

Troubleshooting

Water sprays or leaks where the diverter meets the faucet.

The O-ring inside the diverter may have fallen out. Put it back in, or use the spare O-ring. If you use the adapter, there must be two O-rings, in this order: spout, O-ring, adapter, O-ring, diverter. Do not use Teflon tape on this connection. If the diverter wobbles on the spout, the adapter is the wrong size. See the adapter list on the back, or contact us.

No pure water comes out when I turn the water on.

At first use, wait 3 to 4 minutes for the water to pass through all the filters. Check that the cold water is on and the diverter lever is turned. If the system worked before and has now stopped, a filter is probably clogged. Check the first-stage filter. In some areas, for example New York City and its boroughs, something in the tap water settles on the second-stage carbon filter and clogs it within a couple of days. Contact us and we will help you replace it with a different carbon filter that suits your water.

The water looks gray or black at first.

This is normal with a new carbon filter. It is harmless carbon dust, and it clears in 5 to 15 minutes. Keep flushing until the water runs clear.

I ran hot water through the system by accident.

5 to 10 minutes of hot water does little harm. Longer use of hot water shortens the life of the filters many times over. If hot water ran through the system for more than 1 to 2 hours, replace at least the first-stage and second-stage filters.

My unit arrived with a broken fitting. Do I need to return it?

No. A broken fitting usually takes 2 to 3 minutes to fix. A spare elbow is in the small bag of parts. See "Releasing tubing from a fitting" in the manual. If you need more elbows, contact us.

Connecting to your faucet

The adapter does not fit my faucet.

Faucets come with different thread sizes. We carry adapters in several sizes. See the list on the back, or contact us and we will help you find the right one.

Can I connect the system to a pull-down faucet?

Yes, with a special adapter (see the back). Contact us before or after your purchase and we will help you get the right adapter.

Can I connect the system to a garden or laundry hose outlet?

Yes. Use the garden and laundry adapter. There is also a Garden/Laundry Conversion Kit with an adapter, an on/off valve, extra-long tubing and a gooseneck faucet.

Can I install the system under the sink, with an RO tank?

No. A countertop RO system is not designed for under-sink use, because it has no auto shut-off valve. If you want an RO tank, choose a traditional under-sink RO system made to work with a tank.

Everyday use

I am concerned about the amount of wastewater.

On average, the system makes about 1 part pure water to 2.5 parts wastewater. The real ratio depends on the membrane size (GPD), the water pressure, the water temperature and the size of the flow restrictor. Our systems use a 450 ml or 550 ml restrictor. A smaller restrictor, such as 400 ml, reduces the wastewater, but it may affect the filtration quality and the life of the membrane. You can also collect the wastewater for watering plants, washing a car and similar uses.

How do I know when my water container is full?

Use a kitchen timer. One gallon takes about 12 to 14 minutes with a 150 GPD membrane, 15 to 17 minutes with 100 GPD, and 25 to 27 minutes with 75 GPD.

Can I take the system off the countertop? I do not want tubing over my sink.

Yes, in two ways. The more convenient way is to leave the diverter on the spout and disconnect the system at the union fitting (see the manual). Or unscrew the diverter each time. Extra union fittings are part #SQC.

Can I change the length of the tubing between the unit and the diverter?

Yes. You can shorten the tubing, or replace it with a longer piece of 1/4 in. tubing (see the accessories on the back).

How do I store the system when I am away?

If you will not use the system for 7 to 10 days or more, disconnect it and store it in a cool, dark place above freezing. Many customers put the unit in a plastic bag on the bottom shelf of the refrigerator. If the unit sits unused on the countertop for longer than that, bacteria can grow inside the filters. Keep it out of direct sunlight. Flush it for 10 to 20 minutes when you start using it again.

Which tools do you recommend?

A TDS meter to check the water quality, a pH meter if your system has an alkaline or mineral filter, and a kitchen timer. See the accessories on the back.

Filters

How do I replace the filters?

Scan the QR code on your manual or on the sticker under your unit. It opens a step-by-step guide with photos for your model. If you need help, contact us.

Which replacement filter set do I need?

Scan the QR code to see the sets for your model. If you are not sure, contact us with your order number or a photo of your system, and we will tell you which set to order.

How do I store replacement filters?

Keep them in a plastic bag in a cool, dark place above freezing.

Can I add extra filters to my system later?

Yes. A filter can be ordered as a new stage. It comes with the tubing, elbow fitting and clips you need. Contact us and we will send you installation instructions.

Still need help? Contact us.

sales@mywaterclub.com · Call or text (858) 345-7345 · Amazon Message Center · [MyWaterClub.com](https://www.mywaterclub.com)

Faucet adapters

The two parts marked **Included** come with your system and fit about 85 to 90% of faucets. If you need a different adapter, contact us and we will help you find the right one.



Kitchen diverter, single or dual
55/64 in. thread. Fits spouts with male threads.
Included



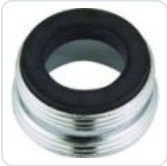
Garden, laundry and utility adapter
Universal. For hose outlets.



Male x male adapter, 55/64 x 15/16 in.
Fits spouts with female threads.
Included



Pull-down and sprinkler faucet adapter



Male x male adapter, 15/16 x 13/16 in.
Fits bathroom and kitchen faucets, including American Brass, Chicago Faucets, Emco, Kohler, Indiana Brass and Price Pfister.



Adapter for faucets without an aerator or threads



Male x female adapter, 15/16 x 13/16 in.
Fits bathroom faucets.



Shower arm adapter



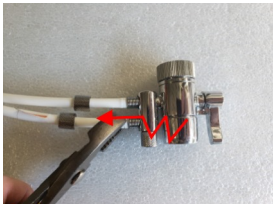
Male x female adapter, 15/16 x 3/4 in.
Fits kitchen faucets (Kohler, Price Pfister).

Handheld shower adapter
Contact us for details.

How to replace the diverter



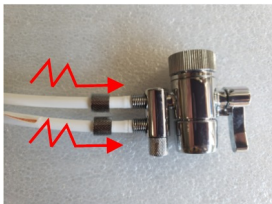
1. Unscrew the nut or nuts with pliers.



2. Pull the tube off the insert with a wobbling movement.



3. Cut the tubes 1/2 in. back from the damaged ends.



4. Fit the new diverter. Push the tubing onto the inserts with a wobbling movement.



5. Screw the nuts onto the inserts by hand, then tighten with pliers.

Accessories

Useful extras for your system. Contact us for availability and current prices.



TDS meter
Checks the quality of the filtered water.



pH water meter
Checks the pH of the water after an alkaline or mineral filter.



Extra tubing, 1/4 in. OD, 10 ft
For extending the line between the unit and the diverter.



2-in-1 tube cutter and collet tool
Makes filter replacement easier.



Union fittings, pack of 2
For quickly disconnecting the system from the diverter.



Straight 1/4 x 1/4 in. ball valves, pack of 3
Quick disconnect that also stops water spilling from the unit. A better option than a union fitting.

First used on: _____ Replace filters by: _____ Replace membrane by: _____

Questions? We are glad to help.

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