



PROCEDURE TO SERVICE OR REPLACE FILTER CARTRIDGES

Your **LIVING WATERS™** cartridge-based water treatment appliance is a high quality unit that is capable of making the best quality water it is possible to have from a home water treatment appliance. It uses leading edge technology to create water that retains healthy alkaline minerals while retaining the capacity to remove the vast majority of unhealthy contaminants at a level that matches or exceeds systems that utilize the process of Reverse-Osmosis. Its greatest advantage is that it uses our patented **SAFEWATER™** technology to create water that is safe from pathogenic microorganisms like bacteria, cysts, molds and spores without the need for power or high water pressure. It is the only water treatment system of its kind that can make that claim and back it up with solid science verified by independent laboratory testing.

Your system has been designed to require filter changes **every 2,000 gallons or once per year** assuming you have no unusual water problems. If yours is an undercounter model, it features a WaterMinder® meter that will automatically shut off the water flow at 1,800 gallons to remind you that a filter change is necessary. To restore flow, simply push in the dial and turn to reset.

Over 95% of our customers find that their systems are flowing well at the one-year mark. For proper performance the cartridges should be replaced anyway. Replacement cartridge packages are available by visiting our webstore at www.consciouslivingsystems.com.

It is not unusual however, for the water flow from the system to become slower and slower over time. This is usually because the LW10KCER Doulton Sterasyl™ ceramic filter cartridge has become fouled and needs cleaning. This ceramic cartridge removes 99.99% of all particles down to .9 micron and protects the Ster-O-Tap® microbiological filter element that is part of the cartridge that follows.

If the water flow is slow and it has not yet been a year since the last filter change, begin by cleaning this ceramic cartridge according to the directions below.

If you have cleaned this cartridge and flow is still slow, the most likely cause is that the LW10CBRST.1 Ster-O-Tap® cartridge has reached the end of its service life. If this is true you will have to replace this cartridge with a new one.

NOTE: Premature replacement of this cartridge can be required if temporary unusual water problems have occurred (e.g. spring runoff or construction on water lines.)

If replacement of this cartridge is repeatedly required after only a few weeks or months, it is because your water supply contains a high amount of colloidal iron or turbidity or other small particles less than .9 micron in size. People in certain parts of San Francisco California and New York City seem particularly prone to this problem.

This problem can be solved by replacing the LW10CBRST.1 Ster-O-Tap® cartridge with a LW10NCSTMF NanoCeram® superfilter. This cartridge places the Ster-O-Tap® hollow-fiber microbiological element at the core of a NanoCeram® Superfilter that uses nanotechnology to attract and hold extremely small particles that can cause premature failure of the Ster-O-Tap® element. This substitution can safely be made if your *LIVINGWATERS™* model is one that contains a cartridge that contains a LW10CAC catalytic activated carbon prefilter.

If you need advice please call our offices at 888-524-8627 and we will be happy to assist you.

NOTE: Each sump contains a different type of filter cartridge and with the exception of the 10KCER ceramic cartridge, each cartridge must be installed with the appropriate end toward the cap of the housing. Carefully note which direction the cartridges are installed in the housing. If you install a cartridge upside down, no water will flow through the system. A label on the metal bracket identifies the kind of filter that belongs to that sump. If your labels have become unreadable, please call our offices and we will be happy to send a new set of labels for your system.

When water flow becomes slow, or if one year has passed since the last filter change, follow this procedure to service your **LIVINGWATERS™** water treatment appliance.

Please read all instructions carefully before servicing unit.

1. Shut off water supply to filter unit. If your unit is an undercounter model, this is most easily accomplished by turning the blue handle on the inlet valve 90° so it is perpendicular to the water flow. Alternatively, you may close the valve on the cold water supply to which your filter's inlet tubing is attached. If the unit is a countertop model, simply make sure the water faucet is off so no water is being supplied to the filter unit.
2. Relieve the water pressure inside the filter unit. If your unit is an undercounter model, open filtered water tap and leave open until water stops flowing from the tap. If unit is a countertop model, simply pull the knob on the diverter valve as if you were going to dispense water and leave open until any flow is completely stopped.
3. To service or replace cartridges, unscrew cartridge housings from system bracket by using the spanner wrench provided to gently loosen housing then manually unscrew until housing base or sump detaches from the housing cap.

Be aware that housings will still contain water. If unit is an undercounter model, place a pan under the filter housing to catch any water that spills from the housing. If unit is a countertop model, turn the filter upside down and remove housing over the sink.

4. Always begin by identifying and servicing the LW10KCER ceramic filter first. Cleaning this cartridge will normally restore service flow out of the filter to satisfactory levels.

Clean the cartridge under running water. This can easily be accomplished with the nylon scrubber attached to a kitchen sponge, a stiff brush, or a coarse cloth. A bowl of water may be substituted for running water. Always brush or scrub from the ends towards the center of the cartridge. Never use soap or detergents. While brushing the cartridge, hold it gently but firmly against the bottom of the sink to keep from shaking it.

Handle the ceramic cartridge gently. Shaking it too hard will dislodge the KDF® core material and cause it to spill from the cartridge. Be aware that the ceramic material is fragile and can break if dropped. Sharp blows, dropping or freezing can cause cracks in the ceramic element. Should the cartridge become damaged, discard it and replace it with a new one.

NOTE: Only a thin layer of ceramic is removed with each cleaning. It is not necessary to clean the cartridge until its original color is restored as water in some localities may discolor the cartridge. Such staining does not impair the performance of the ceramic material.

5. If the service capacity of your remaining filter cartridges has been reached, you must remove spent cartridge(s) and discard.
6. Rinse out all sump(s) and fill about 1/3 full with water. Add about 2 capfuls of bleach and scrub thoroughly with nonabrasive sponge or brush. Rinse thoroughly.

7. Remove "O" ring from groove in the housing and wipe groove and "O" ring clean. *NOTE: When opening filter housing to change cartridge, it is common for O-ring gasket to lift out of housing and stick to cap.* Relubricate "O" ring with a coating of clean silicone lubricating jelly available in the plumbing supply section of any hardware store.

DO NOT USE petroleum jelly or Vaseline because it will cause deterioration of the "O" ring over time. Place "O" ring back in the groove making sure it is seated properly and is level in the groove. If the "O" ring appears damaged or crimped it must be replaced.

Note: This step is important to insure proper filter seal.

8. Replace cartridge(s). Make sure hole in cartridge end slips over the raised seat in the bottom of the housing. Screw housing(s) back onto the system and hand tighten. **Do not over-tighten or use spanner wrench to tighten because the system may be damaged or it may be unduly difficult to remove housing later.**
9. If you have an undercounter model that uses a WaterMinder® meter, reset the meter by pushing in on the dial and turning clockwise to align the desired gallon mark with the reset point. The meter should be set to read 2,000 gallons.
10. Open supply valve and allow system to fill. Check for leaks. Allow system to flush for 2-3 minutes before initial use.

NOTE: Be aware that after a normal maintenance, your system will contain minute bubbles of trapped air. This trapped air may cause the flow to be slower than usual and your water to appear cloudy and have a somewhat "chalky" taste. This is not dangerous or a problem. To verify that it is trapped air pour a glass of water and let it sit for a few minutes. You will notice that the water will become clear from the bottom of the glass up. Using the water over the course of a day or two will purge trapped air from the system and it will operate normally.