



# Installation Instructions

## *EQ-AST-WH @ EQ-AST-WH-C* Whole House Water Filter

Welcome to the Aquasana experience. You are about to enjoy clean, clear water and the peace of mind that comes from knowing award winning filter technology is working for you.

Safe, effective scale prevention without the use of chemicals or salt.



## Contents

These items included with standalone systems.



EQ-AST-WH –OR– EQ-AST-WH-C

All installation components included.



5-micron pre-filter unit  
Model: EQ-PRE10WA

Replace:  
EQ-304  
(4-pack)



Install kit:

- 1 filter housing wrench
- 2 support bracket
- 3 ball type shut off valve
- 4 3" nipples (4)
- 5 unions (2)
- 6 hose adaptor

# Installation – check operating specifications before installing

1. KEEP THE UNIT IN AN UPRIGHT POSITION AT ALL TIMES.
2. Remove the red shipping caps from the inlet & outlet ports on the main housing.
3. **Precondition the unit by flushing:** It is very important that this system is flushed properly prior to final installation. Using the supplied adapter, connect a garden hose to the inlet port so that the water will flow into the system and out of the outlet port. Slowly turn on the water and allow the cloudy water to flow from the outlet into a bucket or drain. Flush the SCM tanks for 5-10 minutes. Once the unit has been properly flushed, be sure the white washers are properly set inside the inlet and outlet ports. Disconnect it from the garden hose and position it for final installation.



4. Turn off main source water supply prior to installation.
5. Install the unit to the main water supply using the supplied components. Do not over tighten fittings, as this may cause leakage and broken fittings. **Do NOT use pipe dope.** The use of pipe dope voids the warranty. You may use NSF-certified pipe primer, glue and plumber's tape. Leave two-three threads exposed and do not exceed seven layers of plumber's tape. More than seven layers will cause the nipple to crack and leak.
6. **IMPORTANT:** The inlet piping assembly (valve, pre-filter, main filter unit, union and nipples) must be firmly braced and supported.
7. Once installation is complete, slowly turn the water on and inspect for leaks.
8. Once the unit is installed and checked for leaks, open the water faucet closest to the installed unit and allow water to run for 5-10 minutes for the final flushing period.

**THIS UNIT MUST BE INSTALLED BY A  
LICENSED PLUMBER TO VALIDATE THE WARRANTY**

# Use and Care

## **Component one: Sediment Pre-filter (included with standalone systems)**

- Sediment levels vary from one location to another. During the first year of use, a visual inspection monthly is recommended. The sediment pre-filter is white when you initially install it. Once you can no longer see white, it is time to replace the filter with a new one (EQ-304). Allowing sediment to continue to collect can cause clogging and prevent the flow of water into your home.

## **Component two: Whole House Descaler**

- This descaler unit has a recommended capacity of 6 years. You replace the unit in its entirety every 6 years. Unions are located on each side of the tank for ease of replacement. It is not necessary to contract a plumber. The replacement part number is EQ-AST-WH-R and EQ-AST-WH-C-R.

# Specifications

**Model:** EQ-AST-WH, EQ-AST-WH-C-R

**Replacement cartridges:**

Main tanks: EQ-AST-WH-R, EQ-AST-WH-C-R

Pre-filter: EQ-304

**Rated service flow:** 7-10 gpm

**Max working pressure:** 100 psi

**Max operating temperature:** 90° F

**Max capacity:** 6 years

**Do not use with water that is microbiologically unsafe or of unknown water quality without adequate disinfection before or after the system. Systems certified for cyst reduction may be used on disinfected waters that may contain filterable cysts.**

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 [www.aquasana.com](http://www.aquasana.com) for all replacement parts.

# Operating specifications

1. Read all precautions, installation, and operating instructions carefully and completely before installing the unit.
2. Do not install this unit where the line pressure may exceed 100 psi. Operating pressure range: 20psi – 100psi.
3. The rated service flow is seven to ten gallons per minute; rated capacity is 6 years.
4. Sediment pre-filter cartridges should be changed as needed. (When you can no longer detect the original white color of the filter, it is time for replacement. Sediment levels vary greatly, so regular visual inspections are recommended during the first year.)
5. Install on cold water lines only. Operating temperature range: 40° – 90°F. Protect unit from freezing.
6. Do not install the unit on its side. It needs to be installed upright to maximize contact with media. It is recommended your system be installed inside and out of direct sunlight. If this is not possible and the system is outdoors or in a sunny area, the installation requires the system to be protected from direct sunlight and freezing temperatures. Please contact our sales and service department 866.662.6885 to discuss your specific needs.
- 7. Installation of the system must comply with existing state and local plumbing codes. Aquasana is not liable for consequential or incidental damages due to improper installation.**
8. Cleaning: use only warm, soapy water to clean the outside of the housing. Rinse well with fresh, clean water. Never use chemical cleaning products on the filter's exterior surface because they may damage the unit housing.

Scale reduction and prevention without the use of harsh chemicals or adding salt into your water.





## EQ-AST-WH WHOLE HOUSE WATER CONDITIONER 6-YEAR LIMITED WARRANTY

### What is covered

This Warranty covers defects in materials or workmanship in manufacturing of your EQ-AST-WH Whole House Water Conditioner, except as provided below.

### For how long

This warranty runs for 72 months from the date of purchase by a consumer ("Warranty Period").

### What is not covered

This warranty does not cover filter cartridges and any systems that were not installed in compliance with the instructions by a licensed plumber or that have been abused or operated incorrectly. It also does not cover the following:

- Incidental or consequential damages caused by a failure of the product.
- Clogging, as replacement of the pre-filter cartridge is the purchaser's responsibility.
- Damage from use of non-potable water supplies.
- Labor costs to install or replace the system or filters.
- Damage caused by fire, flood or acts of God.

This warranty is voided if the product is used with parts that are not genuine Aquasana parts. This includes, but is not limited to: replacement filters, faucets, and diverter valves.

### What Aquasana, Inc. will do

We will replace the defective part of the covered product, or if necessary, the product and send it to you with installation instructions for a licensed plumber.

### How to get service

To receive service under this Warranty, you must contact Aquasana, Inc. at 1-866-662-6885 or [warranty@aquasana.com](mailto:warranty@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 defective part at our cost. If so, we will send you a return shipping label. You will be required to provide a proof of purchase (unless you purchased direct from us or registered online) and proof of a licensed plumber's installation. We will send you the replacement part or system at no cost to you.

### How state law applies

This warranty gives you specific rights and you may have other rights which vary from state to state.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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### Warranty registration

Warranty registration is not required for coverage under the Aquasana Limited Warranty and is not necessary for factory direct purchases made from [www.aquasana.com](http://www.aquasana.com). If you purchased from a retailer or dealer, please complete the online warranty registration form at [www.aquasana.com/warranty](http://www.aquasana.com/warranty). Once registered online, we will have a record of your purchase and you will not be required to produce a proof of purchase for a warranty claim.

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CONTACT (866) 662-6885 [info@aquasana.com](mailto:info@aquasana.com) [aquasana.com](http://aquasana.com)

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