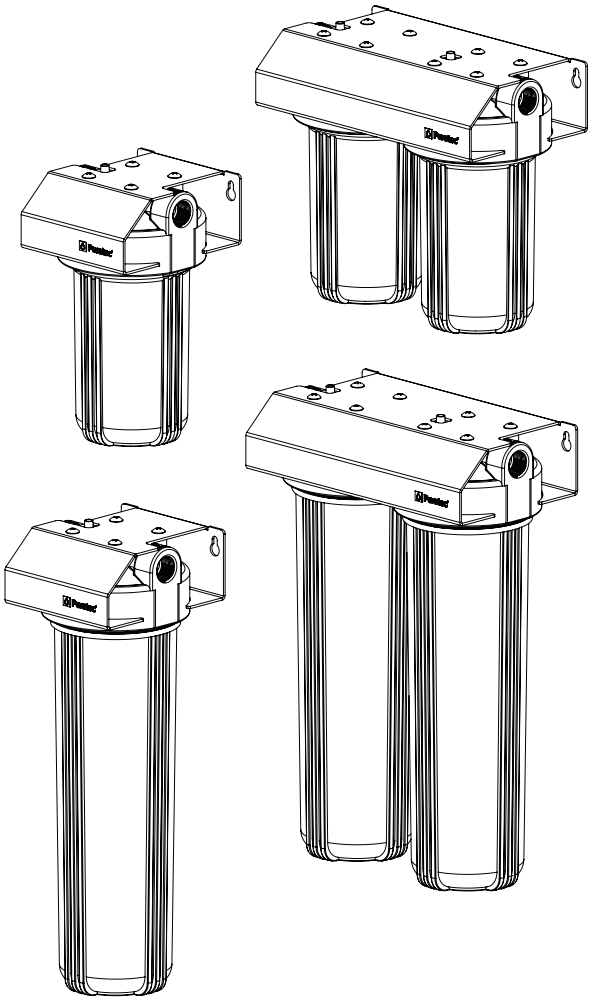
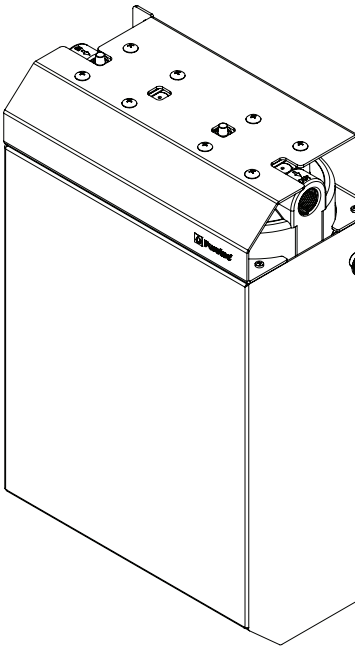
WH / EM

Whole House Water Filtration Systems Maintenance Guide



Registered Design.
Patent Pending.



MAINS WATER

RAINWATER

Puretec®
PERFECTING WATER

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Puretec Customer Service

Thank you for purchasing a Puretec Whole House Water Treatment System. Your system is a proven performer manufactured from only quality materials and components and will give years of 'spring fresh' water free of impurities if maintained properly.

The system is designed for mains (WH1 & WH2 Series, WH2-55AMC) or Rainwater (EM1 & EM2) supply but can be used in other situations. For other types of water supply please contact your local Puretec stockist or call our Puretec Customer Service Helpline.

The Puretec filter systems cartridges need replacing regularly to maintain optimum performance. This is a simple procedure when following instructions. For cartridge replacements contact your nearest Puretec stockist.

Customer Service Helpline **1300 140 140** (Australia) **0800 130 140** (New Zealand).

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⚠ CAUTION

DO NOT OVERTIGHTEN.

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Guidelines and Warnings

- Pressure: 200 - 875 kPa. Note: Where line pressure exceeds 500 kPa, an approved pressure limiting device must be installed to comply with Australian & New Zealand Plumbing Standards.
- Protect the housing from water hammer.
- Use on cold water line only (with water up to 52°C). For installation over 52°C please enquire as to a suitable housing. Protect the housing from freezing.
- Avoid installing in direct sunlight.
- Do not overtighten. Too much tape or over tightening may cause damage to the head.
- For point of entry installations an approved dual check backflow prevention device must be fitted in accordance with national plumbing product codes.
- This product must be installed in accordance with local plumbing regulations by a licensed plumber.
- This product complies with the requirements of Lead-Free standards as defined in the National Construction Code Volume 3 and is suitable for use as part of Lead-Free installation.
- All installations must comply with the relevant AS/NZS 3500 Series.

Installation Note: A water filter system/tap, like any product, has a limited life and may eventually fail. Also sometimes failure happens early due to unforeseen circumstances. To avoid possible property damage, this product should be regularly examined for leakage and/or deterioration and replaced when necessary. A drain pan, plumbed to an appropriate drain or outfitted with a leak detector, should be used in those applications where any leakage could cause property damage, and/or the water supply should be turned off if no one is home/present.

CAUTION: DO NOT USE WITH WATER THAT IS MICROBIOLOGICALLY UNSAFE OR WITH WATER OF UNKNOWN QUALITY WITHOUT ADEQUATE DISINFECTION BEFORE OR AFTER THE SYSTEM. SYSTEMS CERTIFIED FOR CYST REDUCTION MAY BE USED ON DISINFECTED WATER THAT MAY CONTAIN FILTERABLE CYSTS.

INSTALLATION MUST BE COMPLETED BY A LICENCED PLUMBER. FAULTY OPERATION DUE TO UNQUALIFIED PERSONS WILL RESULT IN VOIDED WARRANTY COVERAGE.

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CAUTION: THIS SYSTEM MAY INCREASE THE BACTERIAL CONTENT OF THE WATER UNLESS SUPPLEMENTARY TREATMENT IS PROVIDED.

WARNING: FOR THE CORRECT OPERATION OF THIS APPLIANCE, IT IS ESSENTIAL TO OBSERVE THE MANUFACTURER'S INSTRUCTIONS.

Positioning Your Filter

Choose a location where any water spillage will not cause damage. Make sure mounting position is solid so that the filter housing stays in position when changing filters. An isolation valve may be installed immediately prior to the filter to isolate the filter for changing the cartridge.

Installation Procedure

1. Isolate water supply and relieve pressure by opening a downstream tap.
2. Cut pipe to suit length of required valve and housing installation.
3. Use approved brass, galv/poly plumbing fittings to suit existing pipework. The female threads on the housing will receive tapered male threads. Thread into housing head carefully as too much tape or overtightening may cause damage to the head.
4. If using sweated fittings, allow enough time to cool before connecting to the housing.
5. Securely fix wall mount bracket and pipework with suitable clips. Allow 50mm clearance underbowl for filter changes.
6. Flush debris from pipework.
7. If the unit is an AMC variant, take off the AMC (Architecturally Mounted Cover) by loosening the two black handles on the sides and sliding the cover forward to reveal the filter bowls.
8. Install filter cartridge(s) as per cartridge replacement instructions.
9. On the AMC models, remount the AMC (Architecturally Mounted Cover) and tighten the handles.

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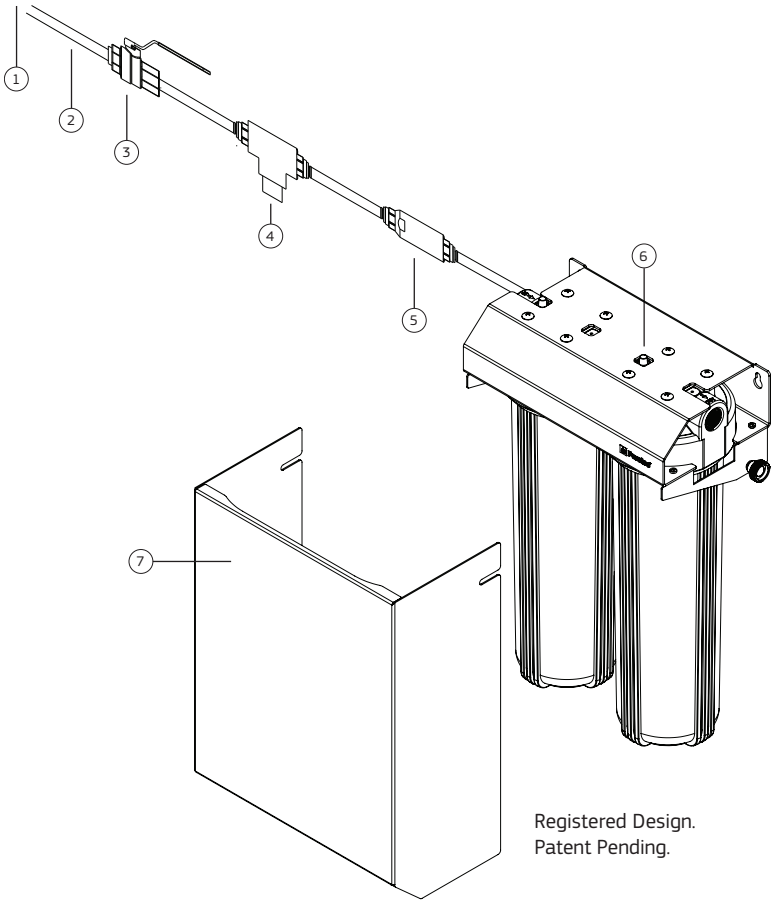
Typical Installation



1	Inlet (not included)
2	Connecting Pipework (not included)
3	Isolation Valve (not included)
4	Pressure Limiting Valve (not included)
5	Backflow Prevention Valve (not included)
6	Mounting Bracket & Housings (WH2-55AMC housing pictured)
7	AMC Cover (only with AMC models)

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Replacement Guide

You can obtain replacements from your local Puretec dealer. To maintain performance, warranty and standards use genuine Puretec replacements.

WH Models	Kit Order Code (Includes all required cartridges)	A	B
WH1-30-LF	-	**CB10MP1**	N/A
WH1-60-LF	-	**CB10MP2**	N/A
WH2-30-LF	**GR-WH230**	PX05MP1	CB10MP1
WH2-55-LF / WH2-55AMC-LF / WH2-60-LF	**GR-WH255**	PX05MP2	CB10MP2

EM Models	Kit Order Code (Includes all required cartridges)	A	B
EM1-60-LF	-	**DP10MP1**	N/A
EM1-110-LF	-	**DP10MP2**	N/A
EM2-60 -LF	**GR-EM260**	PL05MP1	DP10MP1
EM2-75 -LF	-	**PL20MP1**	**PX01MP1**
EM2-100-LF / EM2-110-LF	**GR-EM2100**	PL05MP2	DP10MP2
EM2-140-LF / EM2-150-LF	-	**PL20MP2**	**PX01MP2**

Find out more information & where to buy your maintenance kits by scanning the QR codes below:

GR-WH230 GR-WH255 GR-EM260 GR-EM2100

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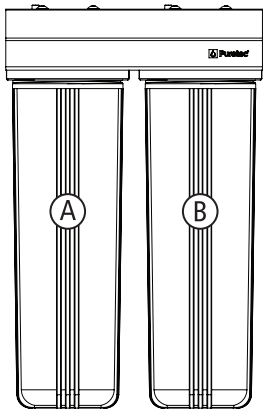
Replace cartridges every 6 - 12 months.



To maintain the high quality of the purified water the cartridge(s) need changing every 6 months (this is dependent on water quality and usage). You can obtain replacement cartridges from your local Puretec stockist. To maintain performance and warranty use genuine Puretec replacements.

Cartridge Installation / Replacement

To change the filter cartridge(s) please adhere to the following procedure:

1 Turn water supply off and relieve pressure by opening a downstream tap or pressing the red pressure relief button on the housing(s) (if fitted).

2 If the unit is an AMC variant, take off the AMC (Architecturally Mounter Cover) by loosening the 2 black thumb handles on the sides and slide cover forward to reveal the filter bowls.

3 Unscrew the filter bowl(s). If difficult to undo, use the wrench provided. Remove old cartridge(s). We recommend replacing O-rings every 3 - 5 years to ensure a water tight seal, preventing any leaks.

4 Clean bowl(s) with soap and warm water and rinse thoroughly. Check O-Ring(s) for damage and if there is any, replace.

5 Check O-ring(s) lubrication and if necessary apply a light coating of food grade silicone lubricant (or similar).

6 Remove all packaging from new filter cartridge(s) and insert into housing bowl(s) making sure cartridge(s) is properly seated over spigot in base of bowl(s). Remember to record the model no. of the cartridge(s) you use.

7 Hold bowl(s) upright while screwing onto head. Make certain that the spigot in the housing head(s) is located centrally to the cartridge(s) to make a good seal. Hand tighten bowl until firm. DO NOT OVER TIGHTEN.

8 Open downstream tap to allow air to be released and gently open water supply allowing all air to be purged.

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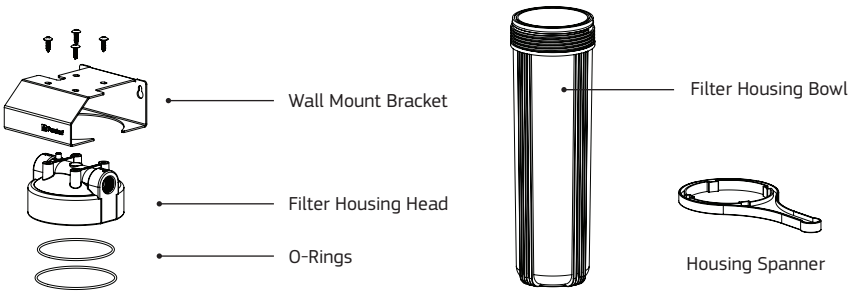
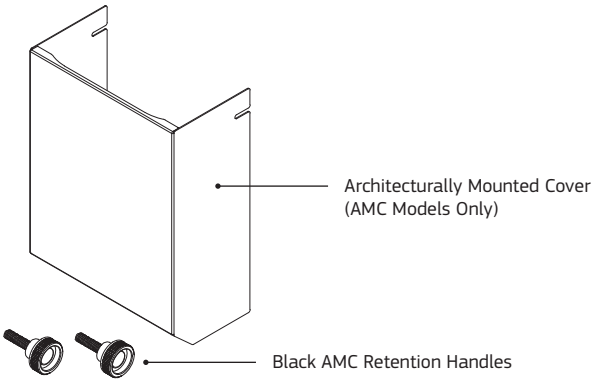
9 Allow water to run for 2 minutes to flush the system.

10 On the AMC models, remount the AMC (Architecturally Mounted Cover) and tighten the handles.

11 Close down stream tap and check for leaks. Flush system for 10 minutes after any period of non-use more than 2 days. For a period of non-use of 2 weeks or more, it may be necessary to replace the cartridge.

Replacement Parts List





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Notes

Puretec water care products are designed, manufactured and supported by Puretec the name you can trust for viable and proven water solutions. The complete range of Puretec products are developed, refined, made to meet and exceed stringent specifications for the worldwide market.

Important: Sales of products are subject to our Terms and Conditions which are available upon request. All specifications, information and photos are a guide only and are subject to change without notice. Please ring to confirm details. Warning: For correct operation of this appliance it is essential to observe manufacturer's instructions.

Warranty

Any claim under this warranty must be made within 10 years of the date of purchase of the product. This product is warranted to be free of defect of material and workmanship for 10 years from date of purchase. 10 year warranty is 1 year parts and labour, plus 9 years parts only.

Puretec is renowned for its quality and after-sales support so if you have any issues please call 1300 140 140 (AU) or 0800 130 140 (NZ). To make a warranty claim, contact us directly or the place of original purchase. All costs relating to a warranty claim must be approved by Puretec prior to any work being carried out.

Puretec will pay your reasonable, direct expenses of claiming under this warranty. You may submit details and proof of your expense claim to place of purchase for consideration.

The warranty only applies if the product was used and/or installed in accordance with the user guide and/or installation instructions. This warranty is given in lieu of all other express or implied warranties and manufacturer shall in no circumstance be held liable for damages consequential or otherwise or delays caused or faulty manufacturing except as excluded by law.

Applicable to all above, is that the Warranties need to be approved by Puretec to ensure product was not incorrectly used, installed or claimed. False and incorrect claims will be pursued at Puretec's discretion, including chargeable inspection and labour costs incurred. All installation and service work should be completed by qualified tradespeople. Faulty operation due to unqualified persons will result in voided warranty coverage.

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Warranty/Australia

This warranty is given by Puretec Pty Ltd, ABN 44 164 806 688, 37-43 Brodie Road, Lonsdale SA 5160, telephone no. 1300 140 140 and email at sales@puretec.com.au.

This warranty is provided in addition to other rights and remedies you have under law: Our goods come with guarantees which cannot be excluded under the Australian Consumer Law. You are entitled to replacement or refund for a major failure and to compensation for other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty/New Zealand

This warranty is given by Puretec NZ LP, Reg. No 50081773, 178A Savill Drive, Favona, 2024, New Zealand, telephone no. 0800 130 140 and email at sales@puretec.co.nz.

This warranty is provided in addition to other rights and remedies you have under law: Our goods come with guarantees which cannot be excluded under the Consumer Guarantees Act. You are entitled to replacement or refund for a major failure and to compensation for other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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