

# Warranty

## **SURGICAL STEEL HOUSINGS**

The stainless steel housing is warranted to be free from defects in material and workmanship for a full 50 years from the time of the original purchase. Any housing ever found to be defective will be repaired or replaced free of charge.\*

## **UNIVERSAL AND SLIMLINE HOUSINGS**

The housing is warranted to be free from defects in material and workmanship for a full 50 years from the time of the original purchase. Any housing ever found to be defective will be repaired or replaced free of charge.\*

## **BIG BLUE WHOLE HOUSE SYSTEMS**

The housings, pressure gauges or any part of the system is warranted to be free from defects in material and workmanship for 20 years of the original purchase. Proof of purchase required. Any housing ever found to be defective will be repaired or replaced free of charge.\*

## **FAUCETS AND INSTALLATION KITS**

Free replacement for one full year. After which, counter top and under counter kits can be replaced at any time for one-half the retail price at time of replacement for life, plus shipping and handling.

## **CARTRIDGES**

Cartridges are warranted for one year on a prorated basis from the purchase date plus shipping and handling. To replace your cartridge sooner, for any reason, you may pay a minimum charge of 25% (3 months usage) of the retail price of the cartridge. After that your cartridge is prorated at one-twelfth its current replacement cost for each month of use in excess of three, plus shipping and handling.

## **Full Hazard Warranty**

In addition to the Warranty, CanAm Wellness Ltd. agrees to replace all or any piece of your water purifier if it is lost, stolen, or destroyed by fire, flood, storm, earthquake or misuse, for one half of the retail purchase price at the time of replacement, plus shipping and handling.

\*This warranty does not apply to any part or component that has been subject to misuse, neglect or altered in any such way that its performance is affected. To receive the full warranty you must replace your CanAm Wellness Water Purification Cartridges with a genuine CanAm Wellness certified product at the proper replacement period, generally every one to two years.

For questions call 1-877-523-7800 or write to [info@canamwellness.com](mailto:info@canamwellness.com)

**IMPORTANT: Register your warranty now at**

**[www.canamwellness.com/warranty](http://www.canamwellness.com/warranty)**

# CanAm Wellness Water Purifiers

## Installation Instructions and Warranty



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[www.canamwellness.com](http://www.canamwellness.com)

## INSTALLATION OF THE UNDERCOUNTER WATER PURIFIER FILTER HOUSING

When selecting a location under the sink for the filter housing, remember that the unit must be serviced regularly. Allow about ten inches clearance for the housing to be removed.

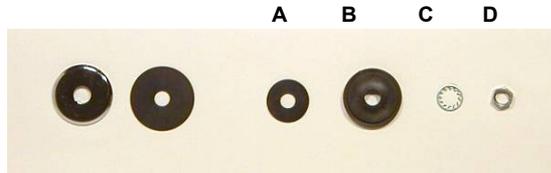
### Installing the Ledge Faucet

Choose a spot for the faucet that won't be obstructed by objects under the counter top.

Make a small dent on the spot you've chosen to help the drill bit from slipping away and possibly scratching the counter. Use a half inch drill bit. Place the metal base-plate followed by the larger black washer onto the faucet stem before guiding it into the hole. Position the handle to the side for easiest access.

Slide these parts onto the stem under the sink in this order:

- A) The smaller black washer.
- B) The rigid plastic or metal support washer
- C) The lock washer
- D) The stem nut.



These go on top of the sink. These go on bottom of the sink.

Unless you have very long arms or a very narrow counter an extra person will come in handy to finish the job:

Have someone hold the faucet in place as you tighten the stem nut with a 7/16" open wrench.\*

Remove the plastic wrapping from the ceramic filter, screw it onto the base unit, (or in the case of Universal, push in the cartridge past second O-ring) replace the housing and tighten. \*You can try a pair of "Vice Grips" and an obstacle, such as the wall, to hold the faucet in place: Never use such a wrench to tighten a nut, however, as it tightens the nut itself.

Remove the plastic wrapping from the ceramic filter, screw it onto the base unit, replace the housing lid and tighten.

\*You can try a pair of "Vice Grips" and an obstacle, such as the wall, to hold the faucet in place when tightening the stem nut.

## CLEANING AND MAINTENANCE (Under Counter)

Note: Prior to service, ensure you have some petroleum jelly (Vaseline) on hand along with a brush or rough nylon pad for cleaning the ceramic.

1. Open the filter faucet, then close the 'shut off' or 'Saddle valve' until the water stops flowing. This releases the pressure so that the housing can be opened.
2. Put the unit upside down or in a bucket as there is water in the sump housing. Unscrew the sump and drain the water in the sink.
3. Carefully remove the ceramic and clean following the instructions provided below.

4. Using a stiff brush, or nylon scouring pad, scrub the outer surface of the ceramic under cool running water until it returns to a uniform off white colour (yellow tint). Do not scrub too close to the mount. This is the area most prone to accidental breakage during installation or removal so it is best to keep the ceramic as thick as possible next to the mount. CAUTION: Always keep the inlet up (threaded mount) and do not allow the inlet to come into contact with the running water.

Note: Never use soaps, detergents, bleach, or any other chemical during the cleaning process. These could harm the performance of your unit. Excessive cleaning shortens the life of the ceramic substantially.

5. If you have a bottle brush you can clean inside the cover with hot soapy water, then rinse well.

Wipe the base clean with a paper towel. Lubricate the "o" ring and threading of the base with the petroleum jelly (Vaseline) and replace the lid. Hand tighten as best you can unless your unit comes with a wrench. Place the unit back under the sink, turn on the water and let the water run to wait for one minute if just cleaned, or five minutes if the cartridge was

replaced. While the water is running, turn the unit upside down for 10 seconds to flush out the air pocket.



## INSTALLATION OF THE COUNTERTOP WATER PURIFIER FILTER HOUSING

**Diverter Valve** Remove the aerator from the end of the faucet. Make sure that you remove the old rubber washer as well. Compare the faucet threads to ensure that they match the diverter valve. If the threads are different then you will require an adapter. If an adapter was not supplied with your new unit then you will need to order one. Adapters are normally available from any full service plumbing supply or large hardware store.

Lubricate the new diverter valve with vegetable oil. Pour a drop of oil into the top of the valve in the hole and then work the stem back and forth. Then rinse with hot water. Note: This procedure should be done every few months to keep the valve lubricated internally.

Using finger pressure only, screw the diverter valve onto the faucet threads. The threads are easily damaged so ensure that it goes on straight . **If you cannot thread it on by hand then something is wrong. Stop and investigate.**

Once the valve is screwed on finger tight, then a pair of pliers can be used to snug it up. It does not require a large force. Position the hose so that it does not interfere with the sink before the final tightening. You can use elastic bands to hold the hose tight to the faucet so that it remains out of the way.

Unscrew the housing top. Remove the bubble wrap packaging from the ceramic cartridge. If the ceramic is not already installed, inspect the new ceramic for any damage or cracks. Make sure the black washer is in place. Gently thread the ceramic into the base until it is snugly seated. Extensive force is not required and no tools should be used. Universal cartridges have a double O-ring. The nipple needs to be pushed into the base. You will feel it pass the second O-ring as you push down.

Carefully replace the top of the housing over the ceramic and thread it onto the base. Again, hand tight is all that is required.

Place the complete unit into the sink. Turn on the cold water slightly so that it flows through the diverter valve into the sink. Inspect for leaks around the diverter valve faucet connection and the aerator connection.

Pull or turn on the diverter valve stem (sending water to the filter housing) and again inspect for any leaks from the diverter valve connections or the sump "o" ring.

**Note: If a leak is observed, simply turn off the cold water tap, wait for the pressure to drop and then snug up the leaking connection as required.**

Increase the water pressure and again observe for leaks for at least two minutes. While observing, rotate the filter unit onto each side so that the top of the sump is held lower than the base. This will allow excess air to escape from inside the unit enabling it to work more efficiently.

Allow the water to run to waste for five minutes.

**Note: Each time you install a new ceramic you will see small black specks in the water for the first minute or so. These specks are carbon dust from manufacturing which will quickly flush away. These are harmless if consumed.**

Turn off the cold water. There are two types of diverter valves. One that you pull out that is spring loaded and the other is a valve that turns sideways. Make sure the diverter valve resets once the pressure drops. Dry the unit off and place it on the counter.

Enjoy your delicious purified water.



## CLEANING AND MAINTENANCE (Counter Top)

Note: Prior to service, ensure you have some petroleum jelly (Vaseline) on hand along with a brush or rough nylon pad for cleaning the ceramic.

1. To service the counter top system, clean the ceramic or replace cartridge, place the unit into the sink.
2. Unscrew the sump containing the cartridge and let the water run off.
3. Lift off the housing lid with the cartridge still installed on the base and drain off the remainder of the water. Carefully remove the ceramic unscrewing anticlockwise (if a thread mount) and clean following the instructions.
4. Using a stiff brush, or nylon scouring pad, scrub the outer surface of the ceramic under cool running water until it returns to a uniform off white colour (yellow tint). Do not scrub too close to the mount. This is the area most prone to accidental breakage during installation or removal so it is best to keep the ceramic as thick as possible next to the mount.

**CAUTION:** Always keep the inlet up (threaded mount) and do not allow the inlet to come into contact with the running water. Note: Never use soaps, detergents, bleach, or any other chemical during the cleaning process. Excessive cleaning shortens the life of the ceramic.

5. If you have a bottle brush you can clean inside the cover with hot soapy water, then rinse well. Lubricate the "o" ring and threading of the base with Vaseline and replace the cartridge and lid. Hand tighten only.
6. Let the water flush for one minute. (If replacing with a new cartridge let it flush to waist for five minutes.)
7. While the water is running, turn the unit upside down for 10 seconds to flush out the air pocket.

### DIVERTER VALVE SERVICE

1. The diverter valve must be serviced regularly. The exact service interval is impossible to dictate, as it is the condition of the incoming water that requires the valve to be serviced. Mineral deposits and contaminants in the water will build up on the internal "O" ring seals and cause the valve to stick or become stiff to operate. Failure to service the valve will eventually cause the "O" rings in the valve to fail. Note: A good rule to follow is to service the valve each time you clean the ceramic.
2. Unscrew the diverter valve from the faucet. Place a single drop of liquid dish washing soap into the top of the valve and steadily operate the diverter valve back and forth. Continue to do this under a fresh stream of water to flush away the soap.
3. Place several drops of liquid cooking oil (canola not olive oil) into the top of the valve and again operate the diverter valve stem back and forth. Rinse with hot water.
4. Connect the diverter valve and test for leaks.

## Finish the installation with one of the following options

If you have a John Guest faucet adapter, screw it onto the faucet stem (Teflon tape may be beneficial) and insert the 1/4" supply tube from your drinking water unit until you feel it hit bottom.



If your unit came with ice-maker flex hoses, simply attach the hose to the end of the faucet and tighten it by hand, then give it a full turn with a wrench or pliers. Then attach the other end of the hose to the output of the filter.

### Connecting to the cold water line

There are a few different connectors to hook up your purifier to the water line. If you do not have a place to put a connector, as in the case of the copper pipe going directly to the faucet, then a 'self-piercing saddle valve' will need to be used.



Your purifier comes with a T-split Connector. This is the connector you use if you have a regular Flex Hose going from your copper pipe to the water faucet. First turn on the cold water, then shut off the water at the valve under the sink (if there is no Shut-off Valve then you may need to turn off the main shut off for the house.)



Confirm this is the cold water line.

Remove the flex hose that is attached to the copper pipe. Insert the T-connector and reinstall the flex hose onto the T.

Attach the supplied hose to the T and the input of the filter. There is either an arrow indication the flow direction or a small 'I' indicating input.

Turn on the water slowly to insure there are no leaks.

While the water is running turn the unit upside down for 10 seconds to flush out the air pocket. Let the water run to waist for five minutes.

Rotate the filter unit onto each side so that the top of the sump is held lower than the base. This will purge out any air.

Shut off the filter faucet and again check for any leaks.