Elvion Pura RO

MANUAL

elvion

Dear valued customer

Thank you for choosing our Water Treatment System. This system uses Reverse Osmosis (RO) technology — one of the most advanced and effective water purification methods available today.

Our Water Treatment Systems are specially designed to remove physical, chemical, and microbiological impurities from water, providing you with clean, safe, and great-tasting drinking water. In addition to drinking purposes, the treated water is ideal for domestic use, helping enhance the taste of your food and beverages by using high-quality water.

Water is essential for a healthy life, and with our system, you can enjoy pure water with confidence. This product is manufactured in modern, environmentally responsible facilities, with careful attention to quality and sustainability.

To ensure that you get the best performance from your Water Treatment System, we highly recommend reading this user manual carefully before use. Please keep it as a reference guide for installation, operation, and maintenance.

⚠ WARNING

Products purchased through e-commerce platforms are sold without assembly included in the price. Installation must be carried out by our authorized service providers and is subject to an additional installation fee.

Please note that:

- Any installation or repair performed outside of authorized service,
- Or any unauthorized opening or tampering with the device, will result in the immediate voiding of the product warranty.
- To ensure safety, proper operation, and continued warranty coverage, always use our certified service professionals.

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1. GENERAL INFORMATION

1.1 What is reverse osmosis?

Reverse osmosis (RO) is an advanced water treatment method that purifies water by reversing the natural process of osmosis.

Osmosis is the movement of water through a semipermeable membrane from a solution with lower solute concentration (less dense) to one with higher solute concentration (more dense). In reverse osmosis, this process is reversed by applying pressure, forcing water to move from a higher concentration solution to a lower concentration solution, effectively separating water from contaminants.

In an RO system, water passes through semipermeable membranes with extremely small pores, typically measuring 8–12 angstroms in diameter. Due to their small size and neutral electrical charge, water molecules can pass through these pores. However, larger particles, including positively and negatively charged ions, bacteria, viruses, and organic molecules, are blocked and
removed from the water.

This process results in highly filtered and deionized water, making reverse osmosis one of the most effective and widely used water purification technologies available.

1.2 Reverse Osmosis Applications

The Reverse Osmosis (RO) water purifier is designed to operate efficiently even under low water pressure conditions, making it ideal for a wide range of environments. The system provides high-quality water without the need for chemical additives and is manufactured with compact dimensions for easy installation in various locations.

This RO purifier significantly enhances the taste and quality of water, effectively reducing: Odors, Sediment, Chlorine levels by up to 99%.

In addition, the system is capable of reducing harmful contaminants that may be present in water, including: Lead, Copper, Barium, Chromium, Mercury, Sodium, Cadmium, Fluoride, Nitrite and Nitrate, Selenium

When used in accordance with the technical specifications, installation instructions, and user guidelines provided in this manual, the device will deliver economic and efficient performance for many years.

For all maintenance or repair needs, it is crucial to contact an authorized service provider. Authorized services ensure the continued safe operation of the system by using original spare parts and qualified technical expertise

Important:

This device should only be used for its intended purpose and in compliance with the technical specifications described in this manual. All maintenance and repair work must follow the instructions provided, and only original parts supplied by authorized services should be used to avoid voiding the warranty or damaging the system.

1.3 Meaning of the symbols used in the booklet

- Important information and advice on using the device
- Fire danger warning
- Electric shock warning
- Warnings about dangerous situations related to safety of life and property
- Warning about hot surfaces

1.4 Packaging & Environmental Responsibility CE

The packaging of this product is made from recyclable materials, in compliance with national environmental regulations.

To support environmental sustainability:

- Do not dispose of packaging waste with household or general waste.
- Please dispose of all packaging materials at designated packaging waste collection points.
- Proper disposal helps protect the environment and promotes responsible recycling practices.

1.5 ION removal in reverse osmosis

ION & ORG. PESTICIDE	Removal (%)	ION & ORG. PESTICIDE	Removal (%)
Aluminium	97-98	Nickel	97-99
Ammonium	85-95	Nitrate	93-96
Arsenic	94-96	Phosphate	99+
Magnesium	96-98	Potassium	92
Bicarbonate	95-96	Radioactivity	95-98
Bromide	93-96	Radium	97
Cadmium	96-98	Selenium	97
Calcium	96-98	Silica	85-90
Chloride	94-95	Silver	95-97
Chromate	90-98	Sodium	92-98
Chromium	96-98	Sulfate	99+
Copper	97-99	Zinc	98-99
Cyanide	90-95	Boron	50-70
Fluoride	94-96	Borate	30-50
Iron	98-99	Mercury	96-98
Lead	96-98	Bacteria	99+
Mangan	96-98	Virus	99+

2. OPERATING REQUIREMENTS AND FILTRATION STAGES

A minimum mains water pressure of 3.5 bar (350,000 Pascal) is required for the Reverse Osmosis system to function properly. In areas where the mains pressure is insufficient, an additional pump may be installed to ensure optimal operation.

Water from the mains supply passes through the following filtration stages:

- **Stage 1:**
  5 Micron PP Sediment Filter. This pre-filter removes suspended particles and floating substances larger than 5 microns, protecting subsequent filters—especially the membrane—from clogging and damage.(Note: 1 millimeter = 1000 microns)
- **Stage 2 & 3:**
  Block Carbon Filters. These filters remove harmful contaminants such as organic matter, chlorine, and chlorine compounds that can be carcinogenic. They also provide finer filtration to retain smaller floating particles, safeguarding both your health and the membrane filter.
- **Stage 4:**
  Membrane Filter. The core of the RO system, this semipermeable membrane features pores sized between 8–12 angstroms. It effectively retains 95–98% of bacteria, viruses, heavy metals, and other contaminants. The filtered contaminants are flushed away with the waste water to the drain.
- **Stage 5:**
  Post Carbon Filter. In the final stage, water passes through a carbon filter once more to improve taste and ensure the water is crystal clear and safe.

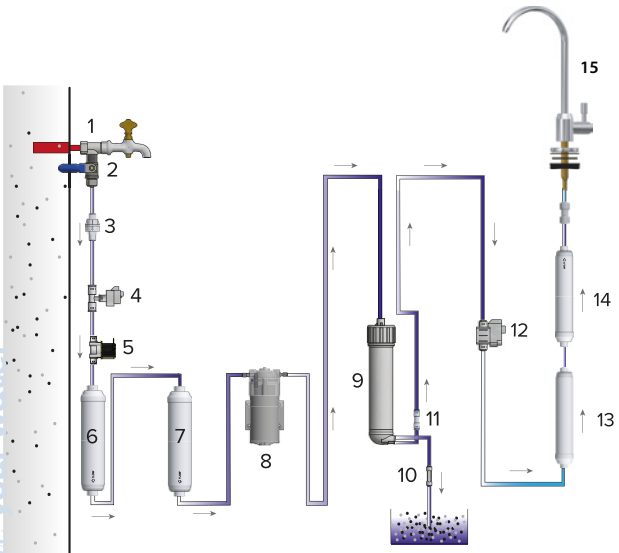
The purified water is then delivered to the clean water tap for use.

3. DEVICE RECOGNITION

TECHNICAL SPECIFICATIONS	
Device model	Elvion Pura RO
Voltage	100 - 240 V
Frequency	50 / 60 Hz
Power	24 Watt
Max. Daily Water Production Capacity	≈ 2200 Litre
Device dimensions	163 x 425 x 453 mm
Net Weight	8,4 kg
RECOMMENDED INLET WATER VALUES	
Inlet Water Operating Pressure	0.2 MPa (2bar) - 0.7 MPa (7bar)
Inlet Water Temperature	5 - 38°C
Max. Inlet Water Conductivity (TDS)	≤ 1000 PPM
PH Range	6,5 - 9,5

* TDS : Total solids dissolved in water

3.1 Purification device flow chart



1. Receiving Line
2. Ball Valve
3. Pressure Reducer
4. Low Pressure Switch
5. Solenoid Valve
6. Sediment Filter
7. Block Carbon Filter
8. Pump
9. Membrane Housing
10. Waste Throttler
11. Check Valve
12. High Pressure Switch
13. Granular Carbon Filter
14. Mineral Carbon Filter
15. Treatment Tap

4. PRODUCT PACKAGING CONTENT & PARTS LIST

	Pura RO device		Stainless faucet
	Membrane filter		Sediment filter (PP)
	Block carbon filter		Release switch
	1/4 Ball valve		3/8 Line Pickup apparatus
	Pressure reducer		Adapter
	1/4 Hose (6m)		User Manual

Pictures are for reference only, the physical appearance on the products is valid!

4.1 Hand Tools Required for Device Installation

The following hand tools are required to ensure a safe and efficient installation process. Please review the list carefully and prepare all necessary tools before beginning installation.

1. Drill

- A power drill equipped with a set of steel drill bits or diamond drill bits (12 mm bit recommended). Select the appropriate drill bit based on the installation surface (e.g., concrete, tile, or other materials).

2. Herringbone File (Rasp)

- A herringbone file or rasp is required for surface preparation and fine adjustments during the assembly process.

3. Wrench (Frog Wrench)

- A wrench or frog wrench of appropriate size is necessary for tightening or loosening nuts and bolts during assembly.

4. Falcata

- A falcata or similar cutting tool should be used for trimming and cutting operations as needed during installation.

5. Hose Shears

- Hose shears are recommended for clean and precise cutting of hoses or tubing components.

⚠ Note:

These tools are recommended to perform the standard installation safely and effectively. Additional tools or materials may be required depending on the specific site conditions and materials involved.

5. DIGITAL DISPLAY INFORMATION & OPERATION

Select key

The Select Key is a touch-sensitive button used to select the filter indicators for the following filters: PP, C1, RO, and C2.

How to use: Press and hold the Select Key for 3 seconds to select the indicator of the specific filter.

Reset key

The Reset Key is a touch-sensitive button used to reset the filter life after replacing a used filter.

How to use: After replacing the expired filter, press and hold the corresponding filter button for 3 seconds. This will reset the filter's usage timer and allow the system to track the new filter's life.

PP

Is the life indicator of the sediment filter. After 6 months, the filter stages decrease and the indicator turns red

C1

Lifetime indicator of the pre carbon filter. The stage bars decrease and after 6 months the indicator turns red.

TEMP

Indicates the temperature of the mains water entering the device

PURIFY

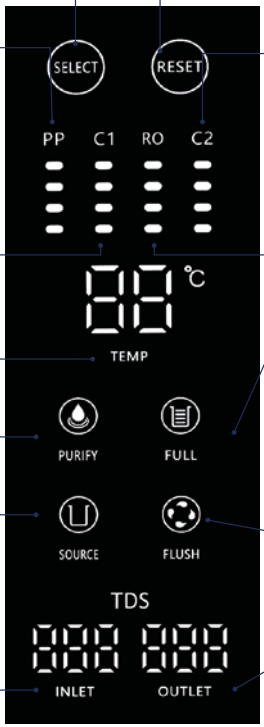
Indicator flashes when the device is purifying water

SOURCE

Indicator flashes and a continuous beep will be heard when there is no incoming water from the mains supply

TDS INLET

Measures the conductivity of tap water, in PPM



C2

Lifetime indicator of the last carbon filter. The stage bars decrease and after 12 months the indicator turns red

RO

Lifetime indicator of the membrane filter. The stage bars decrease and after 24 months the indicator turns red.

FULL

indicator light stays on constantly when the water tank is full

FLUSH

At first start-up of the device, this button is activated and fully opens the waste solenoid valve for 30 seconds. Indicator flashes continuously during this period.

TDS OUTLET

Measures the conductivity of treated water, in PPM

The TDS (Total Dissolved Solids) value of the water taken from the purification tap is higher than the TDS value shown on the device screen. This is a normal and expected situation.

During the final stage of filtration, water passes through the mineral filter, which adds beneficial minerals back into the purified water.

These added minerals naturally increase the TDS value compared to the value measured before the mineral filter (as shown on the screen).

✓ This does not indicate a malfunction. The increase in TDS reflects the mineral enrichment process designed to improve taste and support health.

The filter change indicators on the display calculate filter replacement times based solely on the total time the appliance is plugged in, not on actual water usage.

Standby Mode:

If the device is idle (not purifying water or displaying a warning), it will automatically enter standby mode after 1 minute to save energy.

The device will exit standby mode when the Select or Reset button is p

6. TROUBLESHOOTING

Problem/Report	Reason	Fault Elimination
Device not working	No water at inlet.	Check water at inlet.
	There is no power to the device.	Check electrical plug.
	The adapter is burnt.	Replace or call for service.
	Low pressure switch is faulty.	Replace or call for service.
There is neither production nor waste (no purified water or wastewater flow)	Supply water connection is closed.	Open the feed water valve.
	Filters are clogged.	Replace clogged filters with new ones.
		The waste choke may be defective, replace it.
There is wastewater flow in the device but there is no or very little production	Membrane filter clogged.	Replace the membrane filter.
	Check valve malfunction.	Replace the check valve.
Water leaking from the device	Equipment is not properly connected.	Check all connections.
	Hose ends are not cut straight and cleanly.	Remove the leaking hose again, cut the end straight and replace it.
	Gaskets are not seated properly.	Put the gaskets in place.
The taste of the purified water is off (bitter taste and odor problem)	The device may be due for a filter change.	Change the filters according to the filter change instructions.
	The device has not been used for 1 month or more.	Replace the mineral carbon filter.
	The device has not been used for 2 month or more.	Replace all filters.
No waste from the device	The waste choke is blocked.	Replace the waste choke.
	Filter maintenance is overdue.	Change filters, especially the membrane filter.

7. INSTALLATION, ASSEMBLY & MAINTENANCE

7.1 Pre-assembly controls

Installation Site Instructions :

To ensure optimal performance and safety of the device, please follow the installation site requirements and water condition guidelines detailed below.

Water Pressure Requirements :

Minimum Inlet Water Pressure: 0.1 MPa (1 bar)
Maximum Inlet Water Pressure: 0.7 MPa (7 bar)

⚠ Important:

If the inlet water pressure is below 0.1 MPa (1 bar), an external pressure boosting pump must be installed at the device's inlet. If the inlet water pressure exceeds 0.7 MPa (7 bar), a pressure reducer must be installed on the water inlet line. Operating the device outside the recommended pressure range may impair functionality and void the warranty.

Installation Area Dimensions

The installation site must accommodate the following minimum space for safe and proper placement of the device: Height: 45 cm / Width: 45 cm / Depth: 50 cm.
Ensure that there is sufficient space around the unit for maintenance and ventilation.

Electrical Connection Requirements

An electrical outlet must be located within 1.4 meters of the device.
Ensure the power supply is grounded and complies with local electrical standards. Do not use extension cords or multi-plug adapters.

7. INSTALLATION, ASSEMBLY & MAINTENANCE

Water Conductivity Guidelines

Mains water conductivity (TDS) may vary depending on your region. Authorized service personnel should measure the inlet water conductivity during installation.

✓ If the TDS value is 700–1000 ppm:
The filter replacement interval must be halved (e.g., membrane filter should be replaced every 6 months instead of annually).

× If the TDS exceeds 1000 ppm:
Do not operate the device without first installing a water softening or treatment system at the water inlet. Operating the device with water exceeding this limit can cause irreversible damage.

Required Assembly Tools & Equipment
Drill Bits (Depending on Surface Type):

- Metal surfaces: 5 mm and 12 mm metal drill bits.
- Granite / Marble / Hard Stone: 12 mm diamond-tipped drill bit

Additional Tools:

- Adjustable Wrench or Pipe Wrench
- Hose Cutting Shears or Utility Knife
- Teflon Tape
- Needle-Nose Pliers
- Flathead and Phillips Screwdrivers

7.2 Appliance inlet water connection

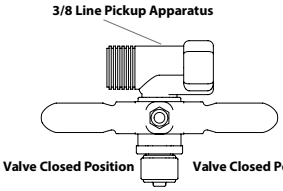
Follow the steps below to safely connect the appliance to the water supply:

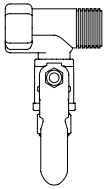
1. Shut Off the Water Supply

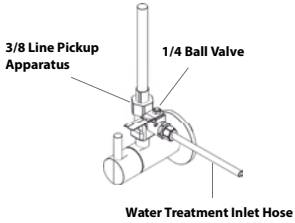
Before beginning the installation:
Close the main water valve or the valve on the incoming water line connected to the device. Ensure no water is flowing to the appliance during installation.

2. Prepare the Connection

Drain any remaining water in the pipes.
Install the 3/8” line receiving adapter to the mains water supply line.
Wrap the connection threads with Teflon tape to ensure a tight and leak-proof seal.







3. Install the Metal Ball Valve

Check the open and close range of the metal ball valve to ensure proper operation. Wrap the valve threads with Teflon tape and securely mount it to the line receiving adapter.

4. Connect the Inlet Hose

Connect the 1/4” water inlet hose from the appliance to the metal ball valve. Ensure the ball valve is in the closed position before turning the water supply back on.

⚠ Important:

Always check all connections for leaks before completing installation. Use only approved sealing materials such as Teflon tape.

7. INSTALLATION, ASSEMBLY & MAINTENANCE

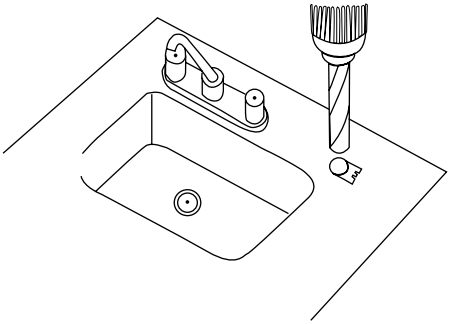
7.3 Faucet installation

The device is supplied with a stainless steel faucet, which can be mounted on a kitchen countertop or sink.

⚠ **Important:** Before drilling, verify the underside of the sink or countertop to ensure there is enough space to install the washer, nut, and reactor (mounting base). Incorrect placement may result in unnecessary or unusable holes.

Drilling Instructions (Based on Surface Material)

- **A. Marble / Granite / Ceramic Surfaces**
  - Tool Required: 12 mm diamond-tipped punch
  - Drilling Method: Use low drill speed and no impact function. Drill carefully through the surface at the desired location.
- **B. Laminate / Sheet Metal Sinks**
  - Tools Required: 5 mm metal drill bit, 12 mm metal drill bit
  - Drilling Method: Begin with the 5 mm bit to create a pilot hole. Enlarge the hole using the 12 mm bit. Keep drill speed low and avoid impact mode.
- **C. Cast Concrete with Tile Covering**
  - Tool Required: Diamond-tipped drill
  - Drilling Method: Use impact mode if the surface is concrete-based. Drill slowly and carefully.

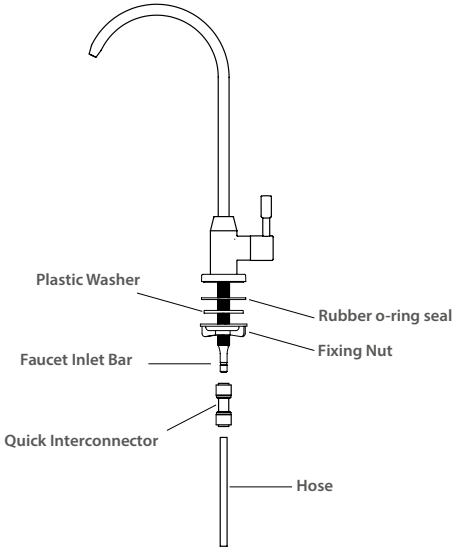


Faucet Mounting Guidelines

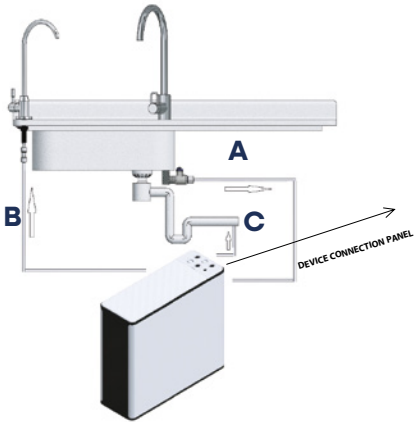
The thread length of the included faucet is 5.5 cm. If the countertop thickness exceeds 5.5 cm, thread extensions must be added.

- **Mounting Steps:**
  - Insert the faucet into the drilled hole.
  - Align and place the included gaskets underneath.
  - Secure the faucet by tightening the mounting nuts from below.
  - Ensure the faucet is upright, firmly seated, and does not wobble.

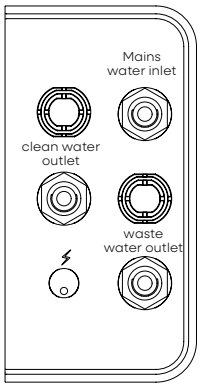
✓ Proper faucet placement contributes to both functionality and aesthetic appeal.



7.4 Hose connections



Connection diagram



Correct water line connections are essential for the proper functioning of the appliance. Please follow the instructions below carefully:

- **A. Water Inlet Connection**
  Connect the “Mains Water Inlet” port of the appliance to the ¼” metal ball valve using the appropriate 1/4” water inlet hose.
  Ensure the connection is secure and leak-free.
- **B. Clean Water Outlet**
  Connect the clean water outlet port to the purification tap.
  This allows purified water to be dispensed directly from the tap for user consumption.
- **C. Waste Water Diversion**
  Connect the “Waste Water Outlet” of the appliance to the waste water drain under your sink.

Insert the waste water hose approximately 20 cm into the bellows-type sink pipe, and secure it firmly using tape or a plastic cable tie to prevent it from slipping out.
This ensures waste water from the appliance is safely discharged into the drainage system.

⚠ **Note:**
If your waste pipe is not a bellows-type, you can obtain a plastic clamp adapter suitable for fixed plastic pipelines from your authorized service provider. (See Fig. 1)

7.5 Installation Guidelines

- Ensure all adapter input connections are properly fitted and tightened.
- Measure the lengths of all connection hoses before installation and cut them appropriately to avoid excess slack or tension.
- Hoses should be cut and routed in a way that does not interfere with removing or accessing the appliance from under the workbench.

First Use & Filter Maintenance

After installation is complete, flush the filters thoroughly before first use.
Filters must also be washed or flushed after every filter change to maintain optimal performance and water quality.

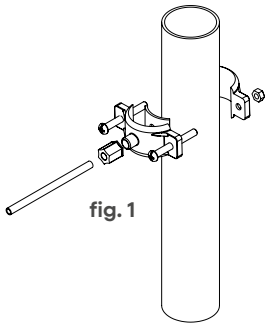


fig. 1

7.6 filter change and filter washing procedure

Regular filter maintenance is critical for ensuring the appliance operates efficiently and delivers high-quality purified water.

Filter Replacement Overview

The filter replacement schedule provided is based on average mains water usage and typical water quality levels.
However, if your local water conditions (e.g., hardness, turbidity, or contaminant levels) differ significantly from the average, the filters may require more frequent or less frequent replacement.

Note:
Regular maintenance and timely filter changes help prolong the appliance's lifespan and ensure consistent performance.

Importance of Filter Maintenance

This appliance is equipped with multiple replaceable filters that play a vital role in:

- Reducing dissolved solids
- Improving taste and odor
- Removing sediments and impurities

To maintain these functions, filters must be:

- Replaced at specified intervals
- Washed or flushed properly before first use and after every replacement

7.7 Filter change periods

Filter type	Recommended Replacement Interval
Sediment	6 months
Block carbon	6 months
Membrane	12 months
Granular carbon	12 months
Mineral carbon	12 months

Filter Use and Long-Term Non-Use Precautions : Use Only Original Filters

To maintain the appliance's performance in reducing harmful substances: Always use original filters provided or approved by the appliance manufacturer.

Using non-genuine filters may result in:

- Reduced filtration efficiency
- Possible contamination of purified water
- Risk of damage to internal components
- Voiding of the product warranty

If the Appliance Will Not Be Used for an Extended Period

1. Short-Term Non-Use (More than 1 Week)
    - Close the water inlet valve.
    - Unplug the power supply.
    - This prevents water stagnation and protects the appliance during inactivity.
2. Medium-Term Non-Use (More than 1 Month)
   It is recommended to replace the following filters before resuming use:
    - Granular Carbon Filter
    - Mineral Filter
3. Long-Term Non-Use (More than 2 Months)
   For safety and hygiene reasons, it is recommended to replace all filters before using the appliance again.

Note:
Water that remains inside filters during long periods of inactivity may become a source of bacterial growth or foul odor. Always flush or replace filters as advised.

7.8 Filter washing instructions

Washing Sediment and Block Carbon Filters

Prepare for Flushing

- After initial installation, remove the hose connected to the outlet of the Block Carbon filter (the side marked Flow) that leads to the pump.
- Attach a hose that can reach your sink in its place.

Flush the Filters

- Open the inlet valve and allow water to flow from the Block Carbon filter outlet through the hose into the sink.
- Flush the filters for 5 minutes to remove any impurities or loose carbon particles.

Restore Connections

- Close the inlet valve.
- Remove the flushing hose and reconnect the hose between the Block Carbon filter and the pump.
- Membrane Filter Replacement and Washing

Power Off and Shut Water Supply

- Unplug the device from the power socket. Close the water supply valve.

Open Reservoir

- Using the reservoir release/tightening wrench, turn the reservoir lid counterclockwise and remove it.

Remove Old Membrane

- Carefully remove the old membrane from the reservoir using pliers or a screwdriver.

Install New Membrane

- Insert the new membrane into the chamber, ensuring it is fully seated.
- Follow the flow direction indicated on the membrane label.

Secure Reservoir Lid

- Tighten the reservoir lid using the wrench.

Flush the New Membrane

- Disconnect the hose from the membrane outlet leading to the granular carbon filter. Redirect this hose to drain into the sink.

Flush Process

- Plug in the device and open the inlet valve. Allow the membrane to flush for 15 minutes to remove impurities.

Reconnect Hose

- After flushing, reconnect the hose from the membrane outlet back to the granular carbon filter.

Flow Direction Reminder

- Always pay attention to the flow direction marked on the membrane during installation to ensure proper operation.

By carefully following these steps, you can ensure the correct washing and replacement of filters, maintaining optimal performance of your appliance.

7.9 Granular Carbon and Mineral Carbon Filter Replacement & Washing

Power Off and Close Water Supply

- Unplug the device from the power socket.
- Close the inlet water valve and the tank valve to stop water flow to the appliance.
- Drain Water from the System
- Turn the clean water tap to the open position.
- Allow any remaining water inside the device to flow out completely.

Disconnect Filter Hoses

- Carefully disconnect the hoses connected to both the water inlet and water outlet sides of the granular and mineral carbon filters.

Install New Filters

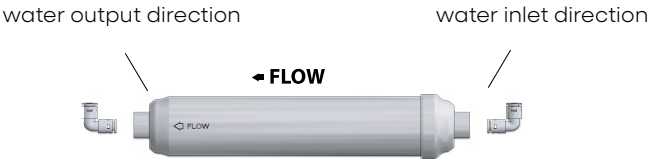
- Attach the hoses to the new granular and mineral carbon filters.
- Pay close attention to the water flow direction marked on the filters to ensure proper installation.

Flush the New Filters

- Plug in the device and open the inlet water valve.
- Let water flow from the clean water tap for 5 minutes to flush the new filters.

⚠ Important:

- Do not drink the water during this flushing process.



Important Notice After Filter Washing

- Do not use the first 5 liters of purified water after completing the filter washing process. This helps to flush out any impurities or residues from the filters.
- Air bubbles in the purified water may be visible during the initial use or after replacing filters.
- This is normal and does not affect the water's quality or taste.
- The bubbles will naturally disappear over time.

8. SAFETY & ENVIRONMENTAL INSTRUCTIONS & CONSUMER RIGHTS

Information on Situations That May Be Dangerous or Harmful to Human and Environmental Health During Use

Ensure Safety of the Installation Area:

Always make sure that the floor or surface where the appliance and its electrically connected components are placed is dry and properly insulated to prevent electrical hazards.

Environmental and Health Safety:

Under normal use, the appliance does not pose any significant risks to human health or the environment.

End of Life Disposal:

When the appliance reaches the end of its service life, please ensure it is sent for recycling according to local regulations to minimize environmental impact.

The expected service life of this product is 10 (ten) years, provided it is operated and maintained regularly as described in this user manual. Failure to follow the recommended maintenance schedule may shorten the device's lifespan.

To ensure long-term, efficient performance:

- Avoid exposing the device to high heat or direct sunlight.
- Store and use the appliance in a suitable environment as outlined in the manual.
- With proper care, your device can continue to function effectively for many years.

Information on Efficient Use of Your Device in Terms of Energy Consumption

- If you will not use the Pumped Water Purifier for more than 3 days, turn the device off and unplug it from the power socket to save energy and protect the appliance.
- Always ensure the faucet is closed when the device is not in use to prevent unnecessary water and energy consumption.
- In the event of low or excessive voltage, unplug the device to protect it from damage and avoid excessive electricity use.
- Avoid wasting water by only using the amount you need.
- Do not place the device in direct sunlight or near heat-emitting appliances, as excessive heat can reduce efficiency and increase energy consumption.

Consumers' complaints and objections

If the warranty certificate is not provided by the seller, consumers have the right to apply to the General Directorate of Consumer Protection and Market Surveillance under the Ministry of Customs and Trade.

For any disputes related to warranty rights or other consumer issues, consumers may apply to the Consumer Arbitration Committee or the Consumer Court in the jurisdiction of their place of residence or the location where the purchase was made.

Elective rights provided to the consumer under article 11 of the law

If a product is found to be defective, the consumer has the right to:

- Notify the seller and express readiness to return the defective product.
- Keep the product and request a price reduction proportional to the defect.
- Request free repair of the defective product at the seller's expense, unless the repair involves excessive costs.
- Request a replacement of the defective product with a defect-free equivalent. The seller is obliged to fulfill the consumer's preferred option whenever possible.

Joint Liability

The consumer's rights to free repair or replacement may also be exercised against the manufacturer or importer. The seller, manufacturer, and importer are jointly and severally liable for fulfilling these rights.

If the consumer exercises the right to free repair, but:

- The product fails again during the warranty period,
- The repair takes longer than the maximum allowable time, or
- The authorized service center, seller, manufacturer, or importer issues a report stating that repair is not possible,

Then the consumer may request from the seller:

- A refund by returning the goods,
- A price reduction proportional to the defect, or
- A replacement with a defect-free equivalent product, if possible.

In these cases, the seller cannot refuse the consumer's request. If the seller does not comply, the seller, manufacturer, and importer remain jointly and severally liable.

9. FREQUENTLY ASKED QUESTIONS

1. How often should water treatment filters be changed?

Filter replacement depends on the quality of your mains water and the frequency of use. As a general guideline:

- Change all filters every six months.
- Replace the Post Carbon filter once every year.
- Replace the original membrane no later than two years.

2. I don't use much water. Does this affect the filter life?

Yes, filter life depends on both water quality and usage frequency. Even with low usage, filters should be replaced regularly as microbes and bacteria accumulate over time once they come into contact with water.

3. I just installed the cartridges and my water is cloudy. Is this normal?

Yes, this is normal after installing new filters. Carbon filters are made from natural materials and may cause cloudy or blackish water for about 10-15 minutes. Keep the faucet open and close the tank valve, allowing water to flow until it clears.

4. Can I install the product and change the filters myself?

Yes, you can assemble the product and replace filters yourself. However, any repairs or interventions outside authorized service may void the warranty. Authorized service operations ensure your device remains under warranty and is used safely. Keep the faucet open and close the tank valve, allowing water to flow until it clears.

10. WARRANTY CONDITIONS

Matters to be considered by the customer regarding the warranty

Please note that the warranty for your water purifier does not cover malfunctions caused by misuse. Consumers should be aware of the following points to maintain warranty validity:

- Damages and malfunctions resulting from incorrect or improper use of the device.
- Damages incurred during loading, unloading, or transportation after the product has been delivered to the customer.
- Malfunctions caused by low or excessive voltage or issues related to the electrical installation.
- Malfunctions resulting from failure to follow instructions in the user manual.
- Membrane and filter replacements are considered consumables and are not covered by the warranty.
- The warranty period for the product is 2 (two) years against manufacturing defects.
- The warranty also applies if the maximum allowable repair time is exceeded.

WARRANTY EXCLUSIONS

The warranty does not cover damages or malfunctions resulting from the following:

- Loss of original parts or disassembly performed contrary to the user manual instructions.
- Physical damage such as impacts, scratches, breakage, and similar external damage.
- Damages caused by improper transportation and storage conditions.
- Alterations or damage to electrical cable connections.
- Painting, staining, or any unauthorized alteration of any part of the product.
- Attachment of non-removable labels or stickers to the product.
- Damage caused by natural disasters (e.g., floods, earthquakes).
- Operation with water temperatures below 5°C or above 40°C.
- Electrical issues stemming from irregularities in the electrical network.
- Replacement of parts or repairs performed by unauthorized service providers.
- Introduction of foreign substances into the device.
- Incorrect installation including wrong location, placement, capacity selection, or pipe connections, as well as misuse.
- Use of non-original spare parts or accessories.
- Operation of the device without water or with insufficient water supply.
- Failure to perform periodic maintenance and checks as recommended.
- Operation with a blocked wastewater drainage line, leading to device malfunction.

Defects considered out of the scope of warranty are repaired by our authorized service centres for a fee.

11. ENVIRONMENTAL COMPLIANCE & DISPOSAL INSTRUCTIONS

This product does not contain any harmful or prohibited substances as specified in the Regulation on the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment, published by the Ministry of Environment, Urbanization and Climate Change.

It complies with the WEEE (Waste Electrical and Electronic Equipment) regulation.

The product is manufactured using high-quality, recyclable, and reusable parts and materials. Therefore, do not dispose of this product with household or other general waste at the end of its service life.

Please take the product to an appropriate collection point for recycling electrical and electronic equipment. Contact your local authorities to learn about collection points available in your area.

By recycling used products, you help protect the environment and conserve natural resources.

For child safety, before disposal, unplug the power cord and disable the locking mechanism.

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