



# PREMIER SERIES

DRINKING WATER SYSTEM

OWNER'S MANUAL

FOR MODEL NO.

**AS-PR50S**

**AS-PR75A**

**AS-PR100P**





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You can also visit online for system installation tutorial.  
<http://www.aquasureusa.com/support/drinking-water-system/premier>

# WELCOME

Thank you for choosing Aquasure. Before you start using your Aquasure drinking water system, take a few minutes to become familiar with the basics.

## Filter replacement

Be sure to change your Aquasure water filters according to the recommended filter replacement schedule. This helps keep your Aquasure drinking water system running in top condition. See page 18

## Register your system and extend your warranty

Help expedite any support needed and also receive additional 2 years of limited warranty by registering your system online at <http://www.aquasureusa.com/warranty-registration>

# INSPECTION & PREPARATION

## I. Be Familiar with the System Before Installation



**IMPORTANT!** Please read the entire manual and become familiar with instructions and parts needed before proceeding with the installation. Hiring a professional plumber who will adhere to all local, state and federal guidelines is recommended for a proper installation.

### Inspect the System

Please take the system and all the components out of the box. Inspect the system and all the connection fittings carefully, make sure nothing is damaged during shipping. If any part is cracked or broken, please do not proceed with the installation and contact Aquasure or your distributor for an exchange or diagnosis.

### System Components Breakdown (See Dia A)

1. System Cover
2. System Head
3. Stage 1 Sediment Filter
4. Stage 2 Carbon Block Filter
5. Stage 3 Reverse Osmosis Membrane
6. Stage 4 Post Filter
7. Pressurized Water Storage Tank
8. Faucet
9. Flowlok Safety Tray
10. Flowlok Leak Detector
11. ShokBlok Pressure Protection Valve
12. Tank Ball Valve
13. Feed Water Adapter
14. Flow Restrictor
15. Faucet Adapter
16. Color-Coded Tubing
17. Drain Saddle Valve
18. Teflon Tape

### Recommended Tool List for System Installation

- Cordless Drill
- Carbide Grinding Burr
- 1/4" (6mm) Drill Bit
- 7/16" (11mm) Drill Bit
- 1/2" (13mm) and 5/8" (16mm) open-end wrenches (or adjustable)
- Philips screwdriver
- Flashlight or Drop Light
- Protective eye wear (i.e. goggles)

Dia. A



Instruction continues on the next page

## II. System Operation Parameters and Installation checklist



**IMPORTANT!** The following conditions for the feed water supply must be met or warranty will be void and manufacturer assumes no responsibility for damage to system or property.

### 1. Water Temperature Parameters

- Maximum: 105° F (40.6° C)
- Minimum: 33° F (0.55° C)



**WARNING:** Do not allow the system to freeze, the membrane always contains water and will be destroyed if frozen. Do not plumb system to hot water, The tubing will expand or burst, and membrane will be destroyed which will void warranty and manufacturer's responsibility.

### 2. Water Pressure Parameters

- Maximum: 75 PSI (5.27 kg/cm<sup>2</sup>)
- Minimum: 40 PSI (2.81 kg/cm<sup>2</sup>) / 0 PSI for system equipped with electric pump.



**WARNING:** This system is designed to operate at a water pressure in the range of 40 PSI to 75 PSI (2.81 kg/cm<sup>2</sup> to 5.27 kg/cm<sup>2</sup>). Operating at a pressure lower than the minimum required PSI will result in lower quality and quantity of product water. Operating at a pressure higher than the maximum allowed PSI will cause severe damage to the system.



**WARNING:** Do not proceed with the installation until water pressure is confirmed to be lower than 75 psi. A pressure regulator must be installed on the feed water source coming into the home to reduce water pressure going into the system and ensuring water pressure does not exceeds 75 psi.

### 3. Water Condition Parameters

- Turbidity: <5 NTU
- pH: 4 - 11
- Hardness: < 7 grains per gallon (< 120 ppm)
- Sulfide, Iron Manganese: < 0.01 ppm
- Chlorine: < 2 ppm
- Total Dissolved Solids (TDS): < 1,000 ppm



**WARNING:** If the hardness of your water is above 10 gpg (171mg/L), lime scale will build up rapidly on the membrane. Scale buildup will plug the membrane and make the system ineffective. We do not recommend this reverse osmosis systems be used with water in excess of 10 gpg (171 mg/L) hardness unless the water is softened prior to the reverse osmosis system.

### 4. Pre-install environment checklist

- Installation needs to comply with state and local laws and regulations.
- System must be installed indoor away from possible environmental damage
- Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system. Systems certified for cyst reduction may be used on disinfected water that may contain filterable cysts.
- The system is best installed under the kitchen sink. But if that is not feasible, you can install the system anywhere where there is a cold water supply with sufficient water pressure, and an outlet to drain off the rinse water from the system.

## 5. System Dimensions & Specifications

**IMPORTANT!** Please make sure there is sufficient space for the system to be installed properly. It is best to first place the system in the space to see if there is room for the system to be mounted and installed properly. Do not install the system in an area where it is exposed to extreme hot and/or cold weather or under direct sunlight.

**WARNING:** It is recommended to mount the system on the wall with the correct screws appropriate for the mounting location. If mounting the system is not an option, please make sure system is installed in a space with secure footing. Improper placement of the system may cause the system to tip over and break due to the added weight of the water.

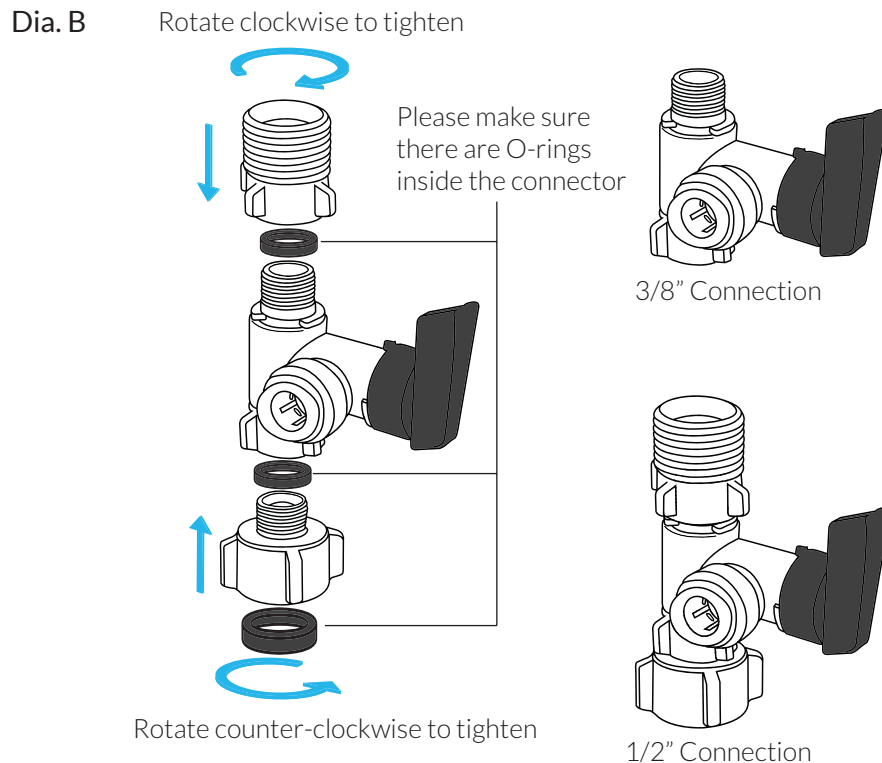
- System Dimensions: 15" w x 5.25" d x 15" h
- System Weight: 8 lbs (3.6kg)
- Tank Dimensions (with Valve): 11.3" d x 16.75" h
- Tank Capacity: 1.9 - 3.2 gal. (7.2 - 12.1L)
- Tank Weight: 6.6 lbs (Empty) / 40 lbs (Full - Varies by water pressure)

### III. Feed Water Adapter with 3/8" and 1/2" Connection Setup

**Note:** The feed water adapter is setup to work with either 3/8" or 1/2" cold water line. Please make sure the o-ring is properly placed before installation.

#### 1. Converting 3/8" connection to 1/2" (See Diagram B)

- Install the 3/8" to 1/2" outlet converter to the adapter by rotating clockwise until tightened.
- Install the 3/8" to 1/2" inlet converter to the adapter by rotating counter-clockwise until tightened.



Instruction continues on the next page

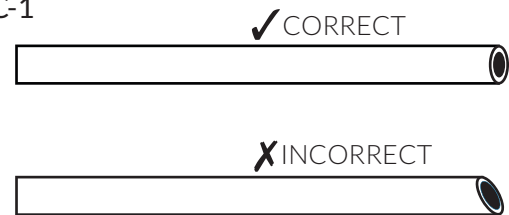
## IV. Quick Connect / Compression Fitting Installation Instruction

**Note:** This systems is equipped with quick connect fittings. These user-friendly fittings provide superior performance and leak-free seal if installed correctly.

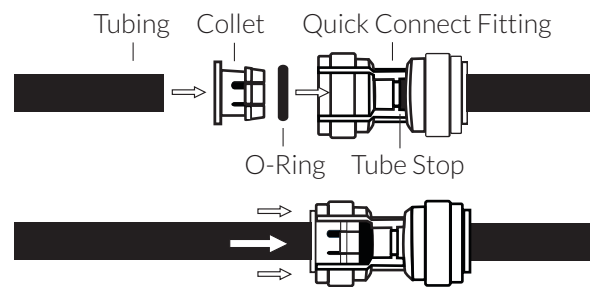
### 1. Quick Connect Tubing Installation

- Inspect Tubing (See Diagram C-1) - The system comes with pre-cut tubing that is cut cleanly and squarely to ensure proper connection. Please ensure that the tube has a smooth outside diameter without any burrs, chamfers or score marks prior to inserting it into the fitting. Tubing that has not been cut properly can cause drips and leaks
- Insert Tubing (See Diagram C-2) - Push the tubing through the collet and o-rings until it bottoms out against the tube stop. The collet holds the tube in place and the O-ring provides a leak resistant seal. If you need to remove the tubing always re-cut before connecting tubing again. Scores on tubing can cause failure.
- Push and pull the tubing toward and away from the fitting to ensure that is installed properly. (See Diagram C-3)

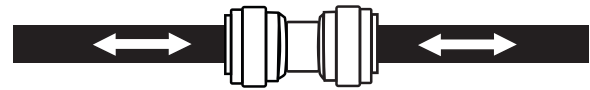
Dia. C-1



Dia. C-2



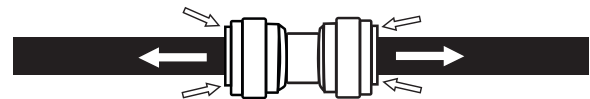
Dia. C-3



### 2. Quick Connect Tubing Removal

- Release the Tubing (See Diagram B-4)
  - Relieve pressure from the tubing and fitting. Push the collet flange against the fitting body while pulling the tubing away from the fitting to release it.

Dia. C-4



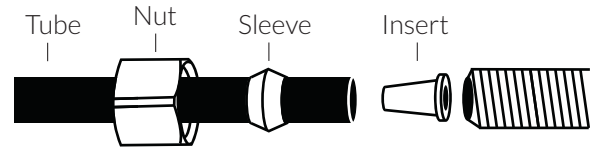
**IMPORTANT!** Should a leak occur at a fitting, the cause is generally defectively cut tubing. To fix a leak, relieve pressure, release tubing, cut o at least 1/4" from the end (square cut), reattach the tubing and confirm the connection is leak free. Each time a new connection is made, it is advisable to cut off 1/4" from the end of the tubing using these fittings.



### 3. Optional Compression Nut Fitting (See Diagram B-5)

- Slip the compression nut onto the tubing.
- Slide the plastic sleeve onto the tubing
- Place the insert inside the tubing
- Slide the compression nut up and tighten it onto the flange using a wrench.

Dia. C-5



## V. Drinking Water Faucet Mounting Hole Preparation

**IMPORTANT!** Extreme care must be taken in drilling the hole for the dispensing faucet. The surface material of most sinks is extremely hard and brittle and can be easily chipped or cracked. If you are uncomfortable performing the following procedure it is recommended that an experienced plumber is consulted for techniques, installation or other assistance. The system's manufacturer accepts no responsibility for sink top damage resulting from system installation. Before grinding or drilling put on appropriate eye protection (i.e. goggles) to protect yourself from porcelain or metal chips. **EXTREME CAUTION SHOULD BE TAKEN WITH GRANITE, MARBLE AND LIKE MATERIAL.**

**WARNING:** Many homes are electrically grounded through the plumbing. To protect yourself from serious injury or fatal shock, use a battery-powered hand drill only to make the hole. **DO NOT USE AN ELECTRIC DRILL.**

### 1. Using an Existing Hole

- Spare Hole: If there is a spare hole covered by a rubber or chrome cover, simply remove the cover and install the drinking water faucet at the location.
- Spray Hose: If the spray hose is not in use, remove the hose and mount the drinking water faucet at the location. Remember to plug up the outlet under the main faucet. If the spray hose uses a diverter at the base of the spout, be sure to remove it to avoid trouble later on.
- Hanging faucet: If drilling a hole is not feasible (i.e. rental home, drill tool not available etc.), the faucet can be placed inside the sink cabinet or wherever convenient without mounting.

### 2. Pre-drilling preparation

- Check under the sink in the area that you plan to install the faucet and make sure that there is ample of room to secure the mounting hardware. A space of approximately 2 inches in diameter is needed.
- REMOVE EVERYTHING FROM INSIDE THE SINK AND SURROUNDING AREA. Place paper towels in the sink to catch the shavings from the grinding and drilling.
- REMOVE EVERYTHING FROM UNDER THE SINK. Place newspaper or paper towels directly under drilling location in order to catch the drill shavings.

### 3. Drilling Porcelain or Enamel

**WARNING:** Metal shavings can oxidize and discolor porcelain. Be extremely careful to cover porcelain sinks. Always wear gloves and protective eyewear when drilling.

- Using a cordless drill with a carbide grinding burr, gently grind away enough porcelain or enamel to more than accommodate the 7/16" (11 mm) drill bit. Approximately the size of a dime. Enough surface material must be removed to expose the base metal.
- Using the 1/4" (6 mm) drill bit, drill a centering or pilot hole in the center of the desired faucet location. It will make it easier for the 7/16" (11 mm) drill bit to cut through the sink
- Switch to 7/16" (11 mm) drill bit and operate the drill slowly and carefully— Especially when the drill bit is about to penetrate the metal. Otherwise, damage to sink may occur. Use lubricating oil to keep the drill bit cool while drilling.

Instruction continues on the next page

#### 4. Drilling Stainless Steel

- Use a hole punch and hammer to mark the location of where you want to install the faucet. Keep your taps short and control until a dent is visible, this will help keep your drill bit seated when start drilling.
- Apply lubricant to the drill area as drilling at high speed will create a lot of heat which can cause the metal to warp or burn.
- Using the 1/4" (6mm) drill bit, at half speed to drill the hole. This would help prevent it from overheating.
- Switch to 7/16" (11 mm) drill bit and do the same to widen the hole.
- Once the hole is drilled, use the file to smooth out the edges and wipe away the shaving.
- Clean The Area
- Discard paper towels and newspaper used in the sink and below sink. Be very careful not to drop any shavings in the sink or on the floor as they will oxidize and stain surfaces very quickly.



# INSTALLING THE SYSTEM



**WARNING!** Do not proceed with the installation until you have gone over the **System Operation Parameters and Installation Checklist** section on **page 4** of this owners manual and comply with all the conditions listed in that section. Failure to comply may result in property damage and your system warranty will be voided due to non-compliance with the operation parameters.



**IMPORTANT!** Locate and test the main water supply valve to the house before installing the system. If the main water supply valve fails to shut off the water completely during the test, we recommend contacting your local plumber to fixed the valve before begin installing the system.



**Scan QR Code Here to get support Faster!** Feel free to contact our support at 1-800-661-0680 during our normal business hour of Monday - Friday from 8:30 am to 5:30 pm PDT. You can also email us at [support@aquasureusa.com](mailto:support@aquasureusa.com) or visit us on the web at <http://www.aquasureusa.com/support> for installation assistant or support.

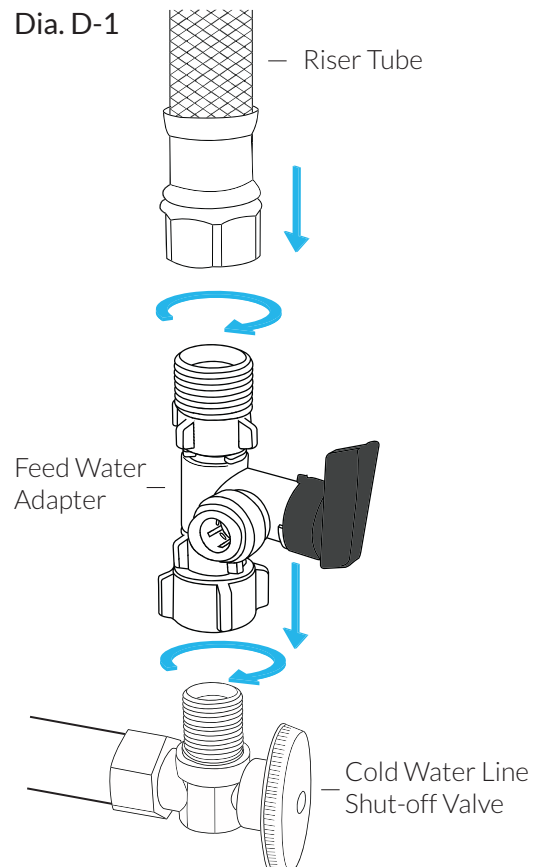
## STEP 1. Feed Water Adapter Installation

### Locating the Cold Water Supply Valve:

1. Locate the Cold water supply valve under the kitchen sink. Turn off the incoming cold water completely by turning the shut-off handle clockwise.
2. Test to see if the cold water line is completely shut off by turning on the faucet in the cold water position. If cold water cannot be turned off, the main water supply to the house must be shut off for the installation.

### Connecting with Flex Line Riser: (See Diagram D-1)

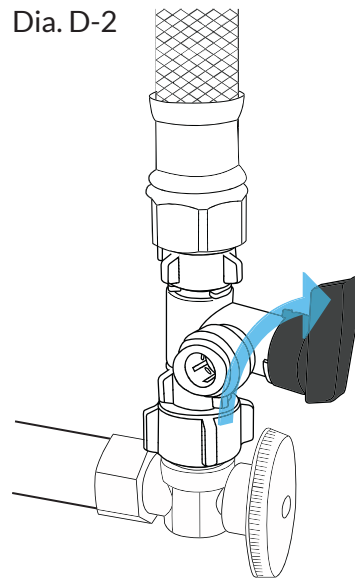
1. Loosen the nut and separate cold water riser tube from faucet shank. Gently bent riser tube so that the feed water adapter fits onto the faucet shank.
2. Attached the feed water adapter to cold water supply valve.
3. Attached the cold water riser to the other side of the feed water adapter. (If necessary, apply 3 to 5 rounds of Teflon tape onto the feed water adapter before attaching the cold water riser.)



### Test For Leaks:

1. Make sure the feed water adapter is in the shut-off position, perpendicular to the feed connection (See Diagram D-2)
2. Turn on the cold water supply to the sink faucet.
3. Check for leaks

**Note:** If there's a water leak, check the connection and apply more Teflon or tighten the connection more to stop the leak.



### Optional connection for connecting on Solid Copper Riser with Self-Piercer (Sold Separately): (See Diagram D-3)

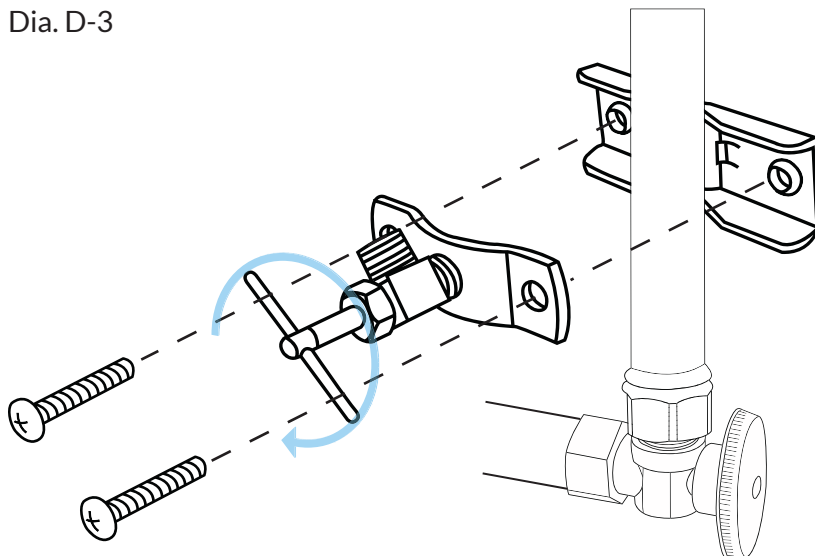
1. Firmly clamp the self-piercer onto the riser tube by adjusting and tightening the lock nut

**CAUTION!** Do not overtightened! This will crush and damage the copper riser.

2. Pierce the line by simply screw the T-handle valve clockwise until it stops.

**Note:** If the hole in the copper tube is not adequately pierced, this may prevent sufficient cold water supply to flow to the system and reduce the system performance. In this event, open and close the self-piercing valve several times to ensure an adequate pierced tube.

Dia. D-3



Instruction continues on the next page

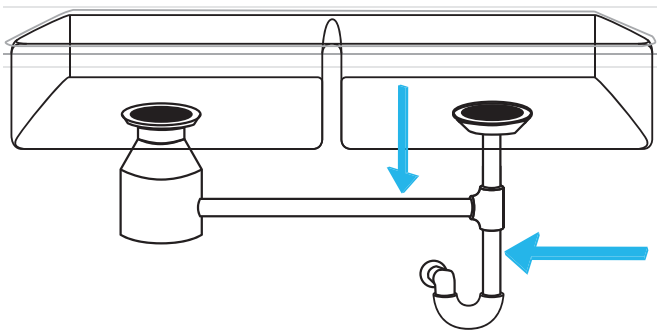
## STEP 2. Drain Saddle Installation

1. Locate the optimal placement on the drain pipe to install the drain saddle. (See Diagram E-1)

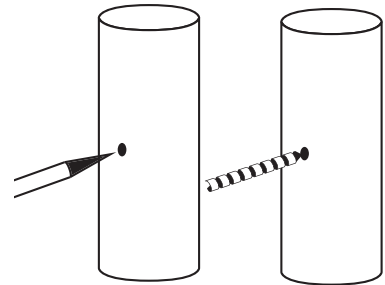
**Note:** The drain saddle should be installed above the trap and on the vertical or horizontal tail piece. To reduce potential drainage noise, it is ideal to mount the drain saddle as low as possible on the vertical pipe above the trap or on the horizontal tail piece. If the drain saddle is to be installed on the horizontal tail piece, it is recommended to install the drain saddle where the drain tube connection is on top of the horizontal pipe.

2. Mark the position of the hole on the drain pipe and drill a ¼" hole through one side of the drain pipe. (See Diagram E-2)

Dia. E-1



Dia. E-2



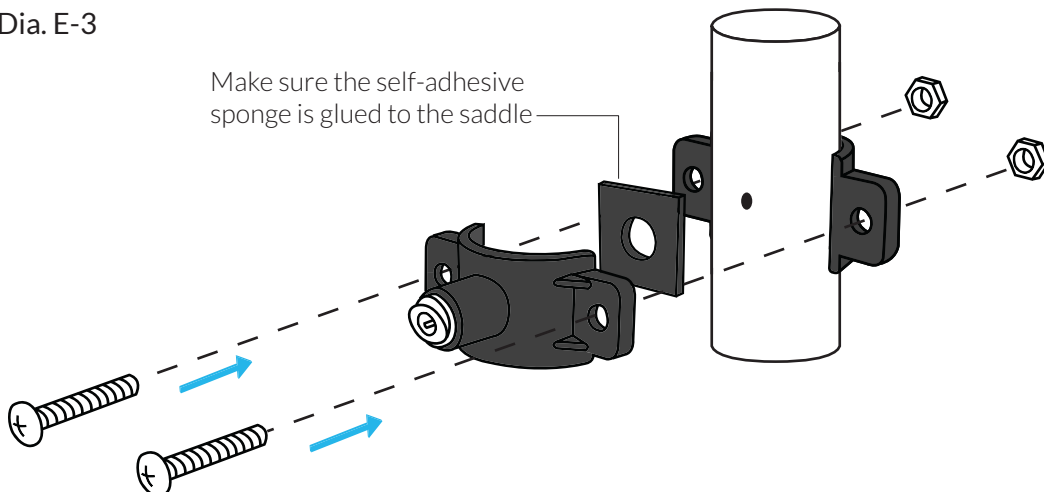
3. There is a piece of self-adhesive sponge gasket provided. Glue this sponge gasket to the inside of the saddle, this will cushion any gap between the saddle and the pipe. Make sure the hole on the sponge is thoroughly punched out and is aligned with the hole on the saddle.

**Note:** Make sure to align the drain saddle hole to the drilled hole perfectly. Mis-aligning these two holes will block the rinse water and damage the membrane.

4. Attached the drain saddle to the pipe by gently tighten the two screws evenly on both sides of the clamp until the clamp is snug on the pipe. (See Diagram E-3)

**CAUTION!** Do not over tighten! Over tightening may cause the drain saddle to break or crush the drain pipe.

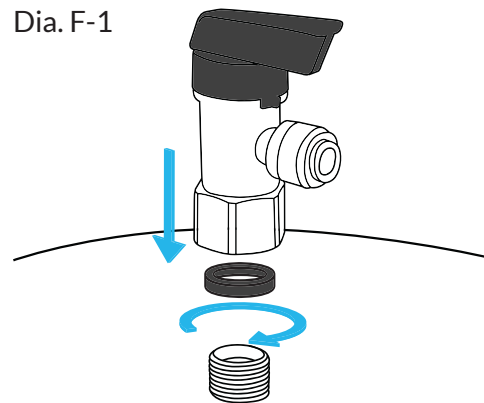
Dia. E-3



### STEP 3. Tank Ball Valve Installation (See Diagram F-1)

1. Attached the tank ball valve on top of the tank.

**CAUTION!** Do Not over tighten the adapter to avoid breaking and leak.

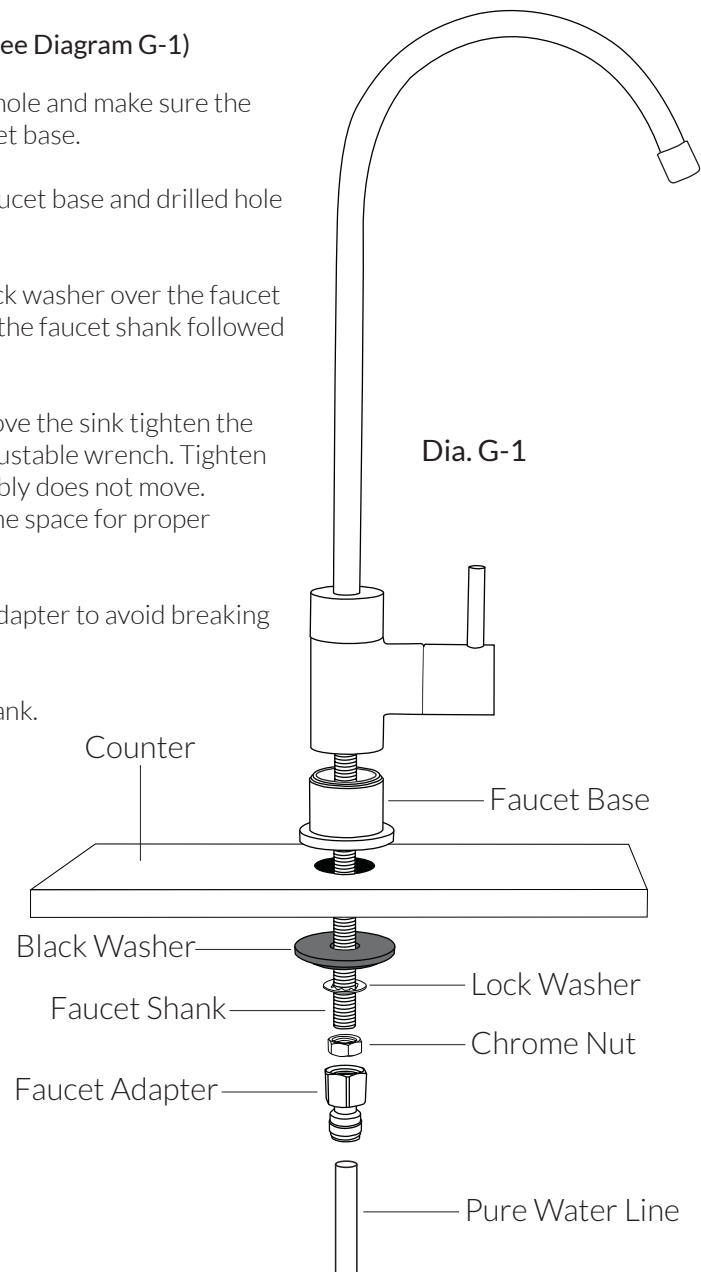


### STEP 4. Drinking Water Faucet Installation (See Diagram G-1)

1. Place the faucet base over the drilled hole and make sure the hole is completely covered by the faucet base.
2. Insert the faucet shank through the faucet base and drilled hole completely.
3. From under the sink slip the large, black washer over the faucet shank. Next, slip the lock washer over the faucet shank followed by the thin chrome nut.
4. While holding the faucet assembly above the sink tighten the chrome nut below the sink with an adjustable wrench. Tighten the chrome nut until the faucet assembly does not move. (A faucet wrench is recommended if the space for proper mounting is very limited)

**CAUTION!** Do Not over tighten the adapter to avoid breaking and leak.

5. Attached the faucet adapter to the shank.



Instruction continues on the next page

## STEP 5. Mounting or Placement of the System

**⚠ WARNING!** If mounting the system is not an option, please make sure system is installed in a space with secure footing. Improper placement of the system may cause the system to tip over and break due to the added weight of the water.

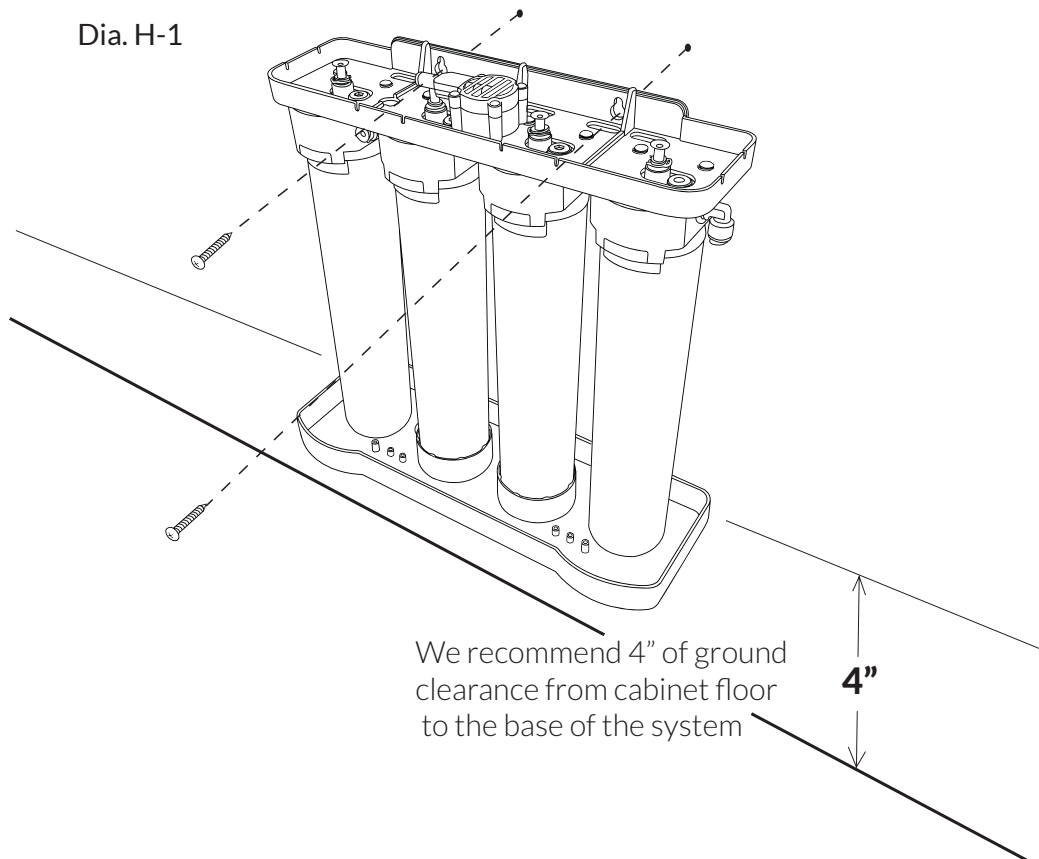
1. Position the system on the wall at the desired mounting location 3 - 4 inches from the cabinet floor to the base of the system. (See Diagram H-1)

**ⓘ IMPORTANT!** Be careful not to kink any of tubing on the system as kinked tubing can rupture and leak.

2. Using a pencil or marker and mark the mounting hole on the back of the bracket onto the wall.

**Note:** Please make sure the bracket mount is leveled using a level tool to ensure evenly distributed stress on the bracket.

3. Set the system aside.
4. Screw the two screws into the wall at the marked position and make sure there is some protrusion space for the bracket to seat securely.
5. Mount the system onto the screw.





## STEP 6. Connecting the System (See Diagram I-1)

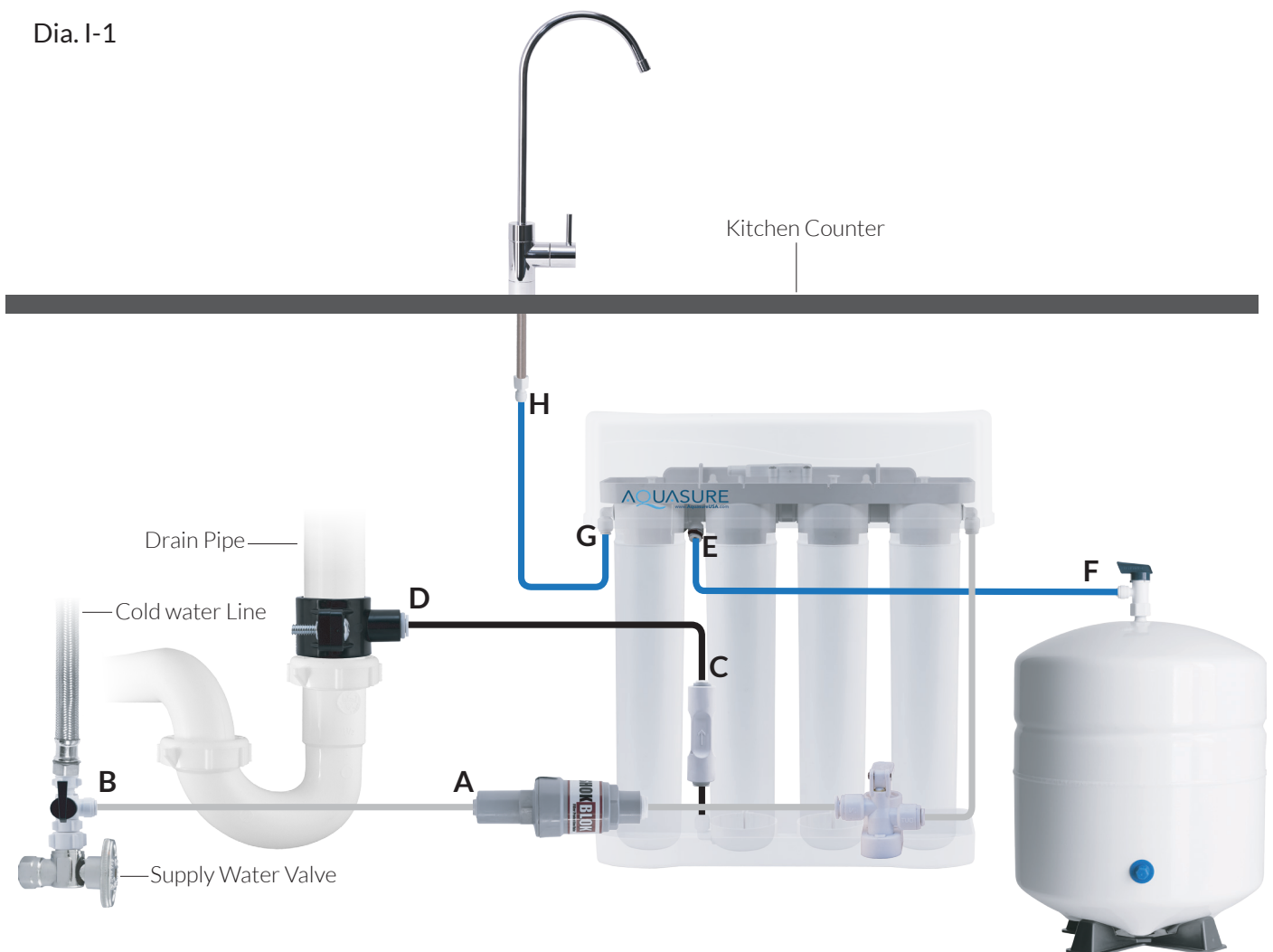
**Note:** Remove all end plugs from the system by following the fitting-removal instruction on page 6, and please follow the proper fitting installation instruction to prevent any possible leak.

**i IMPORTANT!** Be careful not to kink any of tubing on the system as kinked tubing can rupture and leak.

1. Connect the WHITE color-coded tubing from the SHOKBLOK protection valve (A) to feed water adapter (B)
2. Connect the BLACK color-coded tubing from drain water connection (C) to Drain saddle (D)
3. Connect the BLUE color-coded tubing from system (E) to Pressurized Water Storage Tank (F)
4. Connect the BLUE color-coded tubing from the system post filter (G) to faucet adapter (H)

**Note:** if you purchase the optional extra-output kit, please follow to supplied installation instruction first before moving on to the next step.

Dia. I-1



Instruction continues on the next page

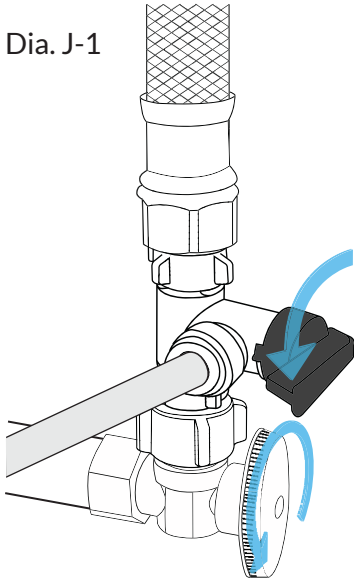
## STEP 7. System Startup



**WARNING!** Immediately shut off the cold water supply valve or main water supply valve if there are leaks. Check the leak area and see if there's a loose connection or if more Teflon tape is needed to prevent leaks from happening.

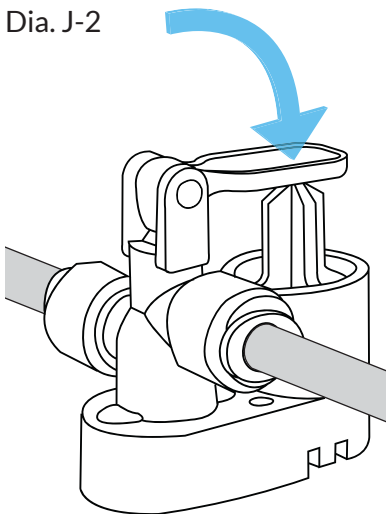
1. Turn on the feed water adapter valve and cold water supply valve to allow the water to pass through. (See Diagram J-1)

Dia. J-1



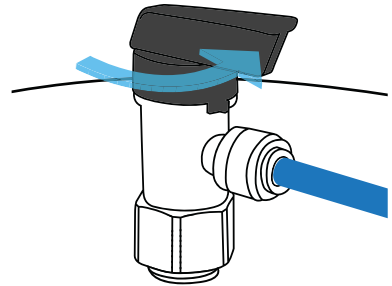
2. Turn on the FLOWLOK™ valve to allow the water to enter the system. (See Diagram J-2)

Dia. J-2



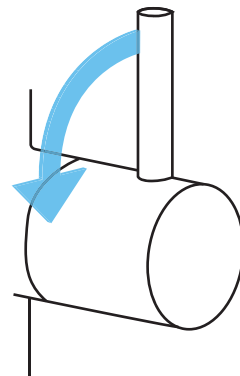
3. Turn on the Tank Ball Valve lever parallel to the tubing connection to allow the water to enter the tank. (See Diagram J-3)

Dia. J-3



4. Wait 2 to 3 hours for the water storage tank to fill. The system will automatically shut off once the tank is full.
5. Check for leaks! The system is now filled with water and pressurized.
6. Drain out the first tank of water by turning on the dispensing faucet. Have the water run till it becomes a slow stream of water, or when it starts to trickle. (See Diagram J-4)

Dia. J-4



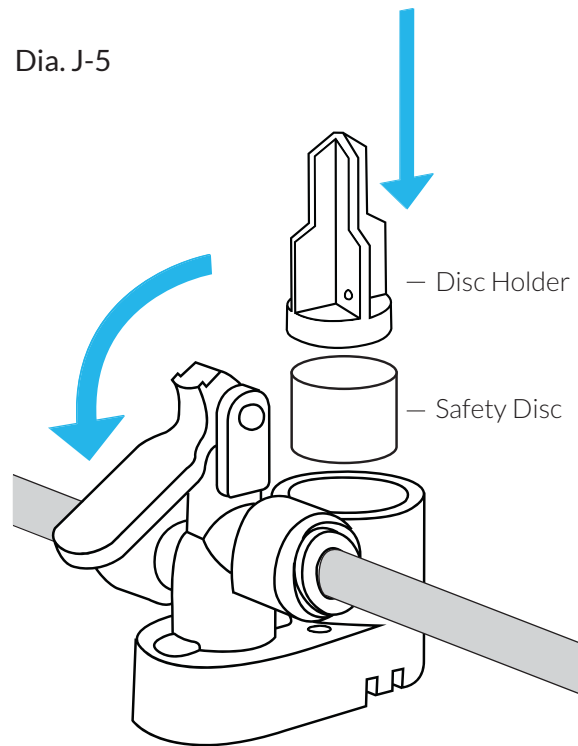
Mount the system onto the wall or placed in a secure location.

Turn off the FLOWLOK™ lever and insert the compressed safety disc inside the holder and turn the lever back on. (See Diagram J-5)

Turn off the drinking water faucet to let the water storage tank replenish the product water.

Check one last time on all the connections and joints to make sure there's no leak.

Dia. J-5



## CONGRATULATIONS!

You have finished installing your very own drinking water system.  
Don't forget to register your system to get additional 2 years of limited warranty.



Simply scan the QR code using your mobile phone, or go directly to our website <http://www.aquasureusa.com/warranty-registration> to begin the online registration process.

# SYSTEM MAINTENANCE



**Note:** The system requires very little maintenance as long as the filter cartridges are regularly replaced at the recommended time frame. Please only use genuine Aquasure replacement filter at <http://www.aquasureusa.com/water-filter/drinking-water/premier>

## Filter Replacement Time Frame

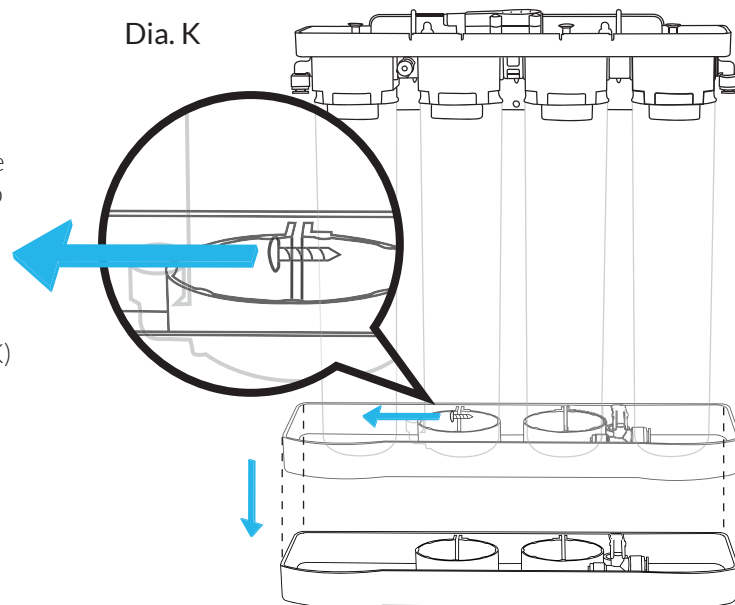
- **Pre-Stage Filters:** Replace every 6 to 12 months  
(Private well water source may need to replace pre-filters sooner than 12 months due to heavy sediments and other particulates.)
- **RO-Membrane:** Replace every 2 years  
(Private well water source may need to replace membrane sooner than 2 year due to lower source water quality)
- **Post-Stage Taste Refining Filter:** Recommend replacing with the RO-Membrane

**CAUTION!** Before working on any system maintenance, prepare a clean cloth or microfiber towel to wipe off excess water that might spill during the filter replacements and or system maintenance.

## I. Removing the FLOWLOK™ Tray

**CAUTION!** If the system is equipped with FLOWLOK™ leak detector. The tray must be removed before replacing the filters. Failure to do so may cause the safety disc to expand and trip the auto-shut-off safety lever.

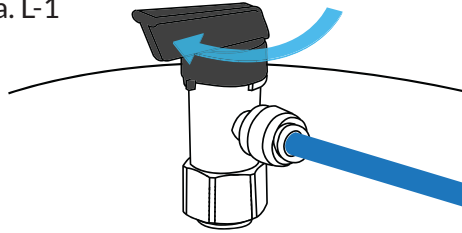
1. Remove the FLOWLOK tray by unscrewing the locking screw behind the filters (See Diagram K)
2. Unseat the tray by lowering it from the filters



## II. Replacing Stage 1 & 2 Pre-Filters

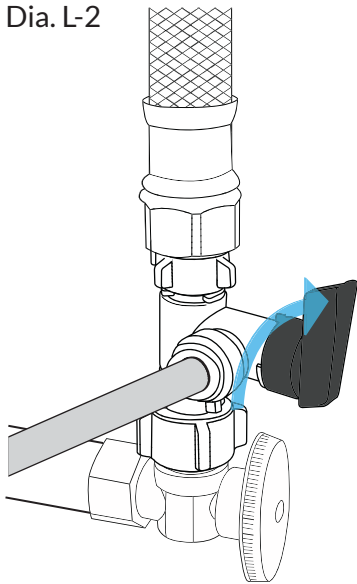
1. Turn OFF tank's ball-valve. (See Diagram L-1)

Dia. L-1



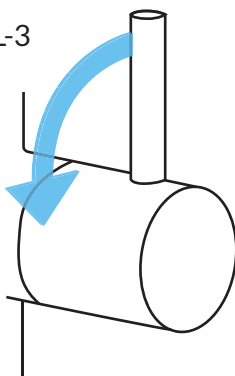
2. Turn OFF cold water supply from feed water adapter to the system. (See Diagram L-2)

Dia. L-2



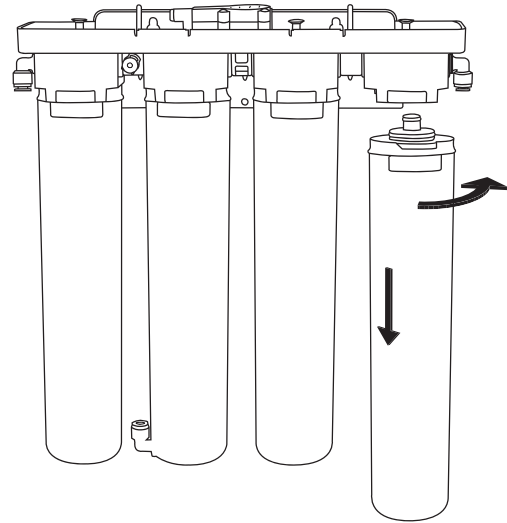
3. Turn on drinking water faucet lever briefly to release the water and relieve the built-up pressure inside the system. This will make removing of filters easier. (See Diagram L-3)

Dia. L-3



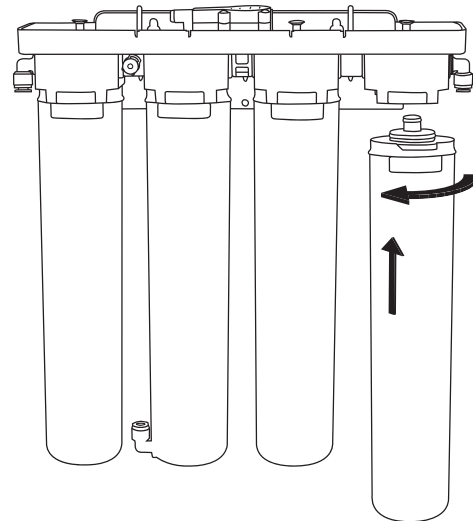
4. Twist the Pre-Stage Filters quarter turn to the right to unseat the filters from the system. (See Diagram L-4)

Dia. L-4



5. Replace the system with new Pre-Stage Filters by setting them on to the system and twisting them quarter turn to the left. (See Diagram L-5)

Dia. L-5



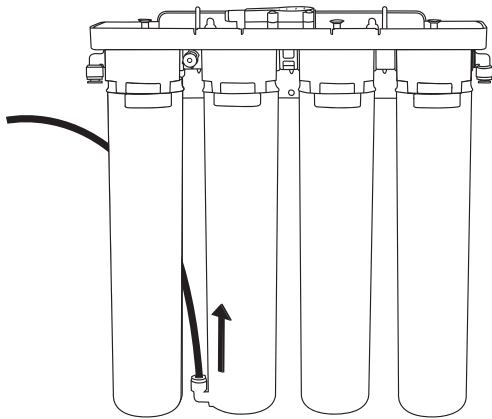
6. Repeat the same process for stage 2.
7. Turn ON cold water supply and Tank Ball Valve.
8. Check for leaks.
9. Secure the FLOWLOK tray by screwing the locking screw behind the filters.

Instruction continues on the next page

### III. Replacing Stage 3 & 4 RO membrane and Post Carbon Filter

1. Turn OFF cold water supply from the feed water adapter to the system.
2. Turn on the dispensing faucet to empty out the tank and store all the product water in a spare water container for usage.
3. When the water starts to trickle, turn OFF tank's ball-valve, but leave the drinking water faucet lever on briefly to release the remaining water and relieve the built-up pressure inside the system. This will make removing of membrane easier.
4. Disconnect the black tubing with the flow restrictor from the Elbow Valve. (See Diagram L-6)
5. Twist the RO-Membrane and Post-Stage Taste Refining Filter quarter turn to the right to unseat the filters from the system.
6. Replace the system with new RO-Membrane and Post-Stage Taste Refining Filter by twisting the filters quarter turn to the left.
7. Make sure the RO-Membrane and Post-Stage Taste Refining Filter are firmly locked in with the system.
8. Re-attached the black tubing with the flow restrictor on to the Elbow Valve.
9. Turn ON cold water supply from feed water adapter and tank ball valve.


Dia. L-6



13. Check for leaks.
14. Turn off the dispensing faucet and wait 2 to 3 hours for the water storage tank to fill.
15. Drain out the first tank of water by turning on the dispensing faucet. Have the water run till it becomes a slow stream of water, or when it starts to trickle.
16. Turn off the dispensing faucet to let the water storage tank replenish the product water.
17. Secure the FLOWLOK tray back onto the system.



# SYSTEM TROUBLESHOOTING

 **IMPORTANT!** Please shut off cold water supply valve to the system if the system is malfunctioning or leaking and contact our support department immediately!



For any system troubleshooting, feel free to contact our support department at 1-800-661-0680 during our business hour of Monday - Friday from 8:30 am ~ 5:30 pm PDT. You can also e-mail us at [support@aquasureusa.com](mailto:support@aquasureusa.com) or visit us on the web at <http://www.aquasureusa.com/support> for all the latest update and support.

## 1. Not enough water from holding tank

	CAUSE:	CORRECTION:
A	Feed water valve is plugged	Open valve or unclog the valve
B	Sediment/Carbon pre-filters or carbon post filter is clogged	Replace the filters
C	Low incoming water pressure	Incoming water pressure must be above the recommended psi level. Install a booster pump or permeate pump if water pressure is lower than the recommended level.
D	Reverse osmosis membrane is fouled	Make sure incoming water pressure is within operating limits. Make sure drain line is not clogged and replace the membrane.
E	Air pressure in holding tank is incorrect	Empty water from holding tank. Air pressure in valve stem should be between 5-10 psi.
F	Air bladder in holding tank is ruptured.	Replace the holding tank
G	Holding tank valve is closed	Open valve
H	No water to drain. Drain flow restrictor is clogged	Replace the drain flow restrictor.
I	Check valve on RO membrane housing is stuck	Replace the check valve.
J	The automatic shut-off valve is malfunctioning.	Replace automatic shut-off valve.

## 2. Taste and odors in product water

	CAUSE:	CORRECTION:
A	Carbon post filter is exhausted.	Replace the filters
B	There is foreign matter in holding tank.	Clean, flush and sanitize the holding tank. Replace filters.
C	Product water and drain water lines are reversed.	Correct plumbing
D	Dissolved gases in feed water.	Pre-treat feed water to remove gases
E	Increase in product water TDS.	See "Product water is high in total dissolved solids" for troubleshoot.



### 3. Low water pressure from dispensing faucet

	CAUSE:	CORRECTION:
A	Air pressure in holding tank is incorrect. This is the #1 reason for low flow from reverse osmosis system.	Open faucet and empty water from holding tank. Shut off feed water to system and remove holding tank from under sink. Locate the air valve stem and add air. If there's still water in the tank, continue to add air until all the water is removed. Once all the water is removed, continue to add air and pressurize to 8 psi. Re-install the tank under the sink, turn on the feed water supply to the system and allow the tank to fill.
B	Carbon post filter is clogged	Replace post filter.
C	Holding tank valve is partially closed	Open tank ball valve fully.
D	The faucet is out of adjustment or faulty.	Repair or replace the faucet
E	Heavy water use. Holding tank is empty.	Allow holding tank to refill for about an hour or so before using the water.
F	Low water production	See "Not enough water from holding tank" for troubleshoot.

### 4. Drain water overflows at the air gap faucet

	CAUSE:	CORRECTION:
A	Air gap is clogged	Clear Air Gap
B	Drain line is clogged	Clear Tubing
C	Drain flow rate is too high	Replace flow restrictor

### 5. Product water is high in total dissolved solids (TDS)

	CAUSE:	CORRECTION:
A	Clogged pre-filters	Replace Filter
B	Low Incoming water pressure	Incoming water pressure must be above 40 psi. Install a booster pump or permeate pump
C	Reverse osmosis membrane is expanded	If membrane life is unusually short, check the TDS level of incoming water to see if it exceed the range of recommended operating condition. Pretreatment may be needed if the incoming TDS level is too high. An average life of membrane should be around 2 - 3 years. Replace the RO membrane
D	Product water and drain water line are reversed	Check the connection and correct plumbing
E	No water to drain. Drain flow restrictor is clogged.	Replace drain flow restrictor
F	No water to drain. Air Gap faucet is clogged.	Clear or replace air gap faucet
G	The automatic shut-off is not closing	Repair or replace automatic shut-off valve
H	New carbon post-filter has not been rinsed completely	Drain holding tank twice to rinse new carbon post-filter
I	The incoming feed water TDS has increased	An increase in feed water TDS will also give an increase in product water TDS

## 6. Faucet leaks or drips

	CAUSE:	CORRECTION:
A	Water leaks from faucet spouts	Adjust the faucet by turning the tee bar located under the handle to provide a small amount of free play in the handle when shut off. Should this not work, repair or replace the faucet.
B	Water leaks from beneath the handle	Repair or replace the faucet.

## 7. Little to no water at dispensing faucet.

	CAUSE:	CORRECTION:
A	Water is shut off at stop valve	Open main stop valve.
B	Flowlok is set to off position	Make sure Flowlok main lever is in open position. Lever should be lowered.
C	Output line is crimped	Reroute the line so they are not restricting the water from existing the faucet.
D	Tank is not pre-charged	Empty out the tank and recharge the tank pressure
E	Tank is defective or does not hold pressure	Replace the tank
F	Tank is not filled with water yet	Allow holding tank to refill for about an hour or so before using the water.
G	Insufficient water pressure	Incoming water pressure must be above 40 psi. Install a booster pump or permeate pump
H	Incorrect installation	Check the installation guide and make sure all the steps are installed properly.

## 8. System makes humming noise

	CAUSE:	CORRECTION:
A	Air bubble trapped inside the housing	Purge the air by tilting the system on one side, shut off the tank ball valve and turn on the dispensing faucet for about 1 minute. Repeat 3 or 4 time to purge out all the air.

## 9. Tank takes a long time to fill

	CAUSE:	CORRECTION:
A	Insufficient water pressure	Incoming water pressure must be above 40 psi. Install a booster pump or permeate pump
B	Lower water temperature	Cold water affects the performance of system. Install a booster pump or permeate pump to compensate for lower water temperature.

## 10. System slow to shut off

	CAUSE:	CORRECTION:
A	Insufficient water pressure for system to shut off	Incoming water pressure must be above 40 psi. Install a booster pump or permeate pump
B	Feed water valve is not open fully	Open feed water valve fully to lessen the restricted flow
C	Sediment/Carbon pre-filters is clogged	Replace the filter

## 11. System does not shut off

	CAUSE:	CORRECTION:
A	Automatic shut-off valve is defective	Test the functionality of automatic shut-off valve by closing the tank ball valve to see if the system will shut off. If the system continues producing water, the automatic shut-off valve is defective and needs to be replaced.
B	Automatic shut-off valve is not defective and incoming water pressure is too low	Incoming water pressure must be above 40 psi. Install a booster pump or permeate pump.
C	System is feeding multiple outlets or an outlet that demands water constantly.	It is normal in this situation as system needs to constantly produce water to supply the multiple outlets.

# LIMITED PRODUCT WARRANTY

## Scope:

Aquasure takes pride in selling a superb line of products, including this drinking water system ("Product"). As such, Aquasure expressly warrants to the original purchaser that, for a period of one (1) year from the date of purchase, the product will be reasonably free of defects in materials and workmanship. Within that one (1) year period from the original purchase, Aquasure will, at its option, repair or replace the Product without charge, or refund the cost of the product, if the Product fails or does not perform as warranted solely due to a manufacturing defect within the warranty period, subject to the limitations and exclusions set forth in this Limited Product Warranty. This Limited Product warranty only applies when the Product is used, stored, handled, fabricated and/or installed in the manner recommended by Aquasure in the Installation Instruction & Owner's Manual ("Manual").

## Repair or Replacement:

Repair or replacement during this one (1) year warranty shall include reasonable labor charges necessary to repair or replace the defective product, but shall not include freight charges or any other local labor charges from third parties other than Aquasure, unless Aquasure expressly approves such charges in writing. During the entire one (1) year warranty, Aquasure obligation to repair or replace shall further be limited to repair or replacement with the styles, models, products, colors, etc. of the Product that are available at the time of the repair or replacement, and shall be limited to the repair or replacement of only the specific Product that fails due to a manufacturing defect. Any repaired or replaced product shall also remain subject to the original one (1) year warranty from the date of the original purchase, and any repair or replacement shall not extend the original warranty period in any manner or start a new warranty period.

## Conditions of Validity of this Limited Product Warranty:

Even though the Product has extremely high endurance for operating conditions such as pH, maximum TDS, temperature, and optimum water pressure, 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 Manual. Moreover, depending on local water input water quality, regular maintenance may need to be increased.
2. The Product is operated within the confines of the following standard operating conditions:

	Water Pressure	pH Range	Max. TDS	Water Temperature
System without Pump	40 - 75 psi	2 - 11	1000 ppm	40 - 100 F Degree
System with Pump	0 - 40 psi	2 - 11	1000 ppm	40 - 100 F Degree

## 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, noncompliance with the installation, maintenance and standard operation conditions stated in the Manual and this Limited Product Warranty.
2. Unreasonable use, unintended use, or misuse of the Product for something other than its intended purpose as a drinking water system.
3. Use of replacement parts, filters, membranes or other accessories that are not sold or manufactured by Aquasure for use with this particular Product.

4. Damage not resulting from manufacturing defects that occur while the Product is in the original purchaser's possession.
5. Installation of the Product with known or visible manufacturing defects at the time of installation.
6. Damage caused by freezing, flood, fire or Act of God.

#### **Condition that render this limited product warranty void**

THIS LIMITED PRODUCT WARRANTY SHALL BE VOID IF:

1. The Product is not operated in compliance with normal municipal water conditions for which the particular model of this Product is intended.
2. The person seeking to invoke the warranty is not the original purchaser. That is, this Limited Product Warranty only extends to original purchasers.
3. The product is purchased used. That is, this Limited Product Warranty only covers new products.
4. The Product is purchased from someone other than Aquasure or one of Aquasure's authorized dealers. This is because, unless the Product was sold by Aquasure or one of its authorized dealers, Aquasure cannot verify or guarantee the integrity or authenticity of the Product.

#### **General Conditions**

The warranties set forth herein are the only warranties made by Aquasure in connection with the product. Aquasure cannot and does not make any implied or express warranties with respect to the product, and disclaims all other warranties, including, but not limited to, any warranty of merchantability or fitness for a particular purpose. Products sold by Aquasure are sold only to the specifications specifically set forth by Aquasure in writing. Other than the limited product warranty set forth herein, Aquasure makes no other warranties, express or implied. Aquasure's sole obligation under this warranty shall be repair or replacement of a non-conforming product or parts of the product, or at the option of Aquasure, return of the product and a refund of the purchase price. Buyer assumes all risk whatsoever as to the result of the use of the product purchased, whether used singularly or in combination with any other products or substances.

No claim by the buyer/owner of any kind, including claims for indemnification, shall be greater in amount than the purchase price of the products in respect to which damages are claimed. In no event shall Aquasure be liable to buyer/owner in tort, contract or otherwise, for any special, indirect, incidental, consequential, reliance, statutory, special, punitive or exemplary damages, including, but not limited to, lost profits, loss of use, loss of time, inconvenience, damage to goodwill or reputation, or loss of data, even if advised of the possibility of such damages or such damages could have been reasonably foreseen, in connection with, arising out of, or as a result of, the sale, delivery, servicing, use or loss of use of the products sold hereunder, or for any liability of buyer to any third party with respect thereto.

#### **Obtaining Warranty Coverage or General Inquiries**

If coverage is available, you may obtain coverage under this Limited Product Warranty by providing Aquasure with proof of original purchase, and that you are the original purchaser. For service under this Limited Product Warranty, you must notify Aquasure by phone at 1-800-661-0680, by email at support@aquasureusa.com, or in writing at 818 N. Mountain Ave. Suite 203 C, Upland CA 91786. In making the claim, please provide your name, address, phone number, a description of the product involved, and an explanation of the defect.





