



FOUNTAINHEAD WATER SYSTEMS

5 OR 6 STAGE REVERSE OSMOSIS SYSTEMS INSTALLATION GUIDE.

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Please read carefully before proceeding with installation

TOOLS & MATERIALS NEEDED FOR NORMAL INSTALLATION:

- Variable speed (VS) drill
- Carbide grinding burr
- 1/4" (6mm) drill bit
- 7/16" (11mm) drill bit
- 1/2" (13mm) and 5/8" (16mm) open-end wrenches (or adjustables)
- Phillips screwdriver
- Flashlight or droplight
- Teflon tape
- Protective eyewear (i.e.... goggles)

If the above tools are not available, contact your local distributor for assistance.

REPLACEMENT AND FILTER CHANGE INTERVAL:

Sediment Pre-filter: 6 months - 1 year

Granular Carbon Pre-filter: 6 months - 1 year

Carbon Block Pre-filter: 6 months - 1 year

R.O. Membrane: 2-4 years

Post In-Line Filter: 6 months - 1 year

NOTE: Life of filters and membrane depends on the quality of water supplied to the R.O. system.

PRE-INSTALLATION INSPECTION

After opening, inspect package and locate the following items:

1. R.O. Unit
2. Storage Tank
3. Faucet with mounting hardware
4. Membrane and Flow Restrictor
5. Filters
 - A) Sediment Cartridge
 - B) Granular Carbon Cartridge
 - C) Carbon Block Cartridge
6. Installation Packet
 - A) Drain Saddle
 - B) Tank Ball Valve w/ Tube Insert
 - C) Tubing

BLUE - TANK

RED - FEED WATER

WHITE - FAUCET

BLACK - DRAIN

YELLOW - RO/DI DUAL SYSTEMS DI WATER

RECOMMENDATION

If your water hardness exceeds 7 Grains per gallon or 1200 PPM you may consider the purchase of a water softener for your home. Contact your local distributor.

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**FOUNTAINHEAD
WATER SYSTEMS**

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OPERATING PARAMETERS

WARNING!! The following conditions for feedwater supply must be met or the warranty will be void.

1. RO System must be connected to a municipal or well water source that is treated and tested on a regular basis to insure bacteriologically safe water.

2. Operating Temperatures:

- A) Maximum 113° F
- B) Minimum 33° F

3. Operating Pressure:

- A) Maximum 85 PSI (5.95 kg/cm²)
- B) Minimum 40 PSI (2.95 kg/cm²)

CAUTION!! Do not allow RO System to freeze. The membrane always contains water and will be destroyed if frozen.

WARNING!! Do not plumb RO System to hot water. This will destroy the integrity of system components and void the warranty and manufacturer's responsibility.

WARNING!! Warranty voided and manufacturer assumes no responsibility for damage to system or property if pressure exceeds 85 PSI. A pressure regulator is advised to maintain proper pressure.

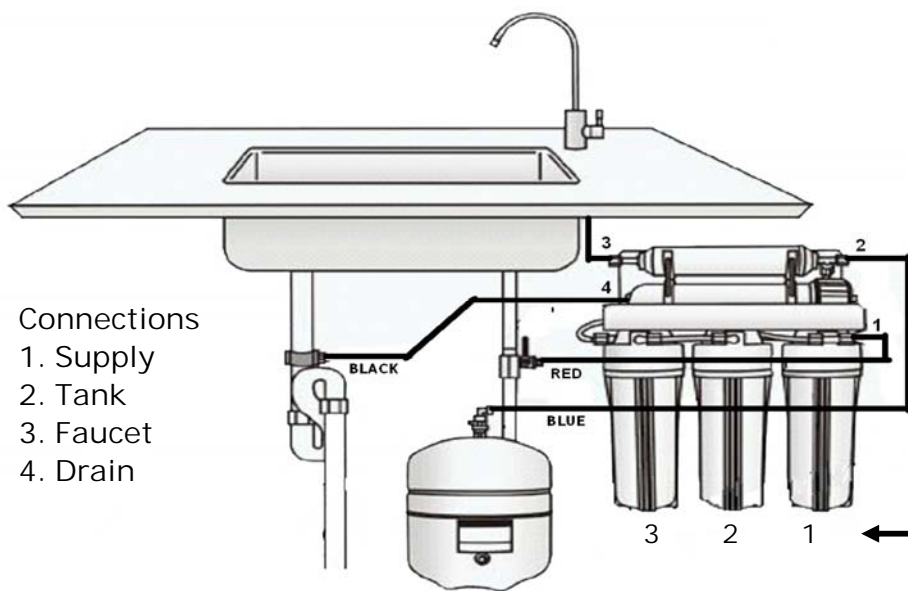
This Reverse Osmosis System is designed to operate at a water pressure in the range of 40 to 80 psi. At pressures lower than 40 psi the quantity as well as the quality of the water will be reduced. At higher pressure, severe damage to the system may result. If local water pressure exceeds 85 psi a pressure regulator must be installed which will reduce the water pressure into the system.

It is recommended that total TDS (Total Dissolved Solids) does not exceed 2000 ppm

PRODUCT LIABILITY AND WARRANTY INFORMATION

WARNING!! The installer is responsible for any leaks resulting from installation of tubing or related fittings. The installer must check over the entire system completely while under pressure to ensure system is not leaking and is functioning properly. Liability resulting from failure to check for leaks under pressure is the sole responsibility of the installer.

Each system is Warranted to be free from defects in material and workmanship for a period of one year from the date of original purchase. In the event of such defects within the warranty period, the Manufacturer will, at it's option, replace or recondition the product without charge. This shall constitute the sole and exclusive remedy for breach of warranty, and the manufacturer shall not be responsible for any incidental, special or consequential damages, including without limitation, lost profit on the cost of repairing or replacing other property which is damaged. If this product does not work properly, other costs resulting from labor charges, delays, vandalism, negligence, fouling caused by foreign material, damage from diverse water conditions, chemicals, or any other circumstances over which the company has no control. This warranty shall be invalidated by any abuse, misuse, misapplication or improper installation of the product. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE. Any implied warranties that are imposed by law are limited in duration to one year.



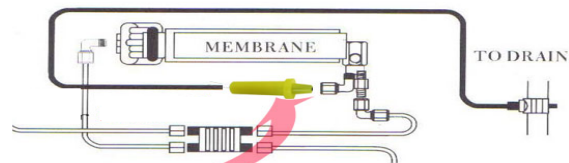
Connections

- 1. Supply
- 2. Tank
- 3. Faucet
- 4. Drain

RO SYSTEM PLUMBING SCHEMATIC

MEMBRANE VESSEL

Flow Restrictors. Inline or Intube



Insert it into the drain tubing (usually black tubing) all the way. then Insert THAT END of the drain tubing into fitting ONTO the membrane housing



- 1. Pre Sediment Cartridge
- 2. Pre Granular Carbon Cartridge
- 3. Pre Carbon Block Cartridge

PREPARING FOR INSTALLATION

1. This system includes a standard sink top faucet without an Air-Gap. In localities where plumbing codes require installation of an Air-Gap, contact your local distributor to obtain a code approved Faucet or Adapter.
2. The R.O. System may be mounted to the side of the sink cabinet. It must be positioned to allow access for service and filter changes. The assembly should be relatively near the faucet to maximize flow rate. A Delivery Pump may be needed if system is located more than 12 ft from faucet.
3. The storage tank should be located where it can be removed if necessary. The storage tank may be placed in either the vertical or horizontal position without affecting the system performance. If there is insufficient space under the sink for placement, the tank may be located in an adjacent cupboard up to 50 ft. away which a delivery pump may be required for maximum performance.
4. The faucet should be positioned to allow a free flow pattern into the sink. It must be positioned to allow ready access to the mounting hardware under the sink.

FAUCET INSTALLATION

CAUTION!! Extreme care must be taken in drilling the hole for the sink-top faucet. The surface material of most sinks is extremely hard and brittle and can be easily chipped or cracked. If you are uncomfortable performing the following procedure it is recommended that your local distributor be consulted for techniques and other assistance. The unit's manufacturer accepts no responsibility for sink top damage resulting from unit installation.

CAUTION!! Before grinding or drilling put on appropriate eye protection (i.e....goggles) to protect your eyes from porcelain or metal chips.

CAUTION!! Before grinding or drilling ensure that the drill you are using is UL® Laboratories approved and properly grounded to prevent electrical shock or possible death. DO NOT USE DRILL WHILE USING OR STANDING IN WATER!!

FAUCET INSTALLATION

1. **BEFORE DRILLING:** Check under the sink in the area that you plan to install the faucet and make sure that there is a flat surface to secure the mounting hardware. A flat space of approximately 2 inches in diameter is needed.

RECOMMENDATION: Before drilling or grinding mask off the immediate area surrounding the grinding/drilling location preferably with duct tape or if duct tape is unavailable masking tape may be used. This procedure should help prevent scratching of the sink surface.

2. Remove everything from inside the sink and surrounding area. Place paper towels in the sink to catch the shavings from the grinding and drilling.

3. Using a variable speed (VS) drill with a carbide grinding burr, gently grind away enough porcelain or enamel to more than accommodate the 7/16" (11mm) drill bit. Approximately the size of a dime. Enough surface material must be removed to expose the base metal.

CAUTION!! Porcelain or enamel must be completely removed in the drilling area to prevent immediate dulling of drill bit.

4. Remove everything from under the sink.

5. Place newspaper or paper towels directly under drilling location in order to catch the drill shavings.

6. Using the 1/4" (6mm) drill bit, drill a centering or pilot hole in the center of the desired faucet location. Note: this centering/pilot hole will make it easier for the 7/16" (11mm) drill bit to cut through the sink. Operate the drill slowly and carefully—

Especially when the drill bit is about to penetrate the metal. Otherwise, damage to sink may occur. Use lubricating oil to keep the drill bit cool while drilling.

7. Using the 7/16" (11mm) drill bit, drill completely through the sink. Operate the drill slowly and carefully—Especially when the drill bit is about to penetrate the metal. Otherwise, damage to sink may occur. Use lubricating oil to keep the drill bit cool while drilling.

8. Discard paper towels and newspaper used in sink and below sink. Be very careful not to drop any shavings in sink or on the floor as they will rust and stain surfaces very quickly.

HELPFUL HINT: If you notice any rust spots from dropped shavings you should be able to get rid of them by scrubbing them with cleanser.

9. Cover the drilled hole with your finger **BE VERY CAREFUL NOT TO CUT YOURSELF ON SHARP EDGES!** Rinse sink then scrub with cleanser to prevent any rusting from shavings and to prepare for faucet installation. Plug hole again while rinsing off cleanser. Hole must be plugged in order to avoid water dripping below into sink cabinet, which may cause damage.

Additional style faucets and finishes are available. Please contact your local distributor for information



202 Series

303 Series

404 Series

10. Remove faucet from package.

11. Slip the small, thin rubber gasket over the faucet shank. Next slip the chrome trim plate (escutcheon plate) over the faucet shank. Finally, slip the large, thin rubber gasket over the faucet shank.

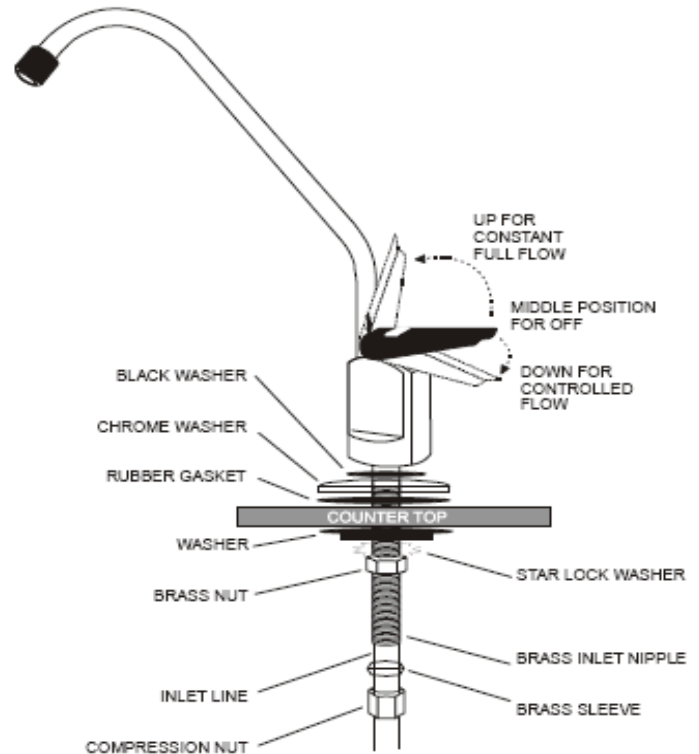
12. Take the faucet spigot and insert it into the faucet base in the hole next to the faucet handle. Push the faucet spigot in until it stops.

13. Place the faucet shank complete with only hardware installed in step 11 though the drilled hole.

14. From under the sink slip the large, black plastic, locating washer over the faucet shank. Next slip the lock washer over the faucet shank followed by the thin brass nut.

15. While holding the faucet assembly above the sink tighten the thin brass nut below the sink with an adjustable wrench. Tighten the brass nut until the faucet assembly does not move.

FAUCET DIAGRAM



CAUTION!! Do not overtighten the brass nut. Overtightening can cause damage to the sink or faucet assembly.

INSTALLATION OF FEEDWATER ASSEMBLY

CAUTION!! For your safety and protection, do not use where water is microbiologically unsafe or of unknown quality. The water supply to your unit **MUST** be from the **COLD WATER LINE!** Hot water will severely damage your R.O. system!

1. Turn off cold water supply to the sink using the supply valve located under the sink.

Note: In some cases the supply valve may leak or may not work at all. If this happens turn off the water at the main water shut off for the entire house. In extreme cases the house shut off valve does not work. If this happens shut the water off at the street and replace the defective valves immediately.

Locate the type of shut off valve you have under your sink and follow that step for connecting the feedwater.

2. Some shut off valves have an extra port for an icemaker hookup. You will not need the feedwater adapter for this type of installation.

3. On some shut off valves you can install the feedwater adapter directly to the valve. Slip the black washer into the feedwater adapter. Tighten feedwater adapter to the valve with an adjustable wrench. Tighten until snug. Insert the 1/4" nylon elbow fitting into the feedwater adapter. **TIGHTEN BY HAND ONLY! DO NOT OVERTIGHTEN!**

INSTALLATION OF FEED WATER ASSEMBLY

4. Most under sink shut off valves have a built in smooth or corrugated riser

FEED WATER DIAGRAMS

going up to the faucet. Refer to diagram E for help with this type of valve. Secure an adjustable wrench to the fitting on the cold water side of the sink faucet--NOT THE R.O. FAUCET! Secure another adjustable wrench to the smooth/corrugated riser line nut. Gently undo the riser line from the sink faucet. Do not be alarmed! There will be water left in the line—this is normal. However, if the flow does not stop you probably haven't shut the water off properly. (See the Note in Step # 1, Section # 3 if you need help with water shut off.)

5. Screw the provided quick connect

adapter onto the fitting coming from the cold water side of the sink faucet. Using two adjustable wrenches tighten the feedwater adapter to the cold water line. Take extreme care not to twist or damage the connection to the cold water connection.

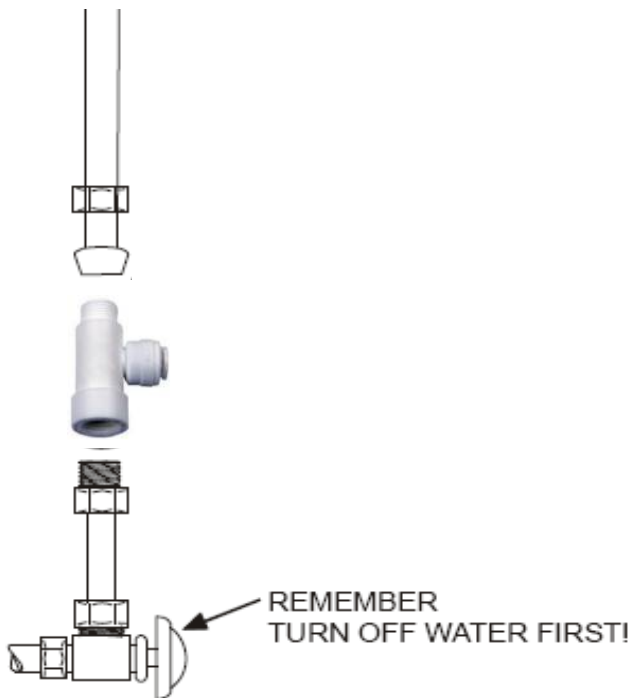
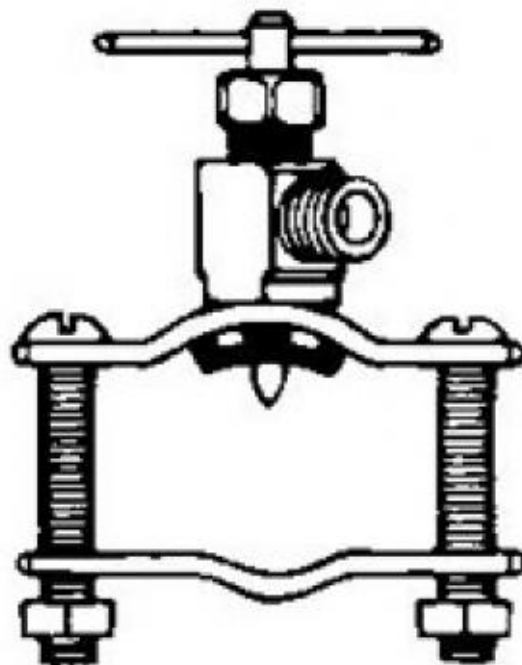


DIAGRAM D

Self Piercing Saddle Valve

Saddle valve used on copper lines instead of the easy screw together quick connect inline feed adapter. Make sure to install this after the shut off on the cold water line to the faucet. Make sure to mount and install this on an easy to reach place. Turn the saddle valve all the way in. This will drive a thin point into the copper tubing. This is the off position. Attach the tubing, and open up, turning counter clockwise to turn on.



INSTALLATION OF DRAIN SADDLE

1. Open the package containing the drain saddle. See diagram F.

DRAIN SADDLE ASSEMBLY

2. Peel the protective film off of the sponge gasket. Apply gasket to inside of drain saddle, using care to align sponge gasket hole with drain port.

3. Position the drain saddle on the vertical or horizontal drainpipe from your sink. Position as far away from the garbage disposal as possible.

DANGER!! The drain saddle **MUST** be installed on the side of the P-trap that goes to the sink drain!! If installed on the wrong side of the P-trap sewer gas could enter the unit and damage it.

4. Drill 1/4" (6mm) hole into the drainpipe.

CAUTION!! Be very careful when drilling into drainpipe to not drill all the way through—stop after piercing the first wall of the pipe.

5. Mount the drain saddle. Align the drain saddle port with the 1/4" drilled hole using a small drill bit or other small straight object.

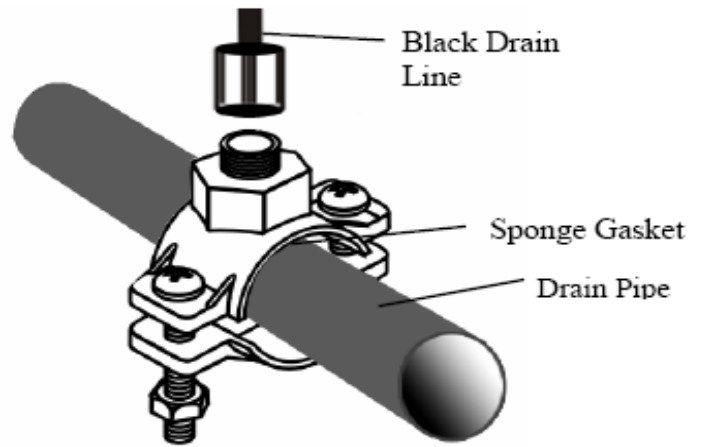


Diagram F

6. **GENTLY TIGHTEN** the two screws evenly on both sides of the clamp until the clamp is snug on the pipe.

CAUTION!! To avoid breaking plastic saddle or crushing drainpipe **DO NOT OVERTIGHTEN!**

PRESSURE TANK

1. Wrap 4 to 5 wraps of Teflon tape around the tank threads at the top of the tank.

2. Hand tighten the plastic shut off ball valve to tank stem.

CAUTION!! It is very important that the 1/4" Insert be inserted into the tubing.

CAUTION!! Hand tighten the valve only! **DO NOT OVERTIGHTEN!** If valve is overtightened it will crack and will leak.

IMPORTANT!! The tank pressure must be between 4-7 PSI when measured empty. This must be measured with a good dial or digital pressure gauge. A pop-up tire gauge will not give you an accurate reading. If you do not have access to a good gauge contact your local distributor to purchase one.

If your tank pressure is above 10 PSI use the tank Schrader valve to release pressure until there is between 4-7 PSI. If your tank pressure is below 4 PSI use a bicycle pump or compressed air to increase pressure to between 4-7 PSI.

3. The storage tank should be located where it can be removed if necessary. The storage tank may be placed in either the vertical or horizontal position without affecting the system performance. If there is insufficient space under the sink for placement, the tank may be located in an adjacent cupboard up to 12 ft. away. Any distance greater than 12 ft a delivery pump should be considered for maximum performance.

RO PLACEMENT AND MOUNTING

1. Determine if mounting of the R.O. system is necessary or desired. The R.O. system does not need to be mounted on the wall of the cabinet if

3. Set the R.O. system to the side.

4. Screw the two (2) Phillip head screws (supplied in the installation

there is room for it to sit on the floor. However, if it is mounted to the side of the cabinet it is easier to change the filters and does not take up floor space.

IMPORTANT!! Be very careful not to kink any of the tubing on the R.O. system. If tubing is kinked the tubing can rupture and leak.

2. Position the R.O. system on the wall at the desired mounting location. Using the bracket holes on the back of the bracket, mark on the wall with a pencil where the screws need to be inserted.

packet) into the wall at the marked positions.

NOTE: Let the screw heads protrude from the wall enough to hang the R.O. system safely.

5. Mount the R.O. system onto the screws.

6. PLEASE NOTE. ALL OUR NEWER SYSTEMS ARE FITTED WITH QUICK CONNECT JOHN GUEST TYPE FITTINGS. PLEASE MAKE A NOTE OF THE ATTACHED ADDENDUM

TUBING CONNECTIONS

IMPORTANT!! Be very careful not to kink any of the tubing on the R.O. System. If tubing is kinked the tubing can rupture and leak.

CONNECTING TO FAUCET

WHITE LINE

CONNECTING TO TANK

BLUE LINE

SEE SECTION ON FAUCET INSTALLATION

SEE SECTION ON TANK INSTALLATION

YELLOW LINE

SUPPLIED WITH RO/DI SYSTEMS. OUTPUT FOR DI WATER. ATTACH TO FLOATING BALL VALVE OR USE INLINE BALL VALVE AT YOUR DISCRETION . ORIGINATES LAST DI HOUSING

2. Connect the other end to the post in-line filter on top of the R.O. System Push and click

CONNECTING THE FEEDWATER

RED LINE

CONNECTING TO DRAIN SADDLE

BLACK LINE

SEE SECTION ON FEED WATER INSTALLATION

SEE SECTION ON DRAIN WATER INSTALLATION

2. R.O. System connection. Simply push **the tubing into the fitting until you feel it click into position.** The tubing must lock into the fitting.

Black tubing originating from R,O, Membrane Housing

SYSTEM START-UP

CAUTION!! Insert Drain Tubing (DO NOT INSTALL FLOW RESTRICTOR AT THIS TIME) into membrane vessel.

IMPORTANT!!

RO SYSTEM FLUSH

With all Cartridges and Flow Restrictor in place make sure that main water supply is in the ON position.

1. Lift the R.O. faucet handle until it

Make sure that the drain connection Black line is installed and connected to the drain.

1. With all connections complete, turn on the cold water supply to the R.O. unit. This means the blue handle on the valve must be in-line with the red tubing.

2. Make sure that all Pre-Cartridges, including Membrane are properly installed.

3. Immediately check the R.O. UNIT for leaks. If you notice any leaks turn off the main supply valve and make any necessary adjustments.

If the RO UNIT is operating with no apparent leaks proceed to RO UNIT Flush.

RO UNIT FLUSH

With all cartridges in place it is now time to flush the RO UNIT

1. Without the Flow Restrictor in place, turn on the main water supply and run the RO UNIT for approximately 3 minutes. This will allow residual Carbon fines to be washed through the system and down the drain.

2. Turn main water supply to OFF position.

3. Install the Flow Restrictor into Black Tubing and re-connect tubing into fitting.

5. Turn main water supply to ON position.

IMPORTANT!! Ensure that the ball valve on the storage tank is open. This means that the valve handle is in line with the Blue tubing.

6. Check one last time for any signs of leaking.

locks in the upright position. Let the water drip for 2 hours. After 2 hours turn off the R.O. faucet. The tank will now fill which takes approximately 4-5 hours.

2. After the tank has filled, open the faucet and drain all the water from the tank until it is empty.

CAUTION!! DO NOT USE FIRST TANK OF WATER FROM YOUR SYSTEM

RO SYSTEM SANITATION FLUSH

It is recommended that you sanitize your RO System each year. By doing so you will ensure that the system is operating at peak performance.

Prior to a filter and cartridge change please follow instructions below.

IMPORTANT!! Turn off main water supply.
IMPORTANT!! Make sure that all cartridges and Membrane are removed prior to sanitization flush.

1. Open faucet and drain tank.

2. Mix 1 cup household bleach and 4 cups of tap water and pour mixture into Pre-Sediment filter housing #1

4. Re-install all housings into original location including membrane vessel without membrane.

5. Turn on main water supply and open faucet until water is running. Turn faucet off.

5. System will Continue to run until Automatic shut-off valve engages.

6. Wait 30 minutes, open faucet and drain tank. Run additional 5 minutes.

7. Turn off main water supply and install new pre-cartridges, membrane and new post filter.

8. Repeat steps from "RO UNIT" flush

Check for leaks around all devices that have been opened as well as the entire system

TROUBLE SHOOTING

NOT ENOUGH WATER FROM TANK

Possible Cause	Solution
● Feed water valve is plugged or closed.	Open valve or unclog.
● Sediment/Carbon prefilter or	

● Sediment/Carbon prefilter or Carbon Post Filter is clogged.	Replace Filters.
● Low incoming water pressure.	Incoming water pressure must be above 40 PSI. Install a Booster Pump or Permeate Pump.
● Reverse Osmosis Membrane is fouled.	Make sure incoming water pressure is within operating limits. Make sure drain line is not clogged. (See High TDS) Correct cause of fouling and replace RO Membrane.
● Air pressure in holding tank is incorrect.	Empty water from holding tank. Air pressure in valve stem should be between 8 - 10 PSI.
● Air Bladder in Holding Tank is ruptured.	Replace Holding Tank.
● Holding Tank valve is closed.	Open valve.
● No water to drain. Drain Flow Restrictor is clogged.	Replace Drain Flow Restrictor.
● No water to drain. Air Gap Faucet is clogged.	Clear or replace Air Gap Faucet.
● Check Valve on RO Membrane Housing is stuck.	Replace Check Valve.
● The Automatic Shut-Off Valve is Malfunctioning.	Replace Automatic Shut-Off Valve.

LOW WATER PRESSURE FROM FAUCET

Possible Cause	Solution
● Air Pressure in Holding Tank is incorrect. This is the #1 reason for low flow from Reverse Osmosis Faucet.	Open faucet and empty water from holding tank. Shut off feed water to system and remove holding tank from under sink. (The tank is easier to work on.) Locate the air valve stem (just like on a car or bicycle tire) and add air. If there is still water in the tank, continue to add air until all the water is removed. Once all the water is removed, continue to add air and pressurize to 8 PSI. Re-install the tank under the sink, turn on the feed supply to the system and allow the tank to fill.
● Carbon Post Filter is clogged.	Replace Post Filter
● Holding Tank Valve is partially closed.	Open Valve.
● The Faucet is out of adjustment or faulty.	Repair or replace Faucet.
● Heavy water use. Holding Tank is empty.	Allow Holding Tank to refill.
● Low Water Production.	See previous section on Low Quantity of Water From Holding Tank.

PRODUCT WATER IS HIGH IN TDS

Possible Cause	Solution
● Clogged Prefilter.	Replace Filter.
● Low incoming water pressure.	Incoming water pressure must be above 40 PSI. Install a Booster Pump or Permeate Pump.
● Reverse Osmosis Membrane is not correctly sealed in Membrane Housing.	Check that RO Membrane is correctly installed.

● Reverse Osmosis membrane is not correctly sealed in Membrane Housing.	Check that RO Membrane is correctly installed.
● Reverse Osmosis membrane is expended.	If Membrane life is unusually short, find and correct the problem. (Average life is 2 - 3 years.) Replace RO Membrane.
● Product water and drain water lines are reversed.	Correct plumbing.
● No water to drain. Drain Flow Restrictor is clogged.	Replace Drain Flow Restrictor.
● No water to drain. Air Gap Faucet is clogged.	Clear or replace Air Gap Faucet.
● The Automatic Shut-Off Valve is not closing.	Repair or replace Automatic Shut-Off Valve.
● New Carbon Postfilter has not been rinsed completely.	Drain Holding Tank twice to rinse new Carbon Postfilter.
● The incoming feed water TDS has increased.	An increase in feed water TDS will also give an increase in Product Water TDS.

TASTES AND ODORS IN PRODUCT WATER

Possible Cause	Solution
● Carbon Post Filter is exhausted.	Replace Filter.
● There is foreign matter in Holding Tank.	Clean, flush and sanitize the Holding Tank. Replace filters.
● Product water and Drain water lines are reversed.	Correct plumbing.
● Dissolved gases in feed water.	Pre-treat feed water to remove gasses.
● Increase in Product Water TDS.	See High TDS in Product Water Section

ON MANY 6 STAGE SYSTEMS WITH SPECIAL FILTERS INCORPORATED, THEY ARE PLACED BEFORE THE FINAL POLISHING CARBON FILTER. THE INSTALLATION PROCESS IS THE SAME WITH THIS MODIFICATION. THE RO/DI DUAL USE SYSTEMS, WILL HAVE THE WHITE LINE TO THE FAUCET, AS WELL AS A YELLOW LINE FOR DI PRODUCT WATER. THE DI LINE CAN HAVE A BALL VALVE INSTALLED, OR YOU CAN FIT A FLOATING SHUT OFF VALVE, DEPENDING ON YOUR PREFERENCE.