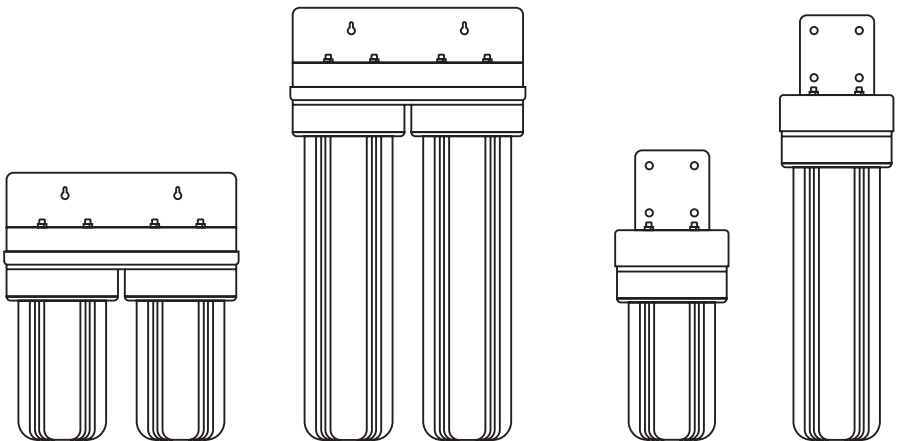


# Whole of House Water Filtration Systems

Please read all warnings,  
precautions and instructions  
before installing and using  
this filter system.



K-T-WH10T

K-T-WH20T

K-T-WH10S

K-T-WH20S

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## With thanks from HiFLOW®

Thank you for purchasing a HiFLOW® Whole of House Water Treatment System.

This product is intended for use with potable (drinking) water from municipal or treated sources. It is not suitable for untreated or microbiologically unsafe water without adequate disinfection before or after the filter system. For non-standard water sources, such as bore water or rainwater, consult your local water treatment professional or contact the HiFLOW® Customer Service Center on 1300 785 355.

The filter cartridge(s) used in this system require regular replacement to maintain optimum performance. This is a simple procedure when following the instructions provided (see pages 12 - 14 of this guide). To purchase replacement cartridges, contact your nearest HiFLOW® stockist.

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Model No.	Description	Connection BSP (Female parallel)	Nominated Max. Working Pressure	Temperature Rating
K-T-WH10T	Twin 10-inch Whole of House Water Filtration System	1" (25mm)	100-880kPa	Operating Temp 4.4 / 40°C  Max. Ambient Temp 50°C
K-T-WH20T	Twin 20-inch Whole of House Water Filtration System			
K-T-WH10S	Single 10-inch Whole of House Water Filtration System			
K-T-WH20S	Single 20-inch Whole of House Water Filtration System			

# Important Note to the Installer

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**This product must be installed by a licensed plumber, failure to do so will void warranty.** Please read all warnings and precautions. Installation must adhere to the instructions provided in this manual and comply with all local laws and regulations. See section in this manual entitled Local Regulations and Approval Notes on page 11.

Please leave this guide with the customer, it contains essential care and maintenance information including cartridge replacement instructions. Installation and servicing must follow the instructions in this manual. Failure to do so may result in equipment damage, water leakage, or compromised water quality.

Please recycle packaging material.

## Warnings and Precautions

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### WARNING

**WARNING:** The operating conditions indicated on the product label must be respected, as exceeding these may cause personal injury or property damage.

**WARNING:** The housing may at no point be exposed to pressures above the rated pressure as this may cause the housing to burst.

**WARNING:** A licensed plumber shall install an approved pressure limiting valve where the line pressure exceeds 500 kPa to comply with Australian and New Zealand Plumbing Standards.

**WARNING:** For point of entry installations, an approved dual check valve for backflow prevention must be fitted in accordance with National Plumbing Codes.

**WARNING:** Do not install close to electrical appliances. Failure to do so may cause personal injury or property damage.

**WARNING:** Connect this filtration system to a cold water supply only.

**WARNING:** The filter housing(s) shall be installed and maintained by a licensed plumber to avoid personal injury or property damage.

**WARNING:** Do not open filter housings without first isolating and depressurising each housing. A housing may only be opened when its pressure is equal to ambient pressure. Failure to do so may cause personal injury or property damage.

**WARNING:** Always follow the manufacturer's installation, operation, and maintenance instructions. Failure to do so may result in equipment damage, compromised water quality, or personal injury.

**WARNING:** If cartridges are not replaced at recommended intervals, or if housings are not sanitized regularly, microbial growth may occur within the system.

# Warnings and Precautions

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## CAUTION

**CAUTION:** Protect filter housings from freezing. Freezing can cause the filter housings to crack and result in water leakage.

**CAUTION:** Filter housings must be protected against vacuum. Vacuum may cause the filters to collapse or damage the housing.

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

**CAUTION:** Install filter housings in a sheltered or covered location, protected from excessive heat.

**CAUTION:** Do not install where a filter housing will be exposed to direct sunlight.

**Ensure that the installation complies with all local laws and regulations.**

See section in this manual entitled Local Regulations and Approval Notes on page 11.

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## General instructions for filter housing use

**Filter housings are intended for use with filter cartridges, for example sediment cartridge filters and/or activated carbon cartridge filters, in cold water systems.**

**IMPORTANT:** Before using the system for the first time, flush the cartridges for a minimum of 5 minutes by opening a downstream tap.

After prolonged periods of non-use (such as during a vacation), it is recommended that filter housings be flushed thoroughly. Let water run through the system for 5 minutes before resumption of water use.

Because of the product's limited service life, and to prevent costly repairs or possible water damage, we strongly recommend replacing filter housings every 10 years. If the filter housing has been in use for longer than this period, it should be replaced immediately. It is suggested to date the filter housing upon installation and include its replacement date.

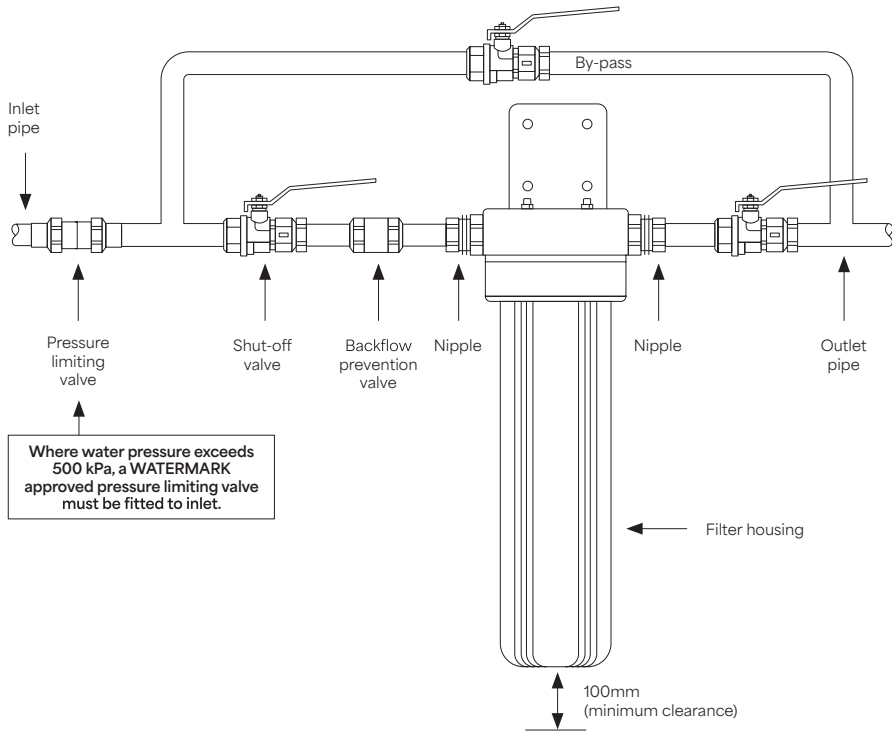
The filter housing connections are 1" BSP connections and can easily be installed on copper, plastic or galvanised pipe by use of the appropriate fittings

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**CAUTION:** In some countries metal pipework is used as earth. If applicable in your country, housings installed on metal pipelines must have a jumper wire installed from the metal pipe on the inlet, to the metal pipe on the outlet. This work must be carried out by a suitably person.

# Single Filter Housing Installation

## Typical single housing installation



**IMPORTANT:** Allow a minimum of 100mm clearance below filter housing to enable filter cartridge replacement.

# Single Filter Housing Installation

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## Before you start

**CAUTION:** Ensure that the system connections are compatible with the connections of the filter housing.

**CAUTION:** Do not over-tighten inlet / outlet connections - stripped threads will result.

**CAUTION:** Do not use screws other than the ones supplied with the product to mount the bracket to the housing.

**CAUTION:** Avoid dropping, hitting, or scratching filter housings. Minor damage from inappropriate handling can lead to cracks and eventual failure.

**CAUTION:** The O-ring between the housing top and bottom provides a water-tight seal. It is important that the O-ring remains properly seated in the housing groove during assembly, or a water leak could occur.

**NOTE:** The installation of a by-pass is recommended to simplify maintenance and filter change.

**NOTE:** Install filter housings after the water meter or pressure tank.

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## IMPORTANT

**Where line pressure exceeds 500 kPa, an approved pressure limiting valve must be installed before the filter system.**

**For point of entry installations, an approved dual check valve for backflow prevention must be fitted in accordance with National Plumbing Codes.**

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## Installation steps

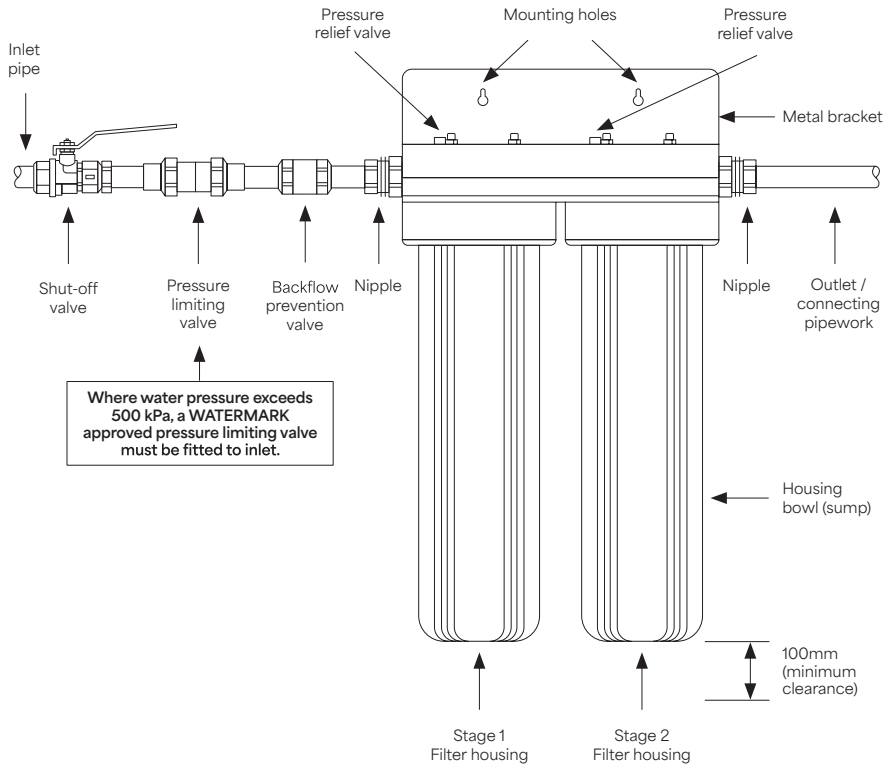
**Turn off cold water supply. For pumped systems, this must be after the pump, or the pump must be disconnected from power. Open nearest tap to release pressure in pipes before starting installation.**

1. Mark wall mounting bracket location on the wall. **Ensure there is at least 100mm clear space below the housing for future maintenance.** Affix bracket to the wall and attach filter housing top to wall mounting bracket with screws provided.
2. Connect the water inlet pipe or flexible hose to the filter housing connection side marked “IN” and the water outlet pipe or flexible hose to the filter housing connection marked “OUT”.
3. Screw pipe or hose connections into housing top connections by hand. Use a wrench to tighten firmly. Do not over-tighten.
4. For BSP filter housings, connect using cylindrical (parallel) fittings (BSP - ISO 228).
5. Use only sealing / plumber’s tape as a sealant when making filter housing connections.
6. Remove new filter cartridge from packaging and insert into filter housing bottom. Install filter cartridge in housing according to the filter cartridge replacement instructions (see Maintenance and Filter Cartridge Replacement on page 12) before proceeding with installation.
7. Screw filter housing bottom into filter housing top and tighten with housing wrench. Be sure O-ring remains seated in its groove during assembly. Do not over-tighten.
8. Turn on water supply. Press pressure-relief / air bleed button to release trapped air.
9. Open downstream tap and let the water flow for at least 5 minutes to flush the cartridge before water use.

**NOTE:** Check for leaks before finalising installation. If there is leakage after having tightened the connections, disassemble connections, reseal connection threads with additional sealing tape, and then reassemble. Check that there is no further leakage.

# Twin Filter Housing Installation

## Typical twin housing installation



**IMPORTANT:** Allow a minimum of 100mm clearance below filter housing to enable filter cartridge replacement.

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## Before you start

**CAUTION:** Ensure that the system connections are compatible with the connections of the filter housing.

**CAUTION:** Do not over-tighten inlet / outlet connections – stripped threads will result.

**CAUTION:** Do not use screws other than the ones supplied with the product to mount the bracket to the housing.

**CAUTION:** Avoid dropping, hitting, or scratching filter housings. Minor damage from inappropriate handling can lead to cracks and eventual failure.

**CAUTION:** The O-ring between the housing top and bottom provides a water-tight seal. It is important that the O-ring remains properly seated in the housing groove during assembly, or a water leak could occur.

**NOTE:** The installation of a by-pass is recommended to simplify maintenance and filter change.

**NOTE:** Install filter housings after the water meter or pressure tank.

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## IMPORTANT

**Where line pressure exceeds 500 kPa, an approved pressure limiting valve must be installed before the filter system.**

**For point of entry installations, an approved dual check valve for backflow prevention must be fitted in accordance with National Plumbing Codes.**

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# Twin Filter Housing Installation

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## Installation steps

**Turn off cold water supply. For pumped systems, this must be after the pump, or the pump must be disconnected from power. Open nearest tap to release pressure in pipes before starting installation.**

1. Hold the unit in the desired mounting position and make a mark through mounting holes on the surface you are mounting to. **Ensure there is at least 100mm clear space below the housings for future maintenance.**
2. Fix screws to the wall that will allow the kit to be mounted using the key-holes in the back of the mounting bracket.
3. Attach filter housing top assembly to the wall bracket using the screws provided.
4. Mount the assembled kit to the wall, then tighten the wall screws to hold it firmly.
5. Connect the water inlet pipe or flexible hose to the filter housing connection side marked "IN" and the water outlet pipe or flexible hose to the filter housing connection marked "OUT".
6. Screw pipe or hose connections into cap connections by hand. Use a wrench to tighten firmly. Do not over-tighten.
7. Use only sealing / plumber's tape when making filter housing connections.
8. Remove new filter cartridges from packaging and insert into filter housing bottoms. Install filter cartridges in the correct order, according to the filter cartridge replacement instructions (see Maintenance and Filter Cartridge Replacement on pages 12 - 14 ) before proceeding with installation.
9. Screw filter housing bottom into filter housing top and tighten with housing wrench. Be sure O-ring remains seated in its groove during assembly. Do not over-tighten.
10. Turn on water supply. Press pressure-relief / air bleed buttons to release trapped air in each filter housing.
11. Open downstream tap and let the water flow for at least 5 minutes to flush the cartridges before water use.

**NOTE:** Check for leaks before finalising installation. If there is leakage after having tightened the connections, disassemble connections, reseal connection threads with additional sealing tape, and then reassemble. Check that there is no further leakage.

# Local Regulations and Approval Notes

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## Australia and New Zealand

**Ensure that installation complies with all local laws and regulations.**

Tested in compliance with AS/NZS4020 for use in contact with safe drinking water.

**NOTE:** Where water pressure exceeds 500 kPa, a WaterMark approved pressure limiting valve must be fitted to the inlet pipe.

**NOTE:** Installation of a dual check valve for backflow prevention must follow all local water authority regulations and be in accordance with AS/NZS 3500.1 and comply with AS/NZS 2845.1 and NCC volume 3, the Plumbing Code of Australia.

**NOTE:** When installed in Australia or New Zealand, installation compliance with AS/NZS 3500.1 on all potable water supplies must be observed.

**NOTE:** This product complies with the requirements of Lead-Free standards as defined in the National Construction Code Volume 3 and is suitable for use as part of Lead-Free installation.

# Maintenance and Filter Cartridge Replacement

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**WARNING:** Housings shall be maintained every 6 months by a professional installer to avoid personal injury or property damage.

**WARNING:** Do not open a filter housing without first isolating and depressurising the housing. A housing may only be opened when its pressure is equal to ambient pressure. Failure to do so may cause personal injury or property damage.

**NOTE:** During periodic maintenance, housings must be cleaned, and filters replaced as contamination may cause microbiologically unsafe water.

**NOTE:** It is important that O-rings remain correctly positioned between housing top and bottom to create a water-tight seal during assembly or a water leak could occur.

**NOTE:** As with all water filtration systems, improper maintenance or prolonged cartridge use may lead to microbial growth within the filter housing. Regular replacement and sanitization of the filter housing is essential to ensure the water remains microbiologically safe.

## Periodic maintenance and filter replacement

1. Turn off water supply.
2. Press pressure-relief / air bleed button to release pressure, or open nearest tapping point to release pressure.
3. Unscrew filter housing bottom with housing wrench. Empty out the water and remove O-ring, wipe clean and set aside.
4. Remove used filter cartridges. Wash housings with dish soap and warm water using a non-abrasive sponge or cloth. Rinse thoroughly. To disinfect housings, fill 1/3 with water, add one tablespoon of bleach and scrub. Rinse thoroughly.
5. Lubricate O-ring with clean silicone grease. Do not use petroleum jelly. Take care not to lubricate the threads and be sure to remove any excess lubricant from O-ring groove.
6. Insert O-ring into groove. **This step is important to ensure proper sealing. Make certain the O-ring is seated level in the groove.**
7. Remove new filter cartridge from packaging and insert into filter housing bottom.
8. Screw filter housing bottom into the housing top and tighten with housing wrench. Be sure O-ring remains correctly located during assembly. **Do not over-tighten.**
9. Turn on water supply. Press pressure-relief / air bleed button to release trapped air.
10. Open downstream tap and let water flow for at least 5 minutes to flush the cartridge(s) before water use.

**NOTE:** If the system has not been used for more than 7 days, flush the cartridges for at least 5 minutes before using the water.

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**NOTE:** Check for leaks before finalising installation. If there is leakage after having tightened the connections, disassemble connections, reseal connection threads with additional sealing tape, and then reassemble. Check that there is no further leakage.

Follow local regulations regarding disposal of used cartridges.

**CAUTION:** Do not use petroleum jelly or automotive grease to lubricate O-rings, as this will damage the filter housing.

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### Typical sediment cartridge filter life: 3 - 6 months\*

A reduction in water flow / pressure (to such an extent as to cause inconvenience) will indicate when the sediment cartridge has become clogged and needs replacing. Sediment cartridges should be replaced when the water flow has been noticeably reduced or after 3 - 6 months, but not exceeding 12 months (the latter recommendation is for hygiene reasons).

Filter system	Sediment cartridge
K-T-WH10S, K-T-WH10T	C-T-JUMBO10S
K-T-WH20S, K-T-WH20T	C-T-JUMBO20S

### Typical activated carbon cartridge filter life: 6 - 12 months\*

Carbon block cartridges should be replaced when they no longer remove taste or odour from the water, or when blocked, or after 6 - 12 months (the latter recommendation is for hygiene reasons).

Filter system	Carbon cartridge
K-T-WH10S, K-T-WH10T	C-T-JUMBO10C
K-T-WH20S, K-T-WH20T	C-T-JUMBO20C

**\*NOTE:** Actual effective life of filter cartridges will vary with incoming water quality.

# Maintenance and Filter Cartridge Replacement

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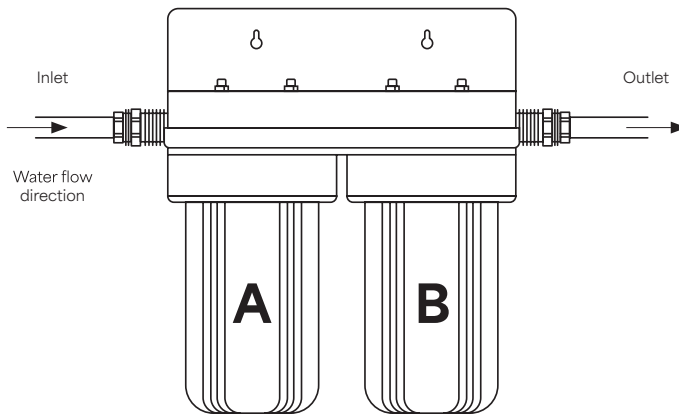
## Twin system filter cartridge replacement guide

### IMPORTANT

Be sure to install cartridges in the correct order. The sediment filter is to be the first filter in the system followed by the carbon filter, according to direction of water flow.

Filter system	A (Sediment filter)	B (Carbon filter)
K-T-WH10T	C-T-JUMBO10S	C-T-JUMBO10C
K-T-WH20T	C-T-JUMBO20S	C-T-JUMBO20C

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**HiFLOW® recommends changing your water filter cartridges every 6 - 12 months to maintain water from the system that is clean and clear from impurities.** Filter replacement intervals will vary depending on mains water quality and water usage. Use genuine HiFLOW® replacement cartridges to maintain water quality and system performance. See your local HiFLOW® stockist for replacement filter cartridges.

## Troubleshooting

Issue	Explanation	Solution
Leak at the connection.	Faulty or damaged connection.	Depressurise the system and then unmount the connections. Check for damage and re-install as per <b>Filter Housing Installation</b> instructions.
Leak between the housing bottom and top cap.	Faulty or damaged O-ring or bottom connection.	Depressurise the system and then unmount and clean the housing bottom and O-ring. Check for damage and re-install as per <b>Maintenance and Filter Cartridge Replacement</b> instructions.
Visible damage of the housing.	Material damage.	Filter housing to be replaced immediately.
Reduced water pressure at water outlet points.	Partially closed valve.	Check if valves are correctly opened and open fully if needed.
	Clogged filter.	Replace filter cartridge as per <b>Maintenance and Filter Cartridge Replacement</b> instructions.
Particles in the water at water outlet points.	Incorrect position or damaged cartridge.	Replace filter cartridge as per <b>Maintenance and Filter Cartridge Replacement</b> instructions.
Taste or odour present in the water.	Incorrect position or damaged cartridge.	Flush and disinfect the system. Replace filter cartridge as per <b>Maintenance and Filter Cartridge Replacement</b> instructions.

# Warranty

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HiFLOW® warrants all products sold will be (under normal use and service) free of defects in material and workmanship, excluding the Replaceable Elements, for a minimum period of ten (10) years from the date of original purchase by the customer as marked on the invoice, for specific warranty periods for all HiFLOW® products visit [hiflowwaterfilters.com.au](http://hiflowwaterfilters.com.au)

This warranty does not cover normal wear and tear or apply to a product that has:

- been subject to misuse, neglect, negligence, damage or accident
- been used, operated or maintained other than in accordance with HiFLOW® instructions
- not been installed in accordance with the Installation Instructions or by suitably qualified personnel
- been modified or altered from original specifications or in any way not approved by HiFLOW®
- had repairs attempted or made by other than HiFLOW® or its authorised dealers
- been subject to abnormal conditions such as incorrect voltage supply, lightning or high voltage spikes, or damages
- from electrolytic action, cavitation, sand, corrosive, saline or abrasive liquids.

The HiFLOW® warranty does not cover replacement of any product consumables or defects in products and components that have been supplied to HiFLOW® by third parties however HiFLOW® will provide reasonable assistance to obtain the benefit of any third-party warranty).

To make a warranty claim:

- If the product is suspected of being defective, stop using it and contact the original place of purchase. Alternatively, phone Customer Service or send a letter to HiFLOW® as per the contact details below
- Provide evidence or proof of date of original purchase
- If requested, return the product and/or provide further information with respect to the claim. Returning the product to the place of purchase is at your cost and is your responsibility
- The warranty claim will be assessed by HiFLOW® on the basis of their product knowledge and reasonable judgement and will be accepted if:
  - a relevant defect is found
  - the warranty claim is made during the relevant warranty period; and
  - none of the excluded conditions listed above apply
- The customer will be notified of the warranty decision in writing and if found to be invalid the customer must organise collection of the product at their expense or authorise its disposal
- If the claim is found to be valid HiFLOW® will, at its option, repair or replace the product free of charge
- The HiFLOW® warranty is in addition to rights provided by local consumer law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

A Water Filters Australia product  
PO Box 636, Freshwater NSW 2096  
Warranty contact number is **1300 443 569**

Warranty Activation

