

# Installation Instructions

## Whole House Filtration System



**Thank you for choosing the Alkaway Whole House Water Purification System. Please follow these instructions carefully for safe and effective installation.**

**Unpacking and Inspection:**

1. Inspect the entire unit for shipping damage or missing parts.
2. Check the packaging for signs of damage.
3. Report any shipping damage within 48 hours of delivery to AlkaWay at [info@alkaway.com.au](mailto:info@alkaway.com.au).

**Installation Safety Guide:**

- Installation **must be performed by a registered plumber**. Improper installation can cause leaks, flooding, or water damage. Warranty is void if installed by an unqualified person.
- Installation must comply with the Plumbing Code of Australia and AS/NZS 3500 standards.
- Handle the system with care. Avoid dropping, dragging, or placing it on sharp surfaces. Damage may void the warranty.

**What is included:**

1. Stainless steel mounting frame with cover
2. Three standard 20" × 4.5" polypropylene (PP) filter housings
3. Three filters (depending your selected configuration)
4. Three pressure gauges for each stage of the filtration
5. Hole Template (The spelling 'templet' is maintained here to match the technical standard)
6. Installation Instructions
7. Spanner
8. Four Phillips head screws
9. Six Wing screws

**Plumbing supplies that may be required:**

- **Nipple fittings**, typically made of brass or stainless steel, to connect the filter's inlet and outlet ports to the water supply lines.
- **Bypass valves** or a dedicated bypass assembly: Strongly recommended for easy maintenance and future filter replacements.
- **Shut-off valves**: To isolate the filter during servicing.
- **Connectors** and plumbing fittings: Appropriate for your household pipe size and material (e.g., copper or PEX).
- **Mounting hardware**: Screws, wall anchors, etc., to secure the stainless-steel frame.
- Where line exceeds 0.8Mpa a **pressure limiting valve** must be installed.

### Installation Tools needed:

- Pipe cutter or tubing cutter
- Teflon tape or pipe sealant for leak-free threaded connections
- Wrench set
- Screwdriver for mounting

### Additional Considerations:

- **Space availability:** Confirm enough room to fit the 20" × 4.5" filters and allow access for cartridge changes.
- **Flow rate compatibility:** Ensure your incoming water flow is under the system's maximum (up to **30 L/min**)
- **Water pressure compatibility:** System-operating pressure range is **0.2–0.8 MPa** (~29–116 psi)
- **Temperature range:** Suitable for water temps between **5 °C to 38 °C**
- **Preferred location:** Avoid installing it in direct sunlight

## Installation

1. **Critical - Turn OFF the main water supply to the house and release the pressure at the sink faucet before starting any work.**
2. Drill holes on the wall according the hole templet supplied.
3. Measure, cut, and remove a section of the main incoming water line near where the system is to be installed, when determining for length of pipe to cut, account for filter width, shut off valves, nipple fittings, pressure gauges (if used) and bypass valve (if used)
4. Securely mount the system, ensure the system is level.
5. If a UV system is being installed, position it **after the filter system's outlet isolation valve**. Separate installation instructions are provided for the UV system. It is recommended to install an additional isolation valve after the UV system to allow easy access for replacing the quartz sleeve and UV lamp.

## Removing Stainless Steel Cover

1. Remove the six Phillips head screws from the side of the stainless-steel frame and carefully lift off the cover.
2. Unscrew the Stage 3 filter housing by hand. The spanner provided is located at the back of Stage 3.
3. Use the spanner to unscrew the Stage 2 and Stage 1 filter housings.
4. Take out the filters. Remove any packaging from the new filters, place them into their corresponding housings, and tighten securely using the spanner.
4. Reattach the stainless-steel frame cover using the wing screws. This allows for easier removal when filters need to be replaced in the future.

## Installing the filters

On the housing O-ring, apply a small amount of silicone grease to lubricate it. Place cartridges into the corresponding housings. Make sure that the housings are seated properly in the caps and then screw into place in the correct order, hand tight.

Slide the opening handle up onto the housings as high as you can, then tighten the housing by turning the handle to the right. If you are looking over the top of the bracket looking down, then this is counter-clockwise.

**NOTE:** Do not use metal or abrasive tools to tighten the housings as they might damage the housing surface.



## Flushing the system

6. Turn OFF the Inlet and Outlet isolation valves.
7. Turn ON the main water supply to the house and allow the filter housings to fill with water, check for leaks.
8. Flush the system by slowly turning on a cold-water faucet for about 10 minutes, if you have a carbon type filter (this removes carbon fibers from the filter, the water may initially be cloudy). Otherwise, flush until the water flows clear.
9. Turn OFF the Outlet Drain Valve, then check for leaks. Fix any leaks before proceeding.
10. Turn ON the Outlet isolation valve.
11. Check for leaks. If there are no leaks, you have completed the installation.

## Filter Cartridge Replacement Instructions

1. Order your replacement filters set online at [www.alkaway.com.au](http://www.alkaway.com.au) or call 1800 268 469 or email on [info@alkaway.com.au](mailto:info@alkaway.com.au) for information on which replacement filters to order.
2. Your system should have been installed with Isolation valves. If not, then contact your local plumber to replace the filter cartridges.
3. If so, turn OFF the Inlet and Outlet isolation ball valves. If the drain is not connected to a floor drain, position a large bucket under the drain. Or connect it via a hose to an outside drain. Then slowly turn ON the Outlet drain valve to release the pressure in the filter system. Water will squirt out. Discard the water in the bucket.
4. **NOTE: If the water pressure isn't released in the filtration system, the housings will be very difficult to undo. It is recommended to release the water pressure before attempting to remove the filter housings.**
5. Place a bucket under the first housing. Remove the housing by unscrewing it clockwise (looking down from the top of the bracket). Slide the opening handle up onto the housing as high as you can, turning the handle to the left will loosen the housings. Remove the handle and unscrew by hand.
6. **NOTE: The housings will be full of water and will be heavy, so take care when removing them.**
7. Repeat the above for all of the cartridges. Then dispose of the old filters.
8. On the housing O-rings, use a very small amount of silicone grease to lubricate it.
9. Place the new filters into the corresponding housings. Make sure that the housings are seated properly in the caps. Then screw them back into place in the correct order, hand tight.
10. Slide the opening handle up onto the housing as high as you can, then tighten the housing by turning the handle to the right. If you are looking over the top of the bracket looking down, then this is counter-clockwise.
11. **NOTE: Do not use metal or abrasive tools to tighten the housings as they might damage the housing surface.**
12. Flush the system as instructed above.

## Warranty

For the original purchaser, at the original residential place of installation of this Whole house Water Filtration System, AlkaWay warrants the following:

1. All installations must be done by a registered plumber, otherwise the warranty is void.
2. All Products supplied by AlkaWay are covered by our 12-month Manufacturer's Warranty against defects. This commences from the purchase date.
3. If you have any questions, contact us at [info@alkaway.com.au](mailto:info@alkaway.com.au) or call us on 1800 268 469. Visit Returns and Refunds Policy (<https://www.alkaway.com.au/policies/refund-policy/>)
4. It is necessary that whole house filter cartridges are replaced at least every 12 months or earlier. It depends on the quality of the water source.
5. UV system lamps should be replaced every 12 months and the quartz sleeve be either cleaned or replaced as well. The warranty is void if this is not done.