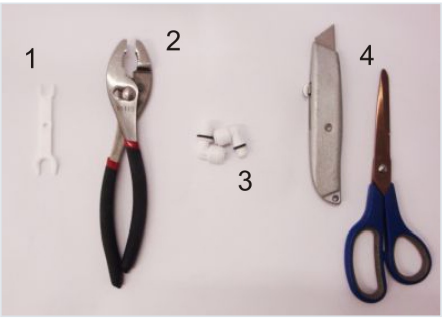
How to replace a broken fitting

Countertop reverse osmosis systems

A fitting can break during shipping or while you are changing filters. Replacing it is a simple job that takes a few minutes. Two spare fittings, one of each type, are included in the box with your system.



Tools you need

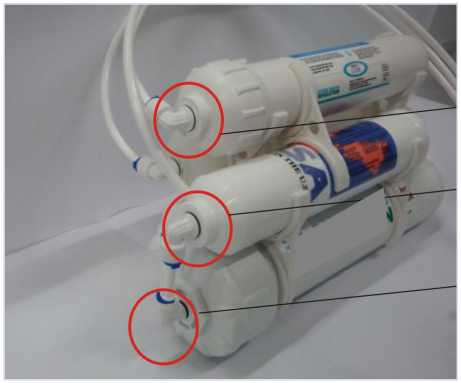
1. Collet tool (recommended)
2. Pliers (required)
3. Replacement fitting (required)
4. Scissors or a utility knife (optional, to cut tubing)

Before you start

- Turn off the water and disconnect the system from the faucet.
- Open the system's outlet to release any pressure, and keep a towel under the fitting you are working on.

Find your broken fitting

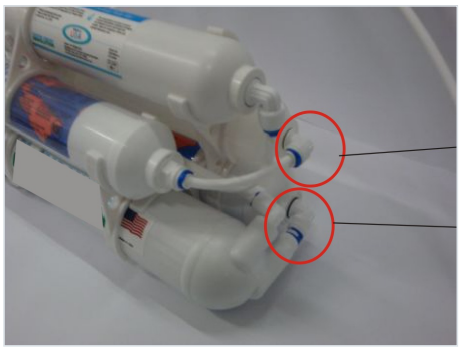
The red circles show where each fitting is. Go to the section for the one that is broken.



A Fitting at the 5th stage

B Fitting at the 2nd stage

C Fitting at the membrane head



D Fitting at the 2nd stage (other side)

E Fitting at the 4th stage

A. Broken fitting at the 5th stage

Step 1

Remove the blue C-clip from the broken fitting.

Step 2

Disconnect the broken fitting from the tubing. Hold the tubing with one hand, slide the collet tool over the tubing, and press the tool down against the fitting. The fitting lets go of the tubing.

Step 3

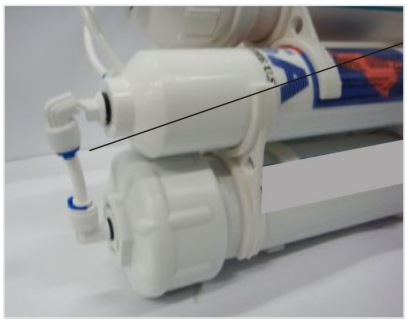
Unscrew the broken fitting with pliers, turning it counterclockwise. If the fitting broke off at the base and the pliers cannot grip what is left, push the tip of a pair of scissors into it and turn it out.

Left: pliers. Right: scissors, for a fitting that broke off at the base.

Step 4

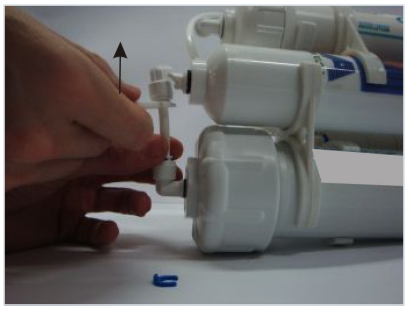
Screw in the new fitting. Push the tubing into the fitting until it stops, then put the blue C-clip back.

B. Broken fitting at the 2nd stage



Step 1

Remove the blue C-clip from the broken fitting.



Step 2

Slide the collet tool over the tubing. Hold the tubing with your fingers and push the collet tool up against the fitting to release the broken piece.

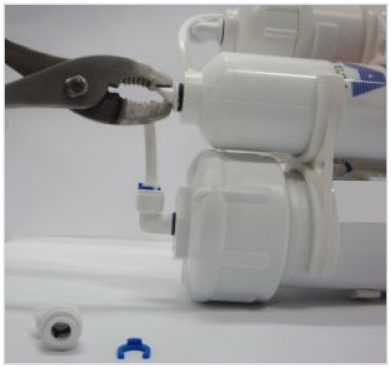
After step 2

The broken piece is off, and the tubing is free.

Step 3

Unscrew the broken fitting with pliers, turning it counterclockwise. If the fitting broke off at the base and the pliers cannot grip what is left, push the tip of a pair of scissors into it and turn it out.

Left and middle: pliers. Right: scissors, for a fitting that broke off at the base.

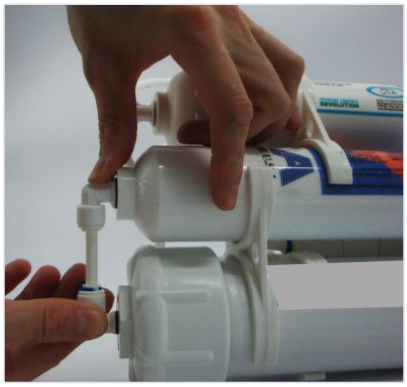


Step 4

Screw the new fitting into the opening.

Step 5

Lift one side of the 2nd stage filter about 1 inch. Hold the membrane housing with your other hand.



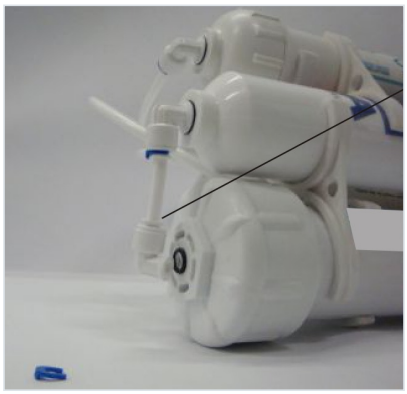
Step 6

Push the tubing into the new fitting, then press the 2nd stage filter back down into place.

Step 7

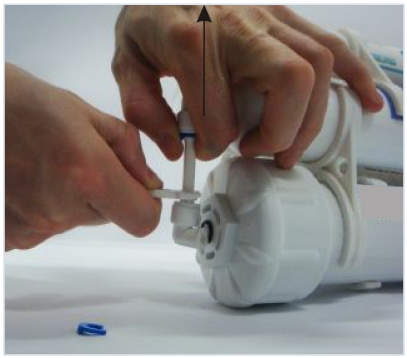
Put the blue C-clip back.

C. Broken fitting at the membrane head



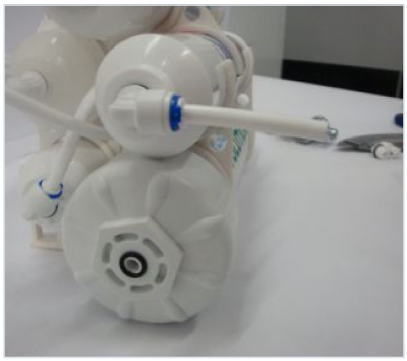
Step 1

Remove the blue C-clip from the broken fitting.



Step 2

Slide the collet tool over the tubing. Hold the tubing with your fingers and push the collet tool down against the fitting to release the broken piece.



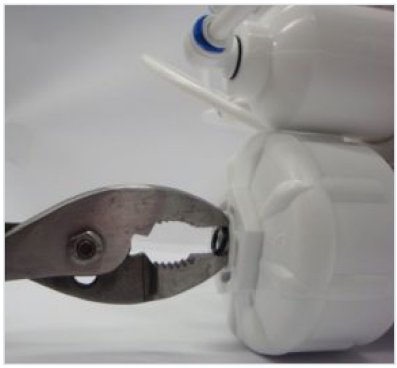
Step 3

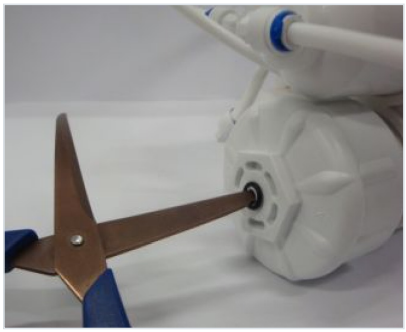
Turn the fitting 90° counterclockwise, so the broken part is easy to reach.

Step 4

Unscrew the broken fitting with pliers, turning it counterclockwise. If the fitting broke off at the base and the pliers cannot grip what is left, push the tip of a pair of scissors into it and turn it out.

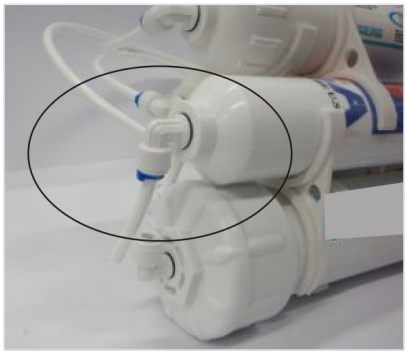
Left: pliers. Right: scissors, for a fitting that broke off at the base.





Step 5

Screw the new fitting onto the membrane head.



Step 6

Turn the fitting and the tubing back to their original position.

Step 7

Lift the 2nd stage filter if you need to, and push the tubing into the new fitting.

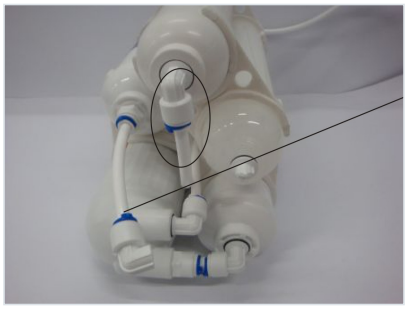
Step 8

Push the 2nd stage filter back down.

Step 9

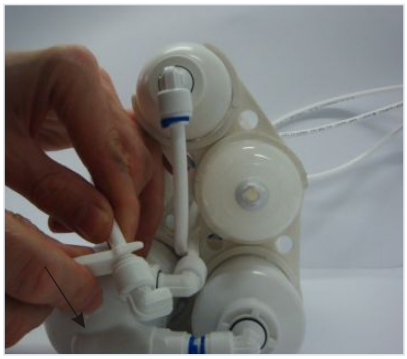
Put the blue C-clip back.

D. Broken fitting at the 2nd stage (other side)



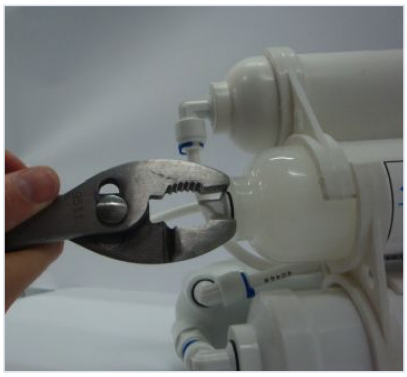
Step 1

Remove the blue C-clip from the broken fitting.



Step 2

Remove the broken piece from the tubing. Hold the tubing, slide the collet tool over it, and push the tool down against the fitting.



Step 3

Remove the rest of the broken fitting from the opening with pliers. If it broke off at the base, use scissors as shown in section A, step 3.

Step 4

Screw in the new fitting.

Step 5

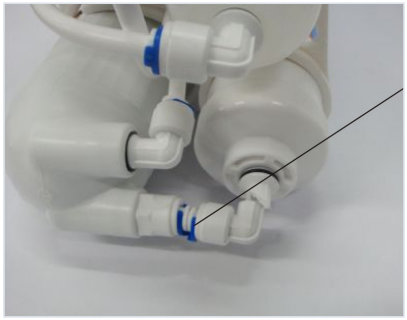
Push the tubing into the fitting until it stops, then put the blue C-clip back.

E. Broken fitting at the 4th stage

Step 1

Remove both blue C-clips from the broken fitting.

Tip: the collet tool makes it easier to pull the C-clips off (right picture).

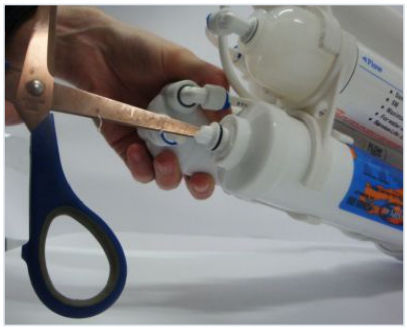


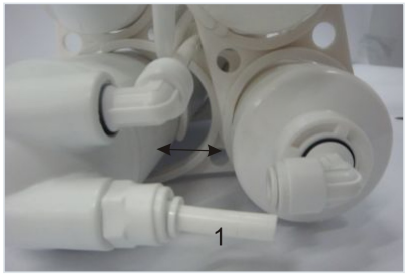
Step 2

Insert the collet tool between the two fittings and push it to the right, as shown. Then pull the broken part off the tubing.

Step 3

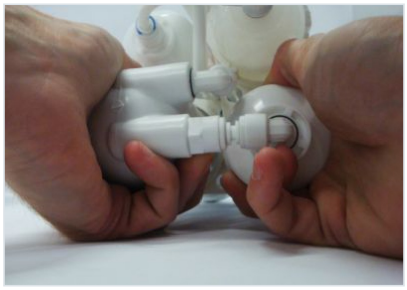
Use pliers or scissors to remove the other part of the broken fitting.





Step 4

Move the 4th stage filter about 1 inch away from the membrane housing, then screw in the new fitting.



Step 5

Line the tubing up with the fitting, then press the membrane housing and the 4th stage filter together.

Step 6

Put both blue C-clips back.

Tip: replacing the short joining tube

- If the short tube between the two fittings (marked 1 in the step 4 picture) needs replacing, release it with the collet tool.
- Cut a 1½ inch piece from spare tubing. Cut it straight, at 90°, and fit it as shown in the picture.

After the repair

- Reconnect the system and turn the water on slowly.
- Check the new fitting for leaks right away and again after 10 minutes.
- If it drips, check that the tubing is pushed in until it stops and that the blue C-clip is in place.
- Need help or another spare fitting? Contact us at mywaterclub.com/contacts