



AQ-HSRO800

Under Sink Water Filter
HealthShield™
Reverse Osmosis
Owner's Manual





Meet clean, healthy water. Your new HealthShield™ Reverse Osmosis uses both Claryum® and reverse osmosis filtration to reduce the contaminants you worry about most.

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

AQ-HSRO800

Under Sink Water Filter

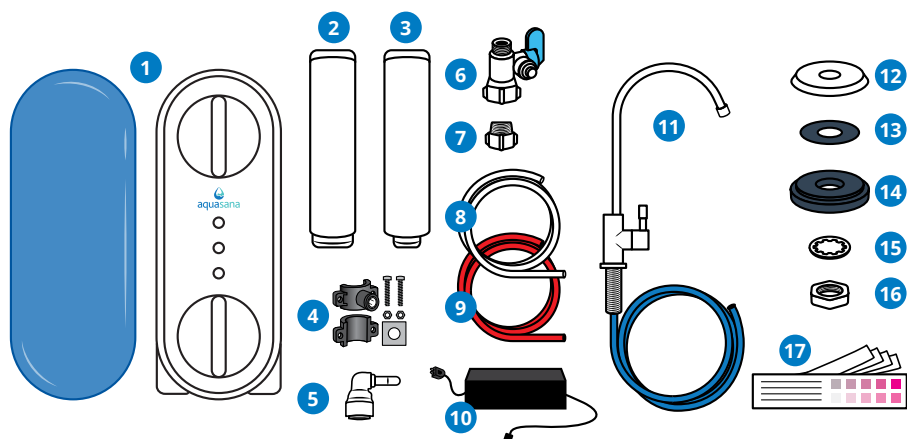
HealthShield™ Reverse Osmosis

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Scan to view the
HealthShield™ Reverse
Osmosis installation video.





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NOTE: If you purchased a HealthShield™ Reverse Osmosis without a dedicated faucet, contents will not include 11 - 16.

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 **866-662-6885**.

Tools recommended for installation

- Tape measure
- Adjustable wrench
- Safety glasses
- Phillips head screwdriver
- Pan or bucket
- 2 Screws for mounting the power adapter
- Drill with 1/4" bit
- Utility knife

NOTE: We recommend using a professional if pipe cutting or drilling is required. Basic plumbing knowledge is recommended prior to installing this unit.

1 Setup

For models that include a dedicated faucet:

NOTE: This system requires an existing faucet hole at least 7/8" in diameter in the sink or countertop to install the supplied dedicated faucet. You may also replace an existing kitchen sink sprayer, soap dispenser, or use pre-existing hole on the sink or countertop.

If using a hole from a current dedicated faucet, ensure the hole is at least 7/8" in diameter.

If drilling a new hole, ensure faucet body will mount flat against surface and there is sufficient tubing between faucet body and system manifold. If drilling, we strongly recommend using a professional. Please wear safety glasses when drilling.

For model without a dedicated faucet:

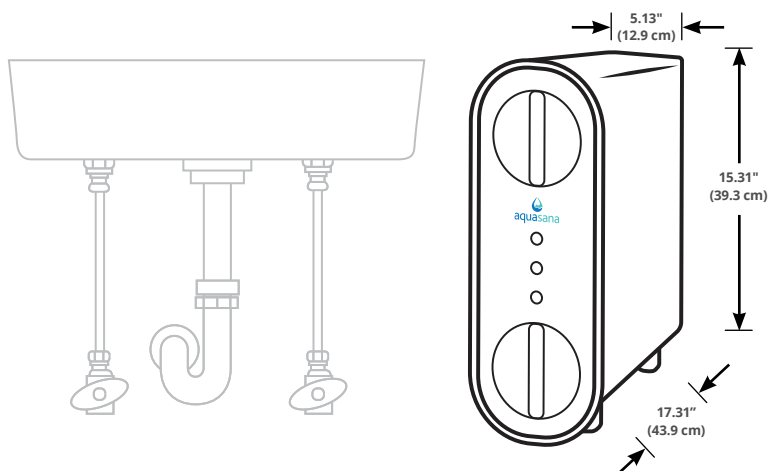
NOTE: If you purchased a separate faucet, follow the faucet manufacturer's installation manual. If you are installing a separate faucet, you will need 3/8" tubing to connect to the plug-in stem adaptor elbow that is inserted into the outlet port.

NOTE: Before installation, consult your local plumbing codes or a licensed plumber to determine the specific requirements in your area. Failure to comply with local codes may result in improper operation or contamination of the water supply.

Certain plumbing codes mandate the installation of either an air gap faucet or a backflow preventer on the drain connection when installing reverse osmosis (RO) water filtration systems. This requirement is designed to prevent cross-contamination of drain water with the drinking water supply, ensuring the system complies with health and safety standards.

NOTE: This system requires a 120v 2-prong outlet that provides continuous power at all times. If the outlet is controlled by a wall switch or loses power, the system will not operate. Ensure an outlet is within 6 feet.

- A. Unpack and unwrap box contents.
- B. Turn off COLD water supply. Turn on the cold water at the kitchen faucet to release pressure and allow water to drain from the line.
- C. Temporarily place system manifold into the under sink cabinet or desired location to ensure adequate space and proper positioning.
- D. Ensure all tubing lengths are sufficient for making connections. Do not cut tubing until instructed in later steps.
- E. Remove system manifold from under your sink to begin installation.



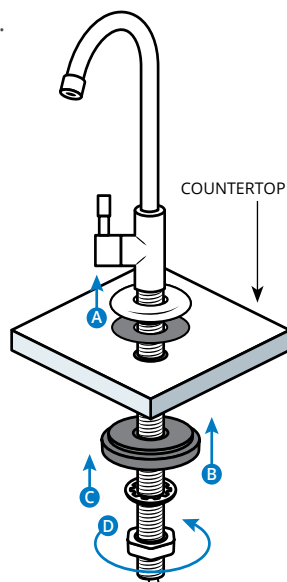
DRAWING NOT TO SCALE, SYSTEM ENLARGED.

2 Install Dedicated Faucet

NOTE: If you purchased a separate faucet, skip step 2 (Install Dedicated Faucet) and follow the faucet manufacturer's installation manual. If you are installing a separate faucet, you will need 3/8" tubing to connect to the plug-in stem adapter elbow that is inserted into the outlet port in step 5. Once the faucet is installed, proceed to step 3 on page 4.

- A. Unscrew the nut from the threaded faucet base. Slide the metal faucet base onto dedicated faucet hole, followed by the rubber washer. Insert faucet into drilled hole.
- B. From underneath the sink, slide faucet spacer onto dedicated faucet.
- C. Slide lock washer onto dedicated faucet.
- D. Screw the faucet nut back on to secure faucet and parts to countertop. Tighten with a wrench.

NOTE: Do not over tighten.

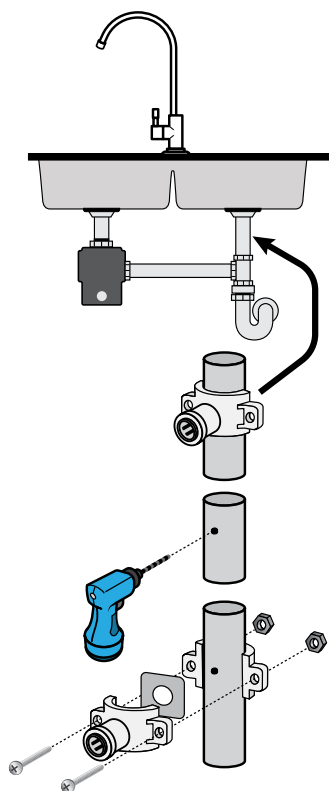


3 Install Drain Clamp

WARNING: Ensure all electrical appliances and outlets are turned off at circuit breaker before continuing. Please wear safety glasses when drilling.

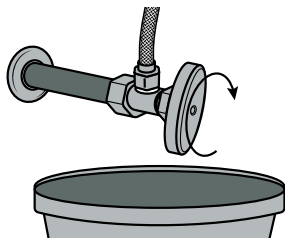
NOTE: If there is an existing drain saddle, remove it, clean the installation area thoroughly, and install the new drain saddle provided.

- A. Identify drain outlet location on drainpipe to install drain clamp. Do not install drain clamp on the same drainpipe as garbage disposal. Mount drain clamp on a section of vertical or horizontal drainpipe that is above the drain trap and unobstructed for drilling.
- B. Using the drain connector hole as a template, drill a 1/4" hole into the drainpipe. Only drill through one side of the drainpipe.
- C. Take the connection half of the drain clamp and attach the foam gasket. Do so by removing the center hole and protective cover from the back of the foam gasket. Align the foam gasket hole with the hole on the inside of the drain clamp. The adhesive side of the foam gasket should be facing the inside of the drain clamp. Press firmly to attach.
- D. Insert nuts into the other half of the drain clamp. Place both halves together around the drainpipe, aligning with the hole you drilled. Use drill bit to help align.
- E. Tighten nuts and screws to secure the drain clamp halves around the drainpipe. Tighten with screwdriver. Do not over tighten.

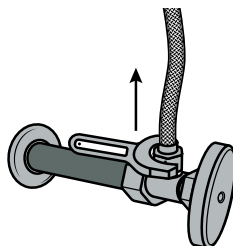


4 Install Shut-Off Valve and Tubing

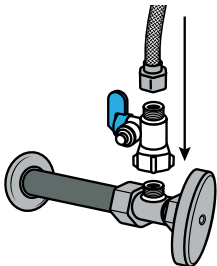
- A. Ensure the cold water supply is off under your sink. Place a pan or bucket underneath to catch any water.



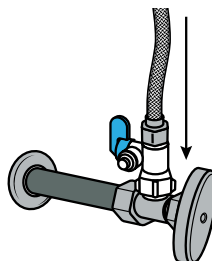
- B. Disconnect the cold water line from the existing shut-off valve using an adjustable wrench.



- C. Attach the new shut-off valve (included) to the cold water supply line. If needed, use the included adapter to ensure a proper fit. Tighten with a wrench. Do not overtighten.

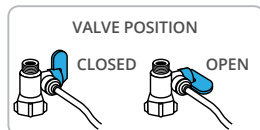
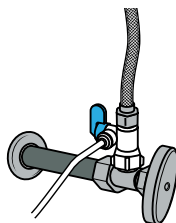
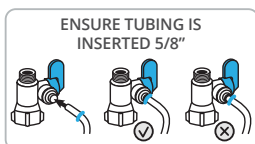
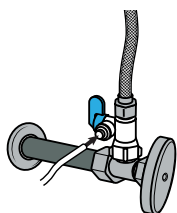


- D. Reconnect the original cold water line to the new shut-off valve.



- E. Measure and mark a line 5/8" from the end of the white 3/8" tubing. Push the tubing into the shut-off valve firmly until it stops. Ensure it is inserted at least 5/8" (to the marked line). Gently pull back to confirm it is securely locked in place.

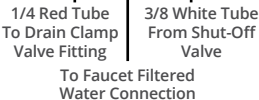
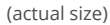
- F. Ensure the shut-off valve is in the closed position and the cold water supply is off.



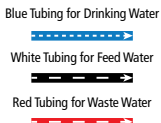
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Before you begin:

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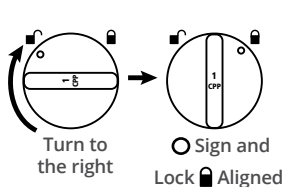


Finished Tubing Configuration

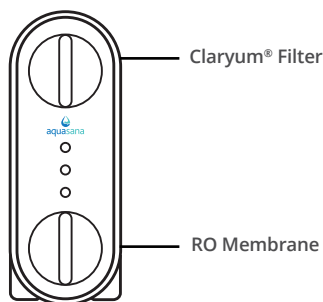


6 Insert Filter Cartridges

- Remove plastic wrapping from both filter cartridges.
- Insert Claryum® filter into the top hole and align ○ icon with the 🔓 unlock icon.
- Turn filter to the right, until the ○ icon is aligned with the 🔒 lock icon.

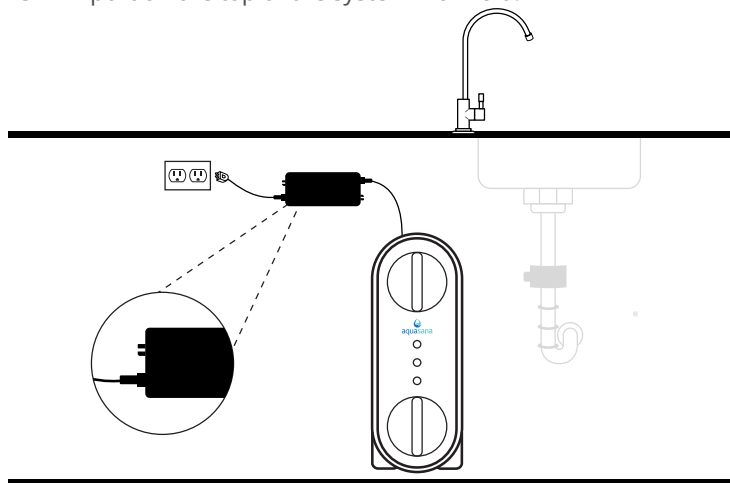


- Install filter RO Membrane in the same manner.



7 Secure Power Adapter

- Mount the power adapter to the inside wall of the cabinet near the system. Use the plastic mounting tabs located at the top and bottom of the adapter to secure it with screws. Be sure to use screws that will not go through or damage the outside of the cabinet.
- Plug in the power adapter into a nearby electrical outlet that provides continuous power. Plug in the opposite end of the power adapter to the POWER port on the top of the system manifold.

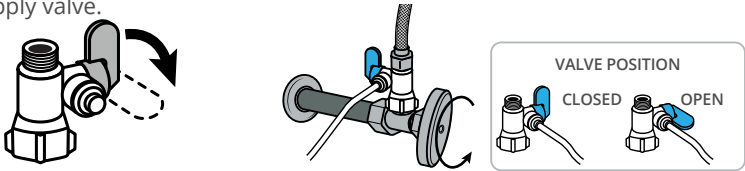


WARNING: The power adapter must be secured to the cabinet and kept elevated above the cabinet floor. Failure to do so may expose the adapter to water in the event of a leak, resulting in risk of electrical shock or property damage.

8 System Startup

For First Use:

- A. Turn on the shut-off valve so it is in the open position. Turn on the cold water supply valve.



- B. Open faucet and wait for water to flow. This could take a minute or two as the system has to purge the air in all of the filters and water channels. You may hear noise from the faucet. Observe water flow. When filter is newly installed, there may be black carbon powder or bubbles which appear in the water from the faucet. This is normal. Run the water until it is clear, about 30 minutes.

Startup Flush:

Each time the system is plugged in (like at first installation or after filter changes or after a power outage) the system will go through a diagnostic flush cycle. This cleans the filter and membrane, and prepares the system for normal use.

Clean Water Recirculation Flush:

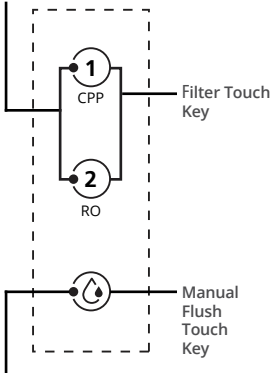
Exactly 10 minutes after the last use of the faucet, the system will initiate an internal clean water recirculation. This is an effective recharge cycle to ensure optimal contaminant reduction. During this short flush cycle, waste water is displaced by clean water. This process ensures you and your family always receive the best quality water from your RO system. If the faucet is opened again before 10 minutes expires, the 10 minutes is reset so only after the last use and 10 minutes have passed, will the system enter this flush mode.

Timed Flush:

Once each day, exactly 24 hours after the last timed flush, the system will enter flush mode. This is exactly like start up flush and has the same intended purpose.

Display Settings

Filter Indicator



Flush Indicator

Indicator	Display Mode	Display Description
	ON	Filter life expired. Replace filter.
	FLASHING	Filter is reaching end of life.
	OFF	Normal operation.
	FLASHING	System is in flush mode.
	ON	System is in operation mode.
	OFF	Power supply not connected.
	FLASHING	Time-out protection activated.
	FLASHING + BLEEPING	Leak detection protection activated.

Care

1. Wipe with a soft, clean cloth.
2. For stubborn dirt or dust, use a soft cloth slightly dipped in warm water and gently wipe the system down.
3. When cleaning the outside of the system, use only clean water. Do not wipe the system surface with harsh liquids or chemicals, such as ethanol, gasoline, paint thinner or other materials.

Long-Term Shutdown of RO System (30 days or longer)

1. Close the inlet on the shut-off valve and disconnect the power adapter.
2. To restart the system, first replace filter 1,
 - a. Next, open the shut-off valve and plug in the power adapter.
 - b. Start the system.
3. Open the faucet. When initially running the water for the first time after restarting RO system, fine carbon powder or bubbles may appear, making the water appear cloudy. This will dissipate after a few moments. Once the water runs clear, turn off the faucet. The system is now ready for normal use.

Safety Warnings

- System and installation shall comply with applicable state and local laws.
- Do not use with water that is microbiologically unsafe or of unknown water quality without adequate disinfection before or after the system.
- Systems certified for cyst reduction may be used on disinfected waters that may contain filterable cysts.
- This system has been tested and certified for Nitrate/Nitrite reduction according to NSF/ANSI Standard 58. Proper maintenance is required to keep the system functioning according to specifications. It is recommended you check your water every 3-4 months. Nitrate/Nitrite test included, see test kit for sampling instructions.
- 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.
- This system is acceptable for treatment of influent concentrations of no more than 27 mg/L nitrate and 3 mg/L nitrite in combination measured as N and is certified for nitrate/nitrite reduction only for water supplies with a pressure of 413 kPa (60 psig) or greater.
- This is a pump driven RO system. Slight vibration and noise during operation is normal.
- Follow installation instructions. If needed, we recommend installation by a licensed plumbing professional.

- This RO system requires a non-switched electrical outlet that provides continuous power.
- The power adapter should be installed on the wall of the cabinet. Do not place power adapter flat on the bottom of cabinet.
- Do not use damaged power adapters, plugs, or loose sockets.
- If the power cord is damaged, contact 866.662.6885. Do NOT use RO system.
- Do not touch the power adapter with wet hands.
- Do not use under high water pressure conditions.
- Do not store flammable, explosive, volatile or strong magnetic substances near the RO System.
- Do not open RO system manifold. This will void warranty and poses risk of shock.
- Cleaning and maintenance should only be done by adults.
- The appliance is only to be used with the power adapter unit provided.
- Use only included tubing to install this RO system, unless using a separate dedicated faucet.
- This RO system requires feedwater turbidity of less than 10NTU. If your feedwater does not meet this standard, use of a sediment prefilter is recommended.
- This RO system requires a feed water pressure between 15-60 psi. Install a pressure booster or regulator as required if the feed water pressure does not meet this requirement.
- This RO system requires a feed water temperature between 40°F to 100°F. Do not install on a hot water line.
- If feed water temperature drops below 40°F, close the shut-off valve and open the faucet for 1 minute, so that water inside the RO system is discharged. Unplug RO system. Once feed water reaches 40°F or higher you can return to normal operation.
- Follow these instructions for installation and operation.
- Replace filters according to the recommended frequency.
- When replacing filters, disconnect the power adapter and close the shut-off valve.
- Do not install the RO system in direct sunlight or outdoors.
- Spent adsorption media shall not be regenerated and used. If adsorption media is affected by chlorine, influent shall be treated to remove chlorine.

This system has been tested for the treatment of water containing pentavalent arsenic (also known as As(V), As(+5), or arsenate) at concentrations of 0.05 mg/L or less. This system reduces pentavalent arsenic, but may not remove other forms of arsenic. This system is to be used on water supplies containing a detectable free chlorine residual at the system inlet or on water supplies that have been demonstrated to contain only 50 ppb (0.050 mg/L) pentavalent arsenic. Treatment with chloramine (combined chlorine) is not sufficient to ensure complete conversion of trivalent arsenic to pentavalent arsenic. Please see the Arsenic Facts section below for further information.

Arsenic Facts

Arsenic (As) is a naturally occurring contaminant found in many ground waters. Arsenic in water has no color, taste or odor. It is measured by a laboratory test. Public water utilities must have their water tested for arsenic. You can get the results from your water utility. If you have your own well, you can have the water tested. The local health department or the state environmental health agency can provide a list of certified labs. Information about arsenic in water can be found on the internet at the U.S. Environmental Protection Agency website:
epa.gov/ground-water-and-drinking-water

There are two forms of arsenic: pentavalent arsenic (As(V), As(+5), and arsenate) and trivalent arsenic (also called As(III), As(+3), and arsenite). Although both forms of arsenic are potentially harmful to human health, trivalent arsenic is considered more harmful than pentavalent arsenic. In water, arsenic may be pentavalent, trivalent, or a combination of both. Special sampling procedures are needed for a lab to determine what type and how much of each type of arsenic is in the water.

Check with the labs in your area to see if they can provide this type of service.

If you get your water from a public water utility, contact the utility to find out if free chlorine or combined chlorine is used in the water system. **The AQ-HSRO800 system is designed to reduce pentavalent arsenic only. It will not convert trivalent arsenic to pentavalent arsenic.** This System was tested in a lab. Under testing conditions, the system reduced [0.050 mg/L (ppm)] pentavalent arsenic to 0.010 mg/L (ppm) (the USEPA standard for drinking water) or less. The removal performance of pentavalent arsenic of the system may be limited due to water quality conditions (i.e. iron-containing water or other water quality conditions). Have your treated water tested for arsenic to check whether the system is working properly.

The HealthShield™ Membrane of the AQ-HSRO800 system must be replaced every 12 months to ensure the system will continue to remove pentavalent arsenic. Information regarding component identification and places to purchase replacement are listed in the manual.

Membrane TDS reduction: 91.15%
Max TDS: 1000 ppm
Max water hardness @ 6.9 pH: 10 gpg (2.64 g/L)
Max chlorine in water: 3 ppm
Supply water pH limits: 4-10
Supply water pressure limits: 15-60 psi (275-551 kPa)
Supply water temperature limit: 40-100°F (4-38°C)

Do not use the system on microbiologically unsafe water, or water of unknown quality without adequate disinfection before or after the system. This system is certified for cyst reduction and may be used on disinfected water that may contain filterable cysts.

Installations in The Commonwealth of Massachusetts: The Commonwealth of Massachusetts requires installation be performed by a licensed plumber and does not permit the use of saddle valves. Plumbing code 248—CMR of the Commonwealth of Massachusetts must be followed in these cases.

Specifications

Efficiency rating is the percentage of the influent water to the system that is available to the user as reverse osmosis treated water. This measurement is taken under operation conditions that approximate typical daily usage. The system’s efficiency rating was verified by testing in accordance with Section 6.8 found in NSF/ANSI 58.

Because the performance of a reverse osmosis membrane is highly dependent upon pressure, temperature, and Total Dissolved Solids (TDS), the following should be used for comparison only.

Lower temperatures are directly proportional to slower flow rate. The reverse osmosis system should not be installed in a location susceptible to freezing. Incoming water temperature should not exceed 100°F (38°C). The more TDS in the supply water, the more filter time required. Incoming TDS should not exceed 1000 ppm. Higher water pressure enables a higher flow rate. Pressure must be at or above 60 psi for proper system operation.

Flow rate and output are determined by the following factors:

- 1. Incoming water temperature
- 2. Total dissolved solids (TDS) present in supply water
- 3. Incoming water pressure

Model	Replacements	Rated Voltage
AQ-HSRO800	AQ-HSRO800-CPP, AQ-HSRO800-ROM	120V
Rated Frequency	Water Flow at Faucet	Feed Water Pressure
60Hz	0.56gpm	15-60psi / 103-413kPa
Operating Pressure	Water Temperature	Ambient Temperature
60-125psi / 413-862kPa	40-100 °F / 4-37°C	35-104 °F / 2-40°C
Rated Efficiency	Daily Production Rate (DPR)	Dimensions
64%	800 gallons (3,028 liters)	W 5.13 x H 15.31 x D 17.31
Aquasana, Inc. 6310 Midway · Haltom City, TX 76117 866-662-6885		



System certified by IAPMO R&T to NSF/ANSI Standards 42, 53, 58, 372, and 401 for the reduction of the claims specified on the Performance Data Sheet and at www.iapmort.org.

System conforms to NSF/ANSI Standards 42, 53, 58, 372, and 401 for the specific performance claims as verified and substantiated by test data. While testing was conducted under standard temperature and pressure laboratory conditions, actual performance may vary based on water temperature and pressure at installed site.

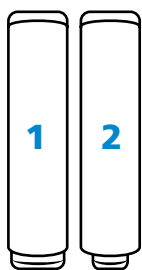
In order to maintain the NSF/ANSI 58 certification of this product, the drain line installation must comply with the standard requirements of a vertical air gap of two pipe diameters or 25 mm (1 in), whichever is larger, or an air gap faucet that is tested and certified against NSF/ANSI 58 must be included.



For the full list of contaminants filtered, scan to view the AQ-HSRO800 Performance Data Sheet on Aquasana.com.

This system contains a replaceable treatment component, critical for the effective reduction of TDS. Product water shall be tested periodically to verify that the system is performing properly.

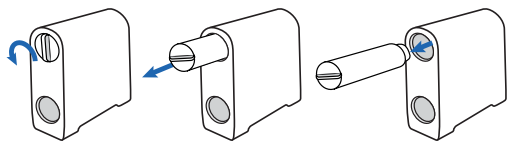
Problem	Causes	Troubleshooting
The RO system fails to start	Power adapter malfunction.	1. Ensure the power adapter is securely connected. 2. Verify the outlet has power. 3. If the adapter indicator light is off, Contact Customer support.
Water leaking from the RO system	Filter not fully installed	1. Verify all filters are fully installed and locked.
	Loose tubing connection	2. Check that all tubing connections are inserted 5/8" and not kinked.
	Damaged internal component	3. If leaking continues, turn off the water supply and contact Customer Support.
No water comes out of the faucet after startup	Shut-off valve is closed	1. Open the shut-off valve fully.
	Cold water supply is shut off	2. Verify water is supplied to the system.
	Kinked or loose tubing	3. Check tubing connections for leaks or kinks. 4. Allow the startup cycle to finish.
Low or abnormal water flow from the faucet	Kinked or loose tubing	1. Check that all tubing connections are inserted 5/8" and not kinked.
	Shut-off valve partially closed	2. Verify the shut-off valve is fully open.
	Plugged filter	3. Replace filters as needed.
Poor water quality	RO membrane exhausted	1. Flush the system. 2. Replace the RO membrane as needed.
Cloudy water after installation	Air trapped in the system	1. Continue using the system normally. 2. Cloudiness should disappear as trapped air is released.
All indicators flashing	Timeout protection activated	1. Close the faucet. 2. Disconnect power for 10 seconds. 3. Reconnect power to reset the system.
All indicators flashing and beeping continuously	Leak detection activated	1. Inspect the system for leaks. 2. Dry any visible water through the openings at the bottom of the base. 3. Disconnect power for 10 seconds and reconnect to reset the alarm.



Filter	Description	Functions	Recommended Interval of Replacement
1	Claryum® Filtration	Five different methods of advanced filtration work together to reduce the maximum number of contaminants, including chlorine, chloramines, lead, PFAS, VOCs, microplastics, and more.	6 Months or 320 gallons (whichever is first)
2	RO Membrane	Reduces dissolved solids and potential impurities, including fluoride and arsenic.	12 Months

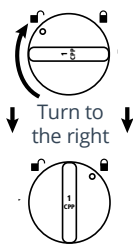
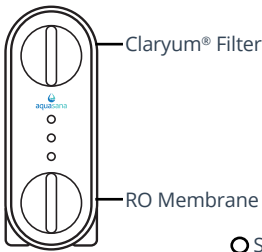
Prepare for Installation

- 1 Shut off the cold water valve. Release pressure from system by turning on dedicated faucet until water stops flowing. Once water stops flowing from the dedicated faucet, turn the faucet off.
- 2 Unbox filter cartridge replacements and remove plastic.
- 3 Remove the filter cartridge by turning the handle to the left and pulling out. Align ○ icon with 🔓 unlock icon. Discard entire filter cartridge.



Insert Filter Cartridges

- 4 Insert each filter cartridge into its designated location in the system manifold by aligning ○ with 🔓 unlock icon, then turning filter to the right until the ○ icon is aligned with the 🔒 lock icon.

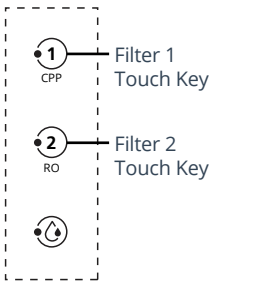


○ Sign and Lock 🔒 Aligned

Reset and Flush System

- 5 Reset filter indicator by pressing and holding corresponding filter indicator for 3 seconds until you hear a beep and the light turns off.
- 6 Turn on the dedicated faucet to flush. Flush for 30 minutes.

NOTE: Do not drink flushed water. When initially flushing the water after starting the system, fine carbon powder or bubbles may appear which is normal. It may take 30 seconds or more until water runs clear.





HealthShield™ Reverse Osmosis 2-Year 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 while it remains installed at the original site of installation (hereinafter "Owner"). Registration of the product is not required to receive warranty coverage as specified in this document. Proof of purchase will be required to obtain warranty coverage.

WHAT IS COVERED

This Warranty covers defects in materials or workmanship during the limited Warranty period of your AquaSana Water Filtration System including sub-components purchased with original system, 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 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 water filter and review drawings in the manual.

FOR HOW LONG

This Warranty runs for 24 months (730 days) from the date of purchase by a consumer (hereinafter "Warranty Period"). Proof of purchase will be required to obtain warranty coverage. 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 within the warranty period, the Manufacturer will provide a replacement part that fulfills the remaining estimated lifespan/capacity 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 item(s) which Manufacturer has incorporated in the replacement water filter. The Warranty period for any replacement will run for the balance of the original warranty length.
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 Manufacturer's 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 systems or components 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 Warranty applies only to products purchased from authorized AquaSana resellers 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 installed in direct sunlight or exposed to freezing temperatures.
 - The water 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. Failure to use or properly install an air gap faucet or air gap adjustor if required by local plumbing codes.
8. Manufacturer shall not be liable for any claims related to excessive noise, smell, or taste of water.
9. 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, air gap adapters, and/or diverter valves.
10. 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 defective water filter or component part(s) to a location designated by the Manufacturer.
11. 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.



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



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



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CONTACT US TO LEARN MORE



866-275-2319



waterforlife@aquasana.com

*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 site.



NEED HELP?

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