



AQUATru® 
smart

AquaTru.com

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AQUATru®

smart

AquaTru Smart

Owner's Manual



This AT2000, AT2010, AT2020, AT2030, AT2040 and AT2050 system has been certified by IAPMO against NSF/ANSI standard 42, 53, 58, 372, and 401 for the reduction claims specified on the performance data sheet as verified and substantiated by test data and at IAPMO.org

Our Mission

We believe good health starts with clean, pure water.

That's why we're passionate about delivering best-in-class water purifiers wherever people drink water. We're committed to caring for our environment by reducing single-use plastic bottles.



Scan code to Learn more

aquatruwater.com/community-impact

Show us how you AquaTru!
Tag and follow us @aquatru
#TRUwaterwarriors



Thank you for purchasing the AquaTru® Ultra Reverse Osmosis® Countertop water purifier! This best-in-class water purification system will greatly improve the quality and taste of your water. AquaTru is a healthy choice and a great way to save money while being environmentally friendly. We want you to be fully satisfied with your AquaTru water purifier. That's why the AquaTru comes with a one-year limited warranty.

Once you've experienced the purity of AquaTru water, you can visit us at AquaTru.com to find out more ways to improve the quality of your water and your life with our premium products and upgrades.

Please be sure to read the following instructions carefully before use to ensure optimal performance and safety.

AquaTru.com

AquaTru, LLC
P.O. Box 9169
Van Nuys, CA 91409-8291
800.220.6570 | 24 hours a day 7 days a week

cs@aquatru.com

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Read and Save These Instructions

WARNING: IF NOT OBSERVED, SERIOUS PHYSICAL INJURY OR PROPERTY DAMAGE MAY OCCUR AS A RESULT OF NOT FOLLOWING THE ENCLOSED GUIDELINES.

WARNING: Use only on municipally-treated water or any other water supply known to be microbiologically safe.

- Do not repair, disassemble, or modify.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.

READ ALL INSTRUCTIONS BEFORE OPERATING THE AQUATRU.

- Place the unit on a level area and do not apply force to the unit.
- Use in a cool, shady place away from sunlight. Do not keep AquaTru in bright sunlight, since the light and heat helps algae grow.
- Periodic filter replacement is a prerequisite for obtaining clean water.
- Do not use AquaTru filtered water for the water exchange of an aquarium or a fishbowl.
- Hand wash only. **Not dishwasher safe!**
- Household use only.
- Do not operate below 40° F.
- When placing AquaTru on a kitchen countertop, always avoid placing near hot surfaces like stoves and ovens.

TO REDUCE THE RISK ASSOCIATED WITH PROPERTY DAMAGE DUE TO WATER LEAKAGE:

- Read and follow these instructions before installation and use of the AquaTru.
- To protect from freezing, remove filter cartridges when temperatures are expected to drop below 40° F.
- Do not use in areas where temperatures may exceed 100° F.
- Do not place the AquaTru in direct sunlight.

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

IC Warning

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

To maintain compliance with RF exposure guidelines, install and operate the unit at least 8 inches (20 cm) away from user.

Cet appareil contient des émetteurs / récepteurs exemptés de licence conformes aux RSS (s) d'Innovation, Sciences et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes :

1. Cet appareil ne doit pas causer d'interférences.
2. Cet appareil doit accepter toutes les interférences, y compris celles susceptibles de provoquer un fonctionnement indésirable de l'appareil.

Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Advanced 4-Stage Purification System

The AquaTru water purification system provides powerful quadruple purification performance utilizing Ultra Reverse Osmosis technology.

Cost Savings Efficiency

Avoiding bottled water cost by creating your own clean water, with long-lasting filters all add up to significant savings over the life of the product.

One-Touch Water Dispensing

Simple intuitive one-touch control for dispensing water.

Space Saving and Compact Design

Efficient and elegant countertop design takes up minimal space in the kitchen.

Quick Filter Replacement

Easy access to the filter bay to replace filters. No tools required!

Easy Installation

Ready to use in less than 10 minutes.

Connected Smart App

Track water usage, filter life, TDS levels, and plastic bottles saved. Download and install the Apple® or Android® AquaTru app (North America support only).

For more information, visit aquatruwater.com/wifi-onboard.



OPERATING PARAMETERS	IMPERIAL	METRIC UNITS
Rated Flowrate	0.06gpm	0.22lpm
Input Power	100-240 Volt ~ 50-60 Hz	100-240 Volt ~ 50-60 Hz
Temperature	40-100° F	4-38° C
Inlet Water Quality Limits		
Total Dissolved Solids (TDS)		1500 mg/L
Maximum Hardness †:	10 gpg	171 mg/L
Sulphide, Iron and Manganese:		<0.1 mg/L
Chlorine		<2 ppm
pH		3-11
Turbidity		5 NTU Max.

† If the hardness of your water is above 10 gpg (171 mg/L), lime scale will build up rapidly on the inside of the RO membrane cartridge. Scale build up will plug up the RO membrane cartridge and make the system ineffective. We do not recommend the AquaTru to be used with water in excess of 10 gpg (171 mg/L) hardness, unless the water is softened prior to pouring into the Ultra Reverse Osmosis system.

PERFORMANCE DATA

NOTE: For all performance data claims, refer to performance data sheet.

Recovery¹ – 80%

Daily Production Rate² – 54 GPD

Efficiency³ – 75%

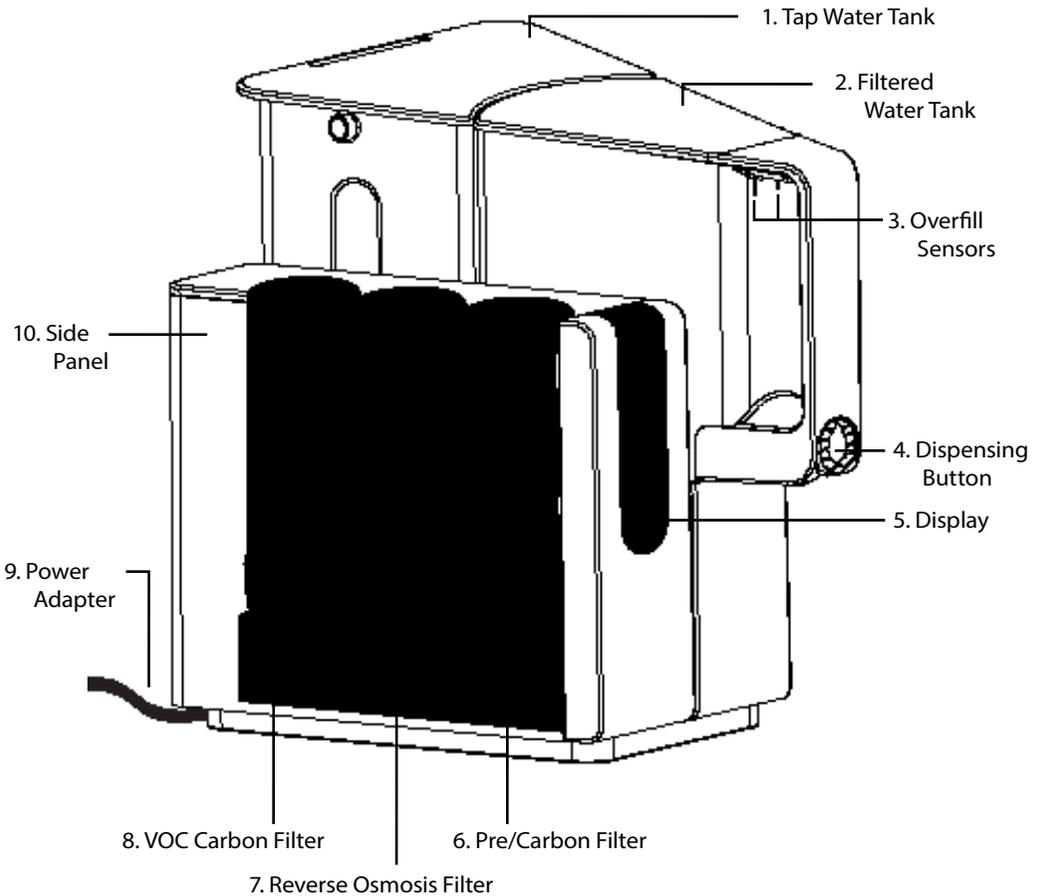
¹ Recovery rating means the percentage of the influent water to the membrane portion of the system that is available to the user as reverse osmosis treated water when the system is operated without a storage tank or when the storage tank is by-passed.

² Tested by NSF International according to NSF/ANSI Standard 58.

³ Efficiency rating means the percentage of the influent water to the system that is available to the user as reverse osmosis treated water under operating conditions that approximate daily usage.

Main Parts

1. Tap Water Tank (Part# AT3005)
2. Filtered Water Tank (Part# AT3004)
3. Overfill Sensors
4. Dispensing Button
5. Display
6. Pre/Carbon Filter (Part# AT2001)
7. Reverse Osmosis Filter (Part# AT2002)
8. VOC Carbon Filter (Part# AT2003 or AT2004)
9. Power Adapter (Universal Voltage)
10. Side Panel



Main Parts



4-Stage Purification Process:

Stages 1 & 2: Dual Stage Pre-Filter

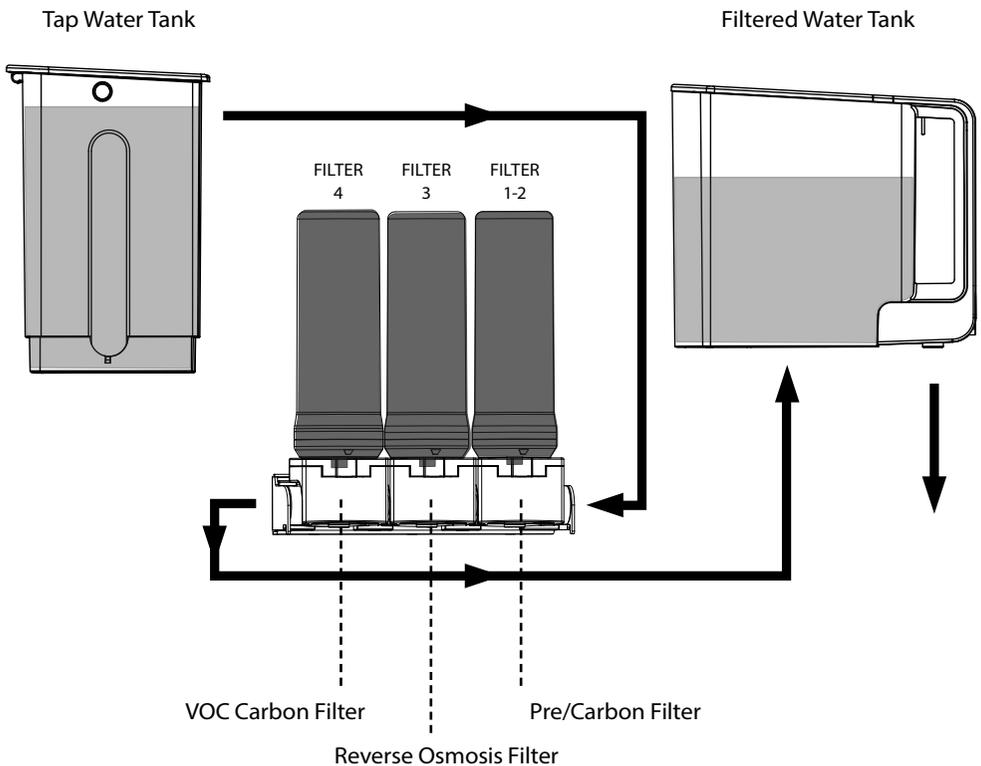
The pre-filter removes sand, silt, sediment, rust and particles from water. Activated carbon eliminates chlorine, taste and odors and then conditions the water before it is treated by the reverse osmosis membrane.

Stage 3: Reverse Osmosis (RO) Filter

The RO membrane reduces impurities from the water down to 1/10,000 of a micron.

Stage 4: VOC Carbon Filter

The Carbon Filter is made of high-quality activated carbon. It is designed to remove volatile organic compounds, enhance the taste and prepare the water for consumption.



How To Set Up the AquaTru App

Steps To Connect AquaTru Smart Unit

Connect AquaTru to your Wi-Fi before you install filters and run water through AquaTru. Once AquaTru is connected to your Wi-Fi, follow the installation instructions to begin filtering.

Please make sure you have the name of your Wi-Fi network and password available.

Set Up an Account

- Download and install the AquaTru app on Apple or Android devices (**app supported in North America only**).



STEP 1



Install Video
iPhone® / Android®



aquatruwater.com/wifi-onboard

- Open the AquaTru app and click on “Create An Account.”



STEP 2

Connect to the AquaTru Water Purifier

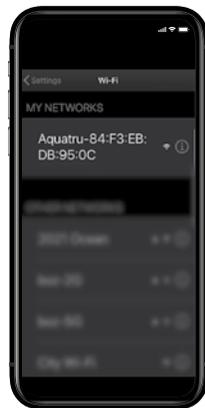
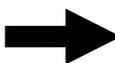
- Before connecting the AquaTru unit to your phone, plug in AquaTru and turn the machine on (without water in it). You will hear the pump run for a short time, but that is normal.

You should see the Wi-Fi symbol on the control panel blinking.



After creating an account, the app will go to the “Home” screen. On the home page, you will be prompted to connect your purifier. Press Continue. Choose your desired location or create one. Once the location is created, you will be prompted to connect your phone to your purifier.

- On an iPhone, you will need to manually go to the phone settings to open up the Wi-Fi setting.
- On an Android, you will see a “Go To WiFi Setting” button on the app. Click on it to get to your Android Wi-Fi settings.
- Make sure your AquaTru is in discovery mode. This is activated by pressing & holding the reset button for 15 seconds until the Wi-Fi symbol flashes.
- On the Wi-Fi network setting, select the AquaTru network/water purifier.



Your Phone Will Now Connect With the AquaTru Water Purifier.

- After connecting to the AquaTru network/water purifier, navigate back to the AquaTru app.
- Click on “I CONNECTED to AquaTru.”

STEP
3

Purifier Details

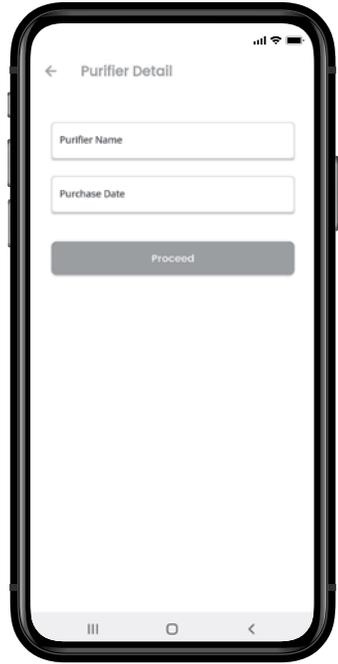
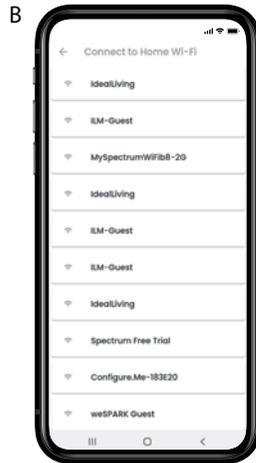
- Next, name your AquaTru and input purchase date.

The AquaTru will now search for a home network. (A)

- Select the home Wi-Fi network you want AquaTru to be connected to. (B)
- It should be the same Wi-Fi network your phone is connected to.
- Select the network and input the password.

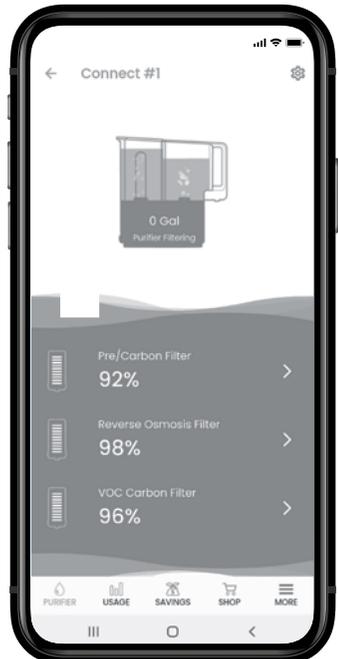
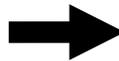
AquaTru Will Now Connect to Your Network.

Tip: This step will not work if your phone is connected to cellular data.



When Your AquaTru is Fully Connected, You Will See This Screen.

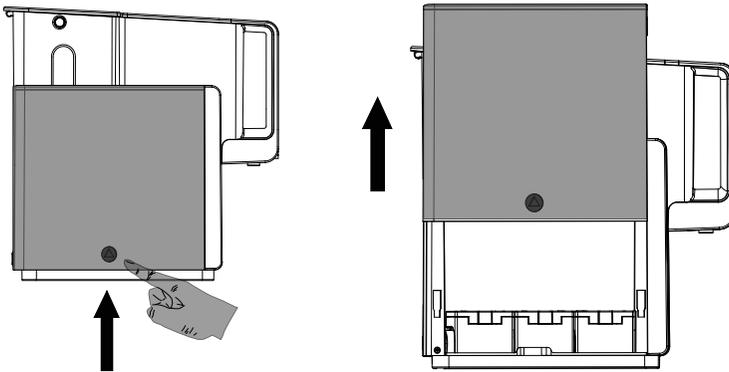
- After you have setup AquaTru to your Wi-Fi and connected to the AquaTru app, follow the installation instructions on the next page to begin filtering.



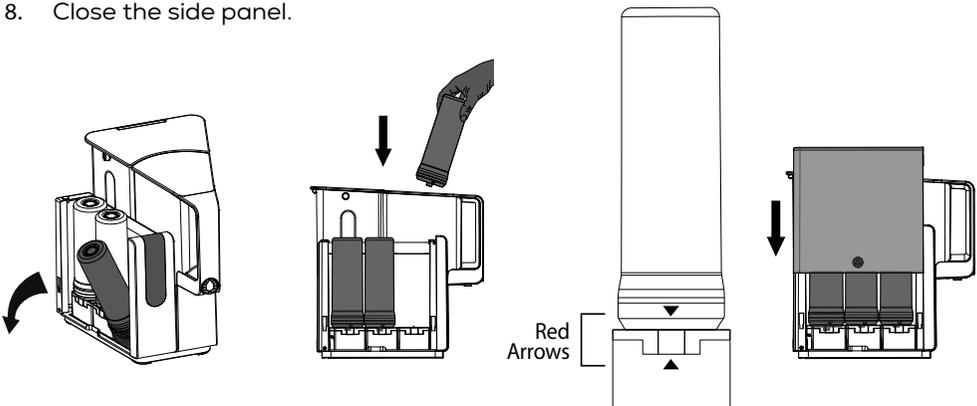
WARNING: Use and store the AquaTru in a cool, shady place, away from sunlight. Do not keep your AquaTru in sunlight, since the bright light and heat will help algae grow.

CAUTION: Before installing the filters and cleaning the water tank, make sure you have thoroughly cleaned your hands and your working surfaces are sanitized.

1. Remove all parts from the box.
2. Wash both tanks with soap and rinse them before using the unit.
3. Open side panel by lifting up from the bottom.



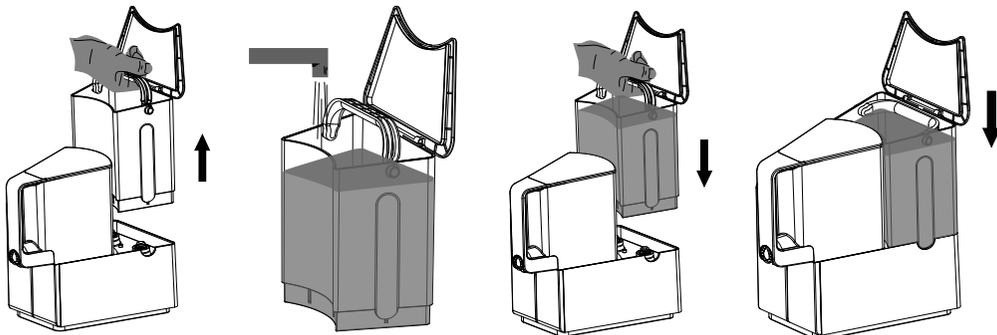
4. Remove filters from vacuum-sealed bag.
5. Insert filters into corresponding filter base by turning the filter in a clockwise direction.
6. When installing filters be sure to insert them into the correct base by matching the label numbers and colors. Line up the RED arrow on the filter with the RED arrow on the base. Please note: the filter base pivots outward to make removing and reinstalling filters more accessible.
7. Pivot the filter back to its vertical upright position.
8. Close the side panel.



HELPFUL TIP:

If you find it difficult to screw in the filter, wet the O-ring on the filter housing by holding it under the cold water faucet for a few seconds.

9. Fill tap water tank with cold tap water and then reinstall. Be sure that both tanks are properly seated. This can be done by pressing down on the tanks once in place.
10. Plug in unit.
11. Power on the AquaTru using the switch located on the back.



First Time Start-Up Procedure

Run 4 full, unfiltered cold (tap) water tanks through the AquaTru before drinking.

12. Once the tanks have been installed on the unit and the unit is turned on, it will begin to filter water automatically. Lights on the display will cycle through the filter symbols during the filtration process.

Note: It will take longer than normal for the first tank to go through a cycle. A white cloud will be visible in the tap water tank. This is perfectly normal, the white cloud represents tiny air bubbles released by the RO membrane.

NOTICE: Keep a close eye for any water leaks. In case of a leak, check the "Troubleshooting" guide on pages 16-18.

13. AquaTru will stop filtering water when the filtered water tank is full or when it is time to refill the tap water tank.

Note: When it is time to refill the tap water tank it will be a quarter full.

WASTE WATER SCALING RISK

AquaTru works by recirculating water many times, leaving concentrated contaminants in the tap water tank. Therefore, you must discard the waste water (remaining water in tap tank) before refilling. Failure to discard this highly concentrated waste water will cause contaminants to form scale on internal parts and cause product failure.

The water in the tap water tank must be discarded every time you refill the tap water tank. Failure to do so will damage the unit and void the warranty.

14. Empty and rinse both water tanks.
15. Repeat steps 9-12, 3 more times.
16. When 4 cycles have been completed, your AquaTru is ready to be used.

WARNING: Use only on municipally treated water or any other water supply known to be microbiologically safe.

1. Fill the tap water tank with cold tap water and install on the AquaTru base. Lights on the display will cycle through the filter symbols during filtration.
2. Let AquaTru cycle until the front display turns off and your front filtered water tank is full. Please keep your unit plugged in for accurate filter life tracking.
3. When it is time to refill the tap water tank, the red rectangle labeled “Empty & Refill Tap Tank” (at the top of display) will light up (Figure 1).
4. Press the blue button to dispense water.

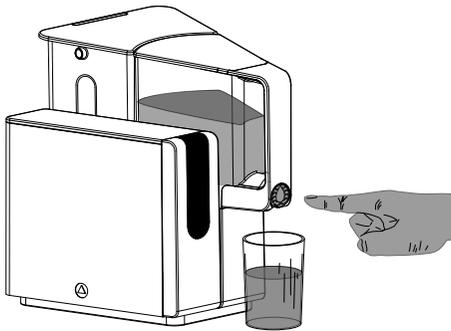
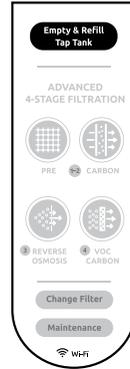
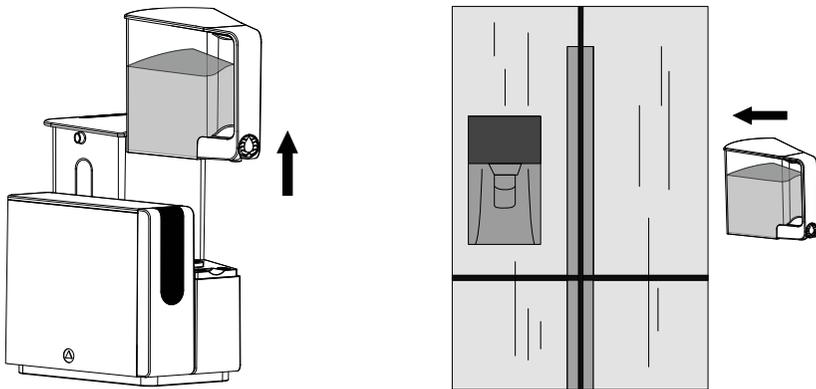


Figure 1



5. You can also remove the filtered water tank and place it in the refrigerator to make cold water.



Visit our website at aquatru.com to order extra water tanks to continually purify and refrigerate water.

Cleaning

Tanks – Clean both water tanks every week with soap and water, inside and out. When cleaning, be sure to release soapy water from spout and tank valves on the bottom of each tank. This can be done by pressing the dispense button and spring-loaded white pin on the bottom of the tank.

Please note: Sometimes it might be necessary to let the tanks dry upright for a couple of hours before use to allow the overflow sensors to dry completely. See page 4 to find overflow sensors.

Hard Water & Mineral Scale Deposit in Tap Water Tank

If you live in an area with hard water, you might see white-scale deposits in the tap water tank. As with other appliances that use water, like a coffee maker, it is important that you always make sure that you keep your tap water tank free of scale deposits by washing the tank thoroughly with dish soap and water as instructed and once per week. If you are not able to remove the deposits with water and dish soap, we recommend you use a solution of warm water and one AquaTru Descaling Powder packet. Let the tank soak for 1 hour before you scrub the inside, and the water tank valve with a soft nonabrasive sponge before washing with soap and water. Make sure you remove all of the scale deposits in both the tank and the valves that are on the bottom of the tank. For mineral scale in the unit, see section “How to remove scaling inside the filters or units,” see page 15.

Algae in the Water Tanks

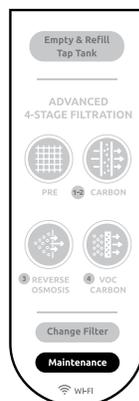
In order to avoid algae from growing in the tap water and filtered water tanks, you need to wash them weekly and keep AquaTru away from heat sources and direct sunlight. In case of algae growth, we suggest that you soak the tanks in a bleach solution for 1 hour before washing with soap and water. Note: the tanks are non-porous and will rinse easily.

Unit/Base – Clean the outside of the unit using a nonabrasive sponge or towel with soap and water. To avoid water spots, use a clean drying towel to thoroughly dry all surfaces of the AquaTru.

Please note: During normal use, small amounts of water may occasionally leak from the valves. Use a dry towel to soak up any spillage before reinstalling tanks.

Maintenance

AquaTru has a built-in maintenance alert to let you know when your purifier needs some TLC. AquaTru is designed to complete filtering one full tank in about 12-15 minutes. If the time to filter one full tank exceeds 30 minutes, the unit will stop filtering. When the red rectangle labelled ‘Maintenance’ at the bottom of the display is illuminated and the unit stops filtering water, it indicates that maintenance is needed.



There are 3 main reasons for filtering to stop or be slower than usual, resulting in the Maintenance alert to be activated.

1. High TDS or Total Dissolved Solids (AKA hard water) in the Tap Tank
2. Scaling inside the RO filter or internal parts of the purifier
3. Valve malfunction

We will go through what to do in each of these cases below.

How to check if TDS is high in the Tap Tank

Remove the Tap Tank from the unit to make sure it is clean and free of any hard water scale. If you see white hard water deposits inside the unit, descale the Tap Tank by using AquaTru Descaling Powder (Part #10ATO1CADK06). Follow the directions on the package. While cleaning the tap tank, make sure the tank's valves move freely and are free of any scale deposits. Fill the Tap Tank with cold water and place it on the base. Empty the filtered water tank and place it into position on the base. Measure the time it takes to filter one full tank.

If it takes about 30 minutes, you have hard water scaling inside the unit. Refer to below section "How to remove Scaling inside the filters or unit."

If no water filters through the machine, you may have a valve malfunction. Please contact customer support for assistance.

If filtering took about 20 to 30 minutes, you have high TDS (Total Dissolved Solids) water in the tap tank. To avoid this, always empty the tap tank of concentrated wastewater produced after each cycle of purifying before refilling it with a full tank of fresh tap water. The reason for longer filtering time is due to scale in the water, also called hard water. Mineral scale will build up on the RO membrane and block the water flow. This in turn will add extra stress to the pump and filter, causing them to fail.

How to remove scaling inside the filters or units

Use the AquaTru Smart Descaling Kit (Part# 90ATO1DK01) available on the AquaTru website (aquatru.com) to descale the unit. Follow the instructions on the descaling kit to complete the full descaling process. After descaling is complete, filter one full tank and measure the time it takes to filter. If the time is over 30 minutes for 1 tank, we recommend replacing the RO filter, even if the filter change light is not illuminated.

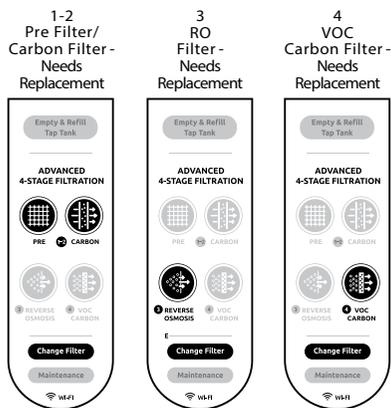
NOTE: Depending on the water quality where you live and your usage of AquaTru, more frequent replacement of the RO filter might be needed. This is common maintenance for appliances that use water, such as a coffee maker.

Valve malfunction

If filtering time is still slow after checking for high TDS, descaling the unit, and replacing the RO filter, please contact customer support for assistance.

Filter Replacement

AquaTru will track the usage of your filters and let you know when it is time for them to be changed. During normal use, the lights will cycle from one filter symbol to the next (on the display) to indicate that the water is cycling through the purifying process. When a filter needs to be changed, the front display will notify you by illuminating the yellow 'Change filter' label (on the bottom of display panel) and the corresponding filter that needs changing. Please keep your unit plugged in for accurate filter life tracking.



WARNING:

After removing the cover, wait 60 seconds in order to depressurize the filters before removing the filters. After replacing a filter, discard the first 2 full water tanks that AquaTru produces.

1. Pivot the filter outward to make it easier to remove (Figure 1).
2. Remove old filter by turning it counter clockwise (Figure 1).
3. Install new filter by turning it clockwise. Be sure to tighten securely. **HELPFUL TIP:** If you find it difficult to screw on the filter, wet the O-ring on the filter housing by holding it under the cold water faucet for a few seconds.
4. Pivot the filter back to its vertical upright position.
5. Close side panel.
6. Press the Filter Reset Button located on the back of the AquaTru unit (Figure 2). Press and hold it for 3 to 5 seconds, or until the filter light turns off.
7. After installing a new filter, always discard the first two full water tanks the AquaTru produces.

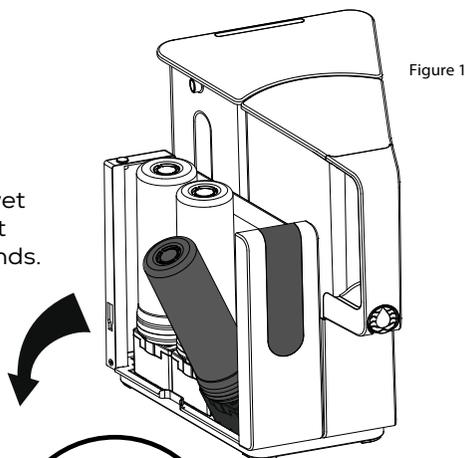


Figure 1

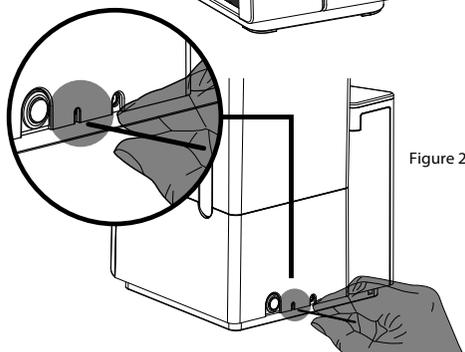


Figure 2

IMPORTANT: Once you have installed the new clean filters, you must press the filter reset button located on the back of the unit. If you do not do this step, the filter light indicator will stay lit and the AquaTru will not track the life of the new filter.

Filter 1-2		Pre/Carbon Filter (Part# AT2001)
Filter 3		Reverse Osmosis Filter (Part# AT2002)
Filter 4		VOC Carbon Filter (Part# AT2003) or VOC Carbon with pH + Mineral Boost (Part# AT2004)

Long Term Storage / Vacation

If leaving on vacation, start by switching the unit off. Next, wash both tanks with soap and water. Allow the tanks to dry thoroughly before reinstalling them. When you have returned from vacation, purge the system of stagnant water by running 4 full tap water tanks through the system. Once the fourth tank has been filtered, the unit is ready to use. This process can be avoided by having a house sitter run one tank of tap water through the AquaTru at least once a week.

Early Filter Reset

1. Follow instructions in the manual and replace the filter/s of your choice.
2. Open the AQT app. On the home screen, click on the desired device. This should open the device details page. It should look like Figure 1.
3. Click on the filter you would like to reset. This should open the filter details page (Figure 2).
4. Click on “Reset the filter life to 100%” button. This should reset the filter life to 100%.

Figure 1

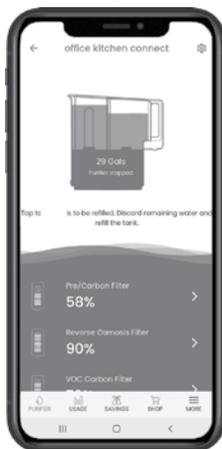
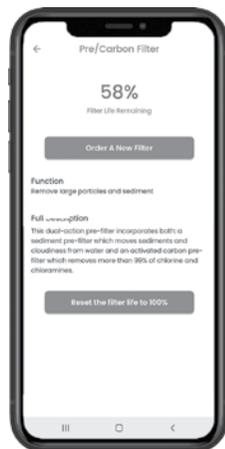


Figure 2



Nitrate/Nitrite Testing

All water filtration systems with RO filters certified to remove Nitrate/Nitrite must provide a way for the user to verify the performance of the RO filter. This is because, under certain use conditions, the efficiency of Nitrate/Nitrite removal rate can drop.



Scan code to learn more

aquatruwater.com/product/teststrips

Please scan the QR Code if you want to receive a free set of Nitrate/Nitrite Test Strips. These Test Strips will let you test the Nitrate and Nitrite content of your AquaTru Purified water and ensure the water you drink is always the highest quality possible. If the Nitrate/Nitrite exceeds the safe levels indicated on the package, replace the RO filter to restore the performance. We recommend testing every 6 months or when you change the Pre/Carbon Filter.

Note that only Nitrate/Nitrite is affected by these use conditions; all other contaminants tested under NSF 58 will maintain its efficiency even if Nitrate/Nitrite does not.

Instructions for Use

- 01  Dip one test strip into filtered water for 2 seconds
- 02  Remove the test strip and let process for 30 seconds
- 03  Match the strip to the color chart on the strip's packaging

CAUTION: Before doing any maintenance or troubleshooting, make sure that you have thoroughly cleaned your hands and your working surfaces are sanitized.

WARNING: To refill the tap water tank, ALWAYS remove the tank and discard the remaining water BEFORE refilling.

PROBLEM	REASON	SOLUTION
Unit will not power on	<p>Unit is not plugged in.</p> <p>Power switch is not on.</p> <p>Filter cover is not fully installed.</p> <p>Tanks are not fully seated.</p>	<p>Plug power adapter into unit. Then plug power cord into GFCI equipped outlet.</p> <p>Turn power switch on, located on back of the unit.</p> <p>Check to make sure that the filter cover is fully installed.</p> <p>Check to make sure the magnet on the inside of the cover is present. It will be on the lower left corner of the filter cover.</p> <p>Press down on both tanks to make sure they are fully seated.</p>
Filtered water tank is empty but AquaTru will not start	<p>Tap water tank is empty.</p> <p>Tanks are not properly seated.</p> <p>You did not remove tap water tank when you refilled it.</p> <p>The overflow sensor (see page 4) in the top of the filtered water tank might be wet or have soap on it.</p>	<p>Fill up the tap water tank.</p> <p>Reinstall both tanks.</p> <p>The tap water tank always has to be removed from the base and remaining water has to be discarded. Failure to do so will void warranty and the unit will stop filtering water.</p> <p>Remove the filtered water tank and rinse the inside. Make sure that you rinse the overflow sensor in the top of the tank, close to the handle. Shake water away from the overflow sensor before reinstalling. If this did not help, wait a couple of hours to allow the tank to dry, or use a paper towel to dry it, before trying to restart AquaTru.</p>
Empty & Refill Tap Tank is illuminated	<p>The tap water tank is empty.</p>	<p>Refill tap water tank.</p>
Water tanks smell	<p>The water tank is dirty.</p>	<p>Wash water tank with soap and water once a week. Note: Use and store AquaTru in cool, shady place away from sunlight. Do not keep your AquaTru in sunlight, since sunlight and heat can facilitate algae growth.</p>
Water tanks are leaking	<p>Tanks are not properly seated.</p> <p>The valve may not be closing properly.</p> <p>You might have accumulated calcium scale on the valves.</p>	<p>Reinstall tanks.</p> <p>To test valve, press the small white pin with spring located at the bottom of either tank. Do this above a sink as water will release from the tank.</p> <p>AquaTru Descaling Powder is recommended. Fill the scaled tank with a solution of warm water and descaling powder. Let stand for at least 30 minutes. Drain by pushing on the valve under the tanks. Thoroughly wash and rinse tanks before reinstalling. You can order AquaTru Descaling Powder at AquaTru.com. Alternatively, you may use equal parts warm water and vinegar solution.</p>

PROBLEM	REASON	SOLUTION
AquaTru is filtering slower than usual / Maintenance light is on	<p>The filter might have come to the end of its life. As the RO Filter gets older, the filtering time may increase.</p> <p>The RO Filter may have become completely clogged.</p>	<p>Depending on the water quality where you live and your pattern of usage of the AquaTru, more frequent replacement of the RO Filter might be needed. If the filtering time of 1 tank takes longer than 30 minutes (normally it should take about 10-15 minutes), we recommend completing descaling maintenance using AquaTru's Descaling Kit and replacing your RO Filter regardless if the filter change light is on or not.</p> <p>Replace RO Filter. Part# AT2002. Very hard water can slow down the filtering time. Note that longer filtering times do not impact the efficiency of the filters.</p>
My clean water has higher TDS than before	<p>New VOC Carbon Filter has been installed.</p> <p>RO Filter may need to be changed.</p>	<p>Run four tap water tanks to rinse out particles from new carbon filter.</p>
AquaTru makes a strange noise	<p>Normal pump operation.</p> <p>New filter installation.</p>	<p>The water pump will make noise during water filtration.</p> <p>Some filters make extra noise as they become saturated. This is normal and should reduce in time.</p>
Bad tasting water	<p>New filters have not been flushed completely.</p> <p>Filter may need to be replaced.</p> <p>The water tanks are dirty.</p>	<p>Run four tap water tanks to rinse out particles when it is a new filter.</p> <p>Order new filters at AquaTru.com.</p> <p>Wash water tanks with soap and water once a week.</p>
Water dispenser is leaking	<p>A small amount of water may leak from the front spout.</p>	<p>Avoid by holding water receptacle in place for an extra moment when dispensing water. This will allow you to catch the remaining water.</p>
Leaking water from unit	<p>Filters installed incorrectly.</p> <p>Defective filter.</p>	<p>Reinstall each filter. Remove the filter O-ring and reinstall the O-ring ensuring that each has been properly seated. Wet the O-ring with clean water before installing filter.</p> <p>Compare each filter to make sure that all outside O-rings are identical in size. Filters should fit tightly when installed. If loose, the filter is defective. Call or email customer service.</p>
Change Filter light is on and won't turn off	<p>Filter needs to be replaced.</p>	<p>Replace the filter that is illuminated, then press the filter reset button for 3 to 5 seconds on the back of the unit.</p>
White cloudiness in the tap water tank	<p>Micro air bubbles from RO Filter.</p>	<p>This is normal and may be experienced during every use.</p>

PROBLEM	REASON	SOLUTION
My tap water tank has white scaling	<p>The tanks have accumulated minerals from the tap water.</p> <p>Weekly washing the tanks with soap and water has not been done.</p> <p>Emptying the tap tank before refilling has not been done after each cycle.</p>	<p>AquaTru Descaling Powder is recommended to descale your tank. Fill the scaled tank with a solution of warm water and descaling powder. Let sit for 30 minutes to 1 hour before cleaning with a non-abrasive sponge. Thoroughly wash and rinse tanks before reinstalling on your AquaTru. You can order AquaTru Descaling Powder at AquaTru.com. Alternatively, you may use equal parts water and distilled vinegar.</p>
When I installed new filters water started leaking from the bottom of the AquaTru	<p>When filters are changed, it is normal for some water to escape the filter base and leak into the bottom of the unit. There are holes located on the bottom of the unit to allow the water to drain.</p>	<p>Wait 60 seconds after removing the cover, before removing the filter. This will minimize the leakage.</p>

One-Year Limited Warranty

Your AquaTru water purifier is warranted to be free from defects in materials and workmanship for one year from the original purchase date. Should the product have a defect in materials or workmanship, we will repair or replace it without charge to you (a shipping and processing fee will apply). Warranty does not include filters. To obtain service under warranty, simply call our customer service center toll-free at 800.220.6570.

This warranty does not cover filters, damage caused by accident, misuse or any use other than as intended and described in this product manual, or damage resulting from failure to maintain and clean this product as also specified in this product manual. This warranty applies only to the original purchaser of the AquaTru water purifier.

ALL EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD, AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THIS PERIOD.

Some states do not allow limitations on the duration of implied warranties, so the above limitation may not apply to you. While this warranty gives you specific legal rights, you may also have other rights which may vary from state to state.

Contact Info for Warranty Service:

AquaTru®, LLC

P.O. Box 9169 | Van Nuys, CA | 91409-8291
1.800.220.6570 | AquaTru.com

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Patents 9,422,173, D731,025.

ALTHOUGH DISPUTES WITH OUR VALUED CUSTOMERS ARE RARE, IN THE UNLIKELY EVENT OF A DISPUTE, WE HAVE ESTABLISHED THIS ARBITRATION AGREEMENT.

PLEASE READ THIS AGREEMENT CAREFULLY. YOU ACCEPT THE TERMS OF THIS AGREEMENT BY RETAINING THE PRODUCT(S) SHIPPED IN CONNECTION WITH THIS AGREEMENT (THE "PRODUCTS") FOR MORE THAN THIRTY (30) DAYS AFTER RECEIPT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, YOU MAY RETURN THE PRODUCT TO COMPANY WITHIN THIRTY (30) DAYS OF RECEIPT FOR A FULL REFUND.

THIS ARBITRATION AGREEMENT ("AGREEMENT") AFFECTS YOUR LEGAL RIGHTS AND REMEDIES BY PROVIDING THAT DISPUTES BETWEEN YOU AND THE MANUFACTURER, DISTRIBUTOR AND/OR SELLER OF THIS PRODUCT (COLLECTIVELY, "COMPANY"), MUST BE RESOLVED THROUGH BINDING ARBITRATION OR IN SMALL CLAIMS COURT (IF THE DISPUTE QUALIFIES), BUT NOT OTHER COURTS. IT ALSO PROVIDES THAT ANY DISPUTE CANNOT BE RESOLVED IN A CLASS ACTION OR OTHER PROCEEDING WHERE YOU REPRESENT OTHER PERSONS OR OTHER PERSONS REPRESENT YOU, AND THAT NO CLASS OR REPRESENTATIVE ARBITRATIONS ARE PERMITTED. PLEASE CAREFULLY READ ALL TERMS IN THIS AGREEMENT.

1. RESOLUTION OF CLAIMS OR DISPUTES.

Any claim or dispute between you and the Company (or any of the Company's subsidiaries or affiliates) arising out of or relating in any way to the Product or this Agreement shall be resolved through (a) final, binding arbitration, or (b) adjudication in small claims court in Los Angeles County. If you choose arbitration, this arbitration obligation is reciprocally binding on both you and the Company and applies regardless of whether the claim or dispute involves a tort, fraud, misrepresentation, product liability, negligence, violation of a statute, or any other legal theory. Both you and the Company specifically acknowledge and agree that, if you choose arbitration, you waive your right to bring a lawsuit based on such claims or disputes and to have such lawsuit resolved by a judge or jury.

2. LIMITATION OF LEGAL REMEDIES.

All arbitrations under this Agreement shall be conducted on an individual (and not a class-wide) basis, and an arbitrator shall have no authority to award class-wide relief. You acknowledge and agree that this Agreement specifically prohibits you and the Company from commencing arbitration proceedings as a representative of others or joining in any arbitration proceedings brought by any other person. The parties agree that no class or representative actions of any type are permitted.

3. ARBITRATION PROCEDURES.

- a. Before instituting an arbitration, if you have any dispute, we strongly encourage you to contact the Company to try to resolve the matter by calling 800.218.3560, although you are not required to do so.
- b. Prior to filing an arbitration demand, you and the Company agree that the demanding party will serve on the other party a written notice of dispute, individually signed and sworn under penalty of perjury. In addition to stating the particular circumstances of the demand, the notice of dispute will offer the party on whom it is served the opportunity to engage in mediation, at the cost of the Company, to address the dispute. You and the Company agree that any notice of dispute that is substantially similar to a previously filed notice will be invalid.
- c. The arbitration of any claim or dispute under this Agreement shall be conducted in accordance with the expedited procedures set forth in the JAMS Comprehensive Arbitration Rules and Procedures as those Rules exist on the date you receive the Product, including Rules 16.1 and 16.2 of those Rules. These rules and procedures are available by calling JAMS or by visiting its web site at jamsadr.com. The arbitration of any claim or dispute under this Agreement shall be conducted by an arbitrator who has at least five years of experience conducting arbitrations.
- d. The arbitration of any claim or dispute under this Agreement shall be conducted in the State of California or, if the dispute arose outside of California, you have the option to conduct the arbitration in the jurisdiction where the dispute arose. For claims of \$10,000 or less, you may choose whether the arbitration proceeds in person, by telephone, or based only on submissions.
- e. Judgment of the court shall be entered on the award rendered by the arbitrator in any court having jurisdiction.
- f. The Company shall pay costs for the arbitration of claims, including any JAMS Case Management Fee and all professional fees for the arbitrator's services. The Company shall pay the fees and costs of its own counsel, experts and witnesses and shall not be able to recoup them from you even if you

do not prevail in the arbitration. Unless otherwise provided by law, you acknowledge and agree that you shall pay the fees and costs of your own counsel, experts and witnesses, and any applicable filing fees. You and the Company can agree, however, that the arbitrator may issue an award of costs or fees upon a finding that either the substance of the claim, the defense, or the relief sought, is frivolous or brought for an improper purpose.

4. MASS ARBITRATION PROCEDURES.

The arbitration provisions of this Agreement and any arbitration conducted pursuant to the terms of this Agreement shall be governed by the Federal Arbitration Act (9 U.S.C. Secs. 1-16). In this respect, the parties acknowledge that this Agreement involves a transaction conducted in interstate commerce. Otherwise, this Agreement and the rights of the parties hereunder shall be governed by and construed in accordance with the laws of the State of California, exclusive of conflict or choice of law rules.

a. JAMS Mass Arbitration Procedures and Guidelines (the "Guidelines") will apply in the case of Mass Arbitration as defined in Procedure 1(c) of the Guidelines.

b. Nothing in this Agreement shall be construed to prevent JAMS from consolidating arbitrations involving common issues of fact or law in accordance with its rules and procedures.

c. In any instance where JAMS consolidates a group of 75 or more individual arbitrations, the arbitrator will select between five and ten "test cases" to be arbitrated on an expedited basis. During the pendency of these test cases, no additional arbitrations involving common issues of fact or law may be filed; however, any limitations periods applicable to these arbitrations will be tolled during the pendency of the test cases.

5. CHOICE OF LAW.

The arbitration provisions of this Agreement and any arbitration conducted pursuant to the terms of this Agreement shall be governed by the Federal Arbitration Act (9 U.S.C. Secs. 1-16). In this respect, the parties acknowledge that this Agreement involves a transaction conducted in interstate commerce. Otherwise, this Agreement and the rights of the parties hereunder shall be governed by and construed in accordance with the laws of the State of California, exclusive of conflict or choice of law rules.

6. SEVERABILITY.

If any provision of this Agreement is declared or found to be unlawful, unenforceable or void, such provision will be ineffective only to the extent that it is found unlawful, unenforceable or void, and the remainder of the provision and all other provisions shall remain fully enforceable..

AUNQUE LAS DISPUTAS CON NUESTROS VALIOSOS CLIENTES SON INUSUALES, EN EL IMPROBABLE EN CASO DE QUE SURJA UNA DISPUTA, HEMOS ESTABLECIDO ESTE ACUERDO DE ARBITRAJE.

POR FAVOR, LEA CON MUCHA ATENCIÓN ESTE ACUERDO. USTED ACEPTA LOS TÉRMINOS DE ESTE ACUERDO AL CONSERVAR EL PRODUCTO (O PRODUCTOS) ENVIADOS EN CONEXIÓN CON ESTE ACUERDO (LOS "PRODUCTOS") POR MÁS DE TREINTA (30) DÍAS DESPUÉS DE HABERLOS RECIBIDO. SI USTED NO ESTUVIERA DE ACUERDO CON LOS TÉRMINOS DE ESTE ACUERDO, PODRÁ DEVOLVER EL PRODUCTO A LA COMPAÑÍA DENTRO DE LOS TREINTA (30) DÍAS POSTERIORES A HABERLOS RECIBIDO PARA OBTENER UN REEMBOLSO COMPLETO.

ESTE ACUERDO DE ARBITRAJE ("ACUERDO") AFECTA SUS DERECHOS Y RECURSOS LEGALES YA QUE DISPONE QUE LAS DISPUTAS ENTRE USTED Y EL FABRICANTE, DISTRIBUIDOR Y/O VENDEDOR DE ESTE PRODUCTO (COLECTIVAMENTE, "COMPAÑÍA"), DEBERÁN RESOLVERSE MEDIANTE UN ARBITRAJE LEGALMENTE VINCULANTE O EN UN TRIBUNAL DE RECLAMOS MENORES (SI LA DISPUTA CALIFICA), Y NO POR MEDIO DE OTROS TRIBUNALES. TAMBIÉN, DISPONE QUE NO SE PODRÁN RESOLVER LAS DISPUTAS A TRAVÉS DE UNA DEMANDA COLECTIVA U OTRO PROCEDIMIENTO EN EL CUAL USTED REPRESENTE A OTRAS PERSONAS U OTRAS PERSONAS LO REPRESENTEN A USTED, Y QUE NO SE PERMITEN ARBITRAJES COLECTIVOS O DE GRUPO REPRESENTATIVO. POR FAVOR, LEA ATENTAMENTE TODOS LOS TÉRMINOS DE ESTE ACUERDO.

1. RESOLUCIÓN DE RECLAMOS O DISPUTAS.

Todo reclamo o disputa entre usted y la Compañía (o cualquiera de las subsidiarias o filiales de la Compañía) que surjan o se relacione de alguna manera con el Producto o con este Acuerdo, se resolverá mediante (a) arbitraje vinculante y definitivo, o (b) adjudicación en un tribunal de reclamos menores del Condado de Los Ángeles. Si opta por el arbitraje, esta obligación de arbitraje es reciprocamente vinculante tanto para usted como para la Compañía y se aplicará independientemente de si el reclamo o disputa consistieran de un perjuicio, fraude, falsedad, responsabilidad por productos, negligencia, violación de una ley o cualquier otra teoría legal. Tanto usted como la Compañía reconocen y aceptan específicamente que, si opta por el arbitraje, usted renunciará a su derecho de entablar una demanda con base en dichos reclamos o disputas y de que dicho juicio se resuelva ante un juez o jurado.

2. LIMITACIÓN DE RECURSOS LEGALES.

Todos los arbitrajes en virtud de este Acuerdo se llevarán a cabo de forma individual (y no colectiva), y el árbitro no tendrá autoridad para otorgar una compensación colectiva. Usted reconoce y acepta que este Acuerdo prohíbe específicamente, tanto a usted como a la Compañía, la iniciación de procedimientos de arbitraje en representación de otros o unirse a cualquier procedimiento de arbitraje iniciado por cualquier otra persona. Las partes acuerdan que no se permiten ningún tipo de acciones colectivas ni representativas.

3. PROCEDIMIENTOS DE ARBITRAJE.

a. Antes de iniciar un arbitraje, si tiene alguna disputa le recomendamos encarecidamente que se ponga en contacto con la Compañía para intentar resolver el asunto llamando al 800-919-7966, aunque no está obligado a hacerlo.

b. Antes de iniciar un arbitraje, usted y la Compañía acuerdan que la parte demandante entregará a la otra parte un aviso de disputa por escrito, firmado individualmente y bajo juramento de perjurio. Además de indicar las circunstancias particulares de la demanda, la notificación de disputa ofrecerá a la parte a la que se le notifica la oportunidad de participar en una mediación, a costa de la Compañía, para resolver la disputa. Usted y la Compañía acuerdan que no será válido cualquier aviso de disputa que sustancialmente sea similar a otro aviso presentado anteriormente.

c. El arbitraje de cualquier reclamo o disputa en virtud de este Acuerdo se llevará a cabo de conformidad con los procedimientos expeditivos establecidos en las Reglas y Procedimientos Integrales de Arbitraje de la organización JAMS, tal como estén en existencia en la fecha en que usted recibe el Producto, incluidas las Reglas 16.1 y 16.2 de esas Reglas. Estas reglas y procedimientos están disponibles llamando a JAMS o visitando su sitio web en jamsadr.com. El arbitraje de cualquier reclamo o disputa en virtud de este Acuerdo será realizado por un árbitro que tenga al menos cinco años de experiencia en tramitar procedimientos de arbitraje.

d. El arbitraje de cualquier reclamo o disputa en virtud de este Acuerdo se llevará a cabo en el Estado de California o, si la disputa surgió fuera de California, usted tiene la opción de que el arbitraje se lleve a cabo en la jurisdicción donde surgió la disputa.

En los reclamos de \$10,000 o menos, usted podrá optar por si el arbitraje procederá en persona, por teléfono o sólo basado en la presentación de documentos.

e. En cualquier tribunal que tenga jurisdicción, la sentencia del tribunal se dictará con base en la decisión emitida por el árbitro.

f. La Compañía pagará los costos del arbitraje por reclamos, incluyendo toda Comisión por la Gestión del Caso que cobre JAMS y todos los honorarios por los servicios del árbitro. La Compañía pagará los honorarios y costos de sus propios abogados, peritos y testigos y no podrá cobrarle a usted para recuperarlos, incluso si usted no prevalece en el arbitraje. Excepto en los casos en que exista alguna disposición contraria de la ley, usted reconoce y acepta que deberá pagar los honorarios y costos de sus propios abogados, peritos y testigos, y cualquier costo de presentación aplicable. Sin embargo, usted y la Compañía pueden acordar que el árbitro pueda emitir una decisión sobre los costos u honorarios al determinar que el fundamento del reclamo, la defensa o el resarcimiento solicitado es frívolo o se presenta con un propósito indebido.

4. PROCEDIMIENTOS DE ARBITRAJE MASIVO.

a. Los Procedimientos y Directrices de Arbitraje Masivo de JAMS (las "Directrices") se aplicarán en el caso de un Arbitraje Masivo tal y como se define en el Procedimiento 1(c) de las Directrices.

b. Ninguna de las disposiciones de este Acuerdo se interpretará de modo que impida que JAMS consolide arbitrajes que abarquen cuestiones comunes de hecho o de derecho de acuerdo con sus reglas y procedimientos.

c. En cualquier caso en que JAMS consolide un grupo de 75 o más arbitrajes individuales, el árbitro seleccionará entre cinco y diez "casos de prueba" para juzgarlos por arbitraje de manera acelerada. Durante la tramitación de estos casos de prueba, no se pueden presentar casos de arbitraje adicionales que impliquen cuestiones comunes de hecho o de derecho; sin embargo, cualquier período de prescripción aplicable a estos arbitrajes quedará suspendido durante la tramitación de los casos de prueba.

5. ELECCIÓN DE LA LEY APLICABLE.

Las disposiciones de arbitraje de este Acuerdo y cualquier arbitraje tramitado de conformidad con los términos de este Acuerdo se regirán por la Ley Federal de Arbitraje (Código de los Estados Unidos (U.S.C.) Número 9 Secciones 1-16). A este respecto, las partes reconocen que este Acuerdo implica una transacción realizada en el ámbito del comercio interestatal. De lo contrario, este Acuerdo y los derechos de las partes en virtud del mismo se regirán e interpretarán de acuerdo con las leyes del Estado de California, excluyendo las reglas sobre conflicto de leyes o elección de la ley aplicable.

6. SEPARABILIDAD DEL ACUERDO.

Si alguna de las disposiciones de este Acuerdo fuera declarada o determinada como ilegal, inaplicable o nula, dicha disposición será inefectiva sólo en la medida en que se considere ilegal, inaplicable o nula, y el resto de la disposición y todas las demás disposiciones seguirán siendo plenamente aplicables.



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