



Installation Instructions

EQ-400 Whole House Water Filter

Welcome to the Aquasana experience. You are about to enjoy clean, clear water and the peace of mind that comes from knowing award winning filter technology is working for you.

Installation must comply with state and local laws.

The EQ-400 Whole House System is specially formulated to reduce chloramines in municipal water.



Installation Contents

- 1 main tank
- 2 pre-filter with bracket
- 3 post-filter with bracket
- 4 shut-off valve
- 5 slip unions (3)
- 6 3" nipples (6)

Installation – check operating specifications before installing

1. KEEP THE UNIT IN AN UPRIGHT POSITION AT ALL TIMES.
2. Remove the red shipping caps from the inlet & outlet ports on the main housing.
3. **Precondition the unit by “surge flushing”:** It is very important that this system is flushed properly prior to final installation. The granular carbon medium used in the bottom tank contains 1-2% by volume of carbon fines that should be flushed out prior to use. The best method for purging these carbon fines from the media bed is “surge flushing”:

Using the supplied adapter, connect a garden hose to the inlet port so that the water will flow into the system and out of the outlet port. Slowly turn on the water and allow the discolored water to flow from the outlet into a bucket or drain. The first few gallons will appear black and cloudy due to carbon fines. After an initial 15 minute flushing, begin a period of “surge flushing.” Turn the water supply on for 30 seconds and then off for 30 seconds repeatedly for 15 minutes or until initial surge of water is completely clear and free from discoloration and cloudiness. Once the unit has been properly flushed, be sure the white washers are properly set inside the inlet and outlet ports. Disconnect it from the garden hose and position it for final installation.



4. Turn off main source water supply prior to installation.
5. Install the unit to the main water supply using the supplied components. Do not over tighten fittings, as this may cause leakage and broken fittings. **Do NOT use pipe dope.** The use of pipe dope voids the warranty. You may use NSF-certified pipe primer, glue and plumber's tape. Leave two-three threads exposed and do not exceed seven layers of plumber's tape. More than seven layers will cause the nipple to crack and leak.
6. **IMPORTANT:** The inlet piping assembly (valve, pre-filter, main filter unit, union and nipples) must be firmly braced and supported. Support bracket for Pre/Post filter housing included.
7. Once installation is complete, slowly turn the water on and inspect for leaks.
8. Once the unit is installed and checked for leaks, open the water faucet closest to the installed unit and allow water to run for 5-10 minutes for the final flushing period.

**THIS UNIT MUST BE INSTALLED BY A
LICENSED PLUMBER TO VALIDATE THE WARRANTY**

Use and care

- Customization options are available to address any specific concerns you may have. The best way to establish your specific needs is to conduct a water test. Contact us by phone **866-662-6885** or online www.aquasana.com to make arrangements and get recommendations.

Component one: Sediment pre-filter

- Sediment levels vary from one location to another. During the first year of use, a visual inspection monthly is recommended. The sediment pre-filter is white when you initially install it. Once you can no longer see white, or the flow rate has noticeably decreased, it is time to replace the filter with a new one (EQ-304). Allowing sediment to continue to collect can cause clogging and restrict the flow of water into your home.

Component two: Rhino two-stage Whole House filter

- This filter unit has a capacity of 400,000 gallons. You replace the unit in its entirety every 400,000 gallons. Check with your plumber at the time of installation about adding a meter to your system. Typically the average family of four will consume that amount in 4-6 years. Unions are located on each side of the tank for ease of replacement. It is not necessary to contract a plumber. The replacement part number is EQ-400R.

Component three: Post-filter

- The post-filter, utilized to capture any remaining sediment and organic particles, should be replaced every 9 months.

Specifications

Model: EQ-400

Replacement cartridges :

Main tanks: EQ-400R

Pre-filter: EQ-304

Post-filter: EQ-PFC.35

Rated service flow: 7 gpm

Max working pressure: 20-100 psi

Max operating temperature: 40° — 90°F

Max capacity: 400,000 gallons

Operating specifications

1. Read all precautions, installation, and operating instructions carefully and completely before installing the unit.
2. Do not install this filter where the line pressure may exceed 100 psi. Operating pressure range: 20 psi — 100 psi.
3. The rated service flow is seven gallons per minute; rated capacity is 400,000 gallons.
4. Sediment pre-filter cartridges should be changed as needed. (When you can no longer detect the original white color of the filter, it is time for replacement. Sediment levels vary greatly, so regular visual inspections are recommended during the first year.)
5. Install on cold water lines only. Operating temperature range: 40° — 90°F. Protect unit from freezing.
6. Do not install the unit on its side. It needs to be installed upright to maximize contact with media. It is recommended your system be installed inside and out of direct sunlight. If this is not possible and the system is outdoors or in a sunny area, the installation requires the system to be protected from direct sunlight and freezing temperatures. Please contact our sales and service department 866-662-6885 to discuss the specifics of your installation.
- 7. Installation of the filter must comply with existing state and local plumbing codes. Aquasana is not liable for consequential or incidental damages due to improper installation.**
8. Cleaning: use only warm, soapy water to clean the outside of the housing. Rinse well with fresh, clean water. Never use chemical cleaning products on the filter's exterior surface because they may damage the filter housing.

Do not use with water that is microbiologically unsafe or of unknown water quality without adequate disinfection before or after the system. Systems certified for cyst reduction may be used on disinfected waters that may contain filterable cysts.

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 www.aquasana.com for all replacement parts.

The EQ-400 system provides clean water throughout your home and will extend the life of your appliances by reducing sediment and scaling.





EQ-400 WHOLE HOUSE WATER FILTER 4-YEAR LIMITED WARRANTY

What is covered

This Warranty covers defects in materials or workmanship in manufacturing of your EQ-400 Whole House Water Filter, 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 by a licensed plumber 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, Inc. 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 or registered online) and proof of a licensed plumber's installation. 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 Aquasana Limited Warranty and is not necessary for 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.

CONTACT (866) 662-6885 info@aquasana.com aquasana.com

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