

Owner's Manual

Point of Use Water Filtration

Congratulations on your purchase of your Custom Pure Water Filter! These instructions will assist you in the installation and service of your system. If we can be of any further assistance, please give us a call. Thank you!

Faucet Installation

1. Whenever possible avoid drilling a hole for the faucet. Use an existing sink top cut out instead. This can be achieved by dismantling an existing spray hose or removing a cover plate. If these are not viable options, a hole will need to be drilled.

2. Stainless steel sinks are the most common and the easiest to drill. The porcelain coated steel sink can be identified by looking underneath the sink for the steel undercoating. A special drill bit is needed for the porcelain coated steel sinks. Thick cast iron sinks can be drilled but are very difficult and should be avoided.

CAUTION: Drilling into sinks that are 100% porcelain requires special skills and tools. Do not proceed with this installation without professional help.

When drilling the sink is not an option, the faucet can also be installed on the counter top alongside the sink.

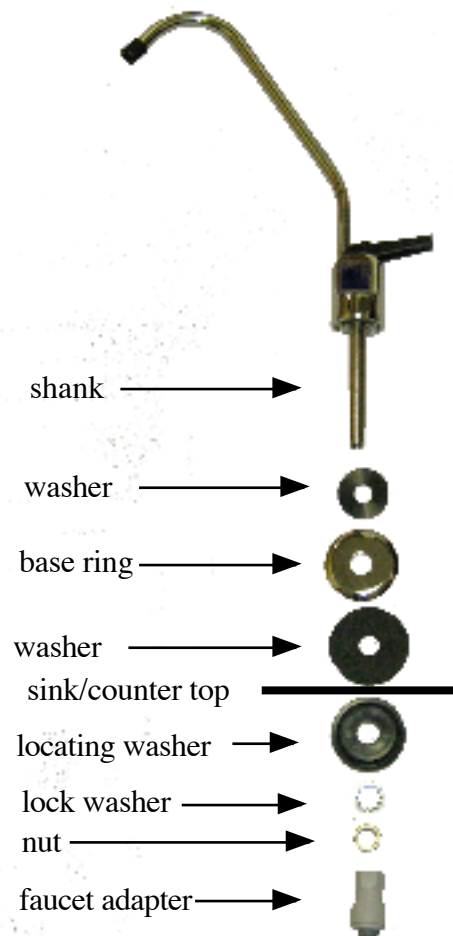
3. Locate and mark the position of the hole. Using an awl, mark the center of the hole by making a small dent. Then drill a 7/16" or 1/2" hole in the sink or counter top.

4. Assemble the faucet according to the diagram shown on the right. Position the faucet, then tighten the nut. **If you purchased an upgraded faucet model, follow the instructions that came with your faucet.**

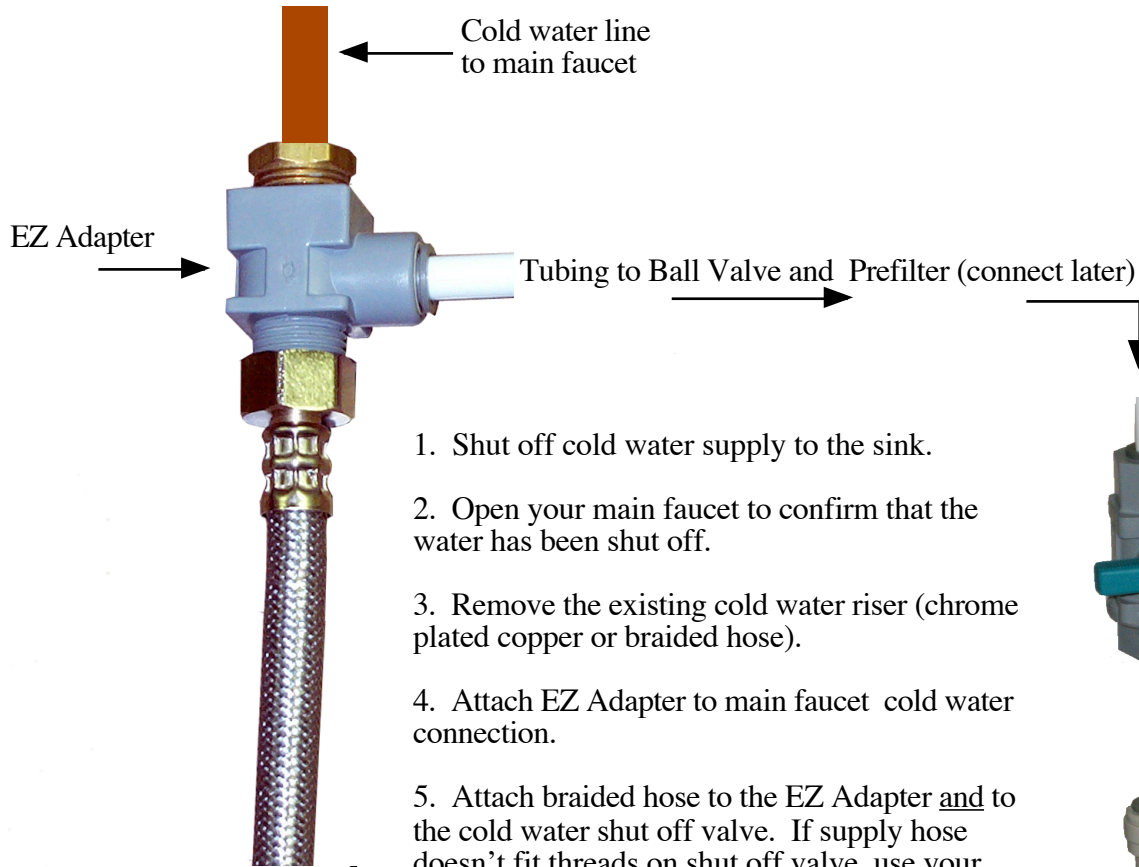
5. Attach the threaded portion of the faucet adapter to the faucet shank, being careful not to strip the threads.

6. Proceed to instructions titled "Connection to Water Supply".

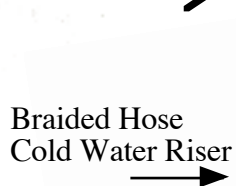
Note: Some faucets come with an additional brass compression nut for connecting tubing to the faucet. We recommend to not use this piece and instead use the push in faucet adapter or push in union provided.



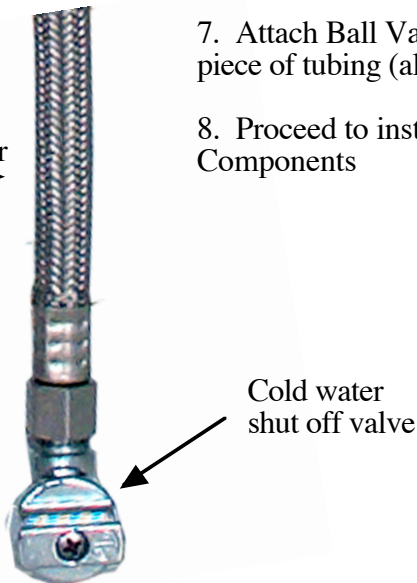
Connection to Water Supply



1. Shut off cold water supply to the sink.
2. Open your main faucet to confirm that the water has been shut off.
3. Remove the existing cold water riser (chrome plated copper or braided hose).
4. Attach EZ Adapter to main faucet cold water connection.
5. Attach braided hose to the EZ Adapter and to the cold water shut off valve. If supply hose doesn't fit threads on shut off valve, use your original riser tube or purchase a properly sized riser at your local hardware store.



6. Insert 3 ft. piece of tubing into EZ Adapter. DON'T attach other end to Ball Valve YET.
7. Attach Ball Valve to Prefilter using the short piece of tubing (already attached to Ball Valve)
8. Proceed to instructions titled: Connecting the Components



Connecting the Components

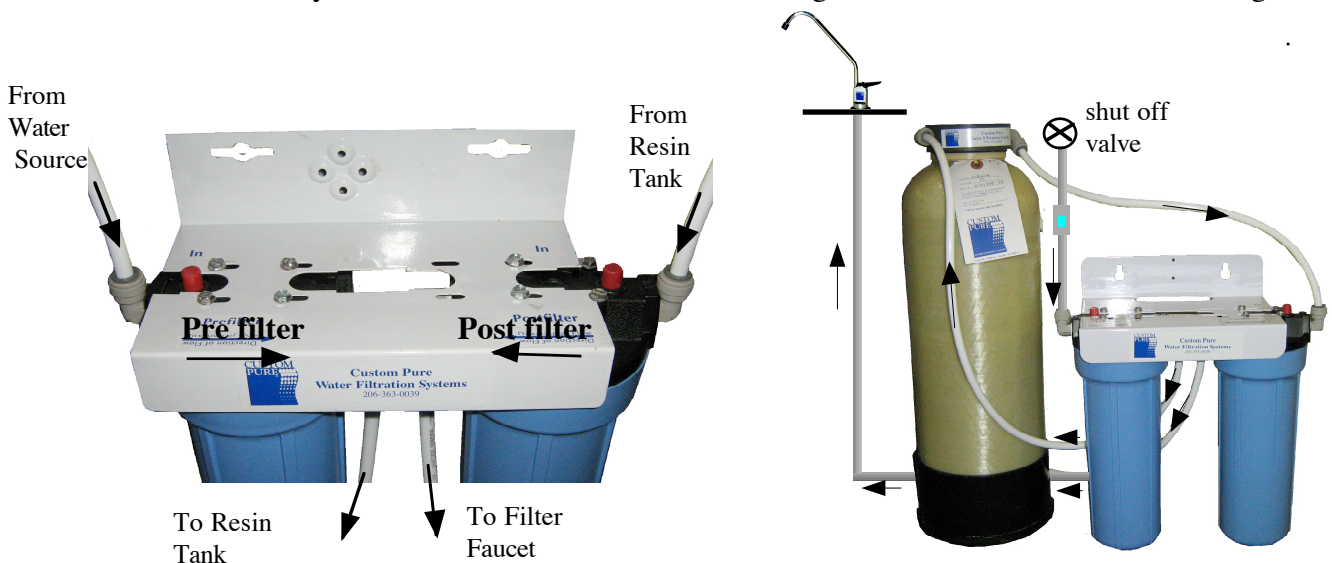
We offer several different installation configurations for our filters.
Identify which configuration matches your particular filter and follow those instructions.

Extended Bracket MB Series Installation (EB: MB...)

Filter Location: Plan the location for the resin tank and cartridge housings with ease of future servicing in mind. Locate the tank in the rear of the cabinet. Be sure to route the tubing behind the resin tank and behind cartridge housings whenever possible. This will make it easier to exchange the tank and change a cartridge.

Tubing and Fittings: All tubing is connected to the filter and plumbing using push in fittings. For a leak free connection, tubing must be cut straight - not at an angle. Tubing should enter the fitting with as little angle as possible. The end of the tube is pushed all the way into the fitting (past the o-ring) to approximately 1/2" depth. The tube cutter can be very helpful in trimming tubing to fit the available space.

1. Place the resin tank toward the rear of the sink cabinet.
2. Insert tubing into the center fittings under the cartridge housing bracket. A 3 ft. tube goes into the Pre filter outlet. A 4 ft. tube goes into the Post filter outlet. This is easier done now, than after the bracket is mounted.
3. Mount the cartridge bracket to the cabinet so the bottom of the cartridge housing is at least 2" off the floor.
4. Connect the filters...
 - a. **Water source to Pre filter:** Find the 3 ft tube that is attached to the Easy Adapter and insert the other end into the ball valve push in fitting. The ball valve should already be attached to the Pre filter - marked IN.
 - b. **Pre filter to Tank:** Take the tube already exiting the Pre filter, route it behind the cartridge housing, and insert the other end into the inlet of the Resin Tank.
 - c. **Tank to Post filter:** Insert one end of a 3 ft. tube to the outlet of the tank, route it behind the cartridge housing and insert the other end to the inlet of the Post-filter (far right side).
 - d. **Post filter to Faucet:** Take the tube already exiting the Post filter and insert the other end into the faucet adapter on the filter faucet.
 - e. Push firmly on all connections to be sure the tubing has been inserted as far as it will go.



Connecting the Components (continued)

Free Standing MB Series Installation (FS: MB...)

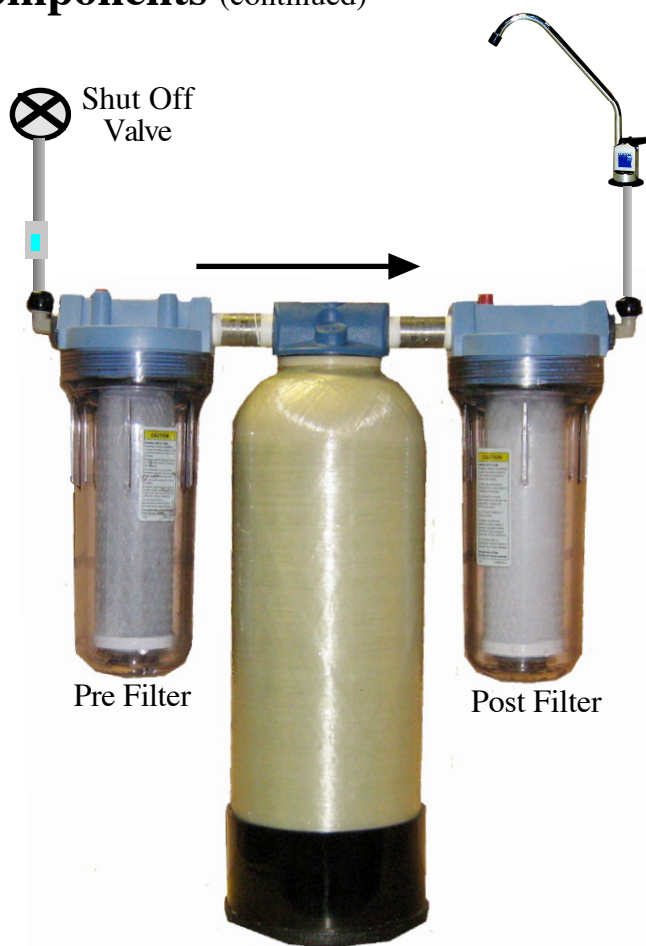
1. If the filter is inside a sink cabinet, position the filter so that the Pre filter (marked IN on top of housing) is located toward the front of the cabinet. This will make it easier to change the prefilter cartridge at midyear.

2. Tubing Connections: All tubing is connected to the filter and plumbing using “push in” fittings. For a leak free connection, tubing must be cut straight - not at an angle. Tubing should enter the fitting with as little angle as possible. The end of the tube is pushed all the way into the push in fitting to approximately 1/2” depth.

a. Find the 3 ft tube that is attached to the Easy Adapter and insert the other end into the ball valve push in fitting. The ball valve should already be attached to the Pre filter - marked IN.

b. Insert one end of the 4 ft. tube to the outlet of the post-filter. Insert the other end into the faucet adapter on the filter faucet.

c. Pull firmly on all connections to be sure the tubing has been inserted far enough.



Carbon Block Tandem Installation

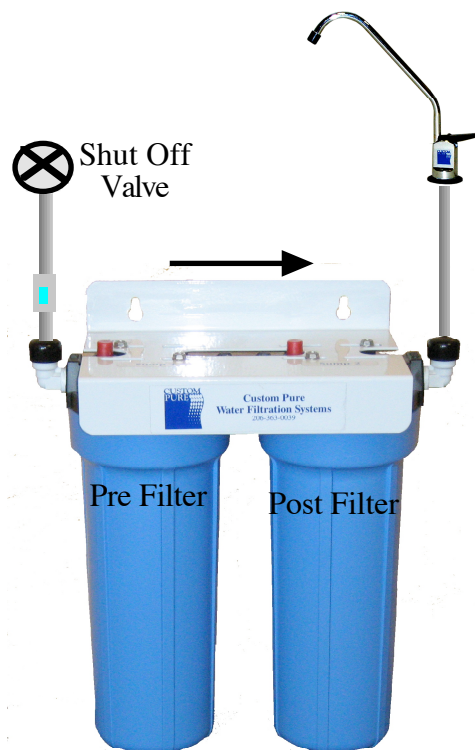
1. If the filter is inside a sink cabinet, position the filter so that the Pre filter (marked IN on top of housing) is located toward the front of the cabinet. This will make it easier to change the prefilter cartridge at midyear.

2. Tubing Connections: All tubing is connected to the filter and plumbing using “push in” fittings. For a leak free connection, tubing must be cut straight - not at an angle. Tubing should enter the fitting with as little angle as possible. The end of the tube is pushed all the way into the speedfit fitting to approximately 1/2” depth.

a. Find the 3 ft tube that is attached to the Easy Adapter and insert the other end into the ball valve push in fitting. The ball valve should already be attached to the Pre filter - marked IN.

b. Insert one end of the 4 ft. tube to the outlet of the Post filter. Insert the other end into the faucet adapter on the filter faucet.

c. Pull firmly on all connections to be sure the tubing has been inserted far enough.



Operating Instructions

Pressurizing the Filter

Once you have all the connections secured, slowly turn on the water from the shut off valve. Then open the ball valve by moving the turquoise handle parallel with the tubing. Close filter faucet when the water runs without bursts of air. Inspect all connections again for any leaks. If no leaks are present, open the faucet and flush the filter for 5 minutes.

Air Bubbles

You may notice some air bubbles in your water when you first use the filter after installation or service. This is caused by the water pushing air out of all the tiny crevices and spaces within the filtration media. This condition is perfectly harmless and in most cases the bubbles disappear in a few days to a week. You can speed up the process by depressing the red button(s) located on the top of the filter and release some of the air or simply run the water for a bit (see Flushing).

Check for Leaks

After the filter has been installed or serviced, inspect each connection closely to detect any leaks. Repeat this inspection the day after the filter has been installed or serviced. *A small leak detected early can prevent serious water damage to your home.*

Flow Rate

Initially, your filter should produce water at a rate of approximately 1 gallon per minute. This will vary depending on your own water pressure. Eventually the flow rate will decrease, due to the filter getting loaded with sediment. This will vary from neighborhood to neighborhood and year to year. *You are still getting excellent quality water when this occurs;* the water simply takes a longer time getting through the filter when it is loaded with sediment.

Maintenance Instructions

All Custom Pure filters should be serviced on at least an annual basis. The annual maintenance typically means a complete exchange of filtration media. For optimal performance, we recommend that you replace the Pre filter cartridge twice - once at mid year and again along with the annual service of the other components.

If you notice your flow rate dropping before a year has passed, you will need to change the prefilter cartridge. You can bring your filter to our store so we can change your prefilter cartridge or refer to instructions titled Changing a Cartridge if you prefer to do this yourself.

Custom Pure will keep track of when your filter will be due for it's annual service. In one year you will receive from us a postcard reminding you it is time to service your filter. *It is vitally important that the filters get serviced as recommended, otherwise the quality of the water produced will greatly deteriorate.*

Service Options:

Professional Service - If you live within our service area, just call us to make an appointment. There is an extra labor charge for this service.

In Store Service - Bring the resin tank (MB Series filters) to our store and we will supply you with a new resin tank and replacement cartridges. In store service usually takes about 10 to 15 minutes. There is no extra charge for labor. It is not necessary to bring the cartridge housing to the store. However, we are happy to clean it for you if you prefer.

Service via UPS - Place order for filter replacements. They will be shipped to you via UPS. We will arrange for return shipment of the deionization tank(s) and deionization cartridges.

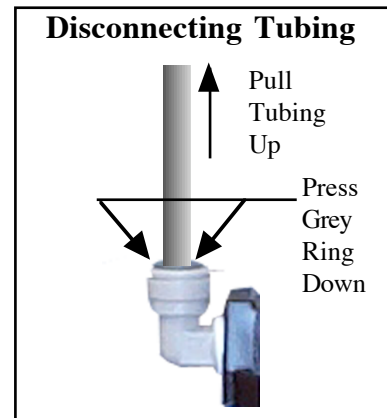
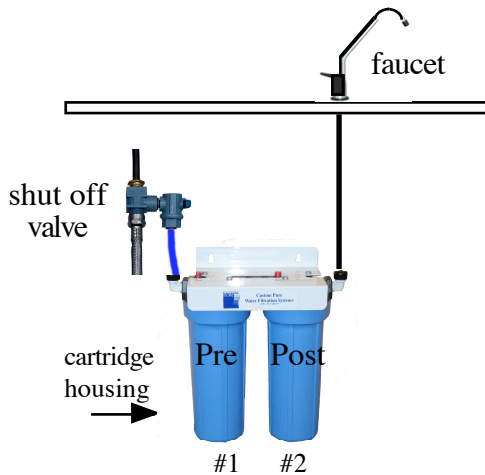
Changing a Cartridge

*Change the Pre filter twice a year.
Change the Post filter and Deionization Tank once a year.*

Step 1: Shut off water supply to the filter. Look for a gray valve with blue handle on the water supply line.



Step 2: Depressurize system by opening filter faucet. Watch for the water to stop flowing to confirm that Step 1 was successful.



Step 3: Slide spanner wrench up the cartridge housing. Turn housing clock wise. If successful, proceed to Step 4. *If unable to loosen sump, follow instructions in the next column.*

Step 4: Dump water into sink. Remove used cartridge from housing. This may be disposed of in your trash. If the O-ring falls out, lightly lubricate it with Vaseline Petroleum Jelly and place into O-ring groove.

Step 5: Remove wrapper from new cartridge trying to avoid touching the cartridge with your hands - much like peeling a banana. Place new cartridge in housing.

Step 6. Screw the housing back into place and hand tighten. Make a bit more snug with spanner wrench but don't over tighten.

Step 7. Return filter to mounting screws; reconnect tubing; *turn water supply back on SLOWLY.* Once the air has escaped and the water is running smoothly, shut off the filter faucet. **CHECK FOR LEAKS!**

Loosening a Very Tight Sump

A. Disconnect tubing where it connects to the filter. Using two fingers, press the dark gray ring toward the lighter gray fitting while you briefly press the tubing toward the fitting then pull the tubing out. A small amount of water will drip from the tubing.

B. Grasp the white bracket and lift filter off the mounting screws attached to the cabinet. Bring the filter up to the counter top.

C. Slide spanner wrench up cartridge housing. Brace the filter with one arm and your torso and use the wrench handle to turn the housing clockwise. If successful, proceed to Step 4. If it is still too tight, proceed to Step D.

D. Lay the filter on it's back on the floor - the Custom Pure label should be facing up. Place your left foot on the back panel of the bracket (the part that is in contact with the floor). Slide the spanner wrench up the housing. Move the wrench handle in motion toward yourself and down to the floor. Use both hands if necessary to get better leverage. Proceed to Step 4.

If you would rather have us change this cartridge for you, we can do this in our store at no extra charge or in your home or office for an additional service call charge if you are within our normal service area.

Point of Use Water Filtration Systems Warranty

30 Day Free Service

If a Custom Pure employee installs your system, for the first 30 days after installation, Custom Pure will provide all necessary fine tune adjustments of your system at no extra charge. This 30 Day Free Service is again offered each time a Custom Pure employee performs the routine maintenance on the unit where your unit is installed.

30 Day Refund on Cost of Equipment

If within the first 30 days after installation, the equipment does not perform as described to you, you can request that the equipment be removed. We will not refund labor charges, however there is no charge for removing the equipment within 30 days of the installation.

Equipment Warranty

Custom Pure water filters are warranted for 1 year. This warranty is renewed each time the filter is serviced by Custom Pure. This WARRANTY RENEWAL DOES NOT APPLY to installation parts such as tubing, hoses, valves, tees, faucets and pressure regulators.

Due to potential changes in supply water quality and water usage, the expected life of the filtration medium is not warranted.

Because the size of a system is based on only an estimation of water usage, the appropriate sizing is not warranted. However, if it is necessary to increase the size of the system due to an underestimation of water usage, your investment in the initial equipment will be credited toward a larger system, minus the charges for reconditioning the original unit for resale.

Deionization systems (MB Series) are designed for use on supply water with a Total Dissolved Solids amount not exceeding approximately 67 ppm (conductivity of 100 micromhos). Should your water supply change requiring a different type of point of use system, your investment in the initial equipment will be credited toward a different system minus the charges for reconditioning the original unit for resale.

This warranty becomes null and void if the product shows evidence of damage, mishandling, tampering, chemical erosion, freezing, or use contrary to Owner's Manual. Routine cleaning and normal cosmetic and mechanical wear are not covered under the terms of the warranty.

All defective parts must be inspected by Custom Pure before repair or replacement is authorized. This warranty does not obligate Custom Pure to bear the cost of transportation in connection with the inspection/replacement of defective parts. Custom Pure will not be liable for any labor charges other than work performed in the Custom Pure shop. Incidental or consequential damages are not covered by this warranty.

This warranty gives you specific legal rights and you may also have other rights which may vary from state to state. Some states do not allow limitations on duration or implied warranties or exclusion of incidental or consequential damages.

All claims must be submitted in writing to Custom Pure within 30 days from the discovery of the defect. Custom Pure thereafter will correct defective parts and/or workmanship within 30 days from the time of inspecting the defective equipment

Save \$25 on Your Next Purchase

Simply tell your friends and neighbors about how they can get terrific tasting water with a Custom Pure water filtration system and we will give you a

\$25 Referral Credit

after they purchase a drinking water filter.