

# WaterFilters AUSTRALIA

## HIFLOW for HARSH WATER WATER FILTER SYSTEM

### HIFLOW HARSHWATER FILTER SYSTEM OWNER'S MANUAL

MODEL: K-T-HWHIFLOW

# Owners Manual

## INSTALLATION INSTRUCTIONS

**WARNING:** For correct operation of this system it is essential to observe the instructions below.

### IMPORTANT - PLEASE NOTE

PLEASE NOTE FOLLOWING FOR INSTALLATION OF THIS SYSTEM

- **HOSE FITTINGS & HEX ADAPTER WITH SEALING O-RING**

The braided pex hose and hex adapter are fitted with a sealing o-ring – teflon tape / joining compound is not required for this fitting. Check the fitting to ensure the o-ring is in place and not damaged. Ensure the inlet thread and mounting surface are smooth and clean. O-ring grease may be applied to the o-ring as required. Tighten until the o-ring contacts the surface of the filter head assembly inlet and outlet, then further tightened by 0.5 turns to reach approx 3.5 nm of force to compress the o-ring and effect a seal. **DO NOT USE A SEALING TAPE OR A JOINING COMPOUND WHEN CONNECTING THE HOSES AND/OR ADAPTER TO THE HEAD ASSEMBLY.**

- **MAXIMUM WATER PRESSURE – PRODUCT WARRANTY**

Australian standards call for a maximum water pressure of 500 kpa for plumbing installations. Having water pressure above 500 kpa may damage connected products including water filters and will void the product warranty. If water pressure exceeds 500 kpa a watermark approved pressure limiting valve must be installed at the same time as installing the water filter system.

- When installing this filter system in a new home or kitchen please ensure that the cold water lines under the sink are flushed to remove all debris within the pipes, before installation of the water filter system.

1. **Open Carton and Inspect Parts.**

Parts included – refer installation diagram.

Item No.

Head Assembly with Mounting Bracket [1]

Filter Cartridge [2]

Mounting Screws [3]

Dual Check Valve [4]

Pex Hose 650mm – 1/2" female to 3/8" male with sealing o-ring [5]

Brass Hex Nipple 3/8" male to 1/2" male with sealing o-ring [6]

Horizontal Stabilizing Bracket [7]

Plumbing Tape [8]

2. **Ensure that the cold water at mains supply is turned off**

Where an existing tap and connections are already installed - after you have turned off the mains cold water at the mini cistern tap, open the kitchen / mixer tap and release any water pressure.

Unscrew the braided flex hose from the existing cold water line mini cistern tap or isolation valve. Clean the 1/2" male water connection thread.

3. **Under Sink Mounting Position**

As you will note from the associated diagram, this Inline Filter System can be installed in either the horizontal or vertical position. Horizontal is preferable.

- a) *Horizontal Position*

Measure 460mm horizontally and mark the mounting location for the side of the filter head and end of the filter cartridge. Make sure that there is adequate space to avoid crimping the water line flex hoses. Also make sure your chosen location offers easy access for future cartridge changes and installation of the stabilizing support bracket. (item 7).

- b) *Vertical Installation*

Measure 460mm vertically from the base of the cabinet (or shelf), and mark the mounting location for the top of the filter head. Make sure that there is adequate space to avoid crimping the water line flex hoses. Also make sure your chosen location offers easy access for future cartridge changes.

4. **Important - If necessary you can easily change the direction of the flow of water through the inlet and outlet of the filter system. You will notice on the head assembly that the inlet is shown by the word "IN" and the outlet is shown by the word "OUT". To change direction, simply remove the four (4) screws that hold the mounting bracket to the head assembly and replace/refit the mounting bracket in the opposite direction. This allows flexibility when choosing the desired location for your filter system.**

- a) Take the Pex Hose 3/8" male connection (item 5) and screw this connection to the inlet side of the Filter Head Assembly (item 1). This hose fitting has a sealing o-ring and does not require plumbing tape or compound to be applied to create the seal (do not use). You will notice on the head assembly that the inlet is shown by the word "IN" and the outlet is shown by the word "OUT".

- b) Take the Brass Hex Nipple with o-ring (item 6) and screw this connection into the outlet side of the filter head (item 1). This brass fitting has a sealing o-ring and does not require plumbing tape or compound to be applied to create the seal (do not use).

**IMPORTANT: Plumbing tape and/or sealing compounds shall not be used as item 5 and item 6 have a sealing o-ring. Use of thread tape or sealing compounds may result in damage to the filter head resulting in product failure and water leaks and will void the product warranty if used.**

- c) Securely mount the Filter Head Assembly (item 1) on the cabinet wall using two of the mounting screws (item 3) provided. The filter head will be installed vertically or horizontally depending upon your desired location.

**5. Connect Dual Check Valve – (item 4)**

**IMPORTANT – It is a legal requirement under Australian Plumbing Standards that the Dual Check Valve be installed. If this part is not installed all warranties are null and void. Refer to the NCC Volume three, The Plumbing Code of Australia for the requirements of backflow prevention.**

Apply plumbing tape (item 9) to the 1/2" male water connection cistern tap fitting before screwing on the dual check valve (item 4).

**6. Attach Pex Hose (item 5)**

Connect the 1/2" female end of the Pex Hose (item 5) - to the 1/2" male end of the Dual Check valve (item 4) as shown in the diagram.

**7. Attach Filtered Water to Cold Water Line of Kitchen Tap**

Take the braided flex hose that is attached to the kitchen tap and screw the 1/2" female end of the braided flex hose onto the hex nipple (outlet side of filter head).

**8. For Horizontal Installations – Install Stabilizing Bracket (item 7)**

Where the system is installed horizontally the unit requires support at the base of the filter cartridge with the Stabilizing Bracket (item 7). Locate the bracket (item 7) in a position that allows three important functions;

- Firstly, the bracket needs to be located so that the filter cartridge can be removed when it is replaced. Suggested location is at the base of the filter cartridge.
- The bracket must be level with the filter head – so that the filter cartridge sits in a level horizontal position.
- Finally, the bracket needs to be screwed into the cabinet using the two remaining mounting

screws (item 3) and set in a manner whereby the bottom of the bracket supports the water filled filter cartridge horizontally.

**9. Install Filter Cartridge (item 2)**

- Hold filter head (item 1) firmly with one hand.
- Align cartridge notches with filter head.
- Insert filter cartridge (item 2) and push into filter head assembly (item 1).
- Turn it to the right (about 1/4 turn) until it stops.

**10. Flush the Filter Cartridge**

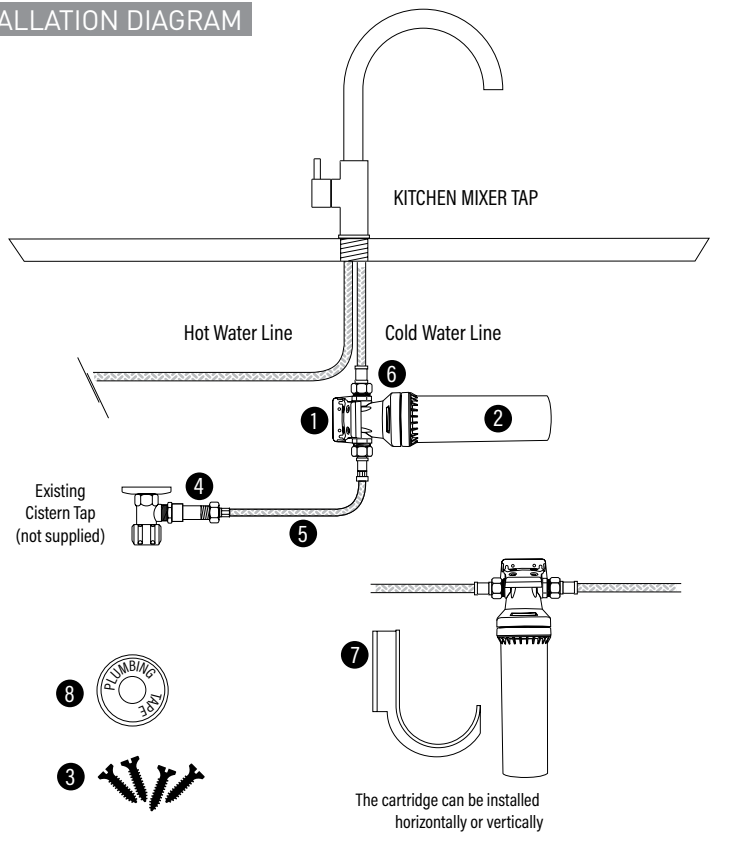
- Turn water supply back on at either the mains or at the cold water mini cistern tap.
- At this stage check for leaks and fix if necessary.
- Turn kitchen tap on and flush the filter cartridge for at least 2–3 minutes. Collect water in container and use for garden etc.

**NOTE – Flushing the filter cartridge is important to remove air from the system and any loose carbon powder. At first the water may appear cloudy due to compressed trapped air in the filter and hoses. However the cloudiness will disappear over time and with use.**

**NOTES**

- This installation must comply with all applicable state and local regulations.
- Do not use with water that is microbiologically unsafe or of an unknown quality without disinfection before or after the system.
- When storing filtered water in a refrigerator please ensure the container has an airtight seal.

## INSTALLATION DIAGRAM



## PRODUCT SPECIFICATION

- Usage: For mains cold water only.
- Temperature Range: 2-38°C
- Min. – Max. Working Pressure: 70-500 kPa
- Service Flow Rate: 6.3 Lpm\*
- Capacity: 56,700 litres\*
- Removes/reduces Chlorine, bad taste and odours, and all particles down to five microns in size.
- Filter Change: Annually or sooner if flow rate becomes inconveniently slow.
- This filter does not remove fluoride.
- Inhibits limescale build-up in water using appliances

\* Subject to water quality, water pressure and usage.

- [1] Head assembly with Mounting Bracket
- [2] Filter Cartridge
- [3] Mounting Screws
- [4] Dual Check Valve

- [5] Pex Hose 650mm – 1/2" female to 3/8" male with sealing o-ring
- [6] Brass Hex Nipple 3/8" male to 1/2" male with sealing o-ring
- [7] Horizontal Stabilizing Bracket
- [8] Plumbing Tape

## WARRANTY

Product Specifications: *The unit must only be used for a potable water source and with cold water (with a temperature range between 2 and 38°C).*

Water Filters Australia Pty Ltd (WFA) warrants to you, the first person who has purchased and used the unit ("you") that this unit is free from defects due to faulty material and workmanship in accordance with the conditions set out in this document. This warranty is provided to you in addition to your rights at law, including but not limited to your rights under the Trade Practices Act 1074 (Cth) and applicable legislation in your Australian State or Territory.

### What this warranty covers:

This warranty covers defects due to faulty material and workmanship of the unit supplied to you:

- For a period of 10 years from the date of purchase in respect of the entire unit, excluding the Replaceable Elements. The Replaceable Elements are consumable components and all parts of the unit which can be replaced including but not limited to the filter or water treatment cartridge if there is a defect in the filter or cartridge. This does not include the replacement of the filter or cartridge to extend the life of the filter or

cartridge. The life of the filter cartridge is affected by water quality, usage, and water pressure. The warranty only extends to the original purchaser of the unit.

### What this warranty does not cover:

This warranty does not cover the unit or a Replaceable Element of the unit where:

- The defect, fault or failure is attributable, or substantially attributable to misuse, abuse, accident, misapplication, neglect, freezing, oxidizing agents (including but not limited to chlorine, ozone, chloramines and other related components) or act of God.
- The unit has been in conditions which do not conform to the recommended design guidelines or has been operated in a manner which is contrary to WFA's printed instructions.
- The unit has not been installed in accordance with WFA's printed instructions and has not been installed in compliance with all applicable laws, regulations, and industry standards.
- The unit has not been used in accordance with the manufacturer's instructions.

- The unit does not meet the conditions for use described in the owner's manual or performance data sheet for this unit.
- You use accessories or components which do not meet WFA specifications as set out in the Owner's Manual.
- The defect, fault or failure is due to normal wear and tear.
- The defect, fault or failure has occurred where the unit has been used reasonably or has reached its serviceable life.
- The serial or model number label of the unit is removed or defaced.
- The unit is serviced, modified, altered, or repaired by an unauthorized or unqualified person.

#### How to make a claim under this warranty:

To make a claim under this warranty you must contact WFA within 21 days of the defect, fault or failure occurring. WFA's Warranty Contact number is 1300 785 355. At the time of repair or replacement under your warranty claim you must provide to WFA:

- Proof that you purchased the unit from an authorized retailer or dealer within the warranty time; and
- A copy of a certificate which certifies that the unit was installed in compliance with our printed installation instructions and all applicable laws, regulations, and industry standards. WFA will only pay for repair or replacement upon receipt of proof of your purchase showing the date of purchase.
- Immediately execute measures to mitigate damages as well as protection from any secondary damages
- WFA may arrange for examination of the claim by WFA or an assignee thereof and agrees to assess any claim under Warranty within sixty (60) days of receiving notification of a claim.
- WFA is entitled to investigate the damage within an appropriate period of time, either by itself or by a third party.
- Any parts believed to be responsible for the damage are to be made available to WFA for investigation and are to be kept by WFA until the final investigation of the damage is complete.
- WFA will inform the Consumer or its assignee immediately after the investigation as to whether the Warranty claim is accepted and if so provide information regarding remedy.
- If any of the above specified obligations are violated then WFA is released from the liability arising from this statement.

**Limitation of Liability of WFA under this warranty:** Where a warranty exists or is implied by law, WFA liability is limited (to the extent that it can be limited) to repair or replacement of the faulty Replaceable Element or the unit or an equivalent unit. WFA may, in its discretion, choose whether it shall repair or replace any unit or Replaceable Element or WFA may choose to pay to you the cost of replacing the Replaceable Element or the unit or the cost of having the unit repaired. To the extent permitted by law, WFA assumes no liability whatsoever and disclaims all liability for direct, indirect, or consequential loss, or

special, general or other damage or expense caused by or arising out of:

- Any failure to install or use the unit in accordance with the Manufacturer's Instructions, the Installation and Operating Manual or WFA's printed instructions; or
- The purpose for which you are purchasing the unit.

You acknowledge that the quality of water supplied and your water usage rate and influent water pressure may vary seasonally or over a period of time.

In addition to this water characteristics can differ if the unit is relocated or the environment changes.

You acknowledge that WFA does not know your requirements and cannot and does not warrant that the unit is fit for the purpose for which you intend to use the unit or is appropriate for the purpose for which you intend to use the unit. WFA does not authorize others to assume any obligation on its behalf even if you inform them of the purpose for which you intend to use this unit.

---

**WARNING** WFA does not recommend making alterations to your existing plumbing to accommodate this filter system. If you wish to modify existing plumbing you must comply with AS 3500 and use a licensed plumber.

**WARNING** The contaminants or other substances removed or reduced by this water treatment system are not necessarily in your water supply. Do not use with water that is microbiologically unsafe or of an unknown quality without disinfection before or after the system.

**IMPORTANT** This filter is designed to be used with mains/city water supplies.

Use of this system may increase the bacterial content of water unless supplementary treatment is provided.

**CAUTION** Safely isolate the water supply prior to installing the filter system to avoid injury and property damage.

**IMPORTANT NOTICE** The filter's very fine mechanical and chemical filtering process removes chlorine, dirt and many other potential contaminants. When water is filtered so finely it can absorb part of everything it comes into contact with. This can cause taste and odour issues.

Accordingly, you may find that with new kitchen tapware the braided flex hose supplied with the new kitchen tap has a rubber internal. This rubber internal may, in some instances, cause taste and odour issues when the filtered water first comes into contact with the hose.

Should this occur then flush the filtered water through the hose over a period of time to remove taste and odour issues.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have all the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Refer to [hiflowwaterfilters.com.au](http://hiflowwaterfilters.com.au) for warranty details.

# Performance Data

## Important Notice:

*Read this performance data sheet and compare the capabilities of this unit with your actual water treatment needs.*

## FEATURES

Filters water through your new or existing mixer tap.

Provides quality filtered water without compromising on flow rate.

Easy installation and space saving design.

Compatible with any bench top including solid surface.

Suitable for vertical or horizontal installation to maximise cupboard space.

Finely filters and polishes mains water to a premium quality for:

- Drinking
- Cooking

The latest carbon block filtration technology absorbs:

- Chlorine
- Bad tastes
- Odours

Maintains healthy minerals and salts as well as fluoride.

Helps to prevent the build up of limescale in water using appliances.

Simple, easy to change cartridge replacements.

Substance Requirements	Influent Challenge Concentration	Max. Permissible Product Water Concentration	Reduction Requirements	Minimum Reduction	Average
Standard 42	Aesthetic Effects				
Chlorine	2.0mg/L $\pm$ 10%	5ppm	$\geq$ 50%	-	97%

\*Tested using flow rate=0.5gpm; pressure=60psig; pH=7.5  $\pm$  0.5; temp=20°C  $\pm$  2.5°C

**HEALTH CLAIM PERFORMANCE CLASSIFIED BY NSF.**

This system has been tested according to NSF/ANSI 42 for the reduction of the substances listed.

The concentration of the indicated substances in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system, as specified in NSF/ANSI 42.

**OPERATING SPECIFICATIONS:**

- Capacity: 56,700 litres\*
- Pressure Requirement: 70-500 kPa
- Temperature: 2-38° C
- Flow Rate: 6.3 Lpm

**GENERAL INSTALLATION / OPERATION / MAINTENANCE REQUIREMENTS:**

- Space required: 460mm x 225mm (allows space for cartridge replacement)
- Install vertically or horizontally with stabilizing support bracket. However for ease of replacing cartridge, horizontal installation on right or left hand side of undersink kitchen cabinet is preferable.
- Flush new cartridge at full flow for 2-3 minutes until air is purged.
- Replace cartridges when capacity is reached, or when flow becomes too slow, but at least annually.

**SPECIAL NOTICES:**

- Installation instructions, parts and service availability, and standard warranty are included with the product when shipped.
- This water drinking system must be maintained according to manufacturer's instructions, including replacement of filter cartridges.
- Do not use with water that is microbiologically unsafe, or of unknown quality without adequate disinfection before or after the system.
- Systems certified for cyst reduction may be used on disinfected water that may contain filterable cysts.
- Flush system for 1 minute after period of non-use exceeding 7 days.
- The contaminants or other substances removed or reduced by the water treatment system are not necessarily in your water.
- Check for compliance with state and local laws and regulations.

*\* Cartridge life will vary according to water pressure, water quality and usage.*

**CARTRIDGE RE ORDER CODE: C-T-HWHIFLOW**

Check for compliance with state and local laws and regulations. Product performance is dependent upon incoming water conditions. This drinking water system must be maintained according to the manufacturer's instructions, including replacement of cartridge.



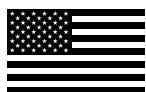
AS3497  
Lic.WM-032108  
IAPMO R&T OCEANA

This appliance meets the domestic water treatment appliance Standards AS3497 for the following water treatment processes:

CLASS	TREATMENT TYPE	FUNCTION	PASS
I.	Microbiological Status Bacteriostatic	Will stop bacteria increasing but will not stop them unless IIa is passed.	N/A
II. II (a)	Microbiological Treatment Bacteria Removal	Will remove or inactivate bacteria.	N/A
II (b)	Virus Removal	Will remove or inactivate virus.	N/A
III (c)	Protozoa Removal	Will remove or inactivate Cryptosporidium and Giardia. Will not remove or inactivate bacteria and virus unless II(a) and II(b) is passed.	N/A
III.	Turbidity and Particulate Reduction	Reduces Cloudiness	N/A
IV.	Taste and Odour Reduction	Reduces Tastes and Odours	✓
V.	Chemical Treatment	Decreases carbon chemicals and Chlorine	✓

**WARNING: FOR CORRECT OPERATION OF THIS APPLIANCE IT IS ESSENTIAL TO OBSERVE THE MANUFACTURER'S INSTRUCTIONS.**

**NB: Inhibits limescale buildup in water using appliances - as tested by the manufacturer.**



MADE IN  
USA



ASSEMBLED  
IN AUSTRALIA

# WaterFilters

AUSTRALIA

**Water Filters Australia Pty Limited** ABN: 78 089 574 489

PO Box 636 Freshwater NSW 2096

Phone: 61 2 9905 6211 Fax: 61 2 9905 6255

Email: [info@wfa.com.au](mailto:info@wfa.com.au)

Web: [www.wfa.com.au](http://www.wfa.com.au)

For all enquiries call the National Customer Service Centre on: **1300 785 355**

PR-OMHWHF v3