

## Frequently Asked Q&A

### 1. Is it easy to change one of these filters?

Yes. All of our filters can be changed by the average homeowner.

### 2. Do these filters have an expiration date?

No. Our filters can sit on your shelf until you need them. We recommend a cool, dark, dry location.

### 3. Do I need to lubricate the gaskets on my filter and receiver?

No, our filters have USDA food grade silicone lubricant applied from the factory. Do not wipe off the silicone. If you have accidentally wiped off the silicone, you can lubricate it yourself with vegetable oil or petroleum jelly.

### 4. Do you make house calls?

We are unable to make house calls. If you have difficulty installing one of our filters or you cannot find a solution listed here, we can help! You can email us at [cs@swiftgreenfilters.com](mailto:cs@swiftgreenfilters.com) or you can give us a call at 1-888-223-6762 ext. 102. Our office hours are Monday to Friday, 8:30 am to 4:30pm PST.

### 5. Can I recycle my water filter?

Yes, please send your used Swift Green Filter to the following address: Swift Green Filters Recycling 2678, Ram Bay Road, Manning, South Carolina, 29102 USA

### 6. How often do I need to change my refrigerator water filter?

You need to change your water filter every 3 to 6 months. Most fridges have a sensor that will tell you when it is time to change your filter.

### 7. If I use less water, can I change the filter less regularly?

No. Change your filter every 3 to 6 months. 6 months is the

optimal life span. Over time, the carbon in your filter will begin to harbor bacteria which may reduce filtration performance.

### 8. How tightly should I tighten the filter?

All of the filters will hit a stop when they are fully tightened. As long as you install them by hand (not using tools), you will feel the filter hit the stop and know that it is properly installed. Most of the filters only require a quarter to a half turn to tighten.

### 9. Atrazine, Methylbenzene, Lindane... What are they, and why shouldn't I be drinking them?

Atrazine is a widely used herbicide to control of broadleaf and grassy weeds. Lindane is primarily used to treat wood inhabiting beetles and seeds.

Methylbenzene is commonly used as a main component of many plastics. It is also used to make rubber and plastic wrap. Swift Green Filters are Gold seal certified by the WQA to reduce these contaminants, and many others. Visit [www.swiftgreenfilters.com](http://www.swiftgreenfilters.com) for more information about the contaminants that could be in your water.

### 10. What Warranty do you provide?

Swift Green Filters are under warranty for 90 days from the date of purchase. Even if your warranty has expired, we will find a way to help you! If the filter you purchased does not fit or is determined to be defective, Swift Green Filters may ship a replacement to you.

### 11. Will using your filter invalidate my fridge warranty?

No, it will not invalidate your fridge warranty. Manufacturers cannot restrict the sale of consumables by threatening to withdraw warranties.

### 12. My water dispenser water, why?

Try soaking your filter in water 15 minutes prior to installing.

A. Reinstall the filter after soaking it. Make sure you push the new filter into the receiver and firmly turn it to the right. (Refer to our Installation Guide if your filter model does not install this way).

B. Make sure the water line to the refrigerator is turned on. The saddle valve is used to connect the water supply line to the house plumbing and must be fully open for the refrigerator to receive water.

C. Hold down the dispenser to let out any air that may have gotten into the line.

D. Remember, the dispenser in the door will not operate unless the door is closed.

### 13. Why is the water cloudy after my new filter has been installed? Why does my new filter make noise?

**Why do I have little black granules in my water after installing the new filter?**

All of these problems can be solved by running 2 to 3 gallons of water through the dispenser. The cloudiness is caused by tiny air bubbles and the noise is caused by air pockets. Running water through the dispenser will flush the air pockets and air bubbles out of the filter. The black granules are tiny pieces of carbon. If you flush two to three gallons of water through the filter, it will flush out any loose carbon particles.

### 14. Why does my water dispenser drip water?

A few drops are normal. If the dispenser drips water constantly, it could be a water valve problem and should be checked by a service technician immediately.



100% Satisfaction Guaranteed  
Important Information for all Swift Green Filters.

## INSTALLATION MANUAL

Congratulations! You have purchased one of the highest performance refrigerator water filters on the market today. At Swift Green Filters, we do not compromise quality for price.

Swift Green Filters only use high grade coconut carbon instead of bituminous carbon (ground carbon) like other manufactures. Coconut carbon has 50% more micro pores compared to standard carbon sources. Micro pores capture and hold the contaminants that could be in your water.

### IMPORTANT

#### Pre Installation:

Please soak your new filter in water for 15 minutes before installing it into your fridge. This removes air from the carbon block.

#### Post Installation:

After installing your filter, you must flush 2 to 3 gallons of water through the filter. This removes any air pockets and black carbon particles that may be present. The flow may sputter until the filter is full.

After 30 minutes, check the filter for leakage. If leaking try reinstalling the filter. If leaking persists after reinstallation, take the filter out and contact our customer support.

Please note: We apply a safe food grade silicone to lubricate our filter connections. Do not wipe off the silicone. It is important for sealing the filter. If you have accidentally wiped off the silicone, you can lubricate it yourself with vegetable oil or petroleum jelly.

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\*It is normal for black carbon particles to appear on the outside of your filter. This happens when the filter is jarred during shipping. Your filter is still good to use. Wipe off the particles. Rest assured, all our raw materials are WQA approved after assembly.



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