

FAQs

THE ENCLOSED ADAPTERS DO NOT FIT MY FAUCET. WHAT DO I DO?

If the included adapters do not fit your faucet threading and you do not own a pull-out faucet, you can request an adapter kit extension which includes adapters 4,5 and 6. [Click here](#) to order an adapter kit. There is no cost for the kit, just pay shipping.

MY FAUCET FILTRATION SYSTEM LIGHTS AREN'T WORKING.

We recommend that you manually activate the lights on initial install. We also recommend twisting open the cover. Once opened, press the button inside of the unit for a couple of seconds. Lights will blink on the front indicator. Reinsert filter. If, at this point, the light does not activate, please contact us.

WHAT'S THE DIFFERENCE BETWEEN BASIC (WHITE) AND MINERALCLEAR® (BLUE) FILTER?

The white Basic filter and blue MineralClear® filters filter the same contaminants from the water. The only difference is that the blue MineralClear® filter also filters the water over natural minerals for a crisp, refreshing taste.

WHAT FILTER COMES WITH MY UNIT?

The Classic and Basic faucet filtration systems come with a white [Basic filter](#). The Advanced, Advanced Plus and Ultimate faucet filtration systems come with the blue [MineralClear® filter](#).

DO THE FAUCET FILTERS FIT ALL FAUCETS?

PUR faucet mount systems were designed to fit most faucets. However, they are not compatible with pull-out faucets.

HOW DO I KNOW WHEN THE FILTER NEEDS TO BE REPLACED?

Depending on the hardness of your water, faucet mount filters should be changed every 100 gallons or about every 3 months, whichever comes first. If your unit features an LED indicator light, it will turn from green to yellow or red when the filter needs to be replaced. The light will flash only when in use. Green indicates the filter is working. Yellow indicates the filter will need to be replaced soon, while a red light means the filter needs to be replaced immediately.

CAN I RUN HOT WATER THROUGH THE FILTER?

Running hot water through the filter will decrease the effectiveness of the filter.

DO I NEED TO SOAK MY FILTER BEFORE USE?

Yes, for faucet mounts run cold water for 5 minutes in the filtered position upon first use.

IS MY REPLACEMENT FAUCET FILTER REFILL HARD TO INSTALL?

Replacing the filter is easy. Simply twist off the top cover, remove the old filter, put in the new one, and replace the top cover. Also, it is important to run cold water through the filter for five minutes before use.

HOW MANY CONTAMINANTS DOES MY FILTER REDUCE?

PUR faucet mount systems are certified by NSF International to reduce 72 contaminants and substances, including sediment, chlorine (taste and odor) and its by-products, which is more than any other brand.