



**ENVIRONMENTAL WATER SYSTEMS™**

*The Leader In Whole Home Water Filtration.*

**Since 1987**

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## **PRODUCT AND INSTALLATION MANUAL**

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### **ESSENTIAL MAX FLOW Single Stage Filtration Unit**

Filtered Water at the Speed of your Faucet



Model Number:  
SS-2.5

**ALL FILTRATION PRODUCT PROUDLY MADE & ASSEMBLED IN THE USA**



EWS, Inc./Environmental Water Systems

office. 702.256.8182

Monday - Friday, 8:30 am - 4:30 pm Pacific Standard Time

fax. 702.256.3744

[www.ewswater.com](http://www.ewswater.com)

e-mail. [customerservice@ewswater.com](mailto:customerservice@ewswater.com)

Retain this Product & Installation Manual for Maintenance and Information  
Please Register this Product - It is a Requirement for Warranty

Revised 01/15



## ESSENTIAL MAX FLOW

Filtered water at the speed of your faucet.

- World-class EWS quality and performance.
- Hassle-free and low maintenance.
- Quick and easy installation.
- Comes complete with everything you need.
- Highest quality carbon block filtration available.
- Made in the USA, meets or exceeds all compliances.
- No separate dispenser needed.
- No holes in your sink or countertop.

*Chlorine (a common disinfectant used in USA tap water) and its byproducts are known carcinogens. Drinking them, or inhaling and absorbing them while showering or bathing, is not recommended.\* The New York State Dept. of Health and President's Cancer Panel recommend water filtration to reduce or eliminate our exposure to these substances.*

Protects you from chloramine (chlorine and ammonia compound), chlorine, THMs, VOCs, pesticides, lead, cysts, rust, dirt, sediment, and more.<sup>2</sup>

**High capacity, high flow, in-line filter that installs directly to your faucet.**

**NO MORE WASTED MONEY. NO MORE PLASTIC BOTTLES.**

The **ESSENTIAL MAX FLOW** can be used in-line and installed directly at your faucet. You will save at least \$500 every year in bottled water expenses and prevent plastic waste in our landfills and oceans. Simply fill up your reusable bottle at your sink and go!

**PROTECTION FOR YOU, YOUR HOME, AND OUR PLANET.**

The **ESSENTIAL MAX FLOW** is designed for today's adverse water conditions and anticipated conditions in the future. This single stage filter is capable of handling chloramine, chlorine, dyes, fuels, pharmaceutical residues, lead, cysts, and more.<sup>2</sup> The result is clean water you can trust and enjoy.



# TECHNICAL INFORMATION

## ESSENTIAL MAX FLOW FILTRATION

### MODEL #: SS-2.5

#### SYSTEM SPECIFICATIONS

**OPERATION TEMPERATURE:** Maximum 100° F (37.8° C) / Minimum 40° F (4.4° C)

**OPERATION PRESSURE:** Maximum for warranty 75 psi (5.17 Bar) / Minimum 40 psi (2.76 Bar)

Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system. Replace your filter annually or as needed (do not exceed 1 year). Install in cold water supply only. Install in compliance with local and state regulations.

All installation instructions, service manuals, technical and product information is available online at [www.EWSWATER.com](http://www.EWSWATER.com)

MODEL # REPLACEMENT FILTER ITEM #

SS-2.5 F.SET:SS-2.5 (or Filter Replacement #ELF-SS-2.5-R)

#### FILTER SPECIFICATION

ITEM #: ELF-SS-2.5-R

<b>DESCRIPTION:</b>	Carbon Block (1 Micron)		
<b>PURPOSE:</b>	Advanced filter for chlorine, chloramine reduction, lead, cysts, VOCs, and more.		
<b>FEATURES &amp; BENEFITS:</b>	Increased surface area, enhanced adsorption, excellent performance.		
<b>CONSTRUCTION:</b>	Activated carbon block.		
<b>SERVICE LIFE:</b>	1 year†	<b>MICRON RATING:</b>	>99% @ 1 micron
<b>MAX. FLOW:</b>	2.5 GPM / 9.46 LPM	<b>CHLORINE REDUCTION:</b>	>95% 10,000 gallons @ 2 GPM
<b>MAX. PRESSURE:</b>	125 PSIG / 8.6 Bar	<b>LEAD REDUCTION:</b>	>90% 2,500 gallons @ 2 GPM
<b>TEMP. RANGE:</b>	40-100° F / 4.4-37.8° C	<b>CYST REDUCTION:</b>	>99.99%

The **ESSENTIAL MAX FLOW** unit comes complete fully assembled. The unit comes with everything you need for a proper installation: connections, white and blue tubing (5 ft. each), and mounting bracket.

**This model DOES NOT need a faucet or dispenser.** The **ESSENTIAL MAX FLOW** offers full bed depth filtration an superior performance compared to the limited capacities of common in-line filters. The **ESSENTIAL MAX FLOW** can be used in-line where greater filter capacity, longevity, and flow rate is required. It can also be used in situations where a separate dispenser for filtered water is not available or desirable, or where a separate hole in the counter or sink is not available or desirable. The **ESSENTIAL MAX FLOW** will provide filtered water directly to the cold side of your kitchen faucet without any diminishment of your flow rate and can be installed for bathrooms, beverage centers and many applications. If you are interested in filtered water to the entire home, ask your sales associate or EWS customer service for information on the proper EWS whole home water filtration appliance for you.

SERVICE LIFE ON FILTERS: 10,000 GALLONS OR UP TO 1 YEAR.\*  
REPLACE YOUR FILTERS ANNUALLY OR AS NEEDED.  
DO NOT EXCEED 1 YEAR.

†Filter service life is based on local water conditions and usage.

<sup>1</sup> UV upgraded systems only.

<sup>2</sup> These substances may or may not be in your water. Please ensure this is the correct system for your needs. Please see included instructions for proper installation and usage.

**UNIT SIZE:** 4" x 16" (allow 4" clearance for filter replacement maintenance)  
**SHIPPING CARTON SIZE:** 6" x 6" x 18"  
**SHIPPING WEIGHT:** 6 lbs.



Fully Compliant  
with California  
No-Lead Standards.



COMPONENT  
This filter element tested  
and certified under ANSI/  
NSF Standard 42 & 53 for  
materials only.

*Pictured at Right:*  
Exploded view of  
our **ESSENTIAL  
MAX FLOW** filter  
replacement.



CALL EWS CUSTOMER SERVICE: 702.256.8182 (MONDAY-FRIDAY 8.30 AM-4.30 PM PACIFIC TIME)  
FAX: 702.256.3744 EMAIL: CUSTOMERSERVICE@EWSWATER.COM

WWW.EWSWATER.COM



**Installation Instructions - Please Read the Enclosed Information**

Please take the time to familiarize yourself with the unit you are about to install. Locate the box with the filter head, hanging bracket, filter cartridge, tubing, and connections. This Model No. SS-2.5 does not need a dispenser. Install directly to faucet.



**OPEN THE BOX AND CHECK OUT THE PARTS:**

- 1 - filter head
- 2 - filter cartridge
- 3 - hanging bracket and screws (short - 4)
- 4 - mounting screws (long - 2)
- 5 - 3/8" compression x 3/8" quick connect
- 6 - 1/2" FTP x 3/8" quick connect
- 7 - 90 degree quick connect fittings (white & grey)
- 8 - 5' white tubing & 5' blue tubing

**TOOLS YOU MAY NEED:**

- Phillips Screwdriver
- Tape Measure
- Pencil
- Drill, drill bit or punch
- Adjustable Wrench

**Note:** Wrench or other tool(s) may be used for removal of old fittings only.

- Supplied quick connect fittings do not require tools.
- Two supplied fittings (#5 3/8" compression x 3/8" quick connect and #6 1/2" FTP x 3/8" quick connect) come complete with gasket and should be hand tightened only according to instructions. (optional fitting may be required to install)
- Use of tools to overtighten the fittings are not recommended.
- Use of pipe dope or teflon tape is unnecessary and will void the warranty. Warning: Do not use pipe dope or teflon tape.

**WARNING:**

Verify that all components are included with the unit and were not lost, misplaced, or damaged in shipping or handling. Any damage in shipping needs to be reported to the shipping company.

**WARNING:**

Do not attempt to install this system using defective or damaged components. Check and inspect, inlet and outlet fittings and any other connections on this system that might have been damaged during shipping and handling. Check all these components again upon installation and start-up for any hidden issues. All plumbing should be done in accordance with all local plumbing codes.

Water Pressure: minimum 40psi, maximum 75psi. Water Temperature Range (cold supply only): not to exceed 100°F or below 40°F.

**WARRANTY:**

Warranty Registration of this product is required to have a warranty. A proper installation and start-up will save you time, money and hassles, and is also required for warranty purposes. Any issue as a result of improper application, set-up, installation and/or start-up will void any warranty.

**CAUTION:** SYSTEM IS FOR USE ONLY COLD WATER LINE. NOT INTENDED FOR SUPPLY BY HOT WATER.

**WARNING ABOUT PRESSURE:**

Maximum pressure is 75 PSI. Pressure unregulated can surge or exceed the maximum rating on this and many items in the home. High pressure creates a water hammer or banging pipes. It's also the reason to use stainless hoses for washer machine connections and not the rubber. A pressure reducing valve (PRV) at your main water service line (if not code) is greatly recommended by many manufacturers' of many different household items, plumbing products and appliances and must be checked annually.

A point of use (sink location) pressure limiting valve is also available to safeguard or limit the incoming pressure or pressure surges or spikes to the filtration unit to 60 PSI. See Part # PLV-60-38 for the correct item to this EWS Max Flow Model # SS-2.5.

## Installation Instructions for the Essential Max Flow (model # SS-2.5)

### ASSEMBLE AND HANG THE MAX FLOW:

1. Install hanging bracket to the filter head. Keep flow direction arrow → on the filter head in front of you. Place hanging bracket behind the filter head. Align the holes and use the 4 short screws to secure the hanging bracket to the filter head.

2. Insert filter cartridge into the filter head.

- a. Hold filter head firmly with one hand.
- b. Align filter cartridge. Blue label will be to your left.
- c. Insert filter cartridge and push upwards.
- d. Turn to right until filter cartridge stops. See direction of lock → on the label. Filter cartridge is now locked and the blue label is front and center.



3. Now find a good spot to hang the Max Flow. It is important to find a place that allows you the space to replace the filter. Max Flow measures 4 1/2" in width, 4 1/2" in depth and 16" in height and there is plenty of supplied tubing to find that perfect spot. System must be installed vertically with filter head at the top and the filter cartridge hanging down.

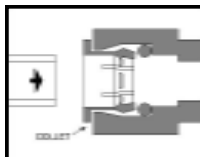
- a. At the selected spot, measure a minimum of 21" from the floor of the cabinet to the top of the hanging bracket.
- b. Using the hanging bracket as a template, mark the 2 holes. Using a drill bit or punch, drill a hole or punch a starter hole.
- c. Set mounting screws with screw driver (or alternative method - see warning below). Leave a 1/4" gap between the screw head and mounting surface to allow the bracket to slide on easily. NOTE: DO NOT HANG THE SYSTEM AT THIS TIME.  
Follow remaining steps in order will make it easier to make any connections and prevent any issues.

**WARNING:** Alternative fastening method(s) may be required based on the materials you are working with such as plaster board, particle board and/or any similar or different materials you may encounter. The use of a different type or size of mounting screw or the need for an anchor or molly bolt may be required based on the materials or any local code you may encounter.

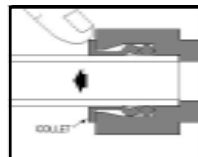
4. Remove the white and blue vinyl plugs from the filter head. NOTE: DO NOT PULL OUT THE WHITE OR BLUE VINYL PLUGS. Please see the following instructions for the proper use of the supplied tubing and the quick connect fittings

#### To Remove Tubing (or 90 degree fitting):

To disconnect, ensure that the system is depressurized, push the collet square against the fitting. With the collet held in this position the tube can be removed



**WARNING:** Never Pull or "Yank" Out Tube



#### To Insert Tubing (or 90 degree fitting):

Make sure tubing has an even edge. Push the tube into fitting and completely up to the tube stop.

#### To Test Connection:

Give a gentle "tug" or pull on the tube or fitting to check that it is secure. Test the system before use.

#### To Cut or Shorten Tubing:

If it is unavoidable, make sure to cut the tube square and remove burrs and sharp edges. Ensure that the outside diameter is free from score marks.

**WARNING:** It is preferable to leave supplied tubing intact and simply create a loop without any kinks or crimps in the tube. If not cut square, edge will have less surface area and may not be secured properly. For soft or thin-walled plastic tubing, the use of a tube insert is recommended.

### MAKING THE CONNECTIONS:

5. Note the flow direction arrow → on the top of the filter head. Supplied water into the left. Filtered water out from the right.
  - a. Insert the white tubing into the left side. See instructions above.
  - b. Insert the blue tubing into the right side. See instructions above.

**NOTE:** 90 degree quick connect fittings are supplied. They can be used to avoid kinking or crimping the tubing in tight situations.

Using 90 degree fittings: Insert white 90 degree fitting into the left side and then insert white tubing into 90 degree fitting.  
Insert grey 90 degree fitting into the right side and then insert blue tubing into 90 degree fitting.

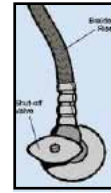
## Installation Instructions for the Essential Max Flow (model # SS-2.5)

**CAUTION:** USE ONLY COLD WATER LINE. NOT INTENDED FOR SUPPLY BY HOT WATER.

**CONNECT INLET WATER SUPPLY:**

6. Locate and close the cold water shut-off valve under the sink. Open cold water at that faucet to relieve water pressure.

**CAUTION:** Water will be present. Have a towel available on the floor of the cabinet below the cold water shut-off valve and other connections to avoid any water issues or damage.



Pictured: Example of shut-off valve and supply line to the cold side of the kitchen faucet typically found under the sink

7. Unscrew and disconnect the supply line from the top of the cold water shut-off valve.
8. Attach 3/8" compression x 3/8" quick connect to the top of the cold water shut-off valve.  
**WARNING: Do not use pipe dope or teflon tape.** All fittings and connections - hand tighten only. When you feel the gasket squeeze down simply attempt another 1/4 turn. Do not overtighten.
9. Insert white tubing into 3/8" quick connect.
10. Insert other end of white tubing into the left side of the system on the filter head.  
Allow the tubing to create a big loop with gentle curves (do not kink or crimp line) <sup>2</sup>

3/8" compression x 3/8" quick connect



shut-off valve with installed fitting and inserted white tubing

Make sure the flow arrow reads → this direction.  
Make sure tubing has an even edge. Push the tube into fittings and completely up to the tube stop.

**CONNECT FILTERED WATER TO THE FAUCET:**

11. Locate where the cold side of the faucet is connected to the supply line.
12. Unscrew and disconnect the supply line from the connection to the faucet.
13. Attach 1/2" FTP x 3/8" quick connect to the 1/2" MTP end of the cold side faucet connection. <sup>1</sup>  
**WARNING: Do not use pipe dope or teflon tape.** All fittings and connections - hand tighten only. When you feel the gasket squeeze down simply attempt another 1/4 turn. Do not overtighten.
14. Insert blue tubing into 3/8" quick connect.
15. Insert other end of blue tubing into the right side of the system on the filter head.  
Allow the tubing to create a big loop with gentle curves (do not kink or crimp line) <sup>2</sup>  
Make sure tubing has an even edge. Push the tube into fitting and completely up to the tube stop.



1/2" FTP x 3/8" quick connect

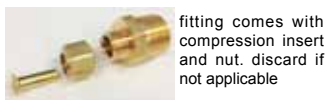


standard cold side connection from the faucet to Max Flow using included fitting (see above) and inserted blue tubing <sup>1</sup>

optional fitting for non-standard faucet with stainless hose and 3/8" compression (see below)

<sup>1</sup>Included connections for the Max Flow can be used in over 90% of household applications, EWS, Inc. can not anticipate every location, application, materials or any pre-existing situations and cannot be responsible for additional parts that may be necessary. Proper connection should meet all local codes. If necessary contact a qualified licensed plumber for another part or method to properly install this system or contact EWS customer service for help or for the optional fitting EWS Item # SS-2.5-FITTING (see below).

**NOTE:** If the faucet has a built-in stainless hose with 3/8" compression fitting for direct install to a 3/8" angle stop it will be necessary to purchase a compression male adaptor, 3/8" OD x 1/2" MIP to make the proper connection for the Max Flow. Attach that fitting to your faucet connection (see pictures below). As found in step #13, attach the supplied 1/2" FTP x 3/8" quick connect and complete the installation.



fitting comes with compression insert and nut. discard if not applicable



fitting ready for install



placement of fitting between the faucet and the Max Flow connection



complete connection

**NOTE:** Hand tighten only. Do not use pipe dope or teflon tape. When you feel the gasket squeeze down simply attempt another 1/4 turn. Do not overtighten.

**<sup>2</sup>To Cut or Shorten Tubing:**

If it is unavoidable, make sure to cut the tube square and remove burrs and sharp edges. Ensure that the outside diameter is free from score marks.

**WARNING:** It is preferable to leave supplied tubing intact and simply create a loop without any kinks or crimps in the tube. If not cut square, edge will have less surface area and may not be secured properly.

## Final and Important Start up and Inspection

A proper start-up insures the unit is without issues.

If anything is discovered, this is the time to discover it and correct any problems or questions that arise.

### START UP:

16. First, open your faucet to the cold side only. No water should be present at this time.
17. Open inlet water to the system by opening shut-off valve under the sink. Water will begin to flow from faucet. Initially it may sputter until water reaches full flow.
18. FLUSH:  
Allow unit to run steadily for 3 minutes. This will wash carbon fines and air from the filter and properly pressurize the system.
19. ENJOY  
Observe that the water runs clear. System is now available to use as normal. Use for all your drinking, cooking, coffee, etc.
20. SET A REMINDER  
Set the one year anniversary of this installation into your smart phone and let your phone remind you to replace the filter.  
Meters, filter timers, buzzers and whistles are gimmicks to protect you from filters that have short life spans and sell you more filters. The Essential Max Flow is intended to get you one year of quality drinking water before replacement\*

#### NOTE - Cloudy water:

If you draw your water into a glass and it appears to be cloudy, it's only air and nothing bad. Let the glass sit and watch the air rise and dissipate. The filter cartridge used is full bed depth. The carbon (GAC) block cartridge has a great deal of surface area. With usage, it may take 24-48 hours for this to correct itself.

#### NOTE - Other Devices:

If water is being used for ice-maker, refrigerator water dispenser, hot tank or chiller, then run water through these devices to flush unit and discard this water or ice before consuming. Even though there is no harm from the carbon and the materials used are strictly organic, the fines or dust as a result may be an aesthetic issue.

### 21. INSPECTION:

Inspect for leaks at all connections, fittings and/or housings. If a problem exists, please shut off water supply to the system and consider the following solutions:

- Plumbing connections at the inlet/supply connection or angle stop. Please review these plumbing procedures and correct.
- Plumbing connections to faucet and any other fixtures or cross-connections. Please review and correct.
- Inspect for leaks at all unit connections and cartridge housing. Report any issues for assistance or needed part(s).
- Inspect for leaks at the connections between the supplied tubing and the quick connect fittings.  
To insure proper connection, give a light "tug" (not a hard pull) on tubing to check the grip on all fittings.

If any damage was identified in shipping or handling, you'll need to make a claim with the shipper, as indicated on our Packing Materials, our Packing Slip and the published General Terms and Standard Conditions of Sale.

If you have identified a problem, please contact our offices. Let us know if we can offer advice on a plumbing issue that may not be related to the actual unit, or a question or issue that may be unit related. If in need of a part under warranty we can readily send it. Parts (original only) needed out of warranty can be obtained through your contractor, local distribution or an authorized online distributor.

#### WARNING ABOUT PRESSURE:

Maximum pressure is 75 PSI. Pressure unregulated can surge or exceed the maximum rating on this and many items in the home. High pressure creates a water hammer or banging pipes. It's also the reason to use stainless hoses for washer machine connections and not the rubber. A pressure reducing valve (PRV) at your main water service line (if not code) is greatly recommended by many manufacturers' of many different household items, plumbing products and appliances and must be checked annually.

A point of use (sink location) pressure limiting valve is also available to safeguard or limit the incoming pressure or pressure surges or spikes to the filtration unit to 60 PSI. See Part # PLV-60-38 for the correct item to this EWS Max Flow Model # SS-2.5.

\*Based on local water conditions and usage

NOTE: System installation can be reversed if desired but be warned that flow direction is opposite of the instructions. Therefore extra care must be taken to make sure incoming supply water is properly installed flowing into the system while the filtered water flows out in the correct direction. Install hanging bracket on other side of filter head. Follow the same procedures. Note the white flow direction arrow embossed on the filter head. Label on filter cartridge will no longer align to the front. Always make sure flow through system matches the flow direction arrow as seen on the filter head

## Register this Product - Requirement for Warranty and Very Helpful to You

We put your information in our internal database which is not available to anyone and contains no confidential information. We simply want to help you if you can and have questions.

## Filter Replacement for Essential Max Flow (model # SS-2.5) and those Common Questions

**HOW OFTEN:** Annually, or up to one year based on local water conditions and usage. Not to exceed a year

**WHAT IS THE ITEM # I NEED TO ORDER:** The correct item # is F.SET.SS-2.5

**WHERE DO I GET MY FILTER REPLACEMENT:** There are several ways to get your filter replacement

As a manufacturer, EWS, Inc. (Environmental Water Systems) does not sell direct to consumers or contractors. Like most manufacturers of appliances and fixtures, EWS, Inc. provides product only for distribution.

Please, contact your builder, plumbing contractor and/or your installer that provided the product. Contact the kitchen & bath showroom, distributor, and/or retailer where you purchased the product or an authorized online distributor. Please call or email our customer service if you need to find a distributor near you or the name of an authorized online distributor.

## How to Replace Your Filter

It is recommended that filters be changed at least annually or more frequently based on usage and local water conditions. The quantity and quality of the water processed effects the life of the filters.

- Step 1** Close inlet water supply shut-off valve to the system.
- Step 2** Open cold side of your faucet (and if applicable, allow other device(s) to flow). Allow water to flow. Water should stop in a short time. Keep open to relieve pressure.
- CAUTION:** WATER WILL BE PRESENT WHEN FILTER IS CHANGED.  
A pan, towel, etc. should be placed under the system to catch any water.
- Step 3** Unlock and remove old filter cartridge.
- Step 4** Insert and lock new filter cartridge into filter head. See #2 in the complete instructions
- Step 5** Turn on the water and start up properly.  
See # 17 in the complete instructions to open the supply shut-off valve to the system.
- Step 6** FLUSH, ENJOY and SET A REMINDER  
See #'s 18, 19, 20 in the complete instructions to flush the new filter and to start up system properly
- Step 7** Follow inspection procedure

## Highly Recommended - Point of Use (sink) Pressure Limiting Valve for 3/8" Lines

### Item #: PLV-60-38

High pressure system to protect drink dispensers, water filters, ice makers, coffee machines, chillers (cold water systems), hot tanks (hot water systems) and other devices

Easy to install at supply side (cold water only) before any device.  
Simple connection with supplied quick connect fittings to 3/8" tubing.

- Integral Dual Check Valves
- Resists Water Hammer
- Stops backflow
- Supplied with mounting clip

### CAUTION:

Installation of the PLV-60-38 is highly recommended on the 3/8" incoming supply or feed lines for all Point of Use or Sink Filtration Systems with 3/8" lines as a safeguard only. Constant high pressure, pressure surges or water hammer are problems that need to be addressed at the source or cause.



## Trouble Shooting Guide - Single-Stage Filtration Units

Problem	Possible Causes	Solution
Any or All Leaks	Excessive pressure or pressure surges or spikes	Pressure reducing valve (PRV) at main water supply to maintain pressure at or below 75 PSI or the addition of a Pressure Limiting Valve (item# FMP-60-38) on the inlet tube prior to this point of use unit
Leaks at Tubing Connections	Various causes to inspect	•Follow instructions for connection of tubing and fittings.
Leak at inlet quick connect fitting or Leak at outlet quick connect fitting	<ul style="list-style-type: none"> <li>•Is the tubing cut with a straight end to grab squarely?</li> <li>•Is the tubing inserted completely into fitting?</li> <li>•Broken collect or fitting</li> <li>•Is there a problem with the collet and the quick-connect fitting?</li> <li>•Tubing incorrectly removed</li> <li>•Damaged in shipping, handling, and/or delivery</li> </ul>	<p>Access the filter unit, remove tubing by depressing the collet and pulling tubing out. Using a utility razor knife, <u>squarely</u> cut 1/2" off tubing from the end. Make sure end of tubing is not flattened Reinsert the tubing into the fitting as far as possible. Check for leaks.</p> <ul style="list-style-type: none"> <li>•Tug on tubing (do not pull hard) to check fitting and the integrity of the connection</li> <li>•Upon inspection, prior to install or a result of proper start-up and inspection and fitting is damaged, then replace part</li> </ul>
Leak at fitting at supply valve or Leak at fitting at faucet connection	<p>Not tight or properly installed</p> <p>Fitting may be overtightened and cracked.</p> <p>Pipe dope or teflon tape is in the way of a proper seal</p> <p>Use of another fitting not provided</p>	<p>Re-install or tighten per instructions</p> <p>Replace fitting</p> <p>Replace fitting</p> <p>Correct existing fitting or replace fitting</p>
No water	Water supply is off	<ul style="list-style-type: none"> <li>•Turn main water supply on,</li> <li>•Turn water supply at angle stop</li> <li>•Angle Stop Valve not open,</li> <li>•Open faucet</li> </ul>
Not enough water	Low water pressure	Unit may not operate properly at less than 25 PSI feed line pressure (max: 75 PSI)
Water flow is restricted	Kinked or bent tubing	Make longer loop with tubing to remove kink or bend
Low flow from unit	<p>Clogged filter cartridge. Flushed lines. Broken main supply. Particulate material from water or water lines</p> <p>Installed with the wrong flow direction</p>	<p>Rreplace filter based on water conditions and usage.</p> <p>Follow instructions for proper installation and re-install properly according to proper inlet and out of unit or the proper flow direction from inlet to outlet</p>
Leak at cartridge housing	<p>Misaligned, damaged or missing o-ring</p> <p>Cracked housing due to pressure issues, misaligned filter replacement.</p>	<ul style="list-style-type: none"> <li>•Locate and align O-ring(s) into groove at top</li> <li>•Replace filter cartridge or Remove filter cartridge and re-insert and lock correctly</li> <li>•Replace filter cartridge and correct issue that caused the problem (no plumbing needed)</li> <li>•Remove filter cartridge and re-insert and lock correctly</li> <li>•Locate and align O-ring into groove inside cap</li> </ul>
Unpleasant taste and/or odor Metallic flavor Discoloration Rotten egg smell from water	<ul style="list-style-type: none"> <li>•Need to replace filter</li> <li>•System was idle, stored or mis-used for a long period of time.</li> <li>•System under unfavorable conditions or changing water conditions</li> <li>•Hydrogen sulfide, iron, manganese is in the household water supply</li> <li>•System misapplied</li> </ul>	<ul style="list-style-type: none"> <li>•Replace filter and follow start up procedures</li> <li>•Flush system by running water, replace filter</li> <li>•Determine what changed in your water supply and Flush, Replace or change type of water treatment system based on local water conditions. Call your municipality or have your well tested.</li> <li>•Hydrogen sulfide, iron and manganese must be removed from household water supply before filter system. Visit our web site for other systems.</li> <li>•Specify the correct system for the application</li> </ul>
Cloudy water	<ul style="list-style-type: none"> <li>•New installation, changing filters</li> <li>•Open/close and open of water supply to home or in home</li> </ul>	<p>It is simply - air. Check by filling glass and watch air dissipate. Run and flush system for several minutes. Sometimes it takes 24 - 48 hours to totally clear due to the full bed depth of our filters</p>

There is no dispenser needed for the Max Flow Model No. SS-2.5.  
Filtration unit is intended for install directly to your kitchen faucet.

**WARNING: Do not use pipe dope or teflon tape.** All fittings and connections - hand tighten only.  
When you feel the gasket squeeze down simply attempt another 1/4 turn. Do not overtighten.

Thank you and we hope you enjoy the quality of your water.  
EWS, Inc. and Environmental Water Systems – Customer Service

**www.ewswater.com**    **O:** 702.256.8182; M-F 8:30am-4:30pm PST    **E:** customerservice@ewswater.com

## Warranty Notification

### Notification:

This warranty is referenced by EWS, Inc. in all literature, addressed in General Terms and Standard Conditions of Sale, and is published in its entirety in all EWS, Inc. product manuals, websites, and in all service guides supplied with all product.

### Limited Warranty:

EWS, Inc., a Nevada corporation, hereby warrants all products to the original consumer purchaser to be free from defects in material and workmanship as stated in the following paragraphs:

- All residential point of use: countertop filtration, in-line filtration, undercounter drinking water filtration, shower filtration, residential reverse osmosis, and canister and filter cartridge point of entry pre-sediment and/or filtration units or systems for one year from date of purchase.
- All residential point of entry: pH decreasing and softener (resin and ion-exchange) systems, Environmental (EWS) Water Systems, Iron Removal units, CWL whole-home (filtration media) systems, pH increasing reagent (sacrificial media) units for 10 years on the tank and riser, 10 years on the ICN conditioner(s) (if applicable) and 5 years on the valve head from date of purchase.
- All commercial systems: Dependent on specification and application, please consult with EWS, Inc. upon specification.
- All filtration medias, resins, cartridges, uv lamps, and/or membranes are not covered by any warranty. Filter media, resin, cartridge, uv lamp, and/or membrane replacement or maintenance schedule will vary and must be replaced, as necessary, as determined by usage and local water conditions.

Product performance may vary based on local water conditions, proper product specification and application, proper plumbing application, setup, installation, startup, maintenance and/or usage. To ensure proper operation, follow all setup, installation, start-up and maintenance procedures as detailed in all service guides.

Not intended for use where water is microbiologically unsafe or with water of unknown quality without adequate disinfection before or after unit(s). The contaminants or other substances removed or reduced by these and any other water filtration or treatment devices are not necessarily in your water. To confirm the presence of any primary and secondary contaminants, have your water supply completely analyzed by an independent and approved facility or if applicable, contact your local water utility for information. Aesthetic, non-health related, or constituents without set federal standards may be part of water testing but are insufficient to determine proper application of any water filtration or treatment device.

EWS, Inc. will replace, free of charge, during the warranty period, any part which proves defective in material and/or workmanship under proper product and plumbing specification and application, normal and proper installation, use, service and proper care as published in detail in all service guides included with product. Labor charges are excluded from any warranty service or repair and are not the responsibility of EWS, Inc. Shipping charges may apply to delivered replacement parts or materials. Charges may also apply for the cost of any replacement media, resin, cartridges, uv lamp and/or membrane from any warranty service or repair. Information can be obtained at any time through a local dealer, distributor, representative or direct from EWS, Inc. and/or on-line at: [www.ewswater.com](http://www.ewswater.com). Replacement parts can be obtained from your local dealer, distributor, online or contractor.

This warranty is the exclusive warranty granted by EWS, Inc. and is in lieu of all other warranties of merchantability and fitness for a particular purpose and is further limited to defective parts replacement only. Labor charges and/or damage incurred in setup, installation, and startup, or repair, or replacement, as well as, incidental and consequential damages connected therewith, are excluded, and are not the responsibility of, and will not be paid by EWS, Inc.

This warranty is void for any damages due to improper product and/or plumbing specification and/or application, misuse, abuse, neglect, accident, acts of nature, action of any military or civil authorities, improper handling and transportation, or improper setup, installation, and/or startup, or any violation of instructions furnished by EWS, Inc., or any replacement parts other than genuine parts or replacements supplied by EWS, Inc.

This warranty is not a warranty of merchantability, fitness, taste, aesthetics, and/or performance that may be subject to improper product and/or plumbing specification and/or application, misuse, abuse, neglect, accident, acts of nature, action of any military or civil authorities, improper handling and transportation, or improper setup, installation, and/or startup, or any violation of instructions furnished by EWS, Inc.

This warranty is not a warranty of merchantability, fitness, taste, aesthetics, and/or performance that may be personal and of subjective opinion and that does not relate to the performance of any system.

## Warranty Information and the Purchaser's Responsibility

Keep a record of the purchase receipt and/or installation receipt. Purchaser is required fill out warranty registration form(s) on applicable product(s) and register all product by either online @ [www.ewswater.com](http://www.ewswater.com), telephone, postal delivery, fax, e-mail (either register@ewswater.com or information provided to customerservice@ewswater.com). **Failure to do so voids the warranty unless restricted by state regulations.**

EWS, Inc. does not sell, show or make available any information on any consumer in our database. This database is to ensure, if needed, proper warranty service, and good customer service for years to come. Please see our privacy policy published in our website at [www.ewswater.com](http://www.ewswater.com).

### Know Your Water:

- If on a municipal system, large or small, it is your right as a consumer to have access to the most recent test results and to expect adherence to federal guidelines, as well as any state or local requirements. Any problems should be reported to the appropriate agencies. Please acquire those municipal test results to become an informed consumer.

- If on an individual well, have your water completely and independently tested. Local code may require a simple test for coliform bacteria to approve a well, however you may be unaware of potential problems for you and/or your home. A local water salesman is looking to close a sale and is going to test for hardness minerals and a few simple and obvious issues, which may or may not be contamination problems. Their solution is almost always the same and yet may provide no resolution to any true problems. Obtain our "Guide for the Private Well Owner" on our website; [www.ewswater.com](http://www.ewswater.com). Review our section on well water testing and applications in our complete catalog with your local distributor, dealer, or our representative or visit our website.

### • WARNING:

Some restrictions apply to the use of softeners. Contact your local municipal water district or Gov't Agency. Brine discharge is already restricted on, or may be a problem for, septic applications and waste water treatment facilities. Since some states have already restricted softeners to metered valves to prevent excessive brine discharge, EWS, Inc. only provides metered valving in its line of softeners.

Restrictions or an outright ban may also apply to hot-side only, salt-exchange tanks or services. Local water dealers and other organizations do not inform consumers of these issues and believe these rules are unenforceable. The consumer is ultimately responsible.

Softeners may also provide warranty issues with pools and spas, certain other products and finishes. Softened water should not be used for drinking, cooking, pets or plants and is usually bypassed or "looped away" from the cold side of the kitchen sink. Reverse osmosis, which also has its drawbacks and issues with other products and materials, may be used to remove the salt from the water that the softener put in at the kitchen sink, yet may be misapplied for the actual local water conditions.

Any problems of water quality, or the fitness of any EWS, Inc. product that is associated with any mechanical, construction, application, installation, and/or environmental issue(s) (ie: flow rates, line pressure, piping materials, broken supply lines, changing water conditions; well or municipal water quality, et. al.), known or unknown, of the home or facility will not be considered by EWS, Inc. until such issue(s) have been resolved.

Responsibility for the proper product and/or plumbing specification, application and/or installation of any device manufactured by EWS, Inc. lies with the consumer, their builder contractor, plumbing sub-contractor and any other installer of choice. Items do not specify and/or install themselves. EWS, Inc. has provided many sources to acquire information on the proper application of systems and their installation prior to any purchase. EWS, Inc. manufactures a complete product line of point of use water filtration systems and point of entry filtration, softening and/or conditioning systems and/or appliances.

EWS, Inc. and the distributors of EWS, Inc. will stand behind the warranties of materials and workmanship. However, EWS, Inc. and the distributors of EWS, Inc. and the Environmental Water Systems Product Line do not bear any responsibility for improper applications of product and/or improper installation. It is for this reason that EWS, Inc. provides complete information on all product for your understanding, specification, application and selection, and proper plumbing application and installation.

To obtain warranty service support, contact your local dealer or contractor from whom you obtained the product or contact EWS, Inc., Customer Service, via phone, fax, or email.



# THE SPECTRUM IS THE RIGHT PRODUCT FOR YOU, YOUR FAMILY & YOUR HOME.

## SPECTRUM – THE PROFESSIONAL SERIES

Our most versatile systems, showcased by the National Association of Home Builders (NAHB) and New American Showcase Home. World-class EWS performance in a contractor-friendly install package. All Spectrum Series systems utilize our advanced, user-friendly digital valve head and adjustable bypass, which fits over 90% of homes in the United States and accommodates line sizes 3/4" to 1 1/2" without inhibiting flow rate or pressure. A Spectrum installation is a simple process, much like installing a water heater. Once installed, the self-cleaning Spectrum systems provide maintenance-free filtration for years, allowing you to enjoy the convenience, protection, and health benefits of the highest quality filtered water at every tap, every day.

### DO YOU HAVE HARD WATER?

YES

Some of us have harder water than others, and EWS generally considers 6 grains (102 ppm or mg/l) of hardness to be on the lower end of hard water. Select YES if you have hard water issues such as excessive spotting or mineral build-up in pipes, faucets and water heaters.

NO

### DOES YOUR CITY USE CHLORINE OR CHLORAMINE?

**EWS SERIES** Whole Home Water Filtration and Conditioning for Hardness Minerals.

SELECT BY USAGE.\*\*

CHLORAMINE

**EWS CC 1465**

Model #: EWS-CC-1465-7  
Select this system if you have ALL of the following:\*\*

- 3 bathrooms or less
- 4 people or less
- 1 water heater
- Up to 2 ppm chloramine

**EWS CC 1865**

Model #: EWS-CC-1865-7  
Select this system if you have ANY of the following:\*\*

- 3+ bathrooms
- 4+ people
- 1+ water heater
- 2+ ppm chloramine

CHLORINE

**EWS SPECTRUM**

Model #: CS-EWS-1354-7000 Pro Series. Our most versatile unit. Showcased by NAHB. Adjustable for 3/4" - 1 1/2" main water line. Up to 35 gpm.

The EWS Spectrum is the appliance that is applicable to the vast majority of homes on municipal water in the United States.

### DOES YOUR CITY USE CHLORINE OR CHLORAMINE?

**CWL SERIES** Whole Home Water Filtration for Water Without Hardness Issues.

SELECT BY USAGE.\*\*

CHLORINE

**CWL SPECTRUM**

Model #: CS-CWL-1354-7000 Pro Series. Our most versatile unit. Showcased by NAHB. Adjustable for 3/4" - 1 1/2" main water line. Up to 35 gpm.

CHLORAMINE

**CWL CC 1465**

Model #: CWL-CC-1465-7  
Select this system if you have ALL of the following:\*\*

- 3 bathrooms or less
- 4 people or less
- 1 water heater
- Up to 2 ppm chloramine

**CWL CC 1865**

Model #: CWL-CC-1865-7  
Select this system if you have ANY of the following:\*\*

- 3+ bathrooms
- 4+ people
- 1+ water heater
- 2+ ppm chloramine



\*\*About 22% of people have tap water treated with chloramine (a corrosive combination of chlorine and ammonia), which requires more contact time (vs. chlorine) through a specialized filtration media to effectively filter it out of the water. EWS has designed four systems specifically for handling chloramine, which use our Pro Series valve that accommodates 3/4" - 1 1/2" main water lines up to 35 gpm. **Not sure if you have chloramine?** Call your water district or EWS Customer Service at 702.256.8182 for friendly assistance. **Important Note:** Our specialized chloramine removal media (CRM) is incredibly effective on chlorine as well, so when in doubt, err on the side of caution and select a Chloramine System.

STOP

### ARE YOU ON WELL WATER?

If you are on private or community well water, you need information to determine any water issues and their solutions. Well water requires complete and independent testing. Call EWS Customer Service at 702.256.8182 or visit [EWSWATER.COM](http://EWSWATER.COM) for more information.

The EWS, Inc./Environmental Water System Product available through:



Authorized Kitchen & Bath Showrooms, Appliance Showrooms, Building & Plumbing Wholesale Supply Locations and their building, plumbing, HVAC and service contractors, and Authorized Online Distributors.



Contact Information:

## **EWS, INC.** **Environmental Water Systems**

**ewswater.com**

**O:** 702.256.8182 (M-F 8:30am-4:30pm PST)

**E:** customerservice@ewswater.com

**F:** 702.256.3744

**Mailing Address:**

9101 W. Sahara Ave., #105-J8, Las Vegas, NV. 89117

**Got a Question..?**

Seriously.... Give us a call. We're here to help.

**ALL FILTRATION PRODUCT PROUDLY MADE & ASSEMBLED IN THE USA**



**EWS is a Proud Contributor and Sponsor of Organizations Dedicated to Improving Health, Well-Being and the Environment**

- Heart • Lung & Respiratory • Allergy & Asthma • Dermatology & Skin • Digestive: Crohn's & Colitis •
- Oceans • Inland Water Ways • Wetlands • Forestry • Soil • Air •

