

WARNING: For correct operation & installation, it is essential to observe these instructions.

WHOLE HOUSE WATER FILTRATION SYSTEM AND SOFTENER COMBO







CONTENTS

Whole House Water Filtration System and Softener Combo	1
Installation and Operation Manual	3
AquaCo Customer Service	3
Guidelines and Warnings	3
Operation	3
Installation	4
Before Installation	4
Typical installation	5
Installation Images	6
Cartridge Installation / Replacement	7
Replacement Guide	8
Replacement Parts and Components	10
Water Softener Maintenance	12
Performance Data Sheet	13
Notes	17
Warranty	17
Price	19
Default	19
Severence	19
Warranty/Australia	19



INSTALLATION AND OPERATION MANUAL

AQUACO CUSTOMER SERVICE

Thank you for purchasing an AquaCo Whole House Water Filtration System and Softener Combo Pro. Your system is a proven performer manufactured from only quality materials and components and will give years of 'spring fresh' water free of impurities if maintained properly.

The AquaCo filter systems cartridges need replacing regularly to maintain optimum performance. This is a simple procedure when following instructions. For cartridge replacements contact your nearest AquaCo stockiest.

Customer Service Helpline 08 6156 0220 (Australia).

GUIDELINES AND WARNINGS

- Where line pressure exceeds 520 kPa, a pressure limiting valve must be installed. Protect the housing from water hammer.
- Use on cold water line only (with water up to 52°C). For installation over 52°C please enquire as to a suitable housing. Protect the housing from freezing.
- Avoid installing in direct sunlight.
- Use PTFE thread seal tape on all connections. Use of pipe/thread sealants will void warranty.
- Do not overtighten. Too much tape or over tightening may cause head to split.
- For point of entry installations an approved dual check backflow prevention device must be fitted in accordance with national plumbing product codes.
- Do not use with water that is microbiologically unsafe or with water of unknown quality without adequate disinfection.
- This product must be installed in accordance with local plumbing regulations by a licensed plumber.

OPERATION

The AquaCo Whole House Water Filtration System and Softener Combo Pro is designed to run economically for many years, dependent on the initial installation and periodical maintenance.

Flush systems for 10 minutes after any period of non-use more than 2 days. For a period of non-use of 2 weeks or more, it may be necessary to replace cartridges.

This product must be installed in accordance with local plumbing regulations by a licensed plumber.

Installation Note: A water filter system/tap, like any product, has a limited life and may eventually fail. Also, sometimes failure happens early due to unforeseen circumstances. To avoid possible property damage, this product should be regularly examined for leakage and/or deterioration and replaced when necessary. A drain pan, plumbed to an appropriate drain or outfitted with a leak detector, should be used in those applications where any leakage could cause property damage, and/or the water supply should be turned off if no one is home/present.

INSTALLATION MUST BE COMPLETED BY A LICENCED PLUMBER. FAULTY OPERATION DUE TO UNQUALIFIED PERSONS WILL RESULT IN VOIDED WARRANTY COVERAGE.

Note: Chlorine (free chlorine) tolerance is 1ppm - high chlorine levels permanently damage the softening resin & is not covered under warranty. The maintenance of the pre-filtration system is always recommended to protect the performance of the softening resin.

Product Code: SYS-WH202SEV17

INSTALLATION

BEFORE INSTALLATION

PROFESSIONAL INSTALLATION REQUIRED

Installation requires shutting water off to home, cutting home water supply pipe and using a welding torch to add piping and fittings. Specialized tools and skills are required. Not a do-it-yourself type of project.

POSITIONING YOUR PRE-FILTRATION SYSTEM

Choose a location where any water spillage will not cause damage. Make sure mounting position is solid so that the filter housing stays in position when changing filters. An isolation valve may be installed immediately prior to the filter to isolate the filter for changing the cartridge.

INSTALL PRE-FILTRATION SYSTEM

- 1. Isolate water supply and relieve pressure by opening a downstream tap.
- 2. Cut pipe to suit length of required valve and housing installation.
- 3. Use approved brass, galv/poly plumbing fittings to suit existing pipework. The female threads on the housing will receive tapered male threads. Thread into housing head carefully as too much tape or overtightening may cause it to split.
 - Warning: Use PTFE thread seal tape on all connections. Use of pipe/thread sealants will void warranty.
- 4. If using sweated fittings, allow enough time to cool before connecting to the housing.
- 5. Securely fix wall mount bracket and pipework with suitable clips. Allow 50mm clearance under sump for filter changes.
- 6. Flush debris from pipework.
- 7. Install filter cartridge as per cartridge replacement instructions (pg.7).

INSTALL WATER CONDITIONING EQUIPMENT CORRECTLY

Select the location of your water softener with care. Various conditions which contribute to proper location are as follows:

- 1. Install as close as possible to a drain.
- 2. Install in correct relationship to other water treatment equipment. Contact AquaCo for assistance.
- 3. Install the softener in the supply line BEFORE the water heater. Temperatures above 43.3°C (110°F) will damage the softener and void the warranty.
- 4. DO NOT install the softener in a location where freezing temperatures occur. Freezing may cause permanent damage and will also void the warranty.
- 5. DO NOT install where water hammer conditions may occur without installing an arrestor.
- 6. Allow sufficient space around the installation for easy servicing. Provide a non-switched 240V power source for the control valve.

SOFTENER REGENERATIONS

The water softener has a cylinder that holds 27 litres of high-grade softening resin. This amount of resin can treat 17,000 litres of water at 100 mg/l hardness, once this capacity is reached, the computer will regenerate the resin (a brine solution will wash down the resin). At 200 mg/l hardness, the computer in the water softener will need to be set up to do regenerations every 8,500 litres. Each regeneration requires 4.5 Kg of salt, meaning that you need to top up with "water softener salt" the side compartment in the water softener from now and then.

TYPICAL INSTALLATION

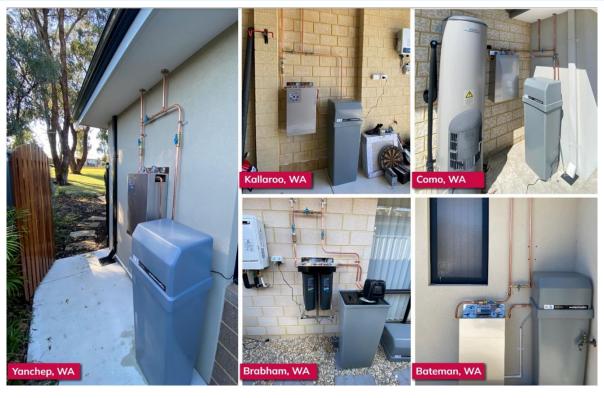


Figure 1

- 1. Inlet and Connecting Pipework (Not included)
- 2. Equal Tee (Not included)
- 3. Isolation Valve (Not included)
- 4. Backflow Prevention Valve (Not included)
- 5. 90 Degree Elbow (Not included)
- 6. 90 Degree Elbow (Not included)
- 7. Isolation Valve (Not included)
- 8. Equal Tee (Not included)
- 9. Bypass (Not included)
- 10. Water Softener Outgoing ¾" or 1" Male Connection (Included)
- 11. Water Softener Incoming ¾" or 1" Male Connection (Included)
- 12. ½" Clear Tube, Drain Pipe (Not Included)
- 13. Power Point (Not Included)

Aqua Co.

INSTALLATION IMAGES





Aqua Co.

CARTRIDGE INSTALLATION / REPLACEMENT

To change the filter cartridge(s) please adhere to the following procedure:

- 1. Turn water supply off and relieve pressure by opening a downstream tap or pressing the red pressure relief button on the housing(s) (if fitted).
- 2. Unscrew the filter housing sump(s). If difficult to undo, use the wrench provided. Remove old cartridge(s). We recommend replacing O-rings every 3 5 years to ensure a water tight seal, preventing any leaks.
- 3. Clean housing sump(s) with soap and warm water and rinse thoroughly. Check O-Ring(s) for damage and if there is any, replace.
- 4. Check O-ring(s) lubrication and if necessary, apply a light coating of food grade silicone lubricant (or similar).
- 5. **Remove all packaging from new filter cartridge(s)** and insert into housing sump(s) making sure cartridge(s) is properly seated over spigot in base of housing sump(s). Remember to record the model no. of the cartridge(s) you use.
- 6. Hold housing sump(s) upright while screwing onto head. Make certain that the spigot in the housing head(s) is located centrally to the cartridge(s) to make a good seal. Hand tighten housing sump until firm. **DO NOT OVER TIGHTEN.**
- 7. Open downstream tap to allow air to be released and gently open water supply allowing all air to be purged.
- 8. Allow water to run for 2 minutes to flush the system.
- 9. Close down stream tap and check for leaks. Flush system for 10 minutes after any period of non-use more than 2 days. For a period of non-use of 2 weeks or more, it may be necessary to replace the cartridge.

NOTE: TO RUN UNFILTERED WATER TO THE HOUSE (WHEN GARDENING OR FILLING THE POOL), PLEASE CLOSE VALVES GOING IN AND OUT OF THE FILTER SYSTEM (#3 & #7) AND OPEN THE BYPASS (VALVE #9).

Figure 2

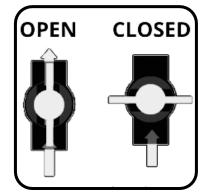


Figure 3



Whole House Water Filtration System and Softener Combo



REPLACEMENT GUIDE

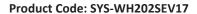
Product Code: SYS-WH202SEV17

To maintain the high quality of the purified water the cartridge(s) need changing every 12-18 months (this is dependent on water quality and usage). You can obtain replacement cartridges from your local AquaCo stockiest. To maintain performance and warranty use genuine AquaCo replacements.



Note: Replacement frequency also depends on water quality and usage. Filters should also be changed when rated capacity is reached, or when flow becomes too slow.

REP-202CL-WAWF







Note: Replacement frequency also depends on water quality and usage. Filters should also be changed when rated capacity is reached, or when flow becomes too slow.

REP-202PR-WAWF



REPLACEMENT PARTS AND COMPONENTS



Water Softener Salt

The salt is required to regenerate the resin. Each regeneration requires 4.5 Kg of salt, meaning that you need to top up with "water softener salt" the side compartment in the water softener from now and then. 20 kg/bag

Regeneration: A brine solution washes down the resin once the capacity is reached (Every 17,000 Litres depending of the hardness concentration). The softening resin requires regenerations to keep capturing the hardness, without regenerations the resin will exhaust and will need changing. The softening resin within the water softener with adequate maintenance is rated to last 7 years approximately. After this period, new resin is required.



Standard Replacement Filters

Set of replacement filter cartridges for the 1^{st} and 2^{nd} stage of the pre-filtration system.

- ✓ Sediments
- ✓ Chlorine
- ✓ Pesticides & Herbicides
- √ VOCs (Flammable Liquids)
- ✓ Taste, Odours & Colour
- ✗ Heavy Metals (Copper, Arsenic, Mercury, Lead)
- * Parasites, Bacteria & Viruses
- **x** Chloramines
- **✗** Scale build up reduction



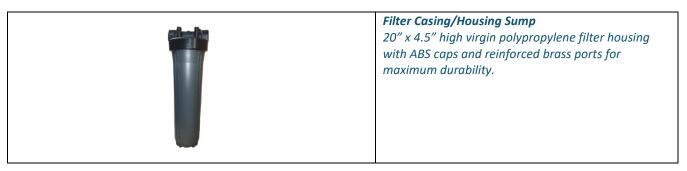


Set of replacement filter cartridges for the 1st and 2nd stage of the pre-filtration system.

- ✓ Sediments
- ✓ Chlorine
- ✓ Pesticides & Herbicides
- ✓ VOCs (Flammable Liquids)
- ✓ Taste, Odours & Colour
- ✓ Heavy Metals (Copper, Arsenic, Mercury, Lead)
- ✓ Parasites, Bacteria & Viruses
- ✓ Chloramines
- ✓ Scale build up reduction

*WORK FOR HARD WATER, CITY WATER, WELL WATER AND TANK WATER.





Maintenance: Filter housings are recommended to be changed every 10 years. However, replacement frequency can vary if filter housings have been dropped or are directly/indirectly exposed to the sun.

Stainless Steel/Glass Pressure Gauges Read the water pressure of the outgoing and incoming water for easy monitoring.
Big Blue Spanner Opening tool to tight and loose the filter housing for easy service and maintenance.
Housing Sump O-Rings Set of 2 O-rings for Housing Sumps. The seal rings are made of high-quality rubber. They are light weight, soft and flexible, and offer a long service life. They can be used with all food grade lubricants to help you keep the water filter leak free.

Maintenance: O-rings are recommended to be changed every 2-3 years. However, after every service it is recommended to remove, clean and grease the O-rings and O-ring grooves, and bezel threading as often as required to ensure a good seal and to give you peace of mind.

Pressure Relief Button Set of 2 pressure relief buttons. Provide pressure relief for easier changing of cartridges.
1/4" Plug for Gauge Hole Set of 2 plugs/stopper for ¼" NPT pressure gauge hole in housing cap.



WATER SOFTENER MAINTENANCE

As a general rule it is diligent to keep the brine tank at least a third full at all times. If the brine tank is empty this could mean that the water softener has not been regenerating properly therefore will not work as required.

You can use high grade softening salt or granulated swimming pool salt. Using water softener salt is recommended as the crystals are larger therefore it is less likely that the salt will be compacted. When adding fresh salt to an empty brine tank, it is recommended to allow one hour before manually regenerating the softener. This will give the salt sample time to dilute to brine solution.

NOTE: Before adding a new bag of salt it is a good idea to stir up the existing salt to prevent ir from compacting. The rounded end of a broom handle is ideal for this.





If any unsual icons, sings or messages appear on your screen, please contact AquaCo on 08 6156 0220 for trouble shooting.

REGENERATION TIMES

The water softener is programmed to regenerate at 2:00am in the morning. However, if this an unsuitable hour for you, this is programmable, you can set the regeneration cycle to occur during periods of no water demand. This way, you can ensure that you have a continuous supply of softened water without interruption.

GENERAL INFORMATION

(\$2)

REGENERATION BUTTON:

The water softener will perform its regenerations automatically, requiring no manual intervention or button pressing on your part.

If you press the regeneration button on your water softener's control panel, it means that a regeneration cycle will automatically occur within the next 24 hours. You don't need to do anything else. The water softener will schedule and execute the regeneration on its own, during the programmed time.

If you press and hold the regeneration button for an extended period, it initiates an immediate regeneration. This means the water softener will start the regeneration process right away, regardless of the time of day.



TAP ICON:

When the tap indicator is blinking, a regeneration cycle will be initiated automatically within the next 24 hours at the programmed time.

If any unsual icons, sings or messages appear on your screen, please contact AquaCo on 08 6156 0220 for trouble shooting.

Product Code: SYS-WH202SEV17

PERFORMANCE DATA SHEET

PRODUCT CODE: PP-2045-5-WAWF



SEDIMENT FILTER

Micron Rating	Triple Gradient: 20 μm outer (nominal), 10 μm middle (nominal), 5 μm inner (nominal)
Filter Dimensions	20" x 4.5"
Media Type	100% Polypropylene

NOTES: THIS CARTRIDGE IS TESTED AND CERTIFIED BY NSF INTERNATIONAL UNDER NSF/ANSI STANDARD 42 FOR MATERIAL REQUIREMENTS ONLY.



PRODUCT CODE: CB-2045-5-WAWF



CARBON FILTER

Micron Rating	>98% @ 5 μm (nominal)
Filter Dimensions	20" x 4.5"
Chlorine Reduction >95%	100,000 gallons @ 15 gpm
Initial _P	>5.0 psid @15 gpm
Carbon Type	Activated Carbon

NOTES: CHLORINE REDUCTION CAPACITY BASED ON LABORATORY TESTING CONDUCTED USING TEST PROTOCOL CONTAINED IN NSF STANDARD 42.

Product Code: SYS-WH202SEV17

PRODUCT CODE: ARA-2045-WAWF



ARAGON FILTER

Micron Rating	>99.999% @2 μm (nominal)
Filter Dimensions	20" x 4.5"
Filter Media Type	Aragon Media: SGS Polymers (Space-Globular-Structure)
	Active Silver
	Coconut Shell Activated Carbon Block
	Polypropylene in the outer layer

Product Code: SYS-WH202SEV17

Suspended impurities (rust, sand, algae, other particles) over 5 μm	100%
Active chlorine	>100%
Heavy and radioactive metals (lead, cadmium, copper, strontium-90, cesium)	>99%
Organic compounds	>92%
Hardness salts	>85%
Microorganism and coliform bacillus	>99%
Hepatitis A virus, rotaviruses and Noroviruses	>99%
Capacity	60,000 L @0.3 mg/l of iron
	300,000 L @0.06 mg/l of iron

^{*} DEPENDS ON CONTAMINATION DEGREE OF INITIAL WATER

This is confirmed by:

- Certified by Institute Pasteur de Lille (France)
- Certified by S.M Kirov Military Medical Academy (Russia)
- Certified by The Research Institute of Influenza (Russia)
- Certified by V.G Khlopin Radium Institute (Russia)
- Certified by The Research Institute of Epidemiology and Microbiology (Russia)
- Certified by IFTS (France)
- Certified by IAPMO (United States)
- Certified by University of Ferrara (Italy)

In accordance with the test report based on the filtration of the artificially contaminated ultra-clean water, the GEYSER ARAGON BIO filters are capable to remove the bacterial and viral contamination with the following parameters:

- Legionella pneumobilia, Serogroup 1 (CIP 103854): mean removal efficiency 99.99987 % (5.9 log)
- Salmonella Typhimurium (ATCC 14028): mean removal efficiency 99.998 % (4.8 log)
- Poliovirus, Sabin Strain of Type 1: mean removal efficiency 99.84 % (2.8 log)
- Rotavirus, Simiens Strain SA114F1: mean removal efficiency 99.99 % (4.0 log)
- Hepatitis A virus, Strain HM175/18f (ATCC VR-1402): mean removal efficiency 96 % (1.4 log)

Ion Exchange resin:

Invention Patent: № 57142

Quasi-Softening:

Invention Patent: № 2261843 & № 2286953

^{**} GIVEN THE IRON CONTENT OF WATER UP TO 0.3 MG/L WITH CONSIDERATION FOR REGENERATION

^{***} AT HARDNESS UP TO 3 MG-EQ/L WITH CONSIDERATION FOR REGENERATION

Product Code: SYS-WH202SEV17

NOTES

AquaCo water care products are designed, manufactured and supported by Water Filters Pty Ltd the name you can trust for viable and proven water solutions. The complete range of AquaCo products are developed, refined, made to meet and exceed stringent specifications for the worldwide market.

Important: Sales of products are subject to our Terms and Conditions which are available upon request. All specifications, information and photos are a guide only and are subject to change without notice. Please ring to confirm details. Warning: For correct operation of this appliance, it is essential to observe manufacturer's instructions.

WARRANTY

Any contract of sale, order, or quotation made or accepted by or on behalf of Water Filters Pty Ltd (trading as AquaCo Filters) is subject to these terms and conditions of sale.

- AquaCo Filters warrants AquaCo Filtration Systems to the original purchaser for a period of 5 years for Retail customers, and 2 years for Wholesale and Trade customers from the date of sale established by the date of the original invoice issued by an authorized distributor.
- AquaCo Filters warrants each new Product to be free from defects in the product for a period of 2 year from the date of
 retail sale established by the date of the original invoice issued by AquaCo Filters.
- AquaCo Filters reserves the right in instalment sales to grant credit for the value of any Product found to be defective under this Warranty.
- AquaCo Filters will not cover any labour charge incurred by the Buyer for the replacement or repair of any Product.
- The Buyer is responsible for freight and local labour charges for Products the subject of this Warranty.
- This Warranty applies only to the original purchaser of the Product.
- AquaCo Filters' obligation under this Warranty is limited to AquaCo Filters' own option, to either repair or replace the Product, once AquaCo Filters has deemed that the Product is defective or AquaCo Filters may, at its own discretion, refund to the Buyer the purchase price paid for the defective goods.
- This Warranty does not cover any Product that is relocated from the site of its original installation.
- All replaced or exchanged parts taken out under this warranty become the property of AquaCo Filters.
- This Warranty is subject to the Product being properly installed, maintained, being used for its intended purpose and operated strictly in accordance with AquaCo Filters' recommendations and installation guide.
- This Warranty does not extend to a Product that has been modified in any way unless with AquaCo Filters' express consent.
- This Warranty does not cover the normal wear and tear of the Product, or damage caused by misuse, abuse or vandalism.

 The Warranty does not cover any malfunction or failure resulting from neglect, use of unauthorised parts and accessories or use with higher water pressure than indicated on the Product.
- The Warranty does not extend to damage caused by rain, fire, earthquake or other natural causes or acts of nature.
- It is expressly agreed that this shall be the sole and exclusive remedy of the Buyer stated herein, and under no circumstances shall AquaCo Filters be liable for any costs, loss, expense, damages, special damages, incidental damages or consequential damages arising directly or indirectly from the design, manufacture, sale, use or repair of the Product whether based upon warranty, contract, tort or strict liability.
- All Conditions and Warranties implied by law or statute are hereby expressly negatived so far as they lawfully can be.

ACCEPTANCE AND CLAIMS

- Acceptance of the Products shall be deemed for all purposes to have taken place at the expiration from the date of each delivery.
- Any damage caused during or as a result of transit will not be the responsibility of AquaCo Filters.



- Any faulty systems must be returned with the Pressure Limiting Valve.
- In the event of a Warranty Claim, the Product must be forwarded at the Buyer's own risk and expense to AquaCo Filters, together with proof of purchase.
- This limited Warranty is void if the Product under Warranty is presented without the said original invoice.
- AquaCo Filters may request that a Statement accompany the Original Invoice, signed by the Buyer, setting out the following terms:
 - o The name and address of the Buyer.
 - o The date and by whom the Product was purchased.
 - o The date and by whom the Product was installed.
 - The location where the Product was installed.
 - The date and time the Product first appeared to malfunction.
 - o The nature of the problem with the Product.
 - The date and time of any and all loss event/s.
 - The date and time AquaCo Filters were first notified of the Product malfunction.
- A failure by the Buyer to submit the said Statement within 28 days, after such request is made by AquaCo Filters, will automatically void the Warranty.
- A failure to answer truthfully or to answer in a way that is misleading, entitles AquaCo Filters to void the Warranty and to notify the police in the event of suspected fraudulent conduct.

RISK

• The risk in the Product will pass to the Buyer immediately upon the Product leaving AquaCo Filters' premises for delivery to the place designated by the Buyer.

RETENTION OF TITLE

- AquaCo Filters will retain title to (but not risk in) a Product delivered to the Buyer until AquaCo Filters has received payment in full for such Product from the Buyer.
- The Buyer will store the goods in such a way as to enable them to be separately identified and will keep them insured at its own expense with AquaCo Filters' interest noted on any such insurance cover.
- If the Buyer fails to make any payment when due or becomes bankrupt or becomes insolvent, or has a judgement entered against it in any Court or enters into any scheme of arrangement, composition, or assignment or is in receivership or voluntary administration or liquidation, the Buyer grants AquaCo Filters the license to enter any of the Buyer's premises where the Product is stored, and without notice, to re-take possession of and remove, at the Buyer's cost and expense, the Product in respect of which title has not passed to the Buyer.

RIGHTS FORFEITED

The Buyer forfeits any right or claim against AquaCo Filters warrantee if:

- 1. The System is operated with a water temperature higher than 38° Celsius.
- 2. The System is not serviced every 12 months. i.e., replacement of filters, PLV check and assessment of general condition of the system. If the drinking water quality is poor, the System should be serviced before 12 months.
- 3. The System damage results from water hammer, freezing, neglect or is not installed by a licensed plumber in accordance with the AS3500 plumbing code and installation plan.
- 4. The System is subject to water pressure that exceeds the maximum recommended pressure.
- 5. The System is not installed with an Australian Standards approved Pressure Limiting and Dual Check Valve.



- 6. The System has been found to be tampered with or if the goods have not been operated or maintained strictly in accordance with AquaCo Filters' recommendations.
- 7. The water supply to the system is not turned off when the residents are away for over 24 hours.

PRICE

- The price charged shall be AquaCo Filters' price ruling at the date of delivery unless otherwise agree in writing. Any
 price indications or price lists are subject to alterations to AquaCo Filters' price ruling at the date service or goods are
 supplied.
- Prices are as per AquaCo Filters' wholesale unless otherwise agreed in writing.
- The Buyer is responsible to effect and meet the costs of any insurance cover that is deemed necessary.
- Clerical errors in computations, typing or otherwise of "catalogue, quotation, acceptance, invoice, delivery docket or other document" shall be subject to correction.
- Any goods returned through no fault of AquaCo Filters will be subject to a 15% restocking fee.

DEFAULT

On the happening of any one or more of the following events, namely:

- The Buyer fails to make payment to AquaCo Filters on the due date;
- An administrator or liquidator is appointed over any or all of the assets of the Buyer or a scheme of arrangements is proposed to approve with respect to the Buyer;
- In the case of the Buyer being a natural person, the Buyer commits an act of bankruptcy; then AquaCo Filters may at its option exercise all or any of the following rights (notwithstanding any prior failure to exercise such rights):
 - a. demand payment of the whole of the monies owing from the Buyer to AquaCo Filters and the Buyer agrees to pay the same immediately.
 - B. the Buyer shall pay to AquaCo Filters interest on such amount outstanding at the rate of 2% per month and any costs with respect to solicitors, legal advisors, mercantile agents and other agents acting on behalf of AquaCo Filters in respect of any enforcement hereof or recovery or attempted recovery of monies owing by the Buyer to AquaCo Filters.

SEVERENCE

If any of these terms or conditions become for any reason wholly or partly invalid, that term or condition shall to the extent of the invalidity be severed without prejudice to the to the continuing force and validity of the remaining terms and conditions.

JURISDICTION

AquaCo Filters and the buyer agree that this agreement and its provisions shall be construed in accordance with the laws of the State of Western Australia and be resolved by a Western Australian Court.

WARRANTY/AUSTRALIA

This warranty is given by Water Filters Pty Ltd, ABN 68618671677, telephone no. 08 6156 0220 and email at sales@waterfilter.com.au.

This warranty is provided in addition to other rights and remedies you have under law: Our goods come with guarantees which cannot be excluded under the Australian Consumer Law. You are entitled to replacement or refund for a major failure and to compensation for other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.