CLEAN WATER STORE

Clean Water Made Easy

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Pro-Ox Lite 7500-M



Iron & Manganese Filter

Installation & Maintenance Guide

Thank you for purchasing a Clean Water System! With proper installation and a little routine maintenance, your system will provide iron-free water for many years.

Please review this start-up guide entirely before you begin to install your system, and follow the steps outlined for best results.

The Pro-Ox Lite filter media **must be activated with 1 cup of unscented liquid chlorine bleach** when you first install it. It is easy to do, but it is a critical step (see page 10).

The media produces very small particles (fines) when the system is first installed. Bring the water pressure up **very slowly** during the first backwash so the media is not pushed up into the control valve. Several backwashes at start-up are an important step.

Don't bring any other equipment (softeners, filters) online until the Pro-Ox Lite filter is fully flushed. Depending on your water, this can take several backwashes and a week or two of normal water use.

The Pro-Ox Lite media contains dust. Wear a paper mask and ventilate the area when you first pour the media into the tank.

Water pressure: 30 PSI minimum, 85 PSI maximum.

For indoor installation only. Protect from sunlight, rain and freezing.

For Assistance:

Call us toll-free: 1-888-600-5426 or 1-831-462-8500

Email us: support@cleanwaterstore.com

Website: www.cleanwaterstore.com/resource

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Packing List

All systems include: 7500-M control valve, qty 3 female NPT to BSP black pipe adapters (inlet, outlet and drain), top screen, power supply, funnel for adding media, and this start-up guide. Find your size below to see what else is included.

No bypass valve is included. You build the bypass from three ball valves (page 7).

0.5 cubic foot (6" x 35" tank)

6" x 35" filter tank with distributor tube
9 lbs. filter gravel
Qty 1: ½ cubic foot bag of Pro-Ox Lite media
Flow control built into the valve (3 GPM)

0.75 cubic foot (8" x 44" tank)

8" x 44" filter tank with distributor tube
9 lbs. filter gravel
Qty 1: ½ cubic foot bag plus 1 quarter cubic foot bag of Pro-Ox Lite media
External drain line flow control, 5 GPM

1.0 cubic foot (9" x 48" tank)

9" x 48" filter tank with distributor tube
12 lbs. filter gravel
Qty 2: ½ cubic foot bags of Pro-Ox Lite media
External drain line flow control, 7 GPM

1.0 cubic foot short tank (13" x 30" tank)

13" x 30" short filter tank with distributor tube
35 lbs. filter gravel
Qty 2: ½ cubic foot bags of Pro-Ox Lite media
External drain line flow control, 12 GPM

1.5 cubic foot (10" x 54" tank)

10" x 54" filter tank with distributor tube
16 lbs. filter gravel
Qty 3: ½ cubic foot bags of Pro-Ox Lite media
External drain line flow control, 7 GPM

2.0 cubic foot (12" x 52" tank)

12" x 52" filter tank with distributor tube
20 lbs. filter gravel
Qty 4: ½ cubic foot bags of Pro-Ox Lite media
External drain line flow control, 10 GPM

2.5 cubic foot (13" x 54" tank)

13" x 54" filter tank with distributor tube
35 lbs. filter gravel
Qty 5: ½ cubic foot bags of Pro-Ox Lite media
External drain line flow control, 12 GPM

3.0 cubic foot (14" x 65" tank)

14" x 65" filter tank with distributor tube
Qty 2: 40 lb. bags of filter gravel
Qty 6: ½ cubic foot bags of Pro-Ox Lite media
External drain line flow control, 15 GPM

What to Do if Your Tank Is Not Level Out of the Box

The filter tank base is not glued to the tank. Occasionally a base tilts during shipping. If the tank does not sit level, hold the empty tank and tap it on a concrete or solid floor once or twice to level it.

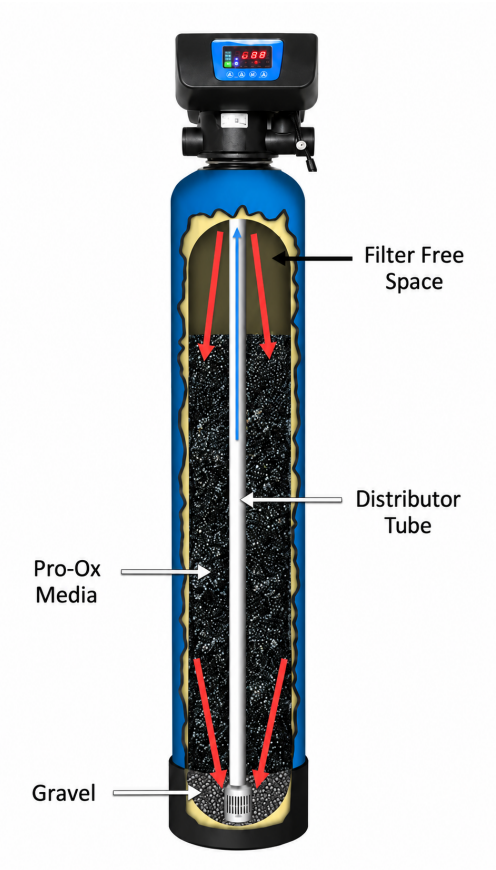
How Your Pro-Ox Lite 7500-M Works

The Pro-Ox Lite 7500-M, when properly applied, is an efficient and cost-effective system for removing iron and manganese from well water.

Pro-Ox Lite is an NSF-certified manganese dioxide filter media. Water enters the top of the tank and flows down through the media (red arrows). The manganese dioxide oxidizes dissolved iron and manganese and traps the particles. The filtered water flows up the distributor tube (blue arrow) to your home.

During backwash the flow is reversed: water flows down the distributor tube and up through the media, lifting and expanding it. This cleans and re-classifies the media, prevents channeling, and sends the trapped iron to the drain. Backwash is done automatically at night, every 3 to 4 days.

The 7500-M control valve uses a ceramic disc instead of a piston and seals, and backwashes on a timer (a set number of days).



Higher iron, manganese or odor

The Pro-Ox Lite 7500-M removes up to 5 PPM iron and 0.2 PPM manganese. For higher levels, iron bacteria or sulfur (rotten-egg) odor, add chlorine ahead of the filter, or choose one of our AIR models. Call us with your water test results and we'll help you choose.

System Install Steps Overview

1. **Put the gravel in first, then the Pro-Ox Lite media.** Fill halfway with water, add 1 cup of unscented liquid bleach, fill the tank and let it soak at least 1 hour.
2. **Build your bypass and make the plumbing connections**: three ball valves, unions, and a hose bib after the filter (page 7).
3. Attach the control valve to the tank, and the three pipe adapters to the valve.
4. Install the drain line and the external drain line flow control (all sizes except 0.5 cu ft).
5. Plug in the power supply and program the valve.
6. Follow the start-up instructions to put the system online and check that it is leak-free.

Pre-Installation

1. Check your packing list and make sure you have received all the parts, and all your packages, before you start or schedule an installation.
2. If you will be turning off the water to the house and you have an electric water heater, turn off the power to the water heater before you begin, in case it is accidentally drained.
3. Pick a dry, level spot for your filter where it won't be exposed to freezing temperatures, direct sunlight, wind or rain. A minimum of 30 PSI is required; the maximum is 85 PSI.
4. Get all your plumbing parts together before you begin. Installation typically takes 3 to 5 hours, and after installation the filter must run through a complete backwash and rinse cycle.
5. Check that your well pump can supply the backwash flow for your size. Measure it at the pressure tank, not at a faucet (page 18). A filter that can't backwash fully will plug up.
6. After the system is installed and running, your water may be discolored or carry sediment or rust for a day or two, especially with older or corroded piping. This clears up.

Best Practices for Piping & Drain Installation

1. The Pro-Ox Lite filter is installed **after the pressure tank**, on a level floor or surface.
2. Install the filter at least 10 feet ahead of the water heater inlet, or use a check valve, to prevent damage from hot water backing up.
3. **Do NOT install the unit in direct sunlight or where it can freeze.** Locate it near an always-on (unswitched) grounded outlet.
4. Connect the water supply to the valve's inlet and the house to the outlet, **following the arrows on the control valve.**
5. **Use the 3 female pipe adapters provided.** Thread your fittings into the adapters first, then attach the adapters to the valve. The adapters seal with the blue seals; overtightening them can damage the valve body.
6. If you use copper pipe, **do not sweat the copper pipe directly onto the 7500-M valve**, and keep the torch away from the plastic.
7. To connect the drain line to a drain, use an air-gap connection, so that if your sewer or septic tank backs up, it can't cross-connect with the drain tubing. Most plumbing codes require one.

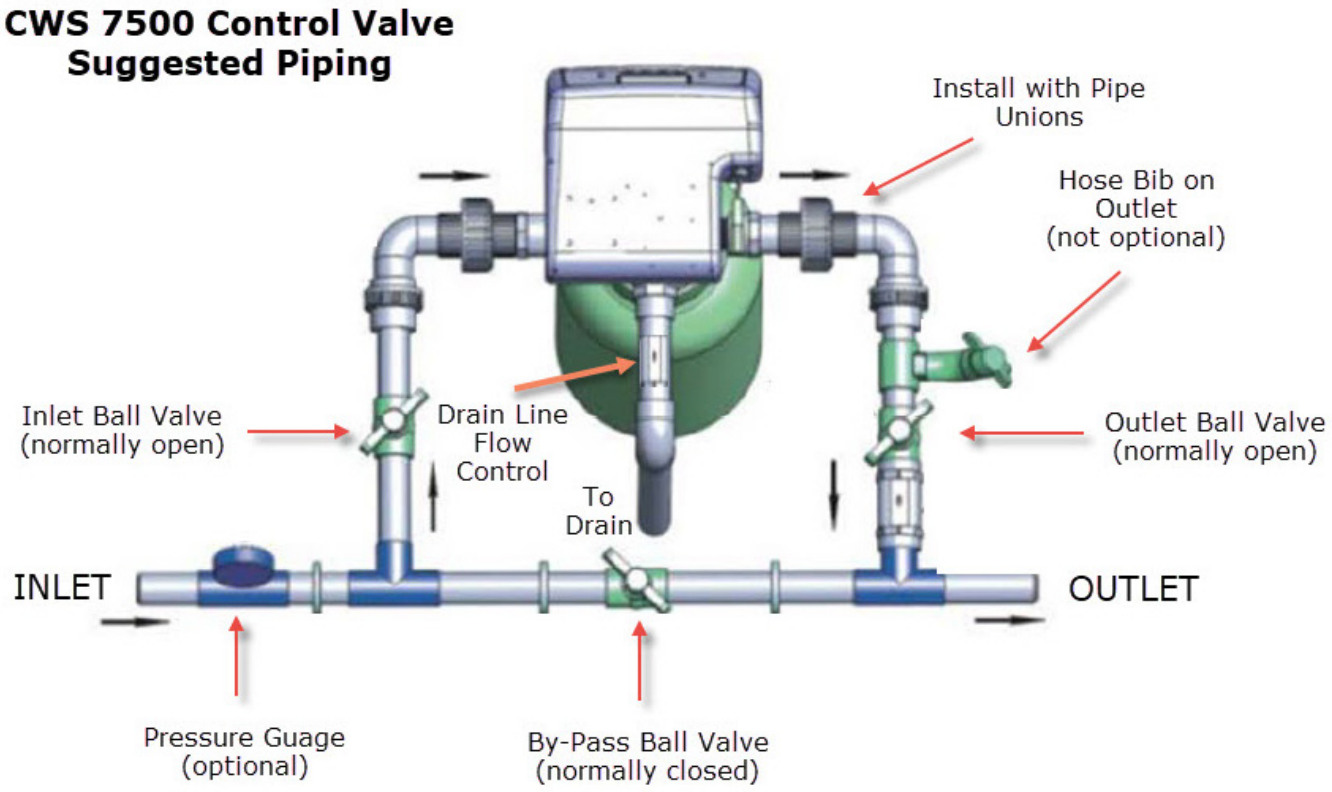
Build Your Bypass

The 7500-M has no built-in bypass. Build one from three ball valves, as shown in Fig 2 on the next page:

- **Inlet ball valve** before the filter (normally open).
- **Outlet ball valve** after the filter (normally open).
- **Bypass ball valve** on the pipe between them (normally closed).
- **Unions** on the inlet and outlet, so you can remove the valve and still have water.
- **A hose bib on the outlet**, after the filter and before the outlet ball valve. This is not optional: it lets you rinse the new filter at start-up and gives you a place to test the water before it enters your home.

> To put the filter in bypass: open the bypass valve, then close the inlet and outlet valves. To return to service: open the inlet and outlet valves, then close the bypass valve.

Fig 2. Suggested Piping for the 7500-M



Pressure gauges are optional. The drain line flow control goes in the drain line (page 11).

Installation Into Copper or Metal Piping

If your filter is installed in a metal (conductive) plumbing system, such as copper or galvanized steel pipe, the plastic valve and adapters interrupt the electrical continuity of the plumbing. Stray currents from improperly grounded appliances, or galvanic activity, can then no longer ground through the pipes. Some homes were built to codes that ground appliances through the plumbing.

Install a bypass made of the same material as the existing plumbing, or a grounded "jumper wire" that bridges the equipment and restores continuity, before using the system. A ground jumper wire with pipe clamps costs a few dollars at any home center or hardware store.

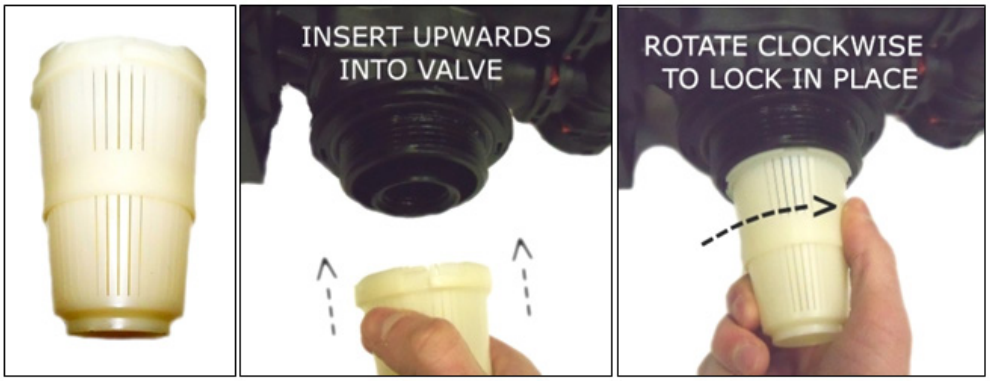
Add Filter Media

1. **Check the distributor tube first.** It must be seated in the bottom of the tank, and the top of the tube should be level with the top of the tank, before you add media.
2. Cover the top of the distributor tube with electrical or duct tape so no gravel or media goes down the tube. Leave a folded tab so you can pull it off easily.
3. Put the funnel in the tank opening. Hold the tube centered until there is enough gravel and media to support it.
4. Add the filter gravel that came with your order. The gravel should cover the bottom distributor screen before you add the media.
5. Next, add the Pro-Ox Lite media. Check all the boxes that shipped with your order first; the media may come in more than one bag.

6. When all the media is in, the tank should be about 2/3 full. Don't fill it more than 2/3 full, even if there is media left over.
7. Remove the funnel and the tape from the top of the distributor tube. **Be careful not to pull the tube up.**
8. **Fill the tank half full of clean water. Add 1 cup of unscented household bleach, then fill the tank completely with clean water.** This activates the Pro-Ox Lite media and helps it settle, so there is less air to purge later. Let it sit at least 1 hour.
9. If you accidentally pull the distributor tube up after the gravel and media are in, it must be re-seated. You can usually do this by spraying water down the tube with a garden hose while pushing on the tube. If that doesn't work, empty the tank and start over.

Install the Top Screen

The top screen snaps into the bottom of the control valve: insert it upward into the valve, then rotate it clockwise to lock it in place. Top screens may differ in color or shape, but work the same way.



Put a small amount of food-grade silicone grease on the inner O-ring (where the distributor tube goes) and on the main tank O-ring. **Do not use pipe-joint compound, vegetable oil, Teflon tape, Vaseline or other petroleum greases on the tank threads.**

Install the Control Valve

1. Screw the control valve onto the tank, guiding the distributor tube into the valve. Tighten it enough to seal the O-ring. **Do not overtighten**; you can damage the valve.
2. Thread your plumbing fittings into the 3 black pipe adapters (female NPT to BSP) first, then screw the adapters onto the valve's inlet, outlet and drain. They seal with the blue seals: snug them by hand, don't overtighten.
3. Connect the inlet and outlet to your plumbing, following the arrows on the valve. If you use flex lines, no thread tape or sealant is needed; the fitting seals to the washer inside the flex line.





External Drain Line Flow Control ("DLFC")

Every size except the 0.5 cubic foot comes with an external drain line flow control that sets the backwash rate for your tank (5 GPM on the 0.75, 7 GPM on the 1.0 and 1.5, 10 GPM on the 2.0, 12 GPM on the 1.0 short tank and the 2.5, and 15 GPM on the 3.0). The 0.5 cubic foot uses the 3 GPM flow control built into the valve.

Attach the DLFC to the drain adapter with Teflon tape, with the **flow arrow pointing toward the drain.** Clamp the drain tubing firmly to the barbed fitting with a hose clamp. Use flexible tubing; don't hard-pipe the drain line.

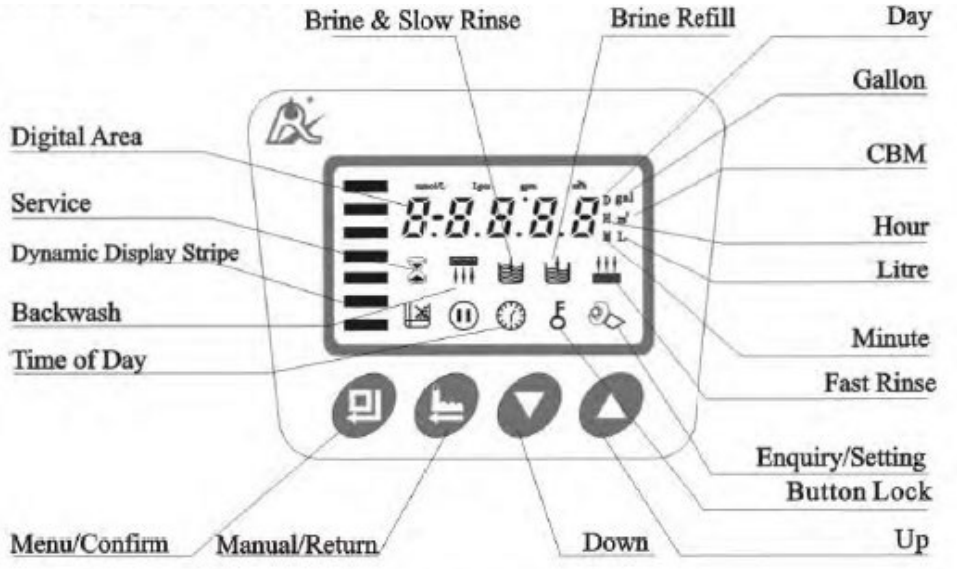
Power

Plug the power supply into the valve, then into an always-on wall outlet (not one on a light switch).

Program Your Valve

A few settings must be changed before the system can be put into service. Plug in the control valve, then follow these steps.

> **Unlock the buttons first.** If the button lock icon is showing, press and hold both the Up and Down buttons for 5 seconds. A beep tells you the menu is unlocked. It re-locks by itself after 1 minute without a button press.



1. Press **Menu/Confirm**. The valve goes into programming mode and shows the Enquiry/Setting icon.
2. Use the **Up** and **Down** buttons to move between the settings, shown in order below. You can only move between settings while the Enquiry/Setting icon is showing and you aren't changing a value.

Settings for the Pro-Ox Lite filter

Setting	Display	Set to
Time of Day	[00:00], clock icon	The current time (24-hour clock)
Rinsing Time (the time of day it backwashes)	[02:00]	**02:00** (2 A.M.) or another time no water is used. Factory setting is 02:00.
Rinsing Frequency	F-	Leave at the factory setting (one backwash and rinse per cycle)
Service Days (days between backwashes)	[1-03D]	**3 or 4 days**. Use 2 to 3 if iron is high or water use is heavy.
Backwash Time	[2-10:00]	**10 minutes**
Fast Rinse Time	[3-06:00]	**6 minutes**
Signal Output Mode	[b-01]	Leave at the factory setting, b-01

To change a setting

1. Move to the setting with Up or Down, then press **Menu/Confirm**. The value flashes.
2. Change it with Up or Down. For times, set the hour, press Menu/Confirm, then set the minutes.
3. Press **Menu/Confirm** to save it.
4. When you're done, press **Manual/Return** to leave programming mode.

Manual Knob (Power Outages)

The 7500-M can be moved through its cycle by hand with the knob on top of the valve, which is useful during a long power outage. Turn the knob **clockwise** to line up the indicator with the step you want. With the power on, turning the knob a couple of clicks moves the valve to the next step.

Initial Backwash: Starting Up Your System

After programming, run the system through several backwash and rinse cycles to remove fine particles from the media. The water from the drain will be very dark at first. You are not flushing the media away. Keep going until the water from the drain runs clear during the rinse (usually 2 to 4 cycles, depending on tank size).

If at any time you notice the flow from the drain line drop, the top screen may be clogged. Move the valve to the fast rinse step to flush the screen, then go back to backwash and finish.

Check the backwash flow if you can. During the first backwash, run the drain line into a bucket and time it to see the actual backwash flow. Your well pump must supply at least this flow (to measure your pump, see page 18):

Media (cu ft)	Tank	Minimum well pump flow (GPM)
0.5	6" x 35"	3
0.75	8" x 44"	5
1.0	9" x 48"	6
1.0 short	13" x 30"	11
1.5	10" x 54"	7
2.0	12" x 52"	10
2.5	13" x 54"	11
3.0	14" x 65"	13

1. Close the inlet, outlet and bypass ball valves. Put any softeners or filters after this one in bypass.
2. Unlock the buttons, then press **Manual/Return** to start the backwash (the backwash icon shows).
3. **Unplug the unit** to hold the valve in backwash.
4. **Slowly** open the inlet valve about a quarter turn to start water flowing into the tank. You should hear air escaping from the drain line. If the flow comes in too fast, it can push media up into the top screen or valve.

5. When all the air is out of the drain line and you have a solid flow of water, keep opening the inlet valve slowly until it is fully open.
6. Let the water flow with the inlet fully open for 10 to 15 minutes.
7. Plug the unit back in and let the backwash finish as timed (the display switches between the time of day and the backwash). The valve then moves to the fast rinse by itself.
8. Let the rinse finish. The valve returns to service (the green bar on the left lights up).
9. **Repeat the backwash and rinse 3 or 4 more times** until the filtered water is clear. The backwash water may still look black even after several backwashes. Once the filtered water runs clear, the filter is ready to use. If you see black fines in the house later, run a few more backwashes.
10. With the valve in service, open the outlet valve and the hose bib after the filter and run water until it is clear. Then run water in the house from a bathtub, laundry sink or other fixture without an aerator screen for 5 to 10 minutes to flush the pipes.
11. Put any softeners or filters after this one back in service.

Congratulations, you are done starting up your filter system!

If Media Gets Into the Valve

Sometimes, during the first backwash only, media is pushed up into the top screen or valve. You'll see little or no flow, to the drain in backwash or to the house in service. Close the inlet valve, move the valve to fast rinse, and open and close the inlet several times to push the media back into the tank. Then go back to backwash and open the inlet very slowly, a little at a time. Once the inlet is fully open in backwash without the flow dropping, you're done.

Normal Operation

- In service, the green bar on the left of the display is lit, and the display shows the time of day.
- The valve backwashes automatically at the Rinsing Time (2 A.M.) every 3 to 4 days, as you set it.

How to Start a Manual Backwash

1. Unlock the buttons (hold Up and Down for 5 seconds).
2. Press **Manual/Return**. The valve starts a backwash, then the fast rinse, and returns to service by itself.
3. To skip ahead to the next step, turn the knob on top of the valve clockwise a couple of clicks.

Maintenance

No weekly or monthly maintenance is needed. The 7500-M's ceramic disc has no seals or spacers to replace. Plan on this once a year:

1. **Check that the backwash is strong:** watch the drain line during a manual backwash. A weak flow means the drain line flow control needs rinsing, or the well can't keep up (check your well pump's flow rate, page 18).
2. Check that the time of day is correct after any power outage.

Media Life

Pro-Ox Lite media typically lasts about 8 to 10 years. When iron starts to come through and shocking and backwashing don't fix it, replace the media (page 19).

Shocking the Media

If your water has iron bacteria, or iron starts coming through, shock the media: with a sediment pre-filter installed, turn off the water, open the housing, add 1 cup of household bleach, close it, turn the water on and run a tap after the filter for about a minute. Let it soak at least 1 hour (up to a week is fine), then start a manual backwash. No pre-filter? Install one first (it also protects the valve), then shock.

Troubleshooting

Find your symptom in the left column. Work down the causes in order; the first ones are the most likely and the easiest to fix.

Check these first

- The inlet and outlet ball valves are open and the bypass valve is closed.
- The valve is plugged into an always-on outlet (not one on a light switch).
- The display shows the correct time of day.
- Water pressure: 30 PSI minimum, 85 PSI maximum.
- The drain line isn't kinked or frozen, and has an air gap at the drain.
- If you have a sediment pre-filter, the cartridge isn't clogged.

Control valve: 7500-M

The 7500-M uses a ceramic disc instead of a piston and seals, so there are no seal kits. The motor, position sensor board and power supply can be replaced; for anything inside the valve body, the control valve is replaced.

Problem	Likely cause	What to do
Display shows E1	The motor isn't turning the valve.	Unplug the power for a minute and plug it back in. If E1 comes back, the motor needs to be replaced. Call us for a replacement motor.
Display shows E2	The valve can't read its position (position sensor board).	Unplug the power for a minute and plug it back in. If E2 comes back, the position sensor board needs to be replaced. Call us.
Water running to the drain while in service (a drip or a steady flow)	The ceramic disc is worn or something is caught on it. The disc can't be serviced separately.	First check that the valve is really in service (green bar lit, not in backwash or rinse). Run a manual backwash to flush any grit. If the drip continues, put the system in bypass and replace the control valve. Call us.
Display is blank, or the filter never backwashes	Outlet switched off, the power supply unplugged or failed, or the time of day is wrong after an outage.	Use an always-on outlet and check both ends of the power supply cord. Set the time of day. Still blank: replace the power supply (we sell them).
Buttons don't respond	The buttons are locked.	Press and hold Up and Down together for 5 seconds until it beeps.
Weak flow to the drain during a backwash	The drain line flow control or top screen is plugged, or the drain line is kinked.	Rinse the external flow control (or the built-in one on the 0.5 cu ft) and put it back with the arrow toward the drain. Straighten the drain line. Move the valve to fast rinse for a minute to flush the top screen.
Little or no flow after the first backwash	Media pushed up into the top screen or valve at start-up.	See "If Media Gets Into the Valve" on page 15.
Leak at the valve or adapters	Blue seal not seated, a fitting overtightened, or a loose tank O-ring.	Put the system in bypass and relieve the pressure. Re-seat the blue seals and snug the adapters by hand. Lubricate the tank O-ring with food-grade silicone. A cracked valve body must be replaced.

Water quality: Pro-Ox Lite iron filter

Check your backwash

During backwash your well pump must supply at least this many gallons per minute. Measure the pump's flow at the pressure tank, not at a faucet: a hose bib may only flow 3 to 4 GPM. With no water running, open a hose bib near the pressure tank and drain it into a 5-gallon bucket, counting the gallons until the pump turns on. Close the hose bib and time, in seconds, how long the pump takes to build back up to pressure and shut off. Pump flow (GPM) = gallons ÷ seconds × 60. Full steps and a calculator: cleanwaterstore.com/resource/calculators/how-to-determine-pump-flow-rate-on-systems-with-pressure-tanks/

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0.5	6" x 35"	3
0.75	8" x 44"	5
1.0	9" x 48"	6
1.0 short	13" x 30"	11
1.5	10" x 54"	7
2.0	12" x 52"	10
2.5	13" x 54"	11
3.0	14" x 65"	13

Problem	Likely cause	What to do
Black or gray water after start-up	Fine Pro-Ox Lite particles. This is normal for a new filter.	Run 3 or 4 more manual backwashes until the water runs clear. Keep a softener or other equipment in bypass until then.
Iron, stains or color still coming through	The media is coated and needs shocking.	Shock the media with 1 cup of household bleach through the sediment pre-filter (page 16), let it soak at least 1 hour, then backwash. No pre-filter? Install one first, then shock.
	Backwash isn't frequent enough for your iron level.	Set Service Days to 3, or to 2 if iron is high (page 13).
	Iron above the system's rating, pH too low, or the media is worn out (Pro-Ox Lite lasts about 8 to 10 years).	Test the raw and filtered water and send us the results.
Media not cleaning, or iron returns soon after a backwash	Your well can't supply the minimum backwash flow.	Check your well pump's flow rate (see Check your backwash above).
Rotten-egg smell	Hydrogen sulfide in the well water, bacteria in the well or pipes, or the water heater's anode rod (hot water only).	This filter is not designed for sulfur odor. Shock-chlorinate the well and the house plumbing; if the smell is in the cold water too, add air or chlorine ahead of the filter (call us). Hot water only: have the heater's anode rod replaced.
Low water pressure after the filter	The media is packed because the backwash isn't strong enough, or the pre-filter is clogged.	Change the pre-filter cartridge, if you have one. Check your well pump's flow rate (above) and run 2 or 3 manual backwashes.

Before you call, have ready

Model and serial number from the valve label · a photo of the display and any error code · whether drain water is a drip or a steady stream · raw and filtered water test results, if you have them.

Contact us

Toll-free 1-888-600-5426
or 1-831-462-8500
support@cleanwaterstore.com

How to Replace the Pro-Ox Lite Media

Pro-Ox Lite media typically lasts about 8 to 10 years. If you ever need to replace it, it is easily dumped out and replaced:

1. Put the system in bypass (open the bypass valve, close the inlet and outlet valves) and unplug the power.
2. Relieve the pressure by opening the hose bib after the filter.
3. Disconnect the unions on the inlet and outlet, and the drain line.
4. Unscrew the control valve and set it aside.
5. Siphon the water out of the tank with a small flexible tube inserted down the distributor tube.
6. Lay down a clean tarp outside, or somewhere you can flush water and clean out the tank.
7. Put a garden hose in the tank and let water flow down the center distributor tube. The media will flow out onto the tarp.
8. Flush out all the media and gravel and discard it in the trash.
9. Rinse out the tank until clean. Add ½ cup of household bleach and a few gallons of water, rinse the inside of the tank, then rinse until the chlorine is gone.
10. Add gravel and new Pro-Ox Lite media, activate it with bleach, and start up the system following the original directions in this guide (page 9).

Limited Warranty

We warrant this water filter, when installed and operated according to our instructions, to be free from defects in materials and workmanship for the periods below.

Warranty Periods

Component	Warranty
Fiberglass mineral (filter) tank, 6" to 13" diameter (0.5 to 2.5 cu ft systems)	**Lifetime** of the original purchaser, at the original installation address. Covers the tank shell only.
Fiberglass mineral (filter) tank, 14" diameter (3.0 cu ft system)	**5 years**
Control valve (7500-M)	**5 years**
All other components	**1 year**
Filter media and other normal wear items and consumables	Not covered

Coverage starts on the date of purchase. Some components also carry the original manufacturer's warranty.

Conditions

1. Installation must follow local codes and the instructions in this guide.
2. Not covered: damage from freezing, sunlight, rain or other outdoor exposure; sand, sediment or coarse particles in the feed water; fractures from external impact, or tank damage from vacuum; misuse, neglect, alteration, rodents, fire, lightning or power surges; water pressure or temperature outside the limits in this guide.
3. Subject to these terms, we will repair or replace, at our option, any part found defective in materials or workmanship. A Returned Goods Authorization (RGA) is required in advance; defective parts must be returned freight prepaid. Repair or replacement does not extend the warranty period.
4. This warranty does not cover shipping charges, labor, installation or removal costs, or delays, consequential or incidental damages. It does not cover pipes, fixtures or appliances.
5. This warranty is to the original purchaser and is not transferable.
6. No other warranty, expressed or implied, applies beyond what is stated here, except where state law provides otherwise. Some states do not allow limits on implied warranties or on incidental or consequential damages, so these limits may not apply to you.

6-Month Satisfaction Guarantee: complete residential water treatment systems can be returned within 6 months of purchase, even if installed and used, for a full refund of the purchase price. The customer pays return shipping. Call or email first for an RGA number. Full terms: www.cleanwaterstore.com/returns-warranty/

To make a claim: call 1-888-600-5426 or email support@cleanwaterstore.com with your order number, the product and serial number, and a short description of the problem.
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