

Puricom ZIP Reverse Osmosis Water Purifier FAQs

Q: Is ZIP BPA free?

A: Yes, ZIP is made with BPA-free plastic.

Q: How long does it take to fill the top tank with purified water?

A: It depends on the water quality you use to make purified water. On average, it takes 10-15 minutes.

Q: How much purified water does the top tank hold?

A: ½ gallon of purified water.

Q: How often do the filters need to be changed?

A: Every 12 months.

Q: How much will it cost me to change filters every 12 months?

A: \$49.95 per complete set of 3 filters of two pre-filters and one post filter.

Q: How often does the reverse osmosis membrane need to be changed?

A: Every 2-4 years.

Q: How much will it cost to replace the reverse osmosis membrane?

A: ZIP Reverse Osmosis Membrane costs \$49.95 and only needs to be replaced every 2-4 years. You will know right away if the membrane has failed because ZIP will not function as usual. Example: the upper tank will not fill all the way to the top and the filtering process takes longer than 20 minutes.

Q: How do I order replacement filters?

A: Replacement filters can be ordered on our website, purelywatersupply.com or by phone: 888-593-2017

Q: Does ZIP use proprietary filters available only from Puricom sold by PurelyWaterSupply.com?

A: Yes, because Puricom wanted to make filter changes as easy as possible and less confusing, without having to choose from a myriad of other brand filters.

Q: What is the warranty on ZIP?

A: You get an unconditional 1-year money-back guarantee, which includes the warranty for the same 1-year period. The buyer pays the return shipping after 30 days of purchase on refunded orders. There is free shipping on warranty replacements. Please contact PurelyWaterSupply.com using the email refunds@purelywatersupply.com