



# 2 Stage Whole House System Installation Manual



Customer Support 1-800-992-8876



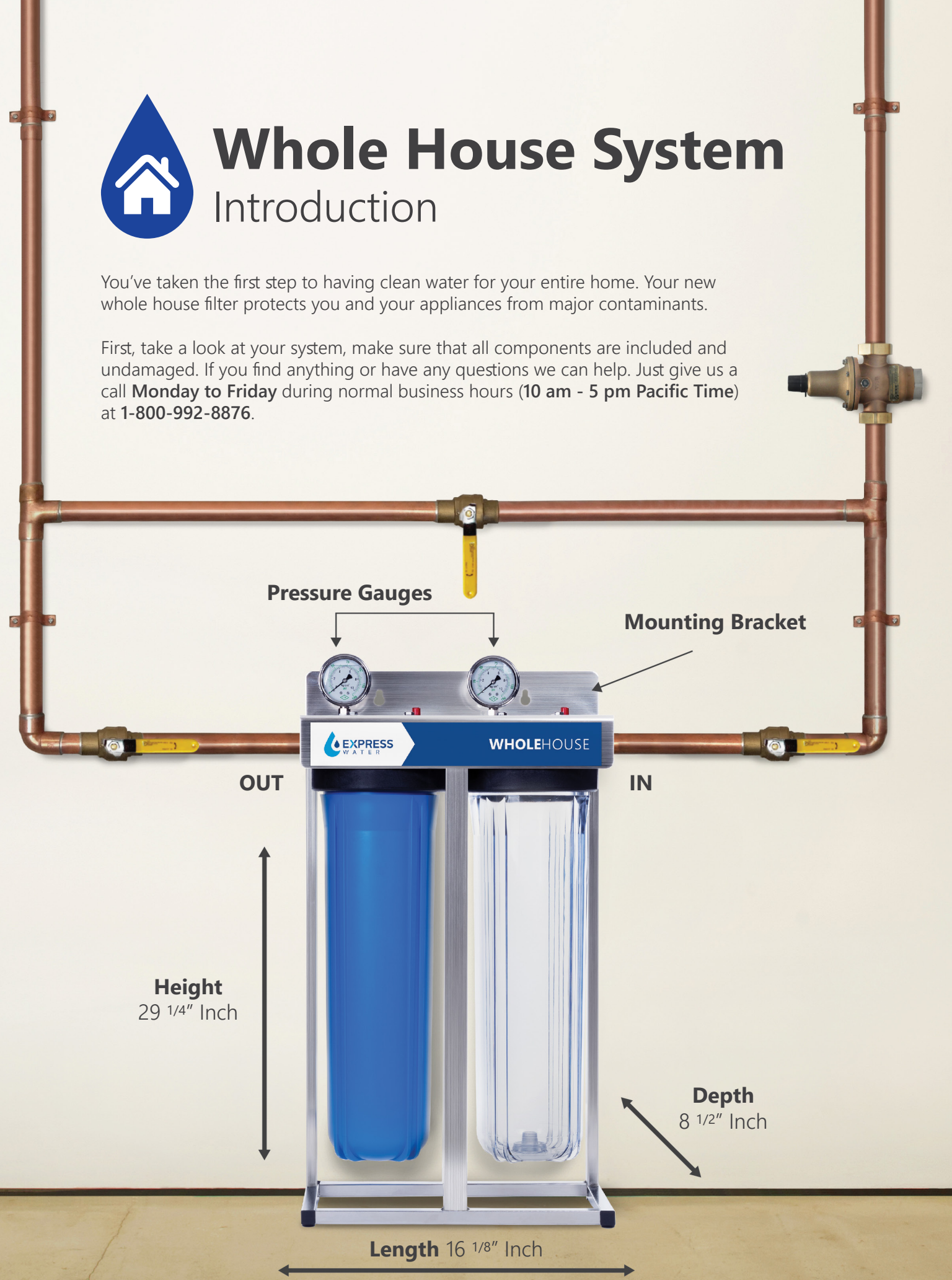


# Whole House System

## Introduction

You've taken the first step to having clean water for your entire home. Your new whole house filter protects you and your appliances from major contaminants.

First, take a look at your system, make sure that all components are included and undamaged. If you find anything or have any questions we can help. Just give us a call **Monday to Friday** during normal business hours (**10 am - 5 pm Pacific Time**) at **1-800-992-8876**.



## Conditions

### System Usage Conditions:

Feed Water Pressure: 20-80 PSI  
Feed Water Temperature: 40-100 °F

We recommend using a professional licensed plumber for the Whole House Filtration System Installation. If your feed water is prone to spikes in pressure or is over 80 PSI you will need a pressure protection or reducer valve installed before the feed water flows to the system. Always use appropriate safety measures and methods for the installation.

Your installation must comply with all of your state and local codes. The installation area needs to be level and dry. The system must be installed in a sheltered environment with no exposure to extreme hot or cold weather, out of direct sunlight. Never expose the system to freezing temperatures. The system cannot be installed upside down.

Express Water assumes no liability for the determination of the proper equipment necessary for your home. This system does not remove biological contaminants. We recommended a UV light if your water is biologically unsound.

Visit our website: [www.ExpressWater.com](http://www.ExpressWater.com) or call us at **1-800-992-8876** to explore UV filtration options.

Copyright © 2018 by Express Water Inc.

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of the publisher, except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law.

# 1 Year Limited Warranty



## We Cover

This warranty covers any defects in the parts or manufacturing of your Express Water Whole House Water Filtration System. We will give you new replacement parts in exchange for any defective parts.

## What to Do

Give us a call at 1-800-992-8876 or send an email to support@expresswater.com and describe the problem to our support. Be sure to have a copy of your purchase confirmation email or receipt. Our support will verify that the product and problem are under warranty and help you arrange to send your defective part back to Express Water with your receipt and contact information (name, address, phone number, email address). Support will arrange sending the delivery of your replacement part, as well as guiding you through the installation.

## Time Covered

This warranty is effective for 1 full year from the date of original purchase.

## Not Covered

This warranty does not cover labor for removal or installation, accumulation of dirt or grime (you are responsible for your own cleaning), systems with the serial number removed or altered, damage from improper storage (high or low temperature, sun damage, etc), damage from a system not installed correctly, anyone other than original purchaser or additional installations, damage from system abuse or unintended operation of system, acts of God, improper water source, modification, negligence, commercial use of the system, filters, incidental damages from system failure, systems used with parts not provided by Express Water (including tanks, filters, faucets, pumps, diverter valves), or cosmetic damages.

## Your State

Some states has further regulation on damages and warranty coverage. You may have other rights depending on your state.

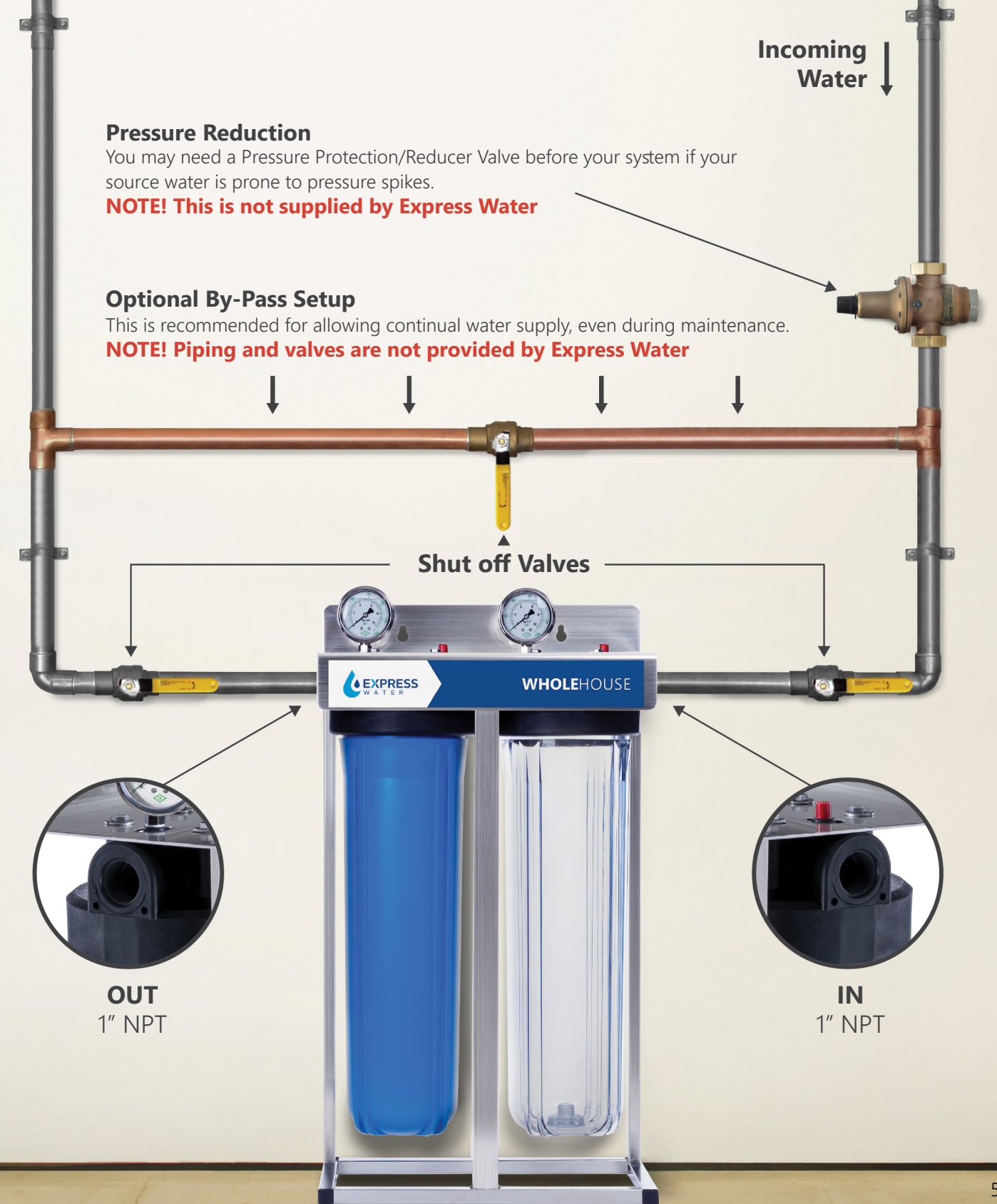
For warranty questions, service, or help give us a call **Monday - Friday 10 am to 5 pm PST:**  
**1-800-992-8876**

Email us:  
**support@expresswater.com**

Express Water Inc.  
**12730 Raymer St, Unit 1, North Hollywood, CA 91605**

# Installation Diagram

Every setup will be different depending on the plumbing setup of your home. You may use different pipes or fittings.



# Tools and Parts

## Tools

Towels  
Medium Crescent Wrench  
Monkey Wrench  
Pipe Cutter (Depends on pipes used) (eg: ratchet cutter, hacksaw, wheel cutter)  
Teflon Tape  
Plumber's Silicone Grease

Depending on plumbing setup, you may need:  
Soldering Iron or Torch  
Power Drill

## NOTE!

**This is not a complete list of tools and parts, your home set up may require additional parts or differences from the installation steps we detail. The steps we detail describe a typical installation.**

## Parts

Depending on your setup you may need:  
Shut-Off Valves  
Pipe Converter (1" to 3/4") (or other)  
Additional Piping  
Pipe Hangers  
Pressure Protection or Reducer Valve

# Before You Begin

Make a list of all the plumbing parts and tools you will need to completely install the system to fit your home's needs.

Confirm the inflow direction of the system and your install location.

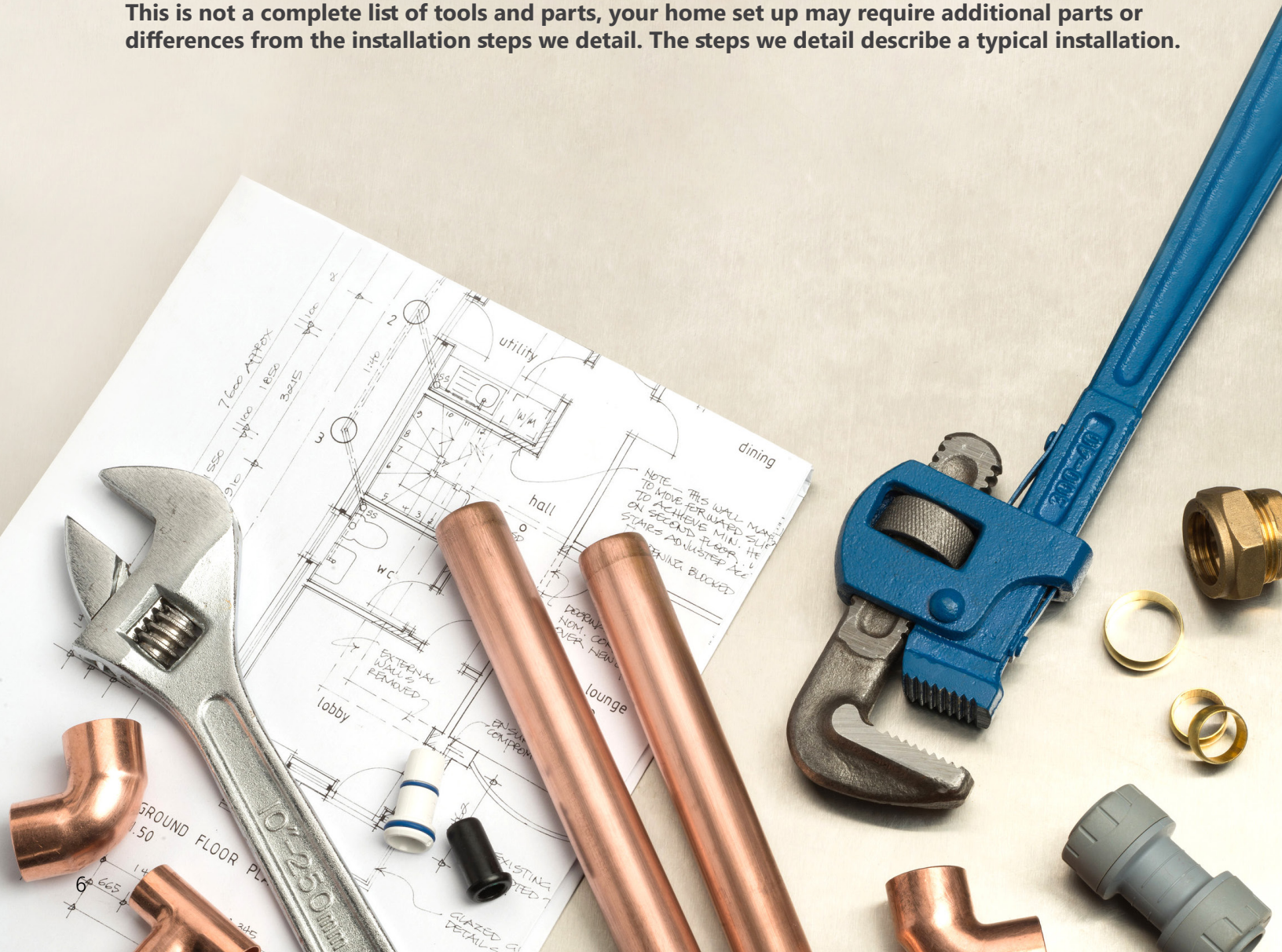
Turn off all incoming water to the house. The valve for this may be located under the house, on the side of the house, under a ground panel, or elsewhere.

If you have an electric water heater turn off the electricity to your water heater.

If you have a gas water heater turn the knob to pilot.

We suggest planning for a bypass loop around the system.

Use teflon tape on the threaded connections



# Installation

After shutting off the main water line open all of your home plumbing fixtures to drain as much water as possible and reduce pressure in your plumbing.

## Prepare Your Install Site

Your install location should be at any point after the main water supply line enters your home, but before the line splits or meets the hot water heater. If your line branches off to outdoor and indoor plumbing you may wish to install on the indoor line if you would only like to filter your indoor water.

Measure the amount of line you will need to remove at your install location. You will need enough space for the system, and any adapters, shut-off valves, bypass valves, or other fittings you may need.

Prepare for the line to discharge water once cut. Allow the line to drain before proceeding. Make sure the end of the line is smooth with no jagged edges after cutting.

You can mount the system to the wall at your install location, or it can stand on its frame on the floor. If you are mounting the system off the floor make sure the wall can support the weight of the system when full of water.



## Attach Plumbing

Attach the necessary pipes, valves, and fittings to each side of the system.

Once all of your pipes and connections are complete and flow is opened you are ready to turn your water back on.

## Restart Water Flow

Turn your main water valve back on slowly. You will be able to hear the sound of water entering the Whole House Filtration System, after a while the system will be full and sound will stop. Now, you will need to flush the system before you are ready to use the water.

Go to your nearest water faucet and turn on a flow of **COLD WATER**.

## DO NOT USE HOT WATER FOR THE SYSTEM FLUSH

Observe your system and piping for any leaks.

The flush water will be blackish as loose carbon particles are flushed out of the system. The water may also appear cloudy as air bubbles are pushed out of the system and your pipes after the shut down. This is perfectly normal. Run the water until it becomes clear, then run for 5 additional minutes before turning the faucet off.

Wait 30 minutes, then run the cold water again for 10 minutes. Shut off your faucet.

Your system is now ready for use!

## Start-Up Notes

The cloudiness may persist for anywhere between 1 day to 1 week as your system and pipes expel tiny air bubbles from your plumbing and the carbon filters. This is perfectly normal and the air bubbles are harmless. They should clear up within a week of regular use.

Occasionally check for leaks during your first week of use to be sure all of your connections are stable.

You can flush the old non-filtered hot water from your plumbing by running your hot water at this point. Or you can expend this water through regular use over the next few days.

**Make sure to turn your water heater on again.**

# Filter Change

Each filter is good for approximately 6 months or up to 100,000 gallons of water. The amount of time and water depends on the quality, temperature, and pressure of your water supply. Your replacement cycle may be longer or shorter because of this.

If you notice a drop in your water pressure in your home or on the pressure gauges, this usually indicates you are ready for a filter replacement. Once your pressure has dropped 10-12 PSI from your initial pressure we suggest replacing your filters.

## First, turn off water supply to the system.

Open the nearest faucet until flow stops to depressurize your plumbing. Shut off the faucet once flow stops.

Prepare for water discharge then press the red pressure release button.



Pressure Release Button

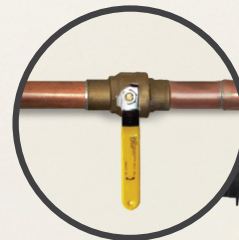
## Press the red pressure release button.

Prepare for the system to discharge water when you remove the housing. Use your Filter Housing Wrench to unscrew the filter housings from your system.



## Tools Needed:

- Filter Housing Wrench
- Gasket Lubricant
- Replacement Filters
- Towels



Turn Off Water Supply

Remove the old filter and throw it away. Drain any water from your filter housing.

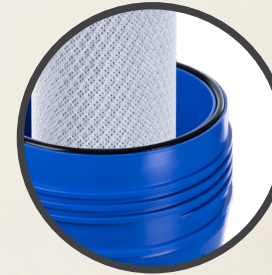
## Filter Cleaning

We recommend cleaning your filter housings once a year. To do this scrub the inside of the housing and the inside of the top manifold with one gallon of warm water mixed with 1 tablespoon of household bleach. Make sure to protect your hands during cleaning. Rinse all parts with water until all traces of bleach are gone.

**Note! Do not add bleach directly to any part of the system.**



Throw Away Old Filter



Correct O-Ring Placement

## Reattaching Housings

Your o-ring may come loose during the housing removal. If it doesn't carefully remove it from the housing and apply your silicone grease to the o-ring, before setting it back in place.

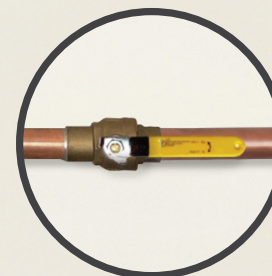
Apply gasket lubricant to the threads of each filter housing.

Support the base of the filter and insert it back into the top manifold. Insert the new filters facing the correct direction. The carbon, KDF, or PHO filters will need to have their silicone o-ring facing the top of the system. Make sure your filter is correctly aligned and then begin tightening by hand. Once the housing is hand tight, use your filter housing wrench to give a slight additional turn. You should only need a fourth turn or a half turn with the wrench, be careful not to over-tighten.

Repeat these steps for the other filter housing.



Align New Filters



## Turn On Water Supply

## System Start-up

Once all of your filters have been replaced and your housings are in place you are ready to turn on water supply to the system.

Check the system for leaks as it fills with water. If you discover a leak turn the water off, inspect your connection points and o-rings, retighten, and try again.

## Flushing New Filters

Flush your new filters by turning on the closest cold water faucet.

The flush water will be blackish as loose carbon particles are flushed out of the system. The water may also appear cloudy as air bubbles are pushed out of the system and your pipes after the shut down. This is perfectly normal. Run the water until it becomes clear, then run for 5 additional minutes before turning the faucet off.

Wait 30 minutes, then run the cold water again for 10 minutes. Shut off your faucet.

**Your system is now ready for use!**

