aquasana



EQ-400

Whole House Water Filter **Rhino®**



CITY WATER

Owner's Manual

Meet clean, healthy water. Your new Aquasana® whole house Rhino® system was expertly engineered to reduce contaminants, including chloramines, from the water throughout your entire home.

Enjoy the peace of mind that comes from knowing our award-winning water filter technology is working for you.

EQ-400

Whole House Water Filter
Rhino®

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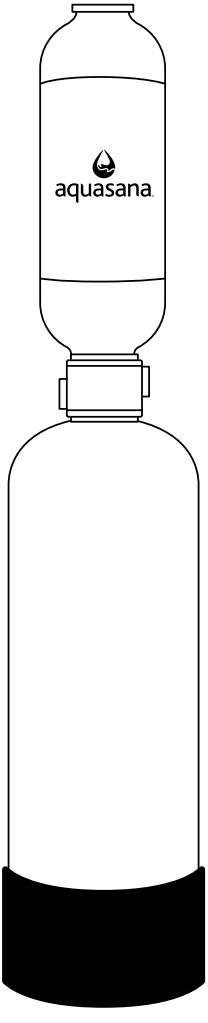
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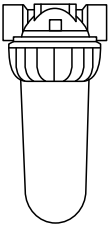
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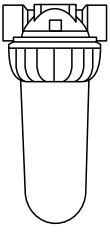
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Rhino® Tank





10" Post-Filter



10" Pre-Filter



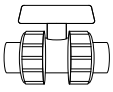
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3" Nipples (6)



Support Bracket (2)



Shut-Off Valve
(Not included with Pro-Kit)

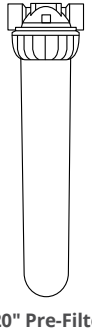


Garden Hose Adapter

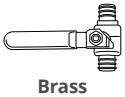


Wrench

OPTIONAL UPGRADE
Professional Grade Install Kit



20" Pre-Filter



Brass Valves (3)



Brass "T" Fittings (2)



Pex Support Brackets (2)



Brass Adapters (2)

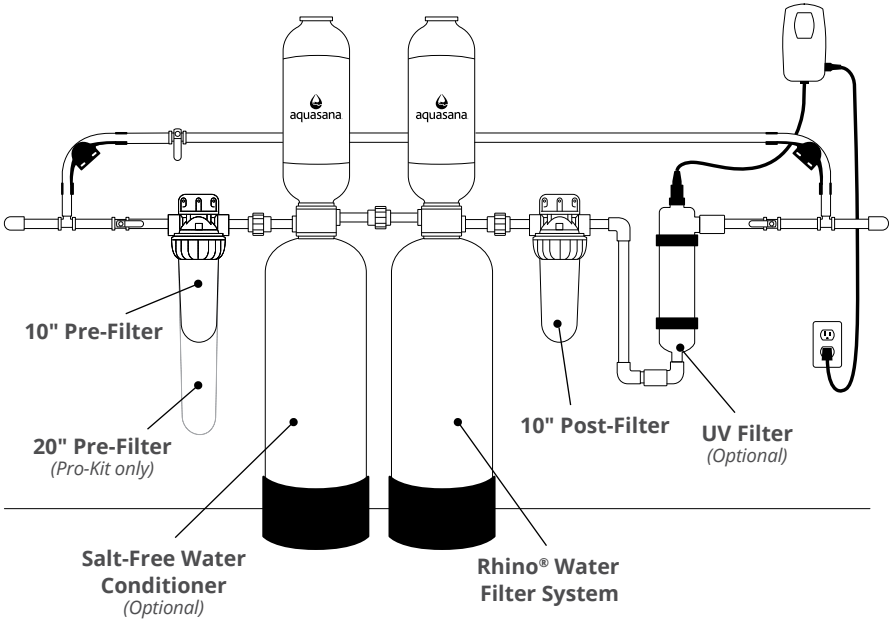
Not NSF Certified

Parts and pieces included with your system will vary depending on your specific order. Please call Customer Service with any questions or concerns **866-662-6885.**

Tools recommended for installation:

- Drill
- Wrench
- Channel locks
- PVC pipe cutter
- NSF approved PVC primer and glue
- NSF certified plumber's tape
- Copper wire & grounding clamps *(if copper pipes are present)*

If you have added components to your Rhino® Water Filter System, note the correct sequencing below.
(Installation shown below includes Professional Grade Install Kit)



Before installing

- **Lay out system in appropriate configuration. Improper sequence of equipment will affect performance, and could possibly damage your system.**
- **For all installations:** Anticipate the need for additional parts and pieces including but not limited to pex tubing, clamps and mounting screws to install unit properly (available at a local home improvement stores or through your plumbing contractor). Due to the varieties of home design, not all configurations can be addressed in this guide.
- **DO NOT** install this filter where the line pressure may exceed 100 psi. The operating pressure range for this filter is between 20psi – 100psi.
- Install on cold water lines only (40° – 90°F).
- Installation of the filtration system must comply with existing state and local plumbing codes. Aquasana and its manufacturer are not liable for consequential or incidental damages due to improper installation.
- **DO NOT** install the unit on its side. It must be installed upright to maximize contact with media bed.

Read all precautions and installation instructions carefully and completely before installing.

Precautions

- Properly tighten all fittings to ensure a leak-free assembly.
- NSF certified plumber's tape (thread sealing tape) is the only sealer that can be used on threaded fittings. **DO NOT** use pipe dope or PVC primer/glue on threaded fittings. Exposure to these compounds will damage nipples causing leaks.
- Pick an appropriate installation location. Dimensions of systems vary—always allow an estimated minimum of 60" clearance for height of tank, and a minimum of 45" for floor space.
- Unit must be installed in an area where the main water line enters your home, before connecting to the water heater. **DO NOT** install after a water heater or on the hot water line.
- It is recommended your system be installed indoors and out of direct sunlight. Prolonged exposure to light can weaken plastic components, resulting in filter housing failure. If this is not possible and the system is outdoors or in a sunny area, the unit must be protected from both direct sunlight and freezing temperatures.
- If installing on metallic plumbing, two grounding clamps and #4 copper wire are essential for safety.
- Some local codes may require the use of a licensed plumber or certified installer when disrupting a potable water line.
- In areas with high pressure, a pressure relief valve and a water hammer arrestor may be necessary.

Cleaning

The exterior of your filtration system can be cleaned with warm, soapy water. Rinse well with fresh, clean water.

A Pre-Filter is included with your system. Sediment levels vary from one location to another. It is recommended to replace your Pre-Filter every 2 months. If the flow rate has noticeably decreased, replace your filter cartridge sooner.

NOTE: Never use chemical cleaning products on the system's exterior surface as they may damage the housing.

Specifications

This filter system is designed and tested for use with genuine Aquasana parts including replacement filters and all hardware. Use of parts from other manufacturers may result in loss of contaminant reduction performance, system damage or failure. Use of parts from other manufacturers will also void your warranty. Please visit **aquasana.com** for replacement parts.

Model: EQ-400
Replacement tank: EQ-400R

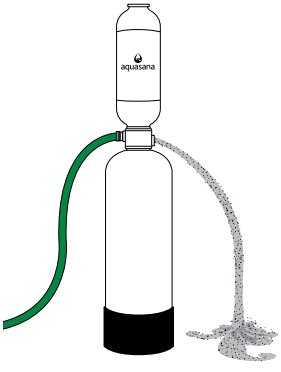
Additional Replacements:

20" Pre-Filter: EQ-304-20
10" Pre-Filter: EQ-304
10" Post-Filter: EQ-PFC.35
UV Lamp: AQ-UV-L330C
Salt-Free Conditioner: EQ-AST-WH-R-C

1 Pre-Condition Rhino Tank

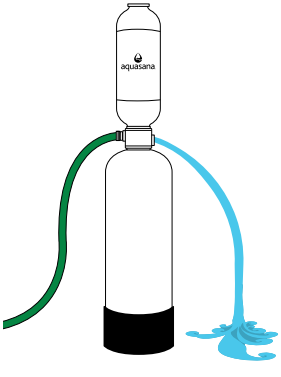
NOTE: It's imperative that this system is flushed properly prior to final installation. The granular carbon used in the bottom tank contains 1-2% by volume of carbon fines that must be flushed out prior to use. Surge flushing is the best method for purging these carbon fines from the media bed.

1. Once out of the box, keep the tank upright at all times as to not apply pressure to divider. Remove shipping caps from inlet and outlet ports. Using supplied adapter, connect a garden hose to the inlet port so the water will flow into the system and out of the outlet port.



2. Slowly turn faucet on and allow discolored water to flow from outlet into a suitable drainage area. The first few gallons will appear black and cloudy due to carbon fines.

   TIP: You may need to slightly shake the tank to help remove carbon fines.



3. After an initial 15-minute flushing, begin a period of "surge flushing" by turning water supply on for 30 seconds and then off for 30 seconds, repeating cycle for 15 minutes or until initial surge of water is completely clear and free from discoloration and cloudiness.

4. Disconnect the system from the garden hose, be sure the white washers are properly set inside the inlet and outlet ports, and position the system for installation.

2 Select Location

1. Pick an appropriate installation location. Unit must be installed in an area where the main water line enters your home, before connecting to the water heater.

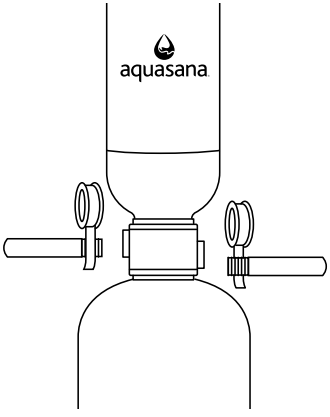
2. Turn off the main water source prior to installation. Drain water from lines to relieve pressure by turning on a faucet inside your home.

NOTE: DO NOT install after the water heater or on the hot water line. Components and installation will vary.

3 Prepare Rhino Tank

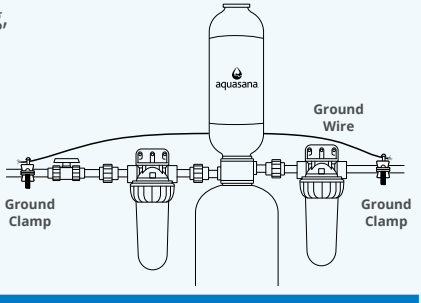
Wrap your pipe nipples with NSF certified plumber's tape. Connect the nipples to the system's inlet and outlet.

NOTE: DO NOT use pipe solvent (dope), as solvents in some types of pipe dope may cause damage to plastic fittings. Do not over-tighten to prevent damage to filter head.



4 COPPER PIPES ONLY *(proceed to Step 5 for PVC Pipes)*

When installing on metallic plumbing, ensure you take the following precautions. Securely install two (2) grounding clamps and a #4 copper wire (not included) across the location where the system will be installed. Tightly clamp at both ends, as shown in the illustration.



⚠WARNING

ELECTRICAL SHOCK HAZARD
Prior to installation on metallic plumbing, securely install two grounding clamps and a #4 copper wire per installation instructions. Failure to follow these instructions can result in death or electric shock.

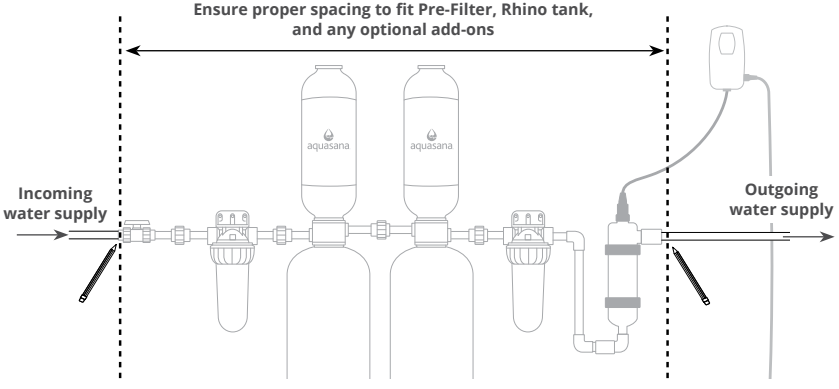
5 Install Shut-off Valve and Ensure Spacing *(Cont. on next page)*

1. Using a pipe cutter, cut into the main water supply line to install the shut-off valve.
2. Loosely fit shut-off valve to calculate proper spacing of components.
3. Measure distance for Pre-Filter, Rhino tank, and optional add-ons (Salt-Free Conditioner and UV) and mark pipe accordingly.

If you're installing additional add-ons make sure to read through those separate installation manuals prior to fully installing your complete system.

5 Install Shut-off Valve and Ensure Spacing *(Cont. from previous page)*

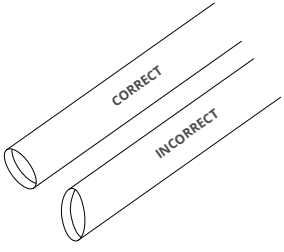
NOTE: DO NOT cut more pipe than necessary. You can cut more pipe later if needed. If you're also installing a Pro-Install Kit or bypass loop, do so at this time.



6 Cut Pipes

Cut pipe along the marked sections from step 5 and clean ends of pipe. Ensure there are no burrs, sharp edges or deep scratches.

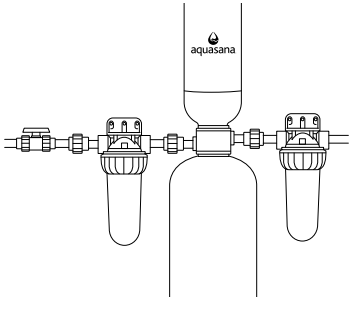
NOTE: Cut tubing as straight as possible with a utility knife, or an appropriate pipe cutter for copper tubing or PVC.



7 Configure System

Fit Rhino tank and additional optional add-ons into the system at this time. Screw Pre-Filter and Post-Filter support brackets onto the wall and attach filters.

Properly connect system together accordingly (slip fittings, barbed fittings, NSF certified PVC glue, etc.). Ensure all parts are flowing through the "IN" port in the correct direction of water flow.



8 Final System Check

Once installation is complete, allow proper time for glue to dry according to manufacturer instructions. Then, slowly turn water on and inspect for leaks.

After inspecting for leaks, turn on the faucet closest to the installed unit and allow water to run for 5-10 minutes for the final flushing period.

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Performance Data Sheet for the EQ-400 Aquasana Whole House Rhino® Water Filter System					
Models	**Replacement**	**Max Operating pressure**	**Rated capacity**	**Operating temp. range**	**Rated flow**
EQ-400	EQ-400R	100 psi	400,000 gallons	40-90° F	7.0 gpm
Manufactured by: Aquasana, Inc. 6310 Midway Road · Haltom City, Texas 76117 · 866-662-6885					

This system has been independently tested for reduction of chloramines on standard chloraminated tap water.

Data Summary Table

Sample Point	Accumulated Volume (gal)	Dynamic Pressure (psi)	Chloramine, Free Available (mg/L)		Flow Rate (gpm)	% Reduction
	Effluent 1	Influent	Influent	Effluent 1	Effluent 1	Effluent 1
Startup	10	60	3.21	<0.01	7.10	79.9%
10%	50,000	60	2.84	0.13	6.99	95.4%
20%	100,000	60	3.10	0.39	6.98	87.4%
30%	150,000	60	3.08	0.87	6.84	71.8%
40%	200,000	60	3.00	0.76	7.05	74.7%
50%	250,000	60	2.99	1.07	6.94	65.2%
60%	300,000	60	3.08	1.31	6.99	57.5%
70%	350,000	60	3.23	1.75	7.15	45.8%
80%	400,000	60	3.19	0.75	7.10	76.5%

For use with municipally treated water only. Do not use with water that is microbiologically unsafe or of unknown water quality without adequate disinfection before or after the system.

- All contaminants reduced by this filter are listed.
- Not all contaminants listed may be present in your water.
- Does not remove all contaminants that may be present in tap water.

Filter is only to be used with cold water.

Filter usage must comply with all state and local laws.

Testing was performed under standard laboratory conditions, actual performance may vary.

Systems certified for cyst reduction may be used on disinfected waters that may contain filterable cysts.

See owner's manual for general installation conditions and needs plus manufacturer's limited warranty.

4 YEAR LIMITED WARRANTY

EQ-400 RHINO® WATER FILTER 4-YEAR LIMITED WARRANTY

What is covered

This Warranty covers defects in materials or workmanship in manufacturing of your Aquasana Rhino Whole House Filtration System, except as provided below.

For how long

This warranty runs for 48 months from the date of purchase by a consumer ("Warranty Period").

What is not covered

This warranty does not cover filter cartridges and any systems that were not installed in compliance with the instructions or that have been abused or operated incorrectly. It also does not cover the following:

- Incidental or consequential damages caused by a failure of the product.
- Clogging, as replacement of the Pre-Filter cartridge is the purchaser's responsibility.
- Damage from use of non-potable water supplies.
- Labor costs to install or replace the system or filters.
- Damage caused by fire, flood or acts of God.

This warranty is voided if the product is used with parts that are not genuine Aquasana parts. This includes, but is not limited to: replacement filters, faucets, and diverter valves.

What Aquasana will do

We will replace the defective part of the covered product, or if necessary, the product and send it to you with installation instructions for a licensed plumber.

How to get service

To receive service under this Warranty, you must contact Aquasana, Inc. at 1-866-662-6885 or warranty@aquasana.com within the Warranty Period to describe the problem to a customer service representative who will verify that the product is under warranty and determine whether a part or the system will be replaced and whether you must send back the defective part at our cost. If so, we will send you a return shipping label. You will be required to provide a proof of purchase (unless you purchased direct from us). We will send you the replacement part or system at no cost to you.

How state law applies

This warranty gives you specific rights and you may have other rights which vary from state to state.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Warranty Registration

Warranty registration is not required for coverage under the factory direct purchases made from **www.aquasana.com.** If you purchased from a retailer or dealer, please complete the online warranty registration form at **www.aquasana.com/warranty**. Once registered online, we will have a record of your purchase and you will not be required to produce a proof of purchase for a warranty claim.

water for life®

Replace your filters on time, without worry — auto-delivered to you, for less.

It's important to change your filters using genuine Aquasana replacements for continued water filtration and optimum system performance. This is why we offer our no contract, auto-ship filter replacement program called Water for Life®.



Free Shipping

Replacements shipped directly to you, right when you need them, at no extra cost.



Discount Replacements

Lock in a 15% discount on filters to ensure you always get the best price.



Extended Warranty

Our performance promise to you – free replacement parts, just in case.



No Contract

Replacing your filters is serious – but your commitment doesn't have to be.

CONTACT US TO LEARN MORE



866-662-6885



waterforlife@aquasana.com

aquasana®

LOVE IT?

Please let us know with a review on Aquasana or your retailer's website.



NEED HELP?

Give us a call at 866-662-6885 and tell us what's going on.

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EQ-400_OM_061520