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AQUASANA **FAQS**

1. DO I HAVE TO PAY FOR A PLUMBER TO INSTALL THE SYSTEM?

Our under counter drinking water filter systems are very easy to install, and it only takes a few minutes to do; no plumber is necessary. If you have any questions or need assistance, our technical support representatives at 866-662-6885 can walk you through the installation process.

2. HOW OFTEN DO I HAVE TO REPLACE THE CARTRIDGES AND HOW MUCH DO THEY COST?

We recommend replacing the cartridges after six months or the specified gallon capacity to prevent the growth of bacteria in the system. The AQ-5100 Single Stage has a capacity of 200 gallons, the AQ-5200 Two-Stage has a capacity of 500 gallons, the AQ-5300 Three-Stage has a capacity of 600 gallons and the AQ-5300+ Three-Stage has a capacity of 800 gallons. Replacement filters cost $29.99 for the AQ-5100, $59.99 for the AQ-5200, $64.99 for the AQ-5300 or $79.99 for the AQ-5300+, but you can save 15%, get free shipping, and extend your product warranty by signing up for our no-contract auto-ship filter replacement program, Water for Life. The performance indicating device on the AQ-5200, AQ-5300 and AQ-5300+ systems will sound a beeping alarm and flash red when it is time to change your cartridges. The AQ-5300+ also contains Bluetooth connectivity so you can download our iPhone App and get alerts for when it is time to change your cartridges and even order new replacements straight from the App!

3. IS THIS PURIFIED WATER?

No, and actually, purified water is not as healthy as filtered water. Purified water undergoes reverse osmosis or distillation, which strip everything out of your water - not only the contaminants, but also the healthy, natural minerals. Our system uses selective filtration designed to reduce contaminants from the water and leave in the natural healthy minerals like calcium, potassium, and magnesium.

4. HOW DO I RECYCLE THE REPLACEMENT FILTERS?

We have designed this system to minimize the environmental impact of our replacement elements, which are over 95% biodegradable carbon. Our company will recycle the filters for you, but we do not cover the shipping cost to return the filters back to us. In reality, the environmental impact of shipping the filters back to us outweighs the good of recycling. To recycle the drinking filters yourself, remove the ends of the filters, recycle the plastic parts (which are appropriately numbered) and put the carbon either in your compost pile or garden (carbon is good for plant life), or just throw it out (since the carbon degrades quickly, and is a positive component in a landfill).

5. I'M A RENTER, SO I CAN'T DRILL OR MODIFY THE PLUBING. WHAT SHOULD I DO?

To install an under counter system, you can remove the existing sprayer or soap dispenser on your sink and install our faucet in its place. This option will not damage or permanently modify your plumbing. When you move out, you can easily remove the system and reconnect your plumbing back to normal. If you do not have an existing hole in your sink from a sprayer or soap dispenser, we also have a countertop drinking water filter that conveniently screws on to most kitchen faucets.

6. WHAT IS THE SIZE OF THE BRASS T-FITTING FOR UNDER COUNTER AND PREMIUM UNDER COUNTER UNIT?

The most common size is 3/8" which originally comes with the system purchase. In rare cases some customers may need a 1/2" T-fitting which is sold separately and is available for purchase through technical support.

8. WHAT SIZE HOLE DO I NEED IN MY SINK FOR THE UNDER COUNTER AND PREMIUM UNDER COUNTER SYSTEMS?

The faucet that is included with our systems requires a 1/2" hole.

9. WHAT DOES TDS MEAN?

TDS is the acronym for Total Dissolved Solids, the amount of dissolved minerals and metals present in water. TDS meters tell you the concentration of dissolved minerals and metals, but are not an accurate measurement for contamination. Aquasana products reduce and remove harmful TDS like lead, but selectively retain or replace healthy dissolved solids like calcium, magnesium, and potassium.

9. WHAT IS BPA? AND WHY ARE PEOPLE CONCERNED ABOUT IT?

BPA stands for Bisphenol-A, a contaminant found in most plastics. BPA can adversely affect your health if consumed at high levels. Aquasana drinking systems do not contain BPA, and our filtration process reduces existing BPA.

10. DOES HAVING HARD WATER MEAN IT IS CONTAMINATED?

Hard water is more of a nuisance than a health risk, and is not necessarily contaminated. Most water sources in the USA are considered hard. Hard water is generally safe to drink, after it has been properly treated.

11. WHAT IS SOFT WATER, AND IS IT SAFE TO DRINK?

Having soft water just means you have a lower concentration of dissolved minerals in the water (primarily calcium and magnesium). Soft water does not mean clean water. Your water can be soft and still contain contaminants.

12. WHAT IS SELECTIVE FILTRATION, AND HOW DO AQUASANA SYSTEMS FILER DRINKING WAER?

Selective filtration is the process of sub-micron filtration, micron filtration, adsorption and ion exchange, all of which selectively reduces chemicals, heavy particulates and most dangerous heavy metals from the water while maintaining healthy minerals like calcium, magnesium and potassium.

13. WHAT IS THE DIFFERENCE BETWEEN THE SINGLE-STAGE, 2-STAGE, AND 3-STAGE UNDER COUNTER SYSTEMS?

All of our drinking water systems use the same Aquasana Claryum® filtration technology. The single-stage system lasts 6 months or 200 gallons before the cartridges need to be replaced. Our 2- Stage system has a higher capacity than the single-stage, giving you 6 months or 500 gallons of clean, filtered water. The 3-Stage system includes a 20 micron pre-filter before the two Aquasana Claryum® filters. This pre-filter increases the capacity of the system from 500 gallons to 600 gallons. In addition, it improves flow rate in high sediment areas. The 3-Stage Max Flow system adds even more capacity to 800 gallons, a 44% increase in flow rate at .72 gallons per minute and Bluetooth connectivity for filter tracking

14. I HAVE AN EXISTING SIDE FAUCET FROM A PREVIOUS SYSTEM. CAN I USE THAT WITH MY NEW AQUASANA WATER FILTER?

We recommend that you use the faucet provided. We have extensively tested the system with the faucets included. The faucets are NSF Certified to have no lead content. In addition, they will not impart any unwanted chemicals into your water. If you choose to use another faucet, we recommend that you have a plumber install the system to ensure no leakage occurs. We also recommend that you install an NSF Certified faucet to ensure the health benefits of your new Aquasana water filter.