



# AQUATru<sup>®</sup>

carafe

## **Descaling Kit Guide**

6 AquaTru Descaling Powder Packets

3 AquaTru Carafe Descaling Filters



## Introduction

If you know you have “hard water,” or if you experience white water rings on your faucets and showers or have to descale your coffee maker regularly, please read this important notice carefully. If you are not sure if you have hard water, you can purchase test strips from retail stores or online sellers, including Amazon.

If you have hard water, regular descaling maintenance of your countertop AquaTru is required for it to operate properly and to maintain a long operating life. Mineral build up (called scale) in the AquaTru pump and the AquaTru Reverse Osmosis filter will result in reduced flow rate. In some cases, your AquaTru will completely stop filtering water.

### When should descaling maintenance be performed?

Depending on the mineral content of your water, a new AquaTru should filter one tank of tap water in about 12 to 15 minutes. AquaTru Carafe has a built-in maintenance alert to let you know when your purifier needs descaling maintenance performed. When the **Empty & Refill Tap Tank** and the **Purifying** lights turn on at the same time and stay illuminated, this indicates descaling maintenance is required.

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⚠ It is important that maintenance be done as soon as you notice a reduced flow rate. Failure to do so may result in the complete failure of AquaTru since operating AquaTru with very low flow rate may permanently damage the pump.



# Descaling Kit Procedure

## What You Need To Get Started:

- Set aside 8 cups of purified AquaTru water (or any reverse osmosis or distilled water).
- 1 AquaTru Descaling Powder Packet
- 3 AquaTru Reusable Descaling Filters
- Tea kettle or pot for warming water
- Spoon

ⓘ Always make sure to use [AquaTru's Descaling Filters](#) for this descaling process. If you keep your AquaTru filters in during this process, you will significantly decrease the filter life of your filters.

**Note:** If your filtering time remains at 30 minutes or more after completing this process, you will need to replace your RO Filter. You should not need to replace your RO Filter prematurely with regular maintenance.



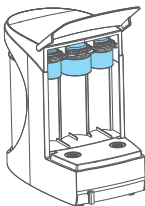
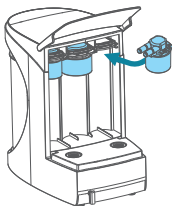
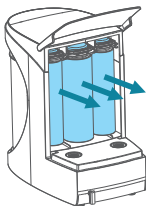
## Instructions

Before starting this descaling process, make sure that the tap tank is clean and free of any hard water deposits. It is important to always keep the tap tank clean as scale deposits can come loose as small flakes that block the pump. We recommend that you thoroughly clean the tap water tank once a week. For easy removal of stuck on deposits, soak your tank in a solution of 1 packet of AquaTru Descaling Powder and warm water until deposits have dissolved and your tank can be washed clean.

- 1 Heat purified water to around 80 to 120 degrees Fahrenheit (similar to hot water from the tap), and fill the tap water tank to about 1/2" inch below the handle. **Do not use boiling water.**
- 2 Add 1 packet of AquaTru Descaling Powder to the water. Stir for 30 seconds to fully dissolve the powder in the water.



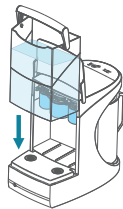
- 3 Remove the filter cover from your AquaTru. Wait 60 seconds for the filters to depressurize, then remove each of the 3 filters from the unit and install the 3 AquaTru descaling filters from the descaling kit.



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Place the tap water tank with the descaling solution on the AquaTru base and let it start filtering. After about 5 minutes of filtering, unplug the unit and let it sit. After 15 minutes, plug in the power supply and let it complete filtering the descaling solution until the **Purifying** light turns off or the **Empty & Refill Tap Tank** light turns on.

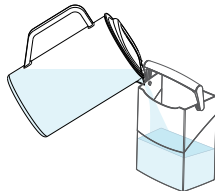


● EMPTY & REFILL  
TAP TANK  
● PURIFYING  
L MAINTENANCE



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Pour all the water from the clean water carafe back into the tap water tank and filter one more tank of the descaling solution through the machine, without stopping the filtering process.



**Helpful Hint:** For units with heavy scaling, we suggest you repeat steps 5, reusing the descaling solutions an extra time.

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It is possible that AquaTru might stop filtering every 2 to 3 minutes during the descaling process. This is completely normal and may occur because AquaTru is designed to detect the resistance caused by the high-pressure pump pushing water through the fine reverse osmosis membrane. When the resistance is removed, AquaTru can sometimes automatically turn off to protect the pump. If this happens, simply unplug the unit then plug it back in to get the pump to restart and continue pumping.

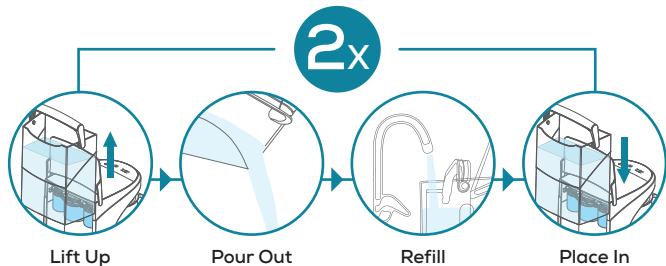


## Instructions

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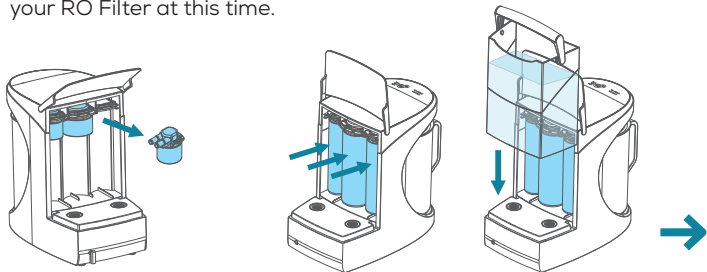
Filter two full tanks of cold tap water through AquaTru and discard the water each time. Repeat this process two more times. Clean both AquaTru tap tank and glass carafe with soap and water before using the AquaTru again.

REPEAT THIS PROCESS 2 TIMES



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Remove AquaTru Descaling Filters and **save for future use**. Reinstall your AquaTru filters and get purifying! If your filtering time remains at 30 minutes or more, you will need to replace your RO Filter at this time.



## Other Water Quality Factors


- Other water quality factors including pH, mineral content and turbidity can have an impact on AquaTru's longevity and may void the manufacturer warranty if it exceeds the levels listed below.

DESCRIPTIONS		MAX LEVEL / RANGE
pH	pH	6.5 to 9
Total Hardness	gpg or mg/L	10 gpg 170 mg/L
Sulphide, Iron & Manganese	mg/L	<0.1 mg/L
Turbidity	NTU	5 NTU Max.

- For water analysis data, please contact your local water department. Typically, your local water department will post water quality data on their website. If your home is on well water, have the well water analyzed periodically. If water exceeds one or more of the values specified in the table above, AquaTru recommends consulting a local plumber about installing a water conditioner or softener.

## Other Steps to Prolong the Life of the RO Filter If You Have Hard Water.

Don't let AquaTru sit for more than 48 hours with hard water in the tap water tank. If you are going to let AquaTru sit for more than 48 hours without using it, run a tank of purified water through AquaTru, and let it sit with purified water in it.

-  **Always make sure to empty the tap water after each tank of tap water is filtered. The water left in the tap tank is highly concentrated wastewater. When your tap tank needs to be emptied, the red indicator light next to "Empty & Refill Tap Tank" will illuminate on your control panel.**

## Our Mission

To uplift families and communities through access to clean, healthy drinking water with proven purity.

## We're Here to Help

### Have questions?

Our Customer Support Team is here to help.

**Email:** [cs@aquatruwater.com](mailto:cs@aquatruwater.com)

**Toll-Free:** 1.800.220.6570

**Help Desk:** [help.aquatruwater.com](https://help.aquatruwater.com)

### Support Hours

Monday-Friday, 7am-4pm PST/PDT

Saturday, 7am-3pm PST/PDT

For Replacement Filters,  
**Descaling Powder or Descaling Kits,**  
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