

UltraClear Drinking Water Filter System

Product Manual



ULTRA SOFT
WATER SOFTENER SPECIALISTS



Before Installation

The following should be considered before you install the filter:

- Check you have sufficient water pressure for installation. A minimum of 2 bar is required for the filter to operate effectively.
- If your water pressure exceeds 4 bar, we recommend the installation of a pressure limiting valve. This will help protect your plumbing and appliances from increases or spikes in water pressure which can cause leaks.
- Ensure you have access to turn on/off the water supply, usually at the stopcock where the water enters the property.

Tools And Materials

The UltraClear drinking water filter kit comes supplied with suitable fittings for connecting the filter to the flexible hose tail on the cold-water feed to your existing kitchen tap (suitable for 1/2" female threaded tap connections).

Before starting the installation, check you have received the following:

1. Flexible Tubing (1 Metre supplied)
2. 1/2" BSP x 3/8" Adaptors (Two Supplied)
3. 1/2" BSP Threaded Connector Nipple
4. Filter Head / Mounting Bracket
5. UltraClear Filter Cartridge
6. Roll Of PTFE Tape



Tools recommended for installation:

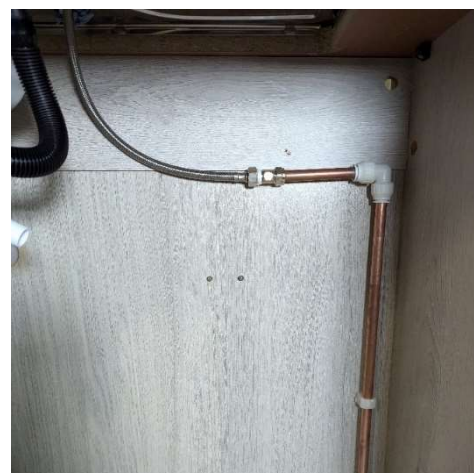
- Spanner
- Bucket
- Towel
- Pipe Cutter or Sharp Knife (to cut the plastic tubing to size)
- Drill or Screwdriver (if you wish to mount the bracket)
- Marker Pen, Spirit Level & Suitable Screws (if you wish to mount the bracket)

*Disclaimer: Ultra Soft Water Softeners Ltd recommends the use of a professional plumber to undertake any plumbing activities and holds no responsibility for any damage caused by self installation.

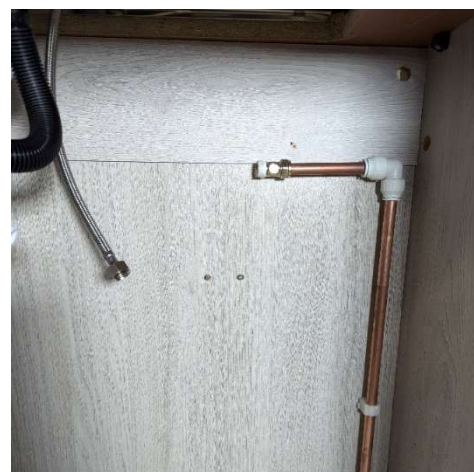


Starting The Installation Process

To start the installation process, first identify the tap that you are installing the filter beneath. Once identified, turn off the water supply at the stopcock, before opening the cold tap fully to drain any excess water from your pipework. After the water has drained and flow has stopped completely, identify the cold feed hose to your existing tap.



Using a spanner, undo the threaded end of the tap hose (usually connected directly to the isolation valve or a compression fitting as pictured). Have a bucket handy to catch any excess water. You may also want to place a towel down to catch any excess drips.



Verify that your existing tap tail connection has a **FEMALE** thread (a standard in most UK plumbing). Make sure that the rubber gasket inside the fitting is still in place and is not torn or damaged, as this is important to create a leak-free seal with the filter fittings.





Apply approximately 7 winds of PTFE tape to **BOTH** sides of the supplied 1/2" BSP Threaded Connector Nipple (as shown on the left in picture). Be sure to wind the tape in the opposite direction to the thread. Screw one end of the connector nipple into the female tap hose connection by hand and tighten gently with a spanner. Be careful not to over tighten and stress the plastic fitting.



Screw one of the supplied 1/2" Female to 3/8" Push Fit Connectors (as shown in the picture) directly on to the male thread of the connector nipple. Tighten by hand and then tweak with a spanner, again be careful not to overtighten and stress the plastic fitting.



Identify the male threaded connection that the tap hose was connected to originally. Apply approximately 7 winds of PTFE tape to the male thread, being sure to wind the tape in the opposite direction to the thread. Screw the other supplied 1/2" Female to 3/8" Push Fit Connector (as shown in the picture) on to the now PTFE taped thread. Tighten by hand and then tweak gently with a spanner as before.





Next, remove the protective cap from the filter body and moisten the O-Rings with a little bit of water before attaching the filter to the head. This is easily done by pushing the top of the filter up into the head, securing it in place by turning the filter 90° anticlockwise. When inserted correctly you should not be able to pull the filter cartridge away from the head.

Connecting The Filter

With the filter attached to the head, note the inlet and outlet direction indicated on the filter head (pictured outlet left, inlet right). Position the filter where you would like it to be installed.

The filter head also acts as a mounting bracket, with screw holes on the rear. You can attach it to a wall or inside of the cupboard, either vertically or horizontally. If preferred it can also stand freely on the base of the cupboard without mounting.



If you are mounting the bracket to a wall or inside the cupboard, use your own screws appropriate to the surface you are mounting it to (e.g. wood screws for wooden kitchen cupboards). Mark the holes first with a marker pen and use a spirit level to ensure it is perfectly straight. Don't screw the screws in all the way, as the filter head will hang over the protruding top of the screws. Hang the filter on to the screws and ensure it is secure.

Important: If mounting the filter and bracket ensure there is approximately 10cm of free space beneath the filter to drop the cartridge out for future filter changes.



Next, measure the length of tubing required between the two push-fit connectors you installed earlier and the inlet and outlet of the filter. When measuring, have the tubing in your hand to ensure that it will sit between the connectors without kinking or bending. Do not be afraid to use a longer length of tubing than you may initially think, in some instances it will need to be a long loop to avoid a kink or a corner. Remember you can always cut it shorter, but can't make it longer. Using a pipe cutter (preferred) or a sharp knife cut the tubing to size as appropriate for each side. When cutting the tubing ensure cuts are **SRAIGHT** and **CLEAN** and not at an angle. There should be no loose burrs of plastic tubing at the ends otherwise it will not seal properly. Use a file to remove any loose burrs if necessary.

Starting at the inlet side, push the tubing into the push fit connector at the feed end (on the rigid pipework **NOT** the tap tail). Push the tubing in firmly until it will not go in any further, you should feel it push into the fitting. Give it a gentle pull to make sure it is in place - it should not come out when pulled if inserted correctly. Repeat the process with the other end of the same piece of tubing, but this time connecting to the **INLET** fitting of the filter.

Now connect the other section of tubing to the **OUTLET** of the filter at one end, and the push fit connector at the base of the tap tail at the other. Use the same process as above to make sure the tubing is pushed in fully and is secure.

Once inserted, it should look similar to the above image.

Important: Verify that all tubing is correctly inserted before turning the water back on. It can require significant pressure to seal correctly and to be fully inserted.





Checking The Installation

Now the filter is installed, the final step is to ensure it is working correctly, and is leak-free. Start by double checking that all fittings in place are tight and secure. Then open the cold tap fully before **SLOWLY** turning the stop-cock back to its open position. Immediately check for and rectify any leaks.

Leaks are most often caused by poorly cut or incorrectly inserted push fit tubing, threaded connections being over tightened, or where not enough PTFE tape has been applied to the threaded connections.

Tip: If access is difficult or you are struggling to tighten by hand use a spanner to tighten.

Tip: See the final page for additional troubleshooting steps.

Note that it is normal for the tap to 'splutter' at first as trapped air is being pushed out of the system. Keep the tap running, as this will stop after a few moments.

Allow the tap to run for at least **5 MINUTES** to fully flush and activate the filter. It is normal for the water to appear 'milky' or discoloured at first, this is nothing to worry about and will clear once a sufficient amount of water has passed through the filter. Depending on flow rate, you may need to flush the filter for more than 5 minutes.

When you first turn the tap off, re-check for any leaks. The installation is now complete - you and your household can now benefit from great tasting, chlorine-free drinking water!

Installation Support

Need support with your installation? We're here to help with specific guidance and installation support (Monday to Friday 9am - 5pm).

- Telephone: 01622 933 853
- Email: support@ultra-soft.co.uk
- Live Chat: www.ultra-soft.co.uk



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Changing The Filter

The UltraClear drinking water filter is designed to give you and your family **365 days of great tasting drinking water** before a filter change is recommended.

If you are a super busy household that uses a lot of water, then you may begin to notice a slight drop in flow before the 365 day mark. This is because the filter has been working hard to remove contaminants down to just 0.5 micron in size (0.0005mm) and is starting to get blocked up – this is a tell-tale sign that you need to change the filter.

Replacement Procedure

To replace the filter, start by turning the water off at the stopcock. Open the cold tap fully to drain any excess water. After the water has drained and flow has stopped completely, turn the old filter cartridge 90° clockwise and pull it away from the head to remove it.

Tip: Keep a towel or bucket handy to contain any excess water.

Tip: Your used filter cartridge is suitable for disposal in your normal household waste.

With the old filter removed, have your replacement filter to hand. Start by removing the protective cap from your new cartridge and moisten the o-ring seals using a little bit of water. Push the cartridge up into the filter head and turn 90° anticlockwise to lock the new filter into place. When inserted correctly you should not be able to pull the filter cartridge away from the head. With the new filter now fitted, open the cold tap fully before **SLOWLY** turning the stop-cock back to its open position. Immediately check for and rectify any leaks.

Remember to allow the tap to run for at least 5 minutes to flush the filter for the first time. It is normal for the water to appear discoloured at first, this is nothing to worry about and it will clear. You may need to flush the filter for more than 5 minutes depending on flow rate and feed pressure. Keep the tap running until the water runs clear.

Replacement filters can be purchased using the link below:

<https://ultra-soft.co.uk/product/ultraclear-easy-drinking-water-filter-kit/>



Troubleshooting

Problem	Possible Cause	Solution
Leak from between the filter and head	Filter not inserted correctly	Turn the water off and remove the filter from the head, inspect the O-Rings to ensure they are not warped or damaged and moisten them with a little water. Push the cartridge firmly into the head and secure with quarter turn. When inserted correctly you should not be able to pull the filter out of the head.
Leak from threaded fittings	Connectors aren't sufficiently tightened, or PTFE applied incorrectly	Turn the water off before disconnecting the fittings. Check the fittings have sufficient PTFE coverage on the threads, if not remove and re-apply the PTFE tape. Tighten by hand and tweak gently with a spanner. If the leak is from the female thread at the base of the tap tail, also re-check that the rubber gasket is in place for the nipple to seal against.
Leak from the push fit tubing	Tubing is not sufficiently pushed into the connections Tubing has been cut poorly	Turn the water off before checking the tubing is correctly inserted. You need to push hard, it should push into the fitting, then push a bit further again, until it will not go in any further. Pull on the tubing to make sure it is secure. If this still does not solve the issue, turn the water off again and remove the tubing from the fittings (push the collet in towards the body of the fitting to release the tubing and pull). Make sure the tubing is cut straight with no burrs, before reinserting as above.
Poor flow or pressure	Lack of feed pressure Tubing is kinked or obstructed	Verify that you have suitable feed pressure to the filter, a minimum of 2 bar is required. Ensure that the flexible tubing connecting the filter is not kinked or obstructed in any way, do not be afraid to use a longer length of tubing if required to avoid kinks. Before altering or removing any tubing, turn the water off first!
Water appears cloudy or discoloured	Filter has not been flushed for long enough	This is normal after installation or after replacing the cartridge. Ensure you flush the filter for at least 5 minutes before use to activate the filter. Cloudiness is usually dissolved air and will clear over time.