

EWT G21

Owner's manual

Reverse Osmosis With Mineral Filter



Please read it carefully before using.

CONTENTS

1. Safety	2
1.1 Notes	2
1.2 Packing List	3
2. Introduction	3
2.1 Specification	3
2.2 Product Structure	3
2.3 Water Treatment Process	4

2.4 Product Features	4
2.5 Product Function	4
3. Installation and Maintenance	5
3.1 Before Installation	5
3.2 Tools Required for Installation	5
3.3 Installation Instruction	6
3.4 Start-up	8
3.5 Maintenance	9
4. Trouble Shooting	10
5. Warranty	10

1. Safety

1.1 Notes

- In order to use the product more safely, please pay attention to the notes below.



Malfunction

If the machine is in a failure, turn off the power and cut off the water supply immediately.



Spare parts

In order to keep the machine to operate properly, please be sure to use the spare parts supplied originally.



Maintenance

Do not remove any part on the machine yourself in case the leakage or damage happens.



Emergency call

If you need any help for emergency, please call the local sales service.

**Stay away from children**

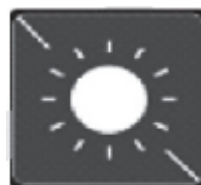
Do not let children operate it.

**Correct maintenance service**

Only the professional personal are qualified to maintain the machine.

**Temperature**

Please operate the machine at the temperature between 5~38°C.

**Avoid direct sunlight**

Avoid to install the machine at the place of direct sunlight.

**Antifreezing**

Do not store or expose the machine at the temperature below 0°C.

**Replace the filter(membrane) cartridge regularly**

1.2 Packing List

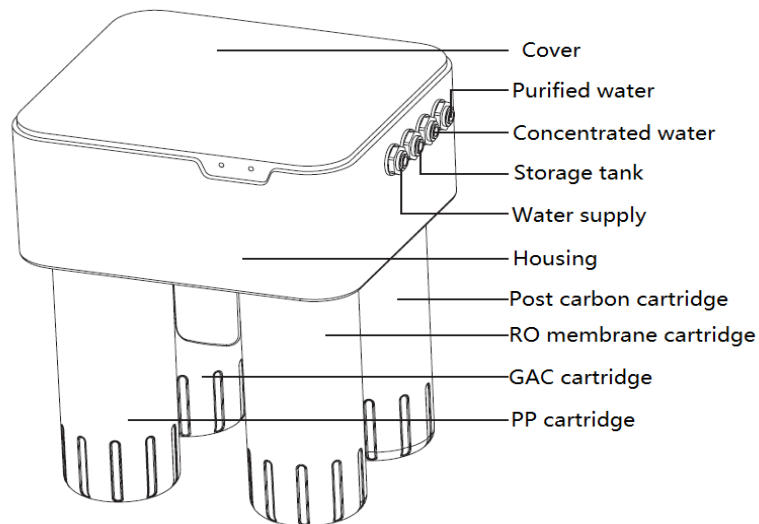
Machine	RO water filter(1 pcs)
Accessory	Manual(1pcs), metal inlet T-type ball valve(1pcs), warranty card(1pcs), 1/4" PE tubing(5 m), screws and plastic expansion screws(3pcs), goose neck faucet(1 pcs), storage tank (1pcs), storage tank ball valve(1pcs)

2. Introduction

2.1 Specification

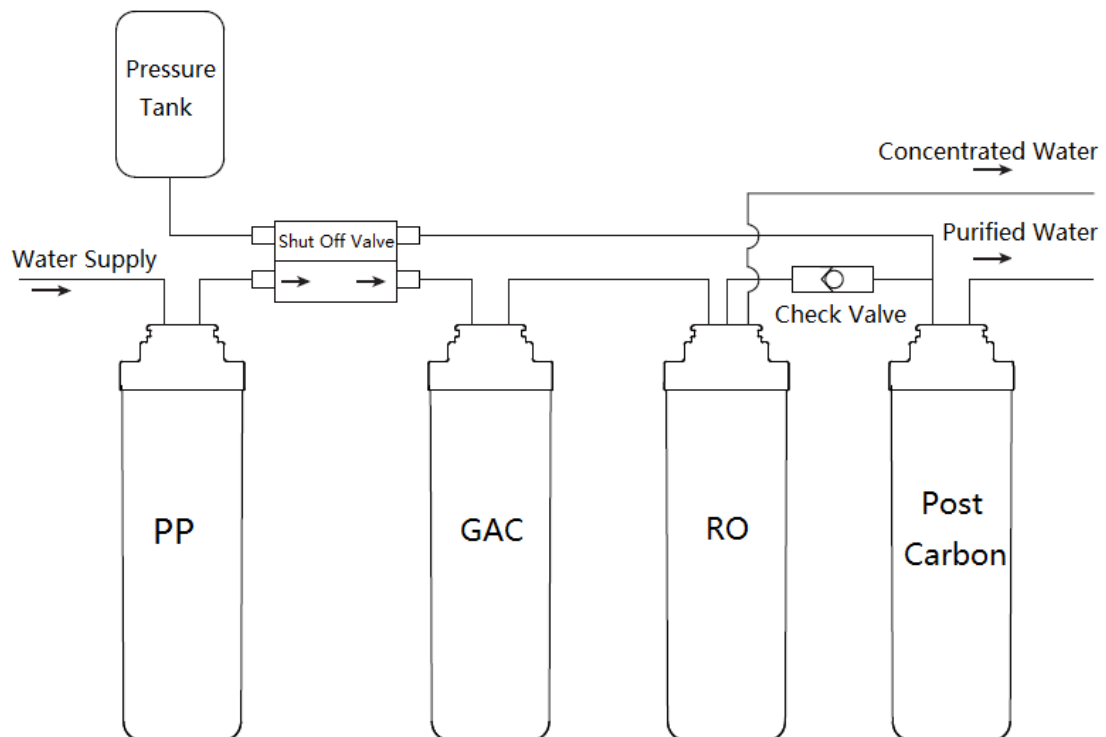
Product Name	Reverse Osmosis Water Filter
Product Model	EWT G21
Produced Water Flow Rate	0.13 L/min
Rated Produced Water Volume	2000L
Max Produced Water Flow Rate	0.19 L/min
Working Pressure	0.42Mpa
Ambient Temperature	5~38°C

2.2 Product Structure



Note: In order to improve the product performance, the parts of product maybe changed without notice, please in kind prevail. The picture above is only for reference.

2.3 Water Treatment Process



2.4 Product Features

1. This product possesses nice appearance and it is easy to install.
2. Deep purify the municipal supplied water, provide you the fresh and healthy water.
3. All the water contact parts use the materials meet the requirement of national health standard.
4. With automatic controller system, make sure the machine works reliable.

2.5 Product Function

This type of water filter produce the water adopting the technology of reverse osmosis. Process municipal water through multi-stage filtration, purified water quality meet the requirement of health, safety and function evaluation standard of RO water filter of drinking water equipment.

Function of the filter:

Stage 1:

PP: To remove the rust, dirt, sand and others insoluble impurities.

Stage 2:

GAC: To remove the chlorine, organic chemicals, taste, odor and color, reduce the water oxygen consumption, improve the turbidity.

Stage 3:

RO: To remove all the toxic material; bacteria, arsenic and the heavy metal: lead, cooper, barium, chromium, mercury, sodium, cadmium, nitrite and selenium etc.

Stage 4:

C: To remove objectionable taste and odors to enhance the quality of your drinking water.

3. Installation and Maintenance

3.1 Before Installation

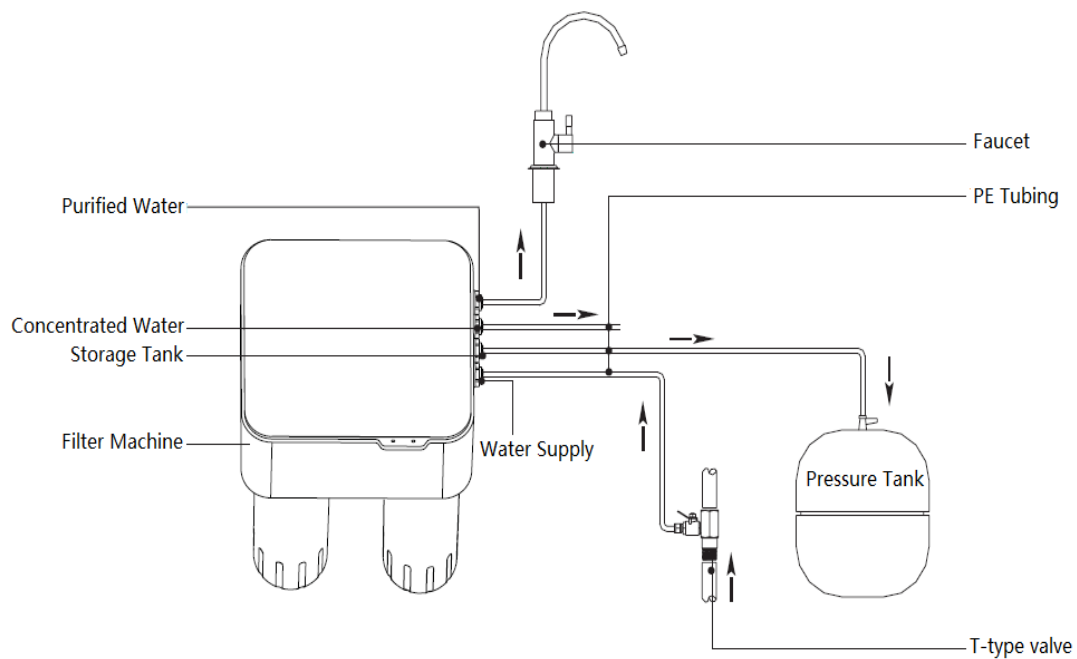
1. Check the local municipal water pressure before installation, if the water pressure is higher than 0.3MPa, it is recommended to install a pressure reduce valve.
2. Provide the proper power socket for the machine.
3. Locate one proper place to install the machine, avoid direct sunlight and close to the drain pipe.
4. If the water filter is the model of self-priming pump, when it is first used, please make sure to fill up the cartridge of stage 1 with water before installation.
5. Cut off the water supply before installation.
6. The installation and the maintenance must be performed by qualified personnel.

3.2 Tools Required for Installation

Phillips head and flat blade screwdrivers	Plastic tube cutter	Variable speed electric drill (with $\Phi 6\text{mm}$ drill, $\Phi 14\text{mm}$ hole digger)
Adjustable wrench	Nipper plier	14-16mm wrench, 9-21mm wrench

3.3 Installation Instruction

Installation Diagram



Pipe Installation 1

Connect filter machine using the union ball valve

1. Shut off the water supply and remove the tap valve. (See figure 1)
2. Connect tap valve and inlet three way valve. (See figure 2)
3. Connect three way valve and tap valve onto the water supply pipe. (See figure 3)

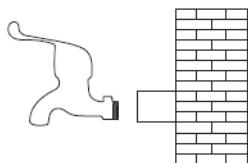


Figure 1

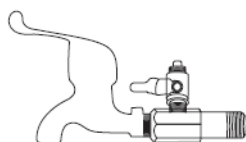


Figure 2

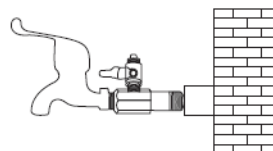
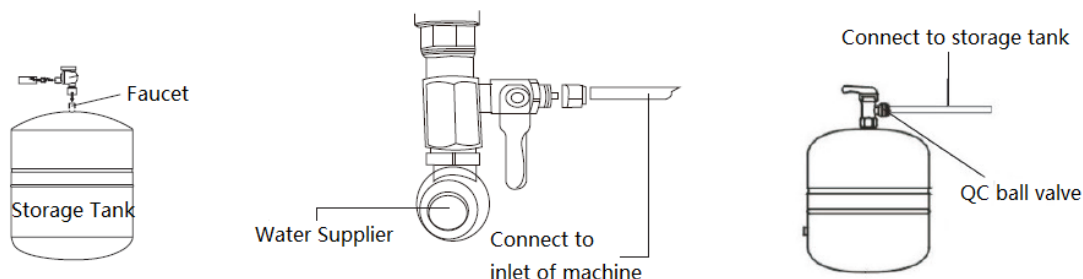


Figure 3

4. Apply teflon tape to the male thread of RO storage tank, install the plastic ball valve and tighten it onto the storage tank. (See figure 4)
5. Connect one end of PE pipe to inlet ball valve, connect the other end to the inlet of filter machine. (See figure 5)
6. Connect one end of PE pipe to “connect the pressure storage tank” of filter machine, connect the other end to the ball valve on storage tank. (See figure 6)
7. Connect one end of PE pipe to the outlet for drain water of filter machine, put the other end to the drain. (Do not block this end of pipe)



Pipe Installation 2

Connect filter machine using self-piercing saddle valve —
3/8", 1/2" copper pipe installation:

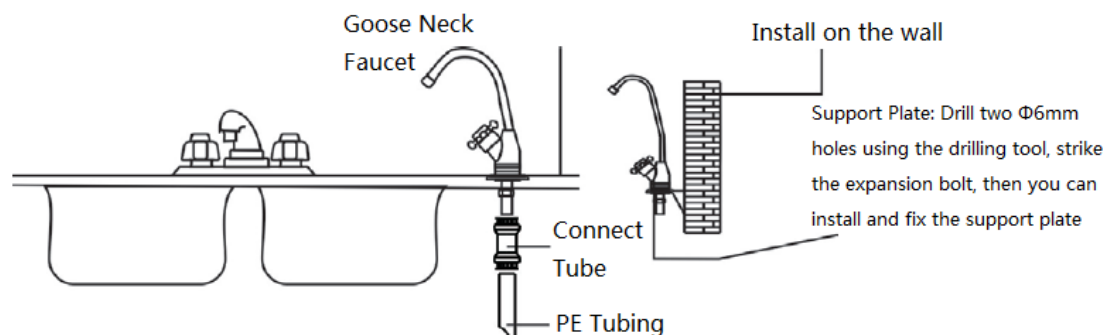
1. Shut off the water supply;
2. Connect the pipe using self-piercing saddle valve and tighten them;
3. Tighten the handle and pierce the pipe.
4. Loosen the handle. (Make sure there is no leakage around the saddle valve)
5. Connect the other end using PE pipe connect to the inlet of filter machine.
6. Apply teflon tape to the male thread of RO storage tank, install the plastic ball valve, using the PE pipe to connect plastic ball valve to filter machine.
7. Locate the position for drain saddle fixing, drain a hole sized around 1/4" to 3/8" on the drain pipe, make the hole in line with the guide hole of drain saddle.
8. Fix the drain saddle onto the drain pipe and connect to the “concentrated water” on the filter machine using PE pipe.



Note: The specific installation is based on the spare parts you have.

Faucet Installation

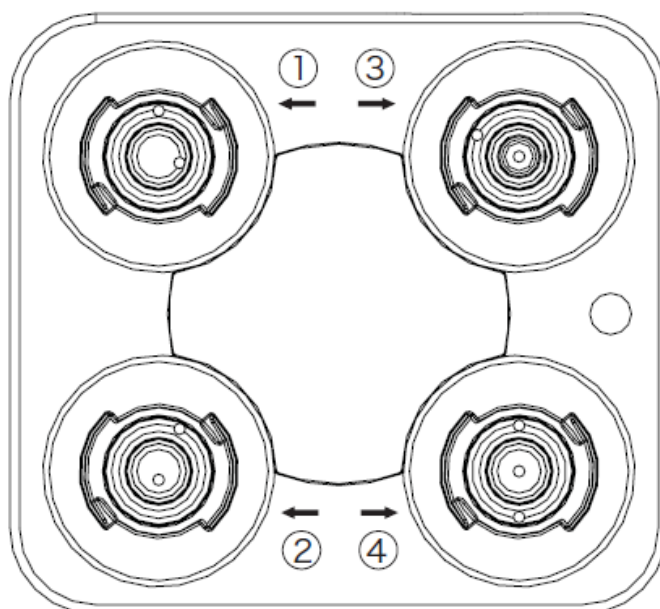
1. Place the faucet through the hole to be installed, then fix it using the matching screws;
2. Take out the connect tube in the accessory bag, insert it to the quick connect of faucet;
3. Connect one end of PE pipe to "purified water" of filter machine and the other end connect to the quick connect on faucet.



Cartridge Installation

Take out the cartridge and insert it into the corresponding cartridge housing, turn right it all to the end, then cartridge installation is complete.

Note: the corresponding housing is ① PP cartridge, ② GAC cartridge, ③ RO cartridge, ④ Post carbon cartridge, as indicated on the right:



Commissioning

1. Close the ball valve on storage tank, open the water supply and plug the power, open the faucet, check the boost pump to see if it is working well (with a little vibration), wait until the purified water come out of faucet, close the faucet, check if there is any leakage around connector.
2. Open the ball valve on storage tank, let the water go into the storage tank, do not stop flushing the pipe line and storage tank until the water is clean.

3.4 Start-up

1. After installing the machine as per the requirements above, flush the pipeline of machine thoroughly.
2. Open the inlet valve and the faucet, then you will access the good quality purified water.

Note: For the reason of the flow rate of produced water is slow, if you need high demand of water, it may need to wait several minutes or more.

3.5 Maintenance

Service life of filter cartridges (recommended change schedule)

PP	GAC	RO	Post carbon
3 months	6 months	24 months	6 months

The change schedule of cartridge is totally based on water condition and purified water consumption, if the cartridge was changed on a regular basis, it will ensure the proper operation of filter machine and the quality of purified water. Therefore, the recommended change schedule of cartridge is only for reference.

1. If the high cistern was installed on the roof, since the cistern is out of clean, it will cause many sediment and dirt, in the case like this, please change the cartridge more often.
2. TDS increased indicates the quality of purified water is getting down, please check and confirm if the post carbon filter need a replacement or the RO membrane is failure.
3. The post carbon is set for increasing taste, if the taste of purified water feels bad, please change the post carbon cartridge, otherwise the bacteria are easy to breed and affect the safety of drinking water.

Product Maintenance

1. Please use soft rag with neutral detergent when clean the filter machine, after that, wipe the machine using dry rag.
2. Unplug the power without using machine for a long time (more than 3 days), if the machine is equipped with storage tank, should empty all the purified water inside the storage tank and close the plastic ball valve.
3. Reuse the machine after a long time(more than three days), the initial produced water is undrinkable, if the machine is equipped with storage tank, keep flush the pipeline and the storage tank, do not use the machine until the produced water is totally clean.
4. When the machine is failure, do not take apart the machine personally, contact the after sales of our company immediately.
5. The plastic parts are aging components, it is recommended to replace it regularly, (it is a paid replacement as the market price), change schedule is as below:

Part Name	PE Tube	Connector	Storage Tank
Change Schedule	24 months	24 months	24 months

4. Trouble Shooting

PROBLEM	CAUSE	SOLUTION
Abnormal taste	Storage tank without clean	Empty the water inside the storage tank
	Filter machine has been used for a long time without flushing	Empty the storage water, flush the pipeline

	Cartridges are exhausted	Replace the cartridges
Not enough product water	Water supply is closed	Open the water supply
	Water temperature getting too low	It is normal that product water getting down as water temperature getting lower
Fault alarm	TDS of purified water is high	Check if water supply is municipal water
	Cartridges are exhausted	Replace the cartridge

5. Warranty



Warning

Handling method if the filter machine will not be used for a long time

- 1) No need to do anything within short period. (No more than one day)
- 2) For a long time travelling or stop using the machine (More than three days), please close the inlet water supply.
- 3) The machine must be cleaned for proper operation before reuse.

1. One warranty card come along with the machine, work as the after sales warranty certificate with purchase invoice, please keep it well.
2. The warranty period of this product is one year(exclude consumable items), from the date of purchase, if the machine is inspected to get failure due to quality issue, the consumer will access the maintenance for free with the invoice and inspection material.
3. Within the period of warranty, you can enjoy the right for free maintenance for items below.
 - 3.1 Leakage
 - 3.2 Parts failure (it will be excluded in the warranty if the cartridges are failure due to bad water quality)
4. Customer should present both the warranty card and purchase invoice to get warranty service within warranty period.
5. The following items is not included in warranty:
 - 5.1 Warranty period is expired.
 - 5.2 The failure or break down is caused due to failure to follow the manual instruction, incorrect installation, improper operation and abnormal operating conditions.
 - 5.3 The failure and loss was caused due to installation or maintenance by team or personal from other company or organization.
 - 5.4 Due to accident or human factor (include condition of usage changed, collision) that cause the machine failure or break down.
 - 5.5 Due to natural disaster or other event of force majeure.
 - 5.6 Warranty card and purchase invoice were not present.
 - 5.7 Using the non-original components that cause damage is not covered in warranty.
6. Special remarks
 - 6.1 You can choose paid service when the warranty of your machine is out of warranty range.
 - 6.2 You can choose local service center of Canature Bentair to offer paid door-to-door service. The extra cost of labor and components related to paid service, please

refer to the standard of local service center.

- 6.3 It may involve other related components for installation, such as valve, hose pipe, connector etc, these are paid by customer personally, it is also available to buy components from our company, if you buy components from our company, please refer to the standard of local service center.

If you meet any question when using the product of our company, please contact our special after sales service unit or our after sales service department directly,