



BECAUSE PEOPLE MATTER



OWNER'S
MANUAL



High Performance Whole House Water Filters

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OWNER INFORMATION

GENERAL

The HONEST WATER FILTER system is specifically designed to operate as a whole house water filtration system offering multiple filtration packages in order to provide the very best water quality in your home. Built upon the ability to come in several filtration configurations, it can accommodate multiple filtration needs, flow rates, scale and corrosion prevention options in our product line.

Options include the reduction of sediment particulates such as sand, silt, sediment and rust, as well as chlorine/chloramines with improved taste and water clarity, which adversely affects taste and odor.

Our scale and corrosion inhibitor systems can reduce or remove the formation of scale on faucets and fixtures, water-using appliances and water heaters.

Our filters have been tested and certified by NSF International, which is globally recognized as the premier certification for public health requirements.

OWNER INFORMATION (CONT.)

KEY FEATURES

This product line was specifically engineered after years of industry research. It offers a proprietary cartridge-to-head interface providing these first-in-class features:

- Patented Bypass Integrity System (BIS) guarantees there will never be unfiltered water in your home.
- Reverse and forward compatibility.
- Built-in vent/leak detectors.
- Auto-leveling technology ensures perfect installation each time.
- Auto shut-off, pressure relief/rinse valves to ensure simple and safe installation and system maintenance.
- Individual filters rated from 3.5 GPM to 15 GPM.
- Up to 265,000+ gallons chlorine reduction per cartridge (HWF-4925X(P)HC & 4923X(P)HC).
- Up to 60,000+ gallons chloramines reduction per cartridge (HWF-4933X & 4933P).
- Up to 8 times more scale control capacity than many of the leading manufacturers (HWF-4916P).
- Build-on-the-wall capability helps to reduce inventory.
- Best-in-class performance/capacity.
- Modular design for simple customization and expandability.
- Proven scale control performance.
- High capacity, low pressure drop system configuration.

TECHNICAL ASSISTANCE

If you have any problems with the installation or operation of your water filtration system, please contact us at (858) 842-4224.

Fill in the information below and have it ready when calling for assistance. The serial number can be found on the specification plate located on the system.

Purchased From: _____

Date of Purchase: _____

Model No.: _____

Serial No.: _____

Mfg. No.: _____

IMPORTANT SAFETY INFORMATION

- To reduce risk of injury or property damage, be aware of your surroundings; electrical wiring and other piping which may be preset on or in the wall.
- System includes small parts which can be ingested by children under 3 years of age.
- Protect from high temperature sources.
- Do not use pipe sealant or pipe dope on plastic fittings, only Teflon™ thread tape should be used.
- Do not over-tighten plastic fittings.
- Install system away from high traffic areas.
- Confirm system mounting surface will support weight of the system when full of water.

OWNER INFORMATION (CONT.)

WARRANTY INFORMATION

All HONEST WATER FILTER products are constructed of the finest materials available and manufactured to high quality standards. Complete Filtration Systems & Water Treatment Systems (excluding water filters and water treatment replacement cartridges) are warranted to be free from manufacturers' defects in materials and workmanship for a period of Five (5) years from date of purchase, under normal use and service, and when installed in accordance with HONEST WATER FILTER'S recommendations outlined in the filtration systems owner's manual. Service Replacement Parts (cartridges, Filter elements, Feeder elements, etc.) are warranted to be free from manufacturers' defects in materials and workmanship for a period of one (1) year from the date of purchase or the remainder of the original warranty, whichever is longer. Discrete Components (flow restrictors, drain saddles, mounting clips, automatic check valves, etc.) are warranted for a period of Ninety (90) days from the date of purchase. All defects or warranty claims must be reported to HONEST WATER FILTER COMPANY within the applicable warranty period.

1. This warranty does not cover failures due to improper system installation, defects caused by improper storage or handling prior to placing the equipment into service. This warranty does not include overtime charges or work done by unauthorized service agencies or personnel. This warranty does not cover normal maintenance, calibration, or regular adjustments as specified in operating and maintenance instructions in this manual, and/or labor involved in moving adjacent objects to gain access to the Equipment.
2. HONEST WATER FILTER COMPANY shall not be responsible for any incidental, special or consequential damages, including without limitation, lost profits or 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 adverse water conditions, chemical, or any other circumstances over which the HONEST WATER FILTER COMPANY has no control. This warranty shall be invalidated by any abuse, misuse, misapplication, improper installation or improper maintenance or alteration of the product.
3. This warranty does not cover premature plugging, fouling or scaling of cartridges due to unknown or aggressive water conditions.
4. This warranty excludes pre-filter elements, batteries, etc.
5. HONEST WATER FILTER COMPANY reserves the right to make changes in design or add any improvements on any product. The right is always reserved to modify equipment because of factors beyond our control and government regulations. Changes to update equipment do not constitute a warranty charge.
6. If shipment is damaged in transit, the purchaser should make a claim directly upon the carrier. Careful inspection should be made of the shipment as soon as it arrives and visible damage should be noted upon the carrier's documentation. Damage should be reported to the carrier. This damage is not covered under this warranty.
7. **RESPONSIBILITY OF THE CONSUMER:** The original purchaser-consumer's sole responsibility in the instance of a Warranty claim shall be to notify HONEST WATER FILTER COMPANY of the defect, malfunction, or other manner in which the terms of this Warranty are violated. To secure performance of obligations hereunder, submit the following in writing.
 - a. Identify the Product involved (by model or serial number or other sufficient description that will allow HONEST WATER FILTER COMPANY to determine which Product is defective).
 - b. Specify where, when and from whom the Product was purchased.
 - c. Describe the nature of the defect, malfunction, or other violation of this Warranty
 - d. Send such notification together with the defective Product to: Honest Water Filter Company, Customer Service:
warranties@honestwaterfilter.com

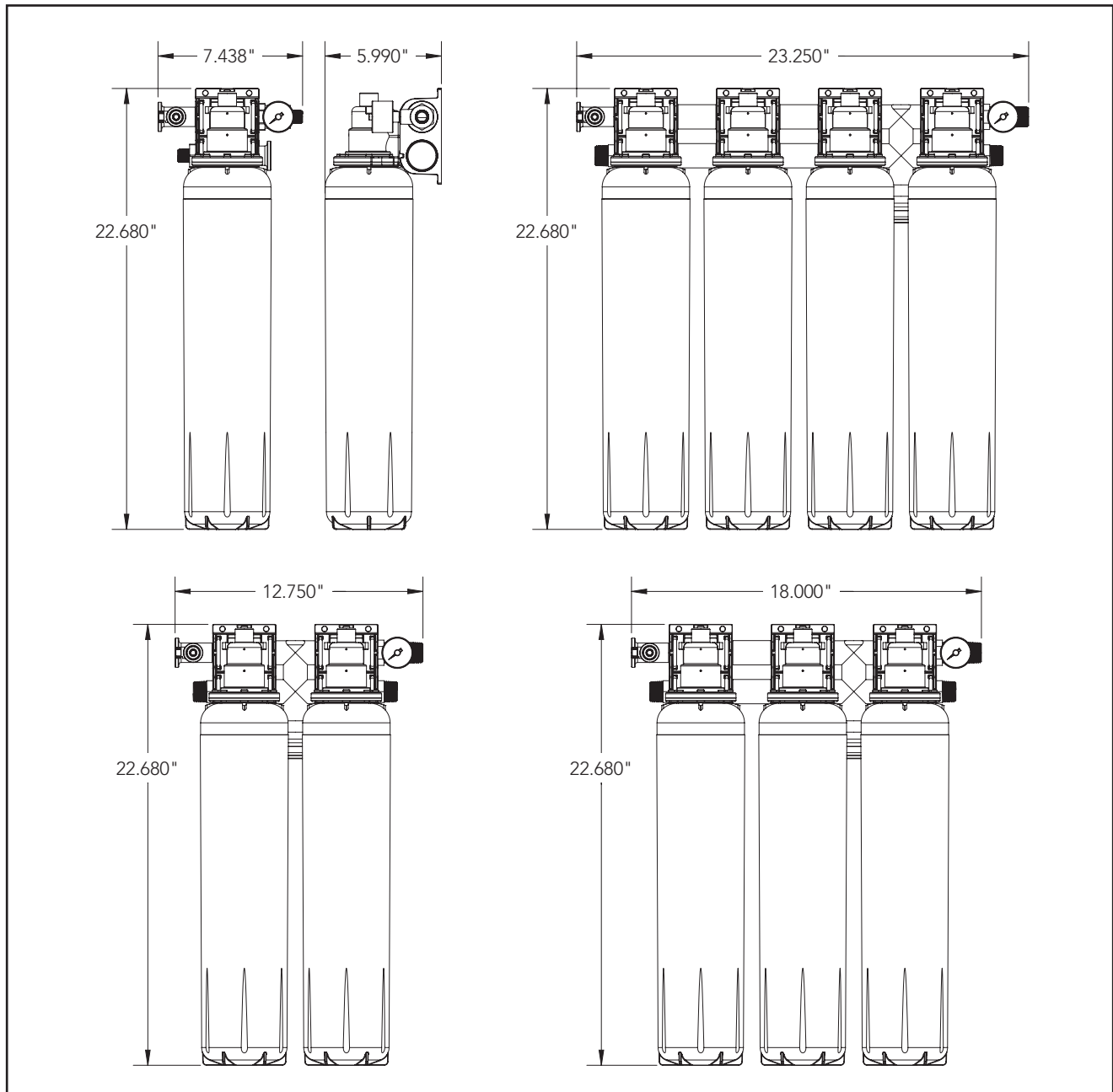
THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. THIS WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EACH OF WHICH IS HEREBY EXPRESSLY DISCLAIMED. THE REMEDIES DESCRIBED ABOVE ARE EXCLUSIVE AND IN NO EVENT SHALL HONEST WATER FILTER COMPANY BE LIABLE FOR SPECIAL CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR THE BREACH OR DELAY IN PERFORMANCE OF THIS WARRANTY.

SYSTEM SPECIFICATIONS

GENERAL

The Honest Water Filters were engineered after years of industry research. Each system is available in different configurations to accommodate multiple filtration needs, including flow rates and scale prevention.

Minimum Pressure	20 psi (138 kPa)
Maximum Pressure	80psi (862 kPa)
Minimum Temperature	40°F (4.4°C)
Maximum Temperature	130°F (38°C)
pH Range	pH 3 to 10



CARTRIDGE SPECIFICATIONS & PERFORMANCE DATA

Model No.	Item No.	Micron Rating	Flow Rate	Capacity	NSF Standard 42	NSF Standard 53	Scale Reduction
HWF-2433X	112205	0.2	1.57	20,000	Chloramines	Cyst	No
HWF-2423X	112238	0.2	1.57	50,000	Chlorine	Cyst	No
HWF-4923XHC	112217	0.2	7.5	265,000	Chlorine	Cyst	No
HWF-4923PHC	112218	0.2	7.5	265,000	Chlorine	Cyst	Yes
HWF-4925XHC	112218	5.0	7.5	265,000	Chlorine	No	No
HWF-4925PHC	112219	5.0	7.5	265,000	Chlorine	No	Yes
HWF-4933X	112220	0.2	3.5	60,000	Chloramines	Cyst	No
HWF-4933P	112213	0.2	3.5	60,000	Chloramines	Cyst	Yes
HWF-4916P	112212	10.0	15.0	150,000	42 Comp. Mat'l & Structural	No	Yes
HWF-4916X	112231	10.0	15.0	Annual	Mat & Struct	No	No
HWF-UF40	108039	0.015	15.0	1,000,000		Cyst/Virus	No



This system has been tested according to NSF/ANSI Standard 42 and 53 for reduction of the substances listed below. The concentration of the indicated substances in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system, as specified in NSF/ANSI 42 or 53. While testing was performed under standard laboratory conditions, actual performance may vary. NOTE: The NSF/WQA information provided applies to the Ultra Filter cartridge. Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system. Systems certified for cyst reduction may be used on disinfected waters that may contain filterable cyst.

MANIFOLD SPECIFICATIONS & PERFORMANCE DATA

Model No.	Item No.	In/Out Fitting Size	No. of Heads	Pressure Gauge	Rinse Valve	Clip Color	NSF 42 / Modular
HWF1	112222	3/4" MNPT	1	Yes	Yes	Yellow	Yes
HWF1	112225	1" MNPT	1	Yes	Yes	Yellow	Yes
HWF2	112214	3/4" MNPT	2	Yes	Yes	Yellow	Yes
HWF2	112226	1" MNPT	2	Yes	Yes	Yellow	Yes
HWF3	112223	3/4" MNPT	3	Yes	Yes	Yellow	Yes
HWF3	112227	1" MNPT	3	Yes	Yes	Yellow	Yes
HWF4	112224	3/4" MNPT	4	Yes	Yes	Yellow	Yes
HWF4	112228	1" MNPT	4	Yes	Yes	Yellow	Yes
HWF1-L2	112230	1/4" Male	1	No	No	N/A	Yes



This system has been tested according to NSF/ANSI Standard 42 and 53 for reduction of the substances listed below. The concentration of the indicated substances in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system, as specified in NSF/ANSI 42 or 53. While testing was performed under standard laboratory conditions, actual performance may vary. NOTE: The NSF/WQA information provided applies to the Ultra Filter cartridge. Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system. Systems certified for cyst reduction may be used on disinfected waters that may contain filterable cyst.

INSTALLATION

The cutting-edge modular technology of this water filtration system allows for full system customization at the installation site. Using the wide range of available fittings and adapters, the system is adaptable to any food-service water filtration application.

To aid with installation, each manifold includes a built-in level indicator to ensure proper installation.

- Read instructions completely before proceeding with the installation.
- Allow a minimum of 6" clearance from base system to allow for cartridge change outs.
- The system may be installed using metal or non-metallic piping systems.
- The mounting hardware used must be selected and installed so that the system is firmly attached to the mounting surface. The system mounting hardware must keep the system from moving during routine service and operation.
- System and installation must comply with applicable state and local regulations.
- Use system on cold water source only.
- System conforms to NSF/ANSI Standard 42 for claims specified on the performance data sheet.
- Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.
- System must be installed in a vertical, upright and level position.
- Systems certified for cyst reduction may be used on disinfected water that may contain filterable cysts.

1. Shut down all equipment downstream of the system installation site and turn off the water supply.
2. Using the mounting holes in the manifold as a guide, mark and drill pilot holes for the mounting bolts.

NOTE: System must be installed in vertical, upright, and level position.

3. Connect incoming cold water line to lower inlet port of the manifold connection.

NOTE: Use Teflon™ tape only. Do not use paste type thread sealant.

4. Connect the upper outlet port to the equipment system line
5. Install the filters into the manifold by inserting them into the manifold head and swiftly turning them a quarter turn to the right (clockwise) until they are fully seated.

NOTE: Remove all plastic wrapping and dust caps prior to filter installation.

6. Write the date the filter was installed in the designated box on the filter canister.
7. For systems equipped with a flush valve, connect the black tubing into the ball valve on the manifold by pushing the tubing firmly into the quick connect fitting until seated. This valve is used to flush and de-pressurize the system; so proximity to a drain or a bench to hold a bucket is recommended.

NOTE: The flush line should NOT be hard plumbed into the drain.

INSTALLATION (CONTINUED)

MODULAR DESIGN

The design allows for adaptation to any application using multiple manifold assemblies and a large variety of fittings and adapters.

1. Determine system mounting location and mark water pipe section to be removed. Carefully cut and remove the piping.
2. Install the appropriate adapter (not included) on to the inlet section of water pipe to mate with system inlet fitting.
3. Connect system inlet fitting to adapter on inlet section of the water pipe. Use Teflon™ tape on threaded connection.
4. Slide the manifold assembly on the system fitting. Slightly rotate the fitting for the key to line up with the manifold and lock in.
5. Secure the fitting and manifold assembly together by installing the yellow U Clips in the slots (Figure 1).
6. With the manifold assembly in level position, mark four mounting holes on the wall at each corner of the manifold.
7. Remove the manifold assembly from the fitting and drill four pilot holes for the mounting bolts.
8. Re-attach manifold assembly to fitting and install yellow U Clips to secure in place.
9. Fasten the manifold assembly to the wall using four bolts (not included).
10. Install plug fittings on the top left and bottom right of the manifold assembly, using two yellow U Clips to lock them in place (Figure 2).
11. Install outlet fitting to top right of the manifold assembly (gauge optional) and secure with a yellow U Clip.
12. Using appropriate adapters (not included), connect the manifold outlet to water pipe.

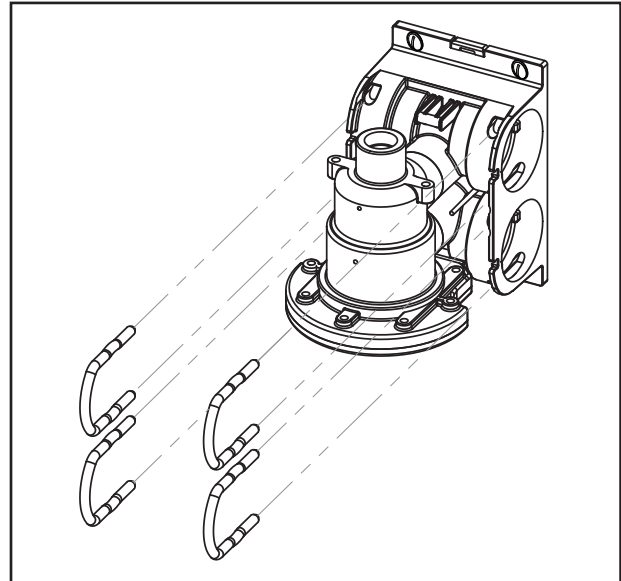


FIGURE 1. SECURE MANIFOLD

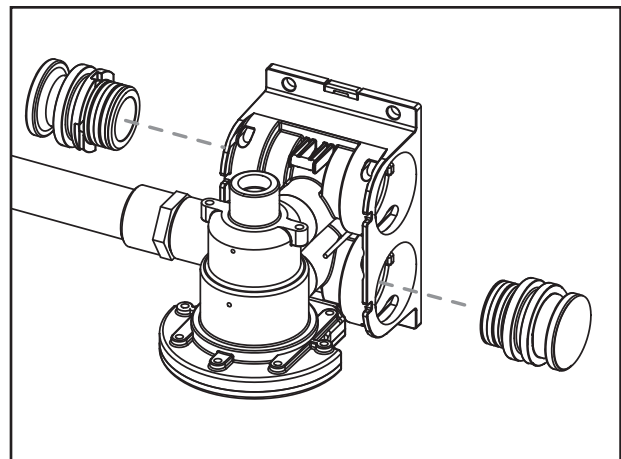


FIGURE 2. INSTALL PLUG FITTINGS

13. With the cartridge label facing slightly to the left, insert the cartridge into the head assembly and turn to the right quarter turn until fully seated.

INSTALLATION (CONTINUED)

SYSTEM STARTUP

1. Check all connections to make sure they are secure, including all U Clips at each fitting on the manifold assembly.
2. Open the flush ball-valve on the filtration system ensuring the drain tubing is directed to a drain or a container.
3. Turn on the water supply to the system.
4. Flush the cartridge(s) by running water for five minutes through the system. This will purge any trapped air and carbon fines.

NOTE: The system is equipped with a unique patented Bypass Indicator System (BIS), which can indicate if there is an issue with the cartridge. For more information about the BIS, refer to the Maintenance section of this manual. During the initial startup of the system, a slight amount of water may weep out of the BIS ports (Figure 3). This is typical during system pressurization phase.

5. Close the flush ball-valve and turn on water to equipment.
6. Check for leaks.

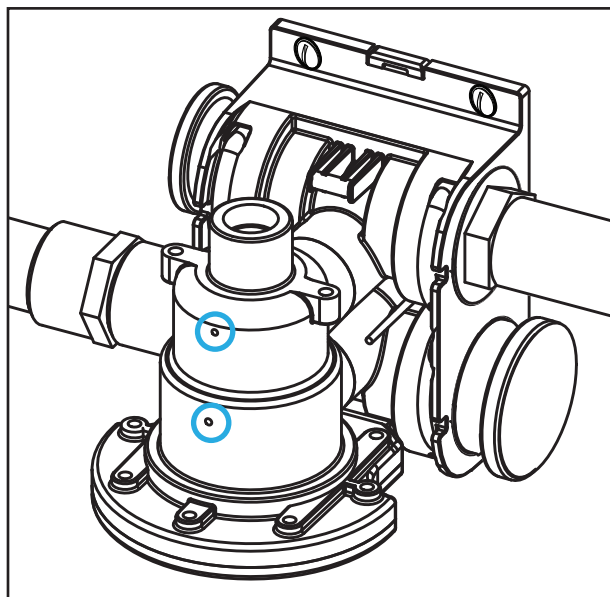


FIGURE 3. BYPASS INDICATOR SYSTEM

MAINTENANCE

Routine maintenance of this system involves periodic filter changes. The manufacturer recommends regularly scheduled maintenance and replacement of filter cartridge(s) in order to ensure optimum performance of the filtration system and equipment that it services.

Filter cartridges shall be replaced when noted capacity is reached or earlier depending upon reduction of flow rates, which may occur due to the incoming water quality. The manufacturer shall not be liable for equipment failure due to improper maintenance of filtration system.

Check performance data sheet or cartridge label for specific performance information.

REMOVING A CARTRIDGE:

1. Holding the cartridge with both hands, swiftly rotate the cartridge quarter turn to the left until disengaged. The inlet water will automatically shut off (Figure 4).
2. Recycle old cartridge.

INSTALLING A CARTRIDGE

1. Install the filter into the manifold by inserting it into the manifold head and swiftly turning it quarter turn to the right until it is fully seated (Figure 5).

NOTE: Remove all plastic wrapping and dust caps prior to filter installation.

2. Write the date the filter was installed in the designated box on the filter canister.

NOTE: A small amount of water may weep out of the BIS indicator ports while the filtration system pressurizes.

3. Check the system for leaks.
4. Flush the cartridge(s) by running water for five minutes through the system. This will purge any trapped air and fines from the system.

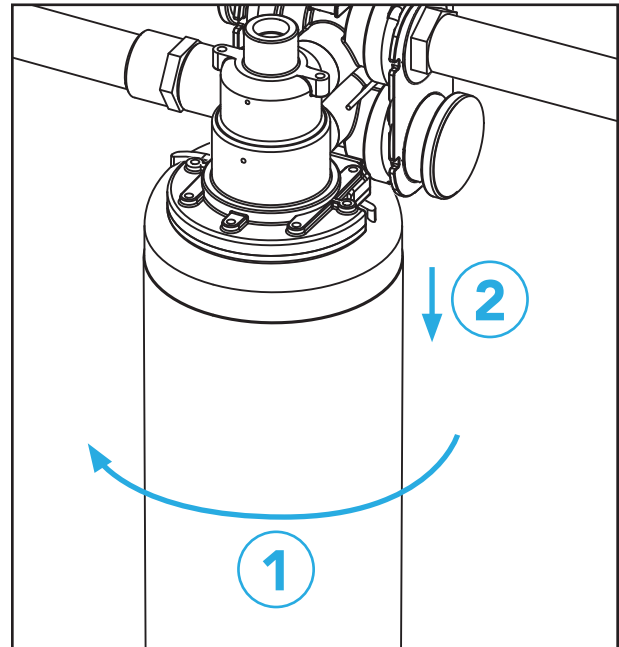


FIGURE 4. REMOVING CARTRIDGE

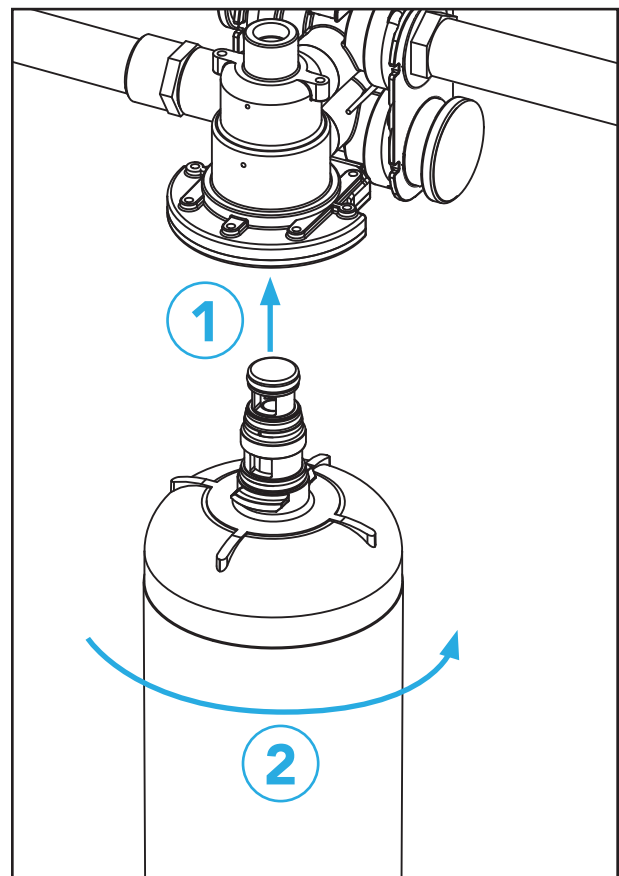


FIGURE 5. INSTALLING CARTRIDGE

BYPASS INDICATOR SYSTEM

OVERVIEW

The system is equipped with a unique patented Bypass Indicator System (BIS), which can indicate if there is an issue with the cartridge. If there is an issue with the cartridge, water will slowly but continuously weep out of one of the two ports.

UPPER PORT

If water weeps out of the BIS Upper Port, there is a failure with the cartridge's O-Ring. Inspect and replace the O-Ring as needed.

LOWER PORT

If water weeps out of the BIS Lower Port, there is an internal failure with the cartridge. For example, if a cartridge suffers carbon block damage during transit or handling, a small amount of water will slowly but continuously weep out of the BIS Lower Port on the head assembly. In this case, a new cartridge must be installed.

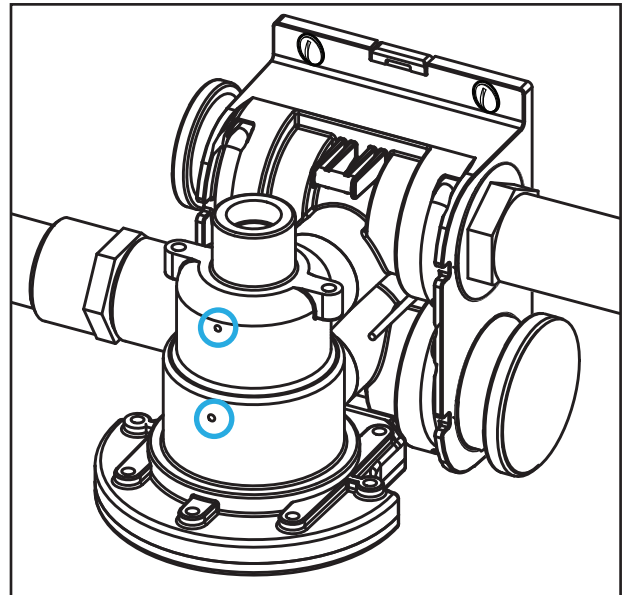
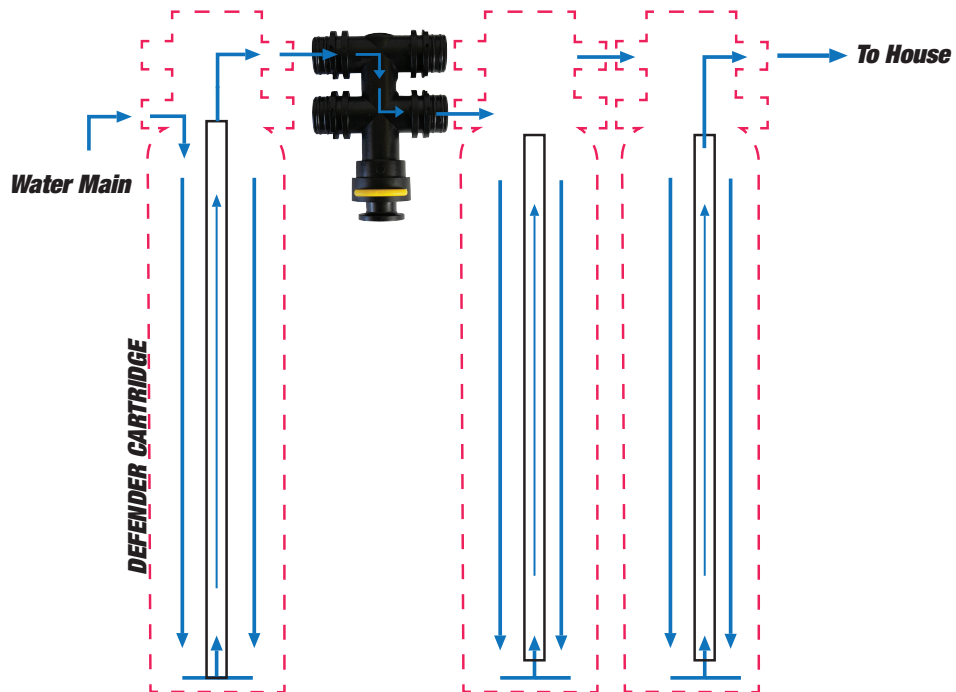
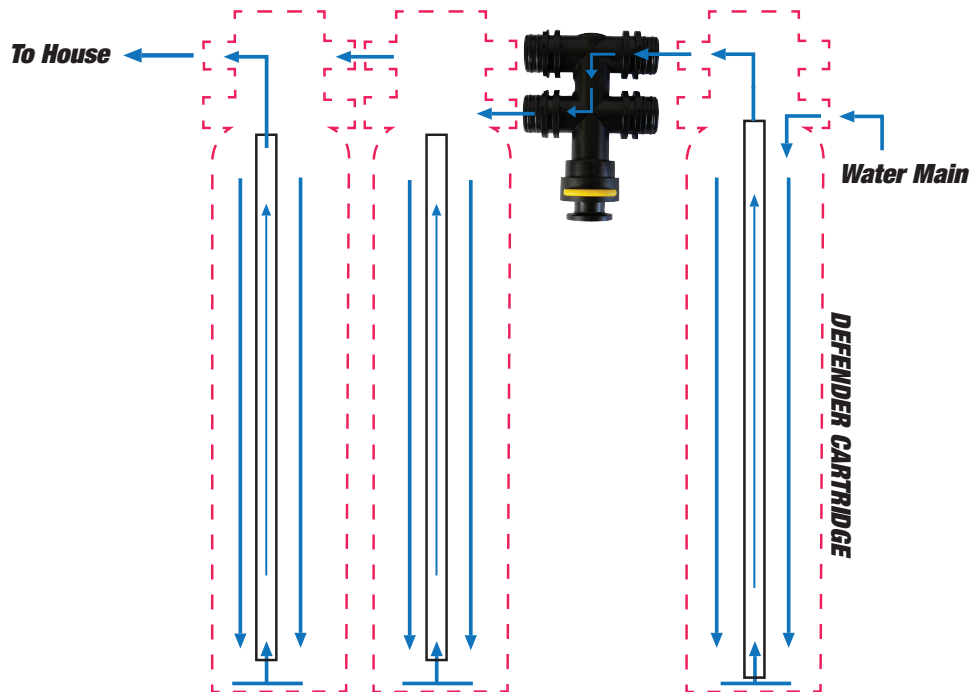


FIGURE 6. BYPASS INDICATOR SYSTEM

SERIAL PORT INSTALLATION - WATER IN ON THE LEFT



SERIAL PORT INSTALLATION - WATER IN ON THE RIGHT



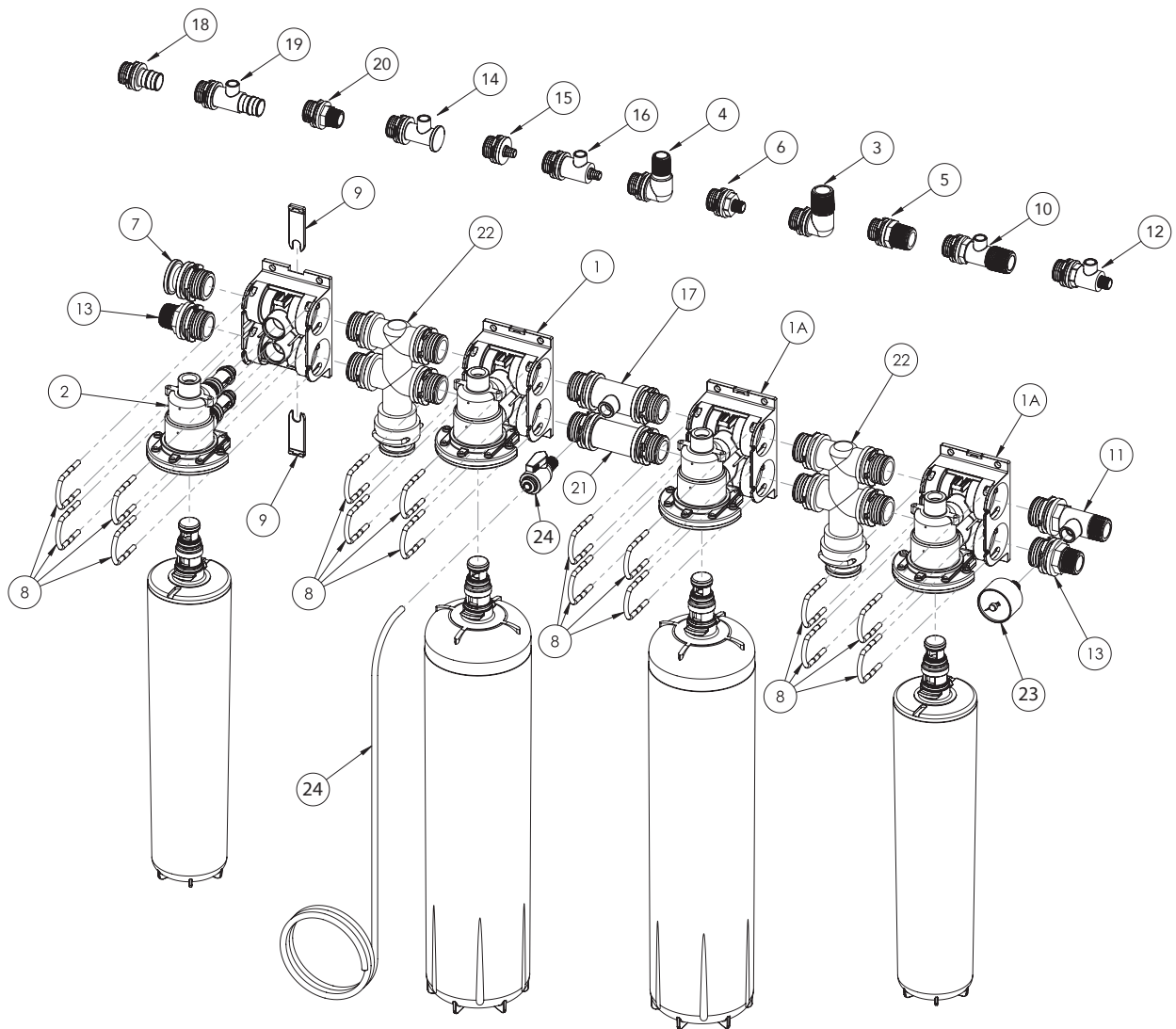
It is important to note on which side the water is coming in from the main.

To ensure the serial port is installed correctly, use your finger to make sure the port is open on the top and blocked on the bottom so the water flows correctly in and out of the serial port.

TROUBLESHOOTING

Problem	Cause	Corrective Action
No water comes out of the water filter system.	Filter(s) are plugged	Replace filter(s).
	Vapor-lock	Rinse system.
Low flow from the water filter system.	Partially plugged filter(s).	Replace filter(s).
	Barrel valve partially closed.	Rotate filter to fully open position.
Water has carbon fines.	All carbon filters have carbon fines on startup.	Rinse system.
Filter leaks from filter interface.	O-Ring is out of position in gland.	Inspect O-Ring and set in gland.
	Nicked or cut O-Ring(s) on filter.	Replace O-Ring or filter.
	Missing O-Ring(s)	Install O-Ring(s).
Water comes out of the upper Bypass Indicator System port.	O-Ring is out of position in gland.	Inspect O-Ring and set in gland.
	Nicked or cut O-Ring(s) on filter.	Replace O-Ring or filter.
	Missing O-Ring(s).	Install O-Ring(s).
Water comes out of the lower Bypass Indicator System port.	Cracked carbon block.	Replace filter(s).
Water tastes bad.	Cracked carbon block (bypass).	Replace filter(s).
	Nicked or cut O-Ring(s) on filter.	Replace O-Ring or filter.
	Pre-filter/scale cartridges are in parallel.	Change pre/post cartridges to series.
	Biological growth in plumbing.	Sanitize plumbing and/or system.
Water leaks from fittings.	O-Ring is out of position in gland.	Inspect O-Ring and set in gland.
	Nicked or cut O-Ring(s) on fitting.	Replace O-Ring or filter.
	Missing O-Ring(s).	Install O-Ring(s).
Water leaks from back of manifold/wall.	O-Ring is out of position in gland.	Inspect O-Ring and set in gland.
	Nicked or cut O-Ring(s) on fitting.	Replace O-Ring or filter.
	Missing O-Ring(s).	Install O-Ring(s).
Water leaks from barrel valve.	Improper the assembly of barrel valve sub-assembly.	Replace the barrel valve sub-assembly.
Pressure gauge indicates 0 psi.	Water is turned off.	Turn water on.
	Pressure gauge has failed.	Replace pressure gauge.
Rinse valve is leaking.	Open/close lever not closed.	Close open/close lever all the way.
	Rinse valve failure.	Replace rinse valve.

REPLACEMENT PARTS



See next page for replacement parts list.

REPLACEMENT PARTS

Item No.	Description	Part No.	Qty. Per Pack
1	HWF HEAD/ MANIFOLD ASSEMBLY YELLOW	105460	4
	HWFC HEAD/ MANIFOLD ASSEMBLY - YELLOW	105459	4
2	HWF HEAD ASSEMBLY REPLACEMENT	105488	1
3	1" MNPT ELBOW	105474	8
4	3/4" MNPT ELBOW	105475	8
5	1" MNPT CONNEC TOR	105472	8
6	3/8" MNPT CONNEC TOR	105470	8
7	PLUG, END	105462	8
8	CLIPS, U, YELLOW	105479	40
9	CLIPS, REAR, YELLOW	105480	20
10	1" MNPT CONNEC - TOR + PORT	105476	8
11	3/4" MNPT CONNEC - TOR + PORT	105464	8

Item No.	Description	Part No.	Qty. Per Pack
12	3/8" MNPT CONNEC - TOR + PORT	105471	8
13	3/4" MNPT CONNEC TOR	105463	8
14	PLUG, END + PORT	105465	8
15	1/2" BARB FITTING	105466	8
16	1/2" BARB FITTING + PORT	105469	8
17	UNION + PORT	105468	8
18	1" PEX FITTING	105477	8
19	1" PEX FITTING + PORT	105478	8
20	3/4" BSP STRAIGHT CONNECTOR	105473	8
21	UNION	105461	8
22	FITTING, SERIAL PORT	105467	4
23	GAUGE, PRESSURE	105481	6
24	VALVE, RINSING & HOSE	112232	6



BECAUSE PEOPLE MATTER

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