



AQ-UV-SF and AQ-UV-MF

# Whole House UV Filter

Owner's Manual



System tested and certified by NSF International against NSF/ANSI 55 for Disinfection Performance, Class B.



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

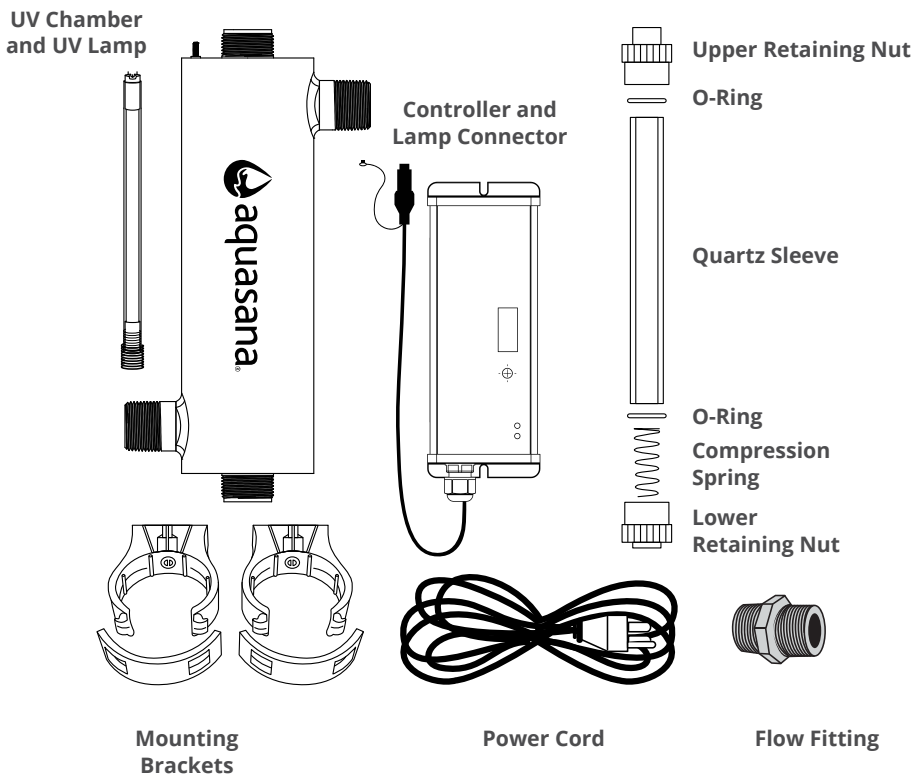
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AQ-UV-SF AND AQ-UV-MF

# Whole House UV Filter

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Parts and pieces included with your system will vary depending on your specific order. 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 with any questions or concerns **866-662-6885**.

### Tools and supplies recommended for installation:

- Pipe cutter, hacksaw, or other specialized tools required to cut into your existing plumbing
- Philips head screwdriver
- Wrench (for tightening plumbing fittings)
- Small adjustable crescent wrench
- Inlet/outlet connections
- Plumber's tape
- Clean gloves for handling lamp
- Copper piping, fittings, elbows or similar metallic plumbing components
- Fittings for 1" MNPT

**NOTE:** PEX, PVC, and rubber materials are susceptible to material degradation from UV exposure. The use of copper or other metallic pipes is recommended.

## Water Quality Parameters

Aquasana recommends the installation of a pre-filter of at least 5-microns prior to the Aquasana UV Filter system. For the UV Filter to operate effectively, the UV light must be able to pass through the water it is treating. Treated water should be tested for at the least the parameters listed below:

**Hardness:** <7 gpg (120 mg/L) (If hardness level is 7gpg or slightly below, the Quartz Sleeve must be cleaned periodically for efficient UV penetration; if above, the water must be softened)

**Iron (Fe):** < 0.3 ppm (0.3 mg/L)

**Turbidity:** <1 NTU

**Manganese:** <0.05 ppm (0.05 mg/L)

**Tannins (organics):** <0.1 ppm (0.1 mg/L)

**Ultraviolet Transmittance (UVT):** >75%

If your water exceeds the listed parameters above, Aquasana strongly recommends that pre-treatment equipment be installed (equipment required will depend on parameters being treated). Contact the Aquasana Sales Department to have your water tested: 866-662-6885.

## Specifications

This UV Filter is designed and tested for use with genuine Aquasana parts including replacement lamps and all hardware. Use of parts from other manufacturers may result in loss of contaminant reduction, performance, system damage, or failure. Use of parts from other manufacturers will also void your warranty. Please visit [aquasana.com](http://aquasana.com) for replacement parts.

**Model: AQ-UV-SF / AQ-UV-MF**

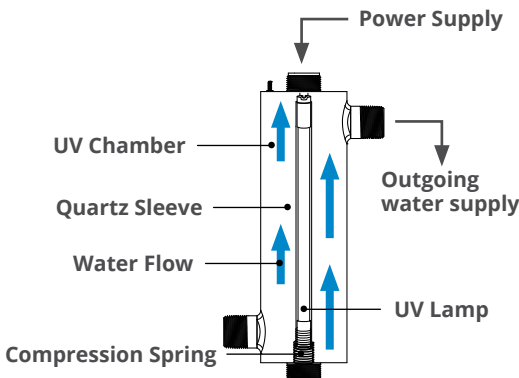
Replacement lamp: AQ-UV-300L / AQ-UV-510L

UV lamp: 9000 hrs or approximately 12 months

Replacement sleeve: AQ-UV-330Q / AQ-UV-540Q

UV sleeve: Approximately 3 years

## Understanding Your UV Filter System



## Read all precautions and installation instructions carefully and completely before installing.

### Precautions:

- **For all installations:** Anticipate the need for additional parts and pieces including but not limited to fittings, piping, clamps, and adaptors to install unit properly (available at local home improvement stores or through your plumbing contractor).
- We recommend that a licensed plumber or certified technician install the UV Filter. Installation of the UV Filter 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. Aquasana and its manufacturer are not liable for consequential or incidental damages due to improper installation.
- Your UV filter must be installed indoors and out of direct sunlight, water, and rain exposure. The unit must be protected from freezing temperatures.
- NSF certified plumber's tape (thread sealing 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.
- **DO NOT** plug the unit in if the system or any of the components are wet. Aquasana UV Filters are intended for indoor use only and away from leaking plumbing.
- In areas with high pressure, a water pressure regulator and a water hammer arrestor may be necessary.
- **Grounding Instructions:** This appliance must be grounded. In the event of a malfunction or breakdown, grounding will reduce the risk of electric shock by providing a path of least resistance for electric current. This appliance is equipped with a cord having an appliance-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is installed and grounded in accordance with all local codes and ordinances.

### Safety Precautions

- **ALWAYS** disconnect the power cord from the electrical outlet before servicing the system.
- **NEVER** look directly at an illuminated UV Lamp without adequate eye protection and always protect your skin from direct exposure to the UV light. Energy given off by the UV Lamp is harmful to your eyes and skin.
- To avoid possible electrical shock, use the unit only with a properly grounded electrical outlet. If installing on metallic plumbing, please reference installation step 3.
- The UV Filter should be directly installed into a ground fault circuit interrupter (GFCI). If the use of an extension cord is required, the cord must be manufactured with a minimum of 16-gauge wire and care should be taken to avoid potential tripping hazards.
- **NEVER** perform any maintenance to the system unless you are comfortable in doing so. Contact the manufacturer for service instructions if required.
- **DO NOT** use this system for any purpose other than what it was intended for. Misuse of this system could potentially cause harm to the user or others.
- **DO NOT** install this UV Filter where the line pressure may exceed 100 psig.
- Install on cold water lines only (36-100°F).
- Properly tighten all fittings to ensure a leak-free assembly.
- **Caution:** Increased risk of UV exposure if parts are broken or missing. Upon lamp replacement, verify all parts are in position. Contact manufacturer for broken or missing parts, or equivalent.

### Important Safety Instructions:

- When installing and using this electrical equipment, basic safety precautions should always be followed, including the following:

### Read and follow all instructions.

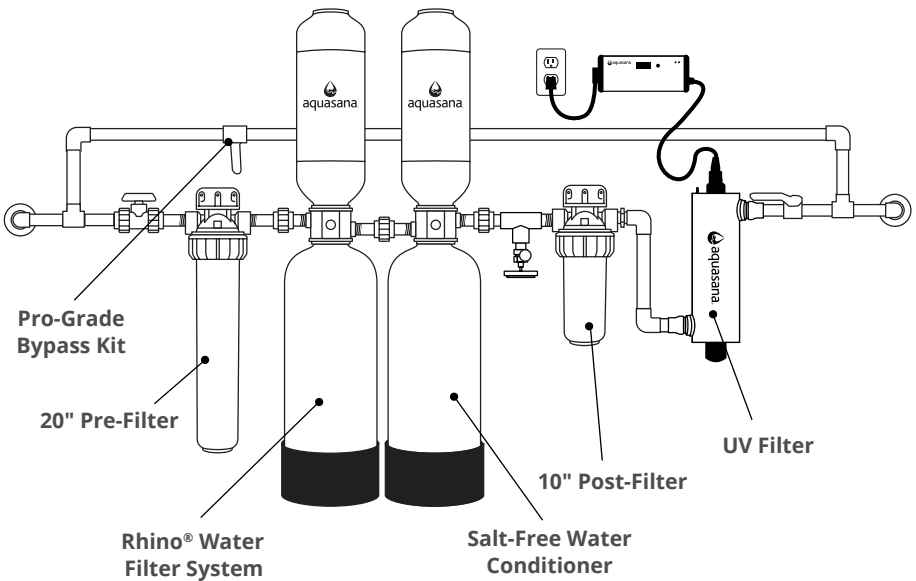
- **WARNING:** To reduce the risk of injury, do not permit children to interact with this product.
- **Save these instructions.**
- When replacing lamps: 1) Unplug this device from the electrical outlet, and 2) only use Aquasana recommended replacement parts.
- **DANGER: ULTRAVIOLET RADIATION.** Disconnect Power Before Replacing Lamp.
- **WARNING:** This equipment produces potentially hazardous UV energy. Refer to the operating manual for important safety and operating instructions.
- This appliance uses an ultraviolet (UV) source and must be used in compliance with its markings and instructions to prevent the user's eye and bare skin from exposure to harmful UV radiation.

## Pick an appropriate installation location

### For Point of Entry (POE) systems

Choose a location where the main cold water line is accessible. Install the system after other water treatment equipment (softener or filters), but before any branches.

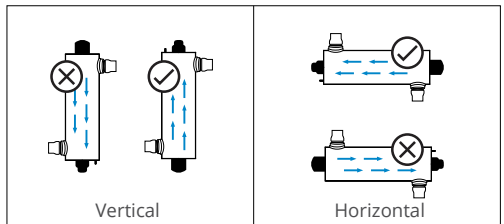
**If you have added components to your UV Filter, note the correct sequencing below. Improper sequence of equipment will affect performance, and could possibly damage your filter.**



**⚠ WARNING**

**For Stand-Alone UV Installation** - Aquasana does not provide instructions for this type of installation. Aquasana recommends that a 5-micron Pre-Filter be installed before the UV Filter.

The system can either be installed vertically (inlet port at the bottom) or horizontally. However, the vertical installation is the most preferred method. When selecting a mounting location, you must also leave enough space to allow for the removal of the UV lamp and/or quartz sleeve (i.e. leave a space equal to the length of the chamber itself).

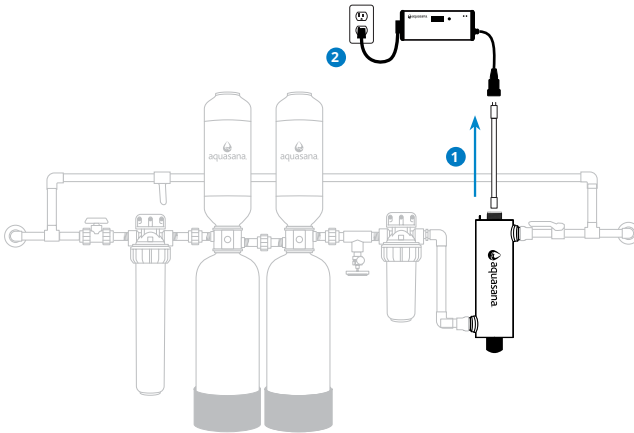


## 1 Installation Checks and Options

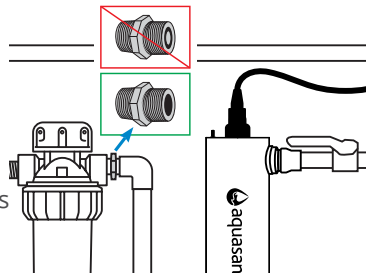
1. To facilitate future lamp replacements, ensure there is enough space at the UV Lamp connector end to safely remove the UV Lamp and/or quartz sleeve.

**NOTE:** Leave at least an additional UV Chamber length to facilitate UV Lamp and sleeve removal.

2. The controller will require a ground fault circuit interrupter (GFCI or GFI) outlet and should be mounted beside or above the UV Chamber.

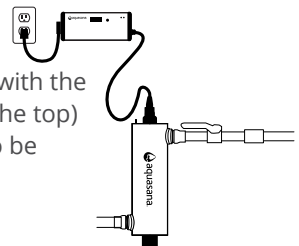


3. A flow fitting is included to ensure the system does not exceed the Class B certified flow rate. (See performance chart on page 15). The fitting must be placed downstream of the post-filter with two 90 degree bends prior to the UV system. See Installation instructions on page 7, Step 4.3.



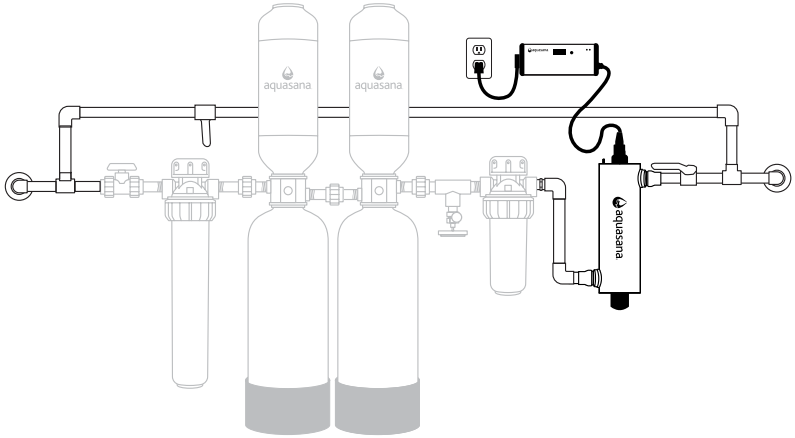
4. The UV Chamber can be installed either horizontally or vertically using the clamps provided.

Vertical installation is the preferred method with the inlet at the bottom (UV Lamp connection at the top) as it allows any air that may be in the lines to be easily purged from the system.



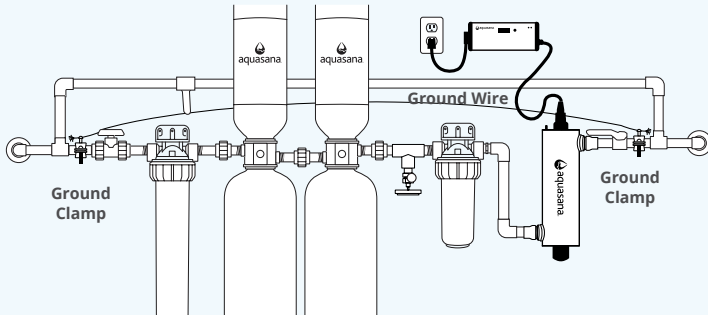
## 2 Bypass Assembly

The use of a bypass assembly is recommended as it will allow you to isolate the UV Chamber. This will allow for easier access in case maintenance is required. Some plumbing codes require a bypass, so check your local requirements.



## 3 COPPER PIPES ONLY (proceed to the next step for PVC 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.



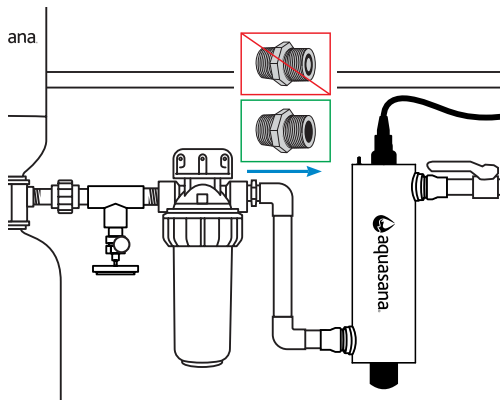
### ⚠ WARNING



**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.

#### 4 Plumb In UV Filter

1. Use the mounting brackets to mount the UV Chamber to a wall. The provided fasteners are designed for mounting to wood, directly or through a layer of drywall. If mounting to an alternate material, you will need to purchase the proper corresponding fasteners.
2. Plumb UV Filter and additional filtration add-ons into the system at this time. Screw post-filter support brackets onto the wall and attach filter. Use pipe, elbows, and reducers to connect from post-filter to UV inlet.
3. Install the flow control fitting on the outlet side of the post-filter. Make sure to orient it correctly by referring to the image. Use Copper pipe, fittings, and elbows to connect the flow fitting on the post-filter to the UV inlet. Ensure that two 90 degree elbows with more than 8" of straight pipe between them are included. See image for example:



4. Properly connect system together. Ensure all system components are configured so that water enters through the "IN" port of the filters in the correct flow direction.
5. Once installation is complete, allow proper time for glue to dry according to manufacturer instructions.

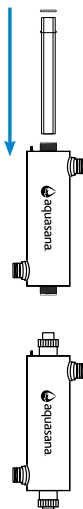
**NOTE:** PEX, PVC, and rubber materials are susceptible to material degradation from UV exposure. These guidelines prevent UV exposure on those components.

## 5 Insert the Quartz Sleeve

### ⚠ WARNING

**DO NOT** touch the quartz sleeve with your hands. Use clean gloves for this procedure as oils from hands can leave residue on sleeve and UV Lamp blocking UV light.

1. Using water, wet the o-ring and slide the upper o-ring onto the quartz sleeve.
2. Install the quartz sleeve in the UV chamber allowing the sleeve to protrude an equal distance from both ends of the UV chamber.
3. Wet the lower o-ring and slide onto quartz sleeve.
4. Assemble the retaining nuts (hand tight is sufficient), slide spring through the opening in the upper retaining nut and into the quartz sleeve. It will be held in place by the lower retaining nut. The spring is important to protect the lamp from damage during installation, support the lamp while installed, and to assist removal when doing system maintenance.

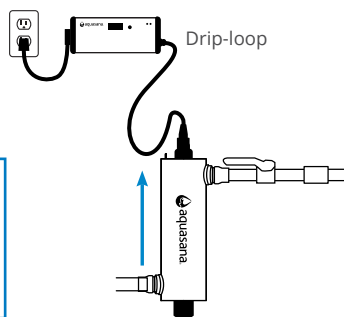


**NOTE:** If you have trouble obtaining a leak-free joint, apply silicone grease to o-rings.

## 6 Mount Controller

Mount the controller to the wall above the UV Chamber. Screws and anchors are included for mounting to wood or drywall.

**NOTE:** Always mount the controller horizontally. To ensure that no moisture can deposit on the connection points, allow for a "drip-loop" in each of the controller cords.



**NOTE: DO NOT** plug the controller power cord in before the last step.

## 7 Check For Leaks

When all plumbing connections have been completed, and you've allowed proper time for glue to dry according to manufacturer instructions, slowly turn on the water supply and check for leaks. Make sure the bypass valves are functioning properly and that the water is flowing through the UV Chamber.

## 7 Check For Leaks (continued)

**Troubleshooting:** The most common leak is from the o-ring not making a proper seal on the UV Chamber. For new installations, review steps 4 and 5.

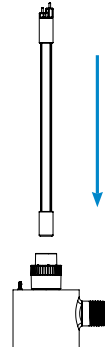
If you experience leaks during this step while replacing your UV Lamp, drain the UV Chamber, remove the o-ring, dry it, and reapply silicone grease. Reinstall the o-ring ensuring that it is properly sealed against the UV Chamber and check again for leaks.

## 8 Insert UV Lamp

### ⚠ WARNING

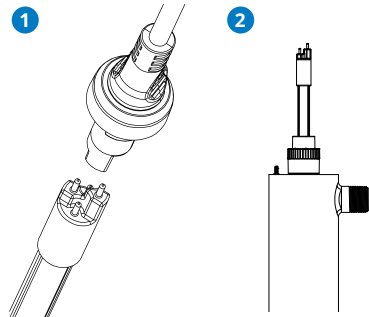
Always hold UV Lamps by their ceramic ends, not by the Lamp bulb. Again, use clean gloves for this step.

Remove the UV Lamp from its packaging. Insert the UV Lamp into the UV Chamber.



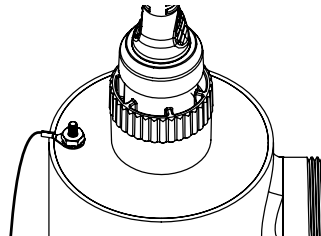
## 9 UV Lamp Connection

1. Plug the UV Lamp connector into the UV Lamp. Note the keying for proper alignment.
2. Insert the UV Lamp connector into the upper retaining nut and turn the connector approximately  $\frac{1}{4}$  turn to lock the connector to the upper retaining nut.



## 10 Ground Wire Connection

Attach the lamp plug ground wire to the stud on the UV chamber with the ground nut provided using an adjustable wrench to ensure proper grounding.



## 11 Plug-In UV Filter

Your system is now ready to be plugged into the appropriate GFCI protected outlet. Refer to the following System Disinfection section.

### ⚠ WARNING

Water should not be consumed from the system until System Disinfection process is complete.

## Operating the Controller

Aquasana UV filters come with an advanced microprocessor controller that includes an LED screen, indicator lights, and audible alarms.

Even though the UV system has a visual and audible warning built into the controller, a green LED does not necessarily indicate that the water coming from this system is in fact potable (safe to drink). These systems do not measure the level of disinfection; they simply measure the “on-off” status of the UV lamp. Please have your water checked for microbiological contaminants on a regular basis.




### ⚠ WARNING

While the LF code is shown, red LED is lit, and/or the alarm is beeping, the water from the system should NOT be consumed. If any water does pass through the system during this period, please follow the disinfection procedure as outlined in this manual before the water is consumed.



The 4-digit display, audible alarms, and LED lights communicate important information. The SET button provides multiple functions enabling the user to get more information from the display, perform a reset after replacing the lamp, and temporarily silence alarms to allow time for a lamp replacement. Details are as follows.

- **365** **NORMAL DISPLAY:** Number of days left before the UV lamp expires and must be replaced. Starts at 365 and ends at 0.
- **0000** **TOTAL RUNNING DAYS:** Press the SET button to display the total running days of the unit since installation (maximum 9999 days). The display goes back to the default normal display after 10 seconds.
- The normal display and total days will stop counting if the controller is unplugged. Total running days will stop counting if the controller is unplugged.
- **LF** **LAMP FAULT:** If the lamp is disconnected or defective (burned out), the display will show “LF” and the controller will beep every 2 seconds. If you press the SET button once, display will show “lamp life remaining” and go back to “LF” after 10 seconds. If you press the SET button again before 10 seconds, display will show “total running time” and then after 10 seconds go back to “LF”. During and after an “LF” alarm, do not consume water until you replace the UV lamp, clear the alarm, and complete the system disinfection procedure.

-  **LAMP EXPIRATION:** If the display shows “A3” alarm with the red LED on and the controller beeping every 5 seconds, it indicates that the lamp has expired. Do not consume water until the lamp is replaced. The alarm sounds when the normal display shows “0”.
-  You can silence the alarm for 7 days by pressing and holding the SET button until “dELy” is displayed. You can silence the alarm 3 times after which the alarm will not silence until you replace the UV lamp and reset the lamp expiration timer.
-  **RESETTING THE LAMP EXPIRATION TIMER:** After replacing the UV lamp, you must reset the timer. To do so, press and hold the button for 10 seconds until “rSET” is displayed. Release SET button and the controller will sound a long beep to confirm reset. The green LED will appear and red LED will turn OFF. The display will show “365” once reset is finished.

## System Disinfection

Use the following steps to fully disinfect the lines throughout the entire home after new installation, lamp fault, replacement of UV Lamp, or after loss of power.

- Remove the filter cartridge from the post-filter and fill it with 1-2 cups of household bleach (most are 5.25% chlorine). Replace the sump and slowly turn on the water supply.
- Choose a water outlet. Turn on the water and run water until bleach can be smelled to ensure disinfection. Repeat this step for all faucets, toilets, shower heads, appliances, outdoor taps, etc. Once complete, wait at least 30 minutes before continuing to the next step.
- Put the filter cartridge back into the post-filter and flush the chlorine solution by opening all faucets in the home until chlorine can no longer be detected.

## Cleaning the Quartz Sleeve *(Cont. on next page)*

The Quartz Sleeve should be cleaned at least once every 12 months, and replaced every 3 years for optimal performance. Depending on water quality, cleaning may be required more often.

- Unplug UV Filter from the electrical outlet.
- Turn off the main water inlet valve or turn off the inlet valve on the Pro-Grade Bypass Kit to enable the bypass system. Connect garden hose to drain valve and release the water pressure.

### WARNING

**DO NOT** turn off water or drain water from lines before disconnecting power to the UV Filter.

## Cleaning the Quartz Sleeve *(Cont. from previous page)*

**NOTE:** Place a bucket under the system to catch any excess water that may drain.

**▲ WARNING** System may be hot to the touch.

- Unplug the lamp connector from the UV Chamber by pushing the lamp connector in and turning the lamp connector 1/4 turn counter-clockwise. Disconnect the lamp connector from the lamp.

**▲ WARNING** The UV Lamp may be hot! It's recommended that you use clean gloves during this step.

- Remove the UV Lamp.

**NOTE: DO NOT** touch the UV Bulb. Only touch the ceramic ends.

- Unscrew the upper retaining nut from the UV Chamber exposing the end of the quartz sleeve.
- Remove lower retainer nut.
- Remove quartz sleeve and o-ring by gently rolling lower o-ring off the sleeve. Pull quartz sleeve out of top of chamber. Remove upper O-ring.
- Using a soft, lint-free cloth or towel wipe the sleeve down using a commercial scale cleaner (e.g. CLR® or LIME-A-WAY®). This removes scaling or iron deposits that may be on the outside of the quartz sleeve.

**▲ WARNING** **DO NOT** get any moisture or liquids inside the quartz sleeve.

- Using water, wet o-ring and slide upper o-ring onto the quartz sleeve.
- Install the quartz sleeve in the UV chamber allowing the sleeve to protrude an equal distance from both ends of the UV chamber.
- Wet lower o-ring and slide onto quartz sleeve.
- Assemble the retaining nuts (hand tight is sufficient), slide spring through the opening in the upper retaining nut into the quartz sleeve.

**NOTE:** If you have trouble obtaining a leak-free joint, apply silicone grease to o-rings.

Please reference Installation Steps 8 and 9 to re-insert UV Lamp.

## System Troubleshooting

Symptom	Possible Causes	Solutions
<b>Pressure Drop</b>	Sediment filter clogged	<ul style="list-style-type: none"> <li>Replace filter cartridge with appropriate 5 micron cartridge. Note: Check source water supply as fluctuations may occur in source pressure.</li> </ul>
<b>High Bacteria Counts</b>	Quartz sleeve is stained or dirty	<ul style="list-style-type: none"> <li>Clean sleeve with scale cleaner and eliminate source of staining problem (ie. soften hard water).</li> </ul>
	Change in feed water quality	<ul style="list-style-type: none"> <li>Have source water tested to ensure that water quality is still within allowable limits for this system.</li> </ul>
	Contamination in water lines after UV system	<ul style="list-style-type: none"> <li>It is imperative that the effluent water stream be shocked with chlorine (bleach). Follow system disinfection instructions after new installation, lamp fault, replacement of UV lamp, or loss of power.</li> </ul>
	Possible break-through of sediment through pre-filter	<ul style="list-style-type: none"> <li>Have source water tested for turbidity - may need stepped filtration in order to catch all sediment entering water system (20 micron filter followed by a 5 micron filter followed by UV system).</li> </ul>
<b>Heated Product Water</b>	Common problem caused by infrequent use of water	<ul style="list-style-type: none"> <li>Run water until it returns to ambient temperature</li> <li>Install temperature management valve</li> </ul>
<b>Water Appears Milky</b>	Caused by air in the water lines	<ul style="list-style-type: none"> <li>Run water until air is purged</li> </ul>
<b>Chamber Leaking Water</b>	Problem with o-ring seal on upper or lower retaining nut.	<ul style="list-style-type: none"> <li>Ensure o-ring is in place, check for cuts or abrasions, clean o-ring, moisten with water/ lubricant and re-install, replace if necessary.</li> </ul>
	Condensation on Chamber chamber caused by excessive humidity & cold water	<ul style="list-style-type: none"> <li>Control humidity in the room where the system is installed to prevent condensation.</li> </ul>
	Inadequate inlet/outlet port connections	<ul style="list-style-type: none"> <li>Check thread connections, reseal with plumbers tape and re-tighten.</li> </ul>
<b>System Shutting Down Intermittently</b>	Interrupted power supply	<ul style="list-style-type: none"> <li>Ensure system has been installed on its own circuit, as other equipment may be drawing power away from UV (ie. pump or fridge).</li> <li>UV system should not be installed on a circuit which is incorporated into a light switch.</li> </ul>
<b>Lamp Failure Alarm on - New Lamp</b>	Poor connection between lamp and connector	<ul style="list-style-type: none"> <li>Disconnect lamp from connector and reconnect, ensuring that a tight fit is accomplished Ensure that the compression spring is in the quartz sleeve. This spring provides support to the lamp ensuring that the lamp is not hanging from the plug.</li> </ul>
	Moisture build up in connector may keep lamp and connector from making a solid connection	<ul style="list-style-type: none"> <li>Eliminate chance of any moisture getting to the connector and/or lamp pins.</li> </ul>

**▲ WARNING**

After any hard alarm, the home or facility should be disinfected. Follow the steps under the "System Disinfection" section.

**Boil Water Advisory**

If any failure occurs on a Aquasana UV system, the water must not be used for human consumption until the system is returned to a safe operational mode. If the water is used for human consumption during this period, the water must be boiled (minimum 20 minutes at a full boil) prior to consumption.



**For the full list of contaminants filtered, scan to view the Performance Data Sheet on [Aquasana.com](https://www.aquasana.com).**



System tested and certified by NSF International against NSF/ANSI 55 for Disinfection Performance, Class B.

UV FILTER SPECIFICATIONS		
MODEL	AQ-UV-SF	AQ-UV-MF
Flow Rate 16 mj/cm2 @ 95% UVT	15 gpm	32 gpm
	56.8 lpm	121 lpm
	3.41 m3/hr	7.27 m3/hr
Flow Rate 30mj/cm2 @ 95% UVT	8 gpm	19 gpm
	30.3 lpm	71.9 lpm
	1.82 m3/hr	4.32 m3/hr
Flow Rate 40mj/cm2 @ 95% UVT	5 gpm	13 gpm
	18.9 lpm	49.2 lpm
	1.14 m3/hr	2.95 m3/hr
NSF/ANSI 55 Class B Certified Flow Rate 16mj/cm2 @ 70% UVT	6 gpm	19 gpm
	22.7 lpm	71.9 lpm
	1.36 m3/hr	4.32 m3/hr
Port Size	1" MNPT	1" MNPT
Electrical	110-240V/ 50-60Hz. 1A @110V/0.5A@240V Max	
Plug Type	American: NEMA 5-15P. "1" suffix	
Lamp Power (Watts)	28	45
Power (Watts)	32	48
Replacement Lamp	AQ-UV-300L	AQ-UV-510L
Replacement Sleeve	AQ-UV-330Q	AQ-UV-540Q
UV Chamber Dimensions	3.5" x 11.0" (8.9 x 27.9 cm)	3.5 x 19.3" (8.9 x 48.9 cm)
Chamber Material	304L Stainless Steel	
Controller Dimensions	8" x 3" x 2.25" (20.3 x 7.6 x 5.7 cm)	
Operating Pressure	20-100 psi (1.38-6.89 bar)	
Operating Water Temperature	36-100°F (2-38°C)	
Lamp Change Reminder	YES	
Lamp Change Frequency	9000 hrs	
Lamp Out Indicator	YES	
Shipping Weight	10 lbs (4.5 kg)	12.5 lbs (5.7 kg)



# AQ-UV-SF and AQ-UV-MF 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 Limited Warranty covers defects in materials or workmanship during the limited Warranty period of your of your Aquasana UV Filtration System including sub-components purchased with original system, except as provided below. The system is warranted only when it is installed, operated, and maintained in accordance with the instructions accompanying the system found on Aquasana.com. A UV filter should be installed in such a manner that, if the system 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 UV filter and review drawings in the manual.

## FOR HOW LONG

**UV CHAMBER** Aquasana warrants the UV chamber (stainless-steel UV Chamber) to be free from defects in material and workmanship for a period of **ten (10) years** from the date of purchase by a consumer or sixty days after the date of manufacture if the original date of purchase cannot be verified ("Warranty Period").

**ELECTRONICS** Aquasana warrants the electrical (power supply) components to be free from defects in material and workmanship for a period of **three (3) years** from the date of purchase by a consumer or sixty days after the date of manufacture if the original date of purchase cannot be verified ("Warranty Period").

**UV LAMPS & QUARTZ SLEEVES** Aquasana warrants UV Lamps, sleeves and UV sensors to be free from defects in material and workmanship for a period of **one (1) year** from the date of purchase by a consumer or sixty days after the date of manufacture if the original date of purchase cannot be verified ("Warranty Period").

## WHAT AQUASANA WILL DO

1. If the UV Filter or any component part proves to Manufacturer's satisfaction to be defective in material or workmanship with the warranty period list above, the Manufacturer will provide a replacement that fulfills the remaining estimated lifespan 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 UV filter under this Warranty, the Owner will be furnished with a new UV 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 UV Filter and Component Parts – Manufacturer reserves the right to examine the alleged defect in the UV filter or component part(s), and it will be the Owner's obligation to return the UV filter and/or component part(s) to the Manufacturer at the Manufacturer's request.
    - a. When returning the UV 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 UV filters and any components that were not installed in compliance with the instructions or that have been abused or operated incorrectly.
  2. This limited Warranty applies only to products purchased from Aquasana or an Aquasana-authorized reseller or dealer.
  3. 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.

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 UV filter or any of its component parts have been subject to misuse, alteration, neglect or accident.
  - The UV 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 UV filter is not installed, operated and maintained in accordance with the printed Manufacturer's instructions, including if the UV filter has any additional aftermarket equipment introduced into the sealed system not approved by the manufacturer.
  - The UV filter is exposed to highly corrosive conditions.
  - The UV filter is not continuously supplied with potable water.
  - The UV filter is not operated within the factory calibrated temperature limits.
  - The UV filter is installed in direct sunlight or exposed to freezing temperatures.
  - The UV filter or any of its component parts fail due to sediment build-up.
  - Clogging due to purchaser's failure to replace the filter cartridges.
  - Damage caused by fire, flood or acts of God.
  - Damage caused by over-pressurization in the water line.
7. Manufacturer shall not be liable for any claims related to excessive noise, smell, or taste of water.
8. This Warranty does not cover damage caused by the use of parts that are not genuine Aquasana parts. This includes replacement lamps and/or sleeves.
9. 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 UV 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 UV filter or replacement part(s) to the owner.
  - b. All costs necessary or incidental in removing the defective UV filter or component part(s) and installing a new UV filter or component part(s).
  - c. Any material required to complete, and/or permits required for, installation of a new UV filter or replacement part(s), and
  - d. All costs necessary or incidental in returning the defective UV filter or component part(s) to a location designated by the Manufacturer.
10. 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 both proof of purchase and proper installation.

## HOW STATE LAW APPLIES

This Warranty gives you specific rights and you may have other rights which vary from state to state. Some states do not allow limitations on implied warranties or limitations on incidental and consequential damages so the above limitations may not apply.



# water for life®

## 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.



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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



[waterforlife@aquasana.com](mailto:waterforlife@aquasana.com)

\*Exclusions apply. Limited Warranty details are available at [aquasana.com](http://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 site.



### NEED HELP?

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

**Aquasana, Inc.**  
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877.332.7873 Canada  
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