



Whole House Water Filter **HealthShield™**

CITY OR WELL WATER

Owner's Manual





Meet clean, healthy water. Your new Aquasana® whole house HealthShield™ system was expertly engineered to reduce contaminants, including PFAS, VOCs, chlorine, and chloramines, from the water throughout your entire home.

Enjoy the peace of mind that comes from knowing our award-winning water filter technology is working for you.

WH-HEALTHSHIELD™

TABLE OF CONTENTS

Box Contents & System Configurations3

Installation Steps..... 4-13

Troubleshooting Guide 15

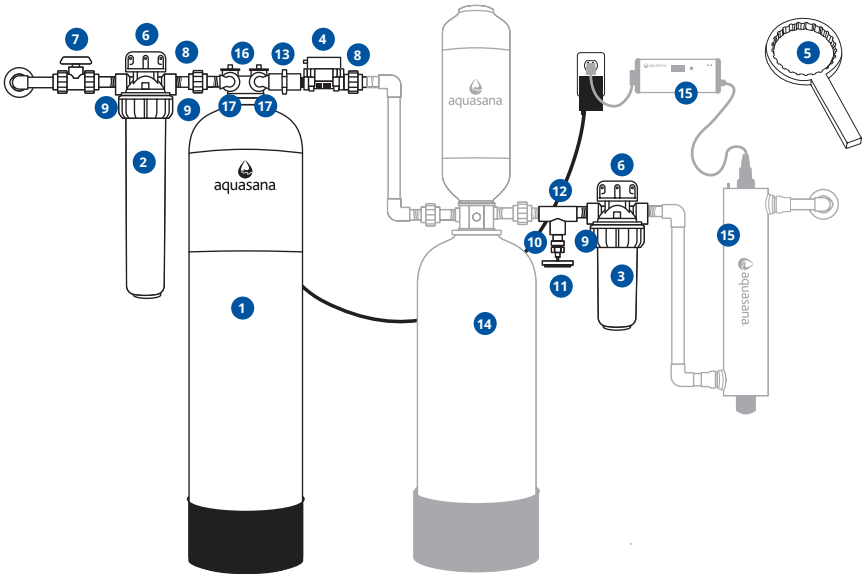
Maintenance & Performance Indicator Display 16

Filter Replacements 17-22

Performance & Certifications 23

Warranty 24

Water for Life™ Program 25



- | | |
|-------------------------------|--|
| ❶ HealthShield™ Tank | ❶❶ Brass Drain Valve |
| ❷ 20" Pre-Filter | ❶❷ PVC Tee |
| ❸ 10" Post-Filter | ❶❸ 1" FNPT Coupling |
| ❹ Performance Indicator (PID) | ❶❹ Tall Salt-Free Water Conditioner (Optional) |
| ❺ Plastic Wrench (2) | ❶❺ Max Flow UV Filter and Controller
(Optional with City Water, strongly recommended with Well Water) |
| ❻ Filter Support Brackets (2) | ❶❻ HealthShield™ Tank Bypass Valve |
| ❼ Shut-Off Valve | ❶❼ 1" MNPT HealthShield™ Tank Valve
Plumbing Adaptors (2) |
| ❽ 1" Slip x FNPT Union (2) | |
| ❾ 4" TOE Nipples (3) | |
| ❿ 3" Slip Nipple | |

Box contents will be packaged in multiple boxes.

Before beginning installation, please ensure all parts listed are present. If any part is missing or damaged, do not attempt to install the system.

Please contact Customer Support for replacement parts at www.aquasana.com/contact-us.

Appearance of parts/components may vary depending on the time of purchase.

Tools recommended for installation:

- Drill
- Wrench
- Channel locks
- Pipe cutter
- NSF certified PVC primer and glue
- NSF certified plumber's tape*
- Garden hose
- 5 gallon bucket

Optional components:

- Pressure reducing valve or pressure regulator
- Water hammer arrestor
- Check valve
- Pro-Grade Bypass Kit
- Copper wire & grounding clamps (if copper pipes are present)
- Pex tubing, crimp rings and cutter

[>> Click here to view the HealthShield™ Whole House installation video.](#)

Precautions

- **For all installations:** Due to the varieties of home design, not all configurations can be addressed in this guide. Anticipate the need for additional parts and pieces including but not limited to pex tubing, clamps, and mounting screws to install unit properly (available at a local home improvement store or through your plumbing contractor).
- **DO NOT** install this filter where the line pressure may exceed 100 psi. The operating pressure range for this filter is 25psi – 100psi. In areas with high pressure (e.g. above 60 psi), a pressure reducing valve or pressure regulator is recommended to be installed prior to the system.
- To safeguard your system from water hammer events we recommend the installation of a water hammer arrestor at the beginning and end of the system. The water hammer arrestor will help with instantaneous spikes in pressure due to water hammer events typically caused by washing machines and dishwashers. A water hammer event can happen regardless of water pressure and any household can be subject to a water hammer event.
- Install on cold water lines only (40° – 100°F).
- Installation of the filtration system must comply with existing state and local plumbing codes.
- Some local codes may require the use of a licensed plumber or certified installer when disrupting a potable water line.
- It is recommended your system be installed indoors and out of direct sunlight. Prolonged exposure to light can weaken plastic components, resulting in filter housing failure. If this is not possible and the system is outdoors or in a sunny area, the unit must be protected from water, direct sunlight and freezing temperatures.

* Plumber's tape free of PFOA, PFOS, PFHpA, PFHxS, and PFNA.

- Select an installation location on the main water line before the water heater, where water enters the home.
- **DO NOT** install the tank on its side. It must be installed upright to maximize contact with media bed.
- Pick an appropriate installation location where if the tank or any connection thereto should leak, the resulting flow of water will not cause damage to the surrounding area. Dimensions of systems vary — always allow an estimated minimum of 57" clearance for height of tank, and a minimum of 57" for floor space.
- This system requires a 120V/60Hz power outlet for the performance indicator, located within 10 feet of the unit to ensure the cord can reach.
- Filtration tank must be flushed before running water from system into house.
- NSF certified plumber's tape* is the only sealer that can be used on threaded fittings. DO NOT use pipe dope or PVC primer/glue on threaded fittings. Exposure to these compounds will damage nipples causing leaks.
- Properly tighten all fittings to ensure a leak-free assembly.
- If installing on metallic plumbing, two grounding clamps and #4 copper wire are essential for safety.
- It is strongly recommended to install a check valve at the end of your system configuration and before the water heater to protect your filtration system from back flow.
- If your home is on well water, it is strongly recommended to install a UV Filter with this system.
- Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.
- The compounds certified under NSF/ANSI 401 have been deemed as "incidental contaminants/emerging compounds". Incidental contaminants are those compounds that have been detected in drinking water supplies at trace levels. While occurring at only trace levels, these compounds can affect the public acceptance/perception of drinking water quality.
- Manufacturer recommends annual testing of water quality. Please follow all sampling protocols specified by the testing laboratory.

* Plumber's tape free of PFOA, PFOS, PFHpA, PFHxS, and PFNA.

1 Select Location

Lay out system in appropriate configuration. Improper sequencing of equipment will affect performance, and could possibly damage your system.

1. Pick an appropriate installation location. Unit must be installed in an area where the main water line enters your home, and before it connects to the water heater. Install after outdoor hose bibs or irrigation lines to avoid filtering water used outdoors.
2. Choose the location for a shut-off valve to be able to isolate your system. If installing a check valve, it should be installed after your system but before the water heater. If installing the Pro-Grade Bypass Kit, choose the location at this time.

Pro-Grade Bypass Kit Installation:

IF YOUR SYSTEM does not include the Pro-Grade Bypass Kit, [continue to step 2](#), Prepare HealthShield™ Tank

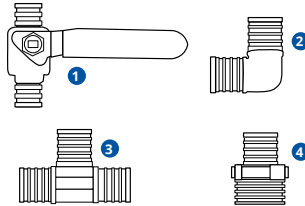
NOTE: Due to the variety of home design and spaces, anticipate the need for additional items to install bypass loop properly. Additional items would be available at a local home improvement store or through your plumbing contractor. Not all configurations can be addressed in this guide.

1. Once you've selected an appropriate location for your whole home water filter system and main shut-off valve, lay out the bypass loop and ensure you have all the components and tools required.
 - The Pro-Grade Bypass Kit is specific to 1" PEX connections for easy installation.
 - Reference the [system configuration image](#) on page 9 when laying out bypass loop components to ensure correct order and location.
2. Pre-assemble all the parts before starting the installation. Straighten out your PEX tubing and plan for additional length that can be trimmed down before the final installation.
3. Mark your incoming water line where you would like to start your bypass loop. This should be before your main PVC shut-off valve. Prepare your existing pipes by cleaning the sections you plan to cut.
4. Once your bypass loop is prepared, continue to step 2 Prepare HealthShield™ Tank before making the final connections.

5. Once the main system has been fully installed, cut down any PEX tubing to ensure you have the proper length and complete bypass loop connections.
6. Turn on main water line and check for leaks.

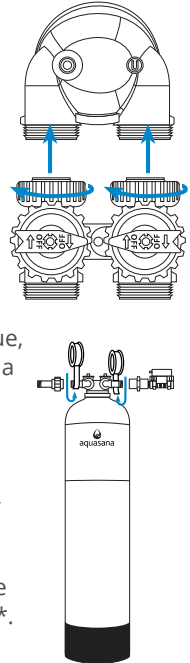
Bypass Kit Box Contents:

- ① PEX 1" brass shut-off valves (2)
- ② PEX 1" brass 90° elbows (2)
- ③ PEX 1" brass tees (2)
- ④ PEX 1" brass male adapters (2)



② Prepare HealthShield™ Tank

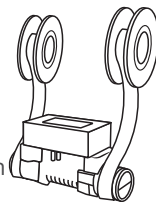
1. Ensure the HealthShield™ tank sits level. If it looks off-center or unlevel, reference the [troubleshooting section](#).
2. Carefully remove shipping caps from inlet and outlet ports without damaging valve threads.
3. Pre-assemble all parts and dry-fit the entire system to ensure proper spacing and to confirm you have the necessary components for installation. Reference system configuration image on [page 3](#) to understand the system layout and connections.
4. Apply NSF-certified primer and glue to all smooth (non-threaded) connections. Smooth connections will be on the nipples, unions, shut-off valve, and PVC tee. After applying glue, press and hold each connection for 10–15 seconds to ensure a secure bond.
5. Connect the HealthShield™ tank bypass valve by aligning and inserting the bypass valve ports with the threaded nuts attached into the tank valve head. Secure the bypass valve by hand tightening the nuts.
6. Wrap threaded ends of the 1" MNPT HealthShield™ tank valve plumbing adaptors 3 times with NSF certified plumber's tape*.
7. Thread one of the 1" Slip x FNPT unions onto one of the 1" MNPT HealthShield™ tank valve plumbing adaptors. Hand tighten and then tighten again with a pipe wrench (1-2 rotations) to seal the connections.
8. Thread the 1" FNPT coupling onto the threaded connection of the other 1" MNPT HealthShield™ tank valve plumbing adaptor. Hand tighten and then tighten again with a pipe wrench (1-2 rotations) to seal the connections.



* Plumber's tape free of PFOA, PFOS, PFHpA, PFHxS, and PFNA.

2 Prepare HealthShield™ Tank (continued)

- Wrap the threaded ends of the PID 3 times with NSF certified plumber's tape*. Align the PID so the flow arrows point away from the open connection (in the direction of water flow), then thread into the 1" FNPT coupling. Hand tighten and then tighten again with a pipe wrench (1-2 rotations) to seal the connections.



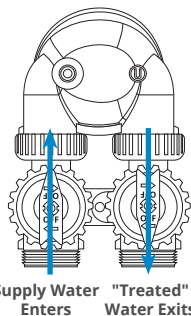
NOTE: The PID must be plumbed in horizontally or vertically. If plumbed in vertically, the water flow path must be going upward through the PID.

NOTE: Make sure to only apply force to the bottom portion of the PID body when tightening. Applying force to the PID display box could cause damage.

- Thread the other 1" Slip x FNPT union onto the open end (outlet side) of the PID. Hand tighten and then tighten again with a pipe wrench (1-2 rotations) to seal the connections.

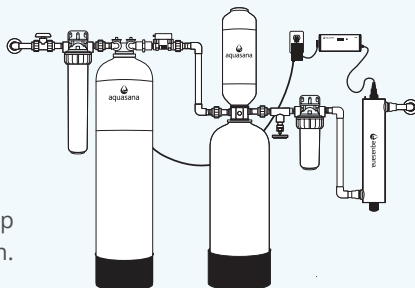
- Align and insert the plumbing adaptor with the PID attached to the outlet connection ("Upflow Inlet" side) of the bypass valve. Secure the plumbing adaptor by hand tightening the nut.

- Align and insert the other plumbing adaptor to the inlet connection ("Downflow Inlet" side) of the bypass valve. Secure the plumbing adaptor by hand tightening the nut.



3 COPPER PIPES ONLY (proceed to Step 4 for all other pipes)

When installing on metallic plumbing, ensure you take the following precautions. Securely install two (2) grounding clamps and a #4 copper wire (not included) across the location where the system will be installed. Tightly clamp at both ends, as shown in the illustration.



⚠ WARNING



ELECTRICAL SHOCK HAZARD: Prior to installation on metallic plumbing, securely install two grounding clamps and a #4 copper wire per installation instructions. Failure to follow these instructions can result in death or electric shock.

* Plumber's tape free of PFOA, PFOS, PFHpA, PFHxS, and PFNA.

4 Install Shut-off Valve and Ensure Spacing

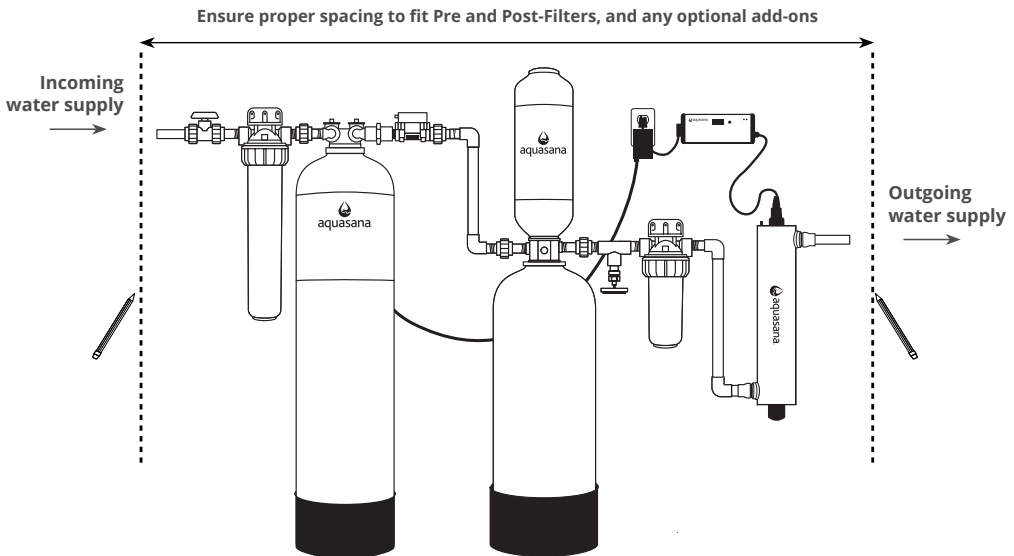
NOTE: You may need additional components to connect your system to the main water line where it enters and exits the filtration system. Ensure you have all components needed before proceeding to the next steps.

1. **Turn off the main water supply.** Open a faucet at the lowest point in your home to drain the lines and relieve pressure.

NOTE: Installation could take 1–4 hours to complete. Plan accordingly as you will be without water throughout the home during this time.

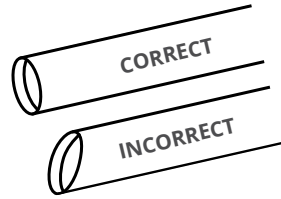
2. Using a pipe cutter, cut the main water line. Place a 5-gallon bucket below the cut to catch any remaining water.
3. Each system includes a 1" PVC shut-off valve with slip connections. Loosely fit shut-off valve to calculate the proper spacing of components.
4. Measure distance for Pre- and Post-Filter, HealthShield™ tank, and optional add-ons (Salt-Free Water Conditioner and UV Filter) and mark pipe accordingly.

NOTE: DO NOT cut pipe more than necessary. You can further cut pipe later if needed. If you're installing a bypass loop, plan accordingly for the space required.



5 Cut Pipes

Cut pipe along the marked sections from step 4 and clean ends of pipe. Make sure pipe ends are smooth, clean, and free of burrs or sharp edges.



NOTE: Cut pipes as straight as possible with a utility knife, or an appropriate pipe cutter for copper, PVC, or PEX tubing.

6 Assemble Drain Valve

NOTE: All threads are NPT tapered pipe threads.

1. Using PVC primer and glue, assemble the piping as shown to the right (Figure 1). Ensure enough glue cure time before running water through the system.
2. Wrap the 1/2" male drain end 2-3 times with NSF certified plumber's tape* (Figure 2).
3. Hand tighten the drain valve into the 1/2" female threaded tee. Then, tighten 1-2 more turns with a wrench (Figure 3).

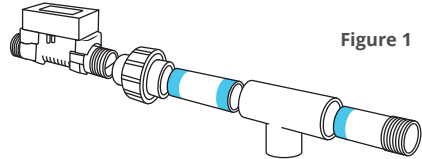


Figure 1

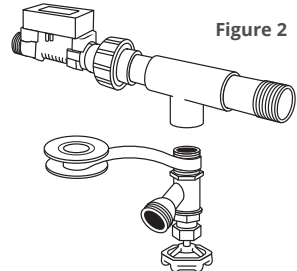


Figure 2

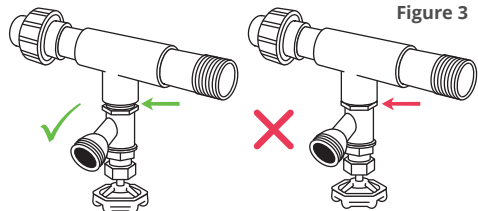


Figure 3

NOTE: DO NOT OVER TIGHTEN. There should be a gap between the drain valve threads and tee. Tightening the 1/2" brass drain valve more than 2 turns with a wrench can cause the tee to crack.

* Plumber's tape free of PFOA, PFOS, PFHpA, PFHxS, and PFNA.

7 Configure System

1. Fit HealthShield™ tank and additional optional add-ons into the system at this time.
2. Attach the shut-off valve to your incoming water line.
3. Wrap threads with NSF-certified plumber's tape. Connect the nipple from the shut-off valve outlet to the Pre-Filter inlet.

NOTE: If your Pre-Filter housing has a shipping guard attached to it, remove the guard prior to assembly. If you upgraded to the Low Maintenance Pre-Filter, remove plastic wrapping from filter before installing. Filter is located inside of the pre-assembled Pre-Filter housing. Once shipping guard and/or plastic wrapping is removed, proceed to step 4.



4. Attach the filter wall bracket to the Pre-Filter housing with included screws. Once this is complete, screw the support bracket to the wall.

NOTE: Additional materials may be needed to ensure Pre-Filter and Post-Filter brackets are supported and properly secured to wall.

5. Ensure all parts are flowing through the "IN" port in the correct direction of water flow.
6. Connect the threaded nipple from the Pre-Filter outlet to the union that is attached to the HealthShield™ tank inlet.

NOTE: The PID must be plumbed in horizontally or vertically. If plumbed in vertically, the water flow path must be going upward through the PID.

7. Using the drain valve assembly from step 6 (Assemble Drain Valve), connect the drain valve assembly to the union attached to the HealthShield™ PID outlet as well as the Post-Filter inlet with included nipples.
8. Attach the Post-Filter bracket and housing to the wall, similar to the Pre-Filter, and ensure all connections are tight.
9. Remove the PID power supply from its packaging.
10. Connect the power adaptor to the PID by aligning the internal ports with the pins in the PID power connection, pressing in the adaptor, and hand tightening the locking nut.
11. Connect the USB adaptor to the PID power supply.

* Plumber's tape free of PFOA, PFOS, PFHpA, PFHxS, and PFNA.

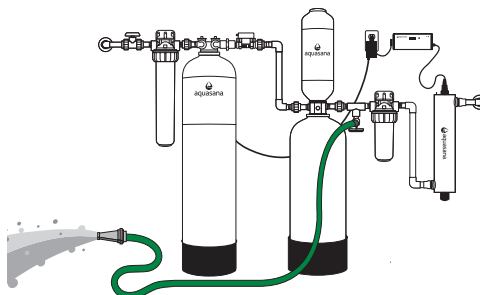
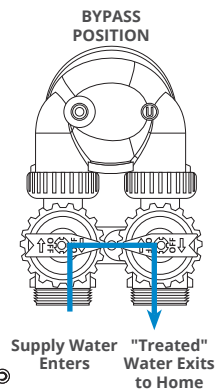
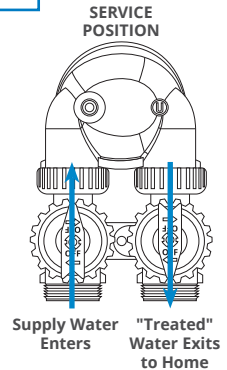
7 Configure System (continued)

12. Connect the PID power transformer to a dedicated 120V/60Hz, properly grounded electrical outlet. Avoid using outlets that are switch controlled.
13. If you have additional attachments, please reference those manuals before the final installation.
14. Once installation is complete, allow proper time for the glue to dry according to manufacturer instructions.

8 Flush Your System

NOTE: It's imperative that this system is flushed properly prior to system water entering your house. The media used in the filtration tank contains fines that must be flushed out prior to use.

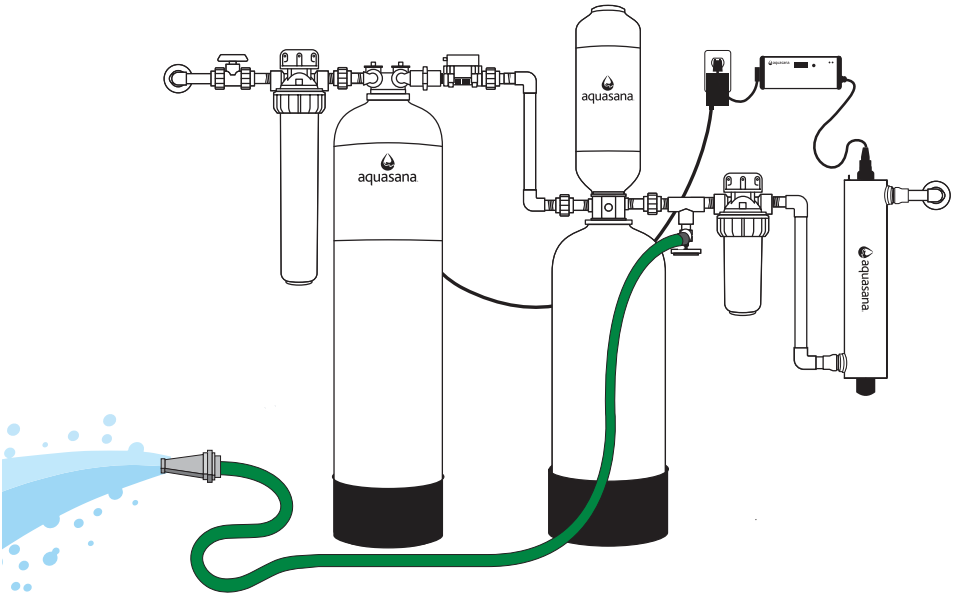
1. Connect a garden hose to the integrated drain valve and ensure the drain valve is in the open position.
 2. Ensure the garden hose outlet is directed towards a floor drain or outdoor area. If a bypass loop is installed, ensure each shut-off valve is in a closed position. Ensure the HealthShield™ tank bypass valve is in the bypass position.
 3. Slowly turn the water on from the initial shut-off valve and inspect for leaks. If any leaks are detected, refer to the troubleshooting section. If no leaks are detected, proceed with the flushing process.
 4. Open the outlet handle fully. Slowly open the inlet handle ¼ turn to begin flushing. Allow water to flow from the drain valve to a drainage area. The first few gallons will appear black and cloudy due to carbon fines.
- Once the water exiting the hose runs clear, slowly open the inlet valve fully. Allow the system to flush for at least 15 minutes.



8 Flush Your System (continued)

5. After the initial 15-minute flush, perform surge flushing:

- Turn water ON for 5 seconds
- Turn water OFF for 5 seconds
- Repeat at least 15 times or until water is clear



NOTE: Do not drink flushed water.

6. Turn off drain valve. Remove garden hose. Your system is now ready for use.

Issue	Resolution
Component is missing or arrived damaged.	Call customer service @ 1 (866) 662-6885 option 1, and then option 2, and then option 1. Please have order number, model number, and pictures of damaged packaging and/or damaged unit.
Tank leans to one side or is not leveled	Lift the tank straight up and tap down on the ground until the tank stands vertically. The bottom of the tank is round and the boot allows the tank to stand upright.
Water leak at seam of in/out valve	Valve o-ring may not be placed properly or the valve may have loosened during shipping. Hand tighten in/out valve to tank reducer bushing. If leak continues, contact customer service with a pre-recorded video of leak.
Water leak from Aquasana fittings or drain valve	• Ensure tight connection – do not overtighten as that could cause cracks and further leaking. • Close the shut-off valve before the leak. Unscrew the closest union and the threaded connection. Remove the previous sealing tape from the fitting and place more sealing tape and/or tighten the connection properly. • Ensure all connections are properly tightened with a wrench – do not over-tighten! If the problem persists, contact customer service with pre-recorded video.
Water leak from pre/post filter housing	• Ensure tight connection – do not overtighten as that could cause cracks and further leaking. • Tighten the housing further with the included wrench. • If leak persists, close the shut-off valve before the leak. Remove housing and filter. Clean o-ring, inside the housing, and all threaded connections. Re-lubricate the o-ring and reassemble. • If a crack is visible and/or other methods do not stop the leak, contact customer service.
Reduced water pressure after installation	It is recommended that the sediment pre-filter be replaced every 2 months depending on the amount of sediment in your water supply. It is recommended that the post-filter be replaced every 6 months. If the system has been working properly and the pressure is slowing, it may be time to change the filters. Check the filters and replace if necessary.
Water appears gray or cloudy	Let air flush from water lines. Cloudy water will dissipate over time (can take a week to a month) and is completely harmless.
Taste/odor of water did not improve	Ensure HealthShield™ tank bypass valve handles are in the service position, bypass loop is turned off, and system shut-off valves are open.
PID not properly registering flow	• Ensure the power supply is properly connected. • Ensure the outlet is providing power to the PID 24/7. • Ensure water is flowing in the appropriate direction through the PID. Water flow must follow the arrow indicators on the bottom of the PID body. • Ensure the PID orientation is correct. The PID must be plumbed in horizontally or vertically. If plumbed in vertically, the water flow path must be going upward through the PID.

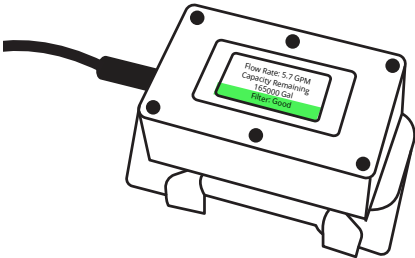
Cleaning

- The exterior of your filtration system can be cleaned with warm, soapy water.
Do not use any abrasive solution.
- Rinse well with clean water.

NOTE: Never use chemical cleaning products on the system's exterior surface as they may damage the housing.

Performance Indicator Display (PID)

Display	System Status	What You'll Notice	What You Should Do
Green	10-100% capacity remaining	Display is off by default; touch to view status	System is working normally — no action needed
Yellow	0-10% capacity remaining	Display stays on continuously	Plan for service or replacement soon
Red	0% capacity (system exhausted)	Display stays on continuously	Service or replace the HealthShield™ Tank Assembly immediately



Pre/Post-Filter Replacements

Whole House 20" Pre-Filter Cartridge Replacement

Replace every 2 months. Replace sooner if there is a noticeable decrease in water flow through the filter system.

Whole House Low Maintenance Pre-Filter Cartridge Replacement

Replace every 6 months. Replace sooner if there is a noticeable decrease in water flow through the filter system.

Whole House 10" Post-Filter Cartridge Replacement

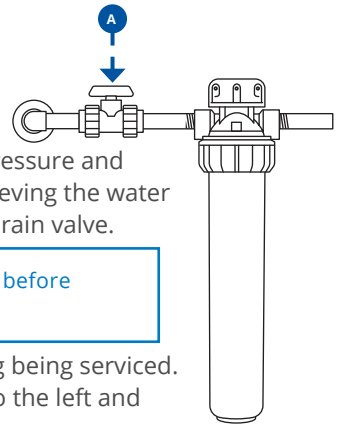
Replace every 6 months. Replace sooner if there is a noticeable decrease in water flow through the filter system.

Pre/Post-Housing Replacement

Replace every 5 years. To replace, contact Customer Support.

How to change the Pre/Post-Filters:

1. Shut the filter system off at the shut-off valve **A**. Place a 5-gallon bucket under the drain valve and open the valve. This relieves pressure and drains excess water from the system. After relieving the water pressure and draining excess water, shut the drain valve.



NOTE: You must relieve the pressure in your system before attempting to change any Pre-Filter or Post-Filter.

2. Place a 5-gallon bucket under the filter housing being serviced. Use the included wrench to turn the housing to the left and remove it. Remove the used filter.
3. If necessary, clean the inside of the blue filter housing with mild soapy water, rinse and dry.
4. Place new filter in the center of the blue filter housing.
5. Clean the housing o-ring and relubricate it with silicone grease. Set the o-ring into the proper groove and reattach the housing by screwing it back onto the top piece by turning to the right.

NOTE: DO NOT USE PETROLEUM JELLY as lubrication on the system or o-rings.

6. After reassembly, turn the system back on at the shut-off valve.
7. Run water, with the bucket still under the filter being serviced. Check for leaks.

Specifications

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. For replacement parts, please visit <https://www.aquasana.com/water-filter-replacements/>. The system (mineral tank, internal contents, reducer bushing, and In/Out head) will be replaced when the capacity is reached.

Model: WH-HS System Replacements

20" Pre-Filter: EQ-303-20

10" Post-Filter: EQ-PFC.35

20" Low-Maintenance Pre-Filter: EQ-PRE-204-R

UV Lamp: AQ-UV-510L

Quartz Sleeve: AQ-UV-540Q

Tall Salt-Free Conditioner: WH-SFWC-TR

Healthshield™ Tank: WH-HS-R

HealthShield™ Tank Replacement

NOTE: You must relieve the pressure in your system before attempting to change the HealthShield™ tank.

⚠ WARNING

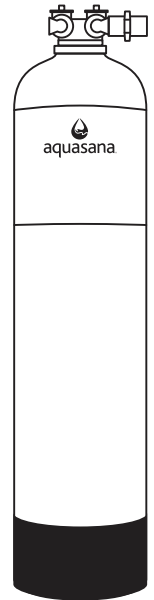
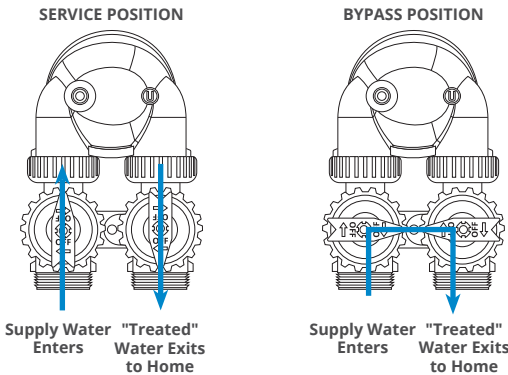


ELECTRICAL SHOCK HAZARD

If you have copper pipes - leave your grounding clamps installed. Do not disconnect at any time while changing the tank. Failure to follow this instruction can result in death or electric shock.

1 Remove Tank from System

1. Turn off the incoming water by turning the handle on the shut-off valve to the closed position. Ensure the HealthShield™ tank bypass valve is in the service position.

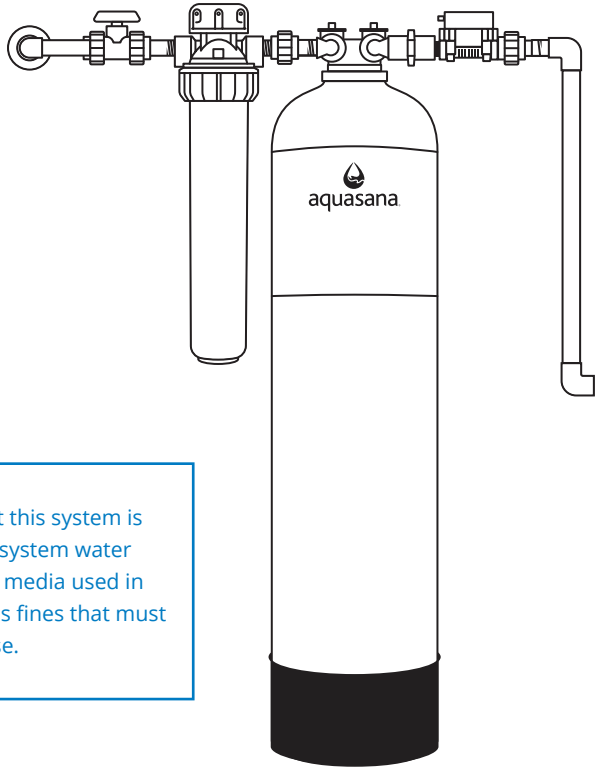


2. Connect a garden hose to the integrated drain valve. Ensure the garden hose outlet is directed towards a floor drain or outdoor area. Open the drain valve to depressurize the HealthShield™ tank. Shut the 1/2" drain valve once water is no longer running to drain.
3. Place a 5 gallon bucket under the tank bypass valve.
4. Turn the HealthShield™ tank bypass valve handles to the bypass position. Unthread the locking nuts between the tank bypass valve and tank valve.
5. Pull the tank assembly away from the bypass valve.
6. Dispose of the old HealthShield™ tank properly. Make sure to follow any local and state disposal requirements.

HealthShield™ Tank Replacement (continued)

② Plumb In New HealthShield™ Tank

Slide the new tank back into the system and hand-tighten the locking nuts.

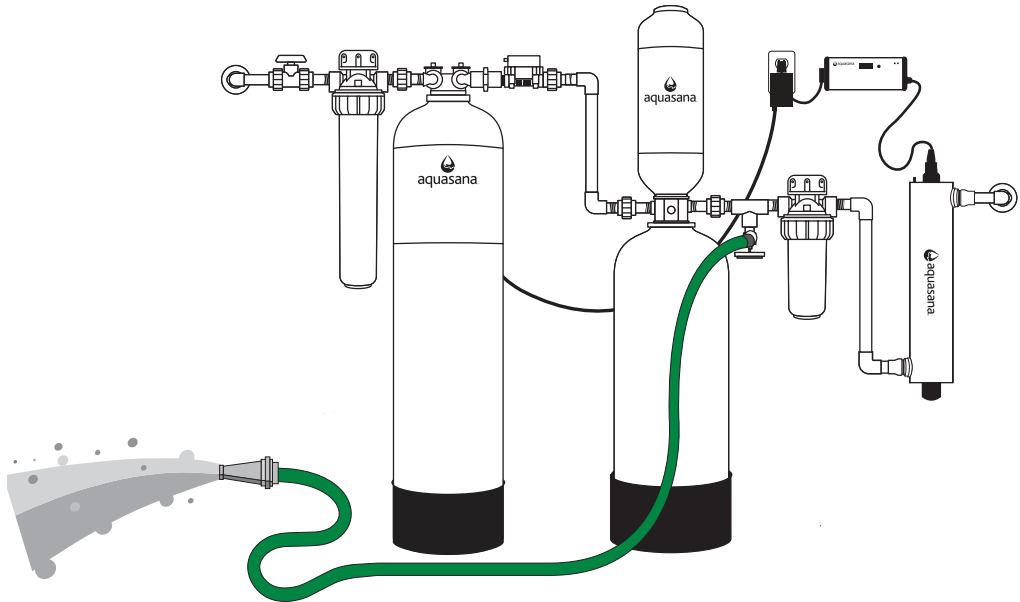


NOTE: It's imperative that this system is flushed properly prior to system water entering your house. The media used in the filtration tank contains fines that must be flushed out prior to use.

HealthShield™ Tank Replacement (continued)

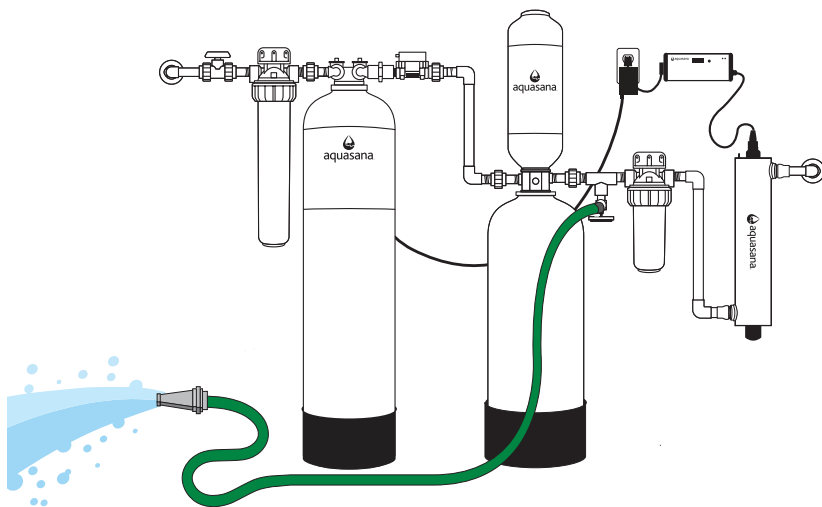
3 Flushing New HealthShield™ Tank

1. Connect a garden hose to the integrated drain valve and ensure the drain valve is in the open position.
 2. Ensure the garden hose outlet is directed towards a floor drain or outdoor area. If a bypass loop is installed, ensure each shut-off valve is in a closed position. Ensure the HealthShield™ tank bypass valve is in the bypass position.
 3. Slowly turn the water on from the initial shut-off valve and inspect for leaks. If any leaks are detected, refer to the [troubleshooting guide](#) on page 14. If no leaks are detected, proceed with the flushing process.
 4. Open the HealthShield™ tank bypass valve outlet handle. Slowly open the HealthShield™ tank bypass valve inlet handle a quarter of the way and allow discolored water to flow from the drain valve into a suitable drainage area. The first few gallons will appear black and cloudy due to carbon fines.
- Once only water is running to drain, fully open the HealthShield™ tank bypass valve inlet. Allow the water to flush to drain in this position for at least 15 minutes.



3 Flushing Process (continued)

5. After the initial 15-minute flushing, begin a period of "surge flushing" by turning the water supply on for 5 seconds and then off for 5 seconds, repeating the cycle at least 15 times or until the initial surge of water is completely clear and free from discoloration and cloudiness. Close the drain valve.



6. **Final installation is complete.** You may now enjoy filtered water throughout your home.

NOTE: Do not drink flushed water.

4 Reset the PID

1. Press the display to activate it.
2. Press and hold the PID for 10 seconds. After 5 seconds, a blue square will appear in the upper right-hand corner to indicate the reset process has been initiated. Once the square turns red, release the display.
3. The display will change to read "Reset System." Select "Yes" to reset the device. The PID will count down for 5 seconds. The reset can be canceled if "Cancel" is selected within the 5-second window.
4. After selecting "Yes," the PID will reset the Capacity Remaining indicator and return to the default display.

Model	Replacement	Rated Capacity
WH-HS	WH-HS-R	165,000 gallons 624,593 liters
Operating Temp. Range	Operating Pressure Range	Rated Flow
40-100°F 4-38°C	25-100 psi 172-689 kPa	5.7 gpm 21.6 lpm
Manufactured by: Aquasana, Inc. 6310 Midway Road · Haltom City, Texas 76117 866-662-6885		

The system conforms to NSF/ANSI 53 and NSF/ANSI 401 for the specific performance claims as verified and substantiated by test data.



System tested and certified by WQA to NSF/ANSI Standards 53, 401, and CSA B483.1 for the reduction of the claims specified on the Performance Data Sheet and at [WQA.org](https://www.wqa.org).



System internally tested to reduce chlorine and chloramine.

For the full list of contaminants filtered, go to the [Performance Data Sheet on Aquasana.com](#).

Influent Water Quality Requirements

Parameter	Allowable Concentration
pH	7-8
Total Hardness	<10 gpg as CaCO3 (171 mg/L)
Total Iron	<0.3 mg/L
Aluminum	≤50 ug/L
Hydrogen Sulfide	None
PFOA	≤0.0005 mg/L
PFOS	≤0.001 mg/L
PFHpA	≤0.00004 mg/L
PFHxS	≤0.0003 mg/L
PFNA	≤0.00005 mg/L
Chloroform	≤0.3 mg/L
Bisphenol A	0.002 mg/L
Ibuprofen	0.0004 mg/L



HealthShield™ Water Filter Limited Warranty

WHO IS COVERED

AQUASANA AND ITS SUPPLIERS, (herein collectively referred to as "Manufacturer") warrants to the original owner who purchased and installed the system only (hereinafter "Owner"). Registration of the product is not required to receive warranty coverage as specified in this document. If you purchased from an Aquasana-authorized reseller or dealer, proof of purchase is required.

WHAT IS COVERED

This Warranty covers defects in materials or workmanship during the limited warranty period of your Aquasana HealthShield™ Whole House Filtration System including sub-components purchased with original system (may or may not include pre-filter, post-filter, and fittings), except as provided below. The water filter is warranted only when it is installed, operated, and maintained in accordance with the instructions accompanying the water filter found on Aquasana.com. A water filter should be installed in such a manner that, if the tank or any connection thereto should leak, the resulting flow of water will not cause damage to the area in which it is installed. For detailed instructions read the manual accompanying the water filter and review drawings in the manual.

FOR HOW LONG

This warranty runs for months specified in chart below from the date of purchase by a consumer (hereinafter "Warranty Period"). No warranty coverage will be provided if the claimant is unable to provide proof of purchase. Water conditions and use rates may limit the functional lifespan of your filter.

WHAT AQUASANA WILL DO

1. If the water filter or any component part proves to Manufacturer's satisfaction to be defective in material or workmanship with the warranty period list below, the Manufacturer will provide a replacement part that fulfills the remaining estimated lifespan/capacity (see chart) of your original purchase and send it to you with installation instructions. If industry standards, product improvements or product obsolescence prohibit Manufacturer from furnishing an identical model replacement water filter under this warranty, the Owner will be furnished with a new water filter of comparable remaining capacity and functionality; however, the Owner will be charged for the additional value of the replacement. The Warranty period for any replacement will run for the balance of the original warranty length, depending on the part.

2. Return of Defective Water Filter and Component Parts – Manufacturer reserves the right to examine the alleged defect in the water filter or component part(s), and it will be the Owner's obligation to return the water filter and/or component part(s) to the Manufacturer at the Manufacturers request.

a. When returning a water filter, and/or component part(s), they must be individually tagged and identified with the water filter's model number, date of purchase, and date of installation.

WHAT IS NOT COVERED

1. This Limited Warranty does not cover filter cartridges and any systems that were not installed in compliance with the instructions or that have been abused or operated incorrectly.

2. Except when specifically prohibited by the applicable state law, the Limited Warranty stated herein is in lieu of any and all warranties, express or implied (whether written or oral), including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.

3. This Limited Warranty applies only to products purchased from Aquasana or an Aquasana-authorized reseller or dealer.

4. Except when specifically prohibited by the applicable state law, the Manufacturer shall not be liable for any incidental, consequential, special, or contingent damages or expenses, arising, directly or indirectly, from any defect in the water filter of the use of the water filter.

5. Manufacturer shall not be liable for any water damage arising, directly or indirectly, from any defect in the water filter or component part(s) or from its use.

6. Manufacturer shall not be liable for any damage or product failures caused by any of the following:

- The water filter or any of its component parts have been subject to misuse, alteration, neglect or accident.
- The water filter has not been installed in accordance with the applicable local plumbing and/or building code(s) and/or regulations or in their absence.
- The water filter is not installed, operated and maintained in accordance with the printed Manufacturer's instructions, including if the water filter has any additional aftermarket equipment introduced into the sealed system not approved by the manufacturer.
- The water filter is exposed to highly corrosive conditions.
- The water filter is not continuously supplied with potable water.
- The water filter is not operated within the factory calibrated temperature limits.
- The water filter is removed from its original installation location.
- The water filter is installed in direct sunlight or exposed to freezing temperatures.
- The water filter or any of its component parts fail due to iron or sediment build-up.
- Clogging due to purchaser's failure to replace the Pre-Filter cartridge.
- Damage caused by fire, flood or acts of God.
- Damage caused by over-pressurization in the water line.

7. This Warranty does not cover damage caused by the use of parts that are not genuine Aquasana parts. This includes, but is not limited to replacement filters, faucets, and/or diverter valves.

8. Except when specifically prohibited by the applicable state law, the Owner, and not the Manufacturer, shall be liable for and shall pay for all charges for labor or other expenses incurred in the removal, repair or replacement of the water filter or any component part(s) claimed to be defective or any expense incurred to remedy any defect in the product. Such charges may include, but are not necessarily limited to:

- a. All freight, shipping, handling and delivery costs of forwarding a new water filter or replacement part(s) to the owner.
- b. All costs necessary or incidental in removing the defective water filter or component part(s) and installing a new water filter or component part(s).
- c. Any material required to complete, and/or permits required for, installation of a new water filter or replacement part(s), and
- d. All costs necessary or incidental in returning the water filter or component part(s) to a location designated by the manufacturer.

9. This warranty provides specific legal rights and limitations, but you may have other rights under applicable state law.

HOW TO GET SERVICE

To receive service under this Warranty, you must contact Aquasana (A. O. Smith Water Treatment (North America), Inc.) at 1-866-662-6885 or support@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 unit. You will be required to provide proof of purchase and proof of proper installation.

HOW STATE LAW APPLIES

This Warranty gives you specific rights and you may have other rights which vary from state to state.

HealthShield™ System Warranty Coverage

Model	Lifespan/Capacity (whichever comes first)
WH-HS	2 years / 165,000 gallons
Installation Kit (includes fittings purchased with original system)	12 months
Pre- and Post-Filter Housing Units	12 months

This warranty does not include additional upgrades added to the system including UV Filter, Salt-Free Water Conditioner, and/or SimplySoft® Water Softeners. See full warranty information in respective manuals.



Protect your investment and save money with Water for Life®.

Our Water for Life® program helps you protect the investment you've made in your family's health with an extended limited warranty on your new filtration system, a 15% discount on replacement filters, and free shipping.



Extended Limited Warranty

Our performance promise to you – free replacement parts when needed.*



Discounted Replacements

The only way to lock in a 15% discount on replacement filters.



Free Shipping

Replacements shipped to you right when you need them – at no extra cost.



No Contract

Free to join and cancel anytime – no long-term commitment required.

CONTACT US TO LEARN MORE



866-275-2319



www.aquasana.com/contact-us

*Exclusions apply. Limited Warranty details are available at aquasana.com. Benefits are for the term of Water for Life membership.



LOVE IT?

Please let us know with
a review on Aquasana or
your retailer's website.



NEED HELP?

Give us a call at
866-662-6885 and
tell us what's going on.