



King Water Filtration Eco System Owner's Manual

Whole Home Municipal and Well Water Treatment Systems



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Contact us for questions about your order, technical support and product information, or general comments or questions.



IMPORTANT INFORMATION

Installation must be made within an area protected from the elements and freezing. The unit must be protected from rain, dust, flooding, snow, freezing, and direct sunlight (the system's exposure to direct sunlight may cause algae growth). Failure to comply will void the warranty.

- Do not run ½" inside diameter (ID) semi-rigid drain tube more than 20 running feet. If over 20 running feet, increase drain line tubing size to ¾" ID for the entire length of tube.
- Have control valve set correctly for your specific water needs.
- If more than one unit is being installed, the regeneration/backwash times should be staggered.
- A pressure regulator, such as a slow-flow regulator, must be installed in front of the unit's water inlet if the water pressure (including any possible pressure spikes) could exceed 60 psi. The most common operating water pressure range is 35-65 psi. Failure to comply will void the warranty. **Wayde King Water Filtration™ assumes no liability for damage caused by excessive water pressure.**
- Check all the connections (i.e., water hose/tubing, connectors/fittings) to ensure proper connection and to avoid leaks.
- After prolonged periods of non-use (such as during a vacation), it is recommended that the system be flushed thoroughly. Let water run for 10-20 minutes before using.
- Check plumbing inlet and outlet to ensure the proper flow of water through the system.
- Plug system into a 110-volt outlet which contains a fuse or circuit breaker of 20 amps.
- Locate the system near a cold water supply line. Do not set the system farther than 15 ft. from the cold water line.
- Do not use the system on cold water supply line with less than 20 psi.
- Do not use the system where water is microbiologically unsafe or with water of unknown quality.
- All water treatment installations must conform to local plumbing, electrical and sanitation codes. These codes are established for your protection. Check with your local public works department for current plumbing codes.
- Installation errors can cause property damage. **Wayde King Water Filtration™ assumes no liability whatsoever for systems improperly installed or those installed by someone other than a licensed plumber or qualified contractor.**
- The contaminants or other substances removed or reduced by the selected filtration system(s) are not necessarily in your water. Ask your local water municipality for a copy of their water analysis, or have your water tested by a reputable water lab.
- The Wayde King municipal filtration system not only removes harmful contaminants but will also reduce harmful scale buildup, extend the life of your plumbing and appliances, and, most importantly, provide pure alkaline quality drinking water for the needs of you and your family from every faucet in your home.



SAFETY PRECAUTION

Read all instructions, specifications, cautions, and warnings before installing and using your water filter system. Learn the specific details regarding installation and use. Failure to follow them could cause serious property damage.

Installation errors can cause property damage. All equipment needs to be plumbed into the water system by a licensed plumber.

These guidelines must be followed during system installation:

- Use the system on a potable, safe-to-drink, COLD water supply only. Do not use on hot water line.
- The system is for indoor use only.
- Turn the cold water line off while installing the system.
- When installation is completed, re-check the system to ensure there are no leaks or drips.
- The outlet must be within reach of the power cord. Do not use an extension cord. Extension cords that are too long or too light do not deliver sufficient voltage to the unit and could present a safety hazard.
- The rubber O-ring provides a watertight seal between the cap and the bottom of the housing. Make sure the O-ring is properly seated in the groove below the threads of the housing or a water leak could occur.
- Do not cross-thread fittings or housings. If cross-threaded, place the unit out of service.



ARRIVAL, UNPACKING, AND INSPECTION

- Inspect the carton and water filter for evidence of rough handling and concealed damages. If contents appear damaged, ask driver or contact the carrier for a damage claim form to fill out. Notify shipper immediately.
- Remove components from the shipping carton. Check that all installation parts are present, which includes the unit and installation hardware.
- Make a complete inspection of the system to ensure that:
 - a. there are no physical damages to the system,
 - b. all accessories are present,
 - c. and the system is clean and dust free.

SYSTEM LOCATION

Select the location of your water filter system with care. For correct installation refer to the appropriate diagram.

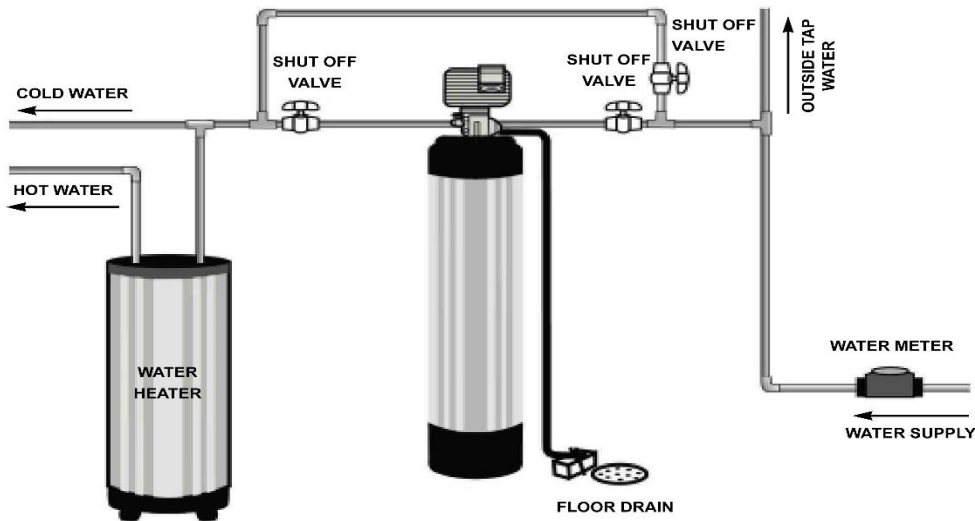
Various conditions which contribute to proper location are as follows:

- Do not locate the system where the environment would offer any risk of water contamination.
- Do not put any liquid other than water into the system.
- Position the water filter near main water supply line, drain and electrical outlet.
- Position so that main water supply shutoff valve is between water filter and main water source.
- Turn off the water flow to the house while installing system.
- Select location where floor is level. If floor is rough and/or uneven, you can level by placing tanks on 3/4" plywood, and shim to level as needed.
- Install the water filter by positioning it BEFORE the water heater.
- Water temperatures above 100°F (38°C) will damage the water filter. Use on cold water line only.
- Allow sufficient space around the installation area for easy servicing.
- Provide a non-switched 110/120V, 60Hz power source for the control valve (automatic system).

CHECKLIST		WATER FILTER SYSTEM
<ul style="list-style-type: none"> • Unpack the water filter from shipping box. • Unpack the control valve from shipping box. 	✓	All Point of Entry Whole House models with backwashing and backwash programming.
<ul style="list-style-type: none"> • Check the entire water filter system for any loss of parts. • Parts needed to install the water filter are packaged in a plastic bag. To avoid loss of the small parts, keep them packaged until you are ready to use them. Be sure not to discard components hidden in packaging. 	✓ ✓	All Point of Entry Whole House models with backwash programming.

Read all instructions carefully to learn the details for installing and using your Whole Home Municipal and Well Water Treatment System. Failure to follow the Installation and Operation Guide could cause injury and/or property damage.

TYPICAL INSTALLATION AND SYSTEM LOCATION



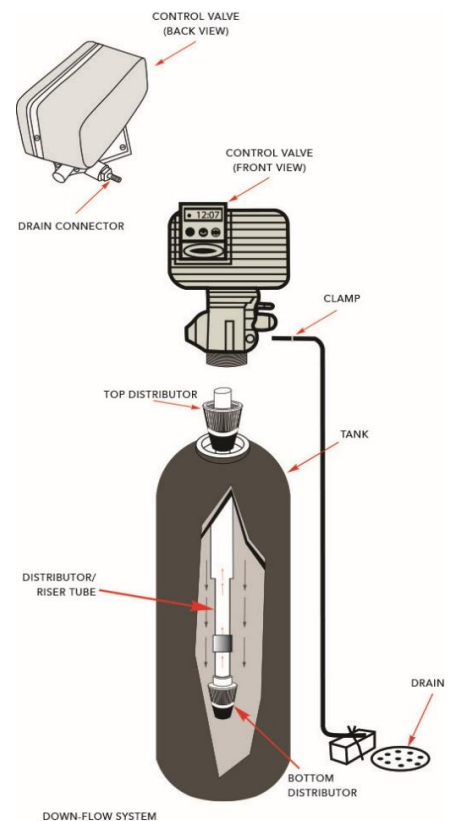
Whole House Water Filter System Installation

The system needs to be installed by a licensed plumber in your area.

DOWNFLOW WITH BACKWASH WATER FILTER SYSTEMS

Unpack the control valve from the shipping box. It is recommended that you keep the original boxes and packing materials

1	2	3	4
<p>Unscrew and remove the top cap from unit.</p> 	<p>Unplug slip cap from the distributor/riser tube (also referred to as a PVC tube).</p> 	<p>To prevent leaks, lubricate the inner and outer O-rings on the bottom of control valve with food grade silicone lubricant.</p> 	<p>Twist and lock top distributor to the bottom of control valve. Ensure it is fully locked in place.</p> 
<p>Attach control valve to the tank by sliding distributor tube into top distributor. Turn control valve clockwise to tighten. Distributor tube needs to be equal to the top of the resin tank (not more than 1/4" above). Lubricate the inner O-ring prior to attaching the control valve to the tank.</p> 	<p>Attach bypass valve to the back ports of the control valve by sliding the bypass over the O-rings and tighten (it is held in place by two metal clips and two screws).</p> 	<p>To prevent leaks, wrap threads of hose barb and compression nut with thread seal tape clockwise, approximately 3 times around.</p> 	



MUNICIPAL SYSTEM AUTOMATIC CONTROL VALVE PROGRAMMING

Programming to Backwash and Regenerate
using an Automatic Valve
(Refer to instructions for programming Automatic Control Valve)

A1

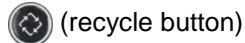


A2



Clock MUST be set to 12:01 PM to get into programming mode.

Step 1: Press and hold one of the up or down arrows until the clock moves. Set the time to 12:01 PM. Push the Recycle button to set.



Step 2: Press and hold the up and down buttons at the same time to get into the Master Programming Mode. A pencil icon lets you know you are in programming mode.

The code in the upper left shows the portion of the program being changed.
The up and down buttons change the value on the right.

Step 3: Screen upper left reads DF. Set to GAL



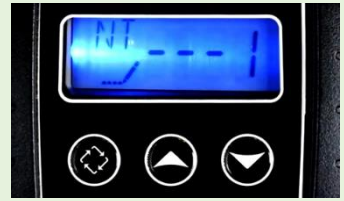
Step 4: Push Recycle. Set VT to FL tr



Step 5: Push Recycle. Set CT to tc



Step 6: Push Recycle. Set NT to ---1



Step 7: Push Recycle. Set DO to 6



Step 8: Push Recycle. Set RT to 2:00am



Step 9: Push Recycle. Set BW to 10



Step 10: Push Recycle. Set RR to 10



Step 11: Push Recycle. Wait for time to display...



Step 12: Press and hold up or down arrow,



this gets time moving. Set TD to correct time. Push Recycle to complete the setup.

WELL SYSTEM AUTOMATIC CONTROL VALVE PROGRAMMING

Programming to Backwash and Regenerate
using an Automatic Valve
(Refer to instructions for programming Automatic Control Valve)

A1

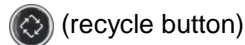


A2



Clock MUST be set to 12:01 PM to get into programming mode.

Step 1: Press and hold one of the up or down arrows until the clock moves. Set the time to 12:01 PM. Push the Recycle button to set.



Step 2: Press and hold the up and down buttons at the same time to get into the Master Programming Mode. A pencil icon lets you know you are in programming mode.

The code in the upper left shows the portion of the program being changed.
The up and down buttons change the value on the right.

Step 3: Screen upper left reads DF. Set to GAL.



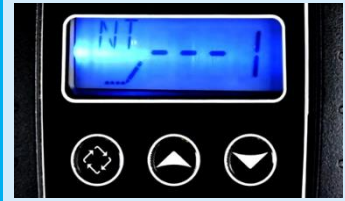
Step 4: Push Recycle. Set VT to dF 1b.



Step 5: Push Recycle. Set CT to tc.



Step 6: Push Recycle. Set NT to ---1.



Step 7: Push Recycle. Set DO to 1



Step 8: Push Recycle. Set RT to 2:00am



Step 9: Push Recycle. Set BW to 14



Step 10: Push Recycle. Set BD to 40



Step 11: Push Recycle. Set RR to 10



Step 12: Push Recycle. Set BF to OFF



Step 13: Wait for time to display...



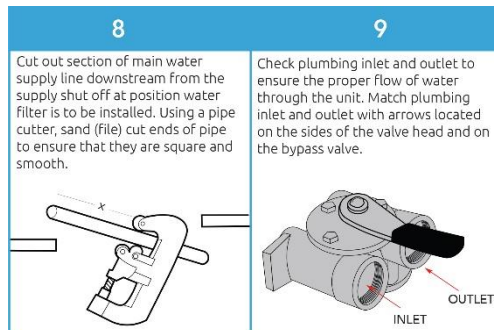
Step 14: Press and hold up or down arrow,



this gets time moving. Set TD to correct time. Push Recycle to complete the setup.

CONNECTING WATER FILTRATION SYSTEM TO WATER SUPPLY

- Turn off the main water shutoff valve.
- Open all plumbing fixtures in the house including all outside faucets in order to drain the lines of all water.
- Cut and remove a section of the main incoming water line near where the system is to be installed. Allow this line to drain thoroughly (Fig 8).
- If copper piping is used and soldered, remove the bypass from the valve assembly and attach your plumbing adapters to the bypass away from the valve. This simple step will ensure that you are not applying heat as you solder, or pressure as you tighten the adapters onto the bypass while they are mounted on the valve body itself.
- Solder a 3" to 5" piece of copper pipe into Each of the two pipe adapters into Each of the two pipe adapters away from the valve, then let them cool before threading each one onto the yoke or bypass valve (Fig 9).
- Apply thread seal tape onto the male adapters for the brass bypass valve when cool, and securely tighten them to the bypass valve. This is done before reattaching them onto the rear of the valve/meter body assembly.
- Close main water supply shutoff valve.
- Open nearest faucet to relieve pressure and drain plumbing lines.



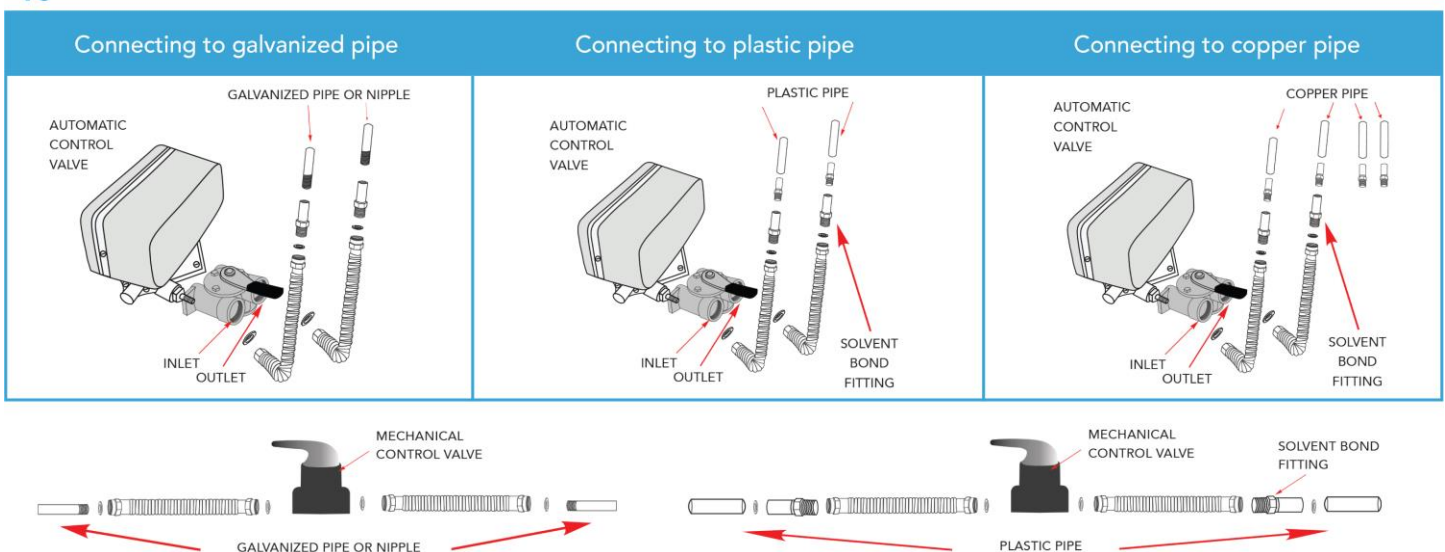
MINIMUM MATERIALS NEEDED

- $\frac{3}{4}$ " or 1" male thread adapters to plumb the system
- Wrenches, either open end or adjustable jaw, sized to fit compression adapters
- Pipe cutter
- Thread seal tape
- Sandpaper or emery cloth
- Before installing $\frac{3}{4}$ " or 1" fittings to the inlet and outlet of the bypass valve or manifold, wrap the threads 3 times around with thread seal tape. Install $\frac{3}{4}$ " or 1" fittings.
- Soldering is no longer required to plumb with copper pipe. Instead, use $\frac{3}{4}$ " or 1" compression fittings. Connect plumbing as shown below (Fig 10), choosing appropriate connection for mechanical/ automatic control valve.

CAUTION: Do not overtighten or cross-thread.

CAUTION: Install water filter in direction of arrows.

10 (Choose appropriate connection below)



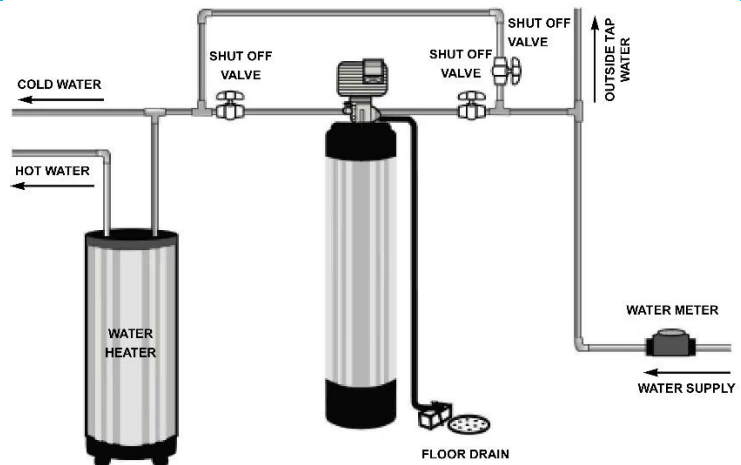
TIPS TO AVOID ACCIDENTAL PROPERTY DAMAGE

Wayde King Water Filtration Whole Home Filtration and Conditioning Systems use the latest technologies available to ensure and prevent water rupture. However, if manufacturing guidelines are not followed, water damage can occur. Causes of flooding include excessive water pressure, spikes in water pressure, human tampering, and negligent installation.

To eliminate possible water and property damage, use the following preventative steps and devices:

- A licensed plumber should install this unit, reading and following the Installation and Operation Guide as well as all notices.
- Install a water pressure regulator/control valve inline to keep the water inflow pressure at 60 psi or less.
- Keep the water supply line from the extreme heat or freezing. Temperature at unit location should be maintained between 35° F and 120° F.
- Install an inline flood prevention valve/leak control – instructions at right.
- In addition to having all other safety devices, use a ball valve to bypass the inflow of water to the system during vacation.

INSTALLING A LEAK DETECTOR VALVE



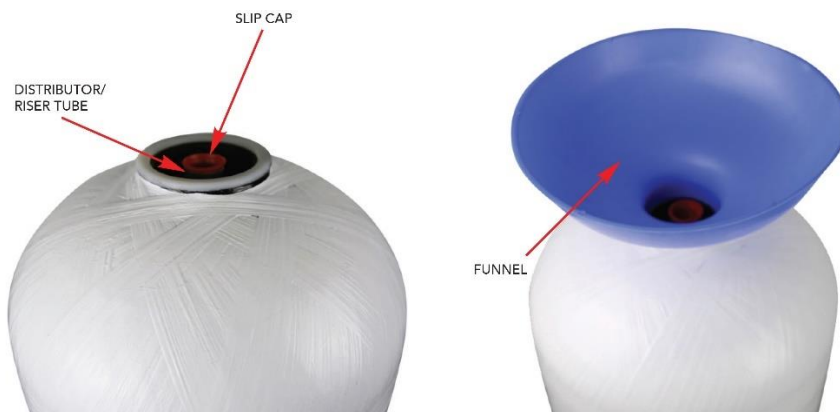
Leak Controllers are specialized water alarm and shut-off systems that use sensors to detect a water leak. The sensor sounds an alarm and then shuts off your water. The alarm continues to sound until the valve is manually reset. By preventing continuous water flow, mold and property damage are restricted.

Features

- 1" full port ball valve with auto shut-off
 - Programmable service reminder indicator
 - Water detection sensitivity down to 2ppm TDS (total dissolved solids)
 - 4 AA alkaline batteries
 - Automatic daily valve management
 - Available port sizes (inlet/outlet) ¾", 1", 1-¼" and 1-½"
1. Install leak detector valve into an inlet water line.
 2. Move sensor as close to filter as possible. Upon sensing moisture, controller will engage the shutoff valve and sound an alarm.
 3. Secure controller module to the wall.

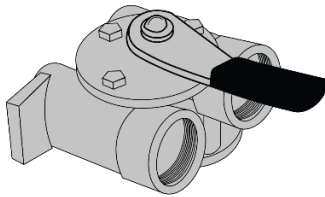
GUIDE FOR REPLACING MEDIA

1. Turn off the water to the unit and unplug from the power source.
2. Disconnect the unit from your plumbing.
3. Carefully unscrew the control valve off the top of the tank.
4. Remove the riser tube from inside the mineral tank.
5. Lay the tank on its side or lay over a trash can to remove media.
6. Rinse the inside of the tank clean with a garden hose, discard old resin, and save the old gravel.
7. Stand media tank upright. Plug a slip cap or put a piece of tape over the top of the distributor/riser tube to prevent media from entering the tube while loading the media.
8. Place the media funnel in the top of the media tank with the riser tube still inside and centered.
9. Begin replacing media by putting gravel into the tank first. Make sure the riser tube is firmly on the bottom of the tank. If the riser tube is pulled out of the gravel once the media is added, it is impossible to put it back in without removing the other media from the tank.
10. Pour resin/media into the funnel, slowly letting it fall down inside the media tank around the riser tube. If you have a twin alternating system, divide the resin/media equally between the two tanks. The media tank should be approximately 3/4 full. The media tank should be approximately 3/4 full but this can vary based on the media for your specific system.
11. Remove the funnel and the slip plug or tape from the top of the riser tube.
12. Brush any loose resin/media off the top opening of the tank. Clean the top edge with a cloth so the O-ring can seal securely to the valve base. Lubricate o-ring with clean food grade silicon grease.
13. Look at the bottom of your control valve and locate the upper basket. Inside the basket, the control valve has O-rings that will seal on the riser tube. Install the valve on top of the media tank, making sure the top of the riser tube inserts inside the opening of the upper basket. Guide the riser into the O-ring seal and tighten gently. Be careful not to over-torque the valve as the threads are plastic.
14. Screw the control valve back onto the top of the tank. Be sure to hold the control valve where there will be no damage to the valve from the pressure you exert from tightening the valve back onto the tank.
15. Reconnect your plumbing to your unit and plug the control valve back in, making sure to set the correct time of day. Turn on the water to the unit and check for leaks.
16. Leave all faucets turned off inside the house and open a single faucet (such as an outside faucet), letting the water run for 3-5 minutes. This rinses the new resin/media inside the tank, and any particles or color will rinse out through the one open faucet, and not throughout your home plumbing system.
17. Manually turn your regeneration/backwash control knob slowly through a complete cycle, allowing the water to run through the unit for a minute or so in each position.
18. Once the regeneration/backwash knob is back in the service position, your unit is in service and ready to operate!



TROUBLESHOOTING

PROBLEM	CORRECTION
No water flow	<ul style="list-style-type: none"> • Re-read the instructions to install the system properly. • Check the in and out arrows on the bypass valve to ensure the system is not piped backwards. • Make sure the bypass valve is in the "Service" position.
Media discharging during backwash	<ul style="list-style-type: none"> • Make sure top distributor has been installed properly.
System does not backwash	<ul style="list-style-type: none"> • Control valve not programmed properly. Check programming and re-program as needed.
Poor performance (filtration)	<ul style="list-style-type: none"> • Check the frequency and period of backwashing.
Leak in distributor tube	<ul style="list-style-type: none"> • Put the system in bypass position and depressurize* the unit by putting into "Backwash" position.



After prolonged periods of non-use (such as during a vacation), it is recommended that the system be flushed thoroughly.

1. First put the system in bypass by turning the bypass valve to the "BYPASS" position.
2. Let water run for 10 to 20 minutes by opening all faucets to flush all water supply lines.

3. Turn handle on bypass valve to "SERVICE" position to backwash* the system.

* To backwash or depressurize the system, refer to "Automatic Control Valve Programming" in this manual.

FREQUENTLY ASKED QUESTIONS

Will my whole house system affect water pressure?

As long as the appropriate sized system was installed for the house-size and water demand, there should be very little change, or none at all. If you think you may have purchased the wrong sized system, please contact us at 855-957-2166.

How do I reset an automatic head?

Refer to page 9 in the manual and re-do steps under "Automatic Control Valve Programming."

How can I do a manual backwash with an automatic head?

1. Press the Regeneration button and hold until it says 'BW'
2. It will automatically begin a 10-minute backwash

Can I change my valve head?

A new valve head can always be purchased if you find yourself wanting a different functioning head. Please call us 855-957-2166.

I'm having issues with my media working properly, what should I do?

The answer most likely is too high of water pressure, resulting in ineffective media because there is not enough contact time. The prime fix is to slow down incoming water by installing a pressure regulator which allows the water more contact time with the media, thus allowing the media to do its job more effectively. The same fix is for customers with very high native pressure that need to bring it down to a constant 50-60 psi (recommended) in order to use our systems. Pressure Regulators are available in 1" & ¾" for purchase through Wayde King Water Filtration™. Please call 855-957-2166 to order. If water pressure is not the issue and your media is failing due to old age (older than 5-10 years and/or depending on influent water conditions and consumption), please visit KingWaterFiltration.com or call to buy new replacement media.

What do some of the pop-up acronyms mean on my automatic valve head?

[Parameter Display - Data Display] The portion of the program displayed (shown in upper left) – the settings for that portion (on right).

[Parameter Display - ****] If you are seeing this, check to ensure all settings are correct.

[TD - 11:08] Time of Day; current system time. To change, press and hold the up OR down arrow until the programming icon is shown (pencil). Use the up and down arrows to set the correct time. PM displays in the upper right corner. Press Recycle to set.

[DO - 7] Day Override; the system will backwash after the number of days set. Typically set no higher than 3 to ensure the media gets lifted and cleaned.



[DF - GAL] Display Format = Gallons (GAL) Liters [Ltr] and Cubic Meters [Cu] are alternative settings. However, all instructions are written for Gallons.

[VT – FLtr] (FOR MUNICIPAL SYSTEMS) Valve Type = Filter (FLtr).

[VT - dF 1b] (FOR WELL SYSTEMS) Valve Type; downflow single backwash (dF 1b).

[CT - tc] Control Type = “Time Clock” sets the operation of the controller. Backwashing systems are based on time, tc = time clock.

[NT --- 1] Number of tanks holding media for treatment.

[BW - 10] Backwash; the length of time the backwash runs in minutes. Setting varies depending on system size.

If you did not find your answer here, please contact our Service Department at customerservice@kingwaterfiltration.com or 855-957-2166.

SYSTEM BENEFITS AND FEATURES

The Wayde King whole home water treatment system is a 3-stage organic filtration system that uses redox bacteriostatic and activated carbon media filtration to remove chlorine, harmful chemicals, and metals from your household water supply.

The Wayde King system is managed by an automatic control valve that is programmed to backwash, cleans the system out automatically, and has been pre-set at our factory. These settings can be adjusted to your specific needs from the electronic control module timer. It will retain its’ programming evening in a power outage as it has battery backup. Our multi-polarity anti-scale magnet will protect your plumbing and appliances from scale build-up and corrosion. As a matter of fact, it will not only prevent scale build up, but it will also help dissolve existing scale formation. These magnetically ionized minerals will repel each other inhibiting their ability to bind to each other and to plumbing equipment. In turn, it will make for easier cleaning, increase the life of your appliances, water heater, and plumbing equipment. Being that our systems do not remove the healthy minerals they will assist in maintaining a healthy alkaline balance.

- Produces great tasting spring quality alkaline water from every faucet in your home.
- Maintains Healthy Minerals
- Removes Chlorine, Heavy Metals, and Volatile Organic Compounds
- 100% American Made by American Workers
- Maintenance Free Operation
- Controls Hard Water Scale
- Increases the life of your appliances and fixtures
- Industry Leading 10 Year Limited Warranty
- Eliminates the need for bottled water
- Eliminates the need for reverse osmosis drinking water systems
- Improves the taste and quality of food and drinks
- Softer and Healthier Hair and Skin
- No Salt and No Potassium
- Clothes and linens will last longer than when washed using municipally treated water



MEASURING SYSTEM EFFECTIVENESS

- Pure refreshing taste
- Your hair will feel softer and less dry
- Your skin will feel softer and less dry
- Soaps will lather more easily
- Less detergent in dishwasher when compared to municipal water
- Less detergent needed for washing clothes compared to municipal water
- Less spotting on dishes when compared to municipal water
- Clothes will be whiter and/or more vibrant in color due to the removal of chlorine
- The screens in your aerators on faucets and shower heads will start to remove existing scale

For Your Information

When testing for your water hardness, the healthy minerals will remain in the water, thus you will still have what is commonly called “hard” water in most areas. The Wayde King water treatment system does not remove these healthy minerals, but rather it treats these minerals so as that they are in a water soluble state. Your water is scale-free, and easier to clean with, and lengthens the life of your plumbing and fixtures. Most importantly, it will provide healthy, mineral-rich, spring-quality alkaline water for your household.

EVAPORATIVE SPOTTING

Being that the Wayde King Water Treatment Systems do not remove minerals from the water, there are times you may notice minimal spotting if accumulated water is left to evaporate on surfaces such as shower doors or countertops. Our system process will cause the minerals to lose their ability to adhere to most surfaces allowing any spotting to wipe off easier than regular hard water or sodium spots caused by water softeners. Not to be confused with old-fashioned ion-exchange water softeners that require regular maintenance and the recurring replacement of salt or potassium, our maintenance-free system works differently. It does not remove the minerals (because minerals promote your good health). Instead, it changes the minerals to water-soluble form that won't stick to your plumbing or cause hard water staining.

WARNING



Do not use with water that is microbiologically unsafe or of unknown origins without adequate disinfection methods. To be used for the treatment of potable water only. Well water applications require a water analysis be performed by an authorized testing facility.

If using a pacemaker, please keep at least 5 feet away from the water filtration system.

This product may contain a substance known to the state of California to cause cancer, birth defects or other reproductive harm (CA Prop 65).



SHIPPING POLICY

Billing Information

Your credit card will be billed as "Pure Water Technologies".

Free Shipping

Shipping is free for all Continental US orders over \$999.99 (excluding Hawaii and Alaska).

Canadian Shipments

UPS charges you the receiver a brokers fee for any shipment that crosses the US border. Please note UPS is also required in your location to collect GST/VAT on the value of your shipment.

Undeliverable Packages

Occasionally packages are returned to us as undeliverable. When the carrier returns an undeliverable package to us, we will issue a refund minus shipping costs if the carrier is unable to deliver the package due to an address error that is not through any fault of Pure Water Technologies LLC dba Wayde King Water Filtration.

We are unable to re-ship orders that are returned to us as undeliverable. If you would still like to purchase items that were undeliverable, you are welcome to place a new order on our website. Please contact us if you suspect your order cannot be delivered as addressed and you have not received confirmation of its return or refund after 4 weeks from the estimated delivery date.

Refused Shipments

If an item is refused upon delivery at no fault of Pure Water Technologies LLC dba Wayde King Water Filtration, we may at our own discretion, charge the customer return shipping fees. Pure Water Technologies LLC dba Wayde King Water Filtration cannot be liable for the shipping charges if the item is refused before delivery. Freight packages that are refused will be charged a 25% restock in addition to freight charges.

Tracking Shipments

Upon your order shipping, a tracking number will be emailed to the email address you provided on your order. Sometimes tracking information won't be immediately available. This may be due to the timing of tracking-database updates by the carrier, or extenuating delays relating to your shipment. If you don't see any tracking data for your shipment, please allow up to 48 hours for our system to update and then contact customer service for additional information.

Damage/Lost Package Claims

All damage or lost package/item claims on deliveries must be made within 5 days of arrival to customers home for (Small Package) shipments. Freight shipments should be inspected for damage upon arrival and reported to the freight driver immediately. If damage is not noted on the delivery receipt prior to acceptance, Pure Water Technologies LLC dba Wayde King Water Filtration can assume no liability for damages, however will give its best effort to process claim with the shipping carrier.

Pure Water Technologies LLC dba Wayde King Water Filtration may request photos of the damage to give to the designated freight company for inspection of the damage and to file a claim. Should any item arrive damaged or any item be missing from your shipment, please contact customer service at 855-957-2166. Please note that lost package investigations can take up to 30 business days to process, damage claims can take up to 90 business days to process.

Order Cancellation Policy

You can cancel your order for any item provided that the order has not yet entered the shipping process. If the item you want to cancel has already entered the shipping process, it cannot be canceled by you or by our customer service department. However, you can return the item for a refund, minus any and all shipping costs. To request cancellation of your order please call Customer Service at 702-750-9800.

Cancellation requests are not accepted by email.



RETURN POLICY

General Return Policy

We will accept return of Wayde King Water Filtration brand items if unused and in their original condition within 30 days of delivery for a full refund of your purchase price. Shipping and Brokerage charges are not refundable. Customers are responsible for both delivery and return shipping/freight costs.

All returns will be inspected for completeness and damage. Some products have return restrictions. Please review the list below to determine if special return policies apply to your products. Systems altered or changed from their original manufacturer build and specs are not returnable. Taxes, brokerage, shipping, customs and border crossing fees on shipments are not refundable.

30 Day Satisfaction Guarantee

Wayde King Water Filtration Whole Home Water Treatment Systems offer a 30 day satisfaction guarantee. Try these products for 30 days and if you are not 100% satisfied, return the item to us for a 100% parts refund. All shipping charges are the customers' responsibility; Taxes, brokerage, customs and border crossing fees on international shipments are not refundable; water must be within manufacturer specifications.

Custom/High Flow/Special Order Products

All custom, high flow, estate or special order products are built to order and cannot be returned once ordered. Manufacturer warranties still apply to all custom systems.

Product Exchange

If you received a faulty item and need to exchange it for the same item, contact customer service to setup an exchange as you will need to obtain an RMA number prior to return or exchange. Customer service will send you a prepaid return label to have the faulty item returned or may set up a pick-up. Once customer service has confirmed the carrier has picked up the faulty package or that it has been dropped off to the carrier, a new shipment will be sent.

If you would like to exchange an item for a different one, please return the original following our return policy and place another order for the item you wish to purchase. You do not have to wait for us to receive the original item before placing the new order.

Responsibilities and Limitations

Wayde King Water Filtration representatives will recommend an overall water filtration, treatment, and/or conditioning system solution based upon all the information we receive by the customer. We cannot be responsible for a recommended solution that falls short resulting from lack of information about any other extenuating conditions that exist in the water that are not disclosed. Purchasers are advised that water quality conditions vary by area. Product performance, pH levels and alkalinity may be affected by these variables, and for optimum performance purchasers should verify prior to ordering that their local water quality falls within Pure Water Technologies LLC dba Wayde King Water Filtration's recommended specifications. Our representatives base all product recommendations on information provided by the customers; if extenuating conditions (i.e. water, installation space, power, water pressure, etc.) exist which were not disclosed, then additional and/or other products, services or equipment may be required. We are however committed to working with our customers to help remedy any problems by providing them with the most effective and affordable solutions available.

Pure Water Technologies LLC dba Wayde King Water Filtration's is not financially responsible for any service, guarantees or warranties that has resulted from improper installation, application, poor handling, neglect, set-up, start-up procedure and/or lack of thorough follow through of installation procedures found on or with the unit and in any readily available sources such as service guides, product manuals and/or related website pages.



RETURNS PROCEDURE

All returned products will be thoroughly inspected to determine overall condition of item being returned and if it complies with our policies and procedures. Please verify the product you are returning meets the guidelines herein and qualifies for return to avoid any delays, or denial of, processing your return. If a nonconforming product is accepted for return Pure Water Technologies LLC dba Wayde King Water Filtration reserves the right to charge a restocking fee up to 25% at our sole discretion. Return processing may take up to 10 business days from the time your product is received.

Return Merchandise Authorization Code

Returns will not be accepted without a valid Return Merchandise Authorization number (RMA). Unless otherwise specified on our website or in our Return policy, you may request a Return Merchandise Authorization number (RMA) within 30 days of the original purchase date. RMA numbers expire after 30 days, however we encourage you to return the product as soon as possible. Any return we receive without a valid RMA number will be documented and rejected or subject to a restocking charge at our sole discretion. Customers should call 855-957-2166 and speak with customer service to get the RMA number. All returns must also contain all parts that were sent, along with all original packaging.

ALL Returns must have an authorized RMA before being returned or the return shipment may be refused by King Water Filtration, LLC.

Return Shipping

Pure Water Technologies LLC dba Wayde King Water Filtration may, at our discretion, send you a pre-paid return label for you to return your product. If you use this mailing label and the return is a result of our error (you received an incorrect or defective item, etc.), we'll pay the return shipping costs. If you use this mailing label and your return is not the result of our error, the shipping cost of that returned item will be deducted from your refund. The amount deducted will be equivalent to our standard shipping cost for that item.

For your protection, we recommend that you insure your return and obtain tracking information from the shipping carrier that can provide you with delivery confirmation. Pure Water Technologies LLC dba Wayde King Water Filtration shall not be responsible for any returned items that are lost or damaged in transit. Postage and handling charges, both to and from our warehouse will be paid by the customer and are nonrefundable. At our discretion, we may reimburse shipping charges related to the return of defective products inside the U.S. only.

Note: Any return that is not the result of our error will be subject to a restocking fee, which will be deducted from the refund.

IMPORTANT RETURN NOTICE

If the product you are returning does NOT meet the requirements described in this document, we will photograph the merchandise and packaging, and prepare a detailed summary of our determination as to why the return was denied, the product(s) will be deemed not eligible for return and will be returned to you. If Pure Water Technologies, LLC dba Wayde King Water Filtration, at our sole discretion, decides to accept a non-qualified item for return, a restocking fee will be assessed of 20%.



PRODUCT WARRANTY INFORMATION

10 Year Warranty

Wayde King Water Filtration warrants to the end user (“customer”) that its tanks between (9” - 13” diameter), valves, bypass's, fittings, housings and all filtration media (“Covered Items”) will be free from defects in material and workmanship under normal use and service for a period of 10 years when used in accordance with our recommendations.

This warranty applies only to Eco Whole Home System models WK-ECO-MUN-948, WK-ECO-MUN-1054, WK-ECO-MUN-1252, WK-ECO-WEL-948, WK-ECO-WEL-1054, WK-ECO-WEL-1252.

Limitations and Responsibilities

Wayde King Water Filtration’s obligation to the customer under these warranties shall be limited, at its option, to replacement or repair of Covered Items by these warranties, labor is not covered. Prior to return or repair of Covered Items, the customer must obtain an RMA (Return Merchandise Authorization) number from the company and at our sole option, return the Covered Items freight prepaid. Any Covered Item repaired or replaced under these warranties will be returned prepaid standard freight to the original point of shipment. Expedited freight options are available at customer expense.

No warranty is made with respect to defects or damaged due to neglect, misuse, alterations, accident, misapplication, physical damage, or damaged caused by fire, acts of God, or freezing. These warranties apply only to the original purchaser so long as the purchaser owns/lives in the home in which the unit was originally installed. Customer must register their system with Wayde King Water Filtration LLC within 30 days of purchase* in order to obtain a warranty. Warranty will discontinue after the unit is removed from the location where it was originally installed. Warranty begins on the date of delivery of product to the customer. Installation of any system on water conditions outside of or beyond the recommended specs of any system voids any warranty. All warranties are non-transferable.

Wayde King Water Filtration, LLC gives this warranty to the customer in lieu of all other warranties, express or implied, including without limitation any implied warranties of merchantability or fitness for a particular purpose or treatment of certain water and hereby expressly disclaims all other such warranties. Pure Water Technologies LLC dba Wayde King Water Filtration’s liability hereunder shall not exceed the cost of the product. Under no circumstances will Pure Water Technologies LLC dba Wayde King Water Filtration be liable for any incidental or consequential damages or for any other loss, damage or expense of any kind, including loss of use, arising in connection with the installation or use or inability to use the Covered Items or any water treatment system the Covered Items are incorporated into. These warranties are governed by the laws of the state of Nevada and may change at any time without notice.

******Failure by California and Quebec residents to complete the product registration form does not forfeit their warranty rights, however it is still highly recommended******

Wayde King Water Filtration’s trademarks and exchange dress may not be utilized as a part of association with any item or administration that isn’t Pure Water Technologies LLC dba Wayde King Water Filtration the property of Wayde King Water Filtration LLC in any way that is probably going to cause perplexity, or in any way that criticizes or disparages Wayde King Water Filtration. All trademarks not possessed by Wayde King Water Filtration that show up are the property of their separate proprietors, who might be partnered with, associated with, or supported by Wayde King Water Filtration, LLC.

PERFORMANCE GUARANTEE

Wayde King Water Filtration TM guarantees the performance of its products. Our guarantee assures the end user that appropriate levels of contaminant are being removed and there is no leaching of toxins from any system components. This guarantee provides a refund of the purchase price under the following conditions:

1. System recommendations will be provided by Wayde King Water Filtration™ based on lab tests or a detailed description of the existing water conditions as provided by the customer.
2. Filtration system is installed by a licensed plumber as recommended and is in operation for 30 to 90 days.
3. An independent third party laboratory test report is requested and provided at customer’s expense and chosen by Wayde King Water Filtration™. If results indicate lack of performance, Wayde King Water Filtration™ will research results of report, installation procedures, and other relative details. Recommendations will be discussed and implemented at customer’s expense based on researched cause of results. If subsequent testing shows satisfactory performance, Wayde King Water Filtration™ will reimburse the customer with replacement cartridges up to the cost of testing to have these results posted on the Wayde King Water Filtration™ website. All details on the report except city, state, zip code, and specific system description would be excluded. If Wayde King Water Filtration™ exhausts all attempts to increase the performance within a stated reasonable time period and is unable to correct the issue, the Wayde King Water Filtration™ will offer an RMA for return of merchandise for refund.



HOW TO SUBMIT A WARRANTY CLAIM

You must submit your claim in writing within the warranty period and within 3 business days period after the defect is discovered. To initiate a claim, you should contact our warranty services department at Wayde King Water Filtration™ 5502 S. Fort Apache #100 Las Vegas, NV 89148, Phone No. 855-957-2166 or email us at customerservice@kingwaterfiltration.com.

WARRANTY REGISTRATION FORM

Complete this Warranty Registration Form to validate your warranty.

Wayde King Water Filtration Registration Form

Date Item(s) were Purchased	
Purchase Order No.	
Dealer Purchased From	
Model	
Model/Serial Number	
Customer Name	
Address	
City	
State Zip Code	
Name of Plumbing Company – used to install the system	
Date Installed	
Phone No.	

YOUR PURCHASE INFORMATION

Please record the information below for your future reference

PLUMBER'S NAME	PLUMBER'S ADDRESS	PLUMBER'S PHONE

NOTES:

KEEP THIS MANUAL FOR FUTURE REFERENCE AND UNIT MAINTENANCE

Online Warranty Information:
<https://KingWaterFiltration.com/warranty.htm>

Product design is subject to change without notice.

For further assistance visit us at
www.KingWaterFiltration.com

To view the latest edition of the Whole Home Municipal and Well Water Treatment Systems, visit KingWaterFiltration.com

Please note all drawings, pictures, colors and sizes are approximate for illustrative purposes only and may not exactly resemble the end product.