

## Questions and troubleshooting

**Tap leaks-** If your tap is leaking from where it seals to the stoneware container. You will need to check the tap nut and washers. First check that the tap is tightened down properly. Hold the wing nut on the tap thread on the inside of the storage container. The holding the tap from the outside and turn it clockwise until firm.

If it doesn't seem to tighten all the way the wing nut may have been damaged or cracked and needs to be replaced. Also check the washers, if your system is older, or if the tap has been over tightened the washers may need to be replaced. If the water is leaking from the end of the tap itself you can tighten the black cap, which attaches to the dispensing lever, by turning the tap clockwise.

**Leaks/ Cracks/ Glaze crazing-** Our stoneware systems will not deteriorate (develop leaks or cracks) over time, like low fired ceramics or terracotta will. If a piece of stoneware suffers a hard knock or fall it may crack and leave only a fine "hairline" crack which is hard to detect, but will cause a leak. We have replacement parts available, see below. Some of our glazes have an "antique" look of crazing in the glaze. The crazing will appear more obvious over time, but has always been a part of the glaze. This crazing will not affect the system or its durability.

**Filter is slow or not working-** If it is a new filter, they are slow to start. The water needs to saturate the ceramic wall of the filter before it can work properly. Keep adding water to the filter container as often as possible in the beginning. The filter will just drip at about 1 litre an hour. If you are filtering tank or alternative water supply it may be slower at times.

If it is an existing filter has slowed you will need to remove the filter and wash off the outside ceramic wall with a clean scrub cloth or brush. Removing the impurities from the filter wall should be done every 3-4 weeks. Pay special attention to the bottom of the ceramic wall next to the base, as this is where most of the impurities end up sitting. Remember never use soap or detergents on the ceramic filter.

Filtering water that comes through old pipes or tank water can cause the filter to slow, and you may need to perform this task more often. (We are on tank water and I find it easier to leave the filter in the filter container and just wipe it off and rinse it without removing the filter itself. Then I can clean it more often without removing the whole thing.)

**Black sediment in the bottom of the system-** When a filter is new it will leave fine particles of charcoal in the bottom of the storage container. These are not harmful, but you may wish to empty the first batch. You might not notice the charcoal until you remove the filter container to clean the system.

**Replacement Parts Available-** We are able to supply replacement pieces for our systems, filters, and taps. You may order through your local store/ dealer or directly from us. Visit our website at [www.durand.com.au](http://www.durand.com.au) or ph- 07 5533 3611. If you require a new piece for your stoneware system we will require measurements of the existing system. As each piece is individually hand made and hand decorate it is impossible to make an exact duplicate, we will do our best to match your colour and size.

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cut along lines and mail this section to us in a stamped envelope and  
we will send you a filter reminder every 12 months

send to:

Durand Water Filters  
32A Jardine Rd  
Lower Beechmont Qld 4211

Or Phone: 07 5533 3611

Or register online @ [www.durand.com.au](http://www.durand.com.au)

tick here if you want to register only and not receive a yearly filter reminder.

## How Does It Work?

Simply add water to the filter container...

The water will first pass through the micro porous ceramic wall of the filter **removing 99% of suspended solids and 99.99% of bacteria.**

The ceramic wall of the filter has silver locked into it which acts as a natural biocide to keep the stored water pure. Next the water passes through the **activated carbon** in the centre of the filter.

The carbon will **filter out chlorine, amoeba, algae, & bad tastes.**

The water will then drip into the storage container.

The flow rate of the filter is about one litre an hour while covered with water.

Ceramic keeps the water naturally cooler, however you can also add ice to the filter container to keep the water icy cold for hours.



**\*Handmade in Australia**

**\*100% natural filtration for all town and alternative water supplies.**  
*"the natural choice"*

**\*Lead free and non toxic glazes**

**\*Made from high fired stoneware**

**\*Designed to bring a lifetime of service and wellbeing**

**\*No plumbing or electricity needed**

**\*Keeps it cool naturally**

**\*Does not waste water**

**\*Say "No" to bottled water and save money! Ongoing costs are only 2 cents a litre (approx.).**

**\*An attractive addition to home or office**

**\*Family run business since 1980**

**\*Replacement parts available**

*The Doulton Ceramic Filter will reduce the following by:*

*Harmful bacteria > 99.99%*

*Cysts (Giardia & Cryptosporidium) > 99.999%*

*Chlorine > 95%*

*Particulate Reduction 0.9 micron >99.99%*

*0.5 micron >99.9%*

*0.2 micron > 98%*

*flow rate – approx.. 1 litre per hour*

*Replace filter every 2000 litres to ensure optimal removal of impurities. Approximately once every 12 months based on an average use of 5 -6 litres per day.*



Thank you for choosing a *Durand Water Filter System*.

This system will provide you with naturally cool, great tasting water.

All of our systems are supplied with a *Royal Doulton Ceramic filter*, made in England.

Doulton filters are the oldest and most trusted name in ceramic filtration.

The Doulton filter supplied is a sub micron super sterasyl filter using ceramic, activated carbon, and silver. This gives 3 stages of filtration using 100% natural media. Used by military, red cross, aid abroad, etc worldwide to provide safe drinking water, Doulton is the only ceramic replacement filter safe for use on tank or alternate water supply.

We combine the Doulton filter technology with our individually handmade stoneware container. Stoneware is the perfect way to filter and store your drinking water, it will not leach any impurities, keeps it cool naturally, and can last forever.

If you want your water cooler at any time simply add ice to the filter container and it will chill the whole system.

Durand Water Systems are made in Australia  
Designed to bring a lifetime of service and well being!



Doulton Filter



Tap



Lid



Filter Container



Storage Container



Pedestal

### Assembly instructions

- Put the Doulton ceramic filter aside, **never let soap or detergent come into contact with the filter element.**
- Next wash, rinse and dry all the pieces of your Durand water system.
- Check the tap fittings and system for leaks before assembly by placing the storage container in the sink and fill the container with water. Check which way the tap lever turns off and leave it in the "off" position. If you find any water leaking from around the tap seals you may need to tighten the tap. If there is still a leak see troubleshooting section.
- Find a convenient place for the water system to stand, easy to fill and use. To prevent any water damage place a protective covering on the countertop. Then place the pedestal or base on it. Next place the storage container on the base.
- Install the Doulton filter in the filter container. The filter needs to be fitted to the inside of the filter container. Remove the black wing nut from the bottom of the Doulton filter. With the black washer on the thread, place the thread into the hole in the bottom of the filter container. From the outside tighten the filter with the black wing nut. Now fill the filter container with water and place the lid on top. The filter will be slow to start as the water needs to soak through the ceramic wall.
- Leave overnight and hold up the filter container to check the filter fittings for any leaks. The water should be dripping through the black threaded end and not around the washers where the filter is fitted. The flow rate will be about 1 litre an hour on town water, tank water may be slower.
- The first batch of water may contain small particles of carbon or charcoal, which is not harmful. You may discard the first batch if you choose.

**Note- If you have a fluoride system then follow the instructions on the fluoride element, flush it and then attach to the bottom of the Doulton filter. The Berkey PF elements will only last 1000 litres or half the life of the Doulton.**

### Filter and System Cleaning

The Doulton filter needs to be cleaned every 3-4 weeks to remove the build up of impurities on the ceramic wall. To clean the filter, remove the filter container, then remove the filter and clean the surface of the filter with water and a clean brush or scouring cloth.

**Remember never let detergents or soap come in contact with the filter.** If you are filtering water that has not been municipally treated you may need to clean more often due to the amount of suspended solids and or algae present.

It is also important to **clean your whole system every 3 months.** To clean, remove the filter and disassemble your system also remove the tap so you can clean the washers as well. Wash all the pieces, rinse well and dry before re-assembly.

### Filter Replacement

The Doulton filter needs to be replaced every 2000 litres.

Usage guide for filter replacement using 3-4 litres per day 14+ months, 5-6 litres a day 12 months, 7-8 litres per day 8-9 months, 9-10 litres per day 6 months.

Once a year is the standard replacement period.

**Back up service and guarantee-** Our stoneware pottery systems are fired to 1280 degrees centigrade. Stoneware will not deteriorate with age., like low fired ceramics or terracotta. Designed to last a lifetime, stoneware is the perfect solution for filtering and storing drinking water as it will not leach any unwanted chemicals or metals into your water. However, if stoneware receives a knock or a fall it will break or suffer a crack.

We do provide a backup service with replacement parts if required.

The Doulton ceramic filter is a 100% natural way to filter drinking water. It uses ceramic, activated carbon and silver to provide a 3 stage sub micron filtration. Royal Doulton is the oldest, most trusted name in ceramic filtration used worldwide by redcross, military, aid abroad, etc.

If you are not satisfied with your Durand Water Filter System or if you have any problems or questions go to our website [www.durand.com.au](http://www.durand.com.au) or phone 07 5533 3611.

You may send in the below registration or alternatively you can register online.

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cut along dotted line and send this section to us to register your system. We will send you a reminder once a year for replacement filters

First name \_\_\_\_\_ Last name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Town/Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Phone \_\_\_\_\_ Date of purchase \_\_\_\_\_

Email \_\_\_\_\_@\_\_\_\_\_

Colour / design of system \_\_\_\_\_