



NuvoH2O Cartridge Replacement (Home Version)

1. Before replacing your cartridge, we recommend having a towel on hand and placing a bucket underneath your softener system to catch any water that may spill.
2. Using the wrench provided with the system, turn the Black Top toward the “By-pass” setting. Turn until you hear a clicking sound, this will activate the pressure release. Once activated, the pressure release system allows some of the pressurized water to escape from under the Black Cap – although usually a small amount, it does vary with your plumbing. The By-pass Setting will allow water to continue to flow to the rest of the house while you replace the cartridge.
3. Using the wrench provided, bring it up from the bottom of the housing and turn and loosen the bottom Blue Collar counter clockwise to disconnect the housing base from the top hood. Remove the collar and slide down to the bottom of the Housing. Caution: Be sure to firmly support the Housing as you loosen the Collar to prevent it from falling. It will be full of water and may be awkward to handle.
4. Remove the spent cartridge. Turn it upside down into a sink or tub and allow the excess water to drain. Warning: Do not drain the concentrated solution into a copper or natural stone sink or tub. Do not allow the solution to get onto your carpet as it does stain.
5. Rinse the outside of the housing with warm water. Clean the inside of the cartridge with soap, ½ teaspoon of bleach, and water. Rinse thoroughly.
6. Remove the plastic shrink wrap and insert the replacement cartridge into the housing. Be sure that the dispensing holes are at the top.
7. Inspect the O-Ring at the top of the Housing and ensure that it is properly seated and in good condition. Slide the Housing back under the Head and lift and tighten the Collar by turning counter clockwise. Secure the Collar with the wrench provided.
8. Turn the Black Top back to “Softener” to resume water flow. Use the wrench if necessary.

Please Note: For maximum efficiency, please do not use the system immediately. Allow the new cartridge to remain in the housing with minimal water flow for one hour.

9. Check for leaks. If a leak exists, confirm that the bottom collar is tightened securely to the hood. If leak persists, return the black top to “By-Pass” and call customer support (877-688-6426) for additional troubleshooting steps.