drain pipe so that the holes remain aligned during the installation process.



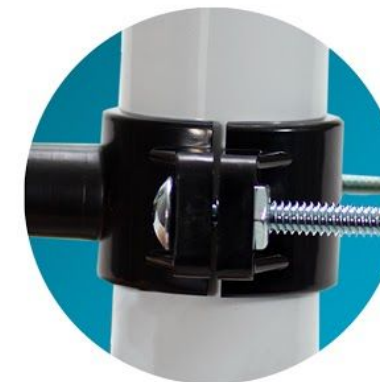
## STEP 7

While holding the one half of the drain saddle in place align the second half and install the two screws to hold it in place. Be sure to not remove the screwdriver from the quick connect hole.



## STEP 8

Using another screwdriver tighten both screws till the drain saddle is secure. You may remove the screw driver from holding the drain saddle in place.



# SYSTEM CONNECTIONS

## STEP 1

Connect one end of your 1/4" tubing to the quick connect fitting on your faucet. Install the blue retainer clips on both connections.



## STEP 2

Run the 1/4" tubing from your faucet to where you plan on installing your system and cut the excess tubing. Be sure to leave an extra 1-2" for inserting the tubing into the system. The remaining 1/4" tubing will be used in step 3.



## STEP 3

Insert the 1/4" tubing left over from installing your faucet into the drain saddle's quick connect fitting. Insert the blue retainer clip to secure the line in place.



## STEP 4

Remove the nut on your feed water adapter and slide it onto your 3/8" tubing. Slide your tubing onto the feed water adapter and tighten the nut to secure it in place.



## STEP 5

Place your system in the desired location under your sink.



## STEP 6

Connect the 3/8" tubing from the feed water adapter to the inlet on your system. Now connect the 1/4" tubing from your faucet to the outlet and the 1/4" tubing from your drain saddle to the drain on the system. Be sure to secure each line with the included blue retainer clips.



## STEP 7

Connect the plug from your faucet to the faucet power plug on the system. Plug the power supply into the system

## STEP 8

Unwrap the three filters and open the front of the system. Insert filters 1-3 in their corresponding housings. To secure the filter push in firmly with the handle horizontal and turn clockwise 90 degrees to lock it in position.



## STEP 9

Connect your power supply to a 110v wall outlet



# SYSTEM STARTUP

## STEP 1

Now that your system is installed open the cold water valve slowly and check for leaks. If no leaks are present slowly open the feed water valve to the system.



## STEP 2

Hold down the power button till the power button light stops flashing.



## STEP 3

Open the faucet and allow the water to run for 10 minutes. This will flush the new filters of any loose filter media. It's normal for your water to have a slight gray tint.

**NOTE:** Your water may have a slight milky color during the first week of use. This is caused by tiny air bubbles in the water and will go away with use.

**NOTE:** Check for leaks daily during the first week of use.



# SYSTEM FUNCTIONS

## FAUCET INDICATOR LIGHT

If the indicator light is blue your water quality is safe and ready to drink

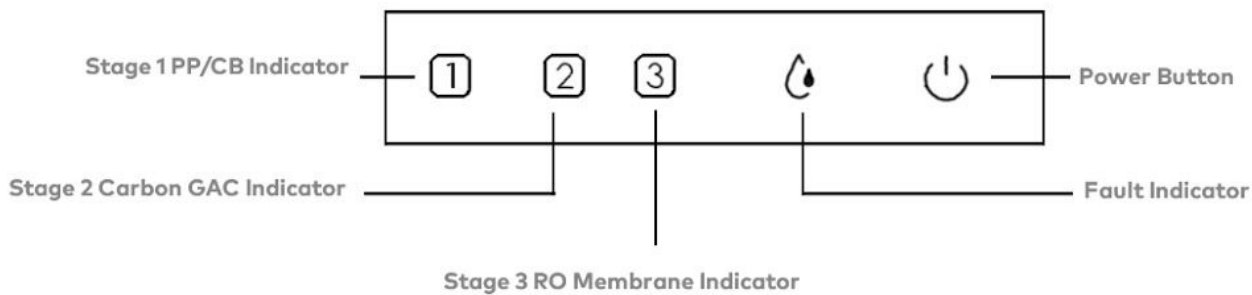


Reason for solid red indicator:

1. Low water quality or system has not been used for a long time. Continue to run the faucet till the indicator light turns blue again
2. The filter life has expired and needs to be replaced.
3. Automatic flushing needed. Turn on the system and allow it to run for a few minutes.



## SYSTEM DISPLAY



# FILTER REPLACEMENT

## STEP 1

Now that it's time to replace a filter the first thing you will need to do is turn off your feed water valve that's providing water to your system. With the valve turned off open reverse osmosis faucet till the water stops flowing.



## STEP 2

Open the front cover of the system, replace the necessary filter, and reinstall the front cover.



## STEP 3

Now that the expired filter has been replaced you must reset the filter indicator. Hold down the button for the filter you've replaced for 3 seconds until the light flashes.



## STEP 4

Now that your filter is installed and the reminder is reset you must flush your system again. Open your faucet and let your water drain for 10 minutes. Once complete your system is ready to be used.





# TROUBLESHOOTING

If your problem is not listed below or you've tried the suggested troubleshooting steps and your problem has not been resolved, please contact us at 1 (888) 621-0460 or [support@nuaquasystems.com](mailto:support@nuaquasystems.com) and one of our water experts will be able to assist you further.

## Problem: System will not turn on

Solution 1: Check that the power supply is plugged in and the power button is illuminated. If flashing hold the power button till system turns on. If power button is not illuminated test plugging the power supply into another outlet.

Solution 2: Check that the power supply is plugged in and the power button is illuminated. If flashing hold the power button till system turns on.

## Problem: System is on but does not produce and water

Solution 1: Lower water pressure. Check that your water pressure is between 14-130PSI and there are no other faucets running.

Solution 2: Water supply is off. Check your feed water valve and make sure it's fully open.

Solution 3: Bent or pinched tubing. Check all tubing for any bends or pinches that could block the water flow to the system.

## Problem: Low water flow at the faucet

Solution 1: Water leak. Check all connections for any leaks. If water is leaking turn of the system by holding the power button, close the feed water valve, and then open the faucet to drain any remaining water. Resolve leak and turn system back on by holding the power button again.

Solution 2: Filter has expired. Check the indicator on the system for any expired filters. Replace any filters necessary.

Solution 3: Low water temperature. Make sure your water is between 41°F - 100°F.

## Problem: Water leak

Solution 1: If leak is from a quick connect fitting check and make sure tubing is fully inserted till it stops.

Solution 2: If leak is from feed water adapter. Remove feed water adapter and apply 2-3 wraps of teflon tape to the threading.

## Problem: Loud vibration when running

Solution 1: The system will normally have a slight hum when running. If the noise is louder than normal check and make sure the system is not resting against the walls of the cabinet and there is nothing stored on top of the system.

## Problem: Faucet light does not turn on

Solution 1: The power cord is not connected to the faucet. Check the connection of the faucet cord where it plugs into the system. Try removing and re-inserting the plug.

Solution 2: If system is on and the faucet is plugged in and still does not power on, please contact customers service.

## Problem: Water TDS is testing high

Solution 1: The system has sat unused for an extended amount of time. Open the faucet and allow the system to run for a few minutes and check TDS again.

Solution 2: The reverse osmosis membrane has expired. Replace the membrane.

Solution 3: The source water may have a high TDS reading. Test the source water and compare the results with the pure water. The pure water should test 5-10% of your source water TDS.

# WARRANTY

## *Limited Product Warranty*

Nu Aqua expressly warrants to the original purchaser that its Reverse Osmosis System and components (the "Product") will be free of defects in material and workmanship for use under normal care for a period of one (1) year without registration and five (5) with online warranty registration from the date of purchase (the "Warranty Period"). During the Warranty Period and subject to the limitations and exclusions set forth below, Nu Aqua will, at its option, replace the Product or refund the Product purchase price if the Product fails to satisfy this Limited Product Warranty. This warranty does not cover labor.

No warranty is given as to the service life of any filter cartridges or membrane as this will vary depending on local water conditions and water input.

## *Limitations and Exclusions*

Except as otherwise expressly provided above, Nu Aqua makes no warranties, express or implied, arising by law or otherwise, including without limitation the implied warranties of merchantability and fitness for a particular purpose, to any person. This Limited Product Warranty may not be altered, varied or extended except by written instrument executed by Nu Aqua. The remedies of replacement or refund of the Product purchase price are exclusive and are the sole obligations of Nu Aqua under this Limited Product Warranty. NU Aqua will not be liable for any loss or damage arising from installation and use of the Product, whether direct, indirect, special, incidental or consequential, regardless of the legal theory asserted, including warranty, contract, negligence or strict liability. Some states and countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

## *Conditions of Validity of this Limited Product Warranty*

This Limited Product Warranty shall only be valid if:

- 1 The replaceable filters and membrane are changed and maintained on a regular basis as directed in the Instruction and Owner's Manual. In some areas, the amount of impurities present in the local water supply may require that the filters and membrane be replaced on a more frequent basis.
- 2 The Product is operated in compliance with the operating conditions specified in the Installation and Owner's Manual.
- 3 The person seeking to invoke this Limited Product Warranty is the original purchaser of the Product.

## *Non-Covered Defects*

This Limited Product Warranty does not cover defects caused by:

- 1 Improper storage, installation, maintenance, handling, use and/or alterations of the Product, including but not limited to non-compliance with the installation, maintenance and standard operation conditions stated in the Instruction and Owner's Manual.
- 2 Unreasonable use, unintended use, or misuse of the Product for something other than its intended use as a reverse osmosis system.
- 3 Damage not resulting from manufacturing defects that occur while the Product is in the original purchaser's possession.
- 4 Installation of the Product with known or visible manufacturing defects at the time of installation.
- 5 Damage caused by freezing, flood or fire.

