

EQ-OPTM

Whole House
Water Filter
OptimH2O®
Owner's Manual





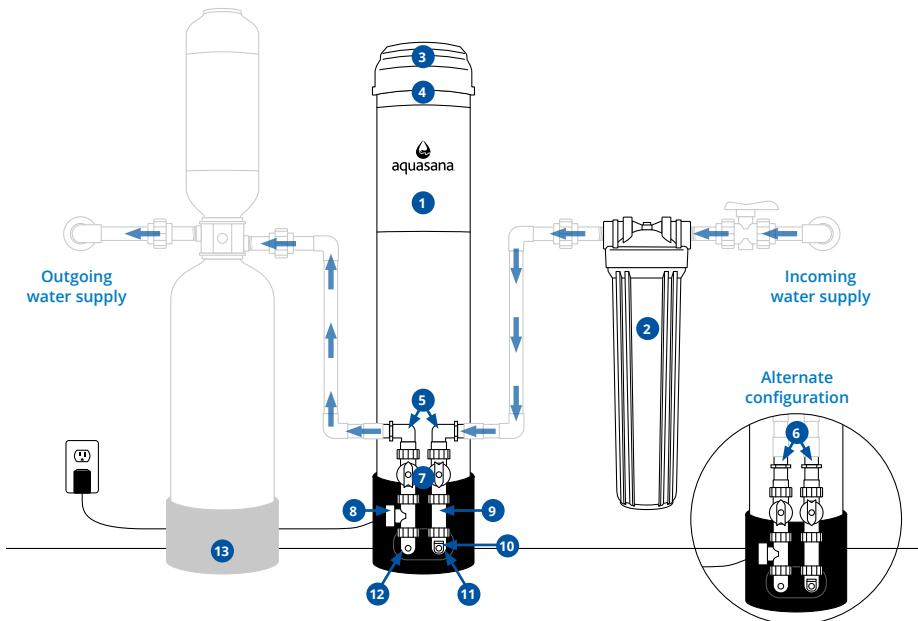
Meet clean, healthy water. Your new Aquasana® whole house OptimH2O® system is certified to reduce lead, cysts, and PFOA/PFOS, and also tackles chlorine and chloramines.

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

EQ-OPTM

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The above system shows optional products as an example of a system configuration.
It may not be inclusive of all filters required for your particular application.

1 Filter Housing	6 Straight Connector (2)	11 Vertical Elbow with Drain Plug
2 Pre-Filter	7 Bypass Manifold	12 Vertical Elbow (2)
3 Umbrella Cap	8 Flow Meter Assembly	13 Salt-Free Water Conditioner (Optional)
4 Filter Cap	9 Meter Spacer	
5 Angled Connector (2)	10 Drain Valve Assembly	

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:

- Drill
- Wrench
- Channel locks
- PVC pipe cutter
- NSF approved PVC primer and glue
- NSF certified Plumber's Tape (*thread sealing tape*)
- Copper wire & grounding clamps
(*if copper pipes are present*)

Before installing

- **Lay out system in appropriate configuration. Improper sequence of equipment will affect performance, and could possibly damage your system.**
- **For all installations:** 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). Due to the varieties of home design, not all configurations can be addressed in this guide.
- **DO NOT** install this filter where the line pressure may exceed 125 psi. The operating pressure range for this filter is between 20 psi – 125 psi.
- Install on cold water lines only (34° – 120°F).
- Filter usage must comply with all state and local laws. Aquasana and its manufacturer are not liable for consequential or incidental damages due to improper installation.
- **DO NOT** install the unit on its side. It must be installed upright to maximize contact with media bed.

Please read all precautions and instructions carefully before using.

Precautions

- Properly lubricate all o-rings with provided vacuum grease.
- Properly tighten all fittings to ensure a leak-free assembly.
- 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.
- Pick an appropriate installation location. Dimensions of systems vary—always allow an estimated minimum of 36" of clearance above the tank for replacement cartridges, and a minimum of 45" for floor space.
- Unit must be installed in an area where the main water line enters your home, before connecting to the water heater. **DO NOT** install after a water heater or on the hot 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 both direct sunlight and freezing temperatures.
- If installing on metallic plumbing, two grounding clamps and #4 copper wire are essential for safety.
- Some local codes may require the use of a licensed plumber or certified installer when disrupting a potable water line.

- In areas with high pressure, a pressure relief valve and a water hammer arrestor may be necessary.
- Do not use with water that is microbiologically unsafe or of unknown water quality without adequate disinfection before or after the system.

Cleaning

The exterior of your filtration system can be cleaned with warm, soapy water. Rinse well with fresh, clean water.

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

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. Please visit aquasana.com for replacement parts.

A Pre-Filter is included with your system. Sediment levels vary from one location to another. It is recommended to replace your Pre-Filter every 6 months. If the flow rate has noticeably decreased, replace your filter cartridge sooner.

Model: EQ-OPTM

Replacement cartridge: EQ-OPTM-R

Additional Replacements:

20" Pre-Filter: EQ-OPTM-PRE-R

NOTE: The Pre-Filter housing sump must be replaced every five years. Failure to do so could result in potential leaks due to product deterioration. To order contact Customer Support at 866-662-6885.

① Select Location

1. Lay out system in appropriate configuration. Improper sequencing of equipment will affect performance, and could possibly damage your system.
2. 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. It is recommended to install after any outdoor hose bibs or irrigation lines to avoid using filtered water where not needed.

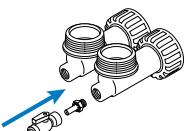
DO NOT install after the water heater or on the hot water line.

3. Turn off the main water source. Drain water from lines to relieve pressure by turning on a faucet at the lowest elevation inside your home.

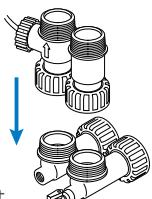
② Assemble Tank

NOTE: All connections are HAND TIGHTEN ONLY.

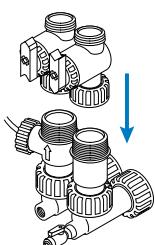
1. Install Drain Valve assembly into Vertical Elbow with Drain Plug using the threaded connection & Plumber's Tape, with three clockwise wraps and HAND TIGHTEN ONLY.



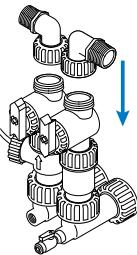
2. Connect the Flow Meter Assembly and Meter Spacer to the Vertical Elbows. The Flow Meter should be connected on the outlet side (left side) at the bottom of the tank.



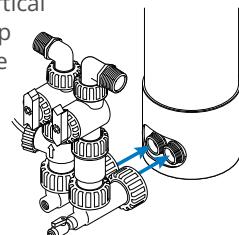
3. Connect the Bypass Manifold to Flow Meter Assembly and Meter Spacer.



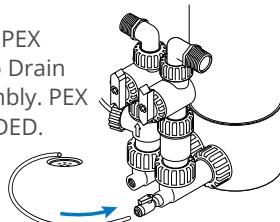
4. Connect the Connectors that are most convenient to your system (Straight or Angled) to the Bypass Manifold.



5. Connect the Vertical Elbow to the Cap Assembly on the bottom of the Filter Housing. Plugged fittings should be installed on the right side.



6. Connect $\frac{3}{8}$ " PEX Plumbing to Drain Valve Assembly. PEX NOT PROVIDED.

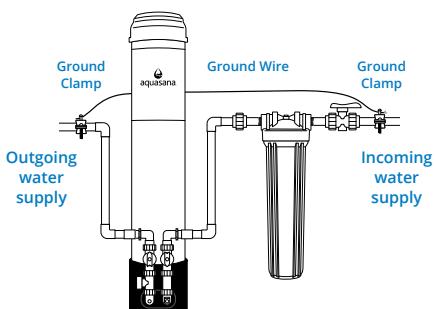


7. Install 3 AAA batteries to the Umbrella Cap; connect to Power Supply. BATTERIES NOT PROVIDED.

③

METALLIC 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.

④ Install Shut-off Valve and Ensure Spacing

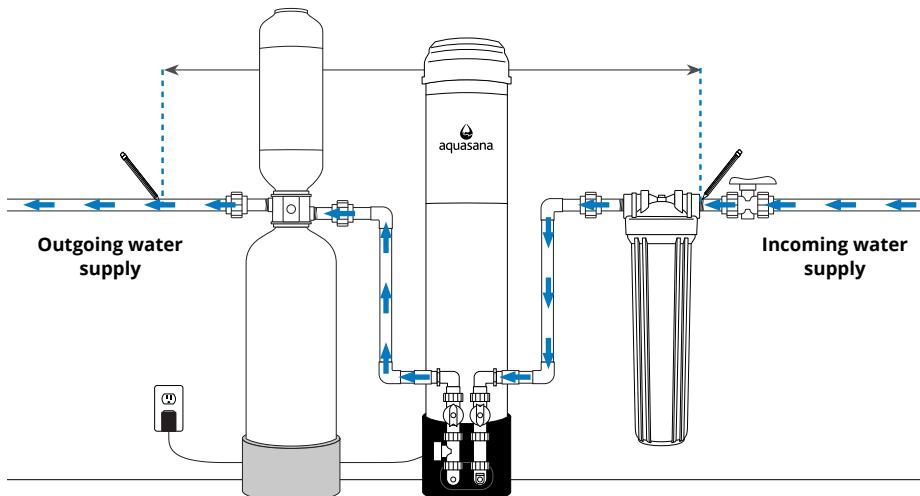
NOTE: You may need additional components to connect your system to the main water line where it enters and exits the filtration system. Ensure you have all components needed before proceeding to the next steps.

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

1. Using a pipe cutter, cut into the main water supply line and catch any remaining water in the 5 gallon bucket.
2. Loosely fit shut-off valve to calculate proper spacing of components.
3. Measure distance for Pre-Filter, OptimH2O® tank, and optional add-ons (Salt-Free Water Conditioner and UV Filter) and mark pipe accordingly.

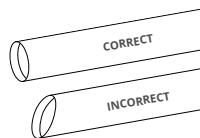
NOTE: DO NOT cut pipe more than necessary. You can shorten pipe later if needed.

Ensure proper spacing to fit Pre-Filter and any optional add-ons.



5 Cut Pipes

- Cut pipe along the marked sections from step 4 and clean ends of pipe. Ensure there are no burrs, sharp edges, or deep scratches.



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

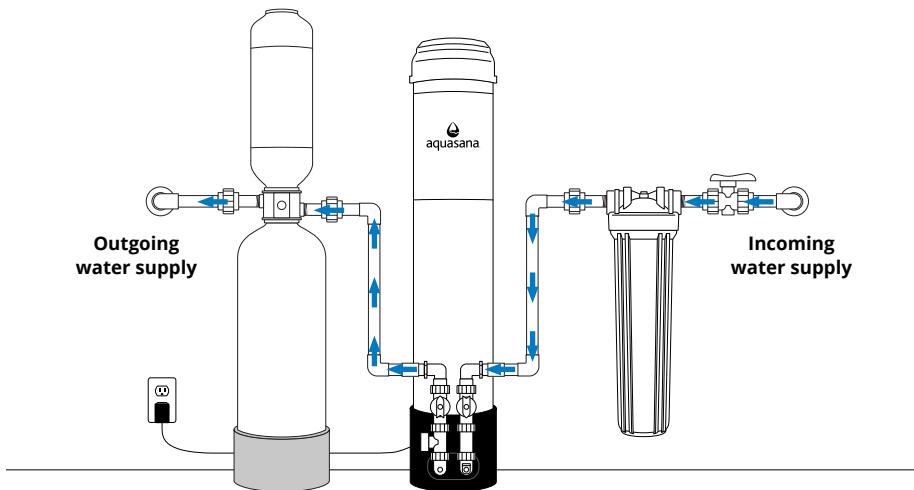
- Loosely fit shut-off valve to calculate proper spacing of components.

6 Configure System

- Fit OptimH2O® tank and additional optional add-ons into the system at this time. Screw Pre-Filter support bracket onto the wall and attach filter.

NOTE: Ensure wall material is stable enough for mounting purposes. The filter housing will become very heavy when full of water.

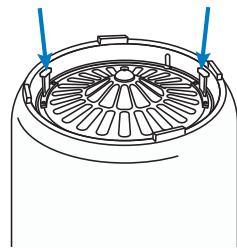
- Properly connect system together accordingly (slip fittings, barbed fittings, NSF certified PVC glue, etc.). **Ensure all parts are flowing through the "IN" port in the correct direction of water flow.**



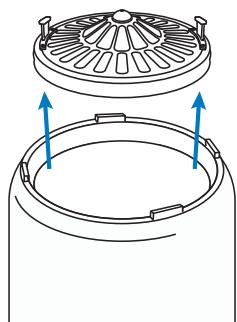
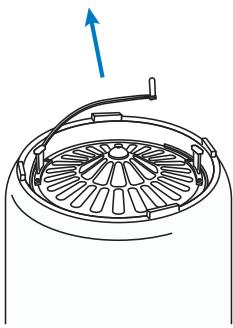
NOTE: If you're replacing an OptimH2O® system or adding to an existing configured system with a left-to-right water flow, you can install the system facing the wall or use overlapping (crossed) plumbing. Just make sure the water always enters through the IN port so the flow direction remains correct.

7 Remove Top Cap

1. Push down the top cap with both hands to unseat the snap ring, and remove the snap ring by carefully grasping the handle and pulling inward, then upward. The snap ring should slide completely out of the groove.



2. Remove the top tank snap ring. Remove the top cap from the housing assembly. Pull the cap out of the top of the tank by lifting up on the handles.



8 Prepare Filter

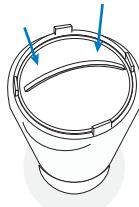
1. Remove packaging from the filter cartridge. Place the filter cartridge into the tank with the double O-ring facing down. Position the cartridge so that it is aligned with the bottom, center opening.



NOTE: You should see a small opening centered in the bottom of the tank.

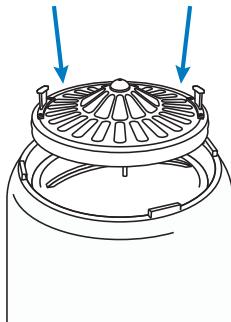


2. Press down on the cartridge so that the double O-ring seal moves into place within the bottom, center opening.

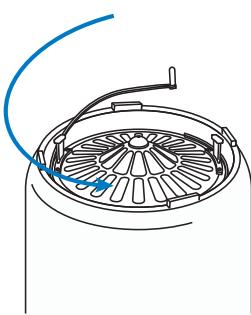


9 Reattach Top Cap

1. Reposition the top cap into its original location.

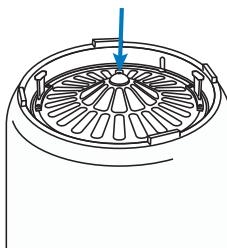


2. Reattach top tank snap ring. Pull up on the top cap to seat the O-rings.



10 Final System Check

1. Once installation is complete, allow proper time for glue to dry according to manufacturer instructions.
2. Push down on the red depressurization button on the top cap to relieve the system of air. Keep the button pushed down as you slowly turn the water back on. DO NOT release the button until all air pressure is fully released and water comes out of the red depressurization button.
3. Release the red button and inspect the system for leaks. After inspecting for leaks, allow water to run through the system for 10 minutes for the final flushing period.



Water Meter

The totalizer keeps track of the gallons using a water meter. The water meter is a turbine style meter with a magnetic pickup that sends a pulse to the electronics for every revolution of the meter turbine. The meter turbine is removable for inspection and cleaning. Make sure the system is bypassed or turned off and depressurized before removing the meter for maintenance. Depressurize the system by opening the drain valve on the inlet connection or by using the pressure relief button after putting the system in bypass. The meter has a three pin plug that connects to the electronic board.

Power Monitoring & Battery Mode

The board monitors the 12V DC power and the battery power. If there is a power failure and no batteries are installed, the current totalizer value will be saved to non-volatile memory. When power is resumed, the totalizer count will resume from when it had previously lost power.

The LEDs should shut off during battery mode. If the totalizer is to the yellow or red state or if the battery voltage gets low, the LEDs will flash on in the appropriate colors for 0.125 seconds every 4 seconds. If the pushbutton is pressed in battery mode, the LEDs will turn on for 4 seconds and then return to battery mode.

Pushbutton

The pushbutton allows for the totalizer to be reset.

To reset the totalizer, the user should press and hold the button for 3 seconds. When the totalizer is reset LEDs should flash green 3 times to confirm it is reset.

LEDs

Normal colors for the LEDs are Green, Yellow, and Red. Depending on the Totalizer value.

- **Green** = 0–90% of the totalizer max
- **Yellow** = 90–100% of the totalizer max
- **Red** >= 100% of the totalizer max

If there is flow, the LEDs should alternately turn off in the following pattern: 1-2-3-2 (repeat). The frequency that they turn off is linearly correspondent to the flow rate being received from the water meter. For every 1 revolution from the meter, the LED pattern should be incremented to turn off the next LED. If there are no pulse edges for 2 seconds, all the LEDs will turn on solid.

If the battery is low, the middle LED (#2) will turn White. The battery is checked only once an hour to minimize the battery drain from checking the voltage.

Power

This unit is to be powered using +12V DC. The power input is a wire tail with a 2.5mm, center positive barrel jack.

The totalizer has a battery backup. The battery backup uses 3 AAA size batteries. The battery holder is a part of the PCB assembly and can be accessed by removing the umbrella cap. Battery life will vary based on water flow when running on battery mode and type of batteries used. With high continuous flow, the batteries are expected to last approximately 14 days. With no flow, the batteries are expected to last approximately 6 months.

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.
Water leak from fittings	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 it with a new filter. • 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 6 months depending on the amount of sediment in your water supply. If the system has been working properly and the pressure is slowing, it may be time to change the sediment filter. Check the sediment filter 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 bypass loop is turned off and system shut-off valves are open.
Current system's water flow is left to right – how should OptimH2O® be installed?	The system can be installed facing the wall or with overlapping (crossing) plumbing to ensure all parts are flowing through the IN port in the correct direction of the water flow.

Model	Replacement	Rated Capacity
EQ-OPTM	EQ-OPTM-R	106,750 gallons 404,093 liters
Operating Pressure Range	Operating Temp. Range	Rated Flow / Peak Flow*
20-125 psi 138-862 kPa	34-120° F 1-49° C	4.82 gpm / 8.54 gpm 18.25 lpm / 32.33 lpm

Distributed by: Aquasana, Inc.
6310 Midway Road · Haltom City, Texas 76117
866-662-6885

*Peak flow rate not certified by IAPMO.



System certified with IAPMO R&T against NSF/ANSI Standard 53 for the reduction of claims specified on the Performance Data Sheet and at www.IAPMO.org.

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



WHO IS COVERED

AQUASANA AND ITS SUPPLIERS, (herein collectively referred to as "Manufacturer") warrants to the owner of the home where the water filter is initially installed (hereinafter "Owner"). The warranty is restricted to the water filter used in a single-family residence in the United States of America and is void if moved from the original installation location. 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 Rhino 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. This Limited Warranty does not extend to the full estimated life span of the filter.

WHAT AQUASANA WILL DO

- If necessary, the Manufacturer will provide a replacement 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 item(s) which Manufacturer has incorporated in the replacement water filter.
- Component Part - If any component part proves to be defective in material or workmanship within the warranty period listed on the data plate label, the Manufacturer will furnish the Owner with a replacement for the defective part(s).
- 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.
 - When returning a water filter, it must include all component parts.
 - When returning 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

- This Warranty applies only to products purchased from authorized Aquasana resellers.
- This 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. This Warranty applies only to products purchased from Aquasana or an Aquasana-authorized reseller or dealer.
- 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.
- 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 or the use of the water filter.

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

OptimH2O® System Warranty Coverage

Model	Lifespan/Capacity
EQ-OPTM Housing	5 years
EQ-OPTM Replacement Filter	1 year / 106,750 gallons
Pre- and Post-Filter Housing Units	12 months

This warranty only covers the products listed in the table above. If your system includes additional components, please refer to those components' warranties.



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.



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



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
866-275-2319 and tell us what's going on.