



# Owner's Manual

## Carbon Block Tandem



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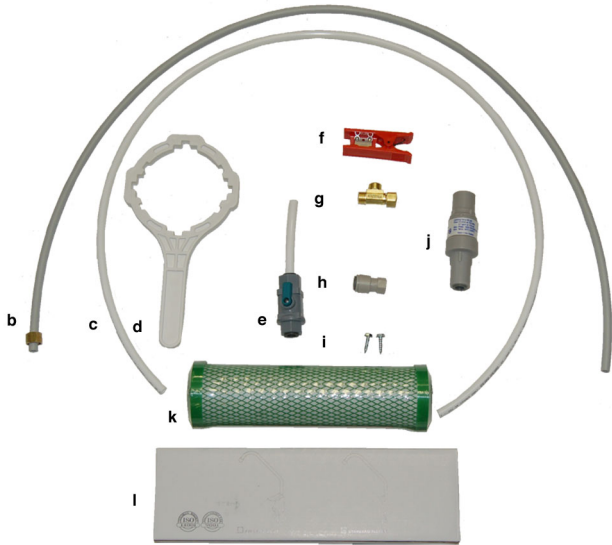
### Referral Credit Program

#### Save \$35 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 **\$35 Referral Credit** after they purchase a drinking water filter.

## Under the Counter Installation Kit Components

### Under the Counter Kit



- a. Spray bottle for peroxide (*not shown*)
- b. PEX Tubing with compression fitting
- c. 4 ft polyethylene tubing
- d. spanner wrench
- e. ball valve
- f. tube cutter
- g. brass supply divider
- h. faucet adapter
- i. mounting screws
- j. pressure regulator (optional)
- k. extra pre-filter cartridge (for use in mid-year change)
- l. Standard faucet (alternative may be substituted)

### Counter Top Kit



- a. spanner wrench
- b. spray bottle for peroxide
- c. extra pre-filter cartridge (for use in mid-year change)
- d. adapter rings
- e. locking clip
- f. diverter valve with tubing

**Before you begin...** If installing the filter faucet involves going through granite, concrete or stone counter tops, you need to have the hole for the faucet drilled by someone who knows how to work with these surfaces. Without their expertise you run a high risk of damaging the counter top.

**Under the Counter Installation**

**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.

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

**CAUTION:** Drilling into sinks that are 100% porcelain requires special skills and tools. Drilling into granite, cement or other stone materials should only be done by professionals who routinely install these materials. Do not proceed with this installation without professional help.

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.

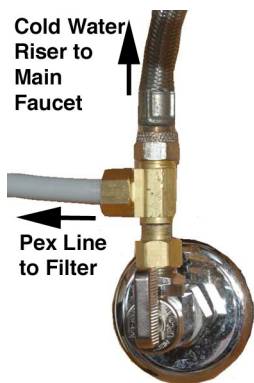
4. Assemble the faucet according to the diagram shown on the right. Position the faucet, then tighten the nut. **If you purchased an upgraded faucet model, follow the instructions that came with your faucet.**

5. Attach the threaded portion of the faucet adapter to the faucet shank, being careful not to strip the threads. If the faucet has a tube coming out of the shank, use the push in union provided to connect with other tubing.

**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 and open the main faucet to confirm that the water has been shut off.
2. Disconnect the cold water riser from the shut off valve.
3. Attach brass supply divider to the shut off valve.
4. Attach cold water riser to the brass supply divider.

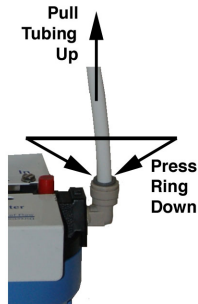
NOTE: If the gasket in your cold water riser is old and deformed, it may not seal well when connected to the supply divider. You should replace the riser if you find this connection leaks.

5. Take PEX line with compression fitting on one end and attach to brass supply divider. The opposite end remains unattached - for now...

## Using Push in Fittings and Tubing

All of the remaining 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 must be pushed all the way into the fitting, approximately 1/2” depth.

### Disconnecting Tubing



To disconnect the tubing from the fitting is a little trickier. Note the small ring where the tubing enters the fitting. Depress the ring against the fitting body being sure to apply pressure on both sides of the ring. While the ring is depressed, use your other hand to pull the tubing out of the fitting. If the tubing does not come out, it is because the ring is not sufficiently depressed.

Tip: If you are having difficulty working your fingers around the ring, use a crescent wrench as an aid. Adjust its size so it slides easily along the tubing. Place the side of the wrench against the fitting's ring. Now the wrench provides a broader platform on which to provide more pressure.

## Connection Instructions

1. Positioning: 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 pre-filter cartridge at midyear.
2. Use of Tubing & Fittings: All tubing is connected to the filter using push in fittings. If you need to trim the tubing, use the tube cutter provided to make a clean, straight cut. 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.
3. Connections
  - a. Attach the ball valve to the Pre-filter (left side of bracket) using the short piece of tubing that is already attached to the ball valve.
  - b. Find the PEX tube that is attached to the brass supply divider and insert the opposite end into the ball valve push-in fitting.
  - c. 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.
  - d. Pull firmly on all connections to be sure the tubing has been inserted far enough.
4. Rinse Cartridges: Turn on the water supply to the filter and open the filter faucet letting the water run for 5 minutes. You will need to open both the main cold water valve and the valve supplied with your filter. After 5 minutes, close the filter faucet.



## **Counter Top Installation Instructions**

1. Place the filter on the counter next to your sink, with the filter neck extending over the sink.
2. Remove the aerator from the end of your faucet.
3. Attach the filter's diverter valve to the end of your faucet, screwing it onto the exposed threads.
4. If the valve does not fit your faucet threads, use one of the adapter rings provided.
  - a. Attach the adapter ring to your faucet.
  - b. Attach the diverter valve to the adapter ring.
5. Attach red locking clip to fitting that connects tube to filter: slide clip in space between dark ring and grey body of fitting. If having difficulty, pull on tubing to apply some tension to the fitting to provide a little more space for the clip.
6. Turn on the cold water and pull the button on the diverter valve to divert the water through the filter. Let the water run for 5 minutes to rinse the cartridges.

**USE COLD WATER ONLY!!!** Your filter will remove contaminants most effectively when used on cold water.
7. If you need to disconnect the tube from the filter, pull the locking clip out. Then follow the instructions for "Using Push in Fittings and Tubing" (page4).

## **Initial Start Up (Counter-Top and Under the Counter Models)**

### **Check for Leaks**

When you have completed rinsing the cartridges, turn off the water at the filter's faucet. This will pressurize the filter (under counter models). Inspect all connections again for any leaks. Check again within 24 hours to make sure there are no slow leaks. *Early detection of a small, slow leak can prevent serious water damage to your home.*

### **Air Bubbles**

Initially, your water may appear "cloudy". You are seeing air bubbles coming from the carbon pre and post filters. The carbon cartridge's immense pore structure includes macro-pores, which remove chlorine and large organics; and smaller micro-pores, which remove the small organics. The 5 minute rinse will push air and carbon dioxide and most of the alkalinity from the macro-pores. But since water will take the path of least resistance, the micro-pores remain fairly dry. It is when you turn off the water and expose the carbon to the static pressure, the water starts to work its way into the micro-pores. Over time the bubbles will dissipate. Your initial rinse will remove about 90% of the air bubbles and alkalinity produced by the carbon. The remaining 10% may linger for quite a while.

### **Flow Rate**

Initially, your filter should produce water at about 1 gallon per minute. This will vary depending on your own water pressure. Eventually the flow rate will decrease, due to the filter cartridge 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.

### **Service Options:**

Come to our store. We will provide you with replacement cartridges with no additional labor charge.

Make a service appointment. If you are in our service area, we can come to your home or office and do all the service work for you for an additional labor charge.

Request a shipment of filter replacements. We will ship you the replacement cartridges.

## Replacing Cartridges:

### Under the Counter Model

Preparation: Get some towels.

Shut off water to the filter



Depressurize the system by opening the filter faucet; then close the faucet.

If accessible, leave the cartridge bracket attached to the cabinet wall while servicing.

See troubleshooting guide if you can't open housings.

### Cartridge Change:

Frequency: Change the pre-filter every 6 months, or more often if flow rate drops substantially

Change the post-filter every 12 months.

1. Open the housing using the spanner wrench. (Left – loose; Right – tight)
2. Pour water out of housing and dispose of old cartridge.
3. Rinse the housing and wipe the inside with a clean paper towel. Remember to clean the inside of the housing cap (attached to the bracket).
4. Spray the inside of the cartridge housing with hydrogen peroxide to sanitize the surfaces.
5. If the o-ring falls out, clean it and re-lubricate it with some Vaseline® (or similar product)
6. The pre-filter goes in the left housing (also marked pre-filter). The post-filter goes in the right housing (also marked post-filter).
7. Remove the wrapping from the new cartridge. Try not to touch the cartridge, like peeling a banana.
8. Place the cartridge in the housing and screw the housing back onto the cap (under bracket).
9. Turn the water back on and rinse the cartridges for 5 minutes.

### Counter Top Model

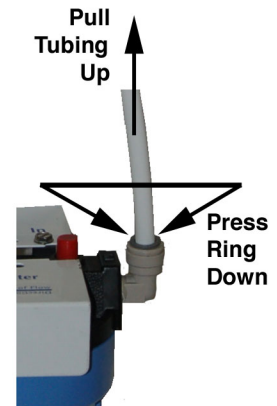
1. Get some towels.
2. Shut off water at your main faucet
3. Flip the filter housing over so the black base is on top.
4. Follow the Cartridge Change instructions listed above.
5. Then flip the housing over again so the black base is on the bottom.
6. Turn on the cold water at your faucet and pull the button on the diverter valve and rinse the cartridges for 5 minutes.

## Trouble Shooting

### Can't loosen cartridge housing

- Confirm that you have depressurized the system. Water is turned off and filter faucet is open.
- Disconnect tubing where it connects to the cartridge housings. 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.
- Grasp the white bracket and lift filter off the mounting screws attached to the cabinet. Bring the filter up to the counter top.
- 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 it is still too tight, proceed to Step E.
- 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.

### Disconnecting Tubing



### Leak at Tubing Connection

- Remove tube from push in fitting. Using tube cutter, trim off ½" of tube producing a straight, clean cut
- Insert tube into fitting being sure to push it as far as it can go.
- If the leak persists, you may need new o-rings for the fitting.

### Leak at Cartridge Housing

- Unscrew housing sump from the housing cap.
- Inspect cartridge while in the housing. See if some of the cartridge's outer webbing is bent away from the cartridge. If this is the case, the webbing has interfered with the o-ring.
- Using a clean paper towel, remove the cartridge from the housing and reinsert it "upside down". Screw the sump back on the cap. Turn on the water and inspect for leaks.

**More Questions??? Contact us: 206-363-0039 or [info@custompure.com](mailto:info@custompure.com)**

## **Custom Pure Drinking Water System 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