Owner's Manual
Counter Top
FS: MB Filter

Counter Top FS: MB612 Filter

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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.

Counter Top Installation Components

a. spray bottle for hydrogen peroxide

b. spanner wrench

c. TDS tester

d. extra cartridge for mid year change

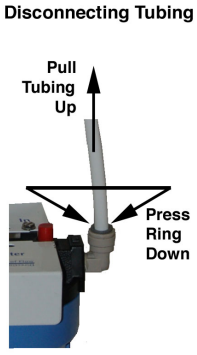
e. valve adapter rings

f. locking clip

g. tubing with diverter valve

Using Push in Fittings and Tubing

The tubing is connected to the filter using a push-in fitting. For a leak free connection, the 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 ½" depth.



To <u>disconnect</u> the tubing from the fitting, first turn off the water and pull out the red locking clip from the fitting. Depress the darker grey 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 depressing the ring with your fingers, 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.

Installation

1. Remove the aerator from the end of your faucet.

2. Attach the diverter valve (with attached tube) to the end of your faucet, screwing it on to the exposed threads.
    a. If the valve does not fit your faucet's threads, use one of the valve adapter rings provided. Find the one that fits your faucet; attach it to the faucet and then attach the diverter valve to the valve adapter ring.

3. Position the filter so that the faucet neck is over the sink.

4. Connect the tube to the inlet of the filter. See notes for "Using Push In Fittings."

5. Attach locking clip to grey fitting: Grasp the tube a few inches from the grey fitting and pull away from the fitting. While pulling on the tube, slide the red clip in the space between the dark grey ring and the lighter grey fitting body.

6. Turn on your cold water and pull the button on the diverter valve. This diverts the water through the filter. Let the water run for 5 minutes to rinse the cartridges. **ONLY USE COLD WATER IN YOUR FILTER.**

Initial Start Up

Check for Leaks

With the water running through the filter, check for any leaks. See the troubleshooting page for how to correct if a leak is found.

Air Bubbles

Air bubbles in your water may be present even though you have thoroughly rinsed the filter. This is caused by the water pushing air out of all the tiny crevices and spaces within the filtration media. You'll notice that a glass of water will quickly clear up (from the bottom first) as the air escapes to the atmosphere. This condition is perfectly harmless and in most cases the bubbles disappear in a few days to weeks.

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 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.

Monitoring Your MB Series Filter

The TDS (Total Dissolved Solids) Tester is intended for monitoring the quality of the performance of the resin tank. The carbon cartridge will produce some measureable TDS. To accurately measure the quality of water coming from the resin tank, unscrew the blue post-filter housing from its black cap and set it aside. Move the rest of the filter so the final stage's black cap is over the sink. Turn on the cold water, pull the button on the diverter valve and collect a sample coming out of the post-filter cap. Measure the TDS of the sample by following the instructions that came with the TDS tester. Your filter will measure zero for a long time. **If you get a reading of 1 ppm or higher taken directly from the resin tank before a year of use, you should plan on servicing the tank soon.** You will also receive from us an annual reminder to get your filter serviced.

<u>If you measure the water coming from the final stage filter</u>, *don't be alarmed with high readings, particularly if used on a newly installed or newly serviced filter*. Any new carbon cartridge will initially produce lots of air bubbles and release minerals that primarily include carbonates, bicarbonates and chlorides as well as some trace amounts of iron and calcium. These minerals serve to balance pH and are harmless and non-toxic. In fact, many water bottlers add these minerals to their water for the purpose of improving taste. The first 5 gallons of water produced will remove 90% of the minerals causing the TDS. It may take quite some time for the remaining 10% to be completely rinsed out. Don't waste the capacity of your filter by trying to rinse it out faster. It is not a health concern.

Filter Maintenance

Your Custom Pure filter should be serviced on at least an annual basis. The annual maintenance involves a complete exchange of filtration media (pre-filter, resin tank and post-filter). Additionally the pre-filter cartridge should be changed every six months.

Custom Pure will keep track of when your filter will be due for it's annual service. Each year, we will remind you that it is time to service your filter. If your monitoring of the filter indicates the need for more frequent servicing, don't wait for our annual reminder. Get the filter serviced. ***It is vitally important that the filters get serviced as recommended. Otherwise, the quality of the water produced will greatly deteriorate***.

Six Month Cartridge Change

1. Using the spanner wrench, unscrew the pre-filter cartridge sump and dispose of the cartridge. With a clean paper towel, wipe out the inside of the cartridge housing and the housing cap. Then spray the inside surfaces of the cap and sump with hydrogen peroxide.

2. Unscrew the post-filter cartridge sump and move it (with the cartridge) to the pre-filter position. Having been in the final stage for 6 months, this cartridge still has plenty of capacity and is already well-rinsed and ready for use in the pre-filter position.

3. Unwrap the new cartridge without touching the cartridge (peel it like a banana); and place it back in the housing. Screw it onto the post-filter position.

4. Turn the water back on and let the filter rinse for 5 minutes.

Annual Service – changing both cartridges and tank

1. If you live within our service area, just call us to make an appointment. There is an extra labor charge for this service. Or you can bring your filter to our store for service and you only pay for the materials – no service charge.

2. If we ship you a replacement tank and cartridges, you will need to transfer the head assembly (blue head, stainless nipples and cartridge housings) from your spent tank to the new tank. If you are not able to remove the tank head, then you can simply transfer the cartridge housings from the old filter to the new filter.

Trouble Shooting Guide

Can't Disconnect Tubing

1. Pull red locking clip from grey fitting.
2. Press down dark grey ring against lighter grey fitting body. At the same time, pull tubing out.
3. If you are still having difficulty, 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.

Leak at Tubing Connection

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

Leak at Cartridge Housing

1. Unscrew housing sump from the housing cap.
2. Inspect cartridge while in the housing.
   a. O-ring may have fallen out or gotten crimped in the threads. If this is the case, replace O-ring.
   b. 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.
3. Turn on the water and inspect for leaks.

Faucet Drips

This is common with all counter top filters. With the valve located before the filter, the stream of water won't stop until pressure has equalized inside the housing. In a short while you will get a feel for how long it takes for the stream of water to stop, and you will be able shut off the water just a little sooner to avoid a spill over. If this problem is too annoying, we can provide you with a plug to cap off the end of the faucet. This problem is eliminated in under-the-counter installations because the valve is after the filter. You might consider converting your filter to an under-the-counter model.

High TDS Reading from filter spout

The resin tank is the part of the filter that removes dissolved metals from the water. Water coming directly from the tank should read zero if not needing service. The TDS reading from the spout will reflect minerals coming from the carbon post-filter. Any new carbon cartridge will initially produce lots of air bubbles and release minerals that primarily include carbonates, bicarbonates and chlorides as well as some trace amounts of iron and calcium. These minerals serve to balance pH and are harmless and non-toxic. In fact, many water bottlers add these minerals to their water for the purpose of improving taste. Pre-rinsing cartridges will remove 90% of the minerals causing the TDS. It may take quite some time for the remaining 10% to be completely rinsed out. Don't waste the capacity of your filter by trying to rinse it out faster. It is not a health concern. Over time the TDS from the spout will lower to zero or near zero.

Any Questions? Contact us at 206-363-0039 or info@custompure.com

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